

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 2015 to March 2018. 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.



Schedule A: Items found and reclaimed (2017/18)

ITEMS FOUND BY CATEGORY

2017/18	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	46,905	13.8%	12,593	26.8%	7,179	20.9%	19,772	42.2%
Books, Documents and Cards	95,977	28.2%	6,140	6.4%	6,024	6.7%	12,164	12.7%
Clothing	51,705	15.2%	3,056	5.9%	1,781	3.7%	4,837	9.4%
Eyewear	15,125	4.4%	743	4.9%	399	2.8%	1,142	7.6%
Jewellery	5,790	1.7%	127	2.2%	96	1.7%	223	3.9%
Keys	13,326	3.9%	963	7.2%	465	3.8%	1,428	10.7%
Miscellaneous	30,728	9.0%	2,764	9.0%	1,243	4.4%	4,007	13.0%
Telephones	35,148	10.3%	13,037	37.1%	3,372	15.3%	16,409	46.7%
Umbrellas	9,375	2.8%	210	2.2%	34	0.4%	244	2.6%
Valuables	36,209	10.6%	7,642	21.1%	8,497	29.7%	16,139	44.6%
Total ⁽¹⁾	340,288	100%	47,275	13.9%	29,090	9.9%	76,365	22.4%

(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

2017/18	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	180,790	53.1%	28,304	15.7%	11,795	7.7%	40,099	22.2%
London Underground	141,331	41.5%	16,333	11.6%	14,728	11.8%	31,061	22.0%
London Overground	4,218	1.2%	729	17.3%	498	14.3%	1,227	29.1%
TfL Rail	4,430	1.3%	624	14.1%	300	7.9%	924	20.9%
Docklands Light Railway	3,602	1.1%	935	26.0%	408	15.3%	1,343	37.3%
Black Cab taxi	3,549	1.0%	152	4.3%	1,255	36.9%	1,407	39.6%
Victoria Coach Station	1,191	0.3%	189	15.9%	99	9.9%	288	24.2%
Emirates Air Line	498	0.1%	8	1.6%	5	1.0%	13	2.6%
Other ⁽²⁾	679	0.2%	1	0.1%	2	0.3%	3	0.4%
Total	340,288	100%	47,275	13.9%	29,090	9.9%	76,365	22.4%

(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 (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	332,077	100.0%	45,083	13.6%	26,979	9.4%	72,062	21.7%

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	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%

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

TfL Lost Property Office		Apr 2017 - Mar 2018			Apr 2016 - Mar 2017			Apr 2015 - Mar 2016		
Category	Sub-category	Received	Reclaimed from LPO		Received	Reclaimed from LPO		Received	Reclaimed from LPO	
Bags	Handbags / Shoulder bags	5,622	1,612	28.7%	5,843	1,537	26.3%	5,843	1,491	25.5%
	Rucksacks	13,481	2,937	21.8%	12,714	2,502	19.7%	11,394	2,173	19.1%
	Shopping bags	5,851	797	13.6%	5,621	728	13.0%	4,763	618	13.0%
	Suitcases	1,042	349	33.5%	1,092	352	32.2%	1,260	353	28.0%
	General bags	8,316	1,484	17.8%	8,787	1,470	16.7%	9,405	1,433	15.2%
Books, Documents and Cards	Books	7,296	549	7.5%	7,247	531	7.3%	7,296	452	6.2%
	Documents	9,069	327	3.6%	8,961	284	3.2%	8,553	309	3.6%
	Financial	35,555	1,712	4.8%	30,168	1,263	4.2%	23,749	981	4.1%
	Identification	6,005	1,185	19.7%	5,455	1,051	19.3%	4,650	864	18.6%
	Travel	30,544	2,099	6.9%	33,416	2,215	6.6%	30,644	2,015	6.6%
	Other Items	1,368	152	11.1%	1,537	187	12.2%	1,651	175	10.6%
Clothing	Coats / Jackets / Jumpers	12,200	527	4.3%	12,820	498	3.9%	12,184	492	4.0%
	Hats / Scarves / Gloves	22,926	283	1.2%	20,770	271	1.3%	20,332	227	1.1%
	Footwear	2,892	186	6.4%	3,151	179	5.7%	3,152	169	5.4%
	Other Clothing	10,631	785	7.4%	10,533	671	6.4%	10,595	639	6.0%
Eyewear	Glasses	9,633	157	1.6%	9,478	155	1.6%	8,772	127	1.4%
	Cases and accessories	4,749	242	5.1%	4,735	219	4.6%	4,819	226	4.7%
Jewellery	Jewellery	5,663	96	1.7%	5,374	88	1.6%	5,602	84	1.5%
Keys	Keys	12,363	465	3.8%	11,826	465	3.9%	11,267	387	3.4%
Miscellaneous	Cycling	363	11	3.0%	395	15	3.8%	336	12	3.6%
	Electrical	4,919	159	3.2%	4,993	273	5.5%	4,735	272	5.7%
	Houseware	2,797	92	3.3%	2,884	90	3.1%	2,632	72	2.7%
	Tools/Equipment	683	45	6.6%	732	55	7.5%	722	40	5.5%
	Personal	4,121	208	5.0%	4,127	184	4.5%	3,843	151	3.9%
	General	15,081	728	4.8%	14,597	735	5.0%	14,956	733	4.9%
Telephones	Telephones	22,111	3,372	15.3%	22,816	3,049	13.4%	23,204	3,051	13.1%
Umbrellas	Umbrellas	9,165	34	0.4%	9,869	24	0.2%	11,339	49	0.4%
Valuables	Cameras	403	112	27.8%	512	149	29.1%	592	164	27.7%
	Computing / Personal electronics	1,538	389	25.3%	1,259	312	24.8%	1,370	355	25.9%
	Wallets / Purses / Cash	26,626	7,996	30.0%	25,282	7,427	29.4%	24,801	6,676	26.9%
Total		293,013	29,090	9.9%	286,994	26,979	9.4%	274,461	24,790	9.0%

Schedule C: Summary of revenue

TfL does not make a profit from lost property. Revenues from fees, unclaimed cash and the sale of unclaimed items cover around a third of the total cost of providing the service.

REVENUE FROM CLAIMED ITEMS

Revenue (£)	2017 / 18	2016 / 17	2015 / 16
Admin fees	214,407	206,856	130,060
Packaging	1,800	2,829	2,897

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 (£)	2017 / 18	2016 / 17	2015 / 16
Unclaimed cash	230,757	203,583	243,076

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 Taxi. Amounts shown here may not relate directly to the items of property found within the same reporting period.

Revenue (£)	2017 / 18	2016 / 17	2015 / 16
Sales of unclaimed items	377,534	256,754	358,608

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

