

# Rail delay compensation claims

## 2021-22 rail periods 5 to 7 (25 July 2021 to 16 October 2021)

13 January 2022

### 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:** 2021-22 rail periods 5 to 7 (25 July 2021 to 16 October 2021).

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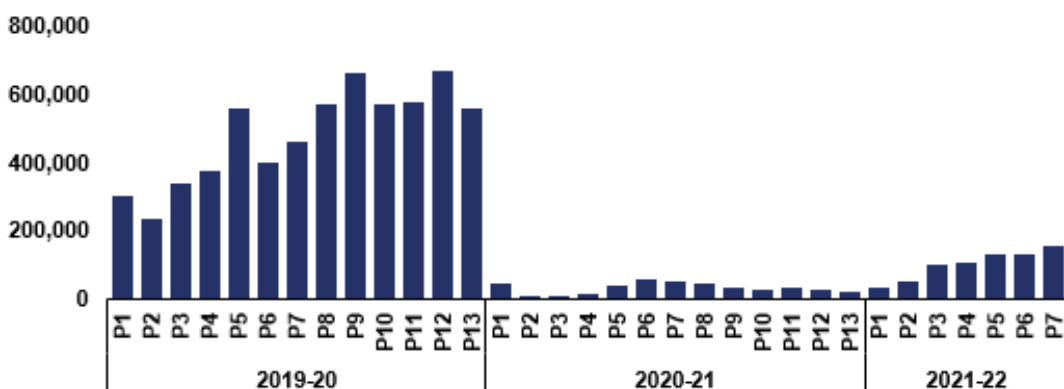
7 April 2022

In 2021-22 rail periods 5 to 7 (25 July 2021 to 16 October 2021) there were **412,280 delay compensation claims closed** by train operators. This is almost three times (184%) higher than the same rail periods last year and reflects an increase in passenger usage as coronavirus (COVID-19) restrictions were eased.

In the second quarter of 2021-22 (1 July to 30 September 2021) [trains planned increased](#) by 4% and [passenger journeys](#) by 85.8% compared with the same quarter last year. This contributed to a deterioration in punctuality and reliability and subsequently an increase in the volume of delay compensation claims. However, overall volumes remain significantly lower than before the pandemic.

**Figure 1 Delay compensation claims closed have increased throughout 2021-22 but remain low**

Volume of delay compensation claims closed by rail period, Great Britain, 2019-20 P1 to 2021-22 P7



Overall, **99.2% of delay compensation claims were closed within 20 working days** and **78.2% 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.

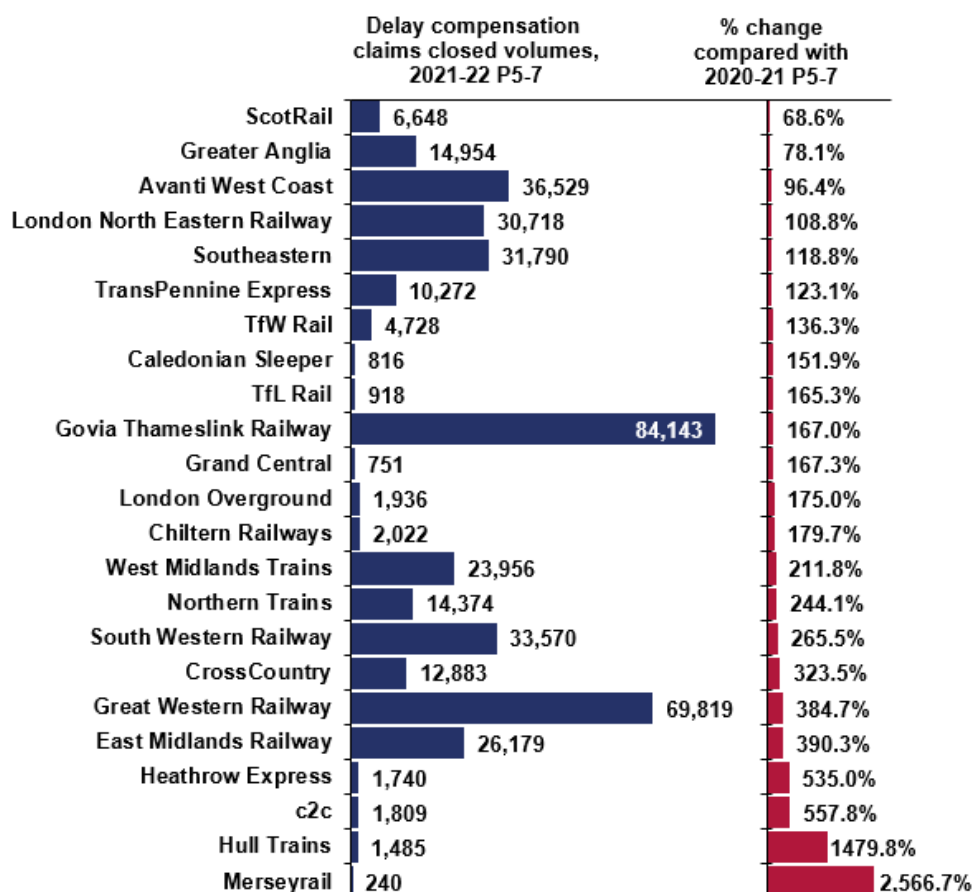
# 1. Delay compensation claim volumes

There were 412,280 delay compensation claims closed by train operators during 2021-22 rail periods 5 to 7. This is almost three times (184%) higher than the same rail periods last year (145,160). However, this is still down 70.9% when compared with the same rail periods two years ago, in 2019-20 (prior to the pandemic).

**Comparisons between individual train operators over this period should be treated with caution.** Increased train services and passenger usage during 2021-22 have resulted in some large percentage increases in delay compensation claims. For example, claims closed for Merseyrail (240) were almost 27 times (2,566.7%) higher compared with the same rail periods last year (9).

**Figure 1.1 The volume of delay compensation claims increased for all train operators compared with last year**

Volume of delay compensation claims closed by operator, 2021-22 rail periods 5 to 7 and change on 2020-21 rail periods 5 to 7



Notes:

1) Comparisons between train operators should be treated with caution. This is because the number of train journeys varies and the different schemes each train operator runs.

2) Please see the footnote on page 4 for more information on TfL Rail and London Overground.

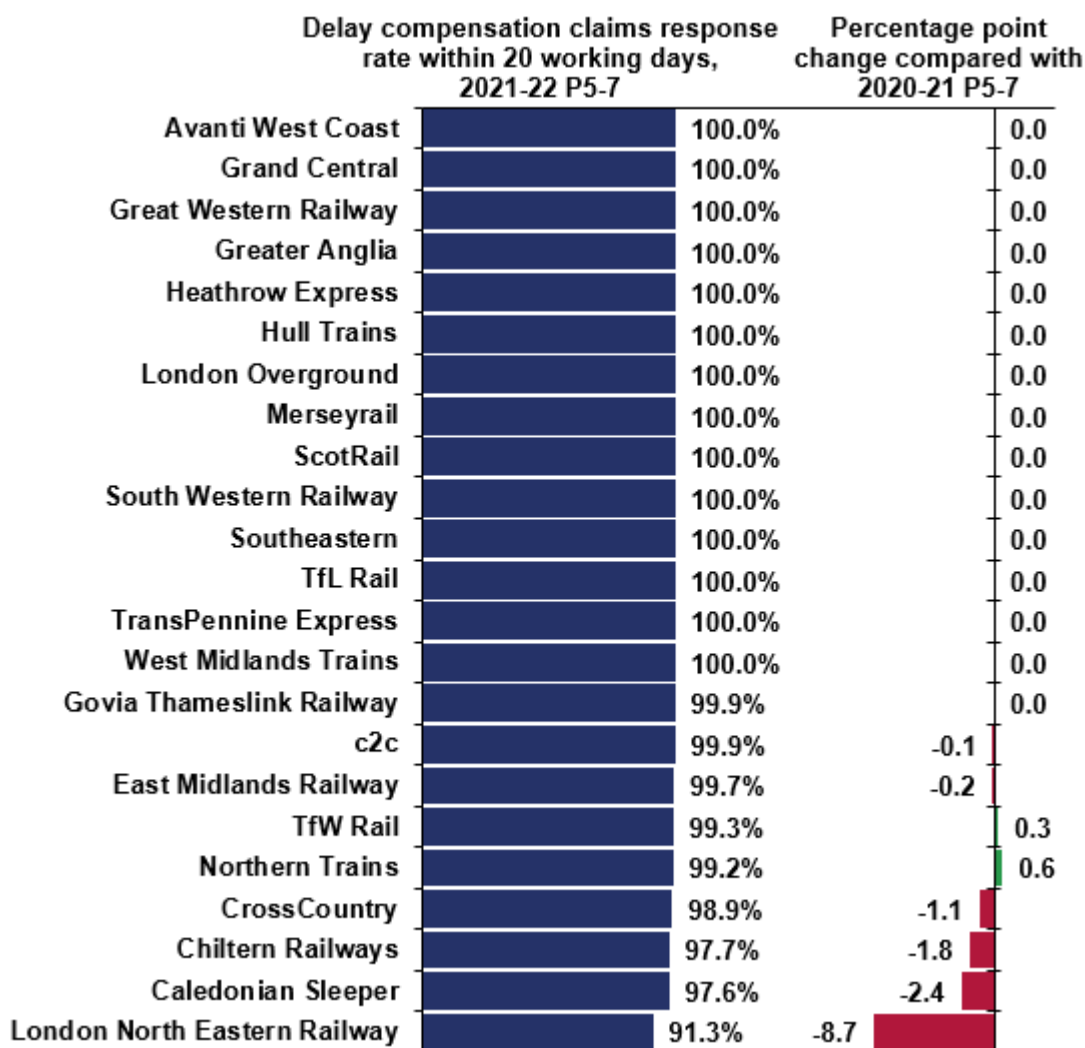
## 2. Delay compensation claim response rates

Overall, 99.2% of delay compensation claims were closed within 20 working days during 2021-22 rail periods 5 to 7. This is down from 99.9% in the same rail periods last year.

In 2021-22 rail periods 5 to 7, 17 of the 23 train operators either increased or maintained their 20 working day response rate, compared with the same rail periods last year.

**Figure 2.1 14 of the 23 train operators closed 100% of their delay compensation claims within 20 working days**

Delay compensation claim response rates within 20 working days by operator, 2021-22 rail periods 5 to 7 and change on 2020-21 rail periods 5 to 7



Note: Please see the footnote on page 4 for more information on TfL Rail and London Overground

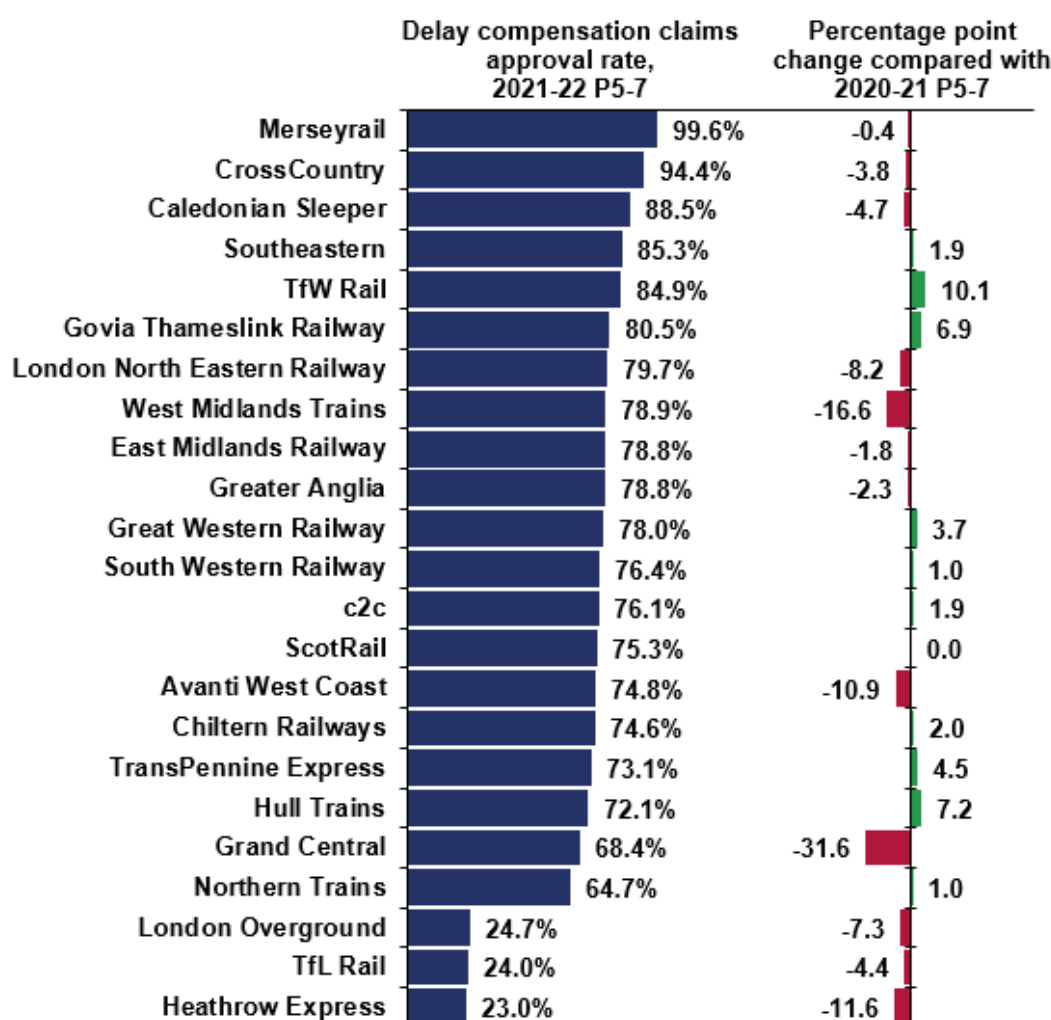
### 3. Delay compensation claim approval rates

Overall, 78.2% of delay compensation claims closed were approved by train operators during 2021-22 rail periods 5 to 7. This is down from 79.5% in the same rail periods last year.

Grand Central (down 31.6pp) experienced the largest percentage point decrease in delay compensation approval rate when compared with the same rail periods last year. TfW Rail (up 10.1pp) experienced the largest percentage point increase in approval rate.

**Figure 3.1 Delay compensation claim approval rates were similar for most operators compared with last year**

Delay compensation claim approval rates by operator, 2021-22 rail periods 5 to 7 and change on 2020-21 rail periods 5 to 7



Note: TfL Rail and London Overground have previously informed us that, since 2020-21 P1, their data 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.

# 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 Carriage](#).
- **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. DR 15 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.

The 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 2018-19. 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. Unlike complaints handling, train operators cannot 'stop the clock' while the operator is waiting for the complainant to provide information to them.

### **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 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 log in to the system and confirm that the claim is correct. Only claims which are confirmed by the passenger are 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. If the claim meets the criteria for DR15/30, 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 2021-22 rail period 7.

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

Train operator	Delay scheme at end of 2021-22 rail period 7	Notes
Avanti West Coast	DR15	Automated 'one-click' compensation on Advance tickets since 8 December 2019
c2c	DR15	Automatic DR for 2+ mins at 3p per min when registered with smartcard
Caledonian Sleeper	DR30	
Chiltern Railways	Traditional	30+ minutes, claim needs to be within railway industry's control to get compensation
CrossCountry	DR30	
East Midlands Railway	DR15	Automated 'one-click' compensation on Advance since 18 August 2019
Govia Thameslink Railway	DR15	Automated 'one-click' compensation on Smartcards since July 2017
Grand Central	Traditional	60+ minutes
Great Western Railway	DR15	Traditional Charter on selected season Tickets. DR15 on other tickets
Greater Anglia	DR15	
Heathrow Express	Delays of 15+ mins	
Hull Trains	DR30	
London North Eastern Railway	DR30	
London Overground	Traditional	30+ minutes, claim needs to be within Transport for London's (TfL) control to get compensation
Merseyrail	Traditional	30+ minutes; special season ticket holders compensation
Northern Trains	DR15	Automatic DR for Advance tickets purchased from operator's website, with registered details
ScotRail	DR30	
South Western Railway	DR15	Automated 'one-click' compensation on Smartcards & Advance: 31 March 2019
Southeastern	DR15	
TfL Rail	Traditional	30+ minutes, claim needs to be within TfL's control to get compensation
TfW Rail	DR15	
TransPennine Express	DR15	Automated 'one-click' compensation on Advance: 1 July 2019
West Midlands Trains	DR15	

## Revisions

There have been no revisions to historic data. Further details on historic revisions can be found in the [Revisions log](#).

## 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 2018-19 P1 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 [rail passenger complaints](#). The latest 2021-22 Quarter 2 (July to September 2021) statistics show that the most common reason to complain about delay compensation schemes during 2021-22 Q2 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 8.2% of all complaints made during 2021-22 Q2. This is 1pp higher than 2020-21 Q2, when 7.2% 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) have published [compensation amounts paid by train operators](#) to passengers since 2009-10. The 2020-21 data show that £6.4 million was paid out in compensation by DfT-franchised train operators (a decrease of 9% from 2019-20). The DfT figures 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)



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