

## NAO model of commissioning and the civil society

### A model of the commissioning environment, process and interactions with civil society organisations (CSOs)

The model is in three concentric circles.

The inner circle is labelled 'General Principles' and refers to those principles that underlie both the conduct of public sector business generally, such as accountability and value for money, and relationships with the civil society, such as the Compact. These principles are covered in the guidance under 'General Principles'.

Outside this is another circle representing a simplified commissioning cycle. This contains five elements of a commissioning cycle linked by clockwise arrows:

- Assessing Needs
- Designing Services
- Sourcing providers
- Delivering to users
- Monitoring and evaluation.

Each of these elements is covered in a separate section of the guidance.

A two-headed arrow links from these to the outside circle of the model to show interaction, at each element of the cycle, with third sector organisations.

A third, outer circle, is labelled 'New and existing service providers'. This contains symbols (of three different shapes and colour) labelled Public sector, 'Private sector' and 'CSO' (i.e. civil society organisation). This represents the marketplace and environment in which commissioning takes place.