



Lost Property Policy

Document Information

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Lost Property Policy

1. Introduction

- a. This policy includes protocols that should be followed to ensure that property is correctly recorded, stored and passed within a reasonable time to the owners or to local law enforcement who hold absolute lawful authorisation for the storage and disposal of property belonging to another.
- b. To ensure compliance with current enactments in Scotland and England in relation to found property and to ensure there is no apparent risk of deprivation to the owner, found items must be passed to police within a reasonable time and the details of any found property noted and logged if not passed directly from finder to police. The police will not take non-valuables, such as clothes, and so, these items follow a slightly different procedure to allow for owners to reclaim their items while ensuring the Union storage is not overwhelmed with lost property items. The Union will pass valuables onto University Security Services who will then follow their own policy and will pass items onto the police after 7 days.
- c. To ensure that there is no liability on staff for handing in or storing found items, it is important to log items properly.
- d. If an item is found that ANY member of staff feel may not be a genuine item of lost property but may be a suspicious item (i.e., an unattended bag) contact Security on the Emergency number, 0141 548 2222.

2. Scope

- a. All staff, students, contractors and visitors

3. Found Property Process

(see Appendix A for simplified process chart)

a. Valuables

- i. When an item has been found and handed into the Welcome Desk, staff should take note of the item in the log including a basic description.
- ii. If possible, staff should contact the owner:
 1. Staff should check the website Lost Property reporting form to check if the item has been reported as lost and use the contact details provided to contact the potential owner.
 2. If there is no matching entry on the reporting form, the staff member may attempt to find the contact details of the owner. A potential owner should only be contacted where the staff is reasonably confident that the person they contact is the owner (such as matching name and student number from a student card) or is otherwise appropriate to contact (such as contacting the organisation to which another form of identification relates). A person should not be contacted if it would breach any data protection regulation or would be otherwise inappropriate

(such as emailing two students about the same bank card just because they have the same name).

3. In contacting the owner, it should be stated clearly that the item will be handed into University Security, and must be collected from there within 7 days.

- iii. Staff should then take this item as soon as possible to the Security Control Room, situated on the ground Floor Livingstone Tower Building (contact number: 0141 548 3333). The security officer will then follow the University Security Services Lost and Found Procedure (December 2019).
- iv. The date of the items being brought to security should be noted in the log. If an item is collected before taken to security, this should be specifically noted in the log.
- v. Valuables are defined as:
 - 1. Mobile phones
 - 2. Other electronics: including, but not limited to, earphones/buds, cameras, etc.
 - 3. ID's: including, but not limited to driving licenses, student ID's, passports, etc.
 - 4. Money: cash, bank cards, or any other type of payment methods (e.g., gift cards, store loyalty cards, etc.)
 - 5. Jewellery

b. Non-valuables

- i. When an item has been found and handed into the Welcome Desk, staff should take note of the item in the log including a basic description.
- ii. If possible, staff should contact the owner:
 - 1. Staff should check the website Lost Property reporting form to check if the item has been reported as lost and use the contact details provided to contact the potential owner.
 - 2. If there is no matching entry on the reporting form, the staff member may attempt to find the contact details of the owner. A potential owner should only be contacted where the staff is reasonably confident that the person they contact is the owner or is otherwise appropriate to contact (such a person may be a University department or Union Society or Sports Club if the item is branded as such). A person should not be contacted if it would breach any data protection regulation or would be otherwise inappropriate.
 - 3. In contacting the owner, it should be stated clearly that the item will be kept for seven days before being donated to charity.
- iii. The item should be stored safely
- iv. The property will then be kept for a period of FOUR WEEKS
- v. At the end of the period described above, the items will be given to charity or otherwise appropriately disposed of. See Appendix B for additional guidance for taking items to charity.

4. Reporting an Item Lost

a. Guidance for the person who has lost an item

- i. On discovering you have lost an item you should notify Security Services for valuables or a Union staff member for non-valuables. You can also fill out the form on the Strath Union website.
- ii. You should include as much detail as possible about the item including where it was last seen, identifying marks etc.
- iii. You are required in the case of bank cards to notify you bank or service provider.
- iv. You are required in the case of mobile telephones to notify your service provider.
- v. You should be aware that found non-valuable items may only be kept for up to four weeks by the Union before being taken to a charity shop or disposed of. In the case of valuables, items will be passed to University security as soon as possible and will be stored there for seven days before being passed to the local police station.
- vi. Valuables may also have been handed directly into University Security, so you should also contact them regarding your lost item.

b. Guidance for staff receiving the report

- i. If someone is reporting a lost valuable:
 1. Check the lost property log to see if it has been handed in at the Union
 2. Refer them to University security, advising them that the item will only be stored there for seven days before being passed onto the police
- ii. If someone is reporting a lost non-valuable:
 1. Note full details of the person reporting the loss including telephone number and full name on the lost property log
 2. Note full details of the item that has been lost and as full a description as possible on the lost property log
 3. Advise them that if found the item will be kept for up to four weeks before being passed to charity or disposed of

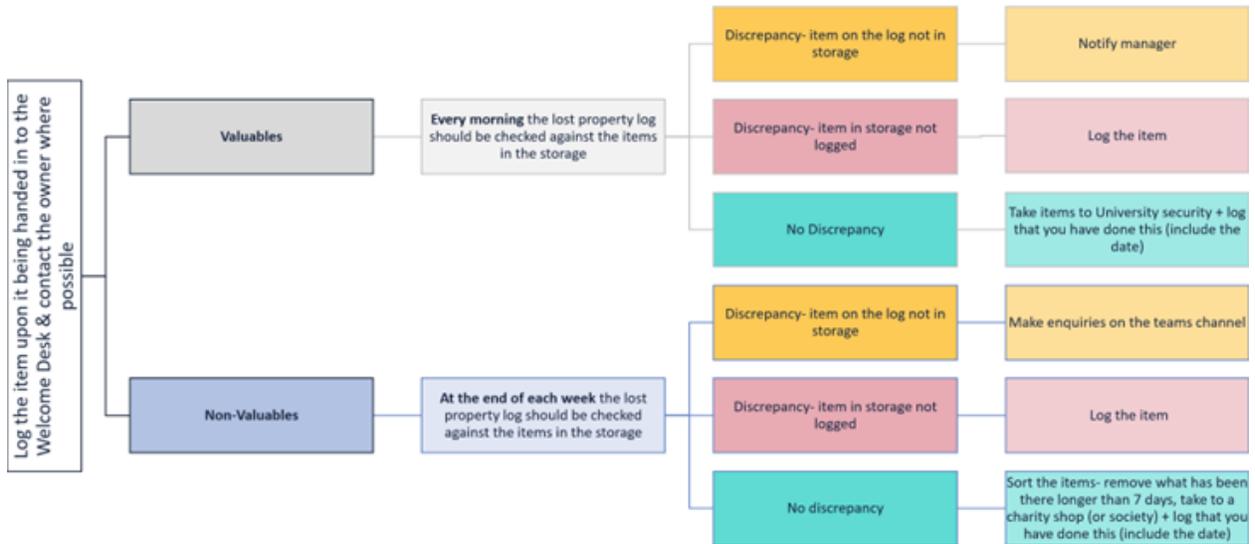
5. Lost Property Log

- a. The lost and found property log is found on the relevant Teams channel which Union staff have access to.
- b. Personal information (such as names, contact details, etc.) will be deleted when no longer needed, as required by GDPR.

6. Discrepancies

- a. Valuables: notify a manager and follow their instruction as to how to proceed.
- b. Non-valuables: make enquiries on the Lost Property Teams Channel to determine whether the item was collected or in the previous week's charity donation etc. If no answer if found here, refer to a manager.

Appendix A: Lost property procedure (simplified)



Appendix B: guidance for donating uncollected items to charity

Appendix B

Welcome Desk staff have a level of discretion as to where the items are best to go, however, it is good practice to contact any charity shop to check they can currently take donations before turning up. Be aware that some charity shops are very limited in what they are allowed to take. Some charities- including BHF & Shelter- have multiple locations in the city centre: some of these ONLY take furniture, for example, so it is always best to check you're going to the correct one.

The listed organisations are suggestions as they are places nearby the Union, or convenient for staff who, for example, could leave 10 minutes early to the shift early to take items to a shop on their route home.

Strath Union charity societies

The Prince & Princess of Wales Hospice Shop: located in front of the Livingstone Tower, 88 George Street.

Duke Street charity shops (convenient for staff heading in the Dennistoun direction)

- Barnardo's Shop (340 Duke St)
- Mary's Meals (358 Duke St)
- Salvation Army (374, 376 Duke St)
- Shelter Scotland (469 Duke St)

Union Street/Queen Street charity shops (convenient for staff going towards Central station)

- Shelter Scotland (113 Union St)
- British Heart Foundation (10 Union St)
- Cancer Research UK (69 Queen St)

Trongate/Argyle Street (convenient for staff going to Argyle Street Station)

- British Heart Foundation (151 Trongate)
- Debra (15-17 Argyle St)