



University of  
St Andrews

## Lost and Found Property

<b>Document type</b>	<b>Policy</b>
<b>Scope (applies to)</b>	Public
<b>Applicability date</b>	17/04/2025
<b>Review / Expiry date</b>	17/04/2026
<b>Approved date</b>	06/05/2025
<b>Approver</b>	Assistant Director
<b>Document owner</b>	Business Manager
<b>School / unit</b>	Estates
<b>Document status</b>	Published
<b>Information classification</b>	Public
<b>EDI review/Equality impact assessment</b>	None
<b>Key terms</b>	Estate/Facilities management/Security
<b>Purpose</b>	To establish a procedure for the handling of lost and found property across the University.

## 1. Purpose

- The purpose of this Standard Operating Procedure (SOP) is to establish a professionally managed and secure lost and found service for all staff and students within the University of St Andrews.

This SOP provides instruction and guidance to all staff within the University of St Andrews who in the course of their work deal with lost and found property. The SOP defines the process for the reception, secure storage and disposal of items to safeguard the finders and to ensure compliance with legal requirements. This SOP applies to all university buildings and land.

- Staff dealing with found property have a responsibility to ensure all property is secured safely and logged in accordance with the SOP. Carelessness with found property could lead to managerial criticism and ultimately disciplinary procedures.
- Where doubts exist in relation to this SOP staff should seek guidance from their Supervisor / Manager, Bedellus or Security Management Team.
- The Civic Government (Scotland) Act 1982 provides that the police Chief Constable has powers and obligation in relation to lost property (including its disposal). This SOP has been prepared following discussions and consultations with Police Scotland.

## 2. Lost / Found Property Procedures

- Initial Action

### Lost Property

Anybody wishing to report an item as lost can do so by

- Scanning the QR code from the posters that are displayed within schools / units and residencies then fill out and submit the online form



- Follow the link from the University Lost property web page then fill out and submit the online form <https://notlostenquiry.com/st-andrews-university/>
- Or in person at any of the found property offices.

The individual submitting the request will receive an automated system generated email to verify their report has been received.

Once submitted the lost item will be checked against found items and where a match is made an automated system generated email will be sent to inform the owner and arrange the items return.

The matching and returning process will be managed by staff at the found property offices.

## Found Property

On receipt of found property it will be the responsibility of an appropriate person identified by the relevant school or unit to make initial and reasonable efforts to identify the owner of the property and arrange for its return. If unsuccessful the property should be delivered without delay to one of the Lost/Found Property Offices.

There will be no need to record or deliver items with little or no value such as disposable stationery or items that would ultimately pose a biological hazard if stored, such as water bottles. Schools and Units may, if they wish, retain these items locally for a short period to allow owners the opportunity to reclaim their property then dispose of them locally.

- Lost/Found Property Offices

All found items that are to be recorded and stored should be taken to one of the following Lost/Found Property Offices.

1. Porters Lodge, 93 North Street
2. St Mary's Facilities Support Officers
3. Physics Facilities Support Officers
4. Chemistry Facilities Support Officers
5. Medicine Facilities Support Officers
6. The Main Library
7. Agnes Blackadder Hall
8. Andrew Melville Hall
9. David Russell Apartments
10. McIntosh Hall
11. St Regulus Hall
12. St Salvator's Hall
13. University Hall
14. Sports Centre
15. Students Union
16. The ASC
17. Security Control Room
18. Walter Bower House

- Contact details for Lost/Found Property Offices

Office	Email address	Telephone No
Town Facilities Support Officers	<a href="mailto:ssjans@st-andrews.ac.uk">ssjans@st-andrews.ac.uk</a>	01334 463985
St Mary's Facilities Support Officers	<a href="mailto:smjan@st-andrews.ac.uk">smjan@st-andrews.ac.uk</a>	01334 462853
Physics Facilities Support Officers	<a href="mailto:Jan-phys@st-andrews.ac.uk">Jan-phys@st-andrews.ac.uk</a>	01334 463136
Chemistry Facilities Support Officers	<a href="mailto:Jan-purds@st-andrews.ac.uk">Jan-purds@st-andrews.ac.uk</a>	01334 463777
Medicine Facilities Support Officers	<a href="mailto:Jan-mbsb@st-andrews.ac.uk">Jan-mbsb@st-andrews.ac.uk</a>	01334 461853
Main Library	<a href="mailto:janlib@st-andrews.libanswers.com">janlib@st-andrews.libanswers.com</a>	01334 462288
Agnes Blackadder Hall	<a href="mailto:agnes.blackadder@st-andrews.ac.uk">agnes.blackadder@st-andrews.ac.uk</a>	01334 467000
Andrew Melville Hall	<a href="mailto:amhall@st-andrews.ac.uk">amhall@st-andrews.ac.uk</a>	01334 467076

David Russell Apartments	<a href="mailto:drareception@st-andrews.ac.uk">drareception@st-andrews.ac.uk</a>	01334 467100
McIntosh Hall	<a href="mailto:mchall@st-andrews.ac.uk">mchall@st-andrews.ac.uk</a>	01334 467035
St Regulus Hall	<a href="mailto:regshall@st-andrews.ac.uk">regshall@st-andrews.ac.uk</a>	01334 467065
St Salvator's Hall	<a href="mailto:st-salvators@st-andrews.ac.uk">st-salvators@st-andrews.ac.uk</a>	01334 467147
University Hall	<a href="mailto:unihall@st-andrews.ac.uk">unihall@st-andrews.ac.uk</a>	01334 467165
Sports Centre	<a href="mailto:Saintsdutymanager@st-andrews.ac.uk">Saintsdutymanager@st-andrews.ac.uk</a>	013344 62187
Students Union	<a href="mailto:union@st-andrews.ac.uk">union@st-andrews.ac.uk</a>	01334 462700
The ASC	<a href="mailto:theasc@st-andrews.ac.uk">theasc@st-andrews.ac.uk</a>	01334 462020
Security Control Room	<a href="mailto:security@st-andrews.ac.uk">security@st-andrews.ac.uk</a>	01334 468999
Walter Bower House	<a href="mailto:wbhreception@st-andrews.ac.uk">wbhreception@st-andrews.ac.uk</a>	01334 464600

- Assessment of property at Lost/Found Property Offices

On receipt of property, wherever possible, the item will be checked in the presence of the finder / person delivering the item by a staff member to verify contents. Thereafter the staff member will make an assessment to decide if it is an item that requires to be recorded. If the item is to be recorded the relevant details will be entered onto the found property database. The University of St Andrews is currently utilising the 'notlost' database.

<https://admin.notlost.co/#/login>

Staff should record the item(s) in accordance with the training they have received on the 'notlost' system.

The receiving member of staff should make initial and reasonable efforts to identify the owner of the property and arrange for its return.

Once handed in, the University of St Andrews takes responsibility for the property. Unclaimed found property will not be returned to the finder. Any finder indicating they wish the property back if it is unclaimed should be instructed to hand the property into the Police. The Police have the capacity to facilitate this.

Illegal items (such as knives or suspected drug substances) these should be delivered to the Police Service of Scotland without delay. Details of the item will be entered onto 'notlost' however updated as disposed as soon as the item is delivered to the police, cross referencing the 'not lost' entry with the police reference number. The Security and Response Team should be contacted to facilitate the collection and delivery of the item.

Perishable, wet or soiled items of property may require to be disposed of immediately, as they may pose a health hazard.

Should the condition of any item deteriorate during the period of storage to the point that it may pose a health hazard, it may be disposed of, with the reason for disposal clearly stated on 'not lost'.

This SOP will not apply to items left in students rooms at the end of their tenancy. In keeping with the terms of the students' occupancy/residents guide, items left in rooms will be disposed of, unless they are of high value in which case Residential and Business Services (RBS) will be responsible for contacting the resident. Items of this type will be dealt with entirely by RBS and they will not utilise the 'notlost' platform.

This SOP will not apply to property found by schools or units when clearing any workspace after a staff member has left our employment. It will be the responsibility of the school or unit to arrange the disposal or return of that property. Schools and units will not utilise the 'notlost' platform for this purpose.

- Health & Safety

Safety precautions must be taken when handling drugs, knives or unhygienic items. P.P.E. such as rubber gloves, protective gloves, and / or protective glasses must be worn. If staff members are unsure they must contact the Security & Response Team, Security Manager / Deputy or Bedellus for advice / assistance.

- Admin

Items of found property handed in must be clearly labelled and stored securely within the Lost/Found Property Office.

Each office has at least one staff member with administration rights. It is their responsibility to oversee the storage and ultimate disposal of unclaimed found items.

- Items Reclaimed by Owner

Where a recorded item is reclaimed by its owner the staff member should satisfy themselves of the identity of the claimer (photographic identification) and their right of claim to the property (i.e. able to provide an accurate description without having been shown the item). Once satisfied the item should be returned to the owner and the "notlost" database updated.

- Disposal of items

Any item of found property handed into a University Lost/Found Property Office will be retained for a minimum of 2 months before disposal. It will be the responsibility of the relevant office administrator(s) to manage this process.

Any unclaimed cash will be given to Student Services to add to their student hardship fund.

All other items will be disposed / recycled as ethically and sustainably as possible. The University transitions department should be fully involved in the disposal of unclaimed found property.

They can be contacted via email at [transition@st-andrews.ac.uk](mailto:transition@st-andrews.ac.uk)

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
1	New procedure	New	Neil Johnston	21/02/2023
1.1	Amendment to Library email address and phone number	Updated	Neil Johnston	02/03/2023
1.2	Amendment to email addresses	Updated	Neil Johnston	17/05/2023
1.3	Amendments to contact details	Updated	Neil Johnston	18/04/2024
1.4	Amendment to contact details	Updated	Neil Johnston	29/04/2025

