

# R&S: PROVING TO BE CONSIDERATE AND SENSITIVE DURING OCCUPIED WORKS



Specialist construction management company, R&S Projects, have a long history of undertaking Occupied Works, the most challenging environment in which to operate. Their experience across a wide range of industry sectors, including Healthcare and Education has led them to develop an enviable policy for working on premises where students or vulnerable adults remain in residence for the duration of the project.



ACH Care Homes has used RSPM on many occasions to refurbish training rooms, communal areas, bedrooms and bathrooms. Many of their service users are profoundly disabled and struggle with loud noises, strangers in their midst and disruption to their routine. Throughout the programmes of works, the premises are returned to full use at the end of each day. Jason Rayner, MD of R&S Projects Management, takes a

client focussed approach:

*“These are difficult projects but we pride ourselves on being responsive to the needs of clients. Experience has shown we can tailor our Occupied Works Policy to any environment or situation to ensure a smooth running, safe and secure job that benefits everyone concerned.”*

## RSPM Policy

The RSPM policy is built around their core values and is designed to put the client’s end user first in each case. Communication is key. R&S ensure that the relationship between themselves and the Managers on site is collaborative, co-operative and considerate to enable the timetables of both parties to be scheduled with the least disruption.

R&S work hard to train their teams to be considerate and sensitive to those around them. Profiles of the hand-picked, CRB checked teams are provided ahead of time to ensure there are no unidentified workers on site.

All teams have to follow the strict procedures that have been drawn

up, including a No Lone Worker Policy that safeguards all parties. Health, Safety and site security is constantly monitored.

Andrew Bradley, Estates Manager, ACH Care Homes is convinced that this is the right way forward:

*“R&S demonstrate extreme patience, sensitivity and consideration at all times. What could have been a disruptive and possibly damaging experience for our service users - the potential to see individuals moved away from our care - ended up being a positive experience for all concerned. No individual suffered and no harm was done to the business. It is my firm belief that this is unique in the world of construction and I applaud R&S for the quality of their work and the manner in which they carry it out.”*

## Small Works for Occupied Premises

The R&S Small Works Division is at the forefront of Occupied Works Projects, specialising in Cloakrooms, Aids and Adaptions, DDA work, Kitchens and Landscapes.



*“We have recently installed hardwood-effect aluminium, automated gates and fencing with a pedestrian path to increase safety and security for those at a residential home in Hampshire. This is one of many jobs undertaken where vulnerable adults or students are present while we are working. Ensuring we followed our guidelines was paramount.”* says Kirsty Peacock, Quantity Surveyor at RSPM.

## Case Study

Project	Ivers House Dorset; ACH Care homes
Use	Residential Home and Training Establishment for Adults with Learning Difficulties
Features	Main Building, 4 Bungalows, Gardens, Activity room, Paddocks, Outbuildings
Job	2 New Build Bungalows; Refurbishment of Main House
Budget	1.1m
Timeframe	10 months
Challenges	Occupied unit; Refurb and new build
Action	Floor by floor; Occupied Works Policy; Build by build
Result	Completion on time, on budget

