

## **New booking SOP:**

When a new booking comes through, the following steps to be taken with in-line to the check-in of the new arrival.

- **Received an email from Barry House:**

1. Check what is the make-up of the service user arriving at your hotel.
2. Cross-check with the availability of the rooms at your hotel and allocate the room accordingly.
3. If it is a SAM or SAF arriving, check if you have a partial bed space in any room where the new arrival SAM or SAF can share the room with.
4. If it is a Family arriving, check how many family members are arriving by checking the make-up and allocate the room/rooms as per the family size.
5. Ensure the room which you allocate is ready and clean with no outstanding maintenance before the arrival of the service user.

- **Arrival of the service user:**

1. Once the service user arrives at the hotel, ask the taxi driver to wait until you confirm and check the service user's Home Office paperwork, which will have their Port Reference Number on it.
2. The Port Reference Number should match the Port Reference Number on mentioned by Barry House in the booking confirmation email sent out by them.
3. If everything matches, you can ask the taxi driver to leave and initiate your booking paperwork with the service user.
4. Occupancy agreement needs to be filled out with all necessary details of the service user's and their family members.

5. You must fill the dietary requirement form for the whole family or the single occupant confirming if there is any specific diet required.
  6. Provide the service users with the induction pack, this must contain – Rights in the UK and Living in an Initial Accommodation, Migrant Help Booklet, IA Briefing, ASPEN card leaflet.
  7. If the service user has any medical or safeguarding condition, they must show you a GP letter confirming that they should be given a single occupant room. This letter must be sent to your managers to ensure the for authorisation.
  8. An incident report must be submitted if a service user has medical condition and requires a single occupancy room.
- **Once the arrival is checked-in:**
    1. After doing the occupancy agreement, and giving the room to the service user, you then need to proceed with the official part of the check-in.
    2. Confirm with Barry House about the arrival given them the service user's details – Name, Port Ref no, DOB, Gender, Nationality, Contact number (if any), E-mail (if any).
    3. Next step is to update your Live Register with the details of the Service User and updating the availability of your Live Register and GP information accordingly.
  - **Updating the availability:**
    1. If you are putting a SAM or SAF in a Twin room because of no partial bed space available and no single room available for a SAM or SAF, the other vacant space must be made available for another possible SAM or SAF arrival depending on what gender is already in there.
    2. Once you have entered the data in the Live Register, the available to book column has change to "Occupied".

3. If the other bed space is not available to book due to medical reason or Family which is split between two rooms, that bed space will have “No” in the available to book column and the void reason as – “cannot share medical”, “cannot share safeguarding”, “part of family” depending upon the service users.
4. Once the Live Register is updated, use the Daily Live Register Update spreadsheet, and prepare the same for the next submission with the details of the arrivals.
5. Update your handover and change the availability of the rooms to ensure correct information is passed on.

- **Troubleshooting:**

1. If a service user has arrived at the hotel and you have not received any booking confirmation from Barry House – ask the service user for their paperwork, give a call to Barry House, give them the Port Ref no and check with them if the booking was supposed to come and if they say yes, ask them to send you the confirmation email meanwhile you initiate with the booking procedures.
2. If a service user arrives and informs you regarding their medical condition, but do not have any medical evidence to prove the same – in this scenario you need to advise the service user to get medical evidence confirming the same and until then they’d need to share the room.
3. If there is a safeguarding marker email already sent by Stonebridge Lodge or Barry House advising the service user needs a room of their own – then the service user needs to be given their own room as per the instructions sent.
4. If a service has no Home Office paperwork – all residents arriving must have their paperwork. If they do not, you can ask for their BRP card, if not BRP then, ask for their name and DOB and give a call to Barry House and pass the details to them and ask for their PRN to be sent to you.