

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

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Appendices to the report

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