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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

[All corporate policies and procedures are available on the Public Health Wales website](#)

Reporting Damage or Loss to Personal Property Procedure

Scope

This policy and any arrangements made under it applies to:

- All persons employed or engaged by Public Health Wales, including part time workers, temporary and agency workers, those holding honorary contracts
- All service users, visitors and volunteers.

Equality and Health Impact Assessment

An Equality, Welsh Language and Health Impact Assessment has been completed and can be viewed on the policy webpages.

Approved by

Audit and Corporate Governance Committee

Approval Date

16 March 2023

Review Date

16 March 2026

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30 March 2023

Group with

Leadership Team

authority to approve supporting procedures	
Accountable Executive Director/Director	Rhiannon Beaumont-Wood, Executive Director of Quality, Nursing and Allied Health Professionals
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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	29 Sept 2019	Oct 2019	Policy now set out in a Policy & Procedure document for easy reading Version updated to reflect single point of contact, and details of the appeals process
3	2022	16 March 2023	30 March 2023	The Chair of the Appeals Panel was originally the Deputy Director of Finance and this was amended to the Board Secretary. The criteria for claiming damage to property has also been updated to include members of the public visiting Public Health Wales property.

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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 the 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 a claim form as set out in the procedure. Staff should pass the completed form to their Line Manager and Divisional Director to review and add their 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 Public Health Wales for claims in respect of loss or damage to personal property and will submit any 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. For any claims which are approved for financial reimbursement by the panel, the responsibility will sit with the Deputy Director of Finance to request reimbursement.

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
Head of Putting Things Right
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](#).

The Appeals Panel (personal property claims)

The Appeals Panel is responsible for considering any appeals when the Claimant is dissatisfied with the decision of the Claims Panel. Membership of the Appeals Panel will be as follows:-

Chair: Board Secretary (if unavailable, a Deputy Director of People & OD)

Members: Corporate representative (who has not participated in the Claims Panel)
Trade Union Representative (who has not participated in the Claims Panel)

6 Procedure and guidance

Staff, service users and visitors must follow the [procedure](#) that supports this policy.

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

7 Appendices

Appendix 1**Report of loss or damage to personal property**

This form should be used for reporting financial loss resulting from an act of failure of Public Health Wales or its staff. Completion of the form does not give rise to Public Health Wales accepting legal liability.

TO BE COMPLETED IN TRIPLICATE: [Copies](#) to be sent to the member of staff's Line Manager for signature or to relevant Divisional Director (for service users/visitors). Two copies should be forwarded to the Claims Manager for submission at legalservices.phw@wales.nhs.uk to the Claims Panel and one copy to the claimant.

A.	Details of claimant
1	Name:
2	Job title:
3	Address:
4	Telephone no:
5	Please state whether you are Member of Staff/Service User/Visitor:

B.	Details of Loss or Damage
1	Site where loss or damage occurred:
2	Date of occurrence:
3	Date reported:
4	Name of witness (if any): (N.B All Witness Statements must be attached to this report)

5	Description of item lost or damaged (any further details please attach to the claim)
6	Brief description of circumstances under which loss/damage occurred and reason. (N.B statement to be attached in addition to comments here for full detail)
7	Nature of damage to item:
8	Can the item still be used:
9	(a) Original cost of item £ (b) Cost of repair £
10	Date and Place of Purchase:
11	If beyond repair, reason why:
12	(a) Is insurance cover held under which the loss may be claimed:
13	(b) If answer to (a) is yes, enter details of insurance cover and indicate if claim has been made or is intended to be made:
14	(c) If answer to (a) is no, do you wish to claim from Public Health Wales?
15	Have you reported the loss to the police?

C. Declaration by claimant**Claimant:**

Icertify that the information stated on this form is a true and correct statement of the facts as related by myself, and in consequence of the loss/damage to my property as listed in Section B.

I wish/do not wish to make a claim for compensation (delete as appropriate), I further certify that in the event of receiving compensation from an insurance company, any money received by me from Public Health Wales will be repaid, where claimed, to that Trust.

Signed.....Dated.....

D. This section to be completed by the Line Manager (where the claimant is a member of staff) & Divisional Director when submitting a claim**Line manager (for service users/visitors please pass to Divisional Director for authorisation)**

I have examined the circumstances of the above claim and all the supporting documents, and accordingly submit it to the Claims Panel for consideration. In doing so, it is my decision to **SUPPORT/NOT SUPPORT** (delete as appropriate) this claim in view of the details provided.

Briefly state the reasons for your decision:

Signed.....Dated.....

Name:

(Line Manager)

Divisional Director authorisation:

SUPPORT/NOT SUPPORT

Briefly state the reasons for your decision:

Signed.....Dated.....

Name:

(Divisional Director)

Appendix 2**Outcome Form**

This form should be used for reporting the outcome of a submission for a financial loss and should be completed by the Deputy Director of Finance. Completion of the form does not give rise to Public Health Wales accepting legal liability.

Details of claimant	
Name:	
Directorate/Division:	
Has the request been approved/rejected?	Approved Rejected Reason for Rejection?
Date of Rejection/Approval?	
Date Forwarded to Finance for Processing	

Deputy Director of Finance authorisation:

Signed.....

Dated.....