



# Rail delay compensation claims factsheet

## Rail periods 1-10 (1 April 2018 to 5 January 2019)

Publication date: 4 April 2019

Next publication: 27 June 2019

### Background

This factsheet contains information on delay compensation claims made by passengers on rail services in Great Britain. These statistics contain:

- Delay compensation claim volumes (received and closed per period);
- The response rate of those claims closed;
- The volume of those claims closed which were approved.

Train operator companies (TOCs) have a target to process delay compensation claims within one month of receipt. This is specified in condition 33.2 of the [National Rail Conditions of Travel \(NRCoT\)](#).

### Definitions

#### Volume of claims closed:

The claim is closed when the TOC issued payment for a successful claim or when the passenger was informed that their claim was rejected. These statistics include compensation claims made by passengers, regardless of which scheme the TOC operates.

#### Claims closed within 20 working days (percentage):

ORR use 20 working days as a proxy for the one month target referred to in NRCoT. The statistics show claims closed within each period.

#### Volume of claims approved:

The volume of delay compensation claims where the passenger's claim has been successful and approved, based on claims closed within the period.

### Provisional delay compensation statistics for 2018-19 - Year to date up to period 10:



There were 4.2 million delay compensation claims closed by train operators between rail periods 1 to 10 in 2018-19 (1 April 2018 to 5 January 2019).

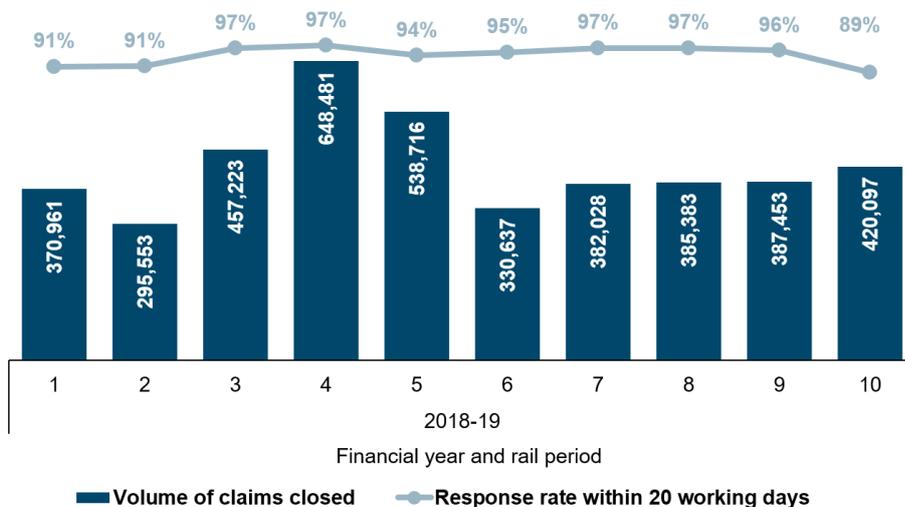


Overall 94.7% of delay compensation claims were closed within 20 working days.



Of those claims closed, 83.6% of claims were approved by the train operators.

### Delay compensation claims closed and response within 20 working days, Great Britain, periods 1 to 10 in 2018-19 (Table 17.01)



*Note: Great Western Railway, South Western Railway and TransPennine Express have revised previous delay compensation figures published on 10 January 2019 for periods 1 to 7.*

A timetable change on 20 May (end of period 2) caused an increase in delay compensation claims from period 3 to period 5. The May timetable change was the largest timetable revision ever and resulted in changes to 46% of train times. Some services were disrupted for several weeks after the timetable was implemented.

The latest figures for rail periods 8 to 10 show consistent levels of delay compensation claims have been closed. However, the operators' response rate within 20 working days has declined in period 10.

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## Provisional delay compensation statistics for periods 8 to 10 (14 October 2018 to 5 January 2019):

- There were 1.2 million delay compensation claims closed by train operators between rail periods 8 to 10 in 2018-19 (14 October to 5 January 2019).
- Nationally 17 out of 23 train operators closed more than the national average of 93.8% of delay compensation claims closed within 20 working days between rail periods 8 to 10.

### Delay compensation claims closed and response rate within 20 working days by train operator, periods 8 to 10 2018-19 ([Table 17.01](#))

Train operator	Delay compensation scheme	Claims closed (P8-10)	Response within 20 working days (P8-10)
c2c	Delay Repay (DR 15)	8,540	99.8%
Caledonian Sleeper	Delay Repay (DR 30)	1,144	100.0%
Chiltern Railways	Traditional	4,592	90.8%
CrossCountry	Delay Repay (DR 30)	31,479	100.0%
East Midlands Trains	Delay Repay (DR 30)	19,247	88.7%
Govia Thameslink Railway	Delay Repay (DR 15)	274,245	100.0%
Grand Central	Traditional	1,678	100.0%
Great Western Railway	Traditional	40,914	64.7%
Greater Anglia	Delay Repay (DR 30)	87,245	99.0%
Heathrow Express	Delays of 15+ mins	3,956	100.0%
Hull Trains	Traditional	7,182	21.8%
London North Eastern Railway	Delay Repay (DR 30)	82,146	98.0%
London Overground	Traditional	2,844	100.0%
Merseyrail	Traditional	216	100.0%
Northern <sup>1</sup>	Delay Repay (DR 30/15)	51,194	95.9%
ScotRail	Delay Repay (DR 30)	43,322	100.0%
South Western Railway	Delay Repay (DR 15)	246,248	89.4%
Southeastern	Delay Repay (DR 30)	84,765	100.0%
TfL Rail	Traditional	1,564	100.0%
TfW Rail <sup>2</sup>	Delay Repay (DR 15)	5,233	99.0%
TransPennine Express	Delay Repay (DR 30)	47,588	64.0%
Virgin Trains West Coast	Delay Repay (DR 30)	97,911	97.6%
West Midlands Trains	Delay Repay (DR 15)	49,680	97.3%
<b>National</b>		<b>1,192,933</b>	<b>93.8%</b>

**Comparison of delay compensation claims volumes between TOCs should be treated with caution. This is due to different thresholds to claim compensation between each delay compensation scheme and the different number of services each TOC operates.**

[Table 17.01](#) which can be found on the ORR data portal provides the volume of claims by TOC which are approved. **The figures presented in this release are provisional and subject to revision.**

For up-to-date information on the delay compensation scheme each TOC operates, please see the individual TOC's website or [NRE website](#). The following information is accurate as far as ORR know at the time of publication.

#### Notes:

- 1). Northern have moved to DR 15 from 16 December 2018 (during period 10).
- 2). The Arriva Trains Wales franchise changed to Transport for Wales on 14 October 2018 (the start of period 8).
- 3). During periods 1-10 in 2018-19, c2c and Virgin Trains West Coast operated Automatic Delay Repay (ADR), and Northern have since introduced an ADR scheme from December 2018. Govia Thameslink Railway provided automated Delay Repay during periods 1-10 in 2018-19. Please see the notes on page 3 for further information.

**Type of schemes:** The most popular delay compensation scheme is Delay Repay. Delay Repay is a national scheme TOCs use to compensate passengers for delays. All ticket types are covered by Delay Repay, and passengers can make a claim for delay compensation whatever the cause of disruption. There are two types of Delay Repay schemes available:

**Delay Repay 30 (DR 30):** Passengers can claim compensation if the train is delayed by 30 minutes or more. Passengers delayed between 30 and 59 minutes are entitled to 50% of the cost of a single ticket, and if the passenger is delayed by 60 minutes or more, the passenger is entitled to a 100% refund of a single ticket. If delayed 120 minutes or more the passenger can claim the cost of a return journey (if they have a return ticket).

**Delay Repay 15 (DR 15):** Passengers can additionally claim compensation if the train is delayed by 15 minutes or more. DR 15 allows a passenger to claim 25% of the cost of a single ticket if they are delayed between 15 and 29 minutes. [Northern](#) switched to DR 15 in December 2018, along with [Great Western Railway](#) and [Greater Anglia](#) who are also switching to this scheme from 2019-20 onwards.

**Other schemes (traditional schemes):** A small number of TOCs operate other schemes which are different to Delay Repay. Often these schemes have different timeframes to be eligible, and compensation can vary between each schemes. Compensation may not be available if the delay is caused by an event outside the TOCs control. In addition, season ticket holders may not be entitled to claim compensation for individual delays, but instead may receive a discount if performance falls below a certain threshold.

#### Other sources:

1). ORR publish statistics on [rail passenger complaints](#). This release show between 7% and 9% of all complaints nationally were about delay compensation schemes during 2018-19.

2). Department for Transport (DfT) publish [compensation amounts paid by train operating](#) companies to passengers for delayed journeys from 2009-10 up to 2017-18. The DfT figures are not comparable to ORR statistics shown here. This is due to the different time periods involved, changes to delay compensation schemes and franchises since last year and the DfT figures include discretionary compensation payments made following complaints of poor service.

3). DfT commissioned Transport Focus to carry out [research](#) which assessed the likelihood of passengers to claiming compensation when they were delayed. Key findings from the report are shown to the right.

#### Frequently asked questions:

##### How are several claims on one form recorded?

If a passenger submitted several journeys on one delay compensation form, then each journey is counted as a claim.

##### How are enhanced or additional compensation claims recorded?

Some TOCs made enhanced or additional compensation available during periods of disruption. These claims are not included within these statistics.

##### Are discretionary compensation payments included?

These statistics include claims for delays only, and exclude discretionary compensation payments made following complaints of poor service (for example, compensation due to wi-fi not working).

##### Are Automatic Delay Repay (ADR) claims included?

Automatic Delay Repay is when a passenger is automatically compensated when their journey is delayed within the timescales to be eligible for compensation. Virgin Trains West Coast offer Automatic Delay Repay if the passenger has booked through their website or app, has an advance ticket and the whole journey was with the TOC. c2c passengers with a registered smartcard are entitled to 3p back per minute for delays of between two and fourteen minutes. For delays of 15 minutes and over DR 15 applies. These automatic compensation volumes up to DR 15 are **not** included within these statistics.

##### Automated Delay Repay claims:

GTR provide automated Delay Repay. GTR automatically advise the passengers that they may be eligible to claim compensation for those passengers who use a smart card. The passenger has to then login to the system and confirm that the claim is correct.

#### Key findings from Rail Delays and Compensation research (March 2018):

**Compensation claims:** The research showed 39% of eligible passengers claimed for a 30 minute or longer delay, and 18% of eligible passengers claimed for 15 minute delays.

**Satisfaction with speed of payment:** 69% of claimants were satisfied with the speed of payment.

**Claim rate:** The proportion of passengers claiming compensation is strongly correlated to the price of their ticket. 52% of passengers who paid over £40 claimed compensation, compared to 25% when the ticket was £5 or less. The research also found the longer the delay, the more likely the passenger is to claim compensation.