

Rail delay compensation claims

Rail periods 1 to 4 1 April 2023 to 22 July 2023

16 November 2023

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 1 to 4 (1 April 2023 to 22 July 2023).

Contents:

Claim volumes – p2
Claim response rates – p3
Claim approval rates – p4
Annexes – p5

Responsible statistician:

L. Al-Ajeel

Public enquiries:

rail.stats@orr.gov.uk

Media enquiries:

Tel: 07856 279808

Next publication:

11 January 2024

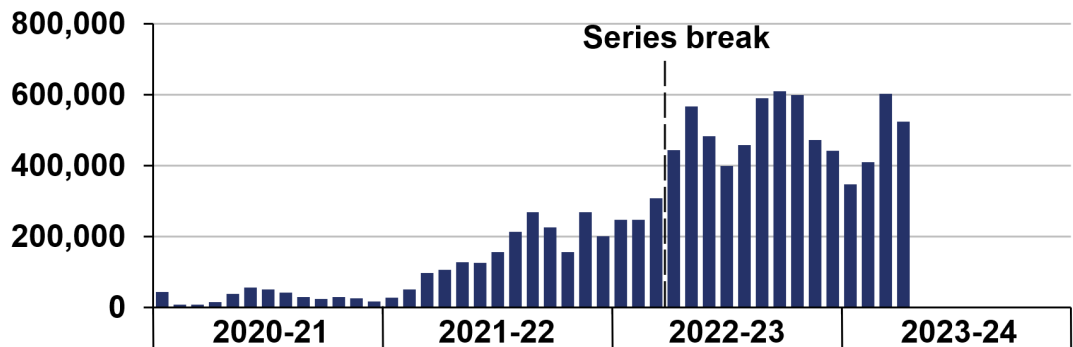
In rail periods 1 to 4 there were **1.9 million delay compensation claims closed** by train operators. This is an increase of 51% on the same rail periods in the previous year.

During April to June 2023, [passenger journeys](#) were 19% higher compared with the same quarter in the previous year. There was a deterioration in train [punctuality and reliability](#) which likely contributed to an increase in the volume of delay compensation claims.

Strike action affected large parts of the network during periods 2 and 3. In response, a reduced timetable was put in place on the strike days and for some of the days after.

Figure 1 Delay compensation claims decreased in the latest rail period

Volume of delay compensation claims closed, Great Britain, periodic data, 1 April 2020 to 22 July 2023



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

Overall, **98.8% of delay compensation claims were closed within 20 working days** and **78.9% of 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.

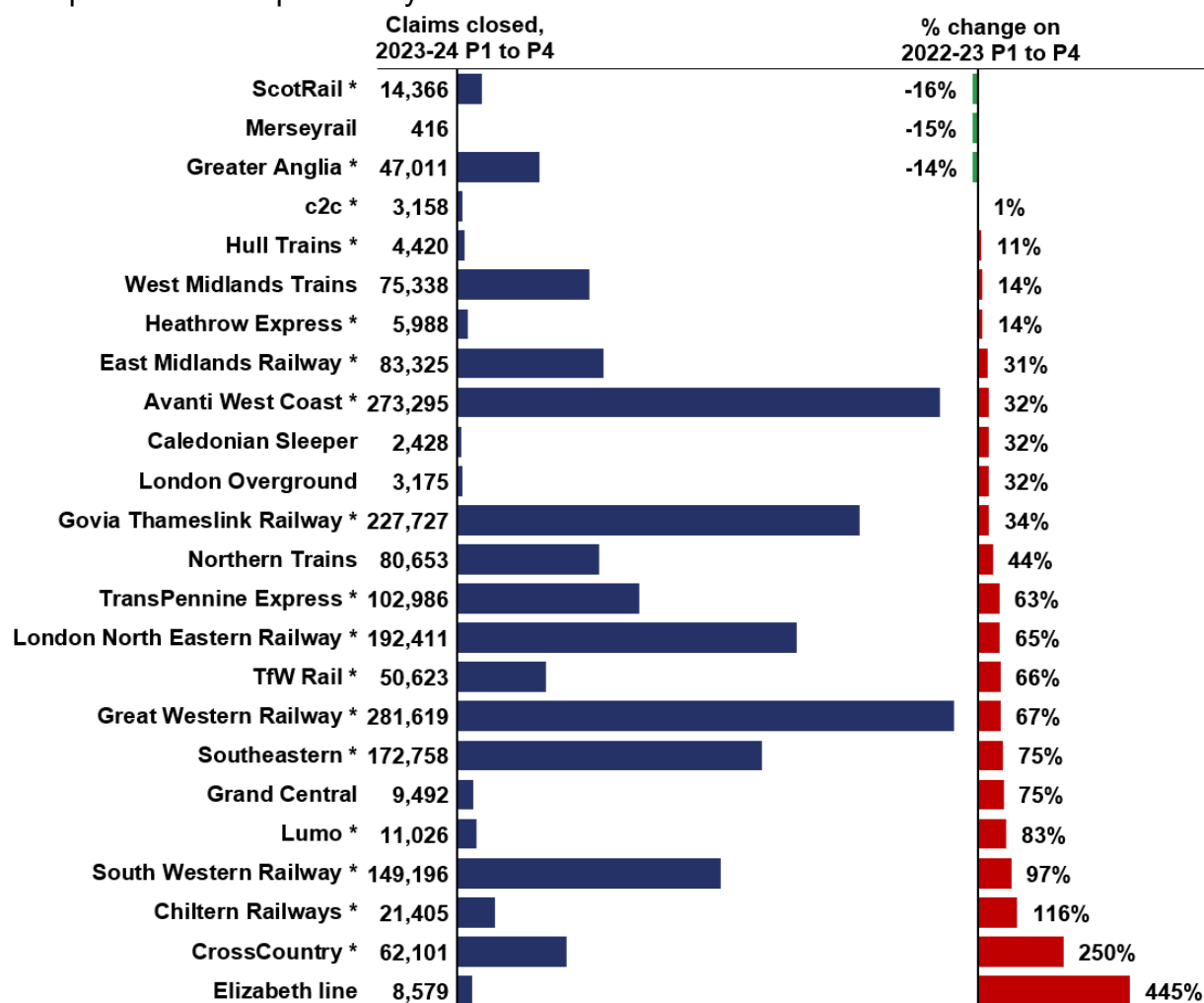
1. Delay compensation claim volumes

There were 1.9 million delay compensation claims closed by train operators during rail periods 1 to 4 (1 April to 22 July 2023). This is an increase of 51% on the same rail periods in the previous year (1.2 million).

Comparisons between individual train operators over this period should be treated with caution. Increased passenger usage since the same rail periods in the previous year have led to large percentage increases in delay compensation claims. Note that the operators marked with an asterisk in the chart below have included season ticket compensation for strike days in their data.

Figure 1.1 Delay compensation claims decreased for three operators

Volume of delay compensation claims closed by operator, rail periods 1 to 4 and change compared with the previous year



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

2) See footnote on page 4 for more information on the Elizabeth line and London Overground.

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

Rail delay compensation claims, rail periods 1 to 4 (1 April 2023 to 22 July 2023)

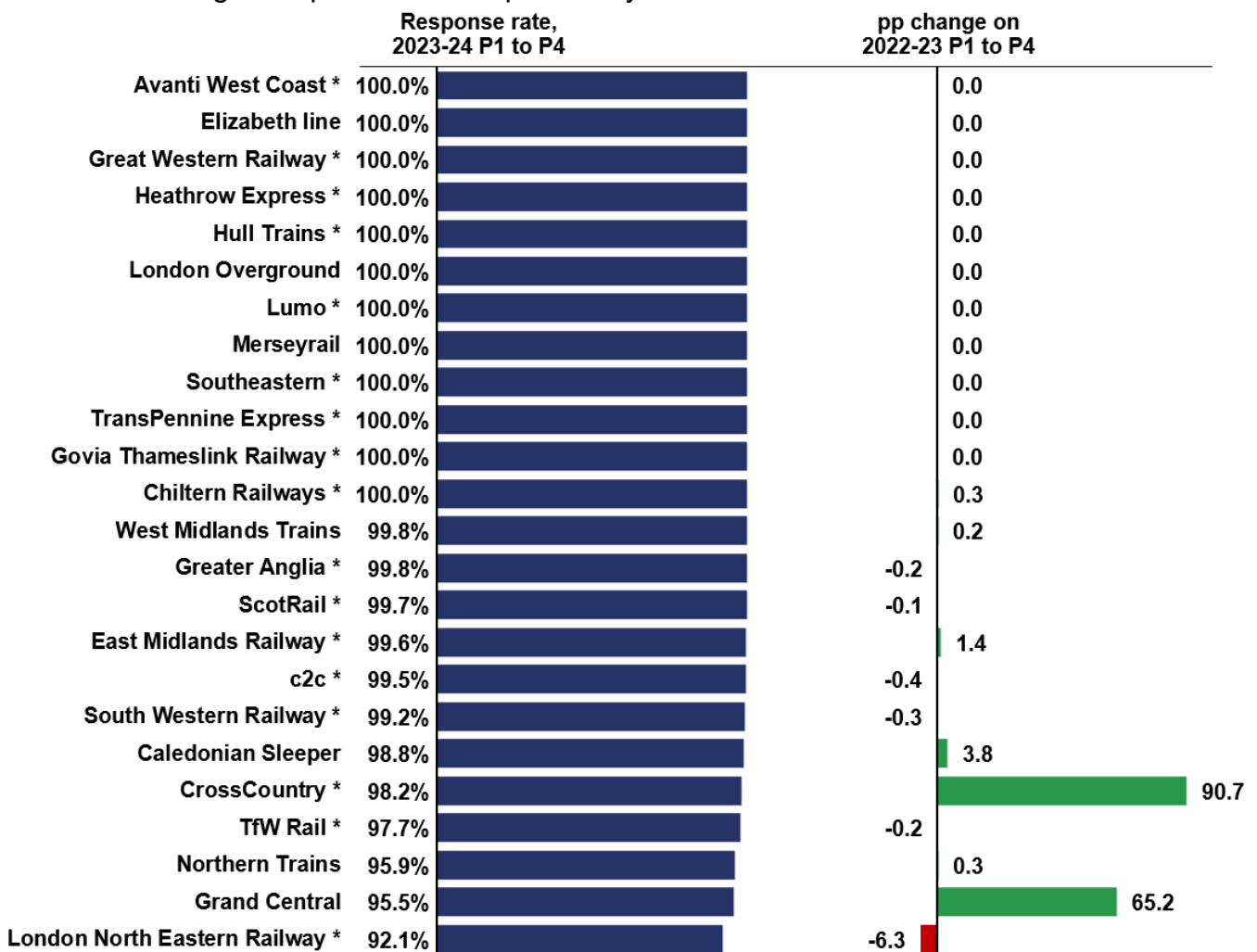
2. Delay compensation claim response rates

Overall, 98.8% of delay compensation claims were closed within 20 working days during rail periods 1 to 4, up one percentage point (pp) compared with the same rail periods in the previous year.

In rail periods 1 to 4, seven operators reported an increase in their 20 working day response rate, with CrossCountry (up 90.7pp) and Grand Central (up 65.2pp) recording the greatest increases. Six train operators reported a decline in their response rate compared with the same rail periods in the previous year. London North Eastern Railway recorded the largest decrease, down 6.3pp.

Figure 2.1 One operator did not close at least 95% of delay compensation claims within 20 working days

Delay compensation claim response rates within 20 working days by operator, rail periods 1 to 4 and change compared with the previous year



Note: 1) See footnote on page 4 for more information on the Elizabeth line and London Overground.

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

Rail delay compensation claims, rail periods 1 to 4 (1 April 2023 to 22 July 2023)

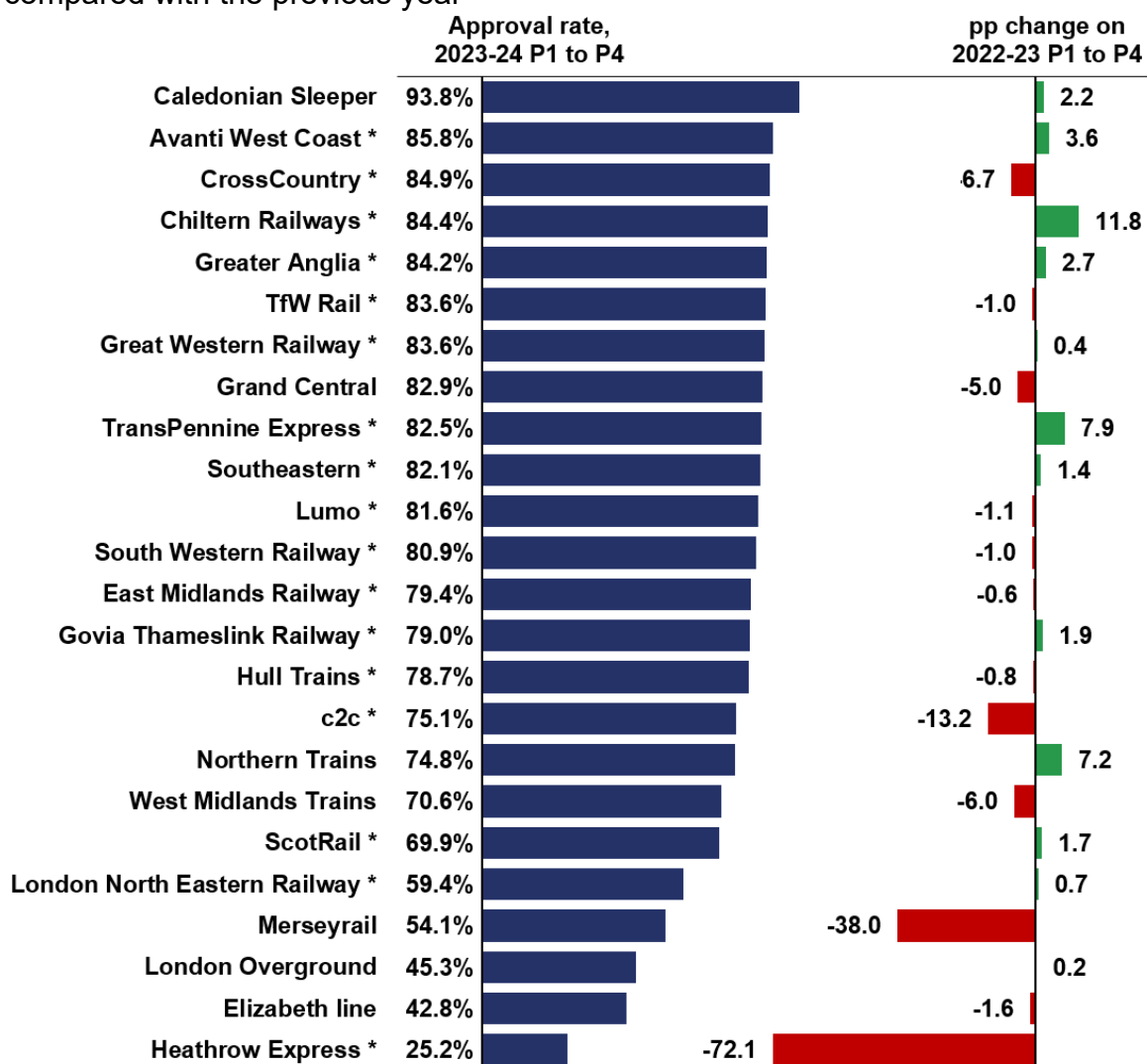
3. Delay compensation claim approval rates

Overall, 78.9% of delay compensation claims closed were approved by train operators during rail periods 1 to 4, up 1.1pp compared with the same rail periods in the previous year.

Chiltern Railways (up 11.8pp) had the largest percentage point increase in approval rate when compared with the same rail periods in the previous year. Heathrow Express (down 72.1pp) had the largest percentage point decrease in approval rate.

Figure 3.1 Twelve operators reported an increase in approval rates compared with the previous year

Delay compensation claim approval rates by operator, rail periods 1 to 4 and change compared with the previous year



Notes: 1) Since April 2020, data for the Elizabeth line and London Overground has not included paper tickets and some smartcard claims (ITSO tickets). The missing ticket types account for approximately 5% of their journeys. Therefore, please treat these data with caution. We are working with these operators to improve the completeness of their data. 2) Operators marked with an asterisk have included season ticket compensation for strike days in their data.

Rail delay compensation claims, rail periods 1 to 4 (1 April 2023 to 22 July 2023)

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 4 (22 July 2023). 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 4	Notes	Strike compensation included?
Avanti West Coast	DR15	Automated 'one-click' compensation on Advance tickets since 8 December 2019	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	Yes
CrossCountry	DR30		Yes
East Midlands Railway	DR15	Automated 'one-click' compensation on Advance since 18 August 2019	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: April 2021, on other tickets: April 2019. Automated on Advance & Seasons: 4 August 2022	Yes
Greater Anglia	DR15		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	No
ScotRail	DR30		Yes
South Western Railway	DR15	Automated 'one-click' compensation on Smartcards & Advance: 31 March 2019	Yes
Southeastern	DR15	Automated on Smartcards & Advance: 4 August 2022	Yes
TfW Rail	DR15		Yes
TransPennine Express	DR15	Automated 'one-click' compensation on Advance: 1 July 2019	Yes
West Midlands Trains	DR15		No

Revisions

There have been no revisions to previously published data.

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.

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

How these statistics can and cannot 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



- 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 (April 2023 to June 2023) show that the most common reason to complain about delay compensation schemes during that year 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 11.8% of all complaints made during the latest quarter. This is 1.5pp higher than the previous year, when 10.3% 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 2021 to March 2022 show that £39.7 million was paid out in compensation by DfT-franchised train operators (an increase of 622% 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.

DfT also published research on [rail delays and compensation](#). The most recent survey, in 2020, shows that the claim rate has increased between 2018 and 2020:

- 37% of passengers claimed for their most recent delay (up 2pp from 2018)
- 46% of passengers eligible under DR30 claimed (an increase of 7pp from 2018)
- 22% of passengers eligible under DR15 claimed (up 4pp from 2018)



© Crown copyright 2023

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at dataportal.orr.gov.uk

Any enquiries regarding this publication should be sent to us at orr.gov.uk/contact-us

