

DESIGN MATTERS

RIBA CLIENT ADVISERS



January 2020

RIBA 
Architecture.com

Who are RIBA Client Advisers and what do they do?

RIBA Client Advisers are experienced architects and professional practitioners who work as part of the client team.

They are independent of the design team, providing impartial and informed advice to help the client manage the design and delivery process from its earliest stages, to achieve better outcomes.

RIBA Client Advisers are assessed and accredited by the Royal Institute of British Architects in recognition of their all-round procurement expertise, design experience, business knowledge and track-record of delivering results on construction projects.

How do RIBA Client Advisers help deliver successful projects?

When clients consider future changes, the most important decisions are the ones made at the beginning, before a building is even conceived of. RIBA Client Advisers provide valuable support to clients in this process before a design team is appointed, assessing the need for a building, developing the brief, instigating strategies for sustainability and construction design management, mitigating risks and selecting the design team.

RIBA Client Advisers work across every aspect of a development project, from highly strategic work on programmes and policy frameworks, to supporting the client on a specific project throughout all RIBA work stages.

RIBA Client Advisers often supplement a client's in-house team by providing specific valuable expertise and extra resources.

The RIBA maintains a register of 100+ accredited RIBA Client Advisers, whose core skills meet the high standard required of senior advisers.

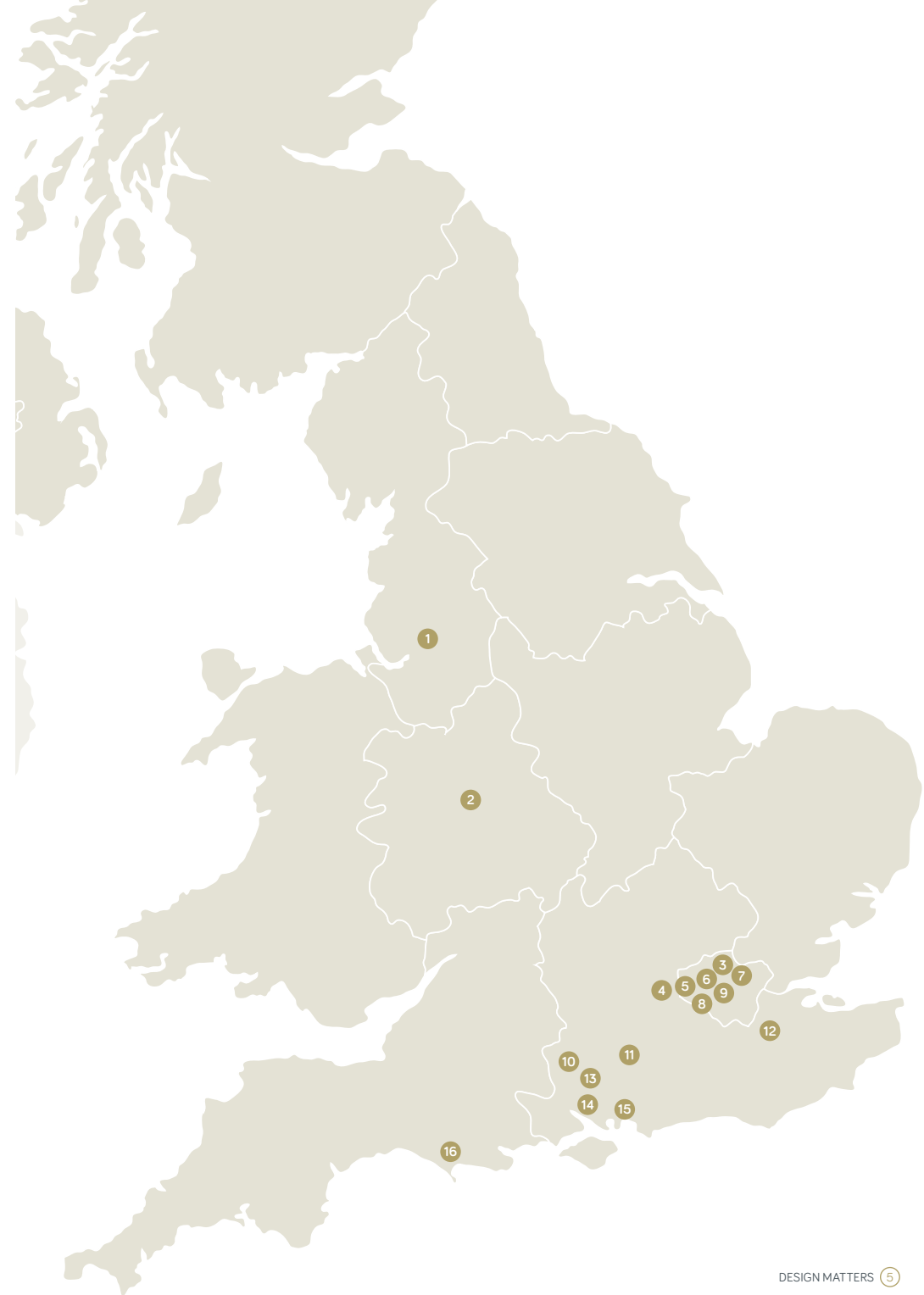
The RIBA register of Client Advisers includes experience across a range of sectors, including infrastructure, housing, wellbeing, education and mixed-use. The register also includes sustainability experts.

RIBA Client Advisers provide excellent value for money, by targeting their expertise to achieve better outcomes for the client more efficiently.

The projects in this report have been selected to demonstrate the value of working with an accredited RIBA Client Adviser and to provide examples across a range of sectors

Alan Jones, RIBA President

Ruth Butler and **Nigel Maynard**,
Co-Chairs of the RIBA Client Adviser Steering Group, 2019



There are many ways in which the Government can support and strengthen achieving better outcomes in construction projects from the very early stages, including by:

Promoting the use of accredited independent RIBA Client Advisers for all publicly funded projects, so that a robust Client Brief is achieved from the outset which sets a sound foundation for the project

Using accredited RIBA Client Advisers to form the sustainability requirements on all publicly funded projects, to meet or exceed the 2050 net zero target for carbon emissions

RIBA Client Adviser services include:

Supplementing the client's in-house resources – with people, skills and knowledge

Demystifying the process – procuring a team that is the best fit for a project

Understanding the user experience – capturing lessons learnt

Informing the wider Business Plan – through technical support

Writing the brief – creating a shared vision

Engaging the community – a trusted independent facilitator

Identifying project risks – and mitigating them

Promoting good design – embedding design review and evaluation processes

Meeting the challenges of Climate Change – defining carbon targets and comfort standards, biodiversity and flood resilience

- B** Built project
- U** Unbuilt project



Photo credit: Gareth Gardner

HOUSING

Exhibition Mews, Whitehill & Bordon

Location

13 Hampshire

RIBA Client Adviser

Juliet Bidgood

Design team lead

Ash Sakula Architects

Client

The Radian Group

B

Exhibition Mews is one of a series of demonstration projects devised by the Whitehill & Bordon Eco Town to test approaches to low energy buildings. A design competition was used to identify a design team who could innovatively deliver a sustainable, liveable and affordable carbon neutral housing exemplar. As well as achieving high standards of energy efficiency, the project was to explore how a replicable carbon neutral terraced housing typology could contribute to the character of the new Eco Town in the South Downs.



Photo credit: Ash Sakula Architects

Juliet Bidgood was appointed as an RIBA Client Adviser to advise the project delivery team from the outset, supporting two different project managers to develop the design brief and promote a design competition, providing clarity and continuity to the pursuit of the project vision and aims.



Photo credit: Barry Coupe

HOUSING

Stratton House, High St, Dorchester

Location

16 Dorchester

RIBA Client Adviser

Barry Coupe

Design team lead

C G Pitcher and Son Ltd

Client

Featherstone Properties

Featherstone Properties purchased Stratton House (Grade II listed building) to convert it to flats and houses. The volume and complexity of the scheme led the developer to employ an RIBA Client Adviser, Barry Coupe, to provide expert advice throughout the project. It was decided to procure this project by the Design and Build route with a very detailed specification to tie down quality and design. The choice of contractor for this project was critical, and the RIBA Client



Adviser advised upon a two-stage tender process. The project proceeded well until it became evident that the contractor was having financial difficulties leaving them unable to complete the project. With Barry's advice the developer decided to keep the contractor's staff on the project and pay labour and materials weekly until the end of the project on the basis that new contractors would tender high to cover their risk. The project was completed successfully only 4 weeks late. Barry's advice was pivotal to the completion of the project with the minimum risk and minimum additional financial costs to the client.



Photo credit: Ruth Butler Architects, second: Alamy

EDUCATION

Burntwood School

Location

9 Wandsworth

RIBA Client Adviser

Ruth Butler

Design team lead

Allford Hall Monaghan Morris

Client

Wandsworth Council LEA / Lend Lease

Burntwood School is a large comprehensive girls' school in Wandsworth, London. It was part of Wandsworth Council's Building Schools for the Future (BSF) programme, which originally intended to rebuild/remodel 17 schools in the borough, including special schools and a pupil referral unit. This school was one of the last to be built under the BSF programme. Ruth Butler was appointed RIBA Client Adviser by Wandsworth Council at the outset of the project. Ruth worked with the school to develop their Education Vision, champion good design and procure the design

team through a process of competitive dialogue. The RIBA Client Adviser was central to the development of a transformational education vision for Burntwood School, delivered in a mix of refurbished and new buildings.





Photo credit: Peter Langdown Photography

EDUCATION

Outdoor Learning Project

Location
14 Hampshire
 RIBA Client Adviser
Ruth Butler
 Design team lead
Opus
 Client
St John's School

St John's School is a small primary school in Hampshire, built in the 1960s by Hampshire County Council as part of their SCOLA build programme. The school grounds include three tarmac playgrounds, a field and small woodland. Ruth Butler acted as the RIBA Client Adviser to St John's School to develop a five year, phased Outdoor Learning masterplan for the school grounds. Ruth was central to the development of a transformational outdoor education facility for



the School, delivered in a mix of hard and soft landscaping. The main purpose of the project was to engage children in understanding their environment, to enhance their learning through creative outdoor spaces and develop physical, mental and spiritual wellbeing.



Photo credit: Hawkins Brown Architects

EDUCATION

Shrewsbury House Preparatory School, London

Location
8 Surbiton
 RIBA Client Adviser
Haydn Davies
 Design team lead
Hawkins Brown Architects
 Client
Shrewsbury House School Trust

The school, on the London/Surrey borders, has an enviable educational reputation. The Trust Governors, however, recognised the need to both develop the facilities to better meet changing needs, and to offer further pupil places. The Trust were in the throes of acquiring an adjacent property to provide the additional accommodation; the total cost would have amounted to circa £3.5 million for the property and fit-out.

Haydn Davies, brought on as RIBA Client Adviser, counselled to firstly analyse the existing site's capacity by means of a 30-year masterplan. A consultation process established a clear brief to fulfil the school's vision and the emerging designs married refurbishment and new buildings to create uplifting teaching spaces. This strategy established that no further acquisition was necessary, a major 'value add' in terms of capital spend. The master plan was subsequently granted planning permission in a highly sensitive residential area, with the support of neighbours.





Photo credit: SCABAL

EDUCATION

Swiss Cottage Special School

Location
6 Camden
 RIBA Client Adviser
Dominic Cullinan
 Design team lead
Penoyre & Prasad
 Client
London Borough of Camden

8

an RIBA Client Adviser to Camden and Swiss Cottage School in 2008. Dominic and his team embedded the need for using the whole building and landscape to provide life skills opportunities, integrating therapy/medical services and wider facilities to support its role as a training school. The vision remained visible, evident and important within the building design. The project was completed in autumn 2012.



Photo credit: Bond Bryan Architects

EDUCATION

Trinity School

Location
12 Sevenoaks
 RIBA Client Adviser
Sarah Williams
 Design team lead
Bond Bryan Architects
 Client
Trinity School Sevenoaks

8

Trinity is a state funded secondary Free school whose vision was to be an outstanding, high-achieving Christian School. Funding was provided by the Department of Education and Kent were responsible for procuring the scheme, alongside the new Weald of Kent Grammar school for Girls. Both schools are located on the same site on Green-Belt land, within Sevenoaks. The school was completely new and was set up as one of the first under the Free schools initiative. The Governors had never built a school previously and



were reliant on the RIBA Client Adviser's expertise. Sarah Williams who was appointed as an RIBA Client Adviser, has experience working with the Department of Education, therefore, she was very familiar with the output specification ensuring improved environmental requirements for the building. The building got planning permission in the greenbelt and provides a high quality learning environment.



Photo credit: SCABAL

EDUCATION

UCL academy

Location

6 Camden

RIBA Client Adviser

Dominic Cullinan

Design team lead

Penoyre & Prasad

Client

UCL and London Borough of Camden

B

UCL Academy is a 1150-pupil secondary school co-located with an all-through Special School at Swiss Cottage in the London Borough of Camden. It was a sample school for Camden's Building Schools for the Future (BSF) programme and the first academy school to be sponsored by a university. The education and design briefs were developed between 2008 and 2009 and the design was developed through dialogue from 2009 to 2010 and construction began in January 2011 and was completed in January 2013. The RIBA Client Adviser, Dominic Cullinan, was



essential to the success of this project, through his deep understanding of the unique brief and the continuity of his and his team's partnership with the client.



Photo credit: Alan Williams

EDUCATION

Waltham Forest College

Location

7 Walthamstow

RIBA Client Adviser

Richard Hopkinson

Design team lead

Richard Hopkinson Architects

Client

Waltham Forest College (WFC)

B

and further funding bids that have led, through a 9-year period, to the delivery of £24 million of improvements to the estate. Richard has delivered continuity to the institution through a period of significant change, and he has worked for 3 different Principals during this period.

Waltham Forest College was due to be redeveloped under the 'Colleges of the Future' programme, but this proposal was scrapped in 2009 after several years of development and under-investment in the college estate. An RIBA Client Adviser, Richard Hopkinson, was appointed in 2010 to investigate how available funding opportunities could be used to support a development proposal to address estate deficiencies. Working closely with the Principal of the college, Richard developed a master strategy





Photo credit: London Borough of Camden

MIXED-USE

Central Somers Town

Location
9 London
 RIBA Client Adviser
Tina Frost
 Design team lead
Morris & Company
 Client
London Borough of Camden

Central Somers Town is a flagship project within Camden Council's Community Investment Programme. It is a self-funded scheme with money generated from the sale of housing developments within the 2.2 ha masterplan area, to be reinvested in educational and community facilities, affordable housing and public open space. The project has been delivered with extensive public consultation. An RIBA Client Adviser, Tina Frost, provided strategic design

leadership and oversight of this complex regeneration project, co-ordinating the input of five separate design teams and delivering high quality design outcomes.



Photo credit: Studio Egret West

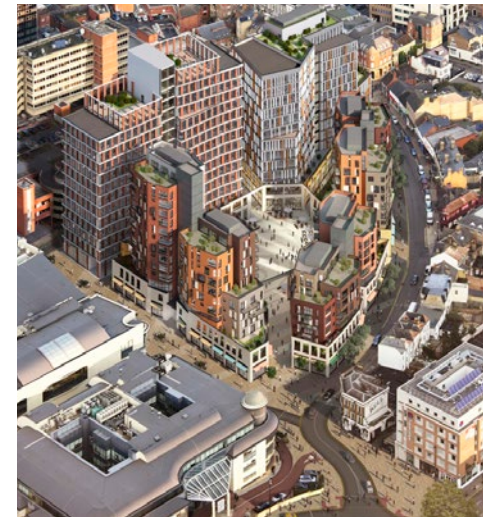
MIXED-USE

The Landing

Location
4 Maidenhead
 RIBA Client Adviser
Sarah Williams
 Design team lead
Studio Egret West
 Client
London and Aberdeen Group

The Landing comprises the demolition of existing buildings in a triangular site and the construction of a new high-quality mixed-use scheme, which will revitalise the town centre. The scheme is a mix of retail, commercial, offices and residential buildings with associated underground parking and a new public town plaza at its heart. It seeks to improve accessibility and links with the local Shopping Centre, High Street and the Maidenhead railway station.

Sarah Williams was commissioned by London and Aberdeen prior to site purchase, as an RIBA Client Adviser, to determine the mix, massing,



heights and density for the new development. The scheme had already been through several design iterations with another developer and had not been successful in achieving planning approval. Sarah, working closely with the client and RBWM, helped to set and get agreement to the basic parameters for the scheme, which enabled the client to purchase the site.



Photo credit: Lifschutz Davidson Sandilands

MIXED-USE

Station Approach

Location

10 Winchester

RIBA Client Adviser

Sarah Williams

Design team lead

Lifschutz Davidson Sandilands

Client

Winchester City Council

The design team were commissioned to create a public realm strategy, which could be implemented as development proposals came forward and to look in detail at one specific and important site, opposite the station. Winchester want to regenerate the area, provide well-needed commercial and residential properties, create a distinctive local character area and improve the connectivity of the wider area with the city centre. Sarah Williams brought great value to the project as an RIBA Client Adviser, including both the development of the brief, the quality criteria that has been set for the project and the

commissioning of an excellent design team. Sarah championed design quality throughout and gave comfort to the client regarding progress, development of the design and helping to inform the decisions and approvals process.



Photo credit: Ruth Butler Architects

COMMUNITY

Leisure and Wellbeing Centre

Location

15 Havant

RIBA Client Adviser

Ruth Butler

Client

Havant Borough Council

The Wecock Big Local Partnership Board was formed in 2013 after the area (near Havant in Hampshire) was identified as one of 150 communities to be awarded a grant of £1 million as part of the national Big Local Programme (Lottery funded). The grant is to be spent over a minimum of 10 years, and puts residents at the heart of the planning and decision-making process. Ruth Butler was appointed RIBA Client Adviser by Havant Borough Council to work with the Wecock Big Local Partnership Board to develop their brief for Hobby Close Field.

The vision for the project is to develop facilities and programmes that support physical and mental health needs within the local community.

Ruth carried out research and stakeholder mapping to determine community needs. She consulted with 18 different local organisations and developed a financially sustainable business plan.



Photo credit: Peter Langdown Photography

COMMUNITY

The Pavilion

Location
11 East Hampshire
 RIBA Client Adviser
Ruth Butler
 Design team lead
Topmarx
 Client
Rowland Castle Parish Council

B



The sports pavilion is used by six local youth football teams, cricket and tennis clubs, and links to an outdoor gym and outdoor children's adventure play area. The original sports pavilion had fallen into disrepair over a number of years. Ruth Butler was appointed as an RIBA Client Adviser by Rowlands Castle Parish Council at the outset of the project. Ruth worked with the local community to develop their brief, champion good design and procure the project team. Ruth supported the client team to identify the key design issues and aspirations, promoting awareness of design quality and providing independent advice. She advised on the analysis

of the existing building stock and contributed to the client's business plan. The cost benefits of this approach were used to provide additional community facilities – a viewing room, extended club room (for social use), female umpires changing room, in addition to the two accessible public toilets. Ruth assisted in the procurement process, advising on the form of contract, evaluating the contractor's design and build teams and then acted as the client's Employers Agent to deliver the project.

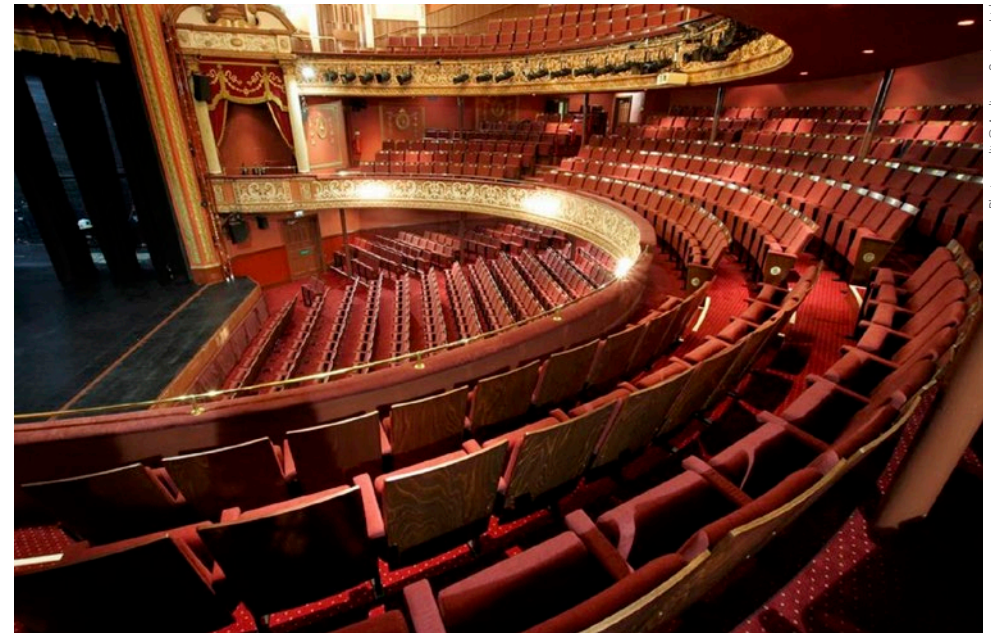


Photo credit: © Audience Systems Ltd

CULTURAL

Internal Refurbishment of The Grand Theatre, Wolverhampton

Location
2 Wolverhampton
 RIBA Client Adviser
Guy Shackle
 Design team lead
Arcad Services and subsequently the City of Wolverhampton Council
 Client
City of Wolverhampton Council

B

The operating company of the Grand Theatre, Wolverhampton had commissioned a local designer to prepare designs to update front of house hospitality areas of this important Grade II* listed Theatre. Guy Shackle, an RIBA Client Adviser, was invited by the then newly appointed Head of Buildings and Works, to provide an

overview of tendered proposals for refurbishment of the front of house areas of the Grand Theatre. The 'review' was wide ranging and included the comprehensiveness or otherwise of the detailed drawings and specifications for the works and also the process to date that led to selection of the eventually appointed Main Contractor, Speller Metcalfe.

Guy liaised with the Council's Historic Buildings Advisors to ensure that the expanding scope of the project, including the new seats in the auditorium, was fully accepted with Listed Building Consent granted prior to the six week contract period commencing on site.





Photo credit: Es Devlin and Avantgarde

CULTURAL

UK Pavilion Dubai 2020 with the Department for International Trade

Location
Dubai
RIBA Client Adviser
Nigel Maynard
Design team lead
Es Devlin with Avantgarde and Veretec
Client
Department for International Trade (DIT)

The UK Pavilion for Dubai Expo 2020 is being designed for the Department for International Trade (DIT) by Es Devlin with Avantgarde Architects, with a full and complete team of creative media, performers and scientific advisers.

Mace were appointed in February 2018 to deliver project management, design management, commercial management and procurement support through pre-construction through to delivery and deconstruction. As an RIBA Client Adviser, Nigel Maynard wrote key sections of the design procurement and technical documentation and was a panel member for all stages of the design procurement leading to the final interviews and appointment of Es Devlin and Avantgarde.

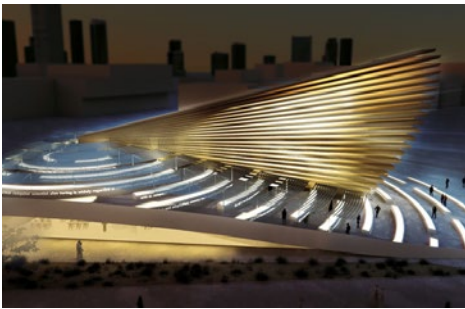


Photo credit: Nick Kane

COMMUNITY

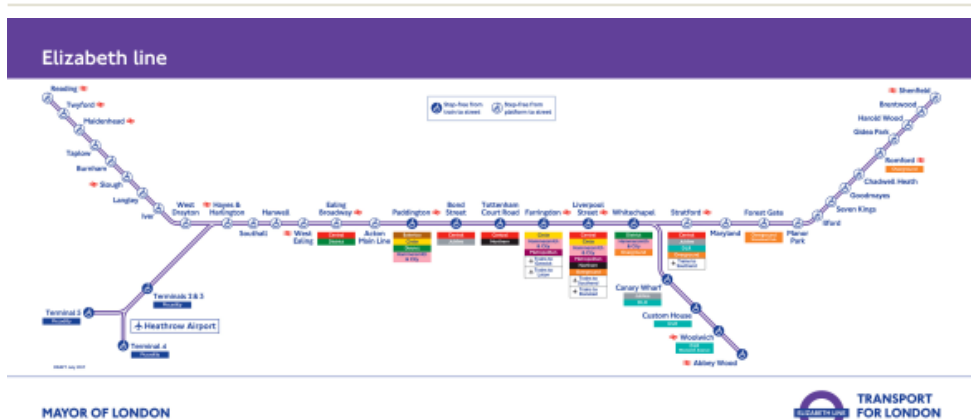
Bat and Ball Station

Location
12 Sevenoaks
RIBA Client Adviser
Sarah Williams
Design team lead
Theis and Khan
Client
Sevenoaks Town Council



Bat and Ball station, built in the latter part of the 19th Century, is still used as a working station, but the building had been derelict for the past 25 years. It was the first terminus in Sevenoaks and opened in 1862. The building is representative of other Victorian station buildings from that period, with its distinctive banding, use of terracotta, London stock brick and canopy incorporation. Working closely with the local heritage officer, the team retained all the original and important features and historic fabric and fittings of the building.

The restoration and refurbishment of Bat and Ball station created a café and community spaces for public use, helping revitalise a much-loved building in Sevenoaks. The project was funded by an HLF grant and Sevenoaks Town Council. Sarah Williams was appointed at the outset of the project as an RIBA Client Adviser, to advise and support the client with the ongoing design and delivery of the project. Much work was needed to secure funding by HLF and to ensure the programme, quality and deliverables were met.



INFRASTRUCTURE

Crossrail

Location

9 London

RIBA Client Adviser

George Stowell (along with Client Services team: Atkins, Grimshaw, GIA Equation, Maynard, Linewide Architectural Components)

Design team lead

Aedas, SNC-Lavalin Atkins, Hawkins\Brown, John McAslan + Partners, Weston Williamson, Adamson Associates, Allies and Morrison, BDP, WilkinsonEyre, Fereday Pollard.

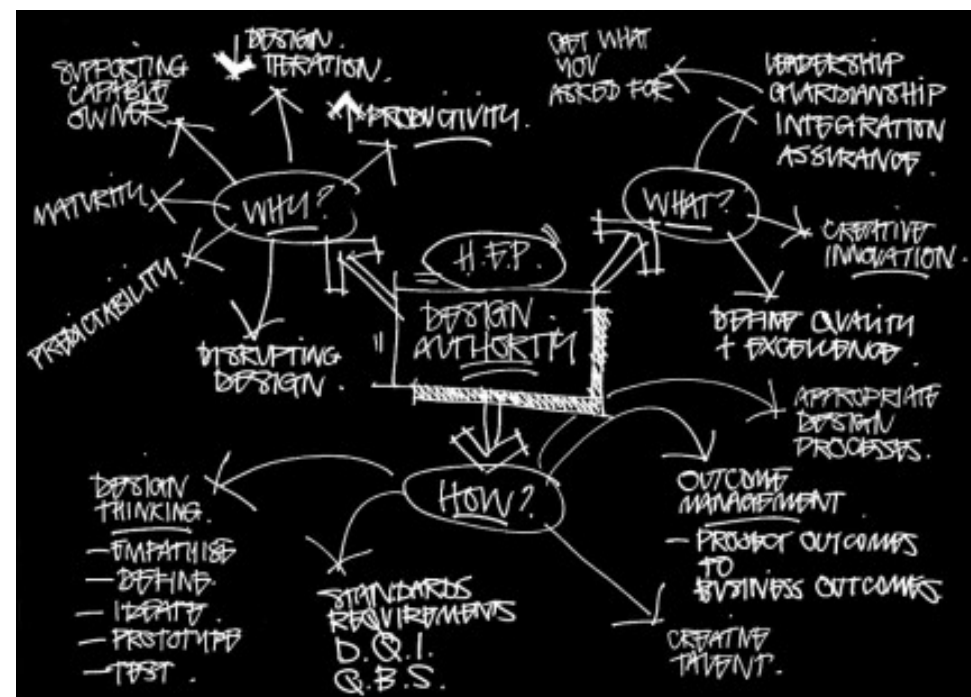
Client

Crossrail

Crossrail involves the simultaneous completion of ten new stations in central London each twice the spatial scale of existing Underground stations. Combined client advice and technical services, including from an RIBA Client Adviser, supported the clients performing their executive role through independent advice and evidence to initiate and facilitate outcome strategies and guiding use of relevant design and technical information at the right time. The RIBA Client Adviser, George Stowell, acted as Framework Lead for the Client advice and Technical services team comprising Atkins, Grimshaw, Maynard, GIA



Equation. Between 2012 and 2020, the team was co-located in Crossrail's Chief Engineer's Group working for Head of Architecture on the linewide fit-out scope, enhancing the client's capabilities on this new and novel type of project for sponsor and maintainer, Transport for London.



INFRASTRUCTURE

Heathrow Airport Expansion Programme

Location

5 Heathrow

RIBA Client Adviser

Haydn Davies

Design team lead

Grimshaw

Client

Heathrow Airport

Heathrow Airport in 2019 asked an RIBA Client Adviser, Haydn Davies, for strategic advice in relation to a Design Authority function for the Heathrow Airport Expansion Programme.

Haydn's advice was centred around developing a lean function like those employed in other industries: be it in motor manufacture by Rolls Royce, mobile telephony by Vodafone, or IT by the likes of University College London.

The initial eight-week study focussed on highlighting an appropriate model, based on research, learning and conceptual methodologies.

To counter the perception that design quality is subjective, and too difficult to define and measure, it was proposed that Heathrow utilise a design metric tool for assessing and measuring the design quality. This would establish a consensus on design priorities at the outset of individual workstreams, which would then be tracked to ensure those priorities were met with the output. The strategy highlighted a significant 'value add' to the client, ensuring capital spend is highly visible to the airport's customers.

The visual and physical enhancement of a well-performing centre to promote even greater footfall.

Photo credit: Haydn Davies

Retail Regeneration, Finchley, London: X-Leisure Group

3 Finchley

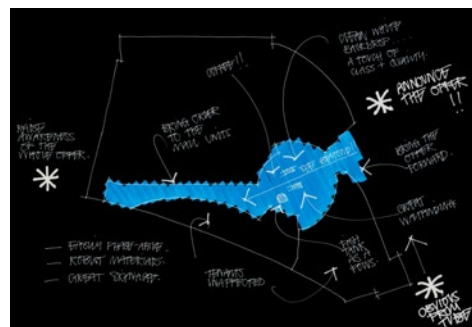
Haydn Davies

Davies Associates

PY Gerbeau of X-Leisure Investment Fund

Haydn's role as an RIBA Client Adviser was to firstly devise a strategy for regeneration, and

The 'value add' from the RIBA Client Adviser's involvement was a significant increase in value at sale (£10m+) in comparison to the previous book value.



One Angel Square

1 Manchester

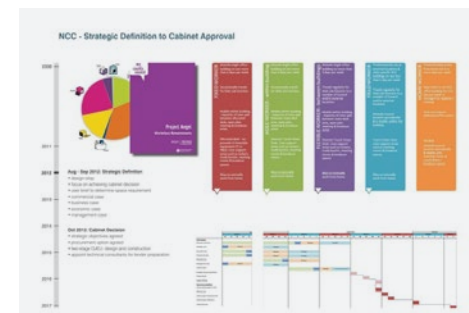
Liz Pickard

James Baker / BDP

Northamptonshire County Council

The new building, designed by BDP, provides agile workspace for over 2,000 NCC / LGSS employees, brought together from a number of sites, saving the council about £51 million over the next 20 years. In 2012, Liz Pickard (alongside her team) was appointed Lead as RIBA Client Adviser to Northamptonshire County Council for their new 20,000 m² civic headquarters, “Project Angel”. The key aim was to deliver a Strategic Public Asset, held over the long-term to embrace

and adapt to the changing needs of the Council and its staff. The building has now been sold to a UK asset management firm for £64 million, £11 million more than what it cost to build, and leased back to the council.



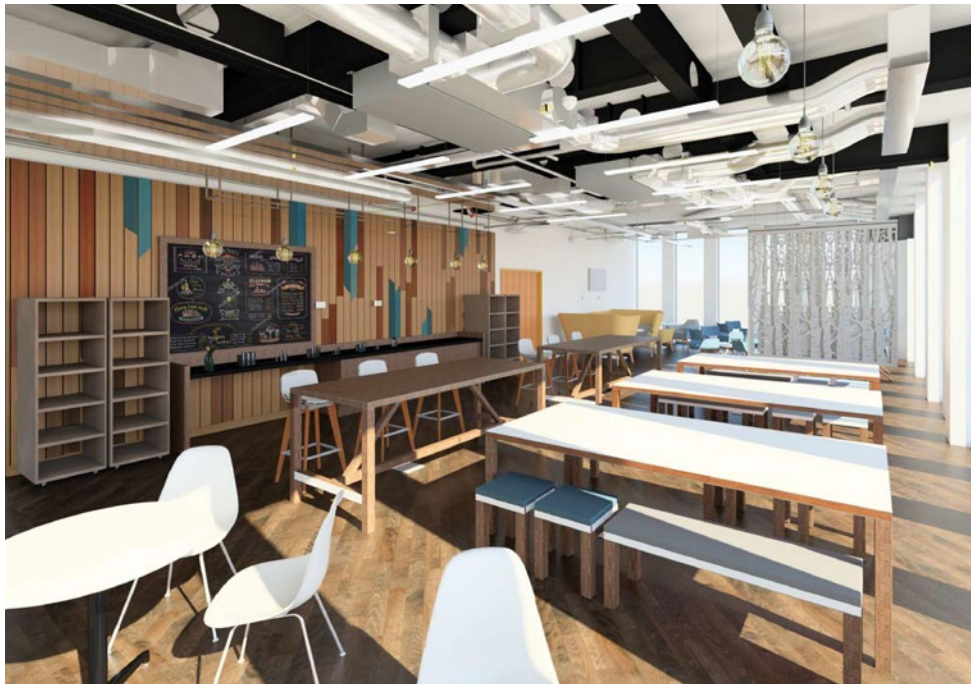


Photo credit: ISG

OFFICE

Westminster City Hall

Location

9 Westminister

RIBA Client Adviser

Iona Lupas and Liz Pickard

Design team lead

BDP

Client

Westminster City Hall

Westminster City Hall was in the process of being comprehensively stripped and refurbished by ISG with novated architects (BDP) and included completely reconfigured cores with the UK's first double-decker lifts, to create a more efficient modern multi-tenanted office; the council will occupy the upper floors and other levels will be left as shell and core for future tenants. The appointment of Iona Lupas and Liz Pickard as RIBA Client Advisers included evaluating the

contractor's proposals at the pre-contract stage and continued with ongoing monitoring of the design development of the subcontracted works packages against the contract requirements.



Photo credit: Iona Lupas



Photo credit: Morley von Sternberg

CIVIC

Brent Civic Centre

Location

9 Brent

RIBA Client Adviser

Liz Pickard

Design team lead

Hopkins Architects

Client

London Borough of Brent

Brent Civic Centre is a new typology of Civic Building that combines flagship public services, including Registry, Wedding Suite, Central Library, Council Services Centre, Training Suite, Civic Chamber, Community spaces and a consolidation of workspace to accommodate between 1,000-3,000 employees from across the Borough into one fully accessible Civic Hub. Liz Pickard, the RIBA Client Adviser, provided Brent Council with general architectural consultancy services and



financial advice in the fledgling stages of delivery of their new Civic Centre. Her role evolved to key advisor to the Civic Centre project board and Leaders of the Council, strategic advice on procurement, assistance in tender evaluation, lead consultancy and co-ordination services.



Photo credit: Flavius

MASTERPLANNING

Coresi, Brasov (Romania)

Location
Brasov, Romania
 RIBA Client Adviser
Iona Lupas
 Design team lead
YRM & Planwerk (masterplanning)
 Client
Ascenta Management



Following years of under-investment and economic decline, in July 2007 the Romanian government sold at auction the assets of the defunct Brasov UTB tractor factory, in central Romania. These assets included a heritage building and industrial shed constructions from the 1920s to the 1980s. The site was acquired by a management company with no development or construction experience. Located in the heart of Transylvania and with the 120 ha site representing 10% of the city of Brasov, the former industrial site presented a unique opportunity for a mixed-use

urban regeneration development. The role of the RIBA Client Adviser, Iona Lupas, included technical assistance to win European Funds for new infrastructure, which enabled the partial sale of the site to Immochan, the real estate arm of the French supermarket chain Auchan, who subsequently developed the leading shopping mall in the region, based on the RIBA Client Adviser's preparatory regulatory masterplan work.



Photo credit: Becky Lane

MASTERPLANNING

Kingsgate Upper School

Location
Camden
 RIBA Client Adviser
Ann Griffin
 Design team lead
Sarah Wigglesworth Architects
 Client
London Borough of Camden

Kingsgate Upper School was a rare opportunity to create a dedicated learning environment for KS2 (juniors), following KS1 re-location to a new site, to facilitate the school expansion. A new extension contains a multipurpose double studio, library and community entrance; with site-wide adaptations and landscape regeneration. An RIBA Client Adviser, Ann Griffin, developed a detailed brief, masterplan and phasing strategy, with a collaborative delivery process, creating added

value and helped with objective decision-making processes, to assess options and agree solutions effectively, keeping the project on track. In addition, Ann supported the phasing and off-site manufacture to reduce risk, minimise disruption to education and allow work to be split into specific contracts. In conclusion, high quality learning spaces were created, inspired by the existing character: gabled elevations, multi-aspect natural daylight as well as excellent environmental control managed by the pupils, to raise awareness of sustainability.



Appointing an RIBA Client Adviser

To find out more about how to appoint an RIBA Client Adviser, contact the RIBA Client Services team who provide a bespoke service which will advise you about why, how and when you should engage an RIBA Client Adviser. Clients can also refer to the RIBA Client Adviser register: www.architecture.com/clientadviserregister

It is recommended that you meet and interview your shortlisted RIBA Client Advisers before making your final selection.

Contact the RIBA Client Services team:
Telephone: +44 (0)20 7307 3700
Email: clientservices@riba.org
architecture.com/clientadviser

““ The RIBA Client Adviser showed thorough professionalism throughout the project and was able to cut through the excuses presented by the contractor by way of her expertise and training. At times when the Council could have been despondent, her cheerful and professional manner has maintained our confidence and we have always trusted her judgement, her acumen and her expertise. Without her, we would have floundered, with her, the project was finally completed, to the plaudits of our parishioners. ”” **Councillor, Parish Council**

““ With Sarah's (RIBA Client Adviser) charming dialogue and persuasion, she achieved a general consensus and an excellent, professionally-designed development brief. Her tenacity, continuing enthusiasm, skill and energy make her a delight to work with whilst adding great value to projects. ””
Bill Higgins, FRICS, Executive Chairman London and Aberdeen

““ The role of the RIBA Client Adviser has been invaluable on the Central Somers Town project where there has been such a broad range of design objectives and outcomes to consider. In particular, the CA – acting as an independent adviser without creative motivation – has greatly assisted the team by engaging ‘vertically’ to understand, distill and convey key design principles between stakeholders and architects, within the constraints of the project. From a client perspective – having an independent and respected design professional has helped to not only provoke/question ideas from a mixed team of architects, but also drive consensus and ultimately, enabled a cohesive high quality design. ””
Mark Hopson, Senior Development Manager, London Borough of Camden

““ Working with Ann Griffin has proven how collaboration produces astonishing results. We are all proud of the result, which offers a wonderful new learning environment. ”” **Sarah Wigglesworth**

““ Nigel helped us from the outset to understand our way through the design process, design development and acted as an independent adviser on selecting our design team and contractor. ”” **Dept. of International Trade**

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