



University of Bristol

Lost property guidance and procedures

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Contents

Section

	Page
1.0 INTRODUCTION AND SCOPE	3
2.0 RESPONSIBILITIES.....	3
3.0 DEFINITIONS:.....	3
4.0 LOST PROPERTY:	3
5.0 DISPOSAL POLICY:.....	3
6.0 APPENDIX A - ITEM CLASSIFICATION	4
7.0 APPENDIX B - LOST PROPERTY PROCEDURE	4
8.0 APPENDIX C - CLAIMING LOST PROPERTY.....	5
9.0 APPENDIX D – OLD PARK HILL PROCEDURE:	5
10.0 - APPENDIX E LOST PROPERTY LOG.....	7
11.0 APPENDIX F OLD PARK HILL LOST PROPERTY LOG.....	8

1.0 Introduction and Scope

This document defines the guidelines and procedures relating to the management of lost property in non-residential properties.

The aim is to:

- Ensure that property found in/on university premises in non-residential properties is dealt with consistently, securely and transparently.

We will do this by:

- Ensuring that suitable processes are in place to assess and securely process lost property.
- Ensuring that an audit trail exists for every item of value.

2.0 Responsibilities

The Estates Office will own the document.

All staff and students have a responsibility to hand in items of lost property to a responsible person. Staff should not accept lost property but direct finders to the nearest responsible person who can ensure the property is correctly logged.

3.0 Definitions:

- a. **Lost Property** is anything not belonging to the University left on University premises.
- b. **Items of value** are items left on University premises which may have a significant cash value or contain personal or sensitive information. Appendix A provides a summary of item classification for this purpose.
- c. **Responsible person:** *may be an* Estates Assistant, Security Officer, Library Support Assistant, Library Assistant, Receptionist.

4.0 Lost Property:

...

Property found on non-residential University premises/grounds should be handed in to a responsible person, who will log items of value and process the items in accordance with appendix B. All unclaimed items, which cannot be returned to an originator e.g. Bank or the DVLA, will be kept for three months before disposal.

5.0 Disposal Policy:

Items which are not recovered after three months will be disposed of securely if containing personal/sensitive data in accordance with university policy on the disposal of sensitive data. Where possible all other items will be recycled in support of the University's sustainability agenda or taken/donated to charity. Items containing food or drink will be disposed of immediately.

6.0 Appendix A - Item classification

Items of value:

Examples:

Jewellery, credit / debit cards, purses / wallets, cameras, mobile phones, passport, driving licence/ ID card, electronic devices (laptop, tablet, MP3 player), keys.

Low value items:

Examples:

Items of clothing, flasks, food, sports items, work folders/paperwork (unless confidential), books, spectacles, charging units.

7.0 Appendix B - Lost property procedure

1. When an item of value is handed in, it should be logged on the Lost Property Log (see appendix E), with all sections being completed legibly and fully:

Where wallets and purses are concerned, contents must be fully logged in the presence of the finder, and the log signed by the finder and responsible person.

2. In the event of property being identifiable, efforts should be made to locate and inform the owner that the property has been located and its current whereabouts.
3. **Items of value** should be immediately and securely stored in a lockable cupboard/drawer/locker.
4. Onward Distribution to central stores:

Precinct:

If not collected within 24 hours (or one month at Libraries), items of value should be hand-delivered to Old Park Hill or secured in a mail bag with a numbered, tamper-proof seal and given to the internal mail driver ensuring the recipient has signed and dated the log sheet to accept receipt.

Langford:

Items should be handed in to reception at the Dolberry Building. If not collected within 24 hours, items of value should be delivered to the Estates Assistants lodge in Churchill Building ensuring the recipient has signed and dated the log sheet to accept receipt.

5. **Low value items** should be stored on site and sent to Old Park Hill for disposal after three months (or sooner, if space is limited).
6. As good practice, alert other colleagues present or update oncoming shifts of high value items and record on the shift handover sheet.

8.0 Appendix C - Claiming Lost Property

When a claimant calls to collect property, it is up to the responsible person returning the property to ensure he/she is satisfied that the claimant has a right to the property and has produced evidence of identity.

- Take a FULL description of the item the claimant is seeking, with as much detail as possible (size, shape, distinguishing marks, location lost).
- Do NOT display items or ask whether the person sees the item they are looking for.
- If the claimant is not sure which University building they have lost it in, call other lodges to seek their assistance, but only pass on the direct description they have given you, to see if your colleague can clearly match it with an item that has lately been handed in to them.
- If no such item has been handed in, you may recommend that they enquire at the Mail room in 1-9 Old Park Hill.
- If the item is described to your satisfaction, verify the claimant by requesting ID and ALWAYS ensure you have received a signature and the printed name from the claimant, on the log sheet, before handing over the item.

9.0 Appendix D – Central Stores Procedure:

1. High value items / evidence bags should be taken to the mailroom in 1-9 Old Park Hill, John Dunning (Churchill Building) or their representatives.
2. The item should be fully and legibly logged on the Central Lost Property Log-sheet (appendix F):
3. The item should then be tagged and placed on the appropriate shelf (i.e. month in which received) in the Lost Property secure area.
4. If a claimant arrives, follow the procedure 'Claiming Lost Property' (Appendix C), completing the Old Park Hill Lost Property log sheet, ensuring you have received a signature and printed name from the claimant, on the log sheet, before handing over the item.
5. If not claimed after three months the item will be disposed of as per the Disposal Procedure below.
6. The key for the Lost Property door should be signed in and out, and only known to the local Estates Assistants.

Disposal Procedure:

Items not claimed after three months will be sent for disposal.

Items of value

Items of value containing personal/sensitive data of paper origin will be securely destroyed via confidential waste bins.

Items of value containing personal/sensitive data in digital format (phones, laptops, tablets etc) should be sent to IT for destruction in accordance with the policy on the disposal of sensitive data.

Cash will be donated to the Wallace and Gromit Grand Appeal. This should be witnessed and the log sheet (appendix F) should be completed and countersigned by both persons.

Low value items

Low value items (for example clothing) should be booked via the Sustainability team, to be sent for recycling. The handover and destruction of low value items will not be recorded.

University of Bristol Lost Property Log

Lodge/Reception Location _____

Date/ time	Name & contact details of finder	Received by (print name)	Full description of item	Location Found (including inside or outside building)	Claimed by (Date, print name and time)	Complete this section if sent to 1-9 OPH:
						Date: Tag number:. Name of person receiving:
						Date: Tag number:. Name of person receiving:
						Date: Tag number:. Name of person receiving:
						Date: Tag number:. Name of person receiving:
						Date: Tag number:. Name of person receiving:

11.0 Appendix F Central Store Lost Property Log

Date:	Received from:	Received by:	Description of Item: Tag number:	Claimed by: (date and print name)	
Disposal route <input type="checkbox"/> Confidential Waste <input type="checkbox"/> IT <input type="checkbox"/> Charity <input type="checkbox"/> Other (specify)			Person disposing of item:	Handed to: or Witnessed by:	Date & time
Date:	Received from:	Received by:	Description of Item: Tag number:	Claimed by: (date and print name)	
Disposal type <input type="checkbox"/> Confidential Waste <input type="checkbox"/> IT <input type="checkbox"/> Charity <input type="checkbox"/> Other (specify)			Person disposing of item:	Handed to: or Witnessed by:	Date & time
Date:	Received from:	Received by:	Description of Item: Tag number:	Claimed by: (date and print name)	
Disposal type <input type="checkbox"/> Confidential Waste <input type="checkbox"/> IT <input type="checkbox"/> Charity <input type="checkbox"/> Other (specify)			Person disposing of item:	Handed to: or Witnessed by:	Date & time