



Procedure document

Lost Property

1 Overview

- 1.1 All staff and students should take any personal possessions they believe to have been dropped or left behind by others to Reception.
- 1.2 All staff and students should ask at Reception if they believe they have lost personal possessions on the college site.
- 1.3 All staff should remind students to label their possessions wherever possible and to take care of their personal belongings.
- 1.4 Reception staff will maintain an auditable record of items handed in, items claimed, and how unclaimed items are disposed of. Records are handwritten to enable easy collection of signatures and are stored inside the cupboard behind the Reception desk.
- 1.5 Lost property records will be kept for 12 months by Reception staff.

2 Guidelines

2.1 Promoting the Lost Property Service

Reception staff will raise and maintain awareness of the 'Lost Property' service through emails and staff and student briefing as appropriate.

2.2 Handing in Found Items

- 1) The item description, when and where it was found, and by whom, is recorded in the lost property log.
- 2) Reception will determine whether an item is 'high value', 'low value', or a 'data storage device'. High value items are stored in the small safe inside the cupboard behind the Reception desk, or in the large safe located next to the printer in Reception (depending on the size of the item), whilst low value items are stored in containers inside the cupboard behind the Reception desk. Electronic data storage devices (such as memory sticks and memory cards) are given to the IT Manager once their details are recorded.
- 3) High value items include fine jewellery, glasses, electronic devices (such as mobile phones, wireless earphones, iPads, tablets and laptops) money, wallets, purses, bank cards, Swift cards and ID cards (such as driving licences and passports). Low value items include clothing, phone chargers, cosmetics, costume jewellery, keys, badges, pencil cases, water bottles, workbooks and worksheets. For the purposes of this policy, any item with an estimated value of £50 or more will also be considered high value.
- 4) Reception staff will contact the apparent owner if items are named.
- 5) Bank cards, Swift cards and ID cards will be logged and stored in Reception until the Friday of every week. Reception staff will post unclaimed cards back to the bank, the travel company or the individual in Friday's Royal Mail postal collection.

- 6) Money will be stored in sealed envelopes, countersigned by the member of Reception staff receiving it. Reception staff will also record the name of the finder (and their student ID number, if applicable), the date and the location of where they found the money, as well as their contact details (if applicable) on the front of the envelope and in the lost property log.
- 7) If the general public contact Reception to inform the college that they have found a student ID card and lanyard, and that they have it in their possession, the member of the public will be instructed to post the student ID card and lanyard to the college via Royal Mail. Reception will post a 1st class pre-paid envelope to the member of the public to enable them to return this at no cost to themselves. Reception staff will inform the student that a member of the public has found their student ID card and lanyard, and that it is being returned to the College. Meanwhile, the student will be exempt from gaining 'Forgotten Student ID Card' offences and must report to Reception every day to be issued with a wristband and to be allowed onsite until their student ID card and lanyard has arrived at Reception. Reception staff will inform the appropriate staff of this interim arrangement e.g. Assistant Principal (Student Journey), Assistant Principal (Student Support), Personal Tutor and Security. Upon receipt of the student ID card and lanyard Reception staff will contact the student, requesting them to collect their student ID card and lanyard. Once collected, Reception staff will inform the appropriate staff that the interim arrangement has ended and that going forward, 'Forgotten Student ID Card' offences will apply to the student.

2.3 Claiming Lost Items

- 1) All claimants will be asked to describe their lost items when visiting or contacting Reception.
- 2) Reception staff will return the item if it has been handed in, and the claimant will sign the lost property log to confirm receipt.
- 3) If the item has not been handed in, the details will be recorded for future reference.
- 4) All claimants must sign for their items and provide proof of identification, ideally their student ID card.
- 5) Any concerns regarding the genuineness of a potential reclaim will be passed to the Assistant Principal (Student Journey) for a decision.
- 6) High value items will be retained for 2 months. Unclaimed money will be offered to the finder, and Reception staff will liaise with the Assistant Principal (Student Journey) for a decision on how to dispose of other unclaimed high value items. Reception staff will include the CIS Manager and the IT Manager in this liaison for unclaimed electronic devices, so they can advise what is the most appropriate disposal option while taking GDPR into consideration. Reception staff disposing of high value items must record this in the lost property log, including receipts if donated to charity.
- 7) Low value items will be retained for 1 month then either discarded or donated to charity. Reception staff disposing of low value items must record this in the lost property log, including receipts if donated to charity.

2.4 Reporting Lost Items

- 1) All claimants will be asked to describe their lost items when visiting or contacting Reception.

- 2) Reception staff will record the description of the item, the name of the claimant (and their student ID number, if applicable) and their contact details in the lost property log.
- 3) As lost items are handed into Reception, Reception staff will check the lost property log in the first instance to see if a claimant has recently reported a lost item.
- 4) If an item handed into Reception matches the description of an item recently reported lost, Reception staff will contact the claimant, requesting them to identify the item at Reception and to subsequently retrieve the item if it is their property.

3 Equality Impact

The College's equality, diversity and inclusion policy has been taken into account when considering this procedure.

Date of review	Date agreed	JCC	Governors	Review date	Comments
June 2024	June 2024	N/A	N/A	June 2027	Updated September 2025