



# Rail delay compensation claims

## 2019-20 rail periods 1-4 (1 April 2019 to 20 July 2019)

Publication date: 24 October 2019

Next publication date: 9 January 2020

### 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 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 issues payment for a successful claim or when the passenger was informed that their claim was rejected. These statistics include claims made by passengers, regardless of train operator delay compensation scheme.

**Claims closed within 20 working days (percentage):** ORR use 20 working days as a proxy for the one month target referred to in the NRCoT.

#### Volume of claims approved:

The volume of delay compensation claims closed where the passengers claim has been successful and approved.

### Between 1 April and 20 July 2019 (2019-20 rail periods 1 to 4):

**There were 1.2 million delay compensation claims closed by train operators.**

This is a decrease of **29.7%** from 1.7 million claims during the same four rail periods in 2018-19. This follows the increase in claims experienced last year by some operators during 2018-19 in rail periods 3 and 4 as a result of the timetable changes on 20 May 2018. These changes resulted in disruption for several weeks after the timetable was implemented.

**Overall, 98.5% of delay compensation claims were closed within 20 working days.**

This is an increase of **3.6 percentage points** from the same four rail periods in 2018-19.

**18 out of 23** train operators either increased or maintained their response rate within 20 working days compared to the same four rail periods in 2018-19.

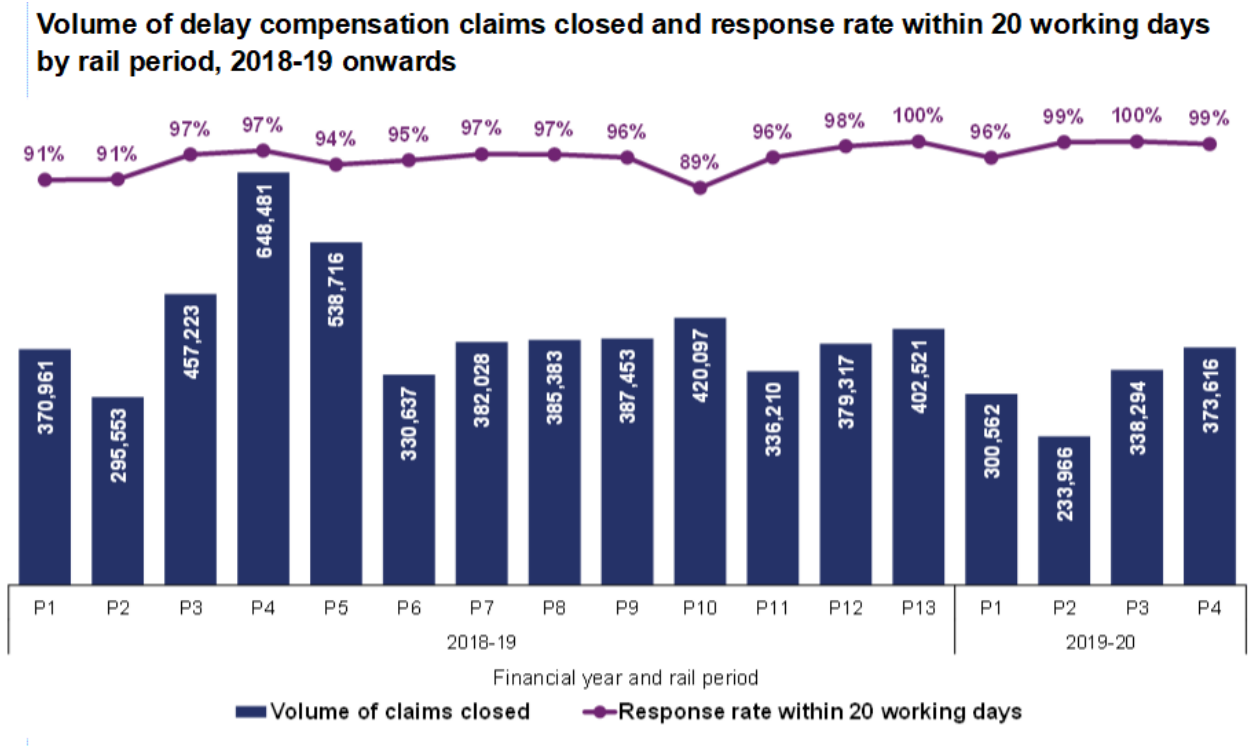
**Of these claims closed, 83.0% of claims were approved by train operators.**

This is a decrease of **2.5 percentage points** from the same four rail periods in 2018-19.

## Delay compensation statistics since 2018-19:

There were 1.2 million delay compensation claims closed in 2019-20 during rail periods 1 to 4 compared to 1.8 million claims closed during the same four rail periods last year. This increase in claims was due to the timetable change on 20 May 2018 where 46% of train times were changed and resulted in disruption for several weeks after the timetable was implemented.

### Volume of delay compensation claims closed and response rate within 20 working days by rail period, 2018-19 onwards



Nationally, **98.5%** of delay compensation claims were closed within 20 working days in 2019-20 during rail periods 1 to 4. There were 16 train operators which closed more than the national average within 20 working days.

There were 18 out of the 23 train operators which either increased or maintained their response rate within 20 working days compared to the same four rail periods in 2018-19, with 5 operators having a lower response rate compared to the same rail periods last year.

### Delay compensation claims response rate within 20 working days, 2019-20 rail periods 1 to 4

### Percentage point change on 2018-19 periods 1 to 4

Train Operator	Response Rate (2019-20)	Percentage Point Change (2019-20 vs 2018-19)
CrossCountry	100.0%	22
Govia Thameslink Railway	100.0%	0
Grand Central	100.0%	1
Greater Anglia	100.0%	0
Heathrow Express	100.0%	0
Hull Trains	100.0%	58
London Overground	100.0%	0
Merseyrail	100.0%	0
ScotRail	100.0%	0
Southeastern	100.0%	0
TfL Rail	100.0%	0
TransPennine Express	100.0%	39
West Midlands Trains	99.5%	0
Great Western Railway	99.1%	24
c2c	99.1%	-1
Virgin Trains West Coast	99.1%	21
London North Eastern Railway	97.8%	5
TfW Rail	96.8%	-2
Northern	96.6%	9
Chiltern Railways	96.5%	-2
South Western Railway	94.6%	-4
East Midlands Trains	93.3%	10
Caledonian Sleeper	87.4%	-13

## Delay compensation statistics by train operator, 2019-20 rail periods 1 to 4:

Delay compensation claims closed, percentage of claims approved, and response rate within 20 working days by train operator, 2019-20 rail periods 1 to 4

Train operator	Delay compensation scheme	Claims closed	Percentage of claims approved	Response within 20 working days
c2c	Delay Repay (DR 15)	2,720	81.8%	99.1%
Caledonian Sleeper	Delay Repay (DR 30)	2,138	96.4%	87.4%
Chiltern Railways	Traditional	5,804	77.7%	96.5%
CrossCountry	Delay Repay (DR 30)	29,623	94.0%	100.0%
East Midlands Trains <sup>1</sup>	Delay Repay (DR 30)	22,540	81.1%	93.3%
Govia Thameslink Railway	Delay Repay (DR 15)	236,807	83.5%	100.0%
Grand Central	Traditional	2,569	60.0%	100.0%
Great Western Railway	Delay Repay (DR 15)	87,213	73.7%	99.1%
Greater Anglia	Delay Repay (DR 15)	106,882	85.0%	100.0%
Heathrow Express	Delays of 15+ mins	2,226	40.8%	100.0%
Hull Trains	Traditional	5,939	97.1%	100.0%
London North Eastern Railway	Delay Repay (DR 30)	124,720	90.9%	97.8%
London Overground	Traditional	4,843	89.1%	100.0%
Merseyrail	Traditional	236	98.7%	100.0%
Northern	Delay Repay (DR 15)	56,306	72.5%	96.6%
ScotRail	Delay Repay (DR 30)	38,142	82.3%	100.0%
South Western Railway	Delay Repay (DR 15)	185,280	81.7%	94.6%
Southeastern <sup>2</sup>	Delay Repay (DR 30)	96,392	81.5%	100.0%
TfL Rail	Traditional	3,946	89.3%	100.0%
TfW Rail	Delay Repay (DR 15)	13,618	92.5%	96.8%
TransPennine Express	Delay Repay (DR 30)	38,405	74.6%	100.0%
Virgin Trains West Coast	Delay Repay (DR 30)	108,651	86.7%	99.1%
West Midlands Trains	Delay Repay (DR 15)	71,438	83.4%	99.5%
<b>National</b>		<b>1,246,438</b>	<b>83.0%</b>	<b>98.5%</b>

**Comparison of delay compensation claim 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.**

All tables associated with this release can be found under data tables on the [delay compensation claims](#) page on the ORR data portal. The figures presented in this release are provisional and subject to revision. Note some train operators have changed delay compensation scheme since 2018-19 so some time comparisons must be treated with caution.

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). East Midlands Trains is now operating as East Midlands Railway from 18 August 2019. From 18 August 2019 onwards, East Midlands Railway is operating the DR 15 scheme.
- 2). Southeastern will be operating the DR 15 scheme from 11 September 2019.
- 3). c2c and Virgin Trains West Coast operated Automatic Delay Repay, with other operators providing automated Delay Repay: See the notes on page 4 for further details on these schemes.

**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. 8 operators operated this scheme from the beginning of 2019-20, with East Midlands Railway and Southeastern also moving to this scheme during 2019-20.

**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 Department for Transport research (March 2018) on [‘Rail Delays and Compensation’](#)**

**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?**

A number of operators now provide automated Delay Repay where they automatically advise passengers who use smartcards and/or buy advance tickets that they may be eligible for compensation by generating a delay repay claim for them. 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 of delay compensation information:**

ORR publish statistics on [rail passenger complaints](#) which shows 8.3% of all complaints nationally were about delay compensation schemes in 2018-19.

Furthermore, appeals to the [Rail Ombudsman](#) on delay compensation schemes, such as appeals on claims which are rejected or the claims process, are most appealed complaint category.

The Department for Transport (DfT) publishes [compensation amounts paid by train operators](#) to passengers from 2009-10. The DfT figures are not comparable to statistics given here due to the different time periods involved, changes to delay compensation schemes and franchises from previous years, and the fact DfT figures include discretionary compensation payments made following complaints of poor service.