



Lost Property Policy

Heathfield Swim School / Swim Stars South East Swim School

Policy Written: 11th March 2026

Policy Review: 11th March 2027

Objective:

To establish a systematic and efficient procedure for handling lost property within Heathfield Swim School and Swim Stars South East, ensuring the prompt return of items to their rightful owners.

Procedure:

1. Designated Lost Property Area:

- Each site within the Swim School has an official Lost Property area. The location of these varies from site to site but are a bin which is marked lost property.

2. Informing Staff and Customers:

- Display clear signage in key locations, such as the entrance and waiting areas, directing individuals to the Lost Property area.
- During orientation and onboarding, inform customers and staff about the Lost Property procedure.

3. Staff Responsibilities:

- A staff member on shift will help oversee the Lost Property area.
- Staff members who come across lost items should promptly deliver them to the designated Lost Property area.

4. Logging and Documentation:

- Maintain a Lost Property logbook or digital record, including details such as the date the item was found, a brief description of the item, the location it was found, and the name of the staff member who reported it.

5. Labelling and Storage:

- Clearly label each found item with a unique identifier and relevant details (e.g., date found, location).
- Store items in a secure and organized manner to prevent damage or loss.

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6. Notification and Collection:

- When a lost item is found, notify customers or staff who may have lost such an item, if possible.
- Establish a reasonable timeframe (e.g., two weeks) for individuals to claim their lost property.
- Notify unclaimed items via email or other communication methods.

7. Verification Process:

- Require individuals claiming lost items to provide detailed descriptions or proof of ownership to ensure accurate return.

8. Disposal of Unclaimed Items:

- After the specified timeframe of 1 term (6 weeks), assess unclaimed items.
- Donate usable items to local charities or dispose of perishable items responsibly.
- Document the disposal process in the Lost Property log.

9. Periodic Review and Improvement:

- Regularly review and update the Lost Property procedure based on feedback and experiences.
- Consider implementing improvements to enhance the effectiveness of the process.

10. Communication:

- Communicate the Lost Property procedure to parents, guardians, and students regularly through newsletters, emails, or information sessions.

By implementing this Lost Property Procedure, Heathfield Swim School and Swim Stars South East aim to provide an organised and efficient system for managing lost items, promoting a positive experience for both customers and staff.

