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Public Health
Wales

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Reporting Damage or Loss to Personal Property Policy

Policy Statement

This policy provides clarification as to what can be considered under the policy and also sets out the roles and responsibilities of staff, service users and visitors with a view to reporting and/or seeking reimbursement for damage or loss to personal property from Public Health Wales.

Policy Commitment

The aim of this policy is to ensure that there is a clear and equitable process in place for the reporting and consideration of reimbursements to staff, service users and visitors for damage or loss to personal property.

Supporting Procedures and Written Control Documents

Other related documents are:

Reporting Damage or Loss to Personal Property Procedure

Scope

This policy is applicable to all Staff, service users and visitors.

Equality and Health Impact Assessment

Please refer to the completed EHIA

Approved by

Executive Team

Approval Date

25 September 2019

Review Date

25 September 2019

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October 2019

Group with authority to approve supporting procedures

Audit and Corporate Governance Committee

Accountable Executive Director/Director

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Disclaimer

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or [Corporate Governance](#).

Summary of reviews/amendments				
Version number	Date of Review	Date of Approval	Date published	Summary of Amendments
1	April 2013	06 March 2013	06 March 2013	First version of policy published
2	May 2019	TBC	TBC	Policy now set out in a Policy & Procedure document for easy reading

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1 Introduction

Staff have a responsibility for their own property brought onto Public Health Wales' premises and may insure themselves against all risks including the loss of their personal possessions.

NHS organisations are only responsible for losses which have been caused by their negligence or actions of others that they are vicariously liable for. There may, however, be some circumstances in which Public Health Wales provide compensation for damage which has occurred to personal property.

As NHS organisations are not obliged to make such payments, the Welsh Government does not provide cover or insurance against such circumstances. Payments are not prohibited but there are strict criteria that NHS organisations must adhere to when considering such payments.

2 Policy aims and objectives

This policy provides clarification as to what can be considered under the policy and also sets out the roles and responsibilities of staff, service users and visitors with a view to reporting and/or seeking reimbursement for damage or loss to personal property from Public Health Wales.

The Policy also outlines the internal staff structure for considering claims for damage or loss to personal property.

It will be underpinned by guidance for staff, service users and visitors on how to deal with reporting and/or making a claim for damage or loss to personal property.

3 Definitions

Losses and compensation claims are defined as; "losses, damage to/or loss of personal belongings through no fault of the individual".

4 Value of Claims

The Policy is intended to cover low value claims only, however, each claim will be considered on a case by case basis.

5 Roles and responsibilities

Staff/Service users/Visitors

All staff, service users and visitors who wish to submit a claim for loss or damage to personal property must complete the Report of loss or damage to personal property form as set out in the procedure. Staff should pass the form to their Line Manager and Divisional Director for signature.

Divisional Director and Line Manager

The relevant Divisional Director and Line Manager are both responsible for signing the claim form outlined in the procedure and indicating whether or not they support the claim.

Claims Manager

The Claims Manager is the responsible lead for claims in respect of loss or damage to personal property and will submit the claim to the Claims Panel where a decision as to whether the claim is approved will be made.

Deputy Director of Finance

The Deputy Director of Finance will act as chair of the Claims Panel. They will also be responsible for completing the Outcome Form set out in the Procedure, which confirms the outcome of any request for reimbursement considered by the Claims Panel. The Deputy Director of Finance will request financial reimbursement for claims which are approved by the panel.

Director of Finance

The Director of Finance (or nominated Deputy) will be notified of any approved claims and is responsible for ensuring that any payment agreed by the Claims Panel is recorded on the losses and compensation register.

The Claims Panel (personal property claims)

The Claims Panel is responsible for considering and approving claims in relation to damage to personal property. The decision will be based on the majority of the panel. Membership of the panel is as follows:

Chair: Deputy Director of Finance

Members: Claims Manager
Assistant Director of People & Organisational
Development
Governance and General Manager
Trade Union representative

The delegated limits of the Claims Panel are set out in Public Health Wales' Standing Orders – [Scheme of Delegation](#).

6 Procedure and guidance

Staff, service users and visitors must follow the procedure that supports this policy. This can be found on the [internet](#).

The retention of information obtained under this policy is adhered to in line with Public Health Wales records retention policy.