



Rail delay compensation claims factsheet

Rail periods 1-7 (1 April 2018 to 13 October 2018)

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Key statistics

Background

This factsheet contains information on delay compensation claims made by passengers on rail services in Great Britain. It covers rail periods 1 –7 2018-19 (1 April to 13 October). 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.



There were 3.0 million delay compensation claims closed by train operators between rail periods 1 to 7 2018-19. This includes claims both approved and rejected.

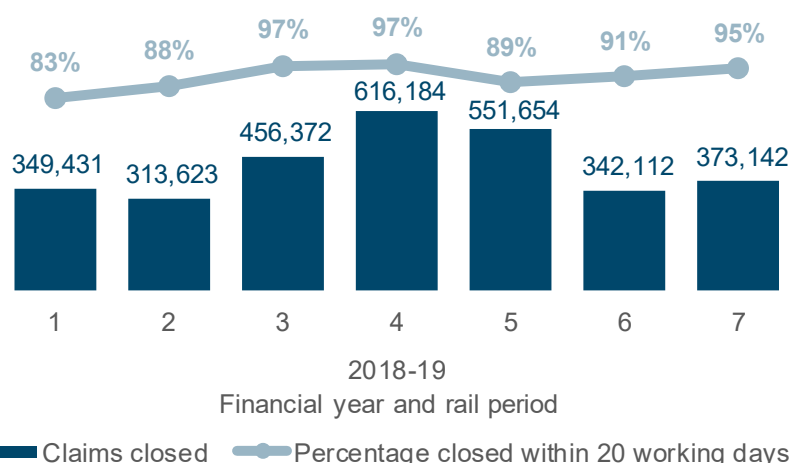


Overall 92.0% of delay compensation claims were closed within 20 working days between rail periods 1-7 2018-19.



Of those claims closed, 84.1% of claims were approved by the train operators between rail periods 1-7 2018-19.

Delay compensation claims closed and response within 20 working days, Great Britain, period 1 to 7 2018-19 ([table 17.01](#))



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.

Passengers travelling on Northern, Govia Thameslink Railway (GTR) and TransPennine Express TOCs were particularly affected following the introduction of the May timetable, and passengers on many other TOCs suffered knock-on disruption to their services.

The number of passengers eligible for delay compensation increased following the timetable change as performance declined on the rail network. The Public Performance Measure (PPM) shows the proportion of trains 'on time' (within five minutes, or ten minutes for long distance operators) in Great Britain declined from 87.4% in P2 to 82.2% in P4 (see [table 3.56](#))

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Summary by train operating company

- Nationally 15 out of 23 TOCs closed more than the national average of 92.0% of delay compensation claims closed within 20 working days

Delay compensation claims closed and response within 20 working days by TOC, Great Britain, period 1 to 7 2018-19 ([table 17.01](#))

TOC	Delay compensation scheme	Claims closed (P1-7)	Response within 20 working days (P1-7)
Arriva Trains Wales ¹	Traditional	10,111	99.2%
c2c	Delay Repay (DR 15)	28,144	99.9%
Caledonian Sleeper	Delay Repay (DR 30)	3,362	100.0%
Chiltern Railways	Traditional	11,326	98.1%
CrossCountry	Delay Repay (DR 30)	77,912	87.8%
East Midlands Trains	Delay Repay (DR 30)	33,110	87.5%
Govia Thameslink Railway	Delay Repay (DR 15)	1,036,575	99.9%
Grand Central	Traditional	7,087	94.3%
Great Western Railway	Traditional	98,120	76.0%
Greater Anglia	Delay Repay (DR 30)	239,162	99.7%
Heathrow Express	Delays of more than 15 minutes	3,637	100.0%
Hull Trains ²	Traditional	2,619	31.8%
London North Eastern Railway	Delay Repay (DR 30)	260,391	95.4%
London Overground	Traditional	3,385	100.0%
Merseyrail	Traditional	661	100.0%
Northern ³	Delay Repay (DR 30)	132,246	90.9%
ScotRail	Delay Repay (DR 30)	64,090	99.7%
South Western Railway	Delay Repay (DR 15)	320,427	70.3%
Southeastern	Delay Repay (DR 30)	214,406	100.0%
TfL Rail	Traditional	2,867	100.0%
TransPennine Express	Delay Repay (DR 30)	73,778	45.7%
Virgin Trains West Coast	Delay Repay (DR 30)	247,195	85.9%
West Midlands Trains	Delay Repay (DR 15)	131,907	95.8%

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.

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). Arriva Train Wales (ATW) franchise changed to Transport for Wales on 14 October 2018 (start of period 8). These statistics show the ATW franchise only.
- 2). No delay compensation data has been submitted by Hull Trains between periods 1-3 2018-19.
- 3). Northern have moved to DR 15 from 16 December 2018 (during period 10) These statistics cover DR30.
- 4). During periods 1-7 (1 April to 13 October) 2018-19, Virgin Trains West Coast (VTWC) and c2c operated Automatic Delay Repay (ADR), and Northern have since introduced an ADR scheme from December 2018. GTR provided automated Delay Repay during periods 1-7 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.

A limited number of TOCs currently operate DR 15. The TOCs include: c2c, GTR, South Western Railway and West Midlands Trains.

Other schemes (traditional schemes):

A small number of TOCs operate other delay compensation 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 7-8% of all complaints nationally were about delay compensation schemes during 2018-19 Q1 and Q2 (April to September 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 wifi not working).

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.

VTWC offer Automatic Delay Repay if the passenger has booked through their website or app, has an advanced ticket and the whole journey was on VTWC.

c2c passengers with a registered smartcard are entitled to 3p per minute for delays of between two and fourteen minutes. For delays of 15 minutes and over DR 15 applies. These automated 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. 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.