Security Services

Lost and Found Procedure

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1. Introduction

In order to deliver an improved service to staff, students and visitors a formal procedure for dealing with items of lost or found property should be in place. This 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.

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. unattended bag contact Security on the Emergency number, 0141 548 2222.

2. Scope

All staff, students, contractors and visitors
3. Found Property Process

3.1 Process for items found within

Guidance for finders

It is requested that staff and those working on behalf of The University adhere to the following when items of property are found within the campus areas.

i) When an item has been found the finder should take this item as soon as possible to the Security Control Room, Situated on the ground Floor Livingstone Tower Building. 0141 548 3333

ii) The officer within will note details of the finder and in their presence note a description of the item, its contents etc.

iii) The finder will be given the lost property reference number.

Guidance for Security Staff

i) On receipt of the item you should note its description and any contents in the presence of the finder.

ii) Full details of the finder should be noted including department, telephone number and the area where found.

iii) This should be recorded on the Lost Property spreadsheet and given the next corresponding reference number.

iv) The property description should be noted on the daily briefing register and a basic description and location found circulated to staff.

v) The property will then be kept for a period of SEVEN DAYS or to the end of that month, whichever is the longest. Before being taken to the nearest police station.

vi) The dayshift supervisor will be responsible for ensuring all items are audited on a weekly basis and unclaimed items delivered upon signature, to the Police.

3.2 Process for items found within any other site where security staff are on duty or there is current safe storage facilities and process for lost and found property.

Guidance for finders

It is requested that staff and those working on behalf of the University adhere to the following when items of property are found within the campus premises

i) When an item has been found the finder should take this item as soon as possible to the security staff on duty.

ii) The officer within will note details of the finder and in their presence note a description of the item, its contents etc.
**Guidance for Security Staff**

i) On receipt of the item you should note its description and any contents **in the presence of the finder., a copy of the FOUND PROPERTY ITEM SHEET, must be given to the finder.**

ii) Full details of the finder should be noted including department, telephone number and the area where found.

iii) You should then contact Security Control on 0141 548 2222 who will note the details of the item; the finder and location found and pass a reference number to you.

iv) Reference Number should be issued as follows, UoS-xx/xx/20--0001. (Day/Month/Year-00??)

v) You should secure the item in line with current safe storage and circulate details of the item as normal

vi) The property will then be kept for a period of **SEVEN DAYS or to the end of the month, whichever is the longest.** Before being taken to the nearest police station.

vii) The details of the police station and reference number must then be communicated to Security as soon as possible.
4. Reporting an Item Lost

4.1 Guidance for the loser
On discovering you have lost an item you should notify security staff or other staff member responsible for lost property within your department. You should include as much detail as possible about the item including where it was last seen, identifying marks etc. You are required in the case of bank cards to notify your bank or service provider. You are required in the case of mobile telephones to notify your service provider. You should be aware that found items may only be kept for up to **SEVEN DAYS** before being passed to the local police station so you should also report the item lost to them.

4.1 Guidance for security staff / person receiving the report
Note full details of the person reporting the loss including telephone number and department. Note full details of the item that has been lost and as full a description as possible. Advise them that if found the item will be kept for **up to SEVEN DAYS** before being passed to local police. Circulate the description of the lost item where possible.
5. Guidance for the recording of lost or found property

To ensure that, Strathclyde University, as a company are compliant 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.

Staff noting the property should take cognisance of the following;

i) If an item of jewellery is handed into you do not record your assumption of its composition. In the case of a person handing in what appears to be a gold and diamond ring you must record this as YELLOW METAL CONTAINING WHITE STONES etc. This is standard procedure. This is to ensure that there is no liability on staff for handing in or storing found items, an example of this is as follows.

Person A loses their engagement ring they believe to be white gold containing diamonds. They report this to you and you record their description. Person B finds the ring and hands it to security as per protocol and it is incorrectly recorded as white gold with diamonds. Person A has their ring returned to them but notes it’s damaged and takes it to a jeweller who states its glass and silver not white gold and diamond. As it has been recorded as gold and diamond at point of finding, the loser could hold the company liable claiming the item lost was genuine but the item returned to them was not. Had it been recorded as white metal with clear stones, there is no liability to the company if the item is found to be fake.

ii) Wallets / Purses containing cash MUST have the money counted and noted exactly in the presence of another person. For notes cash notes, this must include the serial number. An example of this is as follows

Person C finds a wallet containing money and cards and hands same to reception who deal with found property at their site. Whilst with the receptionist HQ security are called and are passed the description of 1 x brown wallet containing cash and cards, they note same and pass the reference number. The wallet is then secured as per procedure. Person D reports wallet lost and is delighted that it has been found. On receiving it back claims there was £300 within and now there is only £25. The finder and receptionist could become suspects for theft. The wallet contents should be listed exactly in the presence of the finder and corroborated if possible i.e. **£25 in cash made up of 2 x £10 notes one bank of Scotland**
one Clydesdale bank, 2 x £2 coins, 1 x 50p 2 x 20p 1 x 10p. There can therefore be no dubiety over the amount handed in.

iii) Mobile Phones and other electronic items, whereby they could be easily identified by either answering them if they ring or where possibly checking the phonebook, staff may if they are comfortable with doing this access the device or answer same to identify the owner.

iv) Any property handed to a local police station is held by them for 28 days before being transported to central holding whereby it is kept for an additional 3 months before disposal.

6. Lost and Found Property Spreadsheets

The lost and found property spreadsheets and contained within a shared folder and only security staff and security management have access to these. They will be audited monthly and cross referenced with the safe book.

7. Secure Cabinet.

All found items, must be recorded as per the above instructions, placed in a sealed envelope with the correctly filled out Found Property Sheet attached to the item.

i) The cabinet will be checked weekly by the early shift Supervisor / Senior Warden on duty.

ii) The contents will be checked against the entries within the cabinet book

iii) The security supervisor or Senior Warden will initial each item and sign at the end to show all items are present.

iv) 1 page will be utilised per day.

v) Items removed either by claim or passed to police will be scored through with one single line and the removing officer will sign and initial beside the entry.

vi) Cabinet books are designed for 1 years use before replacement. At the end of every year the cabinet book will be archived for 3 years on site.

vii) When items are handed over to the police the receipts will be fixed within the safe book at the relevant page and the reference number entered into the spreadsheet.
8. Discrepancies / Missing Items

During the safe checking procedure should there be a discrepancy in contents versus entries, security staff will notify immediately the operations manager who will liaise with all relevant agencies in regard to any investigation.

9. Management of Items

- All items are to be recorded as per these instructions,
- Mobile phones and electronic devices are to be opened to ascertain the owner’s name.
- Wallets, handbags shopping bags again are to be opened also to ascertain the owner’s details, (With a witness)
- Clothing: - hats scarfs gloves etc. are not to be kept, please ask the finder to pass to a charity shop as the police will not accept these items.
- All found Property is to be stored in the secure 2 drawer cabinet situated on the upper level of the Control Room, The Key for this cabinet has been placed on number 14 (Safe Key) Fob.

The above list is a very broad outline; senior Wardens are asked to use there common-sense when dealing with all found property handed into the control room.

10. Exceptions

In the University halls of residence, any property which cannot be given to charity or recycled (e.g. kitchen appliances, televisions, fridge/freezers, furniture, mattresses, etc.) will be uplifted and disposed of, in line with the approved procedure, by the Portering