

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 2018 to March 2021. 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 (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%

(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

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%

(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 (2019/20)

ITEMS FOUND BY CATEGORY

2019/20	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

2019/20	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 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	333,921	100%	49,137	14.7%	30,724	10.8%	79,861	23.9%

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	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%

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

TfL Lost Property Office		Apr 2020 - Mar 2021			Apr 2019 - Mar 2020			Apr 2018 - Mar 2019		
Category	Sub-category	Received	Reclaimed from LPO		Received	Reclaimed from LPO		Received	Reclaimed from LPO	
Bags	Handbags / Shoulder bags	2,052	256	12.5%	5,569	1,357	24.4%	5,328	1,490	28.0%
	Rucksacks	6,949	562	8.1%	14,725	2,661	18.1%	14,591	3,119	21.4%
	Shopping bags	2,419	110	4.5%	6,533	780	11.9%	6,590	934	14.2%
	Suitcases	251	31	12.4%	1,071	328	30.6%	1,096	346	31.6%
	General bags	2,011	130	6.5%	7,352	1,111	15.1%	8,288	1,471	17.7%
Books, Documents and Cards	Books	851	8	0.9%	3,023	71	2.3%	7,452	640	8.6%
	Documents	2,001	223	11.1%	5,914	1,073	18.1%	8,732	316	3.6%
	Financial	6,065	3	0.0%	13,673	8	0.1%	25,566	2,112	8.3%
	Identification	2,247	38	1.7%	6,780	229	3.4%	6,262	1,226	19.6%
	Travel	10,157	147	1.4%	27,430	1,511	5.5%	27,863	1,949	7.0%
	Other Items	787	33	4.2%	4,968	515	10.4%	1,383	189	13.7%
Clothing	Coats / Jackets / Jumpers	2,232	20	0.9%	8,849	400	4.5%	12,264	596	4.9%
	Hats / Scarves / Gloves	3,518	23	0.7%	19,708	170	0.9%	21,075	272	1.3%
	Footwear	313	6	1.9%	2,737	141	5.2%	2,892	166	5.7%
	Other Clothing	4,327	60	1.4%	12,556	602	4.8%	10,829	820	7.6%
Eyewear	Glasses	4,335	30	0.7%	9,933	127	1.3%	10,317	183	1.8%
	Cases and accessories	1,603	19	1.2%	4,625	168	3.6%	5,027	253	5.0%
Jewellery	Jewellery	1,125	9	0.8%	5,509	91	1.7%	5,540	77	1.4%
Keys	Keys	5,233	105	2.0%	12,076	461	3.8%	13,021	540	4.1%
Miscellaneous	Cycling	167	1	0.6%	320	15	4.7%	368	12	3.3%
	Electrical	139	3	2.2%	438	6	1.4%	5,626	226	4.0%
	Houseware	1,120	10	0.9%	3,435	80	2.3%	3,199	93	2.9%
	Tools/Equipment	289	20	6.9%	490	38	7.8%	685	52	7.6%
	Personal	583	12	2.1%	2,377	137	5.8%	4,491	247	5.5%
	General	9,529	104	1.1%	24,576	893	3.6%	15,343	808	5.3%
Telephones	Telephones	9,407	608	6.5%	21,030	3,029	14.4%	22,540	3,552	15.8%
Umbrellas	Umbrellas	2,694	1	0.0%	10,650	21	0.2%	7,491	23	0.3%
Valuables	Cameras	72	5	6.9%	312	76	24.4%	388	133	34.3%
	Computing / Personal electronics	368	61	16.6%	1,299	361	27.8%	1,342	380	28.3%
	Wallets / Purses / Cash	14,281	1,718	12.0%	34,101	9,326	27.3%	29,195	8,499	29.1%
Total		97,125	4,356	4.5%	272,059	25,786	9.5%	284,784	30,724	10.8%

Schedule C: Summary of revenue

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

REVENUE FROM CLAIMED ITEMS

Revenue (£)	2020 / 21	2019 / 20	2018 / 19
Fees	35,897	199,640	223,904

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 (£)	2020 / 21	2019 / 20	2018 / 19
Unclaimed cash	126,102	255,977	254,611

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 (£)	2020 / 21	2019 / 20	2018 / 19
Sale of unclaimed items	163,858	280,739	336,033

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

