

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 2021 to March 2024. 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 (2022/23)

ITEMS FOUND BY CATEGORY

| 2023/24 | Items found | % of total | Reclaimed on-site | | Reclaimed from LPO | | Total reclaimed | |
|-----------------------------|----------------|---------------|-------------------|--------------|--------------------|-------------|-----------------|--------------|
| Bags | 43,682 | 14.6% | 9,311 | 21.3% | 3,184 | 7.3% | 12,495 | 28.6% |
| Books, Documents and Cards | 67,929 | 22.7% | 3,469 | 5.1% | 1,548 | 2.3% | 5,017 | 7.4% |
| Clothing | 39,696 | 13.3% | 2,655 | 6.7% | 494 | 1.2% | 3,149 | 7.9% |
| Eyewear | 13,544 | 4.5% | 576 | 4.3% | 123 | 0.9% | 699 | 5.2% |
| Jewellery | 5,038 | 1.7% | 99 | 2.0% | 33 | 0.7% | 132 | 2.6% |
| Keys | 13,171 | 4.4% | 871 | 6.6% | 211 | 1.6% | 1,082 | 8.2% |
| Miscellaneous | 40,639 | 13.6% | 5,734 | 14.1% | 577 | 1.4% | 6,311 | 15.5% |
| Telephones | 29,102 | 9.7% | 11,386 | 39.1% | 1,259 | 4.3% | 12,645 | 43.5% |
| Umbrellas | 7,291 | 2.4% | 199 | 2.7% | 9 | 0.1% | 208 | 2.9% |
| Valuables | 38,590 | 12.9% | 5,964 | 15.5% | 5,029 | 13.0% | 10,993 | 28.5% |
| Total ⁽ⁱ⁾ | 298,682 | 100.0% | 40,264 | 13.5% | 12,467 | 4.2% | 52,731 | 17.7% |

(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

| 2023/24 | Items found | % of total | Reclaimed on-site | | Reclaimed from LPO | | Total reclaimed | |
|-------------------------|----------------|---------------|-------------------|--------------|--------------------|-------------|-----------------|--------------|
| London Buses | 176,006 | 58.9% | 22,415 | 12.7% | 5,033 | 2.9% | 27,448 | 15.6% |
| London Underground | 104,747 | 35.1% | 16,238 | 15.5% | 6,365 | 6.1% | 22,603 | 21.6% |
| Elizabeth line | 9,024 | 3.0% | 444 | 4.9% | 431 | 4.8% | 875 | 9.7% |
| London Overground | 3,118 | 1.0% | 396 | 12.7% | 180 | 5.8% | 576 | 18.5% |
| Docklands Light Railway | 1,824 | 0.6% | 574 | 31.5% | 134 | 7.3% | 708 | 38.8% |
| Black Cab taxi | 1,031 | 0.3% | 20 | 1.9% | 247 | 24.0% | 267 | 25.9% |
| Victoria Coach Station | 1,077 | 0.4% | 159 | 14.8% | 50 | 4.6% | 209 | 19.4% |
| London Cable Car | 595 | 0.2% | 18 | 3.0% | 15 | 2.5% | 33 | 5.5% |
| Other ⁽²⁾ | 1,260 | 0.4% | - | 0.0% | 12 | 1.0% | 12 | 1.0% |
| Total | 298,682 | 100.0% | 40,264 | 13.5% | 12,467 | 4.2% | 52,731 | 17.7% |

(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 (2022/23)

ITEMS FOUND BY CATEGORY

| 2022/23 | Items found | % of total | Reclaimed on-site | | Reclaimed from LPO | | Total reclaimed | |
|-----------------------------|----------------|---------------|-------------------|--------------|--------------------|-------------|-----------------|--------------|
| Bags | 44,316 | 15.7% | 9,376 | 21.2% | 2,995 | 6.8% | 12,371 | 27.9% |
| Books, Documents and Cards | 54,249 | 19.2% | 3,138 | 5.8% | 1,631 | 3.0% | 4,769 | 8.8% |
| Clothing | 38,249 | 13.6% | 2,707 | 7.1% | 373 | 1.0% | 3,080 | 8.1% |
| Eyewear | 12,385 | 4.4% | 489 | 3.9% | 113 | 0.9% | 602 | 4.9% |
| Jewellery | 5,333 | 1.9% | 107 | 2.0% | 50 | 0.9% | 157 | 2.9% |
| Keys | 11,830 | 4.2% | 739 | 6.2% | 119 | 1.0% | 858 | 7.3% |
| Miscellaneous | 36,190 | 12.8% | 3,359 | 9.3% | 585 | 1.6% | 3,944 | 10.9% |
| Telephones | 33,470 | 11.9% | 13,730 | 41.0% | 1,344 | 4.0% | 15,074 | 45.0% |
| Umbrellas | 5,228 | 1.9% | 117 | 2.2% | 6 | 0.1% | 123 | 2.4% |
| Valuables | 41,007 | 14.5% | 5,914 | 14.4% | 4,837 | 11.8% | 10,751 | 26.2% |
| Total ⁽¹⁾ | 282,257 | 100.0% | 39,676 | 14.1% | 12,053 | 4.3% | 51,729 | 18.3% |

ITEMS FOUND BY SERVICE

| 2022/23 | Items found | % of total | Reclaimed on-site | | Reclaimed from LPO | | Total reclaimed | |
|-------------------------|----------------|---------------|-------------------|--------------|--------------------|-------------|-----------------|--------------|
| London Buses | 163,996 | 58.1% | 22,520 | 13.7% | 5,053 | 3.1% | 27,573 | 16.8% |
| London Underground | 103,926 | 36.8% | 15,419 | 14.8% | 6,163 | 5.9% | 21,582 | 20.8% |
| Elizabeth line | 6,142 | 2.2% | 495 | 8.1% | 203 | 3.3% | 698 | 11.4% |
| London Overground | 2,643 | 0.9% | 416 | 15.7% | 158 | 6.0% | 574 | 21.7% |
| Docklands Light Railway | 1,718 | 0.6% | 632 | 36.8% | 91 | 5.3% | 723 | 42.1% |
| Black Cab taxi | 1,544 | 0.5% | 53 | 3.4% | 327 | 21.2% | 380 | 24.6% |
| Victoria Coach Station | 584 | 0.2% | 135 | 23.1% | 12 | 2.1% | 147 | 25.2% |
| London Cable Car | 473 | 0.2% | 6 | 1.3% | 9 | 1.9% | 15 | 3.2% |
| Other ⁽²⁾ | 1,231 | 0.4% | - | 0.0% | 37 | 3.0% | 37 | 3.0% |
| Total | 282,257 | 100.0% | 39,676 | 14.1% | 12,053 | 4.3% | 51,729 | 18.3% |

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 ⁽¹⁾ | 210,363 | 100.0% | 33,726 | 16.0% | 13,812 | 6.6% | 47,538 | 22.6% |

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% |

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

| TfL Lost Property Office | | Apr 2023 - Mar 2024 | | | Apr 2022 - Mar 2023 | | | Apr 2021 - Mar 2022 | | |
|----------------------------|----------------------------------|---------------------|--------------------|-------------|---------------------|--------------------|-------------|---------------------|--------------------|-------------|
| Category | Sub-category | Received | Reclaimed from LPO | | Received | Reclaimed from LPO | | Received | Reclaimed from LPO | |
| Bags | Handbags / Shoulder bags | 5,341 | 821 | 15.4% | 5,881 | 806 | 13.7% | 3,945 | 844 | 21.4% |
| | Rucksacks | 14,961 | 1,448 | 9.7% | 15,518 | 1,366 | 8.8% | 12,160 | 1,693 | 13.9% |
| | Shopping bags | 6,341 | 312 | 4.9% | 6,425 | 307 | 4.8% | 4,874 | 379 | 7.8% |
| | Suitcases | 866 | 142 | 16.4% | 807 | 126 | 15.6% | 485 | 112 | 23.1% |
| | General bags | 6,163 | 461 | 7.5% | 6,114 | 390 | 6.4% | 4,643 | 491 | 10.6% |
| Books, Documents and Cards | Books | 2,169 | 16 | 0.7% | 2,144 | 22 | 1.0% | 1,665 | 18 | 1.1% |
| | Documents | 6,680 | 1,104 | 16.5% | 5,917 | 679 | 11.5% | 4,330 | 767 | 17.7% |
| | Financial | 8,751 | 7 | 0.1% | 8,929 | 4 | 0.0% | 8,603 | 4 | 0.0% |
| | Identification | 8,643 | 202 | 2.3% | 8,023 | 212 | 2.6% | 4,553 | 112 | 2.5% |
| | Travel | 35,336 | 173 | 0.5% | 22,490 | 183 | 0.8% | 16,007 | 494 | 3.1% |
| | Other Items | 1,048 | 46 | 4.4% | 1,203 | 36 | 3.0% | 1,388 | 79 | 5.7% |
| Clothing | Coats / Jackets / Jumpers | 6,661 | 123 | 1.8% | 6,254 | 82 | 1.3% | 4,791 | 157 | 3.3% |
| | Hats / Scarves / Gloves | 13,857 | 88 | 0.6% | 13,655 | 61 | 0.4% | 8,637 | 87 | 1.0% |
| | Footwear | 1,237 | 8 | 0.6% | 1,443 | 20 | 1.4% | 605 | 9 | 1.5% |
| | Other Clothing | 14,709 | 275 | 1.9% | 14,049 | 210 | 1.5% | 8,658 | 259 | 3.0% |
| Eyewear | Glasses | 12,241 | 121 | 1.0% | 10,872 | 95 | 0.9% | 7,068 | 64 | 0.9% |
| | Cases and accessories | 622 | 2 | 0.3% | 1,006 | 18 | 1.8% | 3,029 | 67 | 2.2% |
| Jewellery | Jewellery | 4,866 | 33 | 0.7% | 5,210 | 50 | 1.0% | 3,421 | 34 | 1.0% |
| Keys | Keys | 12,167 | 211 | 1.7% | 11,060 | 119 | 1.1% | 8,581 | 200 | 2.3% |
| Miscellaneous | Cycling | 373 | 7 | 1.9% | 433 | 10 | 2.3% | 282 | 7 | 2.5% |
| | Electrical | 456 | 6 | 1.3% | 489 | 7 | 1.4% | 219 | 5 | 2.3% |
| | Houseware | 1,778 | 33 | 1.9% | 2,108 | 26 | 1.2% | 1,676 | 24 | 1.4% |
| | Tools/Equipment | 490 | 23 | 4.7% | 533 | 22 | 4.1% | 443 | 24 | 5.4% |
| | Personal | 1,472 | 29 | 2.0% | 1,304 | 33 | 2.5% | 1,062 | 33 | 3.1% |
| | General | 29,327 | 479 | 1.6% | 28,005 | 487 | 1.7% | 19,848 | 484 | 2.4% |
| Telephones | Telephones | 17,273 | 1,259 | 7.3% | 19,618 | 1,344 | 6.9% | 14,744 | 1,367 | 9.3% |
| Umbrellas | Umbrellas | 7,035 | 9 | 0.1% | 5,097 | 6 | 0.1% | 4,380 | - | 0.0% |
| Valuables | Cameras | 194 | 23 | 11.9% | 244 | 36 | 14.8% | 142 | 19 | 13.4% |
| | Computing / Personal electronics | 1,402 | 126 | 9.0% | 1,236 | 119 | 9.6% | 750 | 159 | 21.2% |
| | Wallets / Purses / Cash | 30,562 | 4,880 | 16.0% | 35,438 | 5,177 | 14.6% | 25,648 | 5,820 | 22.7% |
| Total | | 253,021 | 12,467 | 4.9% | 241,505 | 12,053 | 5.0% | 176,637 | 13,812 | 7.8% |

Schedule C: Summary of revenue

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

REVENUE FROM CLAIMED ITEMS

| Revenue (£) | 2023/24 | 2022/23 | 2021/22 |
|-------------|---------|---------|---------|
| Fees | 88,050 | 59,152 | 97,299 |

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 (£) | 2023/24 | 2022/23 | 2021/22 |
|----------------|---------|---------|---------|
| Unclaimed cash | 283,948 | 219,348 | 204,875 |

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 (£) | 2023/24 | 2022/23 | 2021/22 |
|-------------------------|---------|---------|---------|
| Sale of unclaimed items | 199,136 | 96,615 | 180,529 |

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: