Police Arrival Standard Operating Procedure (SOP)

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Scope of SOP

The objective of this SOP is to guide hotel staff in properly managing interactions with police officials.

Procedure for Attending Police Officials

When the police arrive at the hotel to see or arrest a service user, staff should:

1. Record Arrival Details:

   - Note the date and time of the police officers' arrival.

   - Record the officers' collar numbers for CRH Safeguarding reference.

   - Request a CAD reference number or any other reference number to allow CRH Safeguarding to track the specific incident.

2. Escort and Facilitate:

   - Escort the police officers to the service user's assigned room and facilitate entry if needed.

3. Document Interaction:

   - Accurately note any comments made by the police officers.

   - If an arrest occurs, ask the officers for details of the offense to include in an incident report to the Home Office.

   - After the arrest, lock and secure the room (if it is a non-sharing room) to protect the service user's belongings.

- Note the date and time of the officers' departure.

4. Incident Reporting:

   - Include all recorded details in an incident report and send it to the incidents team and line management.

Staff Should Not:

- Offer any comments on the service user's past or current behaviors. Staff opinions are irrelevant to the allegations and could suggest bias, which is unacceptable.

Additional Information Requests:

- If police officers require a formal statement from staff regarding a service user, submit this as a separate incident report, referencing the primary incident report.

- For other information requests, such as incidents or markers on a service user, email a Data Access Request to the SG Lead at safeguarding@clal.co.uk - They will review and share appropriate information as needed.

By following this SOP, hotel staff can ensure a professional and consistent approach to managing police interactions, safeguarding both the service users and the hotel's operational standards.