

Visitors Standard Operating Procedure (SOP)

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Visitors Process

The hotel entrance is monitored by dedicated site security 24/7. Upon arrival, all visitors must provide personal details such as ID, full name, the room/person they are visiting, company name and job title, relationship with the person being visited, purpose of visit, and contact details.

Visitors Verification

All non-CLAL guest visitors must receive permission to enter the site from a CLAL staff member. This includes contractors and any other visitors meeting with the hotel team. Verification involves checking IDs and confirming approval from those who arranged the visit. Once verified, the staff member records the visitor's name and signature in the visitor's log. This process also applies to visiting charity organizations.

Restricted Visitors

Restricted visitors are not allowed entry to the hotel. These include:

- Media**
- Unrecognized organizations**
- Far-right groups**
- Anti-immigrant groups (e.g., English Defence League, Britain First)**

If restricted visitors arrive, an incident report must be raised. If approached by a restricted visitor with questions, respond with “No Comment.” If forced entry is attempted, notify the police immediately.

Service User Visitors (Relatives & Friends)

Visitors are allowed between 9:00 AM and 10:00 PM. All visitors must leave by the designated time and sign the visitors log with all required details.

Service User Stakeholders

Service user solicitors recognized charity representatives, health teams, and council social workers must provide prior written notice to enter the hotel.

CLAL Stakeholders

- Clearsprings Ready Homes
- Home Office (UKVI)
- Building maintenance engineers
- NHS Find & Treat
- NHS vaccination team
- Other staff members (Head office, HOs, AMs, RM)

Other Visitors

If unsure about other visitors, consult your supervisor or line manager. If any visitors or service users do not adhere to these guidelines, raise an incident report. In an emergency, dial 999; for non-emergencies, dial 101.

By following this SOP, CLAL staff can ensure a secure and well-managed environment for all visitors and service users.