

Rail delay compensation claims

Rail periods 11 to 13

7 January to 31 March 2024

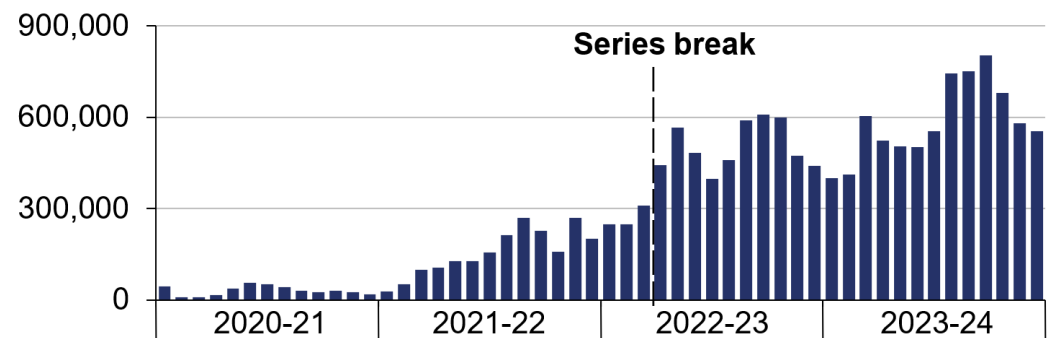
27 June 2024

There were **7.6 million delay compensation claims closed** by train operators in the latest year (1 April 2023 to 31 March 2024), up 30% on the previous year. In the last three rail periods of the year (periods 11 to 13) there were **1.8 million delay compensation claims closed** by train operators, up 20% on the same rail periods in the previous year.

In the latest year (April 2023 to March 2024), [passenger journeys](#) were 16% higher compared with the previous year. There was also a slight deterioration in [train punctuality](#) and subsequently an increase in the volume of delay compensation claims.

Figure 1 Delay compensation claims closed were higher in the latest periods compared with the same periods in the previous year

Volume of delay compensation claims closed, Great Britain, periodic data, 1 April 2020 to 31 March 2024



Note: There is a series break before Period 4 2022 due to the inclusion by some operators of monthly and longer season ticket compensation for strike days.

Overall, **99.0% of delay compensation claims were closed within 20 working days** in the latest year (April 2023 to March 2024), up 1.9 percentage points (pp) from the previous year. **80.6% of claims closed were approved** (up 1.4pp from the previous year).

Overall, **98.6% of delay compensation claims in rail periods 11 to 13 were closed within 20 working days** and **81.2% of all claims closed were approved**.

A data table, a quality and methodology report and an interactive dashboard associated with this factsheet are published on the [delay compensation claims page](#) of the data portal. Key definitions are in annex 1 of this factsheet.

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 rail period), the **response rate** of those claims closed and the volume of those claims closed which were **approved**.

Source: Train operators

Latest periods: Rail periods 11 to 13 (7 January 2024 to 31 March 2024).

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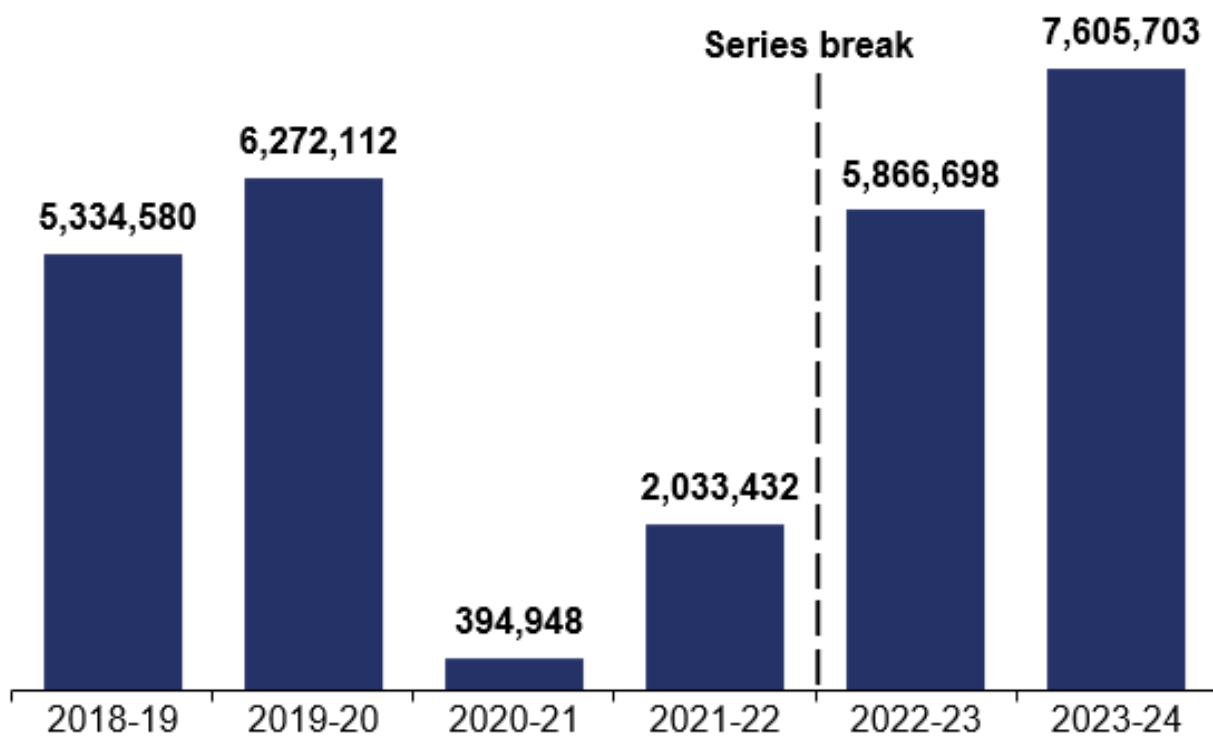
1. Delay compensation claim volumes

April 2023 to March 2024 annual

Overall, there were 7.6 million delay compensation claims closed in the latest year (1 April 2023 to 31 March 2024). This is an increase of 30% on the number of claims closed in the previous year.

Figure 1.1 The volume of delay compensation claims are the highest they have been since the time series began

Volume of delay compensation claims closed, Great Britain, annual data, April 2018 to March 2024 (Table 4410)



Comparisons between individual train operators should be treated with caution.

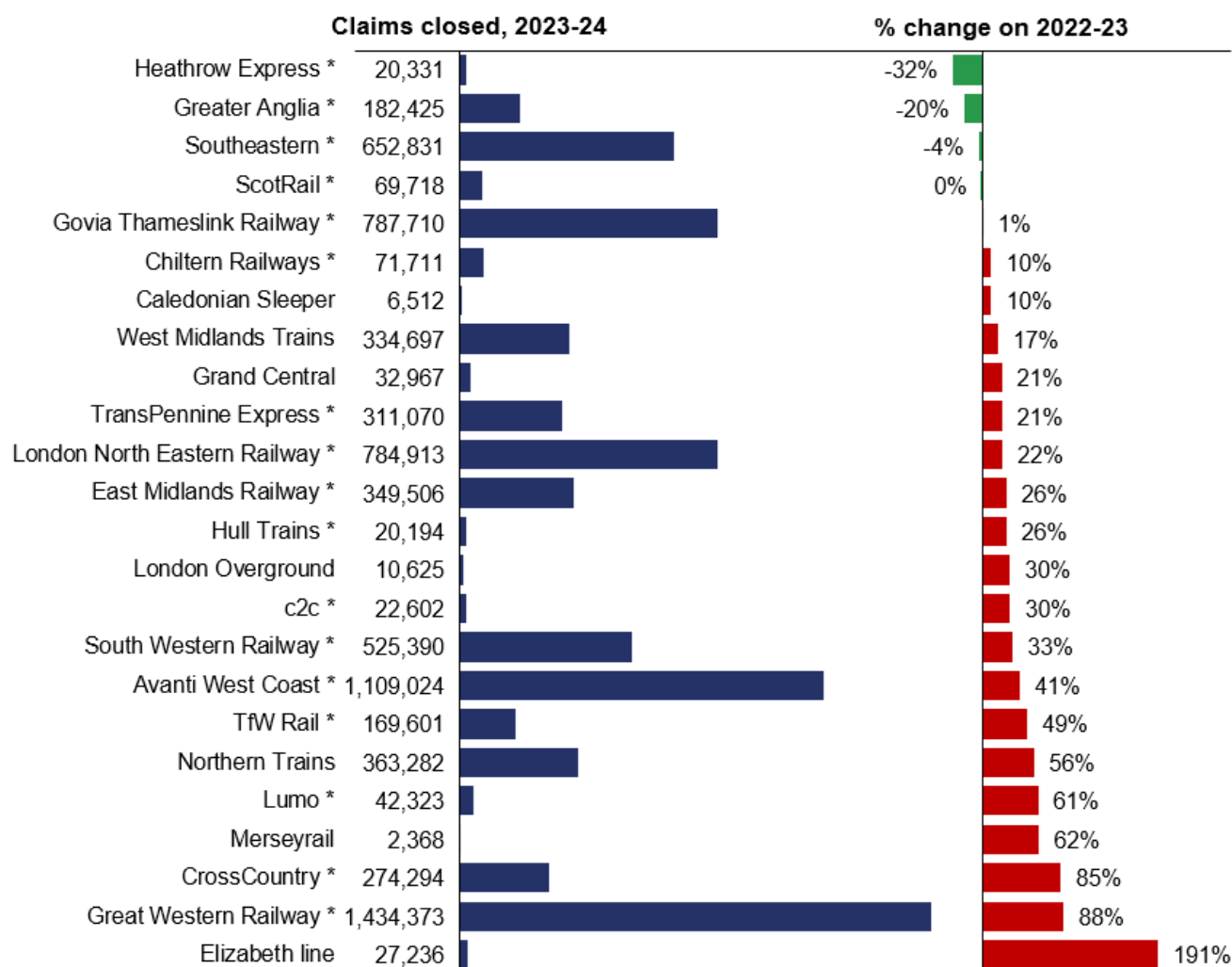
Increased passenger usage since the previous year have led to large percentage increases in delay compensation claims in some cases. Note that the operators marked with an asterisk in the chart below have included season ticket compensation for strike days in their data.

In the latest year, 20 operators recorded an increase in delay compensation claims closed, with the Elizabeth line (up 191%) seeing their number of claims almost triple compared with the previous year. In the latest year, Elizabeth line journeys increased by 54% while punctuality and reliability have deteriorated.

Four train operators reported a decline in the number of delay compensation claims closed, with Heathrow Express (down 32%) recording the greatest decrease.

Figure 1.2 Delay compensation claims closed decreased for four operators

Volume of delay compensation claims closed by operator, Great Britain, annual data, April 2023 to March 2024 and change compared with previous year (Table 4410)



Notes: 1) Comparisons between train operators should be treated with caution as the number of passenger journeys varies and operators run different schemes.

2) Operators marked with an asterisk have included season ticket compensation for strike days in their data.

Rail delay compensation claims, rail periods 11 to 13 (7 January to 31 March 2024)

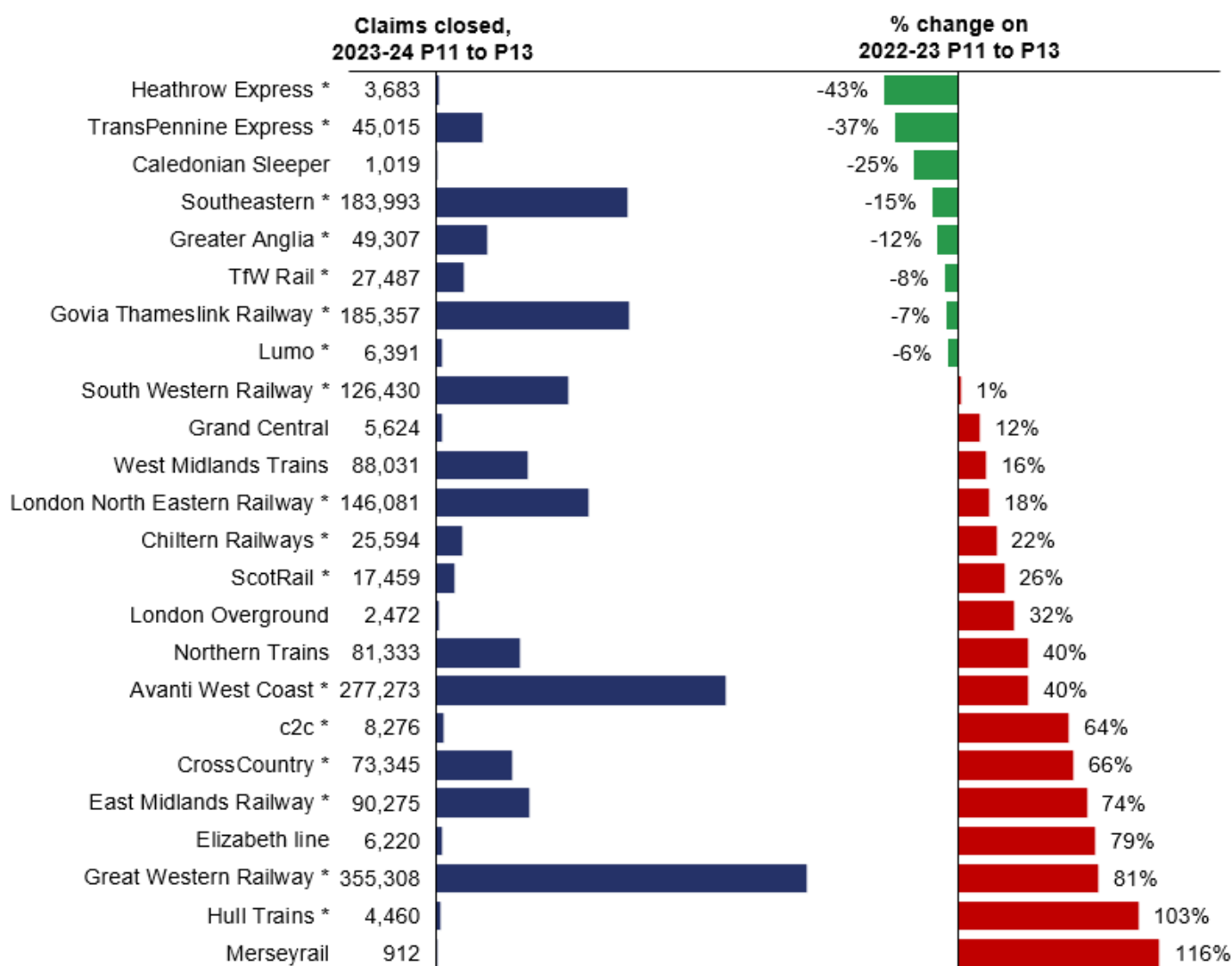
Rail Periods 11 to 13 (7 January to 31 March 2024)

There were 1.8 million delay compensation claims closed by train operators during rail periods 11 to 13 (7 January 2024 to 31 March 2024), an increase of 20% on the same rail periods in the previous year (1.5 million).

As with the annual data, increased passenger usage and, for some operators, the inclusion of strike day compensation contributed to the increases in delay compensation claims. For example, claims closed for Hull Trains (4,460) were more double (up 103%) compared with the same rail periods in the previous year (2,194).

Figure 1.3 The volume of delay compensation claims increased for 16 operators

Volume of delay compensation claims closed by operator, rail periods 11 to 13 and change compared with the same rail periods in the previous year (Table 4410)



2. Delay compensation claim response rates

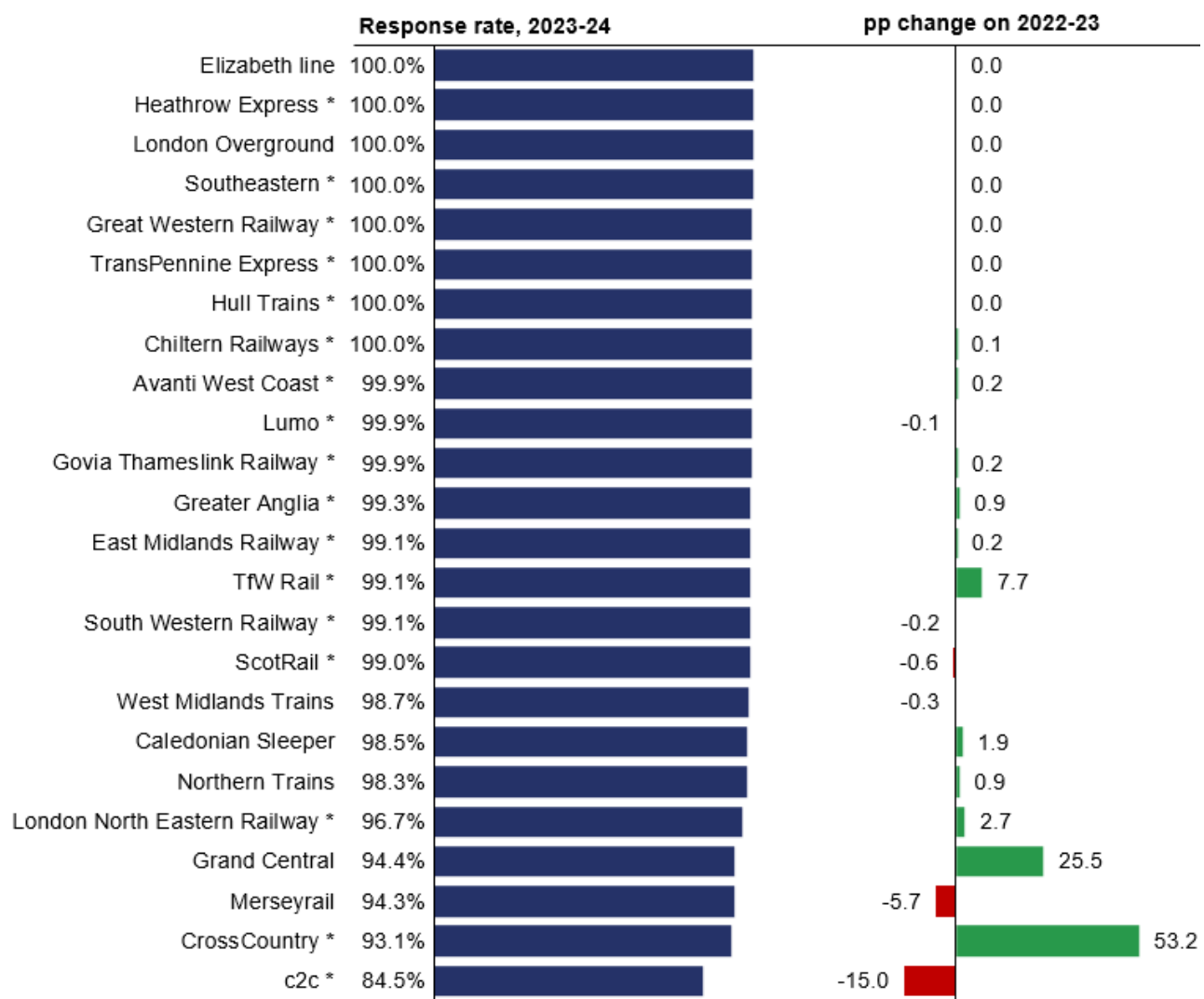
April 2023 to March 2024 annual

Overall, 99.0% of delay compensation claims were closed within 20 working days in the latest year (1 April 2023 to 31 March 2024). This is up 1.9pp compared with the previous year.

In the latest year, 11 train operators reported an increase in their 20 working day response rate compared with the previous year, with six operators reporting a decline. c2c had the largest decrease (down 15.0pp) and had the lowest rate of all operators at 84.5%.

Figure 2.1 Eight operators closed 100% of delay compensation claims within 20 working days

Delay compensation claim response rates within 20 working days by operator, April 2023 to March 2024 and change compared with previous year (Table 4410)



Rail delay compensation claims, rail periods 11 to 13 (7 January to 31 March 2024)

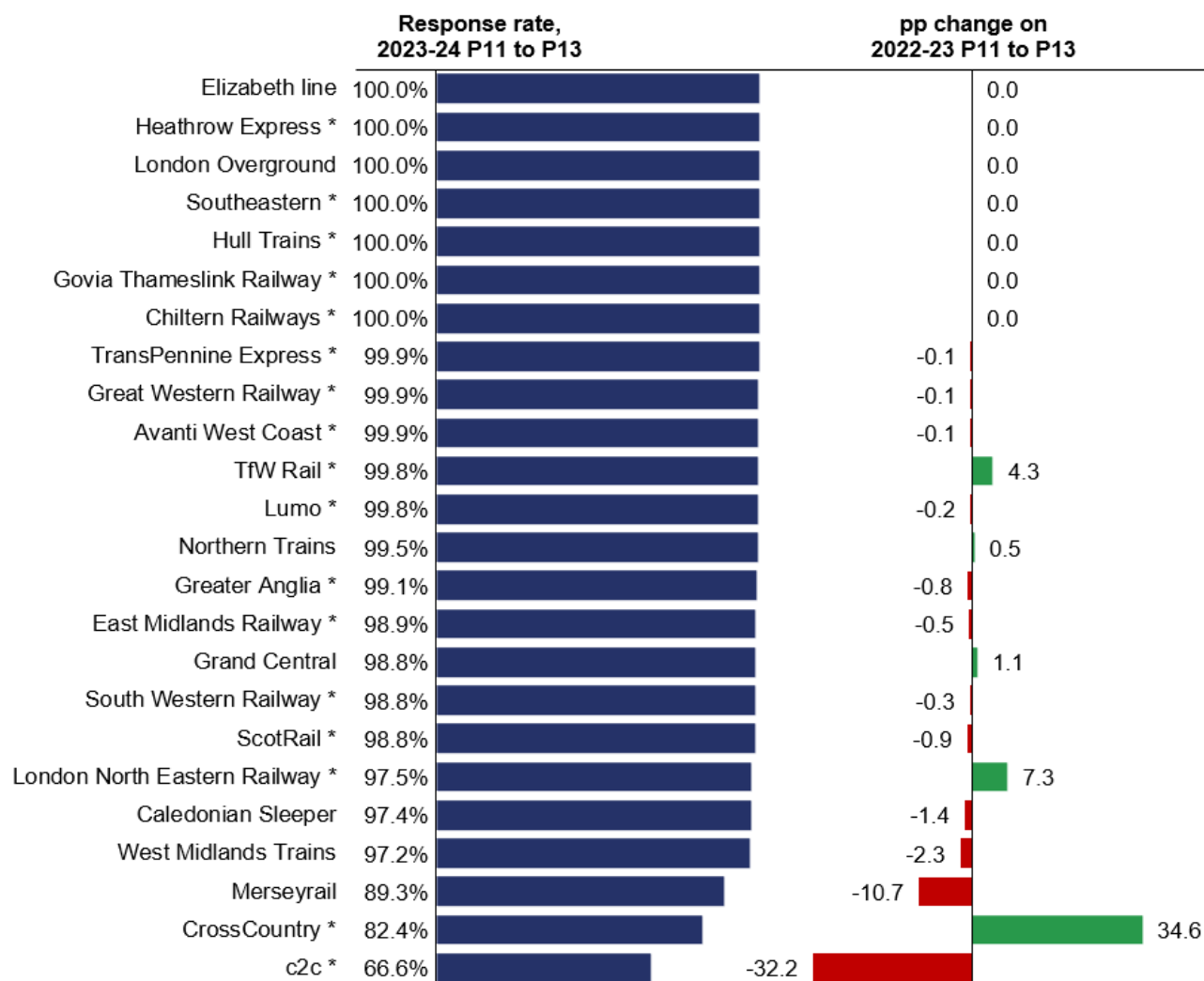
Rail Periods 11 to 13 (7 January to 31 March 2024)

Overall, 98.6% of delay compensation claims were closed within 20 working days during rail periods 11 to 13, up 1.1 percentage points (pp) compared with the same rail periods in the previous year.

In rail periods 11 to 13, six operators reported an increase in their 20 working day response rate compared with the same rail periods in the previous year, with CrossCountry (up 34.6pp) recording the largest increase. Twelve train operators reported decreases, with c2c (down 32.2pp) recording the largest decrease and the lowest response rate at 66.6%.

Figure 2.2 Seven operators closed 100% of delay compensation claims within 20 working days

Delay compensation claim response rates within 20 working days by operator, rail periods 11 to 13 and change compared with the previous year



Note: Operators marked with an asterisk have included season ticket compensation for strike days in their data.

3. Delay compensation claim approval rates

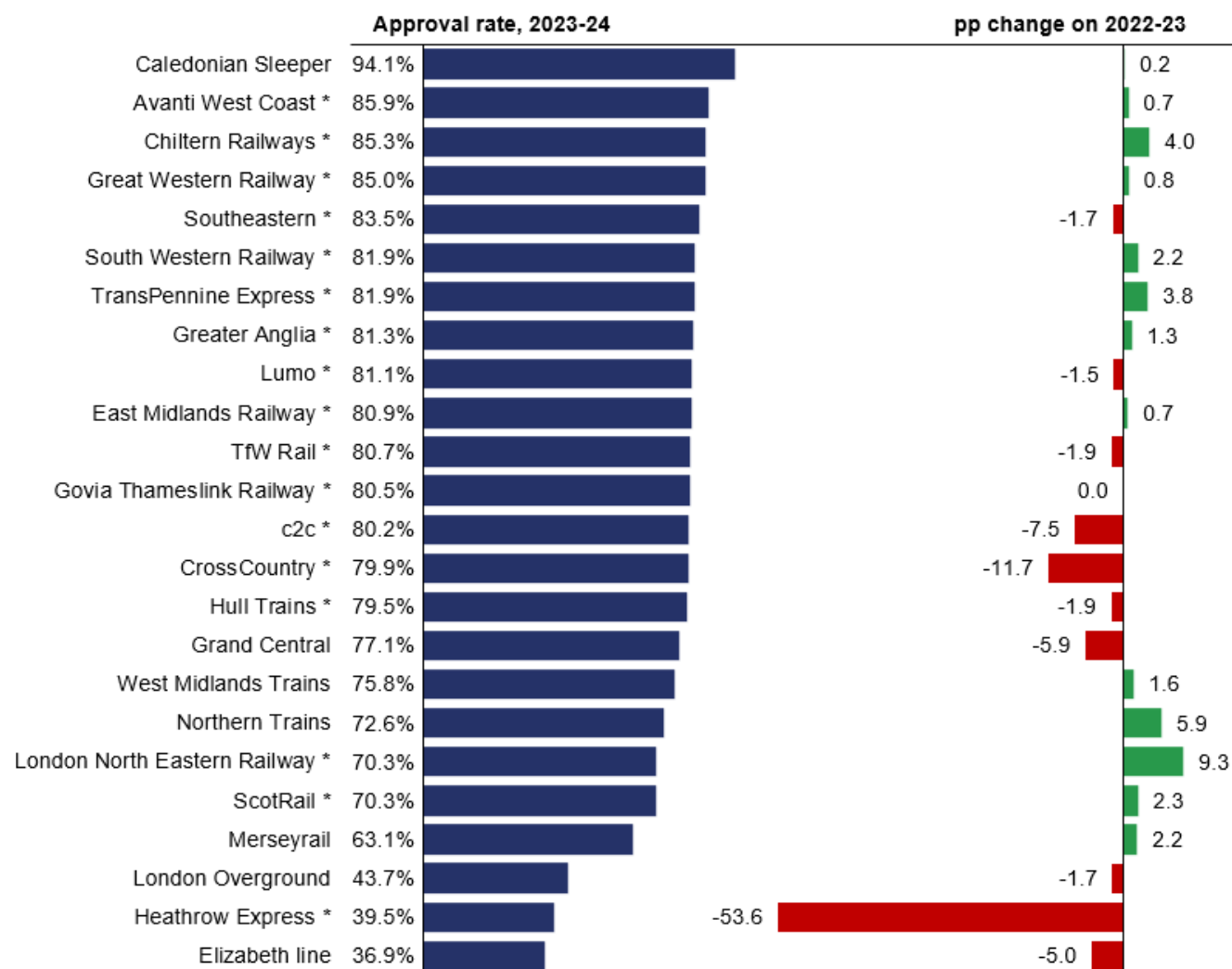
April 2023 to March 2024 annual

Overall, 80.6% of delay compensation claims closed were approved by train operators in the latest year (1 April 2023 to 31 March 2024). This is up 1.4pp compared with the previous year.

Approval rates increased for 13 operators, with ten operators seeing a decrease. London North Eastern Railway (up 9.3pp) had the largest percentage point increase in delay compensation approval rate when compared with the previous year. Heathrow Express (down 53.6pp) had the largest percentage point decrease in approval rate.

Figure 3.1 Over half of all operators reported an increase in delay compensation claim approval rates

Delay compensation claim approval rates by operator, April 2023 to March 2024 and change compared with previous year (Table 4410)



Rail delay compensation claims, rail periods 11 to 13 (7 January to 31 March 2024)

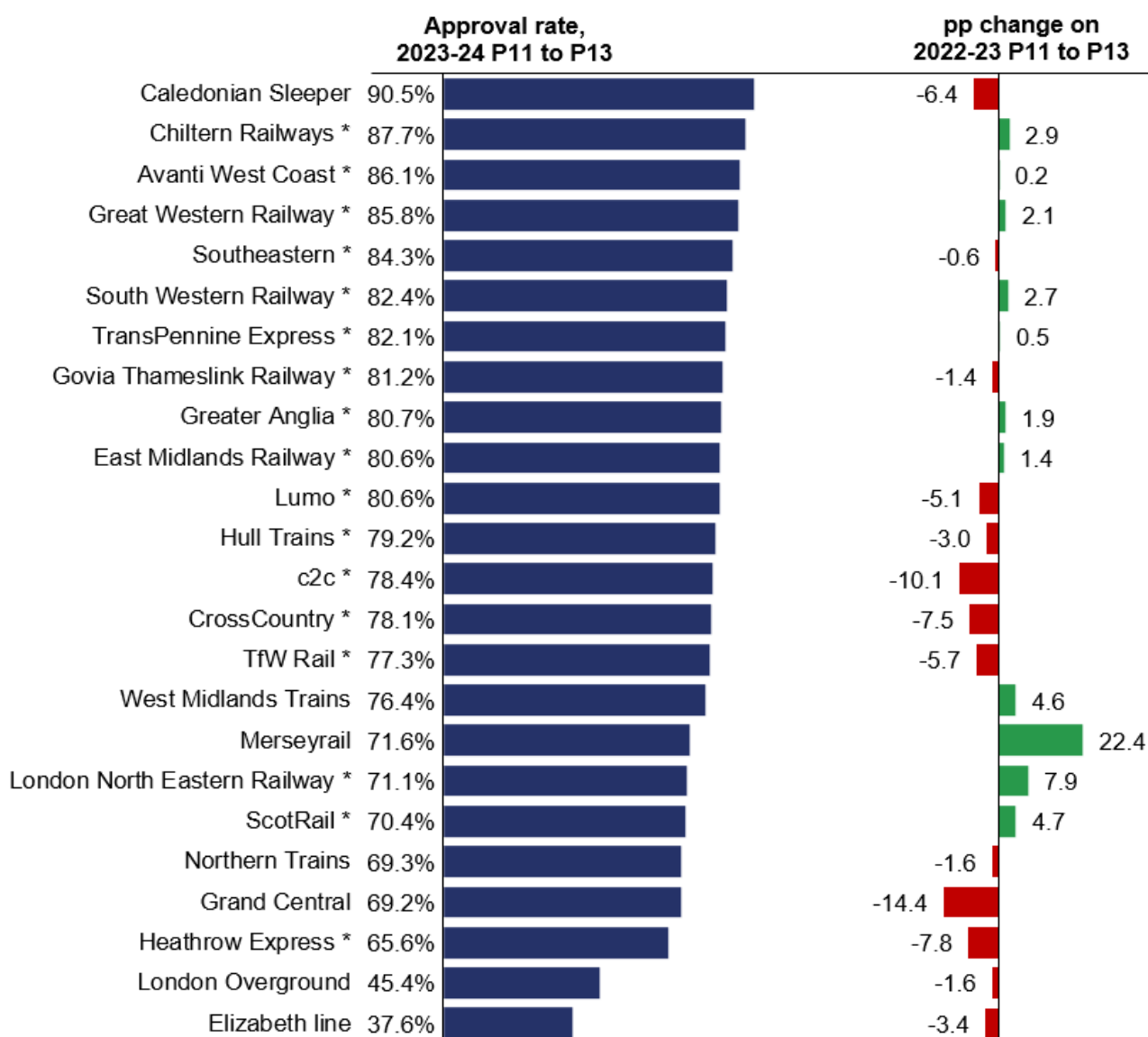
Rail Periods 11 to 13 (7 January to 31 March 2024)

Overall, 81.2% of delay compensation claims closed were approved by train operators during rail periods 11 to 13, up 0.9pp compared with the same rail periods in the previous year.

Eleven operators saw their approval rates increase, with 13 operators seeing a decrease. Merseyrail (up 22.4pp) had the largest percentage point increase in approval rate when compared with the same rail periods in the previous year. Grand Central (down 14.4pp) had the largest percentage point decrease in approval rate.

Figure 3.2 Eleven operators reported an increase in approval rates compared with the previous year

Delay compensation claim approval rates by operator, rail periods 11 to 13 and change compared with the previous year



Note: Operators marked with an asterisk have included season ticket compensation for strike days in their data.

4. Annexes

Annex 1 – 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.
- **Claims closed within 20 working days (percentage):** ORR use 20 working days as a proxy for the one month target referred to in the [National Rail Conditions of Travel](#).
- **Volume of claims approved:** The volume of delay compensation claims closed where the passenger's claim has been successful and approved.
- **Delay Repay:** The most popular delay compensation scheme is Delay Repay. This 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 (DR30):** 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 (DR15):** Passengers can additionally claim compensation if the train is delayed by 15 minutes or more. DR15 allows a passenger to claim 25% of the cost of a single ticket if they are delayed between 15 and 29 minutes.
 - **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 scheme. Compensation may not be available if the delay is caused by an event outside the operators control.
- 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.

Annex 2 – Quality and Methodology

Data source

Administrative data submitted by train operators.

Methodology

As part of [train operators' Core Data requirements](#), train operators provide information on delay compensation claims on a periodic basis. Core Data is the term ORR uses to describe the primary compliance monitoring framework it uses to assess its licensee's compliance with their regulatory obligations in relation to passenger-facing activities.

ORR collects number of delay compensation claims closed, received and approved. ORR also ask for the percentage of claims responded to within 20 working days as train operators have a target to process all delay compensation claims within one month of receipt, as given in condition 30.3 of the [National Rail Conditions of Travel](#).

Delay compensation data was first collected from train operators in 2018. ORR's technical guidance to operators is available on the ORR [Core Data page](#) (within the related files section). Delay compensation claims are not considered as complaints, though there may be formal complaints made about delay compensation schemes which are then included as complaints.

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). Additional compensation during periods of extended disruption is also not included within these statistics. However, strike day compensation claims for season ticket holders are included for some operators from April 2022 to March 2023 Period 4 onwards (see the table on the following page for further details).

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. If the claim meets the criteria for DR15 or DR30, then these claims are included within these statistics.

Delay compensation scheme by train operator:

The table below shows a list of the different delay compensation schemes each train operator currently runs as at the end of rail period 13 (31 March 2024). For up-to-date information on delay compensation schemes, please see the train operator's website. The following information is accurate as far as we know at the time of publication.

Train operator	Delay scheme at end of rail period 13	Notes	Strike compensation included?
Avanti West Coast	DR15	Automated 'one-click' compensation on Advance tickets since 8 December 2019. Moved to Delay Repay 15 from 8 December 2019 (during Apr 2019 to Mar 2020 Period 10)	Yes
c2c	DR15	Automatic DR for 2+ mins at 3p per min when registered with smartcard	Yes
Caledonian Sleeper	DR30		No
Chiltern Railways	DR15	Automated on Advance: 1 May 2022. Moved to Delay Repay 15 from 1 May 2022 (during Apr 2022 to Mar 2023 Period 2)	Yes
CrossCountry	DR30		Yes
East Midlands Railway	DR15	Automated 'one-click' compensation on Advance since 18 August 2019. Moved to Delay Repay 15 from 18 August 2019 (during Apr 2019 to Mar 2020 Period 6)	Yes
Elizabeth line	Traditional	30+ minutes, claim needs to be within TfL's control to get compensation	No
Govia Thameslink Railway	DR15	Automated 'one-click' compensation on Smartcards since July 2017	Yes
Grand Central	Traditional	60+ minutes	No
Great Western Railway	DR15	DR15 on monthly and annual season tickets: 1 April 2021, on other tickets: 1 April 2019. Automated on Advance & Seasons: 4 August 2022.	Yes
Greater Anglia	DR15	Moved to Delay Repay 15 from 1 April 2019 (during Apr 2019 to Mar 2020 Period 1)	Yes
Heathrow Express	Delays of 15+ mins		Yes
Hull Trains	DR30		Yes
London North Eastern Railway	DR30	One-click DR compensation introduced for Advance tickets purchased from their website, with registered details: 1 May 2021	Yes
London Overground	Traditional	30+ minutes, claim needs to be within Transport for London's (TfL) control to get compensation	No
Lumo	DR30		Yes
Merseyrail	Traditional	30+ minutes; special season ticket holders compensation	No
Northern Trains	DR15	Automatic DR for Advance tickets purchased from operator's website, with registered details. Moved to Delay Repay 15 from 16 December 2018 (during Apr 2018 to Mar 2019 Period 10)	No
ScotRail	DR30		Yes
South Western Railway	DR15	Automated 'one-click' compensation on Smartcards & Advance: 31 March 2019	Yes
Southeastern	DR15	Moved to Delay Repay 15 from 11 September 2019 (during Apr 2019 to Mar 2020 Period 6). Automated on Smartcards & Advance: 4 August 2022	Yes
TfW Rail	DR15	Moved to Delay Repay 15 from 31 January 2019 (during Apr 2018 to Mar 2019 Period 11)	Yes
TransPennine Express	DR15	Automated 'one-click' compensation on Advance: 1 July 2019. Moved to Delay Repay 15 from 2 February 2020 (during Apr 2019 to Mar 2020 Period 12)	Yes
West Midlands Trains	DR15		No

Rail delay compensation claims, rail periods 11 to 13 (7 January to 31 March 2024)

Revisions

There have been revisions to previously published data.

- Great Western Railway reported 48,472 more claims received, 52,387 more claims closed and 43,198 more claims approved in Period 1 of April 2023 to March 2024. This was due to an error in the original data supplied.

Details of previous revisions can be found in the [revisions log](#).

Recent changes to train operators

On 28 May 2023, the government brought TransPennine Express under public control with the Operator of Last Resort.

On 25 June 2023, Caledonian Sleeper was moved to public ownership under the Scottish Government.

Further information on individual operators, including route maps, can be found via the [Rail Delivery Group](#) website.

How these statistics can be used



- Comparing delay compensation claim volumes over time
- Comparing delay compensation claim response rates by operators and over time
- Comparing delay compensation claim approval rates by operators and over time

How these statistics cannot be used



- Comparing delay compensation claim volumes by train operators (due to differences in delay compensation schemes and passenger usage)
- Identifying how many people have claimed compensation (refer to rail [delays and compensation survey results](#))
- Identifying delay compensation amounts paid (refer to [passenger's charter compensation data](#))

Further information on data sources, quality, and methodology can be found in the [quality and methodology report](#).

Annex 3 – List of data tables associated with this factsheet and other related statistics

Data tables

Table 4410 – Delay compensation claims showing periodic data from April 2018 by train operator can be accessed on the [delay compensation claims page](#) of the data portal free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

Other related statistics

ORR Passenger rail service complaints statistics:

ORR publish statistics about [passenger complaints](#). The latest quarterly statistics (January 2024 to March 2024) show that the most common reason to complain about delay compensation schemes related to the claim being rejected. This was followed by complaints regarding the delay compensation claim process.

There are six complaint categories about delay compensation, which together accounted for 11.3% of all complaints made during the latest year. This is 2.0pp lower than the previous year, when 13.3% of all complaints made were related to delay compensation schemes.

Rail Ombudsman statistics:

The [Rail Ombudsman](#) provide a service to help sort out unresolved customer complaints about service providers within the rail industry. The Rail Ombudsman publish quarterly statistics on appeals made from complainants.

Department for Transport:

The Department for Transport (DfT) has published [compensation amounts paid by train operators](#) to passengers since 2009. Data for April 2022 to March 2023 show that £101.3 million was paid out in compensation by DfT-franchised train operators (an increase of 155% from the previous year). The DfT data are not directly comparable to statistics given here because they also include discretionary compensation payments made following complaints of poor service and do not include strike day compensation.

DfT also published research on [rail delays and compensation](#). The most recent survey, in 2023, shows that the claim rate has increased between 2020 and 2023:

- 47% of passengers claimed for their most recent delay (up 10pp from 2020)
- 54% of passengers eligible under DR30 claimed (an increase of 8pp from 2020)
- 35% of passengers eligible under DR15 claimed (up 13pp from 2020)



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