

## Standard Operating Procedure (SOP)

# LOST AND FOUND PROPERTY PROCEDURE

<b>SETTING</b>	Bristol Security Department
<b>FOR STAFF</b>	All Security Officers
<b>ISSUE</b>	To outline responsibilities and ensure a consistent approach with regard to lost property, and in line with the Trust Patients' Property Policy.

## Standard Operating Procedure (SOP)

### 1. General

- 1.1 Security Officers/ Police Liaison Unit (PLU) will be responsible for processing items of lost property recovered throughout the Trust. The Police, when available, will deal with wallets/ purses and bankcards, etc. or any other high value items or property which by the nature of their recovery might be associated with criminal activity. In their absence Security staff will be expected to deal with these items.
- 1.2 Found property may not necessarily be handed directly to a member of the Police or to Security staff directly but, for example, via a reception desk or to another staff member.
- 1.3 The PLU should only involve themselves with property that is genuinely lost and has not been left on a ward or treatment area when the owner could be easily traced.

### 2. Found Property Record

- 2.1 Security officers will be responsible for entering the details of found property into the Found Property Record or if not immediately available into their pocket note books ensuring that the Found Property Record is updated as soon as possible.

### 3. Member of the public finding property

- 3.1 Staff must advise members of the public to hand any property found on Trust premises to a Security Officer, for recording and subsequent disposal. Only if the security office is closed, should they be advised to hand any found property to the clinical site manager (CSM). In this case, the property should be handed into the security office on the next working day and should be accompanied by the following details.
  - Date the property was found
  - Name and address of person finding the property
  - Description of the property
  - Where the property was found
  - The Security Office will arrange for disposal of property held for 3 months or more.

### 4. Found Property Store

- 4.1 Security officers will be responsible for securing found property in the Lost Property Transit Locker.

### 5. Deputy Security Manager

- 5.1 The Deputy Security Manager will be responsible for ensuring that the property is labelled correctly and transferring it to the Lost Property Store. Lost property audits will be

conducted by the supervisors when directed by the head of security/security manager.

## **6. Restored to Owner**

6.1 Security officers will be responsible for restoring the property to the rightful owner in the event of a claim and ensuring that the 'Owner's Certificate' is completed in the Found Property Record.

## **7. Returned to Finder**

7.1 Property will be retained for a maximum of thirty days after which time the 'finder' may authorise a legal right to it. Security officers will be responsible for ensuring that the 'Finder's Certificate' is completed in the Found Property Record.

7.2 Security officers should not return any property to the 'finder' or 'owner' which is found to be a controlled drug, any dangerous article, any cash, check book or banking card or any property which there are reasonable grounds to suspect may be subject of a crime. Should any such property be recovered security officers must record the details in their pocket books and hand over the property to the PLU and inform the head of security/security manager.

## **8. Transferred/ Removed**

8.1 Security officers may be required to transfer the property; e.g. the Police may need to seize it as part of an investigation. Security officers will be expected to complete the 'Transferred to' certificate.

## **9. Destruction/ Disposal**

9.1 The Deputy security manager and the PLU will be responsible for disposing of property and will complete the 'Destruction' certificate. When possible the PLU and deputy security manager will organise auctions and the proceeds will be donated to UHBW charities via the cashier upon the issue of a receipt which will be attached to the Found Property Register.

## **10. Lost Property Record**

10.1 Security officers will be responsible for entering the details of lost property into the Lost Property Record or if not immediately available into their pocket notebooks ensuring that the Found Property Record is checked as quickly as possible to see if the property has already been recovered.

10.2 On the discovery of the loss of property an electronic Datix incident report must be completed.

## **11. Audits**

11.1 The head of security/security manager will be responsible for completing audits.

**Table A**

<b>REFERENCES</b>	Nil
<b>RELATED DOCUMENTS AND PAGES</b>	Security Policy Patients Property Policy Lost Property Policy Found Property Register
<b>AUTHORISING BODY</b>	Estates & Facilities Risk Management Group
<b>SAFETY</b>	Nil
<b>QUERIES AND CONTACT</b>	Security Management Ext. [REDACTED]