

Transport for London Lost Property Office transparency data

Transport for London (TfL) is responsible for the collection, safekeeping, restoration and disposal of items of property found on TfL services and premises.

We operate within the bounds of the London Transport Act 1982 and the London Cab Order 1934. These articles specify the period of time we hold property, our right to charge and collect fees, the information we require from customers before releasing goods, and the transfer of ownership for unclaimed items.

Data schedule

We publish annual data for the previous three financial years showing:

- A. the number of items found and reclaimed, by item category and TfL service;
- B. the number of items received and reclaimed from the LPO, by item sub-category; and
- C. a summary of revenue received.

This document covers the period of April 2014 to March 2017. Data is compiled three months after the end of the reporting period, accounting for the timeframe in which items that have been found may still be reclaimed by owners. The data has been recalibrated to include only items found within the date ranges specified, which may differ slightly from previous data that was based on the date that items were processed at the LPO.



Schedule A: Items found and reclaimed (2016/17)

ITEMS FOUND BY CATEGORY

2016/17	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	46,318	13.9%	12,261	26.5%	6,589	19.3%	18,850	40.7%
Books, Documents and Cards	92,631	27.9%	5,847	6.3%	5,531	6.4%	11,378	12.3%
Clothing	50,425	15.2%	3,151	6.2%	1,619	3.4%	4,770	9.5%
Eyewear	14,980	4.5%	767	5.1%	374	2.6%	1,141	7.6%
Jewellery	5,505	1.7%	131	2.4%	88	1.6%	219	4.0%
Keys	12,742	3.8%	916	7.2%	465	3.9%	1,381	10.8%
Miscellaneous	30,361	9.1%	2,633	8.7%	1,352	4.9%	3,985	13.1%
Telephones	34,322	10.3%	11,506	33.5%	3,049	13.4%	14,555	42.4%
Umbrellas	10,064	3.0%	195	1.9%	24	0.2%	219	2.2%
Valuables	34,729	10.5%	7,676	22.1%	7,888	29.2%	15,564	44.8%
Total⁽¹⁾	332,077	100.0%	45,083	13.6%	26,979	9.4%	72,062	21.7%

(1) Items such as bags or clothing may contain other property including mobile phones, keys or wallets. For the purposes of these reports, they are recorded as a single found item excluding contents.

ITEMS FOUND BY SERVICE

2016/17	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	182,310	54.9%	27,373	15.0%	11,408	7.4%	38,781	21.3%
London Underground	130,775	39.4%	14,715	11.3%	13,074	11.3%	27,789	21.2%
London Overground	4,614	1.4%	841	18.2%	430	11.4%	1,271	27.5%
TfL Rail	4,109	1.2%	653	15.9%	244	7.1%	897	21.8%
Docklands Light Railway	3,791	1.1%	1,008	26.6%	330	11.9%	1,338	35.3%
Black Cab taxi	4,024	1.2%	227	5.6%	1,375	36.2%	1,602	39.8%
Victoria Coach Station	1,290	0.4%	261	20.2%	112	10.9%	373	28.9%
Emirates Air Line	510	0.2%	4	0.8%	5	1.0%	9	1.8%
Other ⁽²⁾	654	0.2%	1	0.2%	1	0.2%	2	0.3%
Total	332,077	100.0%	45,083	13.6%	26,979	9.4%	72,062	21.7%

(2) Includes non-passenger locations such as the London Transport Museum, TfL buildings and items handed in directly to the LPO. Items found on Trams are held at the Tramlink Shop in Croydon and are not included in these figures.

Schedule A: Items found and reclaimed (2015/16)

ITEMS FOUND BY CATEGORY

2015/16	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	44,490	14.0%	11,825	26.6%	6,068	18.6%	17,893	40.2%
Books, Documents and Cards	81,972	25.8%	5,429	6.6%	4,796	6.3%	10,225	12.5%
Clothing	49,196	15.5%	2,933	6.0%	1,527	3.3%	4,460	9.1%
Eyewear	14,267	4.5%	676	4.7%	353	2.6%	1,029	7.2%
Jewellery	5,752	1.8%	150	2.6%	84	1.5%	234	4.1%
Keys	12,126	3.8%	859	7.1%	387	3.4%	1,246	10.3%
Miscellaneous	29,989	9.4%	2,765	9.2%	1,280	4.7%	4,045	13.5%
Telephones	34,045	10.7%	10,841	31.8%	3,051	13.1%	13,892	40.8%
Umbrellas	11,571	3.6%	232	2.0%	49	0.4%	281	2.4%
Valuables	34,013	10.7%	7,250	21.3%	7,195	26.9%	14,445	42.5%
Total	317,421	100.0%	42,960	13.5%	24,790	9.0%	67,750	21.3%

ITEMS FOUND BY SERVICE

2015/16	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	183,753	57.9%	26,736	14.5%	11,035	7.0%	37,771	20.6%
London Underground	115,546	36.4%	13,640	11.8%	11,242	11.0%	24,882	21.5%
London Overground	5,567	1.8%	843	15.1%	396	8.4%	1,239	22.3%
TfL Rail	1,296	0.4%	153	11.8%	119	10.4%	272	21.0%
Docklands Light Railway	3,782	1.2%	988	26.1%	316	11.3%	1,304	34.5%
Black Cab taxi	4,837	1.5%	290	6.0%	1,550	34.1%	1,840	38.0%
Victoria Coach Station	1,446	0.5%	308	21.3%	125	11.0%	433	29.9%
Emirates Air Line	435	0.1%	1	0.2%	4	0.9%	5	1.1%
Other	759	0.2%	1	0.1%	3	0.4%	4	0.5%
Total	317,421	100.0%	42,960	13.5%	24,790	9.0%	67,750	21.3%

Schedule A: Items found and reclaimed (2014/15)

ITEMS FOUND BY CATEGORY

2014/15	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	41,235	13.7%	11,247	27.3%	5,251	17.5%	16,498	40.0%
Books, Documents and Cards	73,335	24.4%	5,256	7.2%	4,478	6.6%	9,734	13.3%
Clothing	48,160	16.0%	3,009	6.2%	1,546	3.4%	4,555	9.5%
Eyewear	13,883	4.6%	745	5.4%	297	2.3%	1,042	7.5%
Jewellery	5,361	1.8%	148	2.8%	92	1.8%	240	4.5%
Keys	12,004	4.0%	913	7.6%	357	3.2%	1,270	10.6%
Miscellaneous	29,251	9.7%	2,669	9.1%	1,169	4.4%	3,838	13.1%
Telephones	32,620	10.8%	10,077	30.9%	2,926	13.0%	13,003	39.9%
Umbrellas	11,757	3.9%	267	2.3%	47	0.4%	314	2.7%
Valuables	33,447	11.1%	6,905	20.6%	6,779	25.5%	13,684	40.9%
Total	301,053	100.0%	41,236	13.7%	22,942	8.8%	64,178	21.3%

ITEMS FOUND BY SERVICE

2014/15	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	179,778	59.7%	26,129	14.5%	10,289	6.7%	36,418	20.3%
London Underground	106,866	35.5%	12,943	12.1%	10,244	10.9%	23,187	21.7%
London Overground	2,994	1.0%	535	17.9%	219	8.9%	754	25.2%
TfL Rail								
Docklands Light Railway	3,296	1.1%	861	26.1%	259	10.6%	1,120	34.0%
Black Cab taxi	5,648	1.9%	405	7.2%	1,829	34.9%	2,234	39.6%
Victoria Coach Station	1,485	0.5%	361	24.3%	97	8.6%	458	30.8%
Emirates Air Line	454	0.2%	1	0.2%	4	0.9%	5	1.1%
Other	532	0.2%	1	0.2%	1	0.2%	2	0.4%
Total	301,053	100.0%	41,236	13.7%	22,942	8.8%	64,178	21.3%

Schedule B: Items received and reclaimed from the Lost Property Office

TfL Lost Property Office		Apr 2016 - Mar 2017			Apr 2015 - Mar 2016			Apr 2014 - Mar 2015		
Category	Sub-category	Received	Reclaimed from LPO		Received	Reclaimed from LPO		Received	Reclaimed from LPO	
Bags	Handbags / Shoulder bags	5,843	1,537	26.3%	5,843	1,491	25.5%	5,686	1,408	24.8%
	Rucksacks	12,714	2,502	19.7%	11,394	2,173	19.1%	9,692	1,772	18.3%
	Shopping bags	5,621	728	13.0%	4,763	618	13.0%	4,203	473	11.3%
	Suitcases	1,092	352	32.2%	1,260	353	28.0%	1,152	349	30.3%
	General bags	8,787	1,470	16.7%	9,405	1,433	15.2%	9,255	1,249	13.5%
Books, Documents and Cards	Books	7,247	531	7.3%	7,296	452	6.2%	7,234	494	6.8%
	Documents	8,961	284	3.2%	8,553	309	3.6%	7,697	325	4.2%
	Financial	30,168	1,263	4.2%	23,749	981	4.1%	17,041	634	3.7%
	Identification	5,455	1,051	19.3%	4,650	864	18.6%	4,714	792	16.8%
	Travel	33,416	2,215	6.6%	30,644	2,015	6.6%	29,685	2,045	6.9%
	Other Items	1,537	187	12.2%	1,651	175	10.6%	1,708	188	11.0%
Clothing	Coats / Jackets / Jumpers	12,820	498	3.9%	12,184	492	4.0%	12,025	461	3.8%
	Hats / Scarves / Gloves	20,770	271	1.3%	20,332	227	1.1%	19,401	237	1.2%
	Footwear	3,151	179	5.7%	3,152	169	5.4%	3,100	163	5.3%
	Other Clothing	10,533	671	6.4%	10,595	639	6.0%	10,625	685	6.4%
Eyewear	Glasses	9,478	155	1.6%	8,772	127	1.4%	8,268	101	1.2%
	Cases and accessories	4,735	219	4.6%	4,819	226	4.7%	4,870	196	4.0%
Jewellery	Jewellery	5,374	88	1.6%	5,602	84	1.5%	5,213	92	1.8%
Keys	Keys	11,826	465	3.9%	11,267	387	3.4%	11,091	357	3.2%
Miscellaneous	Cycling	395	15	3.8%	336	12	3.6%	312	15	4.8%
	Electrical	4,993	273	5.5%	4,735	272	5.7%	4,582	258	5.6%
	Houseware	2,884	90	3.1%	2,632	72	2.7%	2,614	79	3.0%
	Tools/Equipment	732	55	7.5%	722	40	5.5%	703	39	5.5%
	Personal	4,127	184	4.5%	3,843	151	3.9%	3,646	169	4.6%
	General	14,597	735	5.0%	14,956	733	4.9%	14,725	609	4.1%
Telephones	Telephones	22,816	3,049	13.4%	23,204	3,051	13.1%	22,543	2,926	13.0%
Umbrellas	Umbrellas	9,869	24	0.2%	11,339	49	0.4%	11,490	47	0.4%
Valuables	Cameras	512	149	29.1%	592	164	27.7%	678	200	29.5%
	Computing / Personal electronics	1,259	312	24.8%	1,370	355	25.9%	1,448	371	25.6%
	Wallets / Purses / Cash	25,282	7,427	29.4%	24,801	6,676	26.9%	24,416	6,208	25.4%
Total		286,994	26,979	9.4%	274,461	24,790	9.0%	259,817	22,942	8.8%

Schedule C: Summary of revenue

All revenue contributes directly towards the cost of providing a lost property service.

REVENUE FROM CLAIMED ITEMS

Revenue (£)	2016 / 17	2015 / 16	2014 / 15
Admin fees	206,856	130,060	126,357
Packaging	2,829	2,897	3,628

Fees take into account the effort, resources and risk associated with the collection, cataloguing, safekeeping and restoration of property. Full details are displayed at the LPO and on the TfL website. The increase in 2016/17 reflects the greater number of items reclaimed and the change of fee structure in April 2016. The amounts shown may include payment for items found in the previous reporting period.

REVENUE FROM UNCLAIMED ITEMS

Revenue (£)	2016 / 17	2015 / 16	2014 / 15
Unclaimed cash	203,583	243,076	207,705

Cash (on its own or found in other property) is held and able to be reclaimed for a period of 12 months, or 3 months if found in a Black Cab taxi. Amounts shown here may not relate directly to the items of property found within the same reporting period.

Revenue (£)	2016 / 17	2015 / 16	2014 / 15
Sales of unclaimed items	256,754	358,608	300,247

The majority of unclaimed items are donated to charity. Those which still have resale value are sold at public auction. Items are not identified as coming from the LPO and are sold alongside other goods. Amounts may include revenue from items found in previous reporting period.

For further information about our lost property process, or to log an enquiry for a lost item, please visit our website:

tfl.gov.uk/lostproperty

