
Global public sector
At ISG, we work with many public sector organisations around the globe, delivering vital projects for the education, government and NGO, healthcare, emergency services, defence and justice sectors. This brochure demonstrates our international capability in the public sector, which relies on early contractor engagement, honesty, the ability to deliver exceptional-quality projects in efficient and dynamic ways, and being highly collaborative to satisfy all stakeholders, the end user, and the public. This is why we are so sought-after and successful in our many framework agreements.

Political uncertainty and competing demands for services are driving new levels of scrutiny and accountability on spending.

As a result, you are likely to be under significant pressure to invest in places and systems that enable the demonstrable provision of high-quality services for people. At ISG, we make it our mission to understand your mission, delivering the environments and buildings that get you best value for money.

Whether you’re a local authority, educational organisation or other public entity, we believe the best way to make the most of the public wallet derives from a blend of sound processes and best practice, and a collaborative and dynamic approach to delivery. After decades of working with the public sector on frameworks, we have honed a much-proven ability to deliver on time and on budget. Just as importantly, our emphasis on social value means we are helping to build better communities. We have cultivated the expertise to provide focused insight, the dynamic culture to collaborate meaningfully, and the flexibility to enable efficient processes and deliver effective outcomes.
At ISG, our vision is to be the world’s most dynamic construction services company, delivering places that help people and businesses thrive. For our customers, this means delivery assurance from a smart and future-focused team. With a portfolio that includes universities, office buildings, leisure centres, civic and cultural destinations, and highly engineered spaces, we are dedicated to partnering with our customers, providing advice, insight and reassurance that your investment is in safe hands.

Delivery assurance is what we offer, but what makes us truly different is how we do it. More than dynamic delivery, we create an exceptional delivery dynamic rooted in collaboration and shared goals. We provide unrivalled social and community programmes on our sites, we consistently exceed our competitors’ health and safety records, and we implement shared KPIs across the build process. More than that, we work collaboratively with clients, consultants, IT, the supply chain, other contractors, the public, and special interest groups, helping to realise more intelligent uses of space and making your capital investment go further.

“Today’s fast-paced world demands more than a safe pair of hands. Delivering the places of tomorrow requires the ability to think big, collaborate widely and meaningfully, and build in real capacity for change. For this reason, everything we do at ISG, from our work with our customers to our relationships with our own people, is focused on delivering smarter and more resilient places of tomorrow.”

Paul Cossell, CEO
Multi-disciplined offer for the Ministry of Justice

The UK Government Construction Strategy: 2016-2020 sets out a plan to increase productivity in government construction to deliver £1.7bn of efficiencies and support 20,000 apprenticeships. We recognise that public sector frameworks can help to support these ambitions via early contractor engagement, honesty, transparent procurement and delivery processes, and a true commitment to delivering employment and skills opportunities. A good example of this is our work for the Ministry of Justice (MoJ), which highlights our multi-disciplined, multi-service offer in the public sector and aptly displays our full range of construction capabilities. We are on both regional and national MoJ frameworks. Under an earlier framework, we delivered more than 40 projects valued at over £82m and delivered time-savings of 42 weeks via the use of lean project delivery.

Our range of work has included alterations and refurbishment projects at prisons and custodial facilities in Leeds and Wakefield, and building the coroner’s court facility for the Hillsborough Inquests. We customise our teams to suit the requirements of the job, and our full range of experience in every aspect of construction means there is always a specialist team on hand to deliver the job.

Displaying our full range of work for the Ministry of Justice

Coroner’s court facility for the Hillsborough Inquests, Warrington, UK

Petroc College, Barnstaple, UK

Wakefield Civil Justice Centre, Wakefield, UK

Multi-skilled approach to framework projects

All sectors covered for the UK’s Southern Construction Framework

Part of the reason we are offered such prominent positions on major public sector frameworks is because of our multi-sector, multi-skilled approach – and the fact we know that the budget is the budget. Key drivers on the Southern Construction Framework (SCF) include collaborating early in the programme to provide major cost- and time-savings. For SCF, we have delivered projects for the education, healthcare, sports, leisure and offices sector, and for the emergency services. One example is a new build, three-storey ‘lifestyle centre’ at Petroc College in Barnstaple, Devon, where we created authentic working environments across the media, beauty therapy, tourism and hospitality sectors. This range of work is connected by our delivery dynamic, utilising in-house Building Information Modelling (BIM) teams to draw up improvements in design, effective cost management, and tailored teams to suit the requirements of the project.
Introducing a commercial perspective to the leisure sector

Our framework agreement with Alliance Leisure Services (ALS) is built around Sport England’s need to engage the wider community in physical activity initiatives, while adding value with innovative new provisions like spas, 10-pin bowling, high ropes and interactive fitness. This puts local authority-funded facilities in direct competition with the commercial sector. We are more than aware of the need for the public sector to provide top-of-the-range facilities to help compete within the marketplace, as well as the need to keep costs low during construction. Our successful leisure centre projects for local authorities like Flintshire County Council and Denbighshire County Council, plus the Doncaster Culture and Leisure Trust, displays our aptitude for supporting the community.

Helping the public sector to compete with the private sector

Improving the state of schooling in Hong Kong

As part of our work to enhance existing government and aided schools across Hong Kong, we provided project management teams (including three project managers and a full support team), additional resource to the architect, 120 site staff, a management tracking tool and other support functions. The final phase of the Schools Improvement Programme (SIP) covered 342 schools, including aided primary, secondary and special schools. With so many schools at different stages of development, communication was vital in establishing time frames and procedures with different governmental departments. The school upgrades involved improving and creating multi-purpose classrooms, staff areas, student activity centres and alterations to existing buildings. We engaged with local trades and used specialised teams with local knowledge to help deliver a consistent and high-quality service, no matter where we are in the world.

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Summit Indoor Adventure, Selby, UK

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Delivering higher education facilities at Imperial College London

We have a long-standing relationship with Imperial College London (ICL) – one of the world's leading academic and research-based institutions – which trusts us to deliver a range of schemes, from laboratories and classrooms to student accommodation and new build research facilities. As well as being a framework partner, ICL utilises our industry-leading expertise in the delivery of tech-led, highly engineered environments, which is in line with ICL's vision to provide innovative, collaborative workspaces to attract the world's best students. This is why we were selected to deliver two flagship construction projects at ICL's new White City campus in London, including the £61m Department of Chemistry building, and the £70m Michael Uren Biomedical Research Hub, which will focus on ground-breaking research into new technologies around the treatments of cancer, regenerative medicines and implants.

Championing research and development at the world's top institutions

Sustainable, community-driven focus, in partnership with social enterprise

We are proud to be on the Greenwich Leisure Limited (GLL) framework – a leading UK sports and leisure social enterprise which is driven to improve community facilities. Our work with GLL has included a suite of modernisation programmes to help improve the standards of the nation's leisure centres. This includes a flagship demolition and new build scheme at the Waltham Forest Feel Good Centre, where we replaced a 1960s centre with an eight-lane swimming pool, dive boards, spa facilities, sports halls, kitchens and other facilities. We have skilled teams in place who work with leading health club and gym providers in the private sector, which means you benefit from our specialist sector knowledge and insight.

Helping the public sector around the globe

Bringing leisure facilities into the new era

Providing simplified services with Pagabao

Our joined-up, global approach for embassies

With locations around the world, we have proved to be an invaluable partner for diplomatic clients looking for construction services abroad. We take care of sourcing materials, controlling quality and standards, health and safety, co-ordinating project teams and logistics to help organisations to set up in new geographies. We also work in live environments, and develop new spaces to help you work around our operations. We have done this for a string of embassies, including the British Council in Malaysia, the Canadian High Commission in Singapore and Malaysia, the Australian Consulate Office in India, the Embassy of the Republic of Singapore in Russia, the Australian Embassy in France, and many more.

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Building flexibility.

No public sector body and no two sets of building challenges are the same. At ISG, we have equipped ourselves with a broad range of experts and expertise to ensure we craft the right responses to your needs. From construction and fit out to refurbishment and technology services, we provide end-to-end solutions, bring the right people to the table, and align ourselves around your vision.

We have a strong track record of delivering a wide range of environments in the public sector, and make sure we put effectiveness, efficiency and value for money at the heart of our delivery strategy. Across frameworks – and our Agility fit out offer, which specialises in small works – we provide anytime projects an everyday service to meet your ongoing property needs. Nothing is too complex or too small. We are set up to respond quickly, mobilise efficiently, and solve your problems effectively.

“We have been delivering public sector frameworks for decades. One of the reasons local authorities trust us with their projects is because of our focus on the end user, our dedication to providing the best customer journey, and our complete range of construction services. We build teams of the best and brightest minds in the industry who are wholly dedicated to achieving your goals – delivering on time, on budget, and in an innovative, collaborative environment.”

Zoe Price, Group Director, Public Sector Frameworks
Innovative and affordable construction projects, courtesy of the Agilis model

Our delivery dynamic in the education sector focuses on bespoke, collaborative approaches to construction. This is evident in our work alongside architecture firm, Stride Treglown, who worked with us to form a cost-efficient template for delivering the model school environment. Called the Agilis model, the design guarantees modern, dynamic and affordable educational environments which work across a range of locations, building types and budgets. This innovative offer is built on a collaborative approach, an understanding of the pupils who will be using the space, and the school bodies looking for affordable, quality construction. For example, we have delivered three standard schools for the Vale of Glamorgan, and are working with the Welsh government to develop a post-occupancy toolkit for use across all new schools in Wales.

Building on our ‘added value’ for the North West Construction Hub

We know that many of the ‘added value’ items on frameworks have now become standard requirements. We are constantly challenging the notion of what is expected from a contractor, particularly in environments with lean budgets and time restrictions. Our delivery dynamic focuses heavily on collaboration, sustainability, local employment and learning opportunities, and greater certainty around cost from day one. This is why we secured 35% of all medium-value projects as part of the first North West Construction Hub (NWCH) framework, delivering refurbishment, new build, fit out and design work for local government and education providers, to a value of circa £135m. We continue to be one of the NWCH’s most trusted construction partners, serving over 65 local authorities, independent trusts and blue light services in the region.

Going above and beyond framework expectations

Everton Free School, Liverpool, UK

Creating the model school environment

Pimperne CE VC Primary School, Pimperne, UK
Meeting tech-led government requirements
We provide specialist in-house BIM and visualisation teams which help you to meet your government requirements, helping to bring the construction industry into the digital age. At ISG, we believe all business environments are technology environments. Although many of our frameworks specify BIM as a requirement, we go the extra mile and put technology at the heart of everything we do. This includes utilising the latest digital innovations on our sites, from in-house applications which help to save time and money on projects, to engaging with our own expert technology solutions consultancy service, which specialises in the design and implementation of smart buildings.

Collaboration is key at SEWSCAP2
A big part of the second iteration of the South and Mid Wales Collaborative Construction framework (known as SEWSCAP2) – carried out by Cardiff Council – is built around fair pay, targeted recruitment, training opportunities and collaboration. The framework sees 20 public sector bodies working together in a spirit of mutual trust and co-operation, sharing information and highlighting potential difficulties in the project as early as possible. The framework relates to both new build and refurbishment projects valued over £1.5m, and is used by Welsh police forces, higher and further education bodies, local authorities and registered social landlords.

Working together for Wales

In-house BIM and visualisation teams

Perspective wireframe slice through BIM, detailing M&E services

Ysgol Glantaf, Cardiff, Wales, UK
Working in live hospital environments

Our work in live hospitals is built around our experience in overcoming logistical challenges. We have methods of delivering dynamic construction services which do not disturb the critical work which goes on day in, day out, at hospitals. For example, we have delivered projects at Royal Hallamshire Hospital, Sheffield, for the Sheffield Teaching Hospitals NHS Trust, including an endoscopy decontamination unit and operating theatres. We have also provided projects at Addenbrooke’s Hospital for the Cambridge University Hospitals NHS Foundation Trust. We work around medical staff and members of the public to not impede on their activities, and ensure a smooth, agile delivery.

Town hall makeover

Our public sector clients require a construction services company with an expert knowledge and experience of improving established environments. Where budgets can be strained, and land at a scarcity, taking an affordable approach to modernising existing public sector real estate assets has become a big part of our success with local councils and authorities. This is particularly evident in our work at town halls, like those in Wigan, Bolton, Chester and Macclesfield, delivered as part of the North West Construction Hub (NWCH) framework. In Wigan, we provided state-of-the-art, modern office environments which allocated enough space for the council to consolidate its many regional offices into the same building. We also restored the original splendour of the Victorian building, which had been concealed since being renovated in the 1970s. We understand the pride of place historic buildings have within a community, and by future-proofing these environments, we are guaranteeing they will be enjoyed by the community for many years to come.

Turning listed, established environments into modern workspaces

Delivering mission-critical services with no margin for error

Wigan Town Hall, Wigan, UK

Wigan Town Hall, Wigan, UK

Addenbrooke’s Hospital, Cambridge, UK
Building expertise.

Our extensive experience working across sectors and disciplines means we bring a rare perspective to our public sector work. We see ourselves not just as builders, but also as enablers of the important activities undertaken by educators, civil servants and other public sector stakeholders every day. Building on our roots in the fit out of live environments in the retail and offices sectors, we are accustomed to working around the clock and around people, capable of mobilising quickly in response to changing needs.

As public sector organisations look for ways to operate more efficiently, forge private partnerships, and provide the best services to people, often the answers lie outside the sector. ISG brings expertise from the private sector to bear on our work, ensuring our customers benefit from both our private sector relationships and our experience across all areas of business, from workplace and residential to health and technology.

“Each and every one of our construction specialists approaches their next public sector project with one, clear objective in mind: to ensure the best customer experience, and deliver an excellent product for the general public. We draw on our experiences in the private sector for the public realm, and provide state-of-the-art, bespoke services which help communities to prosper, students to flourish, people to become healthier, businesses to collaborate, and working environments to be more resilient, innovative, and sustainable.”

Andy McLinden, Managing Director, UK Construction North & Scotland
A trusted provider for blue light projects

We were selected as the sole appointee on the four-year capital build framework with Cleveland Fire Authority, valued at over £22m, because of our cost-effective approach, collaborative work ethic, quick mobilisation and integrated delivery teams. We understand the need to deliver high-quality projects while working within tight budgets for our emergency service authorities. For example, during the design and build of a new two-storey fire station in Pontefract, West Yorkshire – a shared facility for West Yorkshire Police and the Yorkshire Ambulance Service – we sourced cost-effective products to save money. We also finished ahead of time, like we did at our design and build ambulance station project in Newmarket, which was up and running ahead of schedule.

Cost-effective solutions for emergency services

Tech-driven, future-proofed spaces for the BBC

Helping to realign the BBC’s real estate assets

With the BBC reviewing its established locations throughout the UK – and creating new ones – we have been expertly placed on their three-year framework for our technology-driven and agile working approach. We believe all business environments are technology environments, and our work has seen our construction, fit out and Agility teams (ISG’s small works division) deliver smart, resilient and efficient working environments for this media institution. As well as delivering tech-led spaces, our framework objectives also revolve around promoting SMEs, rationalising our procurement process, and instigating tangible social benefits through local employment opportunities and apprenticeships.

Emphasising social value and building stronger communities

Putting social value at the heart of our work

The UK government’s decision to incorporate social value into its public service contracts has been adopted across ISG, and our sustainability teams work tirelessly to balance our dynamic construction delivery services with making a positive impact on the communities we serve. This ranges from providing unrivalled opportunities for work experience and placements through our in-house initiatives like the WOWEX (World of Work Experience) programme, to supporting our supply chain in the delivery of apprenticeships and access to training opportunities. We also draw on resources from the area to help stimulate local economies. We set performance targets to continually improve and report on social value, often taking a lead role on initiatives which deliver direct benefits to the community.
Working across service lines to deliver for the Education and Skills Funding Agency

Our ongoing portfolio of work for the Education and Skills Funding Agency (ESFA) framework calls upon our highly skilled and experienced background in both new build and refurbishment projects. Our experts can overcome any of your logistical challenges. We turned a disused swimming pool and leisure facility into Leeds’ Temple Learning Academy, and ensured The Linden Academy in Luton had the new build school it wanted, in time for the start of the new academic year. Our skills in delivering tech-driven learning environments have also been recognised, with our appointment to deliver the Digitech Studio School in Bristol. We were assigned to four of the six ESFA framework lots: North East, South West, East of England and West Midlands, with a combined value in excess of £2.6bn. The projects require us to deliver every skill in our arsenal, from flexible and agile working, to driving technology and innovation.

Transforming environments into educational centres of excellence

Digitech Studio School, Bristol, UK

Imperial College London, London, UK
Award-winning, sustainable projects

We have been delivering award-winning projects for decades. Engaging with the local community and producing innovative, efficient buildings in line with our group-wide sustainability goals are our top priorities, and we regularly exceed expectations outlined on our projects. When we built The Base in Warrington – an advanced manufacturing and engineering business incubator secured via the North West Construction Hub – over 70% of the workforce was based locally. The building achieved a BREEAM ‘Excellent’ environmental performance rating because of its use of advanced materials, highly efficient services, and photovoltaic installations. It also received an Energy Performance Certificate ‘A’ rating, and won the Cheshire, Wirral and Warrington Project of the Year at the North West Regional Construction Awards.

Design innovation in the public sector

Read all about it at Canada Water Library

Located in London’s historic Docklands, this unique public library – funded by Southwark Council – aptly displays our talent for overcoming tight logistical challenges and delivering award-winning design. This four-storey new build structure was located next to an underground line, and required highly precise GPS technology to ensure all the angles of the structure were accurate. The building has a rake of 55° and overhangs the water from the second storey upwards. The project was the winner of a special Civic Trust Award: the Selwyn Goldsmith Award for Universal Design. It was also awarded a regional award by the Royal Institute of British Architects (RIBA).
London 2012 Olympic Games, and beyond…

We were extremely proud to be the only UK-wide construction company to provide overlay works and new build construction projects to help deliver the London 2012 Olympic Games. Our journey began in 2009 with the construction of the Velodrome, the most energy-efficient building on the Olympic Park with highly insulated walls and roof, and an energy-efficient concrete structure. The Velodrome now forms part of London’s Olympic legacy, having been opened to the public and renamed as the Lee Valley VeloPark. The Olympics was an amazing showcase for our multi-disciplined skill set: not simply ‘builders’ but sharing the customer’s vision, and understanding, planning and being flexible enough to do whatever it took to deliver a successful project.

Building the Velodrome, London, UK

Building on London’s legacy

Office sector experience inspires public sector

Providing high-end office environments around the world

Our company was built on a strong foundation of delivering for the commercial sector, and we have taken this strong reputation and specialised experience into our public sector projects around the world. It means no matter where you are in the world, you can expect the same level of detail and exceptional-quality finish in all of our work. For example, the 14-storey Nation Towers in Abu Dhabi – the new headquarters for Abu Dhabi Tourism & Culture – displays the expert skills of our fit out teams in the Middle East, who put together a mixture of training rooms, auditoriums, server rooms, prayer rooms, pantries, open-plan office spaces and executive suites, break-out areas and staff lounges, all finished to an impeccably high standard. We have also delivered office environments for the British High Commission in Kuala Lumpur, and the offices for a confidential client in Singapore.
For nearly three decades, ISG has been providing construction solutions to some of the world’s most successful and enduring businesses, cities and institutions. From London to Dubai, and Singapore to Houston, our customers trust us to deliver – and our repeat business and numerous industry accolades prove it.

Yet today’s fast-paced world demands more than a safe pair of hands. Delivering the places of tomorrow requires the ability to think big, collaborate widely and meaningfully, and build in real capacity for change.
In 2016 we launched our new purpose-driven brand and set out our ambitious five-year strategic plan to become the world’s most dynamic construction services company.

Our vision is ISG’s reason for being. It gives us a sense of purpose and it is why we come to work every day.

Our core values are the guiding principles that determine our actions and behaviours at ISG.

Our differentiators explain what makes us uniquely ISG, they are the core attributes of our brand.

Our brand proposition sets out how we aim to achieve our vision and is our framework for decision-making.

Our corporate goals are our roadmap to becoming an efficient, tech-led, customer-focused company that attracts the most-talented people in the industry.
At ISG, we provide a comprehensive construction service offer to our clients around the world, working across sectors and geographies.

Local experts with a global reach
If you are looking for an innovative, dynamic construction services company, with expertise in providing value for money in the public sector, please contact our specialist team.

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