

Lost Property Policy



YEL.217

The following policy has been implemented to ensure the secure handling, storage and processing of lost property found on our vehicles.

The advert below appears on our website, is communicated to schools, contract and private hire customers and should be followed when reporting an item of property you may have left on our vehicles.

Did you know?
We operate over 20 school & college buses each day, so the lost property does mount up! Once you've reported the loss to us, please be patient, we promise to let you know if we find it.

LOST & FOUND
E.Mail: lostproperty@yelloway.co.uk OR
Phone: 0161 287 2233 option 3

Leave details of the item, date, approximate time, bus route & contact info
NB: A fee may be payable..... this is donated to local charities.
Please visit www.yelloway.co.uk to view our Lost Property Policy.

Yelloway Coaches Ltd accepts any personal property of the hirer and their passengers on the understanding that it will take all reasonable steps to avoid loss or damage. The hirer should notify Yelloway Coaches Ltd and the driver if items of exceptional value are to be carried on the vehicle. It is the hirer's responsibility to minimise risk of loss or damage when property is left unattended and we encourage the lead party member to ensure a final check of the vehicle is carried out once all passengers have disembarked at the end of the journey.

We feel it is the passenger's responsibility to look after their own belongings and any lost property may be collected provided that it has been found on the vehicle. We would request that parents or pupils contact our office on 0161 287 2233 (option 3) or email lostproperty@yelloway.co.uk to report the item as lost. Please leave

details of the item lost, when, where and your contact details. A handling charge (currently £3 per item), will be incurred and is donated to charity.

Please note, as we are responsible for items of lost property which we find on our vehicles, the process for reclaiming your property is controlled by a specific member of our staff. This is to ensure total control and that any items found are kept safe.

The policy aims to ensure that lost property is held safely and reunited with the owner wherever possible and when not possible that the property is disposed of after a 4-week period in a fair manner. Lost property is assessed as 'valuable' or 'non-valuable' and treated appropriately as detailed in the guidelines below.

High Value items – jewellery, leather purses/wallets, mobile phones, briefcases/leather holdalls and bags.

Low value items – scarves, hats, umbrellas, pairs of gloves and socks, flasks, sandwich boxes, footwear, old/worn clothing.

WHAT WE WILL DO

It is the driver's responsibility after each trip and before the proceeding booking to check the vehicle for property which may have been left. On return to the depot all lost property will be tagged and recorded on the Lost Property Register which is maintained to record the full details.

Valuable items will be subsequently secured in the Office safe. A allocated member of our team will deal with claims for lost property items and will review low value unclaimed items every week.

If the property has not been claimed after 4-weeks the item will be donated to charity.

Low value unclaimed items will be taken to the local charity shops or placed in the recycling / waste accordingly.

Value items and cash will be retained for 6 months from the date of registering before being donated to charity.

Procedure

- 1) All lost property must be tagged, registered and securely stored.
- 2) A Lost Property Register will be maintained in which items found are recorded in chronological order.
- 3) The driver finding the item should record the full details in the Lost Property Register.

Details should include:

- a. Description of the item found
 - b. Tagged with date, time, route number or trip destination
 - c. Location (seat number, driver / passenger side, floor, roof rack, seat etc) where the property was found
 - d. Name and details of finder;
 - i. if a student - include details of tutor group;
 - ii. if public - include address, phone number;
 - iii. if the driver, full name
- 4) If the item found is of high value, i.e. wallet, purse, cash, phone, game console etc the contents if possible should be checked by a member of the Senior Management Team and a witness before an entry, countersigned by both, is made in the Lost Property Register.

- 5) High value items will be placed in the Office safe as soon as possible, under dual control. Any other items will be stored under the normal procedure within the lost property area.

WHAT YOU SHOULD DO

As soon as you are aware of the item in question being lost, please follow the procedure below;

1. **EITHER** Ring 0161 287 2233 press option 3
 - a. The voicemail (option 3) will ask them to leave a message regarding the item lost i.e.
 - i. Description of the item
 - ii. Date and time it was lost
 - iii. The bus route / contract it was lost on
 - iv. Your contact details; name, email/phone number
2. **OR** Email the above (i-iv) information to lostproperty@yelloway.co.uk
3. **IF** the item is found a member of staff will ring or email you to advise when it can be collected

WHEN CLAIMING ITEMS

- 1) Where items of property are claimed the claimant will be expected to provide a description of the items lost to satisfy staff that they are the owners of the item(s) claimed. In the event of dispute a member of the Senior Management Team should be asked to make a final decision.
- 2) Claimants must sign for all items claimed. Under no circumstances should property be released where no signature has been obtained.
- 3) The Lost Property Register sheets will be retained for 12 months.

Policy Measuring and Monitoring

The effectiveness of the policy will be measured through:

- a) Customer feedback
- b) Staff feedback
- c) Audit procedures

Policy Review Cycle

Policy review every 2 years

Impact Assessment

This policy has been impact assessed with regard to the Disability Discrimination Duty and the General Equality Duty. No issues in it have been identified as being relevant to either.

Supporting Documentation

Lost Property Register (for internal use only)
Tags (for internal use only)

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