

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 ⁽ⁱ⁾	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: