Find out	Choose & act	Decide	Issue or fulfill	Use & comply	Enforce
Understand options, how to do something	Decide, apply or request something	Check identity, suitability and eligibility	Notify of a decision and issue something	Do the things I need to do, meet the rules	Identify cases and decide intervention

Comprehension and confidence	Ratio of correct to incorrect action eg. applying for the wrong thing or incorrectly ruling oneself out	Effort needed to review an application and make a decision eg. time, cost	Overall time elapsed between action and decision communicated	Availability, accessibility and performance of ways to check status or entitlement	Rates and reasons for non compliance and comparison of rates over time
Effort needed to understand		Acceptance or refusal rate as it relates to policy intent and over time	Error rates eg. items not delivered or wrong item delivered	Effort needed to understand the rules	Effort required for enforcement activities at various stages compared to impact
Level of help and assistance needed and sought eg. from specialists, citizens advice or government contact centre	Proportion of inaccurate or incomplete applications			Rates of compliance and overall performance of service in relation to desired policy outcomes	
	Level of support needed and sought eg. from specialists	Ratio of decisions made that are subsequently overturned eg. by another team or government department			
				Responsiveness of ways to cancel, revoke or expire permission	
		Effort needed to know what is happening or to resolve problems eg. contact levels			