Examples of big external drivers

- A wealth of information and choice
- Increased public participation in decision making
- Rising public expectations
- Localism agenda
- Blurred boundaries between sectors
- Increased competition
- Polarisation of the sector
- Growing ethnic, cultural and religious diversity
- Changing public perceptions
- Increased role of vcs in public service delivery
- 'Big Society' agenda
- Focus on efficiency and value for money
- Consolidation of public service contracts
- Shift from grants to contracts
- Changes to commissioning players and practices
- Economic downturn and constrained public spending

What are the opportunities and threats?