

**POLICY****Bars and Venues**Ref No: **BaV-05**

## *Lost Property Policy*

April 2024

### DOCUMENT CONTROL

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Note: Live document reviewed annually

## Revision History

Date of next revision:

Revision Version	Previous Revision Date	Summary of Changes	Changes Marked
Vo1-JB	10Apr23	Reformatting	Update
Vo2-JB	30Apr24	Multiple changes – lost property storage locations.	Update

## Introduction

Lost property remains that of the customers until the time of collection, therefore we should treat it much in the same as we treat the customers themselves, with due diligence and care.

If all attempts to find the lost item(s) have been unsuccessful, then one should signpost the customer to other locations where the lost property may have been retrieved.

## Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

## How to Log and Store Lost Property

You should be following these steps:

- As soon as you are handed an item of lost property, log it on a lost property sheet and inform your supervisor and potentially the event security team. Sheets can be found in the following locations:
  - The Huntley (shelves below sign in tablet).
    - The Huntley is considered the 'hub' of Huntley and Mully's - where one signs in, starts their shift, for example.
  - Phineas (on the desk by the sign in tablet).
  - The Institute (on the desk in the office/store).

On the log, write the following:

- Item description – describe concisely.
- Date the item was handed in (if an item is handed in at 01:00 on a Saturday but the shift started on a Friday, then you would write the Friday date).
- Location the item will be stored.
  - Phineas store, Phineas safe, Institute safe, Institute reception, Mully's store (opposite cellar), for example.
- Your initials; first and last name.
  - For accountability reasons, it is especially important to know who logged the item.
- If the item is considered more valuable (bank/ID cards, jewellery, phones etc), they should be stored in a local safe – Phineas, Institute.
- If the item is bulky or an item of clothing, then they can be stored in a local stock/storeroom for example.
- If the location is noted, that is the main thing – and that it is all locked away.

## How to Store Larger Items of Value:

Items such as laptops/tablets or larger electronic devices, one may be unable to store them in a local safe. If the bar in question has a spirit cage, this may be a viable option. A locked storeroom would also suffice.

## Where should uncollected Items be sent

Lost property should be kept at the bars for a minimum of one calendar month, where it should then be moved en masse to:

***UCL (University College London) Lost Property Office***  
**Security Operations**  
**Ground floor, Foster Court**  
**Malet Place**  
**London**  
**WC1E 6BT**

Lost property that has failed to be collected from the Union Bars will be held in accordance with UCL Lost Property policy – meaning that they will either be destroyed or sent to charity, 28 days after they have been logged at their office.

Further details on their policy can be found [here](#).