

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 2016 to March 2019. 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 (2018/19)

ITEMS FOUND BY CATEGORY

2018/19	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	49,077	14.7%	13,184	26.9%	7,360	20.5%	20,544	41.9%
Books, Documents and Cards	83,230	24.9%	5,972	7.2%	6,432	8.3%	12,404	14.9%
Clothing	50,034	15.0%	2,974	5.9%	1,854	3.9%	4,828	9.6%
Eyewear	16,125	4.8%	781	4.8%	436	2.8%	1,217	7.5%
Jewellery	5,658	1.7%	118	2.1%	77	1.4%	195	3.4%
Keys	14,069	4.2%	1,048	7.4%	540	4.1%	1,588	11.3%
Miscellaneous	32,588	9.8%	2,876	8.8%	1,438	4.8%	4,314	13.2%
Telephones	36,742	11.0%	14,202	38.7%	3,552	15.8%	17,754	48.3%
Umbrellas	7,646	2.3%	155	2.0%	23	0.3%	178	2.3%
Valuables	38,752	11.6%	7,827	20.2%	9,012	29.1%	16,839	43.5%
Total (1)	333,921	100%	49,137	14.7%	30,724	10.8%	79,861	23.9%

(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

2018/19	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	187,446	56.1%	29,965	16.0%	12,782	8.1%	42,747	22.8%
London Underground	127,963	38.3%	16,718	13.1%	15,487	13.9%	32,205	25.2%
London Overground	4,331	1.3%	693	16.0%	514	14.1%	1,207	27.9%
TfL Rail	5,229	1.6%	544	10.4%	329	7.0%	873	16.7%
Docklands Light Railway	3,215	1.0%	858	26.7%	365	15.5%	1,223	38.0%
Taxi	2,962	0.9%	113	3.8%	1,129	39.6%	1,242	41.9%
Victoria Coach Station	1,372	0.4%	235	17.1%	109	9.6%	344	25.1%
Emirates Air Line	622	0.2%	10	1.6%	5	0.8%	15	2.4%
Other (2)	781	0.2%	1	0.1%	4	0.5%	5	0.6%
Total	333,921	100%	49,137	14.7%	30,724	10.8%	79,861	23.9%

(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 (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	340,288	100%	47,275	13.9%	29,090	9.9%	76,365	22.4%

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%
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	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%

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

TfL Lost Property Office		Apr 2018 - Mar 2019			Apr 2017 - Mar 2018			Apr 2016 - Mar 2017		
Category	Sub-category	Received	Reclaimed from LPO		Received	Reclaimed from LPO		Received	Reclaimed from LPO	
Bags	Handbags / Shoulder bags	5,328	1,490	28.0%	5,622	1,612	28.7%	5,843	1,537	26.3%
	Rucksacks	14,591	3,119	21.4%	13,481	2,937	21.8%	12,714	2,502	19.7%
	Shopping bags	6,590	934	14.2%	5,851	797	13.6%	5,621	728	13.0%
	Suitcases	1,096	346	31.6%	1,042	349	33.5%	1,092	352	32.2%
	General bags	8,288	1,471	17.7%	8,316	1,484	17.8%	8,787	1,470	16.7%
Books, Documents and Cards	Books	7,452	640	8.6%	7,296	549	7.5%	7,247	531	7.3%
	Documents	8,732	316	3.6%	9,069	327	3.6%	8,961	284	3.2%
	Financial	25,566	2,112	8.3%	35,555	1,712	4.8%	30,168	1,263	4.2%
	Identification	6,262	1,226	19.6%	6,005	1,185	19.7%	5,455	1,051	19.3%
	Travel	27,863	1,949	7.0%	30,544	2,099	6.9%	33,416	2,215	6.6%
	Other Items	1,383	189	13.7%	1,368	152	11.1%	1,537	187	12.2%
Clothing	Coats / Jackets / Jumpers	12,264	596	4.9%	12,200	527	4.3%	12,820	498	3.9%
	Hats / Scarves / Gloves	21,075	272	1.3%	22,926	283	1.2%	20,770	271	1.3%
	Footwear	2,892	166	5.7%	2,892	186	6.4%	3,151	179	5.7%
	Other Clothing	10,829	820	7.6%	10,631	785	7.4%	10,533	671	6.4%
Eyewear	Glasses	10,317	183	1.8%	9,633	157	1.6%	9,478	155	1.6%
	Cases and accessories	5,027	253	5.0%	4,749	242	5.1%	4,735	219	4.6%
Jewellery	Jewellery	5,540	77	1.4%	5,663	96	1.7%	5,374	88	1.6%
Keys	Keys	13,021	540	4.1%	12,363	465	3.8%	11,826	465	3.9%
Miscellaneous	Cycling	368	12	3.3%	363	11	3.0%	395	15	3.8%
	Electrical	5,626	226	4.0%	4,919	159	3.2%	4,993	273	5.5%
	Houseware	3,199	93	2.9%	2,797	92	3.3%	2,884	90	3.1%
	Tools/Equipment	685	52	7.6%	683	45	6.6%	732	55	7.5%
	Personal	4,491	247	5.5%	4,121	208	5.0%	4,127	184	4.5%
	General	15,343	808	5.3%	15,081	728	4.8%	14,597	735	5.0%
Telephones	Telephones	22,540	3,552	15.8%	22,111	3,372	15.3%	22,816	3,049	13.4%
Umbrellas	Umbrellas	7,491	23	0.3%	9,165	34	0.4%	9,869	24	0.2%
Valuables	Cameras	388	133	34.3%	403	112	27.8%	512	149	29.1%
	Computing / Personal electronics	1,342	380	28.3%	1,538	389	25.3%	1,259	312	24.8%
	Wallets / Purses / Cash	29,195	8,499	29.1%	26,626	7,996	30.0%	25,282	7,427	29.4%
Total		284,784	30,724	10.8%	293,013	29,090	9.9%	286,994	26,979	9.4%

Schedule C: Summary of revenue

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

REVENUE FROM CLAIMED ITEMS

Revenue (£)	2018 / 19	2017 / 18	2016 / 17
Fees	223,904	216,007	209,685

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 amounts shown may include payment for items found in the previous reporting period.

REVENUE FROM UNCLAIMED ITEMS

Revenue (£)	2018 / 19	2017 / 18	2016 / 17
Unclaimed cash	254,611	230,758	203,583

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 (£)	2018 / 19	2017 / 18	2016 / 17
Sale of unclaimed items	336,033	377,535	256,754

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

