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NOTICE OF EXECUTIVE DECISION TO BE MADE
7 February, 2017

The following Executive Decisions are due to be made by the DEPUTY LEADER
on TUESDAY, 7 FEBRUARY 2017.

Part 1(Public Information)

1. Approval of the updated lost property policy (Pages 3 - 18)

Reports relating to the decision(s) to be taken are attached to this notice, unless they contain confidential or exempt information. A meeting will not necessarily take place when the decision is made. Please contact Democratic Services for more information.

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For publication

Approval of the updated lost property policy (JO30)

Meeting: Deputy Leader

Date: *7th February, 2017*

Cabinet portfolio: Deputy Leader

Report by: Policy and Communications Manager

1.0 Purpose of report

1.1 To approve the updated corporate lost property policy for the Council.

2.0 Recommendations

2.1 That the updated lost property policy is approved and implemented with immediate effect.

2.2 That a further review of the lost property policy takes place after four years.

2.3 That the Policy and Communications Manager is given delegated authority to approve future minor Lost Property policy amendments.

3.0 Background

3.1 The Council's corporate lost property policy was approved in January 2013 and has been used across all Council sites since April 2013.

- 3.2 The policy was designed to ensure the secure handling, storage and processing of lost and found property at Chesterfield Borough Council's sites. The policy aims to ensure that lost property is held safely and reunited with the owner wherever possible. If this is not possible, the property is disposed of in an appropriate manner.
- 3.3 The Policy is on a four year review cycle as is due for update by April 2017.

4.0 Updated corporate lost property policy

4.1 The current corporate policy has been successfully used at all sites for four years. During this time experience across all sites has shown that the majority of lost property is reclaimed within 1 month or not claimed at all. Therefore to reduce the amount of lost property sites are currently storing the following changes are suggested:

- Passports and personal identification, keys, etc stored for 3 months rather than 6
- Mobile telephones stored for three months rather than 6
- Items of potential or known value e.g. purse, money or jewellery stored for 3 months rather than 6
- Low value items e.g. clothing, children's toys, single gloves stored for 1 month rather than 3

4.2 In addition we have received new guidance from our Information Assurance Manager regarding the safe storage of higher risk items for example debit or credit cards. Previously these were stored for 6 months – this has been reduced to one week. Staff are advised to phone the telephone number on the back of the card and state that they have found a card and follow their advice. Staff will not contact the customer directly unless they know exactly who they are. Advice has also been issued on how to destroy debit and credit cards securely.

4.3 The updated policy is attached at Appendix A. An example lost property handling statement is attached at Appendix B and an example lost property log is attached at Appendix C.

5.0 Financial considerations

5.1 There are no financial considerations associated with this policy update.

6.0 Risk management

6.1 The policy reduces the risk of customer challenge around lost property processing, storage and disposal. The new advice on the storage and disposal of higher risk items for example debit and credit cards will further reduce the risk of fraud and customer challenge.

7.0 Equalities

7.1 During the original policy development equality, diversity and social inclusion issues were considered and an equality impact assessment completed. The policy has now been in place for four years with no additional equality issues emerging. The proposed changes will have a positive impact for all Chesterfield BC customers by ensuring that lost property is held safely and is reunited with the owner wherever possible.

8.0 Recommendations

8.1 That the updated lost property policy is approved and implemented with immediate effect.

8.2 That a further review of the lost property policy takes place after four years.

8.3 That the Policy and Communications Manager is given delegated authority to approve future minor Lost Property policy amendments.

9.0 Reasons for recommendations

9.1 To ensure the secure handling, storage and processing of lost and found property at Chesterfield Borough Council's sites.

Decision information

Key decision number	Non key 65
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Wards affected	ALL
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Document information

Report author	Contact number/email
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Appendices to the report

Appendix A	Lost Property Policy
Appendix B	Lost Property Handling Statement
Appendix C	Lost Property log



Lost Property Handling Policy

Policy statement

The following policy has been designed to ensure the secure handling, storage and processing of lost and found property in Chesterfield Borough Council's sites. The policy aims to ensure that lost property is held safely and reunited with the owner wherever possible. If this is not possible, the property is disposed of in an appropriate manner.

1. Policy scope

- 1.1. Lost property is defined as any item found that cannot readily be reunited with its owner. All avenues of identifying and reuniting 'lost goods' with their owners should be examined prior to items being forwarded for retention as lost property.
- 1.2. This policy applies to all Chesterfield Borough Council sites in relation to property of the wider public. The policy does not apply to lost and found property in residential or commercially let premises where the Council is the landlord.

2. Lost property log

- 2.1 Each site should keep a lost property log for recording the following details:
 - Description of the item
 - Register number
 - Location where the item was lost/mislaid/found/abandoned
 - Date the item was lost/mislaid/found/deemed to be abandoned
 - Details of any notification issued (e.g. to Police, owner)
 - Location of item while being stored
 - Name and details of claimant
 - Signature of owner for receipt of goods
 - Note of whether the owner's identification was checked upon handover
 - Date the item was claimed or handed over to a Charity, the Police or otherwise disposed of.

3.0 Managing lost property

- 3.1 The following actions will be taken when a report of lost or found property is made:
 - All items are recorded on the Lost Property Log
 - All found items are kept in secure storage for a maximum of 3 months (see table below) or until claimed or passed onto the appropriate organisation if advised, for example, the police.
 - Every possible attempt is made to identify the owner of the found property and make contact with that person in the interim
 - Storage, notifications and disposal of specific items will be managed according to the table below.



<u>Storage, notification and disposal guidance</u>		
Type of item	Period of retention	Notification and method of disposal
Credit/Debit cards	1 week	<p>Phone the telephone number on the back of the card and state you have found a card and follow their advice.</p> <p>Do not contact the customer unless you know exactly who they are and have their direct contact details.</p> <p>Store the card in a secure location for a maximum of one week.</p> <p>Log the item on the lost property log with the name on the card, the first 6 digits of the card and the last 4 digits of the card.</p> <p>After a maximum of 1 week cut the card up into small pieces with scissors making it difficult to reconstruct the card information. Ensure that the secure code, signature, card number, magnetic strip and electronic chip are cut in various directions (to make it harder to piece together).</p> <p>Dispose of the cut card in normal waste bins (if possible divide the shards into several different waste bins).</p> <p>Update the lost property log.</p>
Passports and personal identification, keys, etc	3 months	<p>If possible, owner to be contacted and asked if they wish to claim the goods or how they would like the Council to dispose of them.</p> <p>If it is not possible to contact the owner, report to the relevant authority immediately (police, bank) and store in a secure location unless advised otherwise by police or the issuer.</p> <p>Unless the issuer requests us to return the item to them, if unclaimed after 3 month period, destroy and securely dispose of the item and update the</p>



		Lost Property Log.
Mobile telephones	3 months	<p>If possible, owner to be contacted and asked if they wish to claim the goods or how they would like the Council to dispose of them.</p> <p>If it is not possible to contact the owner, report to the police and store in a secure location unless advised otherwise by police.</p> <p>If unclaimed after the 3 month period, destroy the SIM card and donate phone to mobile recycling scheme and update the Lost Property Log.</p>
Items of potential or known value eg. purse, money or jewellery	3 months	<p>If possible, owner to be contacted and asked if they wish to claim the goods or how they would like the Council to dispose of them.</p> <p>If it is not possible to contact the owner, report to the police and store in secure location unless advised otherwise by police.</p> <p>If unclaimed in 3 months, donate to the Mayor's charity. For purses, handbags wallets etc. all personal information is destroyed and securely disposed of and the Lost Property Log is updated.</p>
Low value items eg. clothing, children's toys, single gloves.	1 month	<p>If possible, owner to be contacted and asked if they wish to claim the goods or how they would like the Council to dispose of them.</p> <p>If it is not possible to contact the owner, store in secure location. If unclaimed in 1 month, donate to Mayor's charity or dispose of in general waste and update the Lost Property Log.</p>
Medicine	1 month	<p>If possible, owner to be contacted and asked if they wish to claim the goods.</p> <p>Store securely for 1 month, unless perishable, and if unclaimed, give to a pharmacy to dispose of safely and update the Lost Property Log. If medication is perishable, take to pharmacy for safe disposal.</p>
Food, perishables	1 day	Where items are perishable or hygiene is a concern,

and items where hygiene is a consideration.		items will be disposed of in general waste, unless claimed on the same day.
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3.2 If in doubt about what to do with an item, contact the local police for guidance (non-emergency number is 101).

4. Reclaiming lost property

4.1 Any person reclaiming property will be asked for information about the item. If appropriate, they must show their ID card or other photographic identification prior to the item being returned. When an owner reclaims an item, the Lost Property Log should be updated and the claimant should sign the Lost Property Log to show they have received it.

5. Responsibility for lost property

5.1 The premises manager has overall responsibility for management of lost property, including the Lost Property Log within their area.

5.2 Each site should have a designated person for lost property queries (this does not need to be the premises manager).

5.3 Each site should ensure the Lost Property Handling Statement is visible to customers and visitors.

5.4 Each site should have a designated secure place to store lost property. Lost property should remain in this secure place until either claimed, or disposed of as described in the Storage, notification and disposal guidance table above.

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Lost Property Handling Statement

Chesterfield Borough Council aims to make sure that lost property is held safely and reunited with the owner wherever possible. If this is not possible, the property is disposed of in an appropriate manner.

We will keep lost property for up to a maximum of three months, depending on the item. We will always try to contact the owner of a found item if possible, and will notify the police or issuing body (e.g. bank if it is a bank card) of any items of value that are found.

We cannot be held responsible for your personal property, so always ensure you have all your possessions with you when you leave.

Lost property will be retained and disposed of (if unclaimed) as follows:

- Debit or Credit cards will be stored for one week. If unclaimed after 1 week they will be securely disposed of.
- Items of value such as passports, keys etc. will be kept for 3 months. If unclaimed after 3 months, they will be securely disposed of.
- Mobile telephones will be kept for 3 months. If unclaimed after 3 months, the SIM card will be destroyed and securely disposed of, and the phone will be donated to a recycling scheme.
- Items of low value such as clothing, toys etc. will be kept for 1 month. If they are not claimed within this time, they will be donated to the Mayor's charity or disposed of in the general waste.
- Medicines will be kept for 1 month, unless they are perishable. If unclaimed after 1 month, medicines will be given to a pharmacy for safe disposal.

Claiming lost property

In the interest of security of your property, you may be asked to show identification and will be asked to sign the Lost Property Log when you receive your property.

To claim lost property, please contact:

(LOST PROPERTY CONTACT DETAILS FOR
SITE / VENUE)

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LOST PROPERTY LOG

PREMISE:	PREMISE MANAGER:
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Item Reference Number	Item Description	Date found	Location where found	Details of notification(s)	Location of storage	Name of claimant	Contact details of claimant	Claimant signature in receipt of goods	ID checked?	Date of disposal / collection
(Assign a reference number and label item if appropriate)	(Brief description of the item)	(Date the item was lost / mislaid / found / abandoned)	(Location where the item was lost / mislaid / found / abandoned)	(Details of any notifications sent to owner, Police etc)	(Location of item while in our care)	(Name of claimant / person handed over to eg. owner or Police)	(Phone / address)		(Was ID checked to confirm ownership)	(Date that item was returned to claimant / disposed of / handed over)

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