

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 2019 to March 2022. 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 (2021/22)

ITEMS FOUND BY CATEGORY

2021/22	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	34,593	16.4%	8,486	24.5%	3,519	10.2%	12,005	34.7%
Books, Documents and Cards	46,015	21.9%	3,351	7.3%	3,035	6.6%	6,386	13.9%
Clothing	24,429	11.6%	1,738	7.1%	512	2.1%	2,250	9.2%
Eyewear	10,653	5.1%	556	5.2%	131	1.2%	687	6.4%
Jewellery	3,595	1.7%	87	2.4%	35	1.0%	122	3.4%
Keys	9,234	4.4%	653	7.1%	200	2.2%	853	9.2%
Miscellaneous	26,006	12.4%	2,559	9.8%	576	2.2%	3,135	12.1%
Telephones	26,215	12.5%	11,471	43.8%	1,367	5.2%	12,838	49.0%
Umbrellas	4,484	2.1%	104	2.3%	-	0.0%	104	2.3%
Valuables	25,139	12.0%	4,721	18.8%	4,437	17.6%	9,158	36.4%
Total ⁽ⁱ⁾	210,363	100.0%	33,726	16.0%	13,812	6.6%	47,538	22.6%

(i) 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

2021/22	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	128,707	61.2%	20,407	15.9%	6,370	4.9%	26,777	20.8%
London Underground	72,026	34.2%	12,085	16.8%	6,673	9.3%	18,758	26.0%
London Overground	3,407	1.6%	260	7.6%	141	4.1%	401	11.8%
TfL Rail	2,010	1.0%	325	16.2%	158	7.9%	483	24.0%
Docklands Light Railway	1,622	0.8%	464	28.6%	129	8.0%	593	36.6%
Taxi	1,096	0.5%	49	4.5%	300	27.4%	349	31.8%
Victoria Coach Station	597	0.3%	135	22.6%	30	5.0%	165	27.6%
Emirates Air Line	396	0.2%	1	0.3%	11	2.8%	12	3.0%
Other ⁽²⁾	502	0.2%	-	0.0%	-	0.0%	-	0.0%
Total	210,363	100.0%	33,726	16.0%	13,812	6.6%	47,538	22.6%

(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 (2020/21)

ITEMS FOUND BY CATEGORY

2020/21	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	17,945	15.6%	4,263	23.8%	1,089	6.1%	5,352	29.8%
Books, Documents and Cards	26,822	23.4%	1,833	6.8%	846	3.2%	2,679	10.0%
Clothing	11,120	9.7%	730	6.6%	109	1.0%	839	7.5%
Eyewear	6,265	5.5%	327	5.2%	49	0.8%	376	6.0%
Jewellery	1,158	1.0%	33	2.8%	9	0.8%	42	3.6%
Keys	5,636	4.9%	403	7.2%	105	1.9%	508	9.0%
Miscellaneous	13,018	11.3%	1,185	9.1%	150	1.2%	1,335	10.3%
Telephones	15,615	13.6%	6,208	39.8%	608	3.9%	6,816	43.7%
Umbrellas	2,771	2.4%	77	2.8%	1	0.0%	78	2.8%
Valuables	14,508	12.6%	2,674	18.4%	1,390	9.6%	4,064	28.0%
Total ⁽¹⁾	114,858	100.0%	17,733	15.4%	4,356	3.8%	22,089	19.2%

ITEMS FOUND BY SERVICE

2020/21	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	76,163	66.3%	11,117	14.6%	2,207	2.9%	13,324	17.5%
London Underground	33,966	29.6%	5,922	17.4%	1,969	5.8%	7,891	23.2%
London Overground	2,030	1.8%	176	8.7%	32	1.6%	208	10.2%
TfL Rail	1,182	1.0%	197	16.7%	50	4.2%	247	20.9%
Docklands Light Railway	992	0.9%	285	28.7%	43	4.3%	328	33.1%
Taxi	220	0.2%	11	5.0%	49	22.3%	60	27.3%
Victoria Coach Station	105	0.1%	24	22.9%	6	5.7%	30	28.6%
Emirates Air Line	140	0.1%	1	0.7%	-	0.0%	1	0.7%
Other ⁽²⁾	60	0.1%	-	0.0%	-	0.0%	-	0.0%
Total	114,858	100.0%	17,733	15.4%	4,356	3.8%	22,089	19.2%

Schedule A: Items found and reclaimed (2019/20)

ITEMS FOUND BY CATEGORY

201 9/20	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
Bags	48,494	15.2%	13,244	27.3%	6,237	12.9%	19,481	40.2%
Books, Documents and Cards	73,644	23.0%	5,309	7.2%	5,466	7.4%	10,775	14.6%
Clothing	46,433	14.5%	2,583	5.6%	1,313	2.8%	3,896	8.4%
Eyewear	15,261	4.8%	703	4.6%	295	1.9%	998	6.5%
Jewellery	5,641	1.8%	132	2.3%	91	1.6%	223	4.0%
Keys	12,985	4.1%	909	7.0%	461	3.6%	1,370	10.6%
Miscellaneous	34,713	10.8%	3,064	8.8%	1,169	3.4%	4,233	12.2%
Telephones	35,735	11.2%	14,705	41.2%	3,029	8.5%	17,734	49.6%
Umbrellas	10,878	3.4%	228	2.1%	21	0.2%	249	2.3%
Valuables	36,264	11.3%	7,112	19.6%	7,704	21.2%	14,816	40.9%
Total	320,048	100.0%	47,989	15.0%	25,786	8.1%	73,775	23.1%

ITEMS FOUND BY SERVICE

201 9/20	Items found	% of total	Reclaimed on-site		Reclaimed from LPO		Total reclaimed	
London Buses	183,970	57.5%	28,951	15.7%	10,377	5.6%	39,328	21.4%
London Underground	117,754	36.8%	16,791	14.3%	13,344	11.3%	30,135	25.6%
London Overground	6,321	2.0%	599	9.5%	339	5.4%	938	14.8%
TfL Rail	3,823	1.2%	573	15.0%	417	10.9%	990	25.9%
Docklands Light Railway	2,777	0.9%	755	27.2%	305	11.0%	1,060	38.2%
Taxi	2,541	0.8%	86	3.4%	885	34.8%	971	38.2%
Victoria Coach Station	1,418	0.4%	214	15.1%	113	8.0%	327	23.1%
Emirates Air Line	682	0.2%	20	2.9%	6	0.9%	26	3.8%
Other	762	0.2%	-	0.0%	-	0.0%	-	0.0%
Total	320,048	100.0%	47,989	15.0%	25,786	8.1%	73,775	23.1%

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

TfL Lost Property Office		Apr 2021 - Mar 2022			Apr 2020 - Mar 2021			Apr 2019 - Mar 2020		
Category	Sub-category	Received	Reclaimed from LPO		Received	Reclaimed from LPO		Received	Reclaimed from LPO	
Bags	Handbags / Shoulder bags	3,945	844	21.4%	2,052	256	12.5%	5,569	1,357	24.4%
	Rucksacks	12,160	1,693	13.9%	6,949	562	8.1%	14,725	2,661	18.1%
	Shopping bags	4,874	379	7.8%	2,419	110	4.5%	6,533	780	11.9%
	Suitcases	485	112	23.1%	251	31	12.4%	1,071	328	30.6%
	General bags	4,643	491	10.6%	2,011	130	6.5%	7,352	1,111	15.1%
Books, Documents and Cards	Books	1,665	18	1.1%	851	8	0.9%	3,023	71	2.3%
	Documents	4,330	767	17.7%	2,001	223	11.1%	5,914	1,073	18.1%
	Financial	8,603	4	0.0%	6,065	3	0.0%	13,673	8	0.1%
	Identification	4,553	112	2.5%	2,247	38	1.7%	6,780	229	3.4%
	Travel	16,007	494	3.1%	10,157	147	1.4%	27,430	1,511	5.5%
	Other Items	1,388	79	5.7%	787	33	4.2%	4,968	515	10.4%
Clothing	Coats / Jackets / Jumpers	4,791	157	3.3%	2,232	20	0.9%	8,849	400	4.5%
	Hats / Scarves / Gloves	8,637	87	1.0%	3,518	23	0.7%	19,708	170	0.9%
	Footwear	605	9	1.5%	313	6	1.9%	2,737	141	5.2%
	Other Clothing	8,658	259	3.0%	4,327	60	1.4%	12,556	602	4.8%
Eyewear	Glasses	7,068	64	0.9%	4,335	30	0.7%	9,933	127	1.3%
	Cases and accessories	3,029	67	2.2%	1,603	19	1.2%	4,625	168	3.6%
Jewellery	Jewellery	3,421	34	1.0%	1,125	9	0.8%	5,509	91	1.7%
Keys	Keys	8,581	200	2.3%	5,233	105	2.0%	12,076	461	3.8%
Miscellaneous	Cycling	282	7	2.5%	167	1	0.6%	320	15	4.7%
	Electrical	219	5	2.3%	139	3	2.2%	438	6	1.4%
	Houseware	1,676	24	1.4%	1,120	10	0.9%	3,435	80	2.3%
	Tools/Equipment	443	24	5.4%	289	20	6.9%	490	38	7.8%
	Personal	1,062	33	3.1%	583	12	2.1%	2,377	137	5.8%
	General	19,848	484	2.4%	9,529	104	1.1%	24,576	893	3.6%
Telephones	Telephones	14,744	1,367	9.3%	9,407	608	6.5%	21,030	3,029	14.4%
Umbrellas	Umbrellas	4,380	-	0.0%	2,694	1	0.0%	10,650	21	0.2%
Valuables	Cameras	142	19	13.4%	72	5	6.9%	312	76	24.4%
	Computing / Personal electronics	750	159	21.2%	368	61	16.6%	1,299	361	27.8%
	Wallets / Purses / Cash	25,648	5,820	22.7%	14,281	1,718	12.0%	34,101	9,326	27.3%
Total		176,637	13,812	7.8%	97,125	4,356	4.5%	272,059	25,786	9.5%

Schedule C: Summary of revenue

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

REVENUE FROM CLAIMED ITEMS

Revenue (£)	2021 / 22	2020 / 21	2019 / 20
Fees	97,299	35,897	199,640

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 (£)	2021 / 22	2020 / 21	2019 / 20
Unclaimed cash	204,875	126,102	255,977

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 (£)	2021 / 22	2020 / 21	2019 / 20
Sale of unclaimed items	180,529	163,858	280,739

Most 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

