

POLICY and PROCEDURE: Lost Property

PURPOSE: The following policy and procedure have been designed to manage and handle lost property. The policy applies to all visitors and staff.

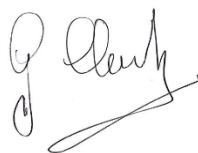
SCOPE: Lost property is defined as any unattended, misplaced or forgotten item which is the property of a person or persons, and which is found within the boundaries of Melbourn Parish Councils open spaces or within its facilities by another person or persons and subsequently handed to Council staff pending the identification of the original owner or appropriate disposal. Handling of lost property is not seen as a core Council service and therefore the staff time available to handle lost property is limited.

RISK: At no point can the Council be held responsible for any items deemed to be lost property.

PROCEDURE:

- Lost property should be handed to the staff in the Parish Office.
- All items of lost property apart from food and drink items will be logged in the lost property register held in the Parish Office.
- Items which contain personal details will be used where possible to identify the owner and make contact. Once contact has been made the item will follow the path of all the lost property.
- Items will be publicised on the parish council's social media channels with appropriate redaction to allow for correct identification later or to protect personal information.
- High value items will be kept for three months and if unclaimed will be donated to a local charity.
- Low value items will be kept for three months and if unclaimed donated to a local charity or disposed of.
- Food, drink and their containers will not be classed as lost property and will be disposed of within 24 hours in relevant bins.
- Lost property will be reviewed quarterly to ensure that items are appropriately handled.
- Once returned, disposed of or donated items will be signed out of the log.
- Any items containing personal data not claimed within the three month period will be securely destroyed.
- All items will be returned in the condition they were received in.
- Where possible proof of ownership will be required on collection of an item.
- Any requests regarding lost property should be directed to the Parish Office via email or telephone. Should the item not be held at the office we can make note in the lost property log in case it is subsequently handed in.

Document Approval:



(Chair to Melbourn Parish Council)

Date of Parish Council Meeting: 29 September 2025