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Version: 5

Public Contact Office Process - Property – Lost

Force Contact Model Office To Be Process - **Property - Lost**

Public Contact Officer

Gather Information & Intel

Customer contacts WMP

Public Contact Officer responds with salutation
("Good morning/afternoon/evening, how can I help you?")

Actively Listen to Customer reporting details,
Investigative Questioning:
What?, Where?, When?, Why?, Who?, How?

Gather the details from the Customer:
- Name;
- Address;
- DOB;
- Contact number;

Obtain a description of the lost item
- Description;
- Location:
- Time and date.

Create an eNote Record

Where any of the following items are being reported as lost;
- Mobile phones;
- Driving license;
- British Passport;
- Benefit book;
- Anything identifiable to another agency.

Inform the customer that WMP no longer records these items and the customer must report the loss to the relevant agency.
If required, issue the customer with a leaflet for further information

Assess Threat & Risk

Conduct Intel Checks:
Check the Property System;
CRIMEs, FLINTS and OASIS

Consider Policy & Power

Negative search?

Yes

No

Conduct system checks on the Property System for the location of the item:
- Temp Detained Property Store;
- Main Property Store;
- With OIC.

Where any of the above apply follow the appropriate response.

Prompt
Always ensure the item of property has been authorised for release.

Prompt
- If the Main Property Store is closed inform the customer that the item is in a secure store.
- Give the customer the opening hours and contact details. Explain that they will need to make arrangements for collection directly with the store.
- Make the customer aware they will need to provide photo ID.

Temp DP Store/ Main Property Office
- Contact Office
- Tell the customer that you will be a away while you collect their property.
- Collect property.

With OIC
- Contact OIC.
- Tell the customer that you will be a away while you collect their property.
- Collect property.
- If the OIC is not on duty then e-mail them with the customer's contact details and make the customer aware to expect a call.

Take Action & Review

Record the details on the Property System:
- Lost item owner's details including contact number;
- Lost property description;
- Inform the customer of the negative outcome.

Prompt
Reassure the Customer.

- **Open the property bag in front of** the customer;
- Confirm that the property belongs to the customer;
- Once confirmed complete the WG586 Disclaimer receipt with -
  - Police reference number and details;
  - Name of the person collecting the property;
  - Date the property came in to police possession and reason;
  - Date and time of collection;
  - Address of the person collecting the item;
  - Details of photo ID used i.e. passport or driving license and include unique number;
  - Signature of the person collecting the property and Public Contact Officer signature;
  - Public Contact Officer collar number.

Prompt
Dispose of the packaging and documents appropriately think confidentiality.

Identify Options and Contingencies

Reassurance and Wrap Up:
- Recap on your actions with the customer;
- Next course of action;
- Issue the customer with a receipt, if required;
- Give the customer a Property Reference number;
- Make the customer aware of what will need to do when they collect the property (ID required) if it is found;
- Give the customer the WMP contact details.
- Close.

Reassurance and Wrap Up:
- Recap on your actions with the customer;
- If required, give the customer a copy the WG586 Disclaimer receipt and Property Reference number;
- Give the customer the WMP contact details.
- Close visit.

Update the Property System with:
Property has been collected and by whom;
Forward a copy of the Disclaimer Receipt to the Property Store Admin.