UCEN Manchester and The Manchester College

Customer Services Lost and found Policy

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Contents

1. Scope and Purpose

UCEN Manchester and The Manchester Properties frequently obtain lost, mislaid or found items from students and visitors.

Items can be categorised into three types:
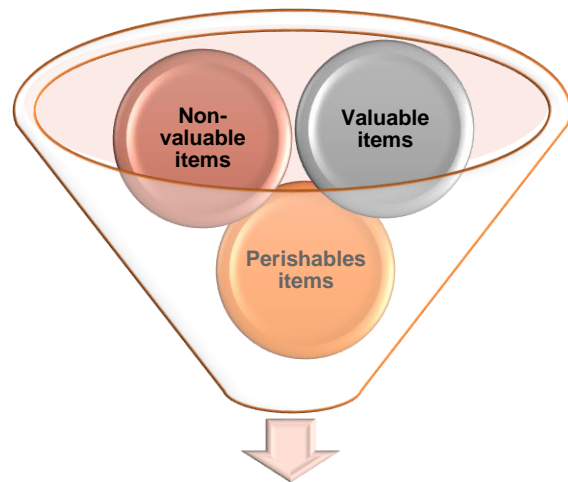
Securely handled, stored and processed in line with this policy

2. Responsibility

2.1 Our Responsibility

It is the College's responsibility to ensure the secure and safe storage of lost and found items until the owner is identified.

3. Lost and found item types

These can be in the form of, but not a subjective or exhaustive:

3.1 Non-valuable items

Items that hold personal value and can vary in monetary value.

- Clothing
- Shoes
- Umbrellas
- Stationary
- College work
- Accessories
- Cosmetics
- Medicines

3.2 Valuable items

Items that hold personal and monetary value that can hold risk of further financial loss and/or or unlawful use.

- Jewellery
- Electronic equipment
- Documents containing personal or confidential information.
- Money
- Credit/Debit cards

3.3 Perishable items

Items that require intervention within 24 hours.

- Food materials
- Drinks
- Living organism

4. Item Categories

4.1 Lost property

An item which the owner has lost and would want to retrieve.

4.2 Mislaid property

An item which the owner has accidentally left in a location and would want to retrieve.

4.3 Found/abandoned property

A recognisable item that is lost or mislaid and found by a person who is not the owner. The person is required to hand into the designated area, to process in line with this policy.

4.4 Returnable identifiable items

An item or document that is identifiable to a person, i.e. credit/debit cards, passports, portfolios etc.

4.5 non-returnable items

An item that is not identifiable to a person, i.e. clothing, locked electronic equipment

4.6 non-returnable un-lawful items

An item that holds the risk of harm to an individual, i.e. knives, drugs etc.

4.7 Suspicious abandoned property

A package / bag / box or item that raises suspicion.

5. How items are processed in line with this policy?

5.1 Lost, Mislaid and Found Process

All items received by customer services will be processed and recorded within the **'Lost, Mislaid and Found Property Tracker',** *See Appendix 1.*

A person may report an item mislaid, in such cases the customer service team will record details of the item within the **'Enquiry log',** *See Appendix 2.*

5.1.1 Process overview

The diagram below, demonstrates the main **key steps** in processing lost, mislaid or found items at The Manchester College and UCEN Manchester.
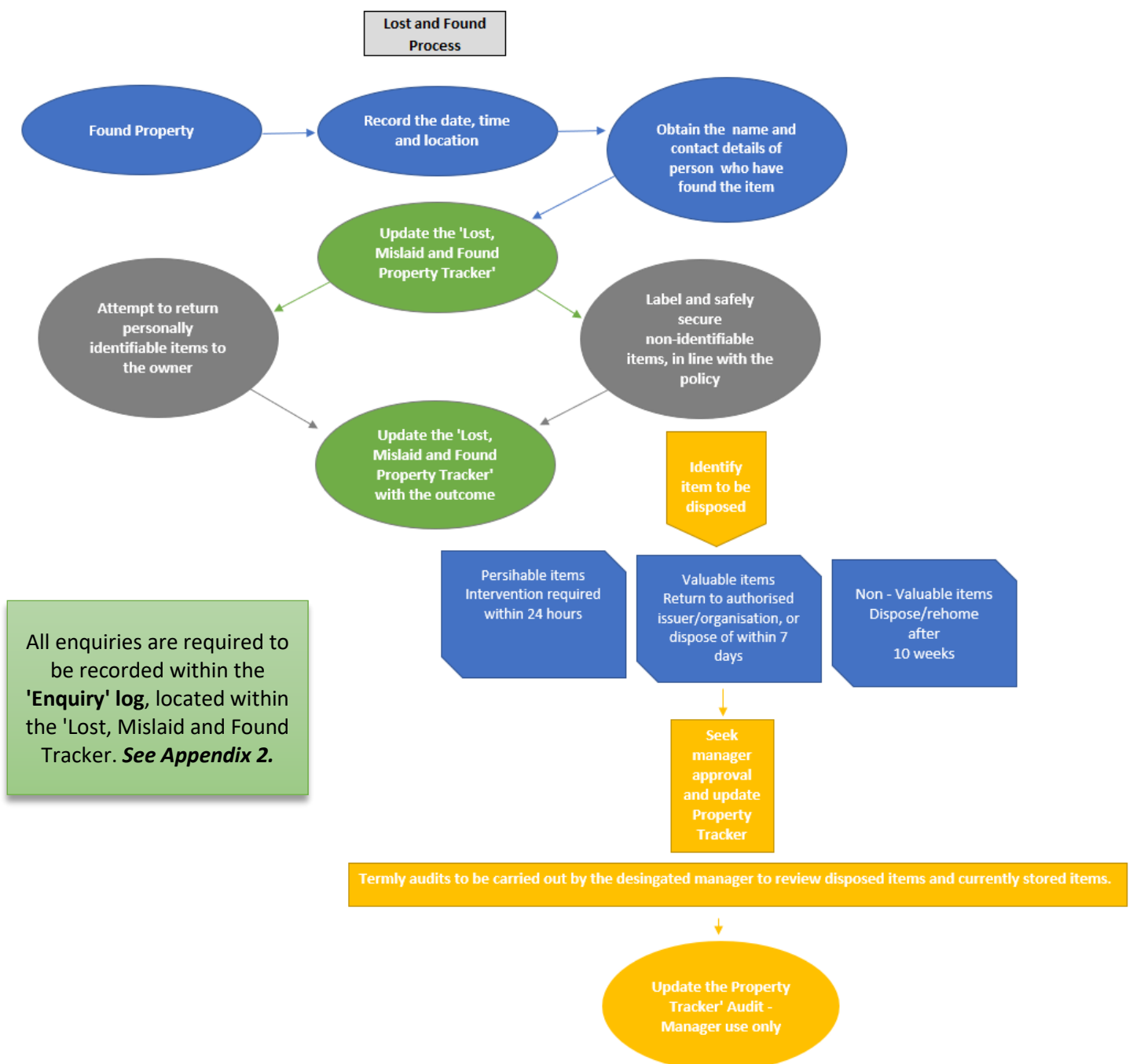
5.1.1 Process guidelines

- All staff are expected to hand in lost, mislaid or found items to the designated area. *See fig. 3* Campus designated areas.

Region	Campus	Designated area	Tel. number	Responsibility
Central Manchester	City Campus Manchester	Main TMC reception (Great Ducie Street)	0161 674 1905 / 0161 674 1906	Reception Team
	City Campus Manchester	Main UCEN reception (Trinity Way)	0161 674 1907 / 0161 674 1908	Reception Team
	Shena Simon	Reception	0161 674 7123	Reception Team
	City Labs	Reception	0161 674 7503	Reception Team
South Manchester	Wythenshawe	Reception	0161 674 7800	Reception Team
North and East Manchester	Openshaw	Reception	0161 674 1704 / 0161 674 3320 / 0161 674 3343	Reception Team
	Harpurhey	Reception	0161 674 3262 / 0161 674 3209	Reception Team

Fig 3.

5.2 Storage and disposal guidelines

5.2.1 Storage guidelines

All property recovered, will be retained, and labelled with the allocated LF reference number, as per the Lost and Found Tracker, in accordance with:

- Non-valuable items, should be safely secured in a bag, box or similar
- Valuable items, should be secured in a bag, and stored in a locked safe
- Perishable items, if a living organism should be rehomed to prevent harm.
- We reserve the right to contact appropriate authorities on the discovery of perceived valuable illegal items. Such items must be stored in a safe & secure area, and clearly marked.

5.2.2 Returning guidelines

All identifiable property recovered should be attempted to return to its owner, in accordance with:

- Non-valuable items, can be returned, by the owner describing the item
- Valuable items, require proof of ownership
- Perishable items, can be returned, by the owner describing the item

5.2.3 Disposal guidelines

A designated line manager is responsible for authorising all disposals, including carrying out a termly review of disposed items and audit of currently stored items, and will be responsible for updating the Audit sections within the 'Lost, Mislaid and Found Tracker', *See Appendix 1.*

Ref no. logged on on tabs	Campus	Item 'Type' (Use Xco'S1=S3)	Item 'Category' (Use Xco'A3)	Item 'Category' (Use Xco'A4)	Item description (Characteristics, features, colour, serial number, size etc.)	Date = = t = t = =	Name (including staff/student ID number)	Contact tel. no. or email	Item returned to the owner	Owner name (including staff/student ID number)	Linked to an enquiry (include reference numb)	Disposal required YES/NO	Date of disposal / /	Disposal destination or method	Manager approval dispose	Date of Audit ..l....l...	Audit purpose only, is the item in stock? YES/NO
													Manager Use Only				
LF1	CCM	3.1	4.1	n/a	Hat, brown in colour	24/10/2022	T Holt	feedback@tmc.ac.uk	Yes	Joe Blogger	E1		24/10/2022	Yes		24/10/2022	Yes
LF2																	

Audit Log – Manager Use only

Audit (Term)	Campus	Manager name	Actions to satisfy audit	Audit Complete __/__/__
Term 1	CCM			
	Shena Simon			
	Wythenshawe			
	Harpurhey			
	City Labs			
	Openshaw			
Term 2	CCM			
	Shena Simon			
	Wythenshawe			
	Harpurhey			
	City Labs			
	Openshaw			
Term 3	CCM			
	Shena Simon			
	Wythenshawe			
	Harpurhey			
	City Labs			
	Openshaw			

Items be disposed of under the following categories;

- Non-valuable items, if not claimed, will be disposed of *or* given to charity/homeless after 10 weeks after receipt.
- Valuable items, will be returned to the authorised issuer/organisation within 7 days. If this is not achievable the item will be destroyed in line with data protection legislation, where appropriate. **We reserve the right to report and hand in items of high value to police.**
- Perishable items, will be disposed of within 24 hours. If a living organism, it may be given to the appropriate charity/organisation.

6. Data Protection and GDPR (General Data Protection Regulation)

All items that contain personal data and/or special category data will be handled in line with data protection legislation which is outlined in the LTE group Data Protection Policy:
lte-group-data-protection-policy.pdf (ltegroup.co.uk)

Identifiable items not collected or returned to the owner will be destroyed or returned to relevant external organisations, in line with data protection legislation covered in the above policy where appropriate. TMC/UCEN/LTE Group have safe systems in place for destroying physical personal data items securely.

For further general information on how we process and handle personal data, please visit:

Data Protection | UCEN Manchester   Data Protection | tmc.ac.uk

Or contact dpo@ltegroup.co.uk

Appendix 1 – Lost, Mislaid and Found Tracker

Ref no. bagged or labe.	Campus	Item 'Type' (See 'Key' 3.1–3.3)	Item 'Category' (See 'Key' 4.1–	Item 'Category' (See 'Key' 4.4–	Item description (Characteristics, features, colour, asset number, size etc.)	Date _ _ l_ _ l_ _	Name (including staff/student ID number)	Contact tel. no. or email	Item returned to the owner	Owner name (including staff/student ID number)	Linked to an enquiry (include reference numb.	Disposal required YES/NO	Date of disposa l l	Disposal destinati on or metho	Manager approval dispose	Date of Audit _ _ l_ _ l	Audit purpose only, is the item in stock? YES?NO
LF1	CCM	3.1	4.1	n/a	Hat, brown in colour	24/11/2022	T Holt	feedback@tmc.ac.uk	Yes	Joe Bloggs	E1		24/11/2022	Yes		24/11/2022	Yes
LF2																	

Appendix 2 – Enquiry Log *(located within the Lost, Mislaid and Found Tracker)*

Ref no.	Campus	Item 'Type' [See 'Key' 3.1–3.3]	Item 'Category' [See 'Key' 4.1–4.3]	Item 'Category' [See 'Key' 4.4–4.7]	Location details were the item was lost or mislaid	Item description (Characteristics, features, colour, asset number, size etc.)	Date lost/mislaid _ _ l_ _ l_ _	Enquirers Name (including staff/student ID number)	Contact tel. no. or email	If found and returned (include 'LF reference number' in Tracker)
E1	CCM	3.1	4.1	n/a	canteen	Hat, Brown in colour	24/11/2022	Joe Bloggs	joe.bloggs@gmail.com	LF1
E2										

Link to the final location of the tracker:

T:\Admin Services\Data Management\PROJECTS\Project - Lost and found policy