



2018-19 factsheet

Rail delay compensation claims

Publication date: 27 June 2019

Background

This factsheet contains information on delay compensation claims made by passengers on rail services in Great Britain in 2018-19. 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.



There were **5.3 million** delay compensation claims closed by train operators in 2018-19.

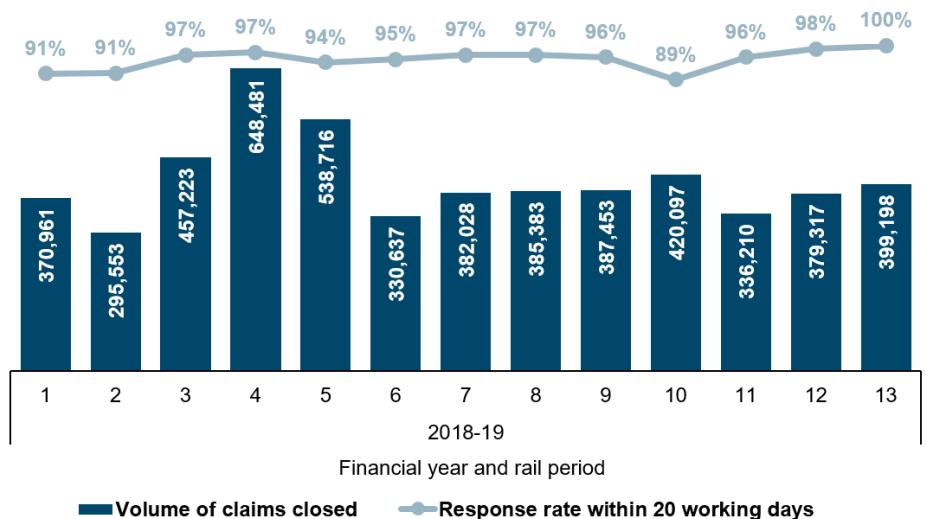


Overall **95.4%** of delay compensation claims were closed within 20 working days in 2018-19.



Of those claims closed, **83.6%** of claims were approved by the train operators in 2018-19.

Delay compensation claims closed and response within 20 working days by rail period, Great Britain, 2018-19
(Table 17.01)



Train operators 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 train operator 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 train operator 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 passengers claim has been successful and approved, based on claims closed within the period.

A 'rail period' is normally 28 days, or four weeks, for business reporting purposes and there are 13 rail periods in a financial year starting on 1 April. Figures presented in this release are provisional and subject to revision.

The volume of delay compensation claims remained fairly stable during 2018-19, apart from an increase between rail periods 3 and 5. This increase was due to the timetable change on 20 May 2018 (end of period 2) where 46% of train times were changed from the previous timetable. This resulted in disruption for several weeks after the timetable was implemented.

The train operators' response rate within 20 working days has remained relatively stable throughout the year after starting slightly lower at 91%, with the exception of a fall in period 10 to a low of 89%.

Delay compensation statistics for 2018-19 by train operator:

Nationally, 16 out of the 23 train operators closed more than or equal to the national average of 95.4% of delay compensation claims within 20 working days in 2018-19.

Delay compensation claims closed, percentage of claims approved, and response rate within 20 working days by train operator, Great Britain, 2018-19 ([Table 17.01](#))

Train operator	Delay compensation scheme	Claims closed	Percentage of claims approved	Response within 20 working days
c2c	Delay Repay (DR 15)	44,213	86.1%	99.9%
Caledonian Sleeper	Delay Repay (DR 30)	5,610	94.2%	100.0%
Chiltern Railways	Traditional	20,998	72.1%	96.1%
CrossCountry	Delay Repay (DR 30)	139,176	96.7%	93.2%
East Midlands Trains	Delay Repay (DR 30)	68,781	80.2%	87.2%
Govia Thameslink Railway	Delay Repay (DR 15)	1,552,957	86.1%	100.0%
Grand Central	Traditional	10,706	60.0%	96.2%
Great Western Railway	Traditional	162,022	78.0%	71.5%
Greater Anglia	Delay Repay (DR 30)	426,758	82.5%	99.6%
Heathrow Express	Delays of 15+ mins	9,226	47.4%	100.0%
Hull Trains ¹	Traditional	18,540	93.0%	41.5%
London North Eastern Railway ²	Delay Repay (DR 30)	415,165	86.2%	96.4%
London Overground	Traditional	9,931	74.8%	100.0%
Merseyrail	Traditional	1,362	99.9%	100.0%
Northern ³	Delay Repay (DR 30/15)	246,484	76.1%	93.3%
ScotRail	Delay Repay (DR 30)	142,462	80.2%	99.9%
South Western Railway	Delay Repay (DR 15)	760,543	82.6%	95.4%
Southeastern	Delay Repay (DR 30)	452,481	79.5%	100.0%
TfL Rail	Traditional	6,461	82.1%	100.0%
TfW Rail ⁴	Delay Repay (DR 15)	22,908	81.7%	98.4%
TransPennine Express	Delay Repay (DR 30)	158,056	76.1%	66.2%
Virgin Trains West Coast	Delay Repay (DR 30)	433,187	84.0%	91.2%
West Midlands Trains	Delay Repay (DR 15)	223,230	89.4%	96.6%
National		5,331,257	83.6%	95.4%

Comparison of delay compensation claims volumes between train operators 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 for each train operator.

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

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

Notes:

- 1). No delay compensation data was submitted by Hull Trains between rail periods 1 and 3 (1 April and 23 June).
- 2). The Virgin Trains East Coast franchise changed to London North Eastern Railway on 24 June 2018.
- 3). Northern moved to the DR 15 scheme from 16 December 2018.
- 4). The Arriva Trains Wales franchise changed to Transport for Wales on 14 October 2018.
- 5). During 2018-19, c2c and Virgin Trains West Coast operated Automatic Delay Repay, and Govia Thameslink Railway provided automated Delay Repay during 2018-19: See the notes on page 3 for further details.

Type of schemes: The most popular delay compensation scheme is Delay Repay. Delay Repay is a national scheme train operators use to compensate passengers for delays. For those operators using the Delay Repay scheme, all ticket types are covered 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 operators run 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 operators control.

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

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

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.

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.

Are discretionary compensation payments or enhanced compensation claims 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). Some operators may also provide enhanced or additional compensation during periods of extended disruption, but these claims are not included within these statistics.

Are Automatic Delay Repay 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 offers Automatic Delay Repay if the passenger has booked through their website or app, has an advance ticket and the whole journey was with the operator. c2c offers eligible passengers with a registered smartcard 3p back per minute for delays of between two and fourteen minutes - These c2c automatic compensation volumes are not included within these statistics.

Are Automated Delay Repay claims included? GTR provide an automated Delay Repay scheme where they automatically advise the passengers who use a smart card that they may be eligible to claim compensation. The passenger has to then login to the system and confirm that the claim is correct. Only claims which are confirmed by the passenger are included within these statistics.

Other sources:

- 1). ORR publish statistics on [rail passenger complaints](#). This release shows 8.3% of all complaints nationally were about delay compensation schemes in 2018-19.
- 2). Department for Transport (DfT) publish [compensation amounts paid by train operating](#) companies to passengers for delayed journeys from 2009-10 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.