



## A best practice group with influence in all sectors

The Construction Clients' Group is one of the forums that constitute Constructing Excellence in the Built Environment and is the only organisation dedicated to supporting both private and public sector customers of construction. CCG promotes best practice as a construction client that results in business performance improvement through a better construction outcome.

Its members either join CCG directly or are CE Group members that are client organisations. Unlike the other forums in CE, its members have a single role within construction and CCG provides an independent, collective voice for public and private sector clients within the supply chain, government and stakeholders.

### Objectives for the CCG in 2007/08

- 1** Become widely recognised as the key UK organisation which represents construction clients of all kinds and sizes
- 2** Provide opportunities and mechanisms for members to network and to learn and share expertise and best practice
- 3** Develop the Clients' Charter into a commercial product that all members will find valuable and adopt to support their business
- 4** Provide information, tools and guides to support clients in the delivery of successful construction projects
- 5** Influence legislation, regulation and industry development as it affects construction clients
- 6** Create a sustainable CCG through membership and additional funding.

These will be delivered through the 6 'core business activities' adopted by all CE forums:

- Business to business networks
- Leadership and Influence
- Research and Innovation
- Showcasing and exemplars
- Measurement and diagnostics
- Tailored services for business improvement

### Key outputs

- A programme of activities and a clear description of a number of products and services which will benefit members
- A 'new Charter' which all members will wish to use
- Guidance and support for clients of all kinds on the requirements of CDM 2007



One of our principal functions is to help clients to consider their business needs before commissioning construction and, having initiated a project, to have high and appropriate expectations of the whole project team, including themselves.

The mission of the Construction Clients' Group is: To maximise client outreach and help infrequent and repeat clients alike.

### What is the Construction Clients' Group?

- The only dedicated client body
- Combining private and public sector clients and client representatives
- With purpose to realise best value for clients
- Promoting best practice and industry improvement
- Providing a collective client voice in key fora with supply chain, government and stakeholders

### How does the Construction Clients' Group improve construction?

- By influencing best initiatives coming forward
- By providing these with weight of client support
- Informed clients can help achieve a better product
- The industry can better help the less informed client
- In the clients' interest to get good construction outcomes
- Clients also have increasing statutory obligations to comply with

### Four main strands of activity

- Best practice – identifying and championing
- Umbrella task groups – representing client views
- Events – uncovering and debating the major topics
- Public relations – representing clients and value of industry

### Some of our sponsors

- The Construction Clients' Group is supported by client bodies such as BPF, OGC, LGTF and CIPS; as well as individual clients such as, BAA, Grosvenor, the BBC, St Helens Council, BT, Slough, DWP Estates, Leisure Connection, Highways Agency, and for RMI, Heritage Lottery Fund and English Heritage

### Construction Clients' Group outreach

- Across Constructing Excellence, 70 client members in a number of different sectors
- Enabling strong endorsement of the best initiatives
- Ensuring a credible and necessary voice in the policy arena

### How does the Construction Clients' Group achieve this?

- By providing the information and advice they really want and need to improve outcomes from construction
- By focusing on the business case for change
- By catering for membership organisations and clients
- By offering a service that our members don't get elsewhere
- By offering a realistic level of entry to rethinking construction



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