

Guidance for dealing with common items of lost property

If the item is hazardous (e.g., explosive, chemical, toxin, poison or weapon) consult a supervisor and respond to according to circumstances and risk.

Legally held firearms, shotguns or ammunition should be dealt with according to directions in the reception services manual.

ALWAYS CONSIDER CRIS, BOOK 89, NMPR CHECKS, ETC DEPENDING ON THE ITEM(S) LOST

FORMS AND DOCUMENTS ARE AVAILBLE VIA USEFUL RESOURCES SECTION OF THE POLICY TOOLKIT.

Category	What	How	Why
Property lost on public transport or on private premises	Any item	<p>DO NOT RECORD</p> <ul style="list-style-type: none"> ▪ If; London under / overground (including DLR), bus, within Victoria Coach Station, Emirates Airline (Cable Car) or licensed taxi (Hackney): Direct loser to TfL lost property office, 200 Baker Street, London W1. ▪ If national rail train: Direct loser to the Railway on which the item was lost/found. ▪ If lost on private premises or in private hire vehicles (minicabs) : Direct the loser to the premises concerned or the operator of the service. 	<ul style="list-style-type: none"> ▪ TfL and National rail are responsible for items lost on their property. ▪ Private premises and private hire operators usually have their own arrangements for lost and found. ▪ It is easier for the loser to find the item if they are reported / handed to the agency responsible.
Cash	Cash of any amount and currency	<p>DO NOT RECORD</p> <ul style="list-style-type: none"> ▪ Check Book 89 to identify if cash has been handed in. ▪ Inform the loser that cash can only be returned if it is identifiable (e.g., the loser can describe the exact circumstances of the loss and the amount, or contained in something identifiable). 	<ul style="list-style-type: none"> ▪ Cash must be confirmed beyond doubt as belonging to the claimant to prevent fraudulent claims.

<p>Easily traceable to a loser or owner</p>	<ul style="list-style-type: none">▪ Mobile telephones▪ Any item with a serial number▪ Cycles with serial numbers / property marking▪ Wallets, purses, bags, etc containing identification or identifiable items	<p style="text-align: center;">DO NOT RECORD</p> <ul style="list-style-type: none">▪ Serial/marked Bicycles : Direct loser to www.bikeregister.com▪ All other items with a serial number: Direct loser to http://www.immobilise.com even if items have not been previously registered. This will also provide a facility to print a certificate with a reference number for insurance purposes.	<ul style="list-style-type: none">▪ Items can be more easily identified if found if they are reported lost on immobilise as it is a system accessible by all UK police forces and law enforcement agencies.▪ Insurance companies do not need reference numbers.▪ Insurance companies should be reminded that the MPS fully support www.immobilise.com.
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<p>Contains personal or sensitive information</p>	<ul style="list-style-type: none"> ▪ Bank / debit / credit cards ▪ Identity cards / documents (including military ID cards, foreign ID cards and birth, death or marriage certificates) ▪ Driving licences / passports (including foreign) ▪ Other sensitive documents 	<p style="text-align: center;">DO NOT RECORD</p> <ul style="list-style-type: none"> • Bank cards: Advise loser to call card issuer to cancel the cards. Provide contact details or consider doing it on their behalf if they have accessibility issues. • Passports and driving licences: Advise loser that when handed in these are returned to UKBA / DVLA / other issuer for security reasons. For UK passports advise the loser to obtain LSO/1 from the post office or online to report the loss. Losers of UK driving licences do not need to report the loss as this is part of the application for a replacement licence. Losers of foreign documents should be directed to their embassy. Provide the lost property letter if necessary. • ALL other identity cards and documents: Inform loser that for security reasons the MPS destroys all such items or returns them to the issuer and does not store them. 	<ul style="list-style-type: none"> ▪ For security reasons these items should be returned to the issuer or destroyed. ▪ Bank cards hold no monetary value and can be easily replaced by the bank. ▪ Banks/UKBA/DVLA and embassies do not need loss reports.
<p>Exceptional circumstances justifying noting of owner/item details</p>	<ul style="list-style-type: none"> ▪ Any item which is reasonably considered to be worth over £500 or otherwise significantly sentimental. ▪ Item must be unique or identifiable in some other way than by unique number or personal data contained. ▪ Examples: war/sporting medals, family heirlooms, life's works, religious artefacts. 	<p style="text-align: center;">DISCRETION TO NOTE BRIEF DETAILS OF OWNER/ITEM</p> <p style="text-align: center;">DO NOT TREAT AS FULL LOSS REPORT OR ISSUE ANY REFERENCE NUMBER</p> <ul style="list-style-type: none"> ▪ In these circumstances you should record their contact details on lost property Contact Form 633 and tell the loser that we will contact them if the item is handed in (see Useful Resources section of this policy toolkit to retrieve this form or via the Intranet). ▪ If loser requests a reference number inform them that the MPS does not issue reference numbers in these circumstances but that one is available via immobilise. 	<ul style="list-style-type: none"> ▪ These items are ones that a member of the public is more likely to want back and make efforts to find.
<p>Poses a Hazard or security risk</p>	<ul style="list-style-type: none"> ▪ Drugs and medicines ▪ Government documents ▪ Keys 	<ul style="list-style-type: none"> ▪ Drugs and medicines: Conduct risk assessment and consider whether there may be a loser who requires immediate medical care. Consult a supervisor. ▪ Secret documents: Inform a supervisor and consider deployment of resources. ▪ Keys: Inform loser that for security purposes we do not return keys when found unless the loser can prove ownership. 	<ul style="list-style-type: none"> ▪ These items are likely to pose a health & safety or security risk to the public if their loss is not dealt with.
<p>Low-value and unidentifiable</p>	<p>This list is not exhaustive, but would include:</p> <ul style="list-style-type: none"> ▪ Perishable goods ▪ Rubbish ▪ Spectacles, sunglasses and other accessories ▪ Used or soiled clothing ▪ Empty wallets, purses, bags, etc. ▪ Unidentifiable cycles (e.g., old, no frame numbers, not registered, no property marking) 	<p style="text-align: center;">DO NOT RECORD</p> <ul style="list-style-type: none"> ▪ If loser requires more information direct them to http://www.met.police.uk/lostandfound or provide them with a copy generic lost property letter and/or customer guide as required. 	<ul style="list-style-type: none"> ▪ These items are rarely claimed or identifiable. ▪ The cost to the MPS of dealing with these outweighs the value.