



Lost and Found Property

Taxi Compliance Officer Information Sheet 12

You should check your vehicle after each journey. If you find property left behind in your vehicle, what should you do with it ? The answer is a little more complicated than it appears so following is some guidance to help you deal with lost and found property :

HACKNEY CARRIAGES :

If you find mobiles, laptops, passports, driving licences, very high value items or over £500 cash you can hand them into a police station or give them to me. I will make a note of your badge or plate number as sometimes the loser wants to express their appreciation to you.

For anything else (since the police generally won't take found property any more), once you have made a reasonable effort to trace the owner, let the police know at avonandsomerset.police.uk/generalcontact and after 6 weeks you can dispose of the property appropriately. You can also put a post on the Facebook group TAXI – Lost and Found (Bristol) to try and reunite the property with the owner. It's a great group which drivers themselves have set up and we've been able to return all sorts of property such as laptops, a pushchair, bags and even a barristers wig !

PRIVATE HIRE VEHICLES :

As you check your vehicle each journey, you will know which passenger left the item behind so it should be given to your Operator to reunite with the owner.

If it's not clear who has left it behind and it's a mobile, laptop, passport, driving licence, very high value item or over £500 cash then take it to a police station or give it to me. Anything else should be given to the Operator.

DRUGS / WEAPONS :

If you find controlled drugs, CS (pepper) spray or a knife in your vehicle you must make arrangements to hand it to the police as soon as possible. If I'm on duty I can meet you to take them. Do not drive around for days/weeks with it or you might be in trouble. There is a red bin outside Bridewell police station available all the time where you can deposit any weapons you find.

HOW I CAN HELP :

I get handed phones a lot, and I know how important they are to the loser so I make every effort to return them. I check the IMEI number with various services, see if any messages come up on the phone which give me someone to call and take a photo of my business card if there is an active

internet connection (might pop up through the cloud on other devices). If I cannot locate an owner within a week the phone is sent for disposal. It really helps when the loser sends a message to a phone with an alternative number to call before deactivating it, or on the Facebook group puts the Make, Model and Colour and what the screensaver is.

If it's not convenient to return found property to the owner, and I can sometimes help by arranging for the property to be collected from Bridewell police station rather than you having to deliver it or meet up with the loser.

ADVICE YOU CAN GIVE YOUR PASSENGERS (and yourself !) :

If you have tracking software, check NOW to make sure you know how to work it.

If your phone has ICE (In Case of Emergency) capability, have you put your details in there ?

If your phone is in a case, consider putting a piece of paper between the phone and case with a method of contacting you.

Have you recorded the phones IMEI number somewhere safe (you can find it by dialling *#06#) ?
You can register your phone with Immobilise.com as we use that service to find the loser.

This information reflects the unique and special relationship between the trade and police in Bristol and South Gloucestershire. If you are from outside the area, please refer to your local Licensing Authority and Police Service for any local advice.

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This is one of a series of information sheets produced for the benefit of Driver, Vehicle and Operator licence holders by Police Constable 4645 Patrick QUINTON, Taxi Compliance Officer, The Bridewell Police Station, Bristol, BS1 2AA

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To join the "Taxi Cop" WhatsApp group, and get information about PC Quinton's work, news updates and licensing/law updates, send a message to 07469 400832. Your details will not be visible to any other members of the group and your privacy is protected.

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