



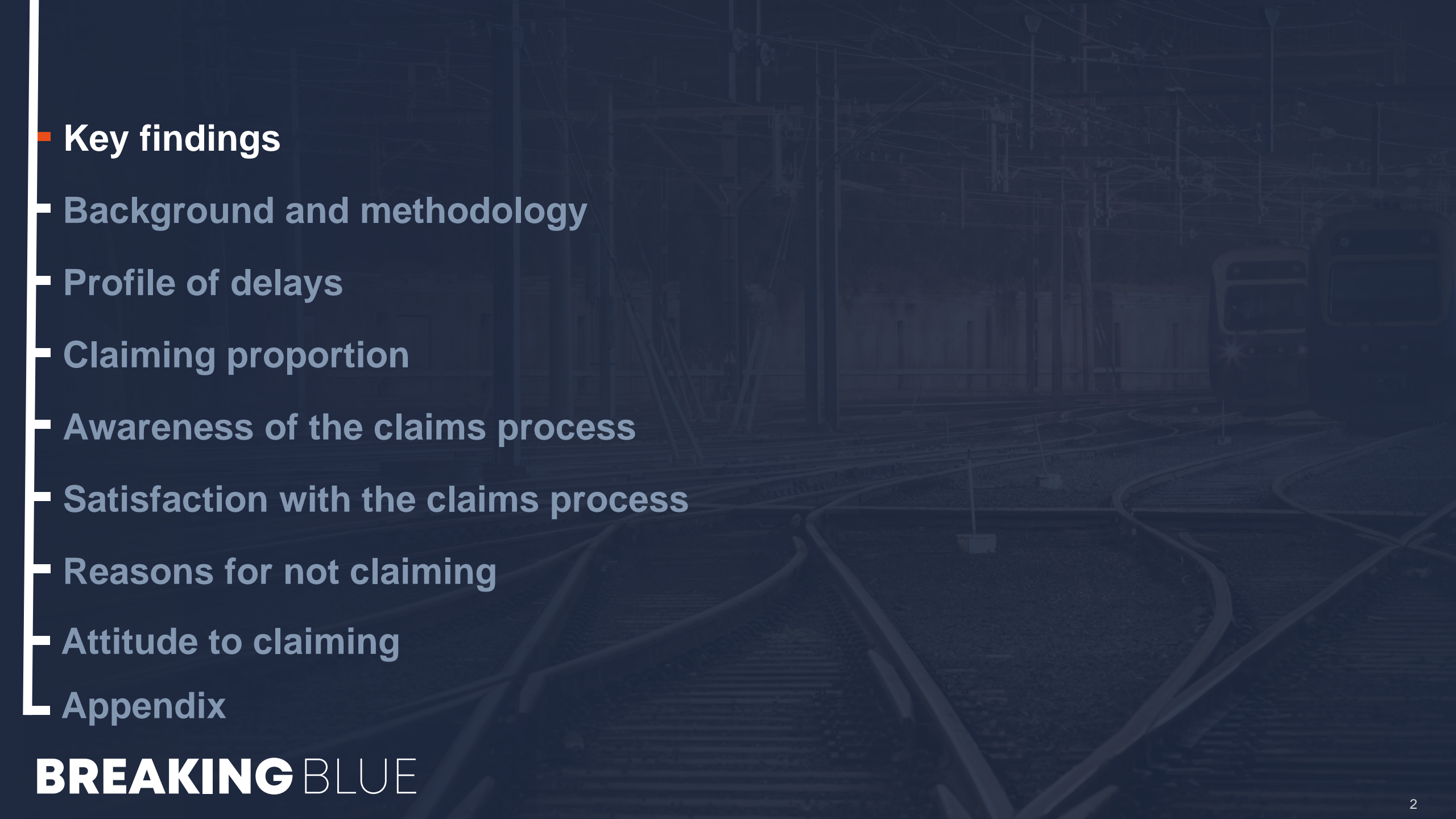
BREAKING BLUE

A CELLO HEALTH
INSIGHT BUSINESS

Rail Delays and Compensation

Prepared for Transport Focus and the Department for Transport

October 2020

- 
- **Key findings**
 - Background and methodology
 - Profile of delays
 - Claiming proportion
 - Awareness of the claims process
 - Satisfaction with the claims process
 - Reasons for not claiming
 - Attitude to claiming
 - Appendix

Rail Delays and Compensation Key Metrics

All eligible delays

37%
claimed in 2020

+2 points
on 2018

35% claimed in 2018
35% claimed in 2016

DR30

46%
claimed in 2020

+7 points
on 2018

39% claimed in 2018
35% claimed in 2016

DR15

22%
claimed in 2020

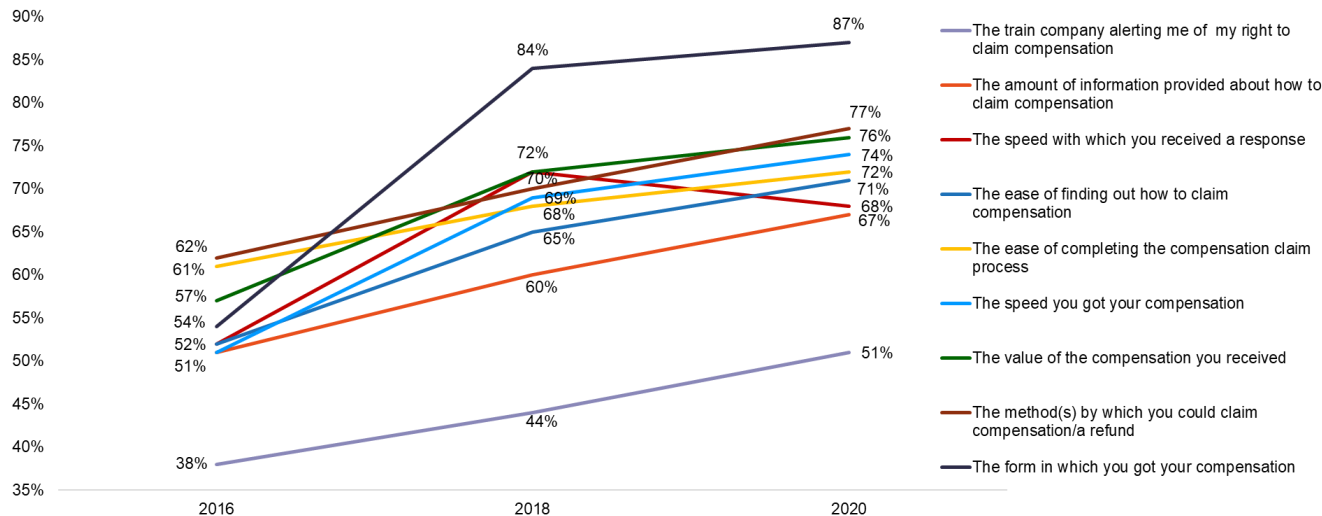
+4 points
on 2018

18% claimed in 2018
— claimed in 2016

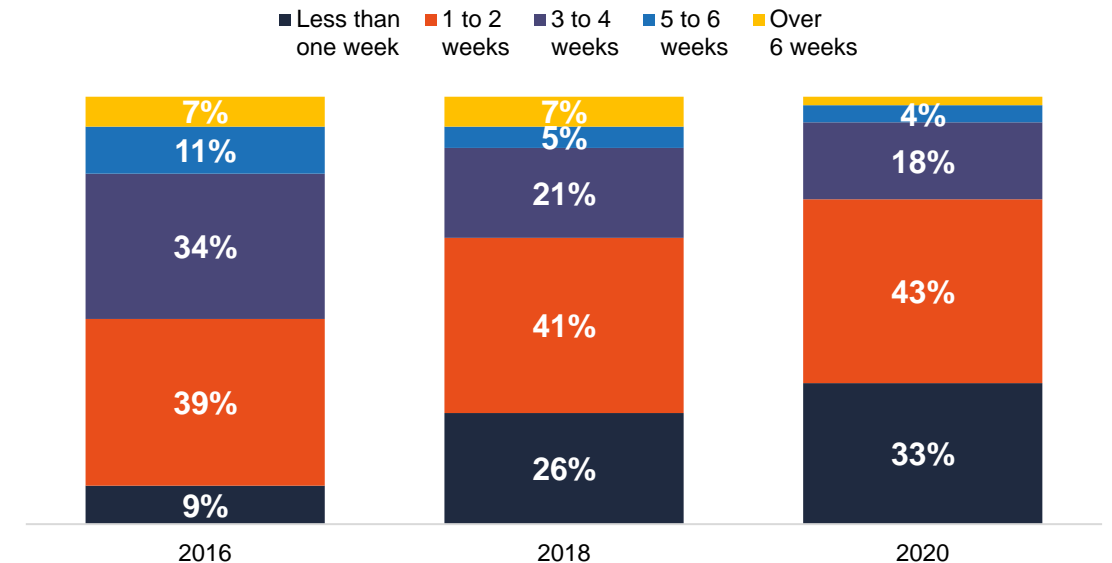
Scheme applying to eligible delays

2020 : 60% under DR30 and 40% under DR15
2018 : 83% under DR30 and 17% under DR15
2016 : 100% under DR30

Satisfaction with claims process – 2016, 2018 and 2020 comparison



Time taken to respond to claims – 2016, 2018 and 2020 comparison



Since 2018, the proportion claiming compensation has increased

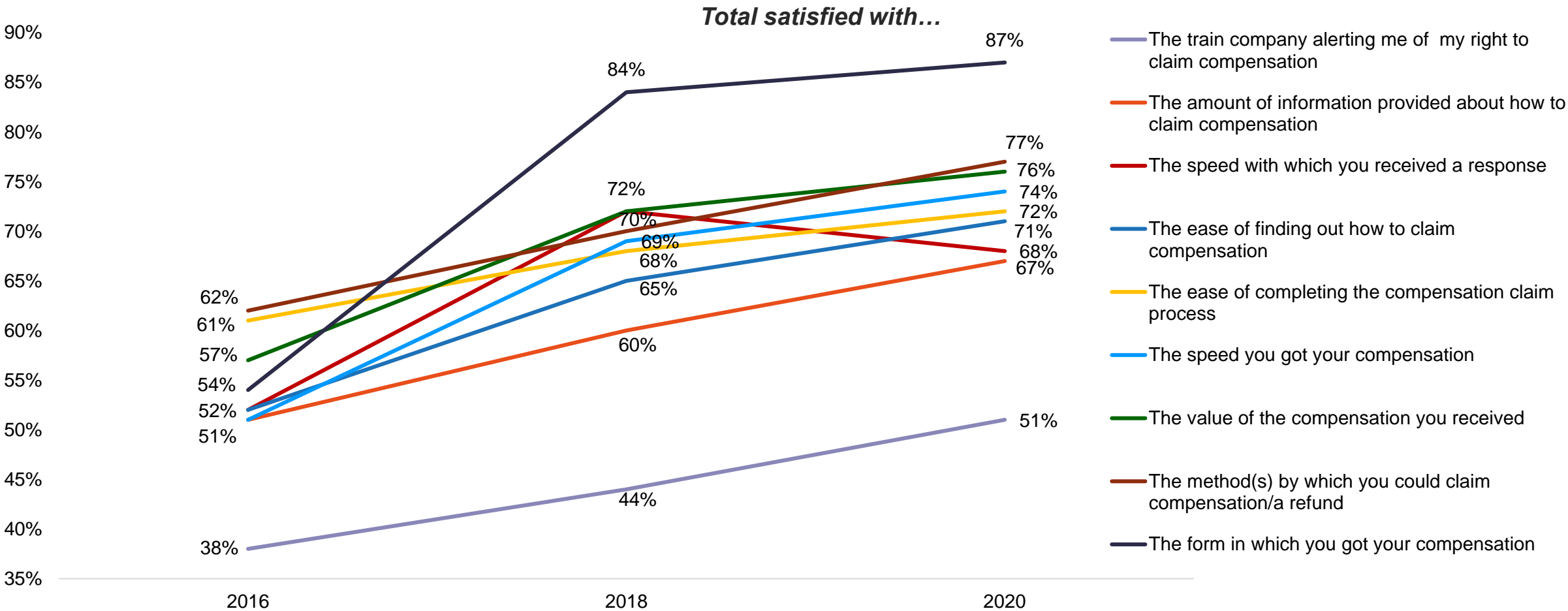
This research was carried out with passengers who had been delayed in the last six months – by more than 30 minutes or by 15 to 29 minutes where Delay Repay 15 was available for the train company they were travelling with.

Proportion experiencing an eligible delay	Proportion claiming	Speed of claim resolution
<div>55% had an eligible delay</div> <div>↑ 10 points</div> <div>Of the most recent eligible delays, 87% were less than an hour long</div> <div>40% of most recent eligible delays qualified under DR15 (up 23 points)</div> <div>Most recent eligible delays tend to occur on a weekday (66%)</div> <div>Most recent eligible delays occur due to late departure or late arrival of a train</div>	<div>46% claimed under DR30</div> <div>↑ 7 points</div> <div>22% claimed under DR15</div> <div>↑ 4 points</div> <div>37% claimed when eligible</div> <div>↑ 2 points</div> <div>The proportion eligible under each claim scheme has changed with the introduction of DR15 for more TOCs</div> <div>The longer the delay, the more likely passengers are to claim</div>	<div>94% resolved in four weeks</div> <div>↑ 6 points</div> <div>Proportion of claims settled in less than two weeks up (+9 points to 76%)</div> <div>Proportion receiving acknowledgement up (+4 points to 79%)</div> <div>Proportion having to chase claim down (-5 points to 24%)</div> <div>Claiming has continued the migration online (+16 points to 69%)</div>

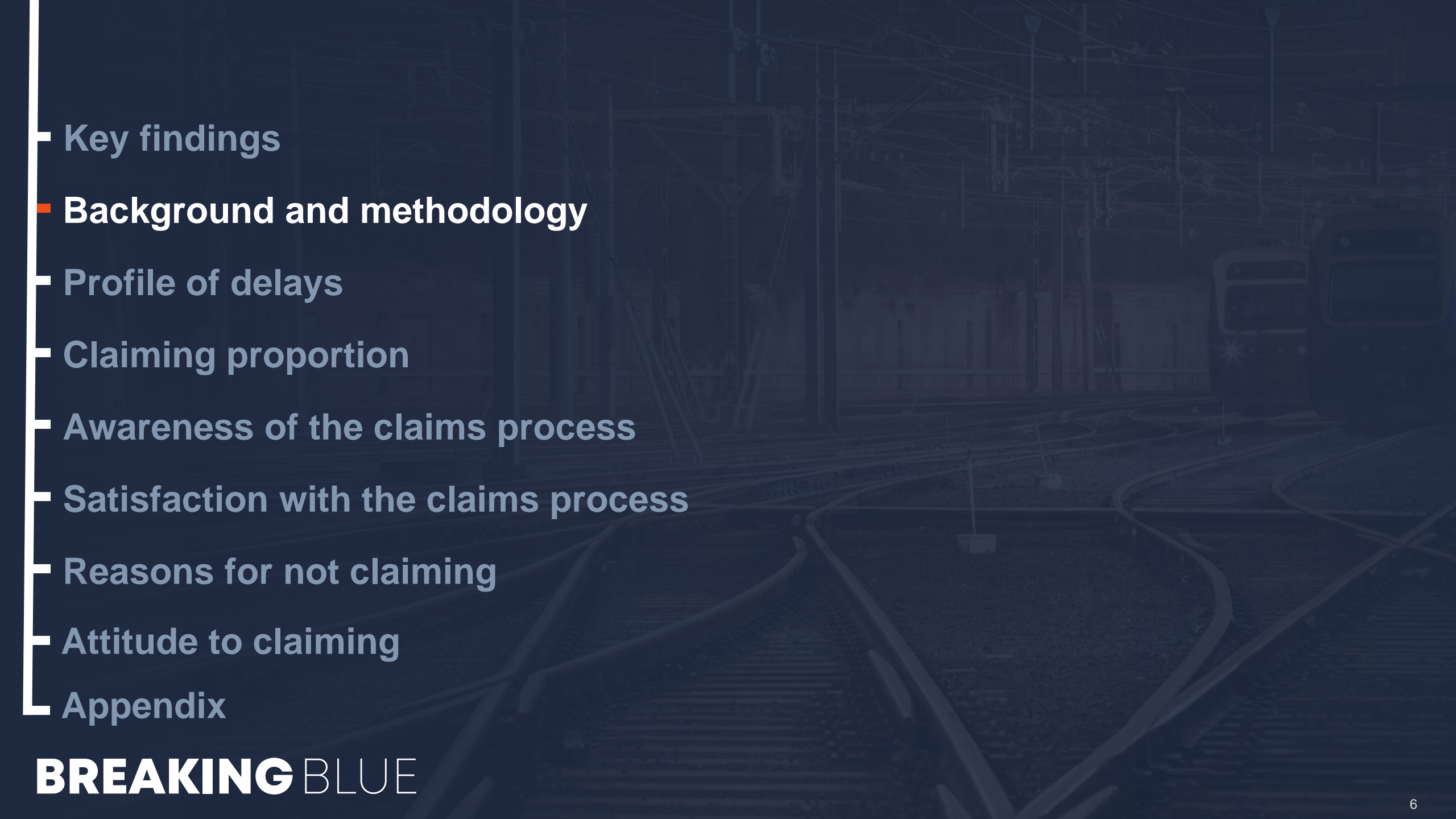
Differences noted are compared to 2018 results

Satisfaction with claims process – 2016, 2018 and 2020 comparison

Satisfaction with the claims process sharply improved in 2018 and has continued to improve in 2020, although not as dramatically as in 2018. The only measure that has declined in 2020 is satisfaction with the speed of response which has decreased significantly compared to 2018.



Q32 How satisfied were you with each of the following aspects of your compensation claim?
Base = varies, 970 to 1,257 in 2020, 811 to 1,260 in 2018, 1,263 in 2016 (Had eligible delay and made a claim)

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Passenger compensation schemes

About Delay Repay

- Introduced in 2007 and rolled out as new franchises are awarded. Nearly all train operating companies (TOCs) now use this regime.
- Delay Repay offers a standard entitlement to compensation across all train companies for delays of 30 minutes or more.
- Some TOCs also offer compensation for delays of 15 to 29 minutes, the number of TOCs offering this scheme has increased from just **8** in 2018 to **17** in 2020.
- The Delay Repay scheme covers tickets on all types of journey including season tickets. There are no exclusions due to the cause of the delay.

TOCs offering Delay Repay 15

- Abellio Greater Anglia (including Stansted Express)
- East Midlands Railway
- Great Western Railway (excluding monthly or longer season ticket holders)
- South Western Railway (including Island Line)
- Southern
- Avanti West Coast (previously Virgin Trains West Coast)
- Transport for Wales
- Gatwick Express
- Heathrow Express
- Northern
- Thameslink
- West Midlands Railway
- c2c
- Great Northern
- London Northwestern Railway
- Southeastern
- TransPennine Express



Background and objectives

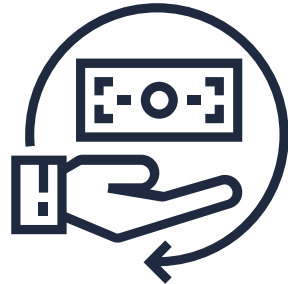
- In 2018, Breaking Blue on behalf of the Department for Transport, investigated the proportion of passengers claiming, satisfaction with the claims process, and what might encourage more passengers to claim. Transport Focus managed this work on behalf of the DfT.
- Since 2018 more train companies offer Delay Repay 15 (DR15) and also increased payment of automated one-click compensation.
- The DfT commissioned Transport Focus to manage a further wave of this research in February 2020.
- The objectives of the project were to:



Measure the incidence of delays when travelling by train



Measure the proportion of eligible passengers claiming compensation



Measure passengers' experiences of claiming compensation



Understand why passengers didn't claim compensation



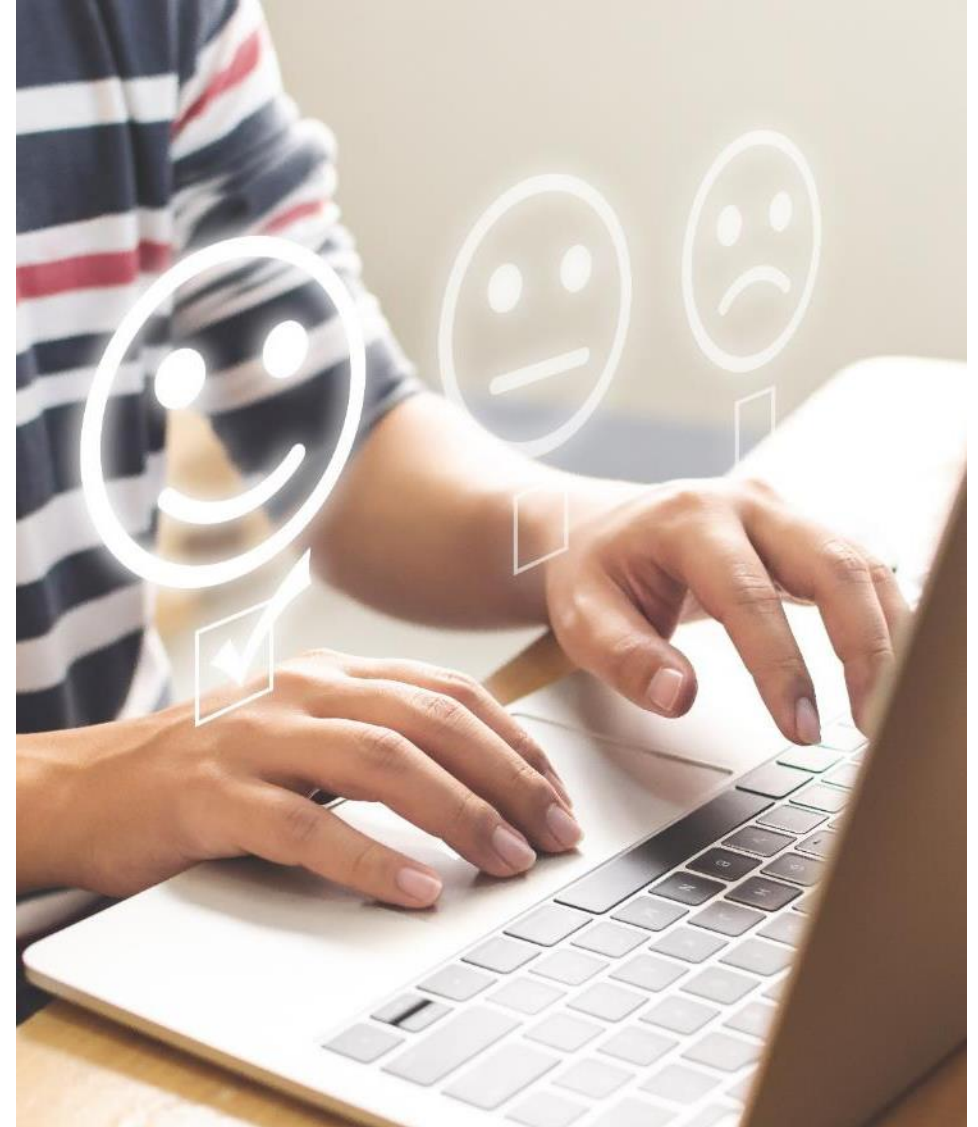
Provide information at TOC level where possible



Enable tracking against the 2018 and 2016 research studies

Methodology

- The methodology was consistent with the previous two waves in 2018 and 2016, with data collected via an online quantitative survey.
- Respondents were recruited by email invite from a consumer web panel maintained by Dynata.
- There were two elements of the online fieldwork:
 - The main survey was asked of a stratified random sample of 11,656 with targets set by age, gender and region to represent the total population of rail passengers. Of the 11,656 rail passengers just over 4,000 interviews were achieved who had experienced a DR15 or DR30 eligible delay in the last six months.
 - A short questionnaire was asked to around 750 passengers who had not experienced an eligible DR15 or DR30 delay to understand their attitudes to current compensation policies and processes.
- Interviewing was undertaken during March and April 2020 – consistent with the fieldwork periods across all waves of the research.
- The potential impact of Covid-19 on the research was considered and it was decided that as people are asked about delays over the last 6 months and then interviewed about their last delay, Covid-19 would not have a significant impact on results.
- Further detail on the methodology is available on request.



Weighting

1

Population estimates

Data from the National Travel Survey (NTS) and the 2018 Mid-year Population Estimates was used to model the population of rail users.

The population was divided into 132 cells based on gender, six age categories and 11 territories: 9 English regions, plus Scotland and Wales.

2

Sample targets

Interlocking targets were set for each of these cells, matching the proportion of rail users they account for.

Targets were separately set for the number of delayed passengers for each train operating company (TOC) to ensure robust numbers for analysis purposes and broadly based on TOC performance since 2018.

3

Weighting

Once interviewing was completed, the results were weighted by age, gender and region interlocked so that the sample matched the population of rail users.

As the response profile was very close to the NTS target proportions, very low weights were applied.

Respondent demographics

The weighting scheme efficiency was 98.5%, indicating a very small amount of variance between the targets and actual proportions achieved.

Target sample mix (from NTS and Mid-year Population Estimates)

Gender	16-34	35-54	55+
Male	17%	17%	14%
Female	18%	19%	16%

Main survey response – unweighted

Gender	16-34	35-54	55+
Male	16%	17%	15%
Female	17%	18%	16%

Target sample mix (from NTS and Mid-year Population Estimates)

Region	%
North East	3%
North West	11%
Yorkshire and the Humber	8%
East Midlands	6%
West Midlands	8%
East	10%
London	16%
South East	17%
South West	7%
Wales	5%
Scotland	9%

Main survey response – unweighted

Region	%
North East	4%
North West	11%
Yorkshire and the Humber	8%
East Midlands	6%
West Midlands	8%
East	10%
London	17%
South East	17%
South West	7%
Wales	5%
Scotland	8%

Interviews achieved (unweighted) with those who had experienced a DR15 or DR30 eligible delay in the last six months

TOC	Completed	TOC	Completed
Abellio Greater Anglia (including Stansted Express)	240	London North Eastern Railway (LNER)	215
Avanti West Coast (previously Virgin Trains West Coast)	294	London Overground	103
c2c	112	Merseyrail	40
Caledonian Sleeper	8	Northern	295
Chiltern Railways	46	ScotRail	175
CrossCountry	170	South Western Railway (including Island Line)	295
East Midlands Railway	195	Southeastern	235
Gatwick Express	47	Southern	274
Grand Central	32	TfL Rail	59
Great Northern	190	Thameslink	155
Great Western Railway	280	Transport for Wales	170
Heathrow Express	20	TransPennine Express	174
Hull Trains	16	West Midlands Railway	180
London Northwestern Railway	109	TOTAL	4,129

And 750 rail users in last 6 months who had not experienced an eligible delay.

How to read the report

For ease of reading, symbols are used throughout the report to denote coverage and significant differences.



Most recent delay



Delay Repay 30 (DR30)



Delay Repay 15 (DR15)

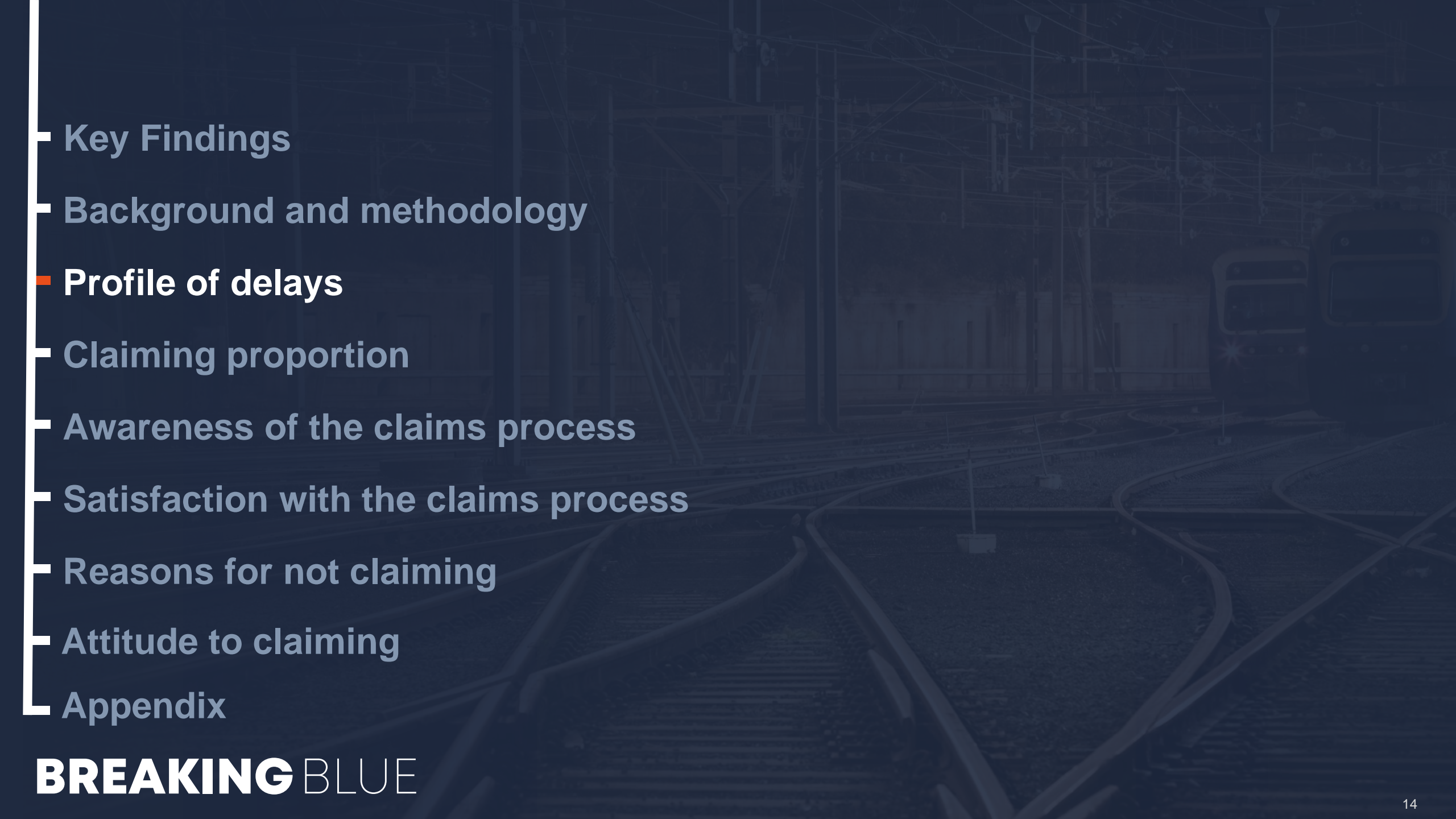


**Significant increase
at the 5% level**



**Significant decrease
at the 5% level**



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Proportion of passengers delayed in last six months

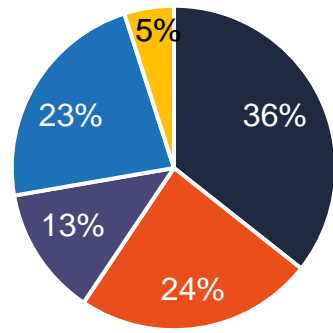


Almost half of passengers were delayed by 15 minutes or more, based on the 11,656 passengers who travelled by rail.

Delays experienced in the last six months whether eligible or not (relevant to DR15)

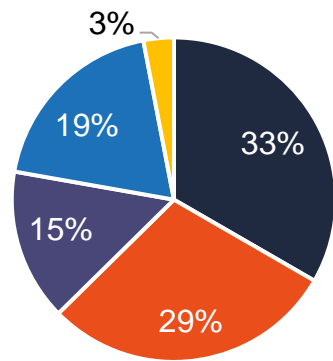


Number of 15 to 29 minute delays



- 1 delay
- 2 delays
- 3 delays
- 4+ delays
- Don't know/ can't remember

Number of 30 minute + delays



- 1 delay
- 2 delays
- 3 delays
- 4+ delays
- Don't know/ can't remember



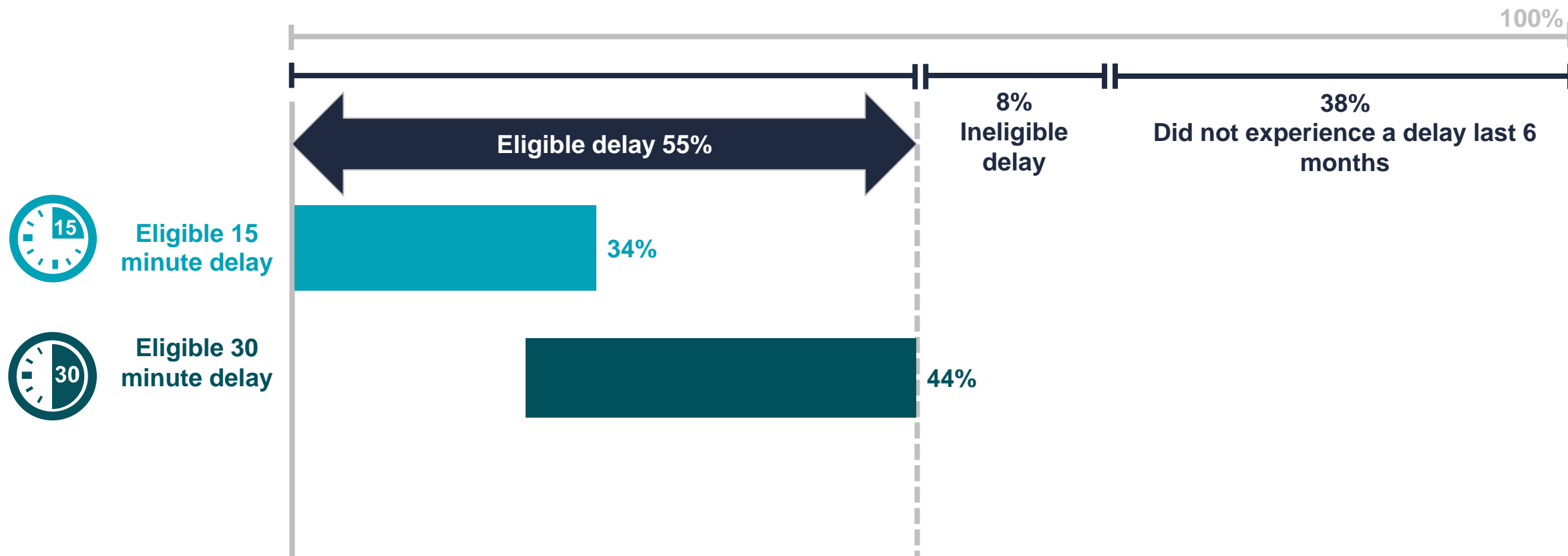
S5a In the last six months, have you been delayed 30 mins. or more on any train journeys?/ S5b Please still think about train travel. In the last six months, have you been delayed more than 15 minutes but less than 30 minutes on any train journeys? Base = 11,656 (All who made a journey by train)
Q1a How many 30 minutes or more delays have you had in the last six months? Base = 5,108 (Delayed by 30 mins. or more in last 6 months)
Q1b How many of these 15 minute but less than 30 minute delays have you had in the last six months? Base = 5,351 (Delayed by 15 to 29 mins. in last 6 months)



Proportion of passengers with eligible delays

55% of passengers had a delay eligible for compensation in the last six months. The extension of DR15 schemes added around 10% of passengers to the pool of passengers eligible to claim.

Eligible delays (under DR15 and DR30) experienced in the last six months



S7 Most recent eligible delay
Base = 11,656 (All who made a journey by train)

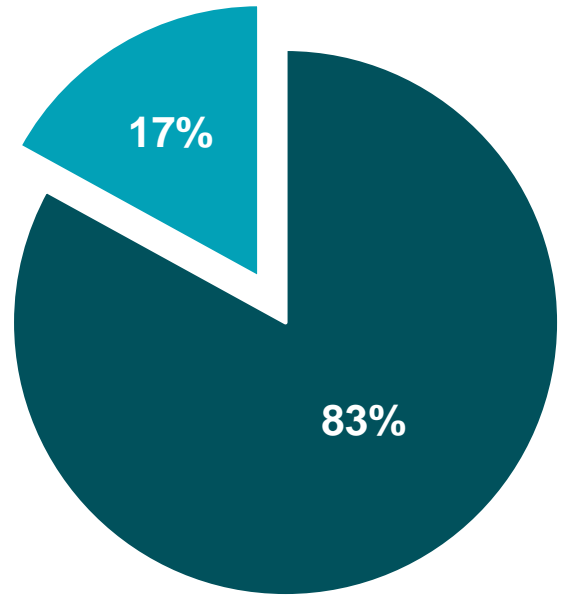
The most recent eligible delay – compensation scheme applying



When asked about the most recent eligible delay, DR15 was the compensation scheme 40% were eligible for. In 2018 DR15 comprised just 17% of eligible claims.

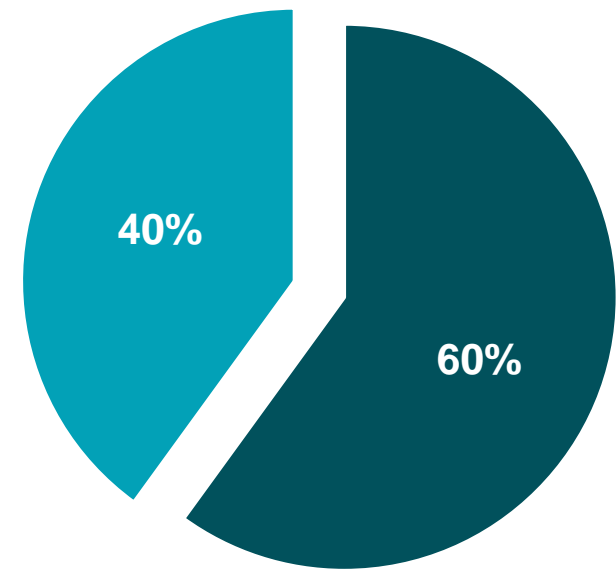
2018 – scheme applying for most recent eligible delay

- 30 minute delays eligible under DR30 scheme
- Exclusively eligible under DR15



2020 – scheme applying for most recent eligible delay

- 30 minute delays eligible under DR30 scheme
- Exclusively eligible under DR15

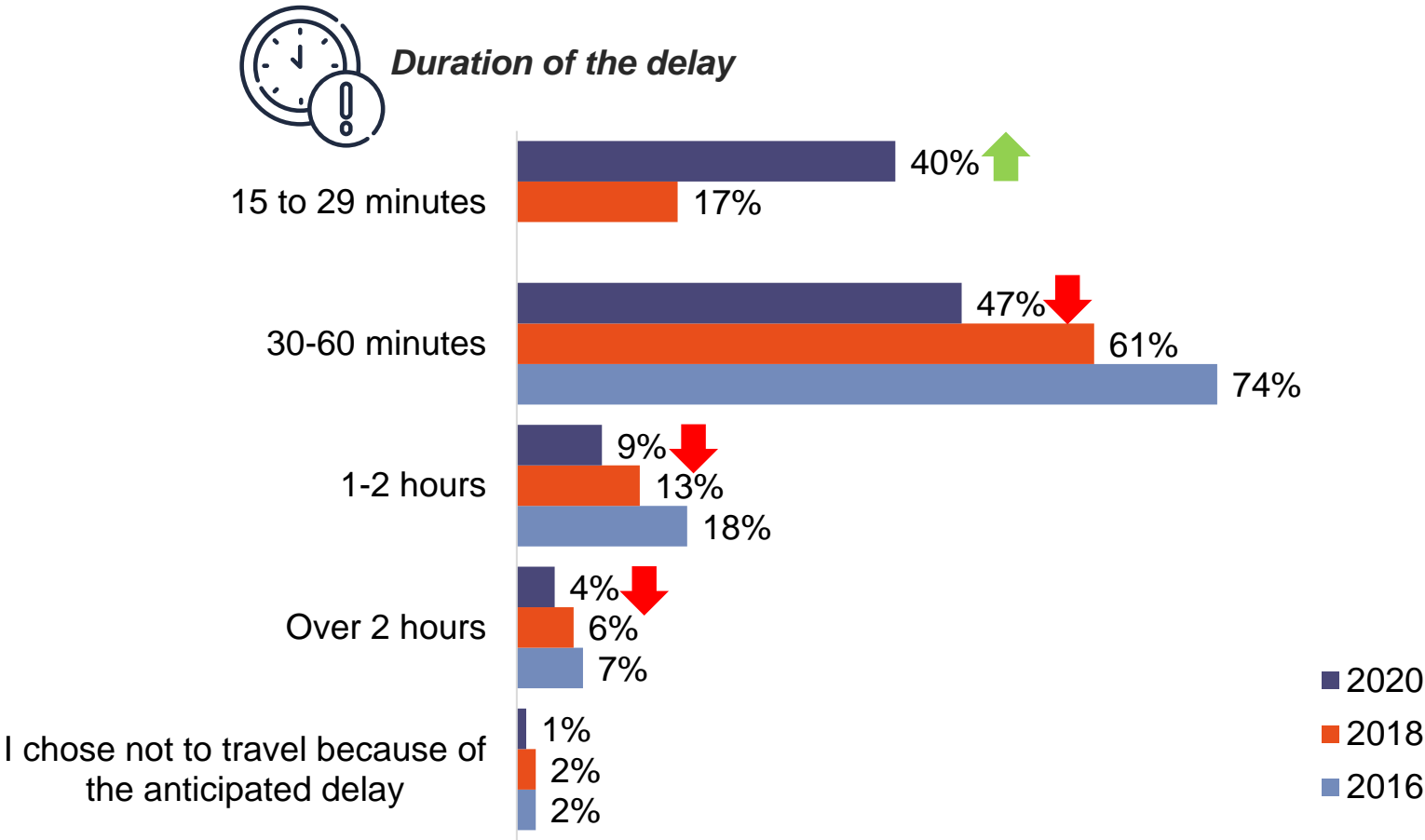


S7. Most recent delay – TOC. Base = 4,129 (All who experienced an eligible delay and could recall the TOC travelling on in 2020), 4,093 (2018)

Duration of the eligible delay



The majority of delays lasted less than an hour. However, a small number lasted over two hours and sometimes resulted in the passenger abandoning their trip.



Note that the significant differences are likely to be due to a significant increase in the number of TOCs offering DR15

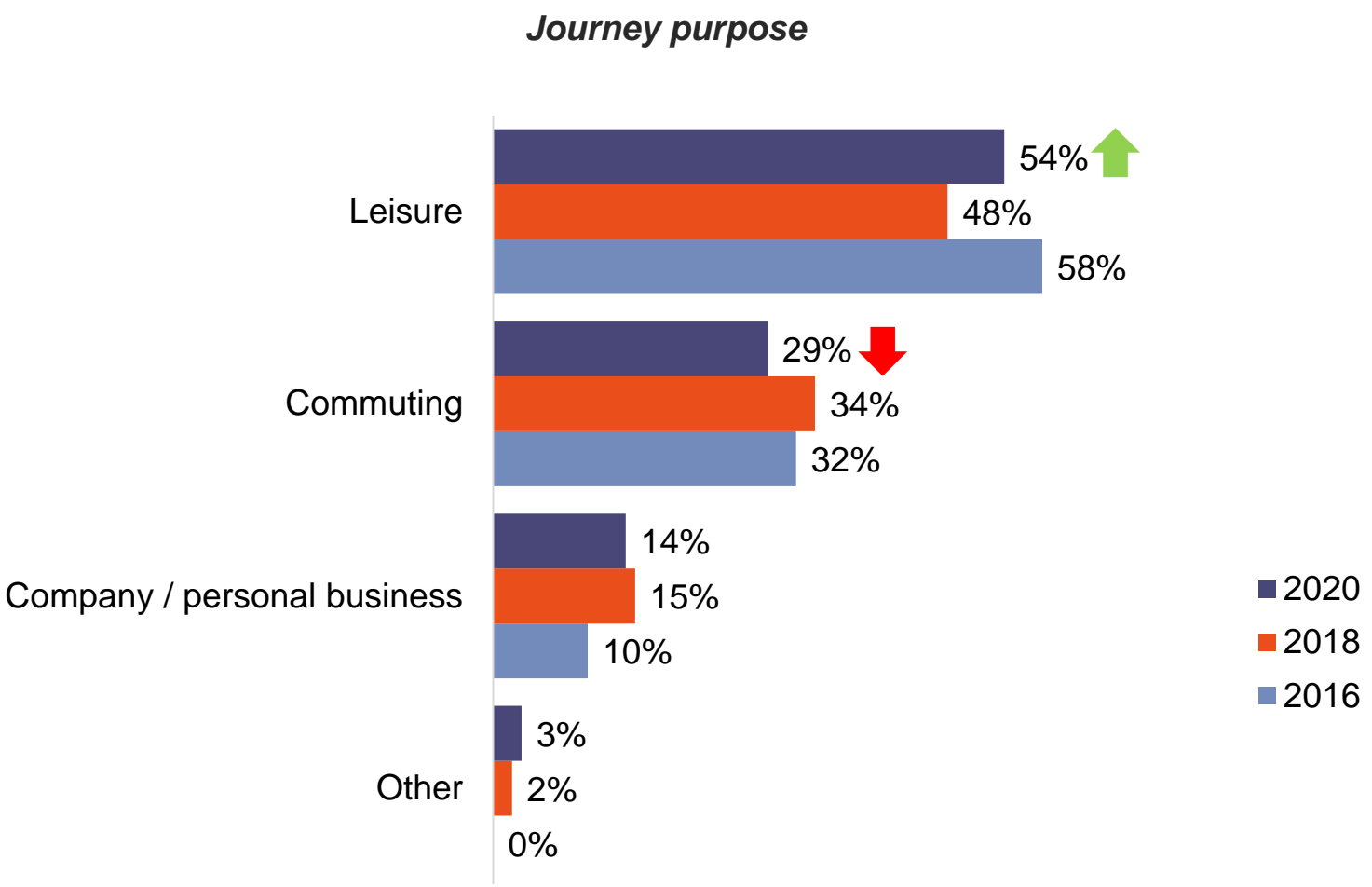
Q15 How long was the delay you experienced on that occasion?
Base = 4,129 (All who experienced an eligible delay in 2020), 4,093 (2018), 3,811 (2016)

Significantly different from 2018 ↑ ↓
NB: In 2020 and 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

Purpose of journey



As in previous waves of the research, the majority of passengers' most recent eligible delay occurred whilst making a leisure trip.



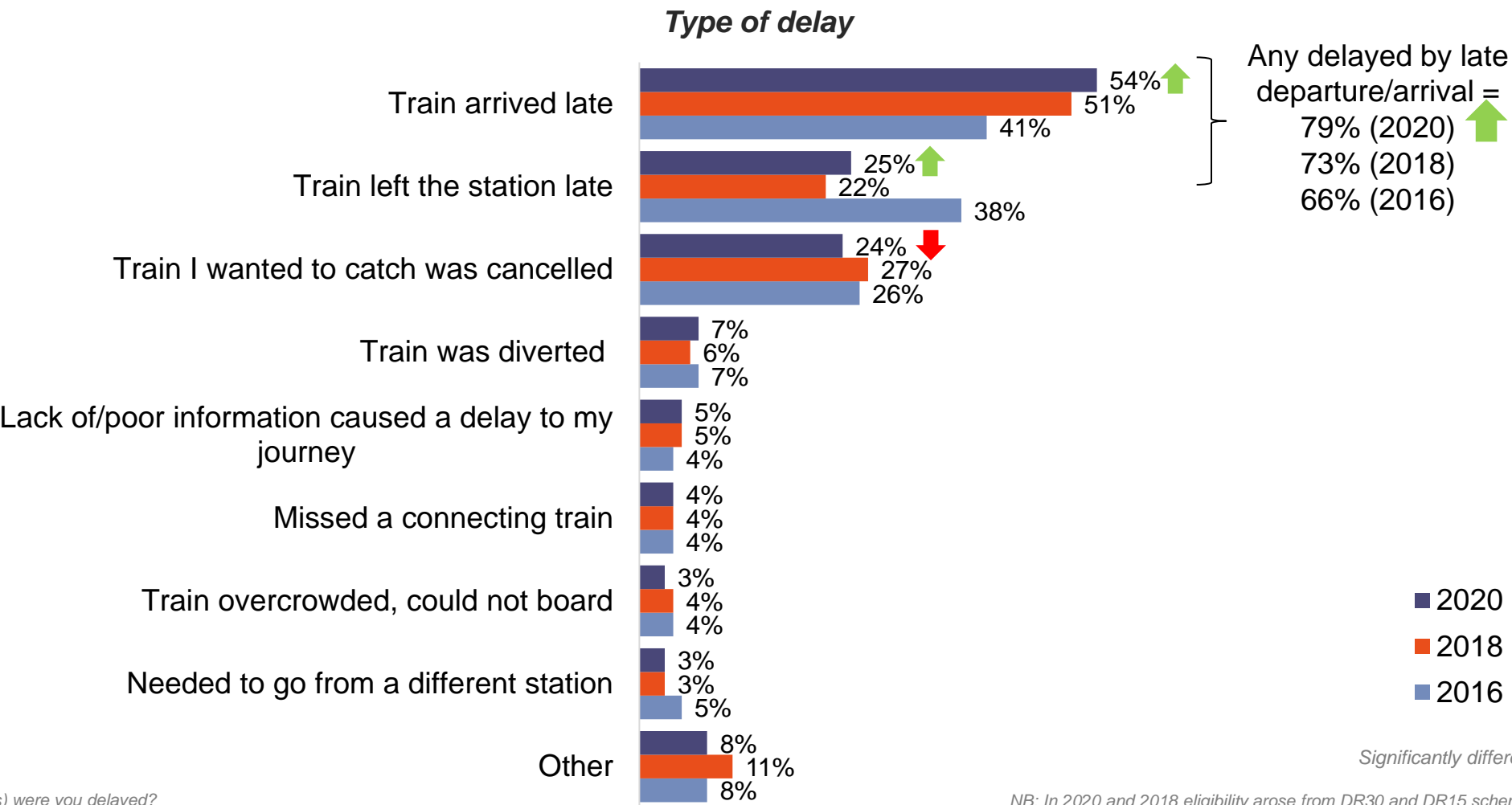
Q6 What was the main reason for making that journey?
Base = 4,129 (All who experienced an eligible delay in 2020), 4,093 (2018), 3,811 (2016)

Significantly different from 2018
NB: In 2020 and 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

Reason why delayed

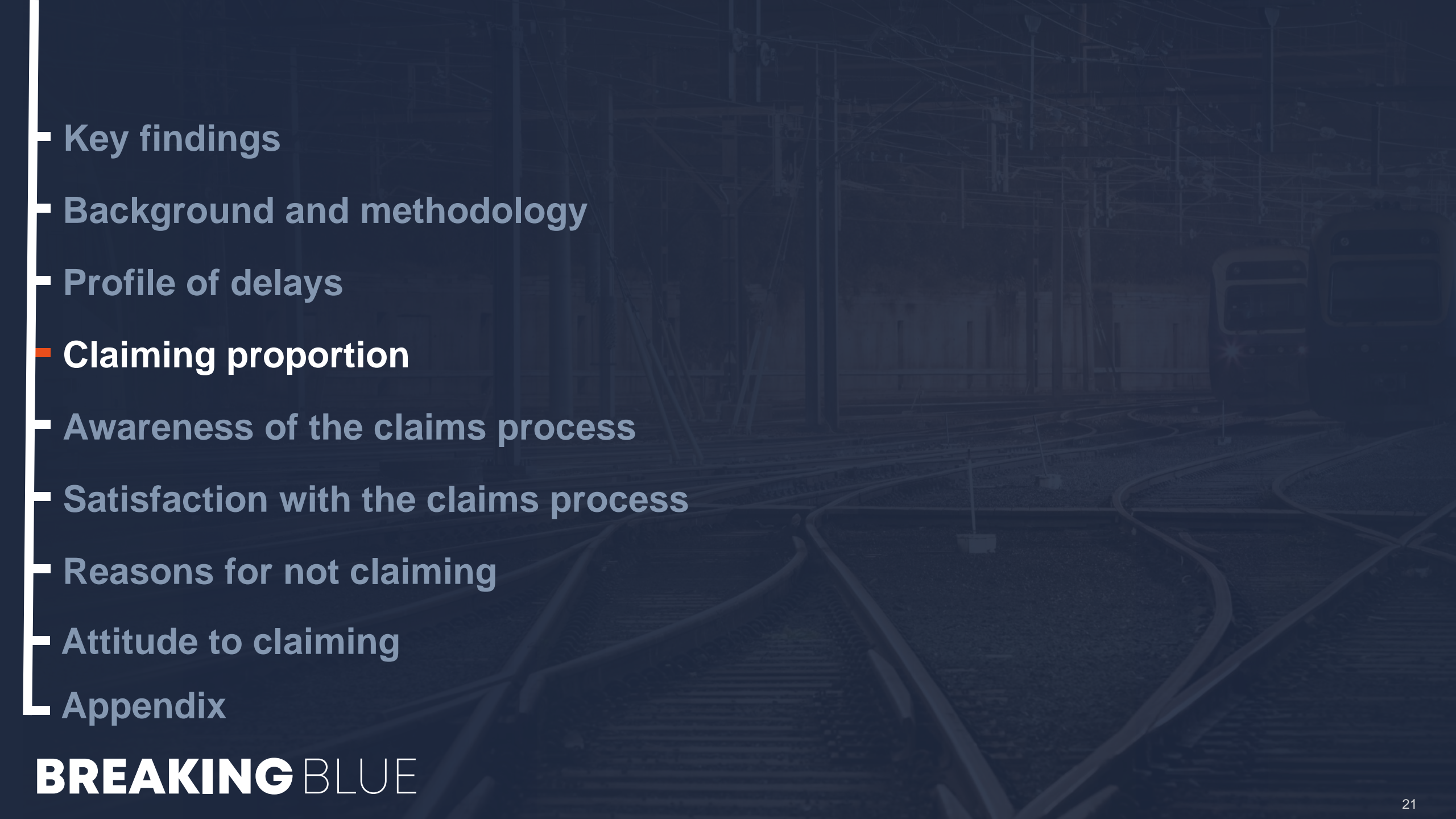


Similar to 2018 and 2016, most delays occurred due to late departure or arrival of a train; over half arrived late and a quarter left the station late.



Q16 In what way(s) were you delayed?
Base = 4,129 (All who experienced an eligible delay in 2020), 4,093 (2018), 3,811 (2016)

NB: In 2020 and 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30
NB: Multi-coded question

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Proportion of eligible delays claimed for



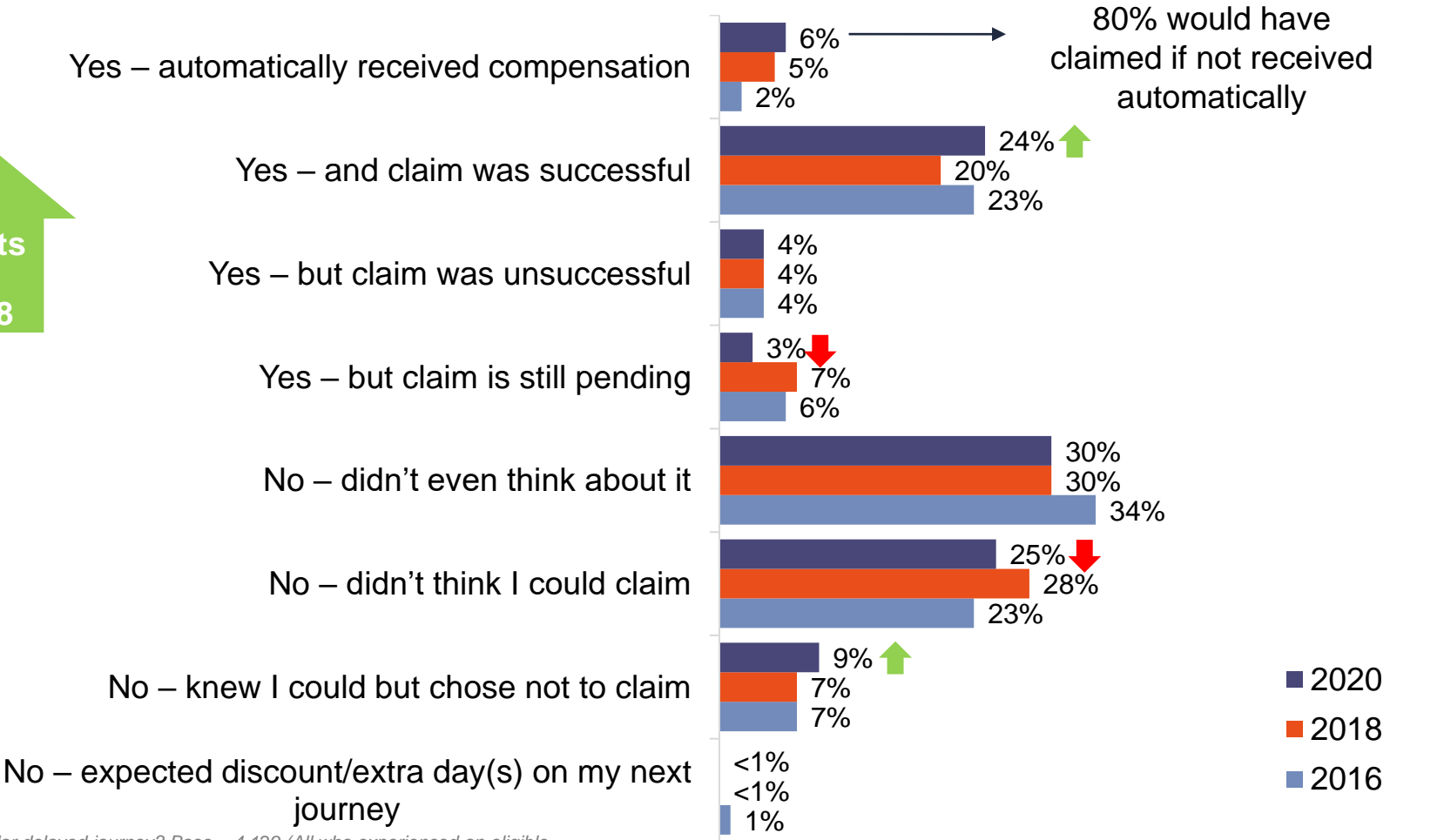
The overall proportion of passengers who claimed for their most recent eligible delay has slightly increased in 2020, with a significant increase in the claim rates for both DR30 and DR15 (see next slide).

37%
claimed in 2020



35% claimed in 2018

35% claimed in 2016



Q18 Did you claim/receive compensation or a refund for that particular delayed journey? Base = 4,129 (All who experienced an eligible delay in 2020), 4,093 (2018), 3,526 (2016)
Q19 If you did not get compensation automatically would you have claimed for that most recent delay? Base = 253 (Received automatic compensation)

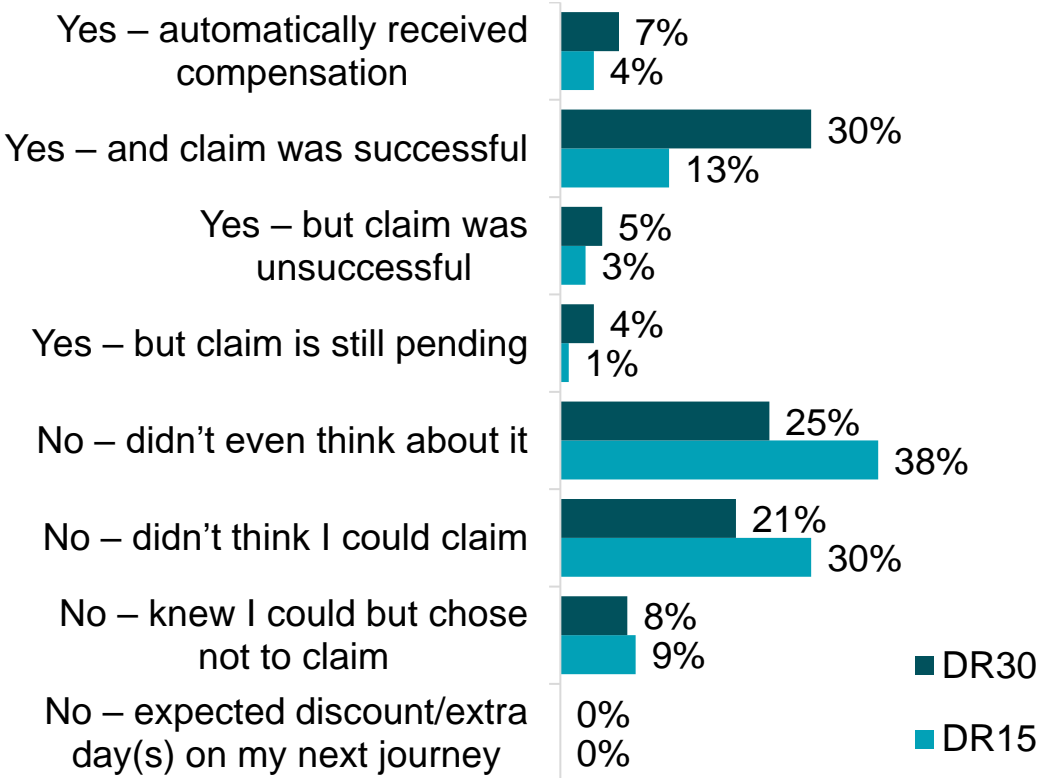
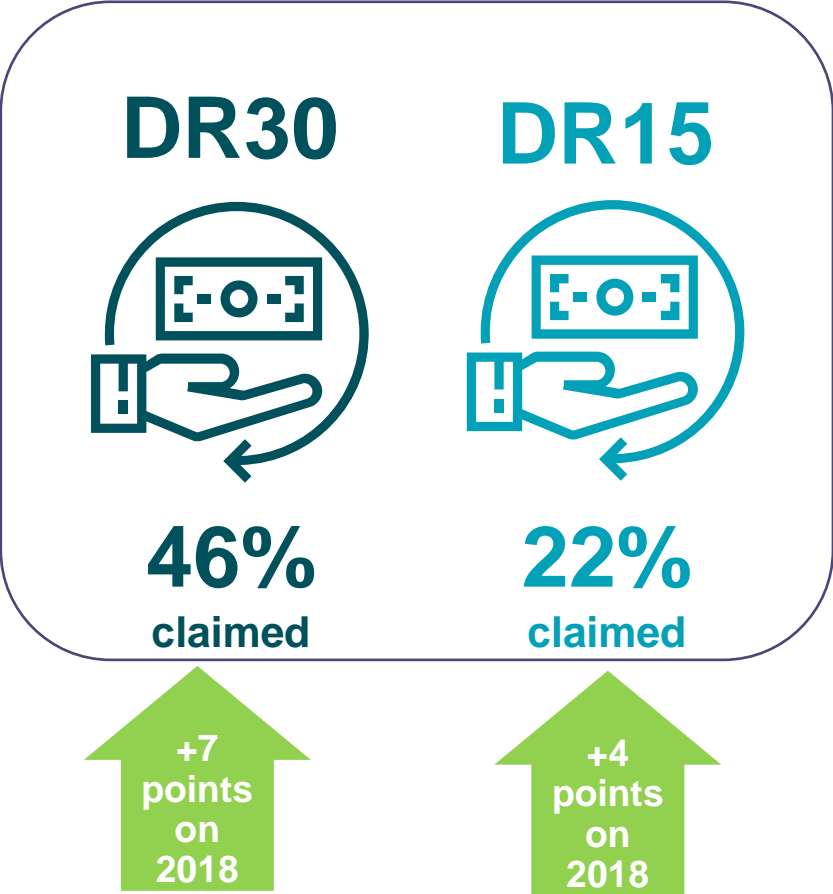
NB: In 2020 and 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

Proportion of passengers claiming under DR15 and DR30



Nearly half of passengers eligible under DR30 claimed for their most recent delay, significantly higher than the percentage who claimed under DR15. Those eligible under DR15 mostly didn't think about claiming or didn't think they could claim.

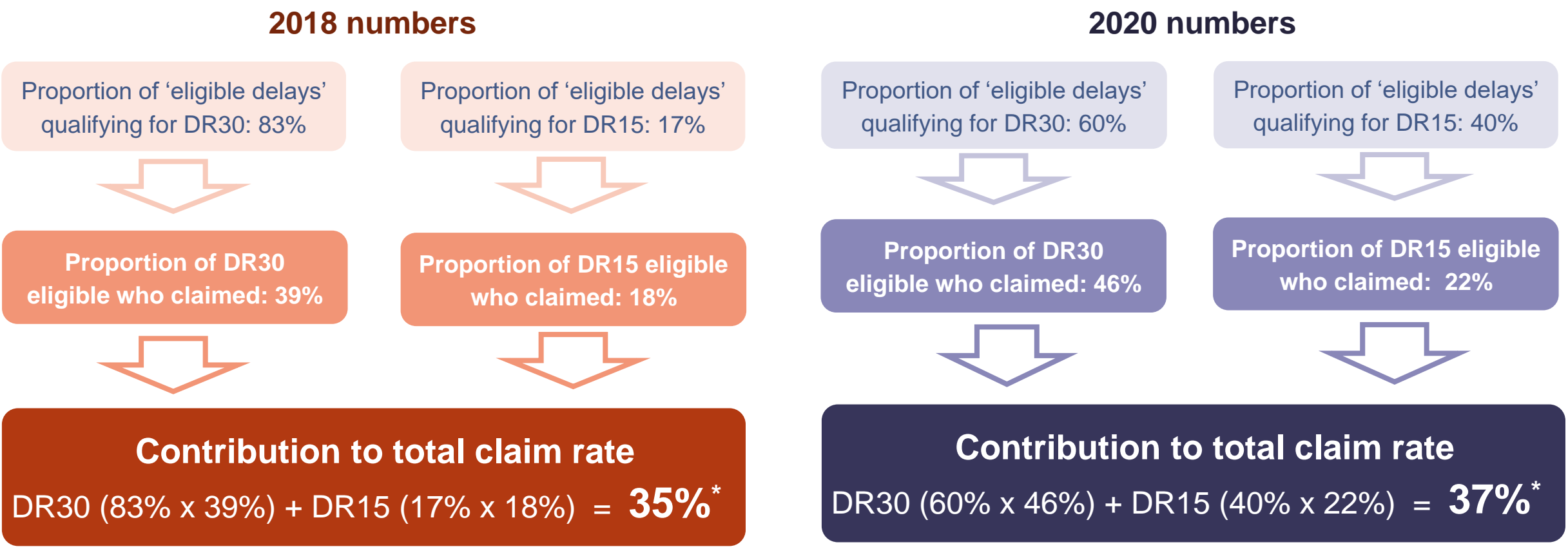
Compensation scheme - % claiming (total)



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = 2,486 (Most recent delay eligible under DR30), 1,643 (Eligible under DR15)

How the claim rate has increased

The effect of the increased proportion of claims eligible under DR15, that in themselves have a lower claiming rate, means the aggregate claim rate has increased less than the rise in the individual scheme claim rates.



** Calculated from the underlying full decimal values of 'proportion of eligible delays' and 'claiming rates' for each scheme and then rounded to the nearest whole number.*

Proportion of eligible delays claimed for – DR30



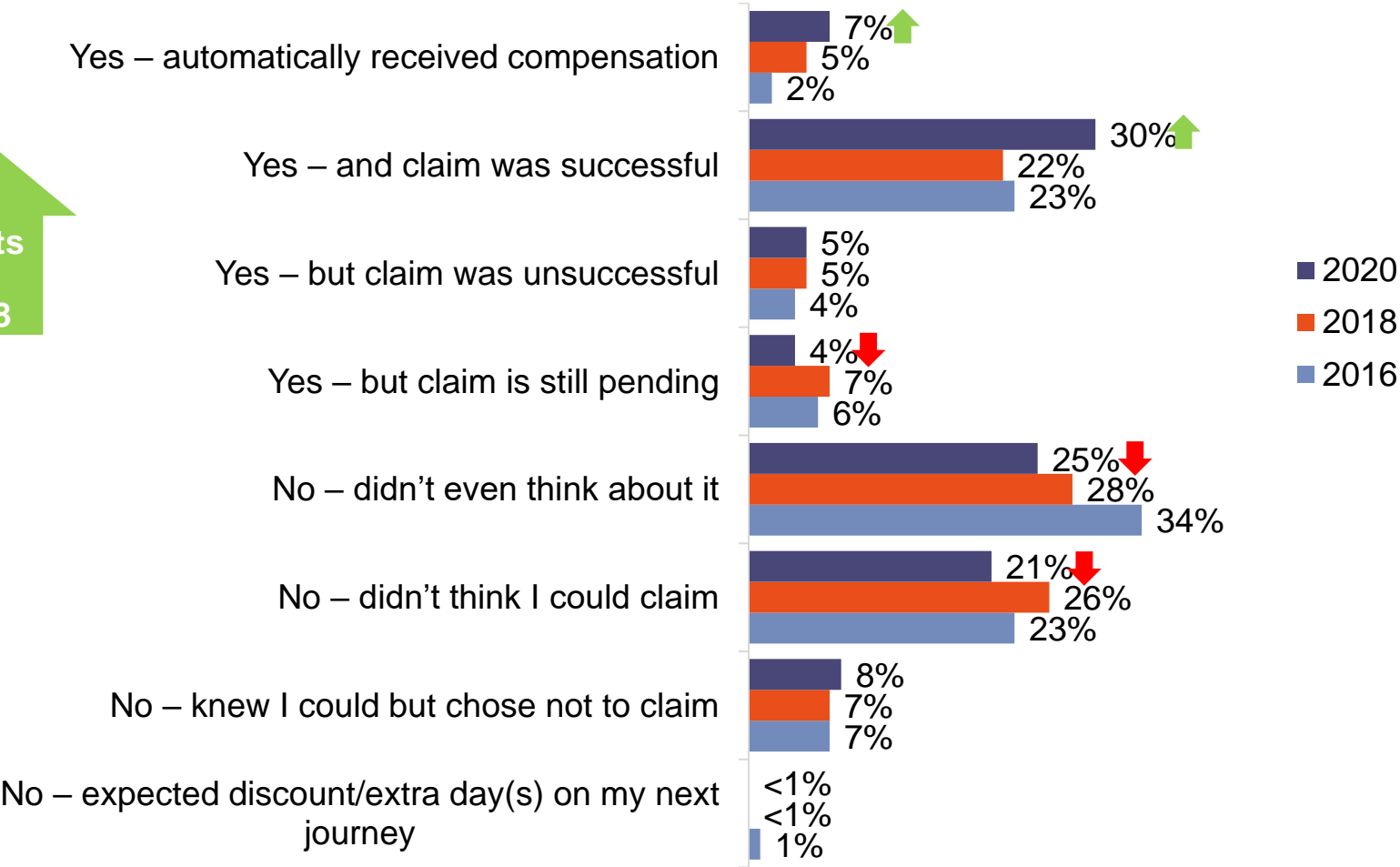
The overall proportion of passengers claiming for an eligible delay under DR30 has increased in 2020.

46% ↑
claimed in 2020

+7 points on 2018

39% claimed in 2018

35% claimed in 2016



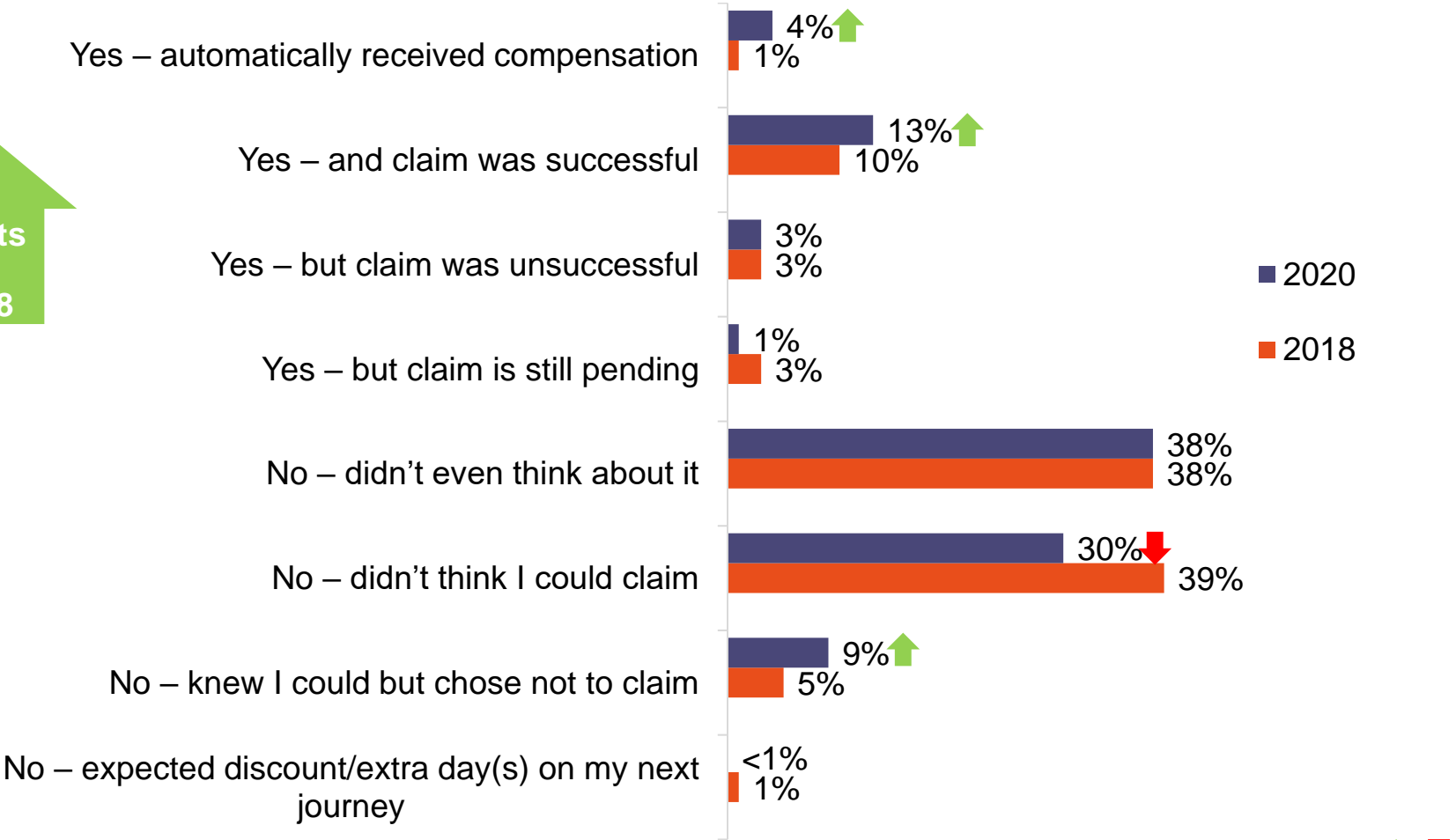
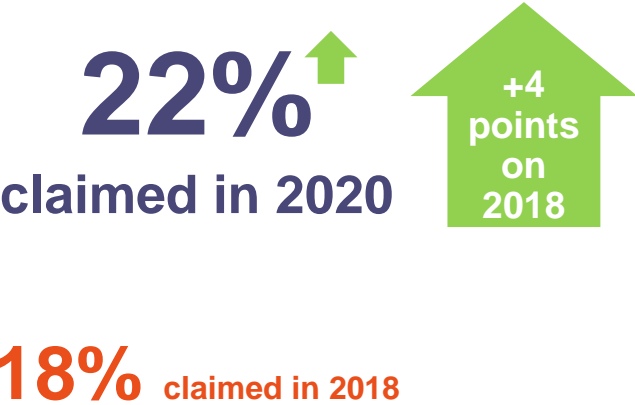
Significantly different from 2018 ↑ ↓

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = 2,486 (Most recent delay eligible under DR30 in 2020), 3,377 (2018), 3,526 (2016)

Proportion of eligible delays claimed for – DR15



The overall proportion of passengers claiming for an eligible delay under DR15 has increased in 2020.



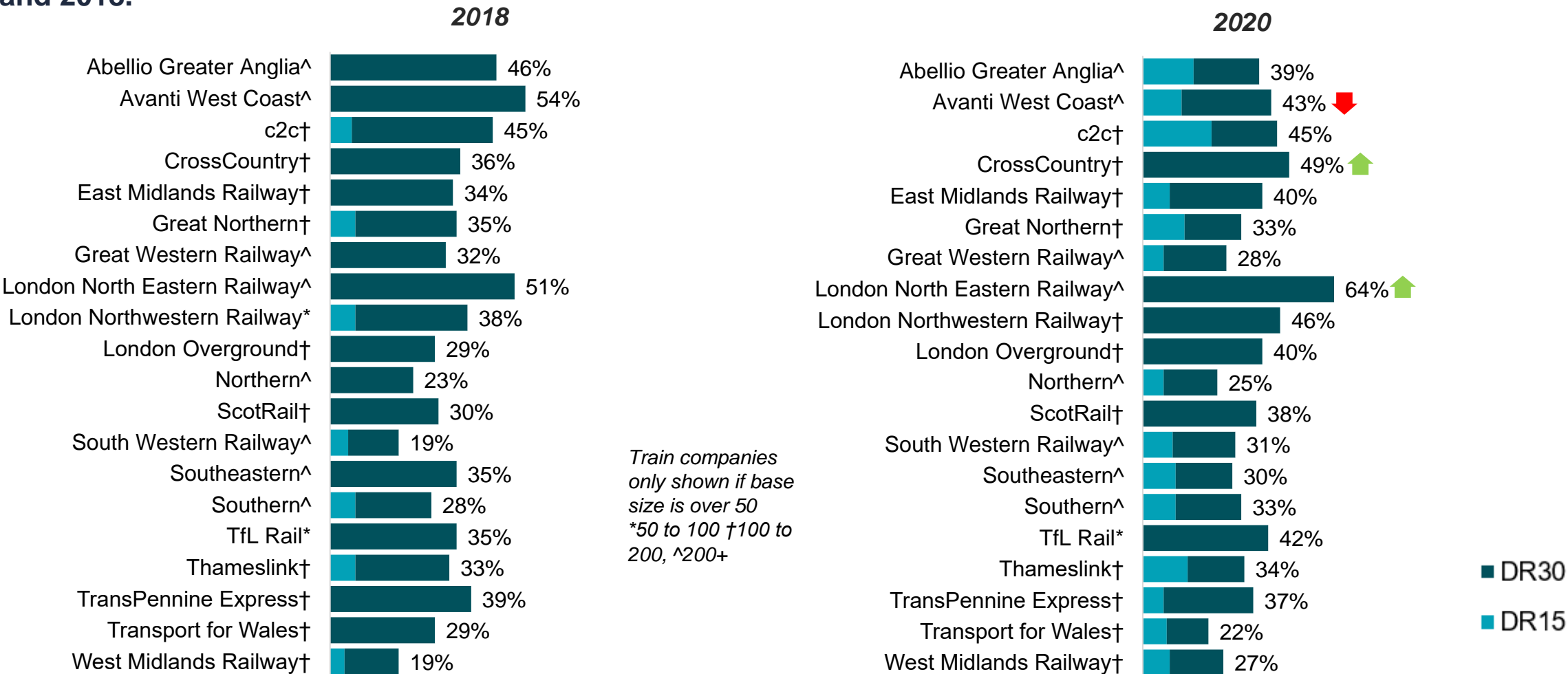
Significantly different from 2018 ↑ ↓

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = 1,643 (Most recent delay eligible under DR15 in 2020), 716 (2018)

Proportion claiming compensation – by TOC



The proportion of most recent eligible delays claimed varies by train company and there is no consistent trend between 2020 and 2018.



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = 4,129 (All who experienced an eligible delay in 2020), 4,093 (2018)

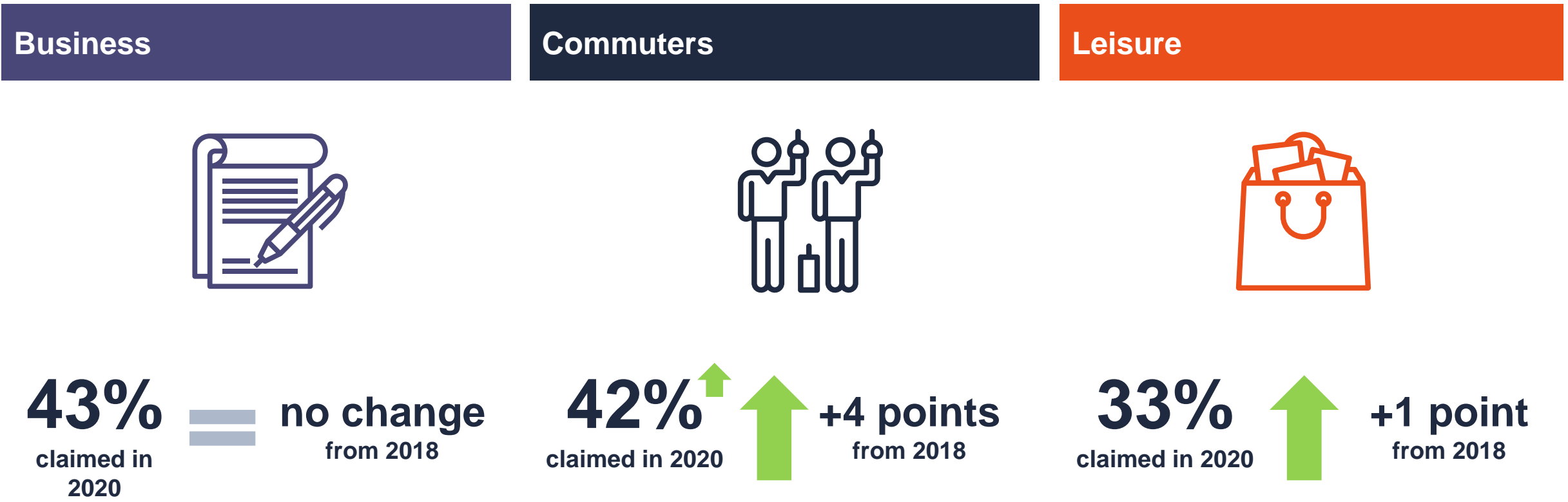
NB: There are a small number of significant differences but most of the data here varies due to low base sizes at TOC level

Significantly different from 2018 ↑ ↓

Proportion claiming compensation – by journey purpose



As was the case in 2018, business travellers and commuters were significantly more likely to claim than leisure travellers.



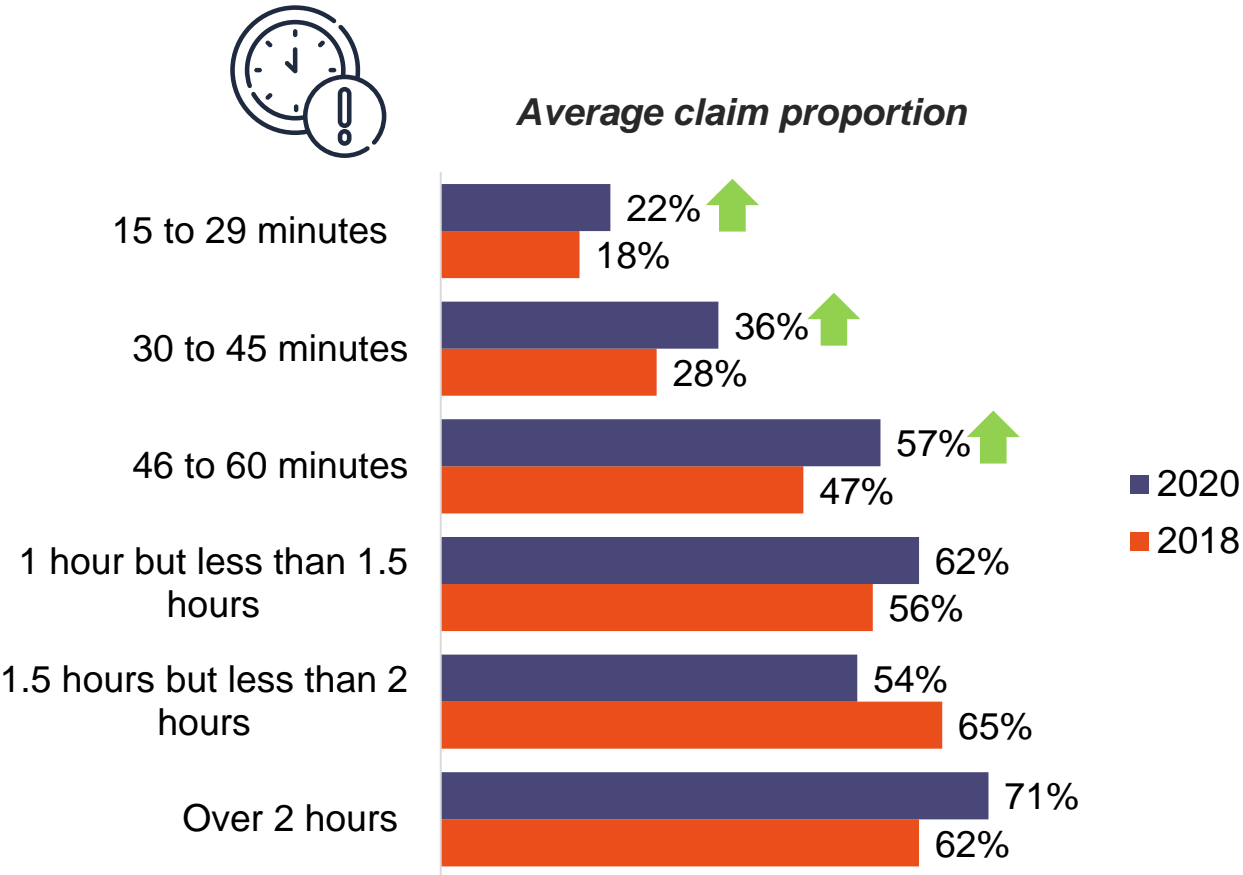
Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 325 business, 1,192 commuters, 2,503 leisure in 2020; 363 business, 1,398 commuters, 2,233 leisure in 2018

Significantly different from 2018  

Proportion claiming compensation – by delay length



The longer the delay the more likely passengers were to claim.



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 1,643 15 to 29 minutes, 1,420 30 to 45 minutes, 509 46 to 60 minutes, 267 1 hour but less than 1 ½ hours, 86 1 ½ hours but less than 2 hours, 159 over 2 hours, in 2020; 716 15 to 29 minutes, 1,861 30 to 45 minutes, 645 46 to 60 minutes, 385 1 hour but less than 1 ½ hours, 160 1 ½ hours but less than 2 hours, 248 over 2 hours in 2018

Significantly different from 2018 ↑ ↓

NB: Base of less than 100 in 2020 for 1.5 hours but less than 2 hours

Proportion claiming compensation – by ticket format

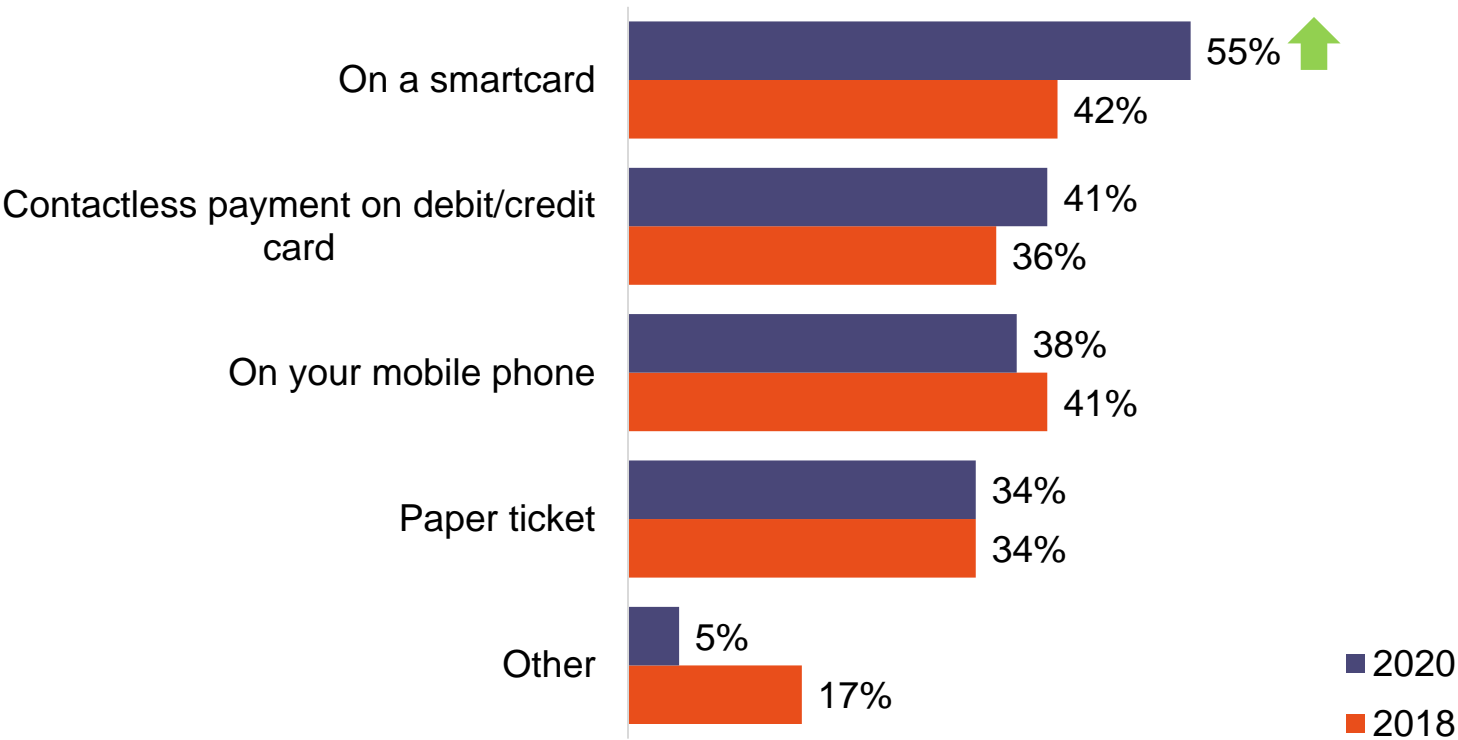


Those using smartcards or contactless payments were more likely to claim.



Ticket format - % claiming (total)

Among each group, the % receiving automated or automatic compensation



12%
8%
10%
6%
9%
5%
4%
1%
1%

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 405 smartcard, 369 contactless payment on debit/credit card, 723 mobile phone, 2,518 paper ticket, 75 other in 2020; 382 smartcard, 272 contactless payment on debit/credit card, 257 mobile phone, 3,054 paper ticket, 92 other in 2018

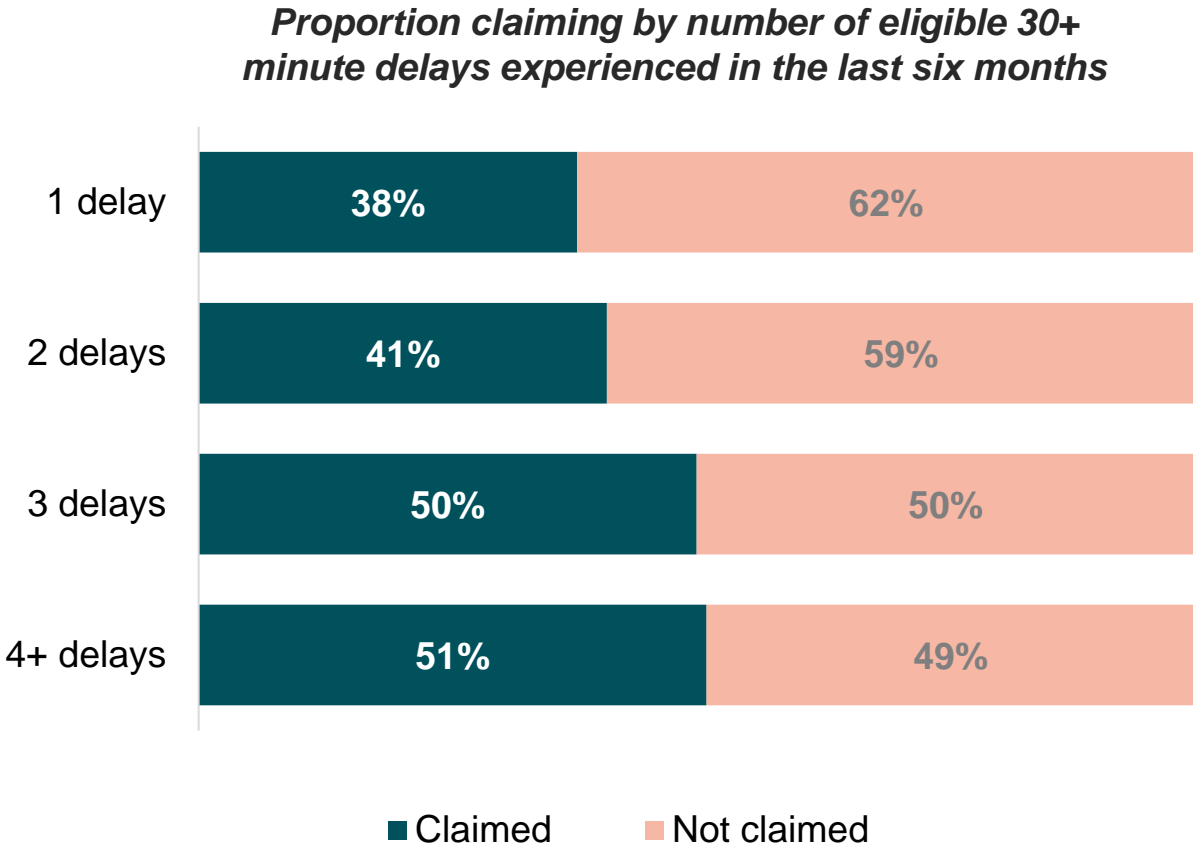
Significantly different from 2018

NB: Base of less than 100 in 2018 and 2020 for Other

Proportion claiming by number of 30 plus minute delays experienced



Passengers who in the last six months experienced three or more 30 minute plus eligible delays were more likely to claim compensation.



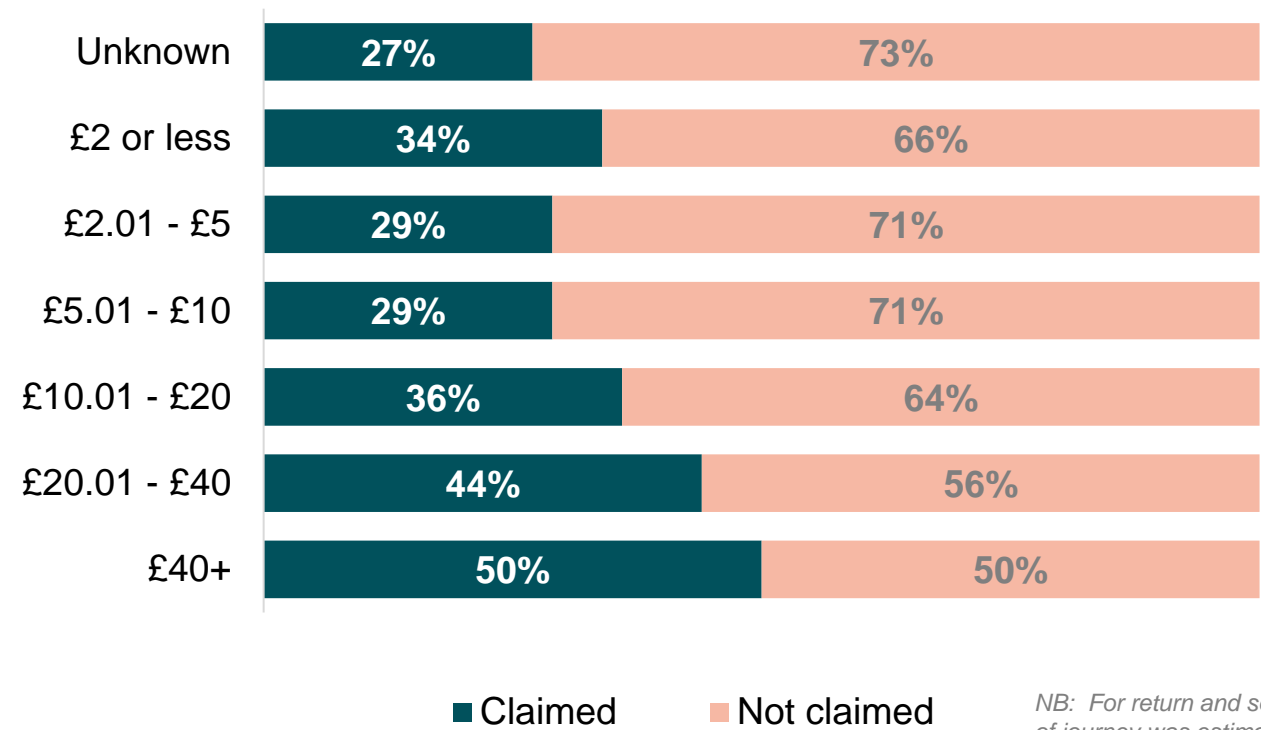
Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = 1,073 One delay, 1,003 2 delays, 494 3 delays, 634 4+ delays



Proportion claiming by cost of journey

Passengers spending more on their ticket were more likely to claim compensation.

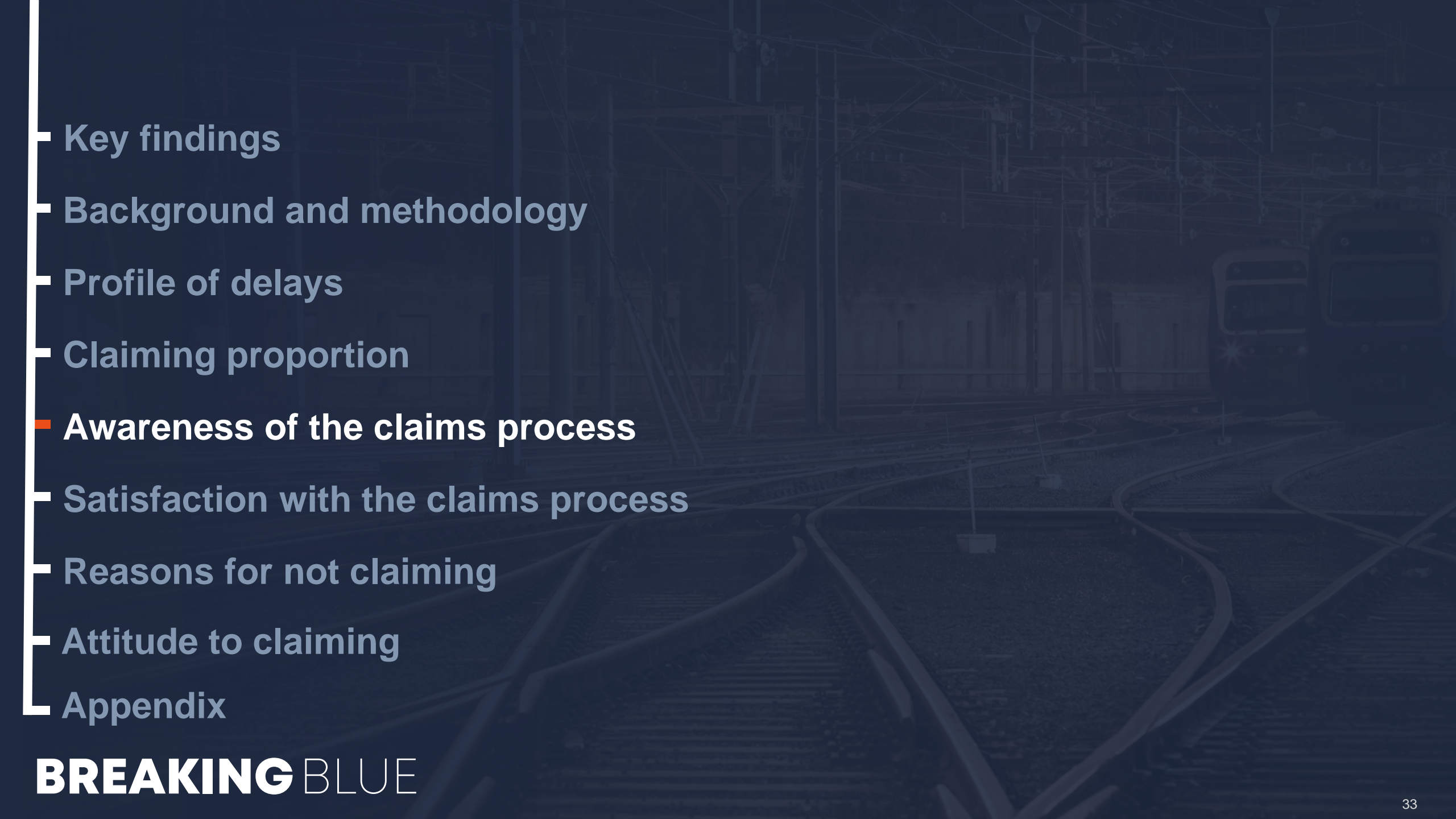
Proportion claiming by cost of journey



NB: For return and season the way cost of journey was estimated



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 361 unknown, 117 £2 or less, 412 £2.01 - £5, 689 £5.01 - £10, 1,320 £10.01 -£20, 664 £20.01 - £40, 566 £40+

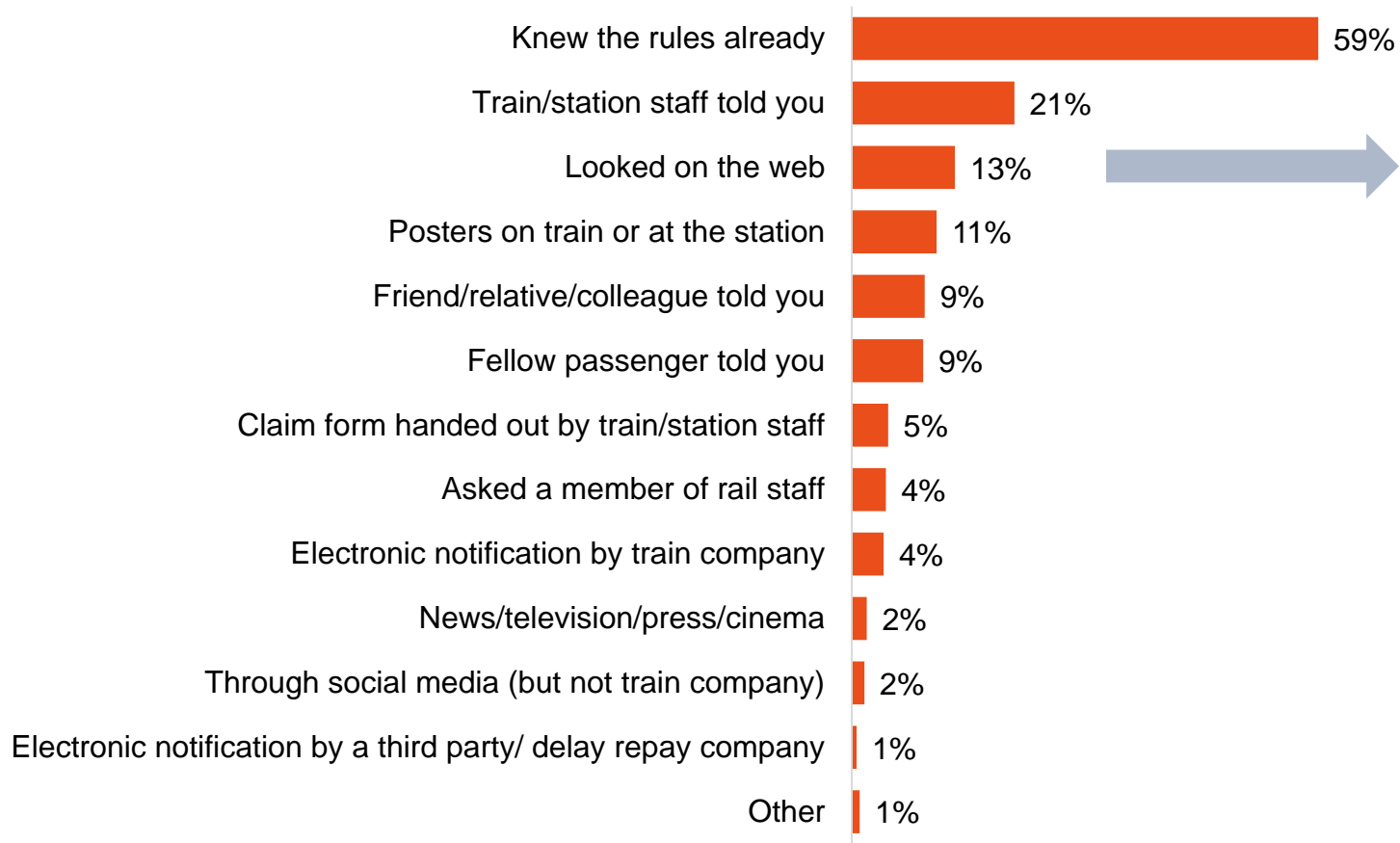
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Proportion aware they could claim



The majority of those eligible already knew the rules about claiming. Other key sources included train/station staff and the internet.

Means of finding out about claiming



The websites visited by the 13% who looked on the web

Train company's own website	68%
Ticket seller website	26%
Consumer website	19%
National Rail Enquiries	18%
Other transport organisation website (e.g. Transport Focus)	9%
Third party/Delay Repay company (e.g. RailRepay, RailBuddy)	3%
Other	1%

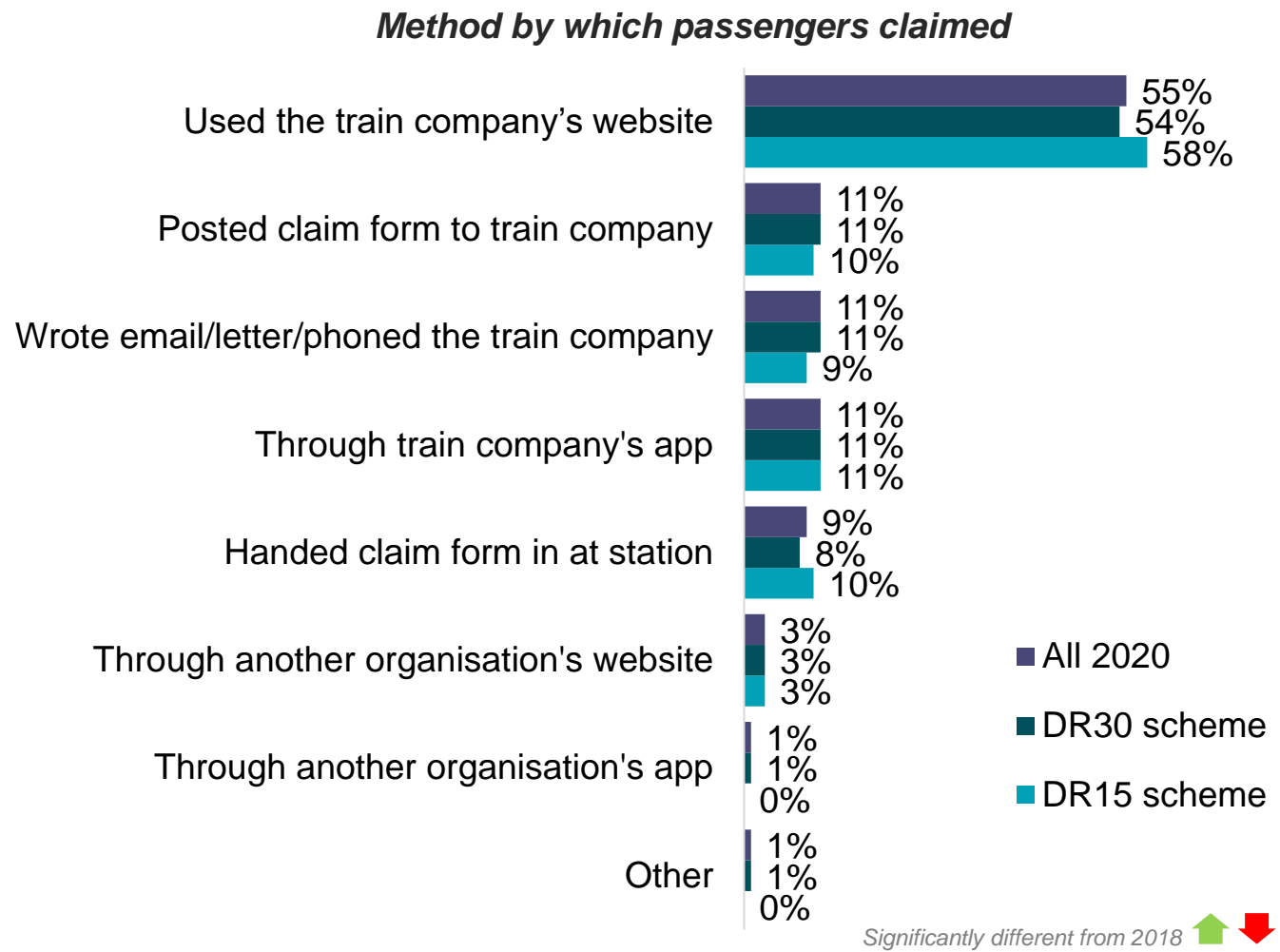
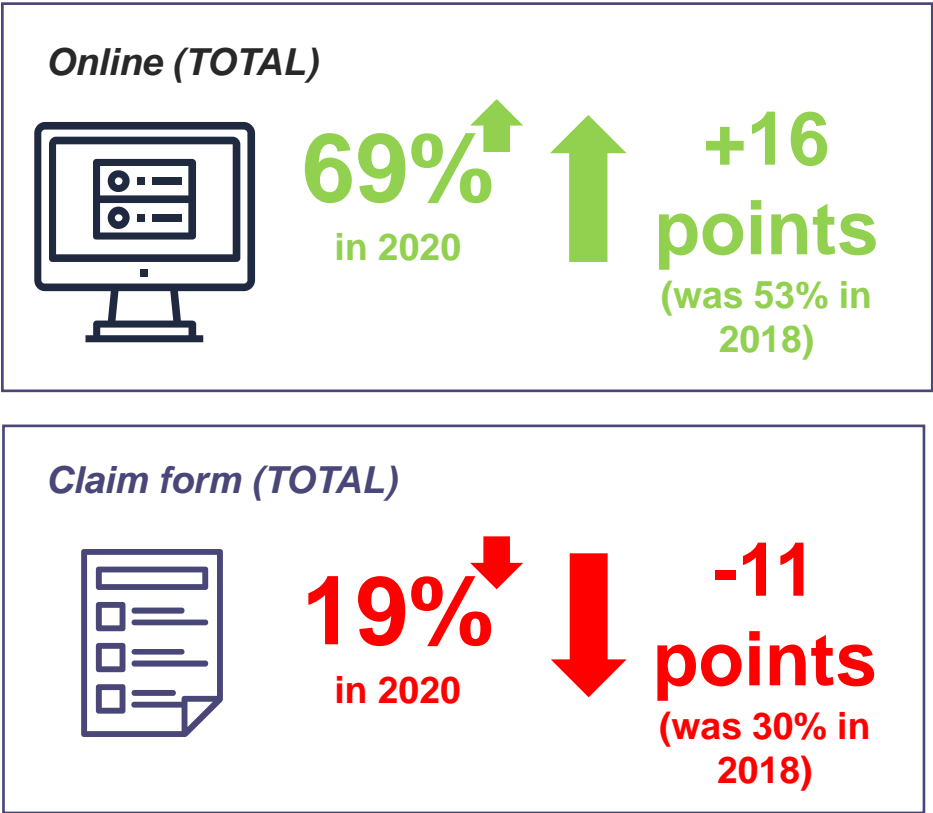
Q21 Which websites did you visit?
Base = 201 (Delayed by 30 mins. or 15 to 29 mins. in last 6 months and sought information online) NB: Multi-coded question

Q20 How did you find out you could claim for that delay?
Base = 1,619 (Had eligible delay and aware they could claim) NB: Multi-coded question

Means of making a claim



Significantly more passengers claimed online than in 2018. Roughly the same proportion went online to claim under DR15 and DR30 schemes.



Q27 How did you apply for compensation?
Base = 1,257 (Had eligible delay and made a claim in 2020), 1,260 (2018)
964 (Most recent delay eligible under DR30), 293 (Most recent delay eligible under DR15)

Significantly different from 2018  



Acknowledging the claim is being processed

The proportion who received an acknowledgement in 2020 has improved since 2018, particularly for Great Western Railway (up by 14 points).

Proportion who received acknowledgement of claim being processed



Acknowledgement received by train company

TOC	2016	2018	2020	Improvement
Great Western Railway	26%*	68%*	82%*	14 points ↑
CrossCountry	33%*	72%*	80%*	8 points
South Western Railway	-	82%*	86%*	4 points
East Midlands Railway	-	74%*	77%*	3 points
Southeastern	44%*	86%*	89%*	3 points
Avanti West Coast (previously Virgin Trains West Coast)	52%†	81%†	83%†	2 points
Southern	38%*	79%*	80%*	1 point
London North Eastern Railway (previously Virgin Trains East Coast)	58%†	83%†	83%*	0 points
Abellio Greater Anglia	40%†	73%*	71%*	-2 points

Train companies only shown if base size is over 50 in 2018 and 2020
*50 to 100 †100 to 200, ^200+

Significantly different from 2018 ↑ ↓

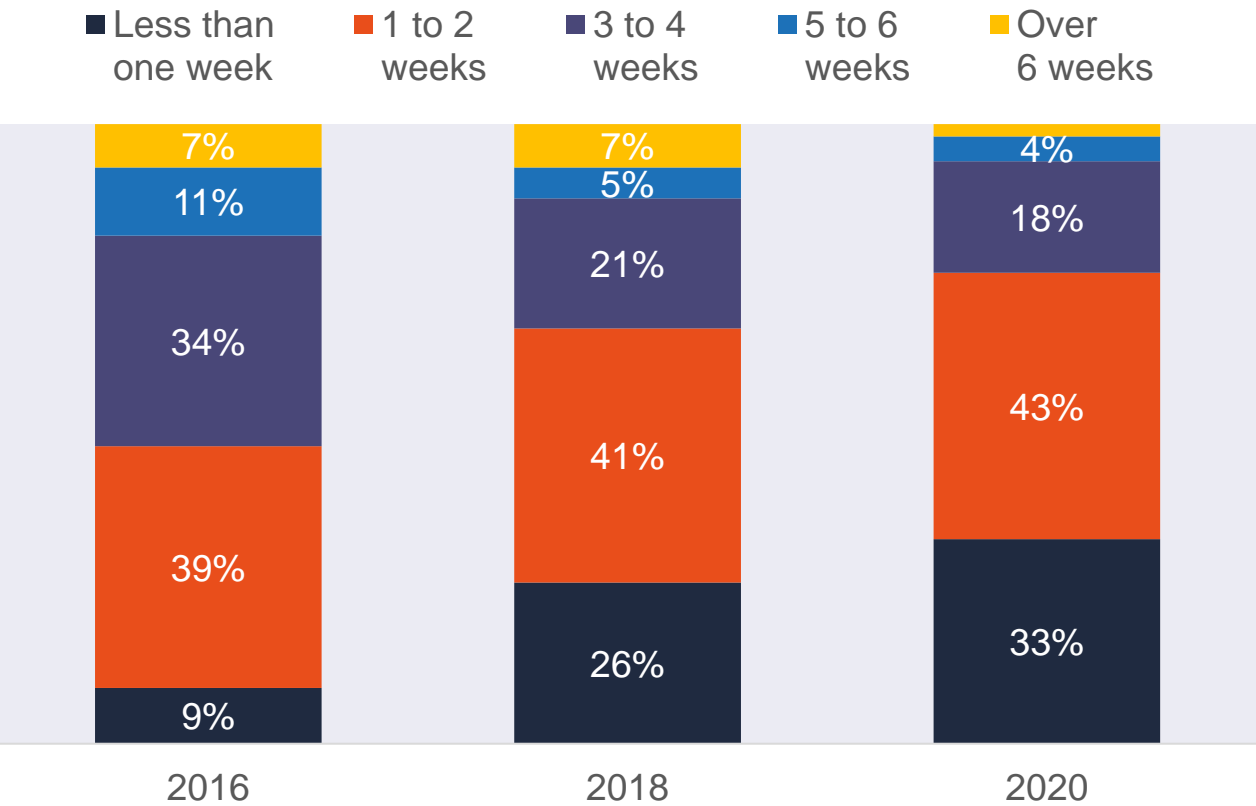
Q28 Did you get an acknowledgement after making your claim?
Base = 1,257 (Had eligible delay and made a claim)



Time taken for claim resolution

Time taken for claim resolution has continued to improve. Now 33% received a decision in under a week and 76% within a fortnight.

Time taken for a decision on claim



Proportion of train companies making a decision on a claim in at least 4 weeks (20 working days)

TOC	2020
Abellio Greater Anglia*	97%
Avanti West Coast*	96%
CrossCountry*	86%
East Midlands Railway*	96%
Great Western Railway*	92%
London North Eastern Railway†	94%
Northern*	90%
South Western Railway*	99%
Southeastern*	98%
Southern*	96%
TransPennine Express*	94%

Train companies only shown if base size is over 50
*50 to 100 †100 to 200, ^200+

Q29 How long did it take to get a decision on your claim?
Base = 1,084 (Had a decision on a claim, excluding don't know)



Passengers needing to chase their claim

The number who needed to chase has reduced compared to 2018. Performance by TOC varied but there were considerable reductions for Avanti West Coast, East Midlands Railway, Great Western Railway and Southeastern.

Proportion having to prompt for a response by train company, and individual train company results



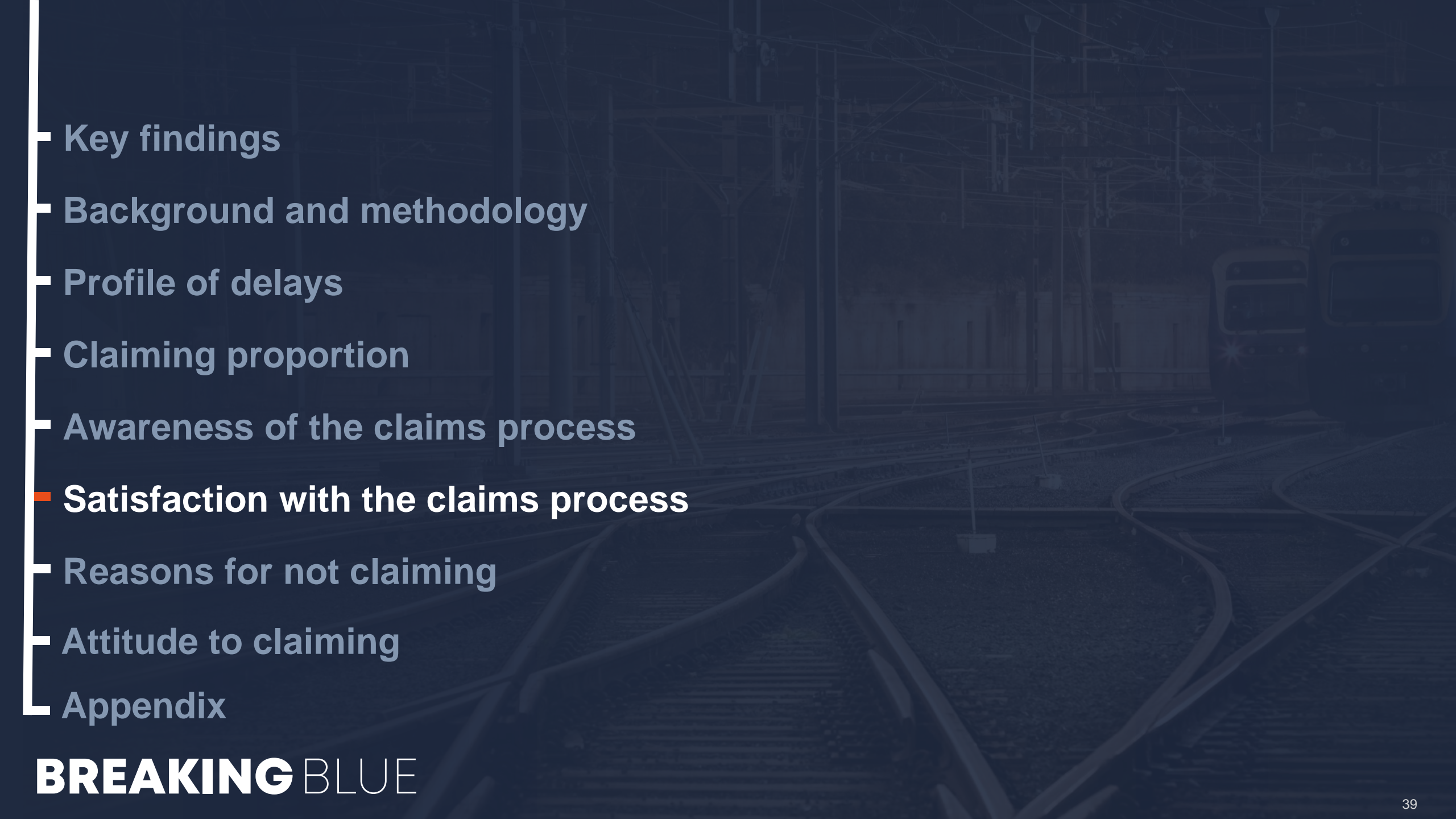
Of those who chased the train company, the majority received a decision within the ORR target of 4 weeks.

TOC	2016	2018	2020	Difference
Avanti West Coast (previously Virgin Trains West Coast)	20%†	29%†	15%*	-14 points↑
East Midlands Railway	-	36%*	24%*	-12 points
Great Western Railway	29%*	38%*	27%*	-11 points
Southeastern	21%*	23%*	14%*	-9 points
CrossCountry	22%	42%*	37%*	-5 points
London North Eastern Railway LNER (previously Virgin Trains East Coast)	28%†	21%†	20%†	-1 point
Abellio Greater Anglia	18%†	16%*	20%*	4 points
South Western Railway	-	10%*	15%*	5 points
Southern	27%*	10%*	18%*	8 points

*Train companies only shown if base size is over 50 in 2018 and 2020
50 to 100 †100 to 200, ^200+

Significantly different from 2018 ↑ ↓

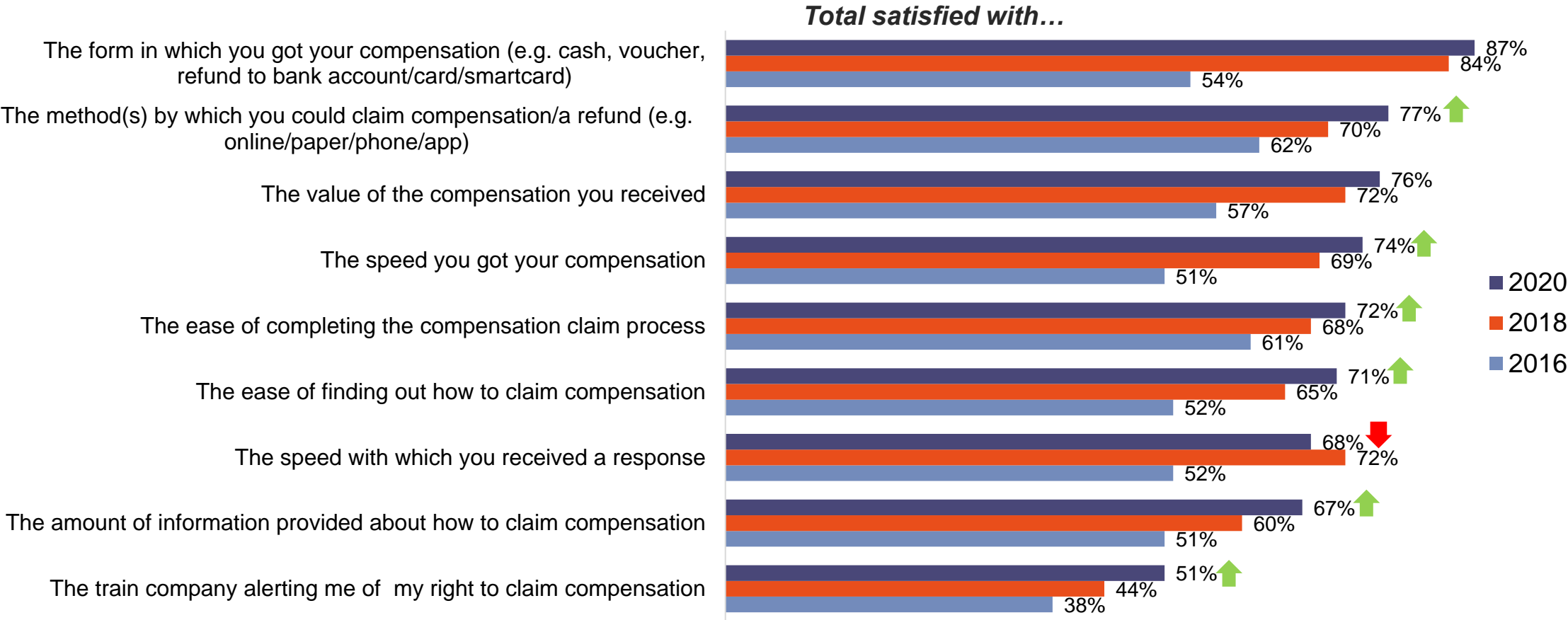
Q30 Did you need to chase the train company about your claim? Base = 1,257 (Had eligible delay and made a claim)

- 
- Key findings
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 - **Satisfaction with the claims process**
 - Reasons for not claiming
 - Attitude to claiming
 - Appendix

Satisfaction with claims process – 2016, 2018 and 2020 comparison



Satisfaction with the claims process has continued to improve in 2020, although not as dramatically as in 2018.



In 2018 the ORR started to publish some information on [satisfaction with the claims process](#), since when scores on most factors have increased.

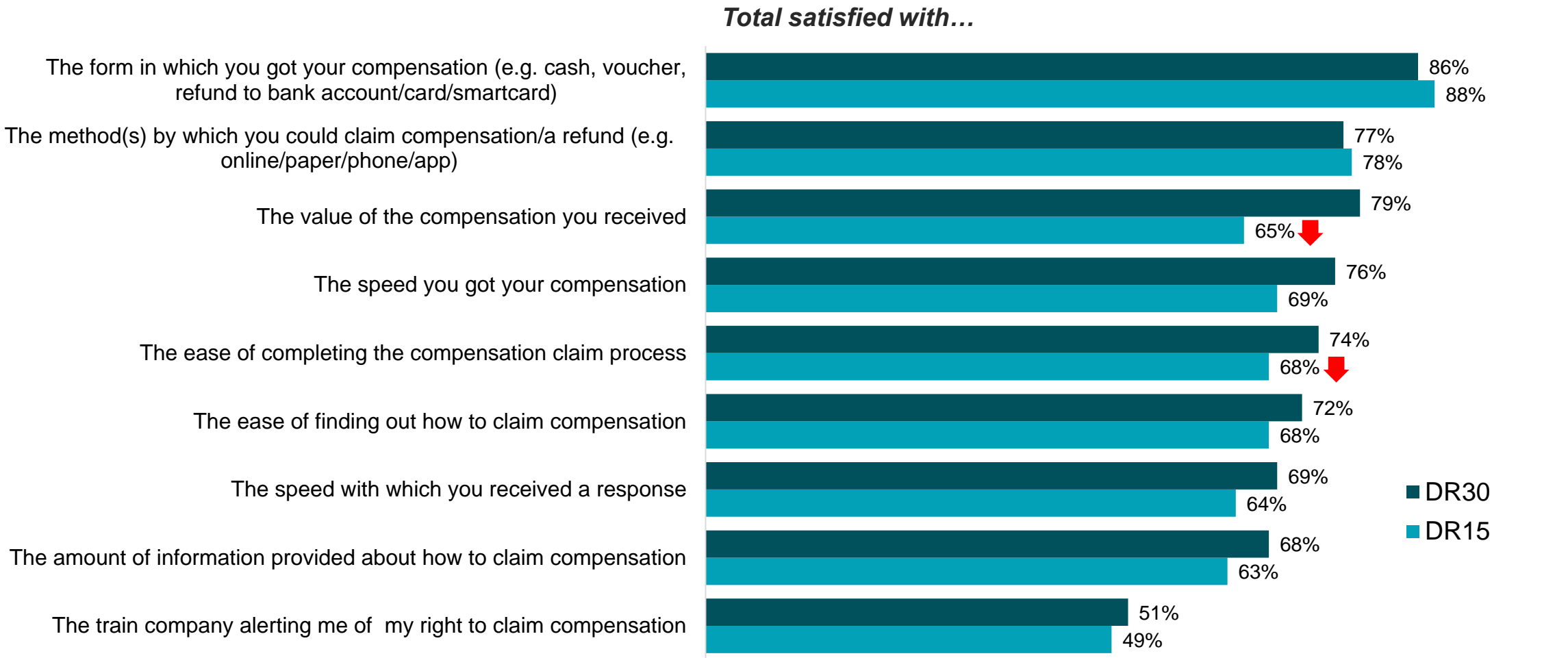
Q32 How satisfied were you with each of the following aspects of your compensation claim?
Base = varies, 970 to 1,257 in 2020, 811 to 1,260 in 2018, 1,263 in 2016 (Had eligible delay and made a claim)

Significantly different from 2018

Satisfaction with claims process – by scheme type



Those eligible under DR30 were more likely to be satisfied with the value of compensation received and the ease of completing the claim process.



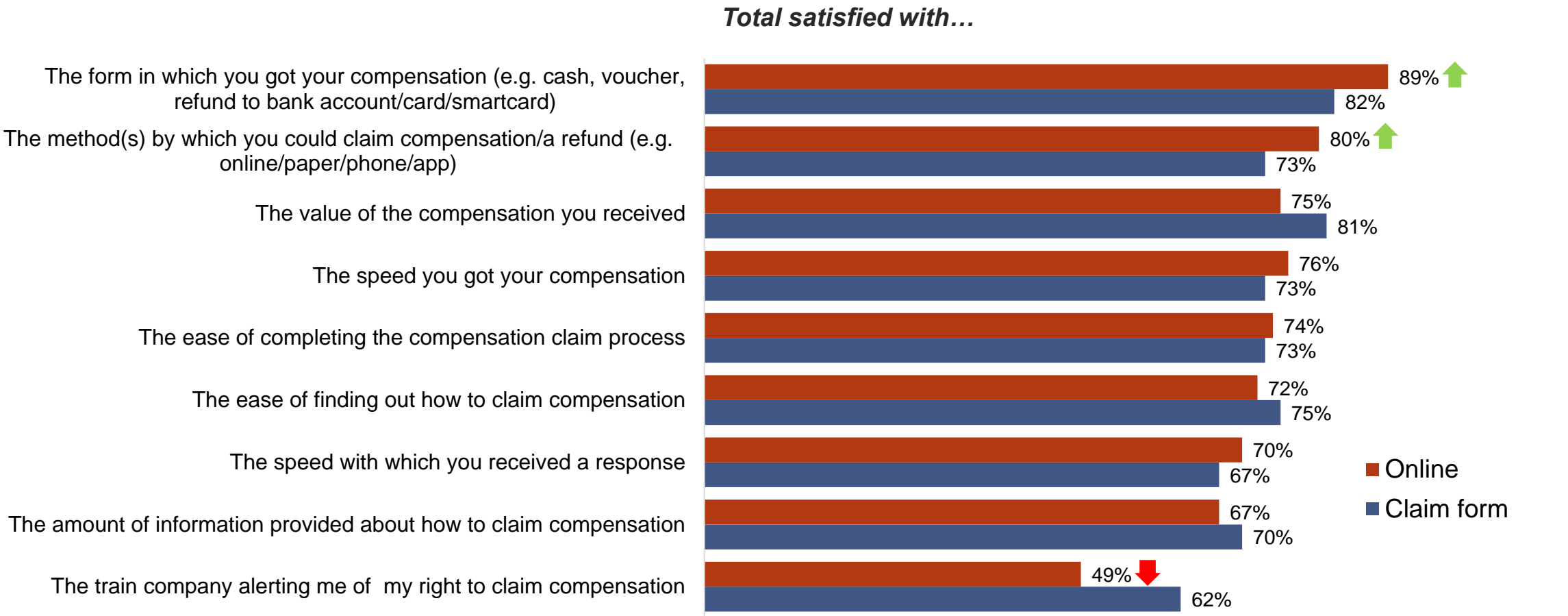
Q32 How satisfied were you with each of the following aspects of your compensation claim?
Base = varies, 756 to 964 (Delayed by 30 mins in last 6 months and made a claim), 214 to 293 (Delayed by 15 to 29 mins in last 6 months and made a claim)

Significantly different from DR30

Satisfaction with claims process – by claim method



Online claimants were more satisfied with the method by which they were able to claim and the method of receiving compensation. Paper claimants were more satisfied with being alerted about their right to claim.



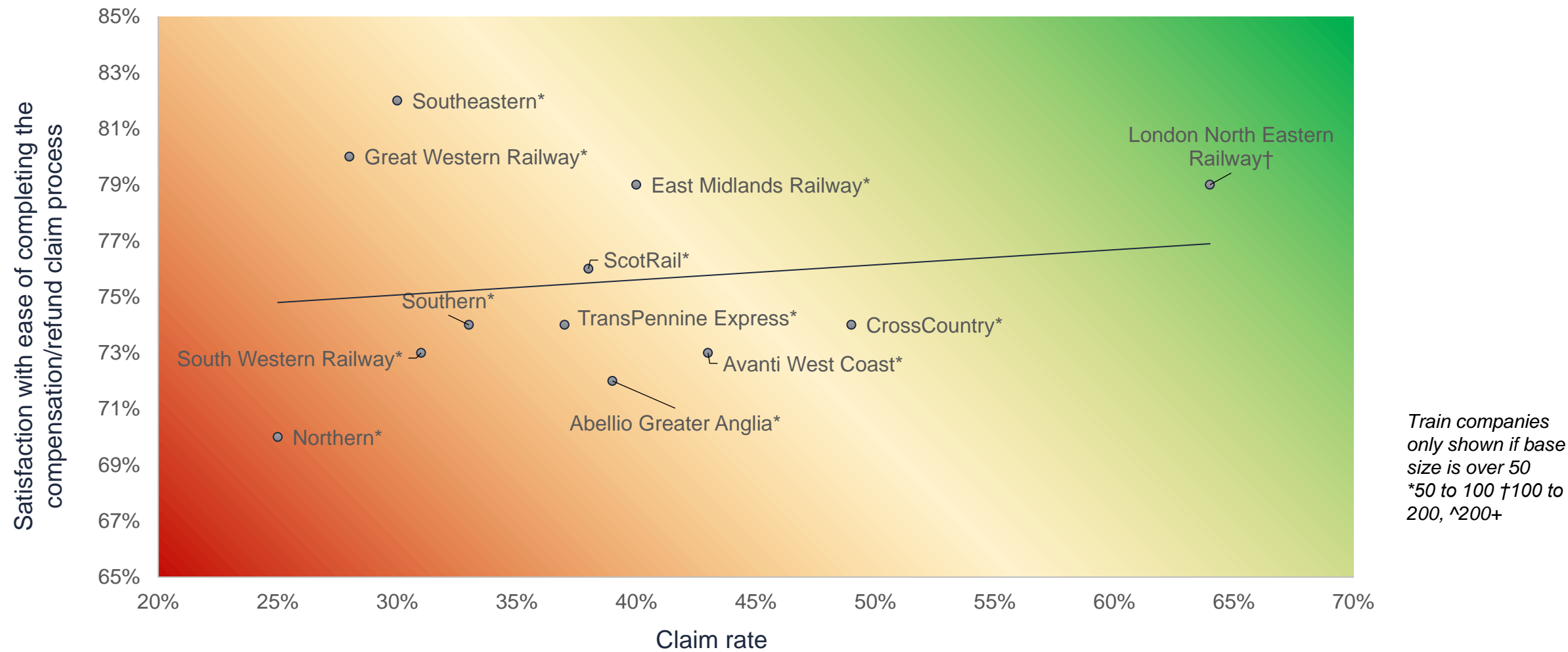
Q32 How satisfied were you with each of the following aspects of your compensation claim?
Base = varies, 693 to 869 (Online), 182 to 243 (Claim form)

Significantly different from claim form

Satisfaction with ease of completing the claim process versus the proportion claiming



There is a weak positive correlation between ease of completing the claim process and the claiming proportion.



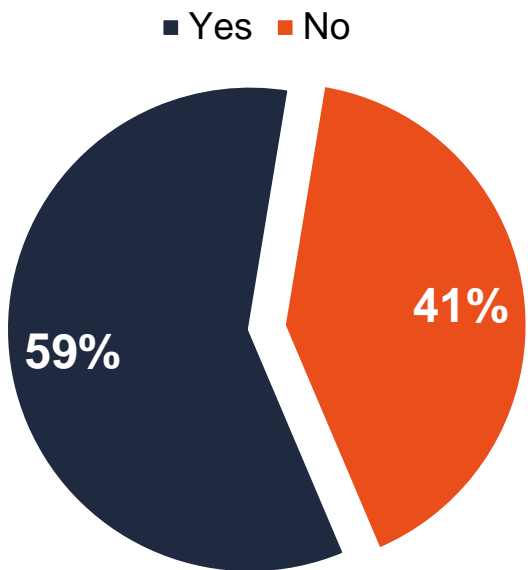
Q18 Did you claim/receive compensation or a refund for that particular delayed journey? Base = 4,129 (All who experienced an eligible delay in 2020)
Q32 How satisfied were you with the ease of completing the compensation/refund claim process? Base = varies 1,257 (Had eligible delay and made a claim)



Claiming via a Delay Repay account

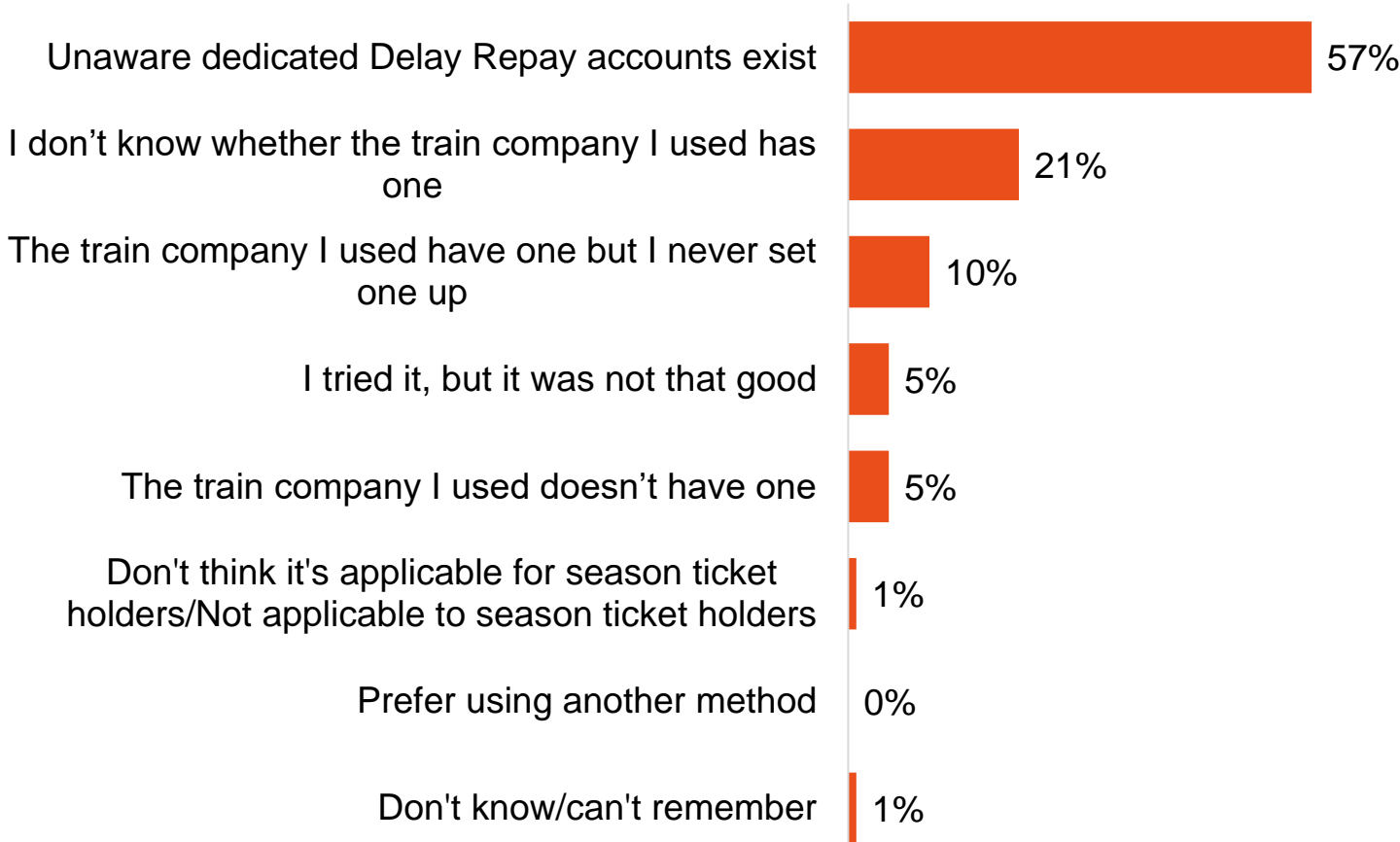
A significant number of those who claimed online did so via a Delay Repay account. Reasons for not claiming via a Delay Repay account centred around a lack of knowledge.

Claimed via Delay Repay account
(online claimants)



Q27b Did you use a Delay Repay account with the train company to complete a claim form for that delay?
Base = 869 (Actively making a claim online)

Reasons for not claiming via Delay Repay account

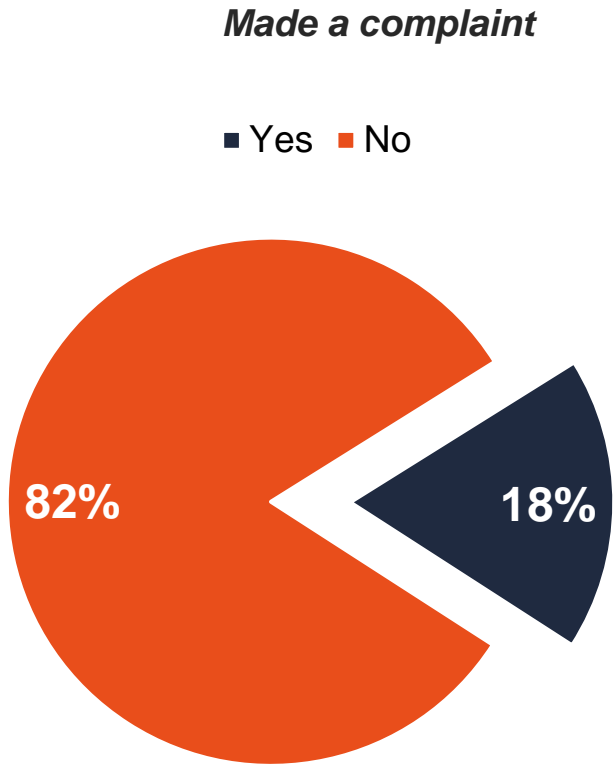


Q27c What is the main reason you didn't claim through that company's dedicated Delay Repay account?
Base = 377 (Not claiming via Delay Repay account)

Making a complaint



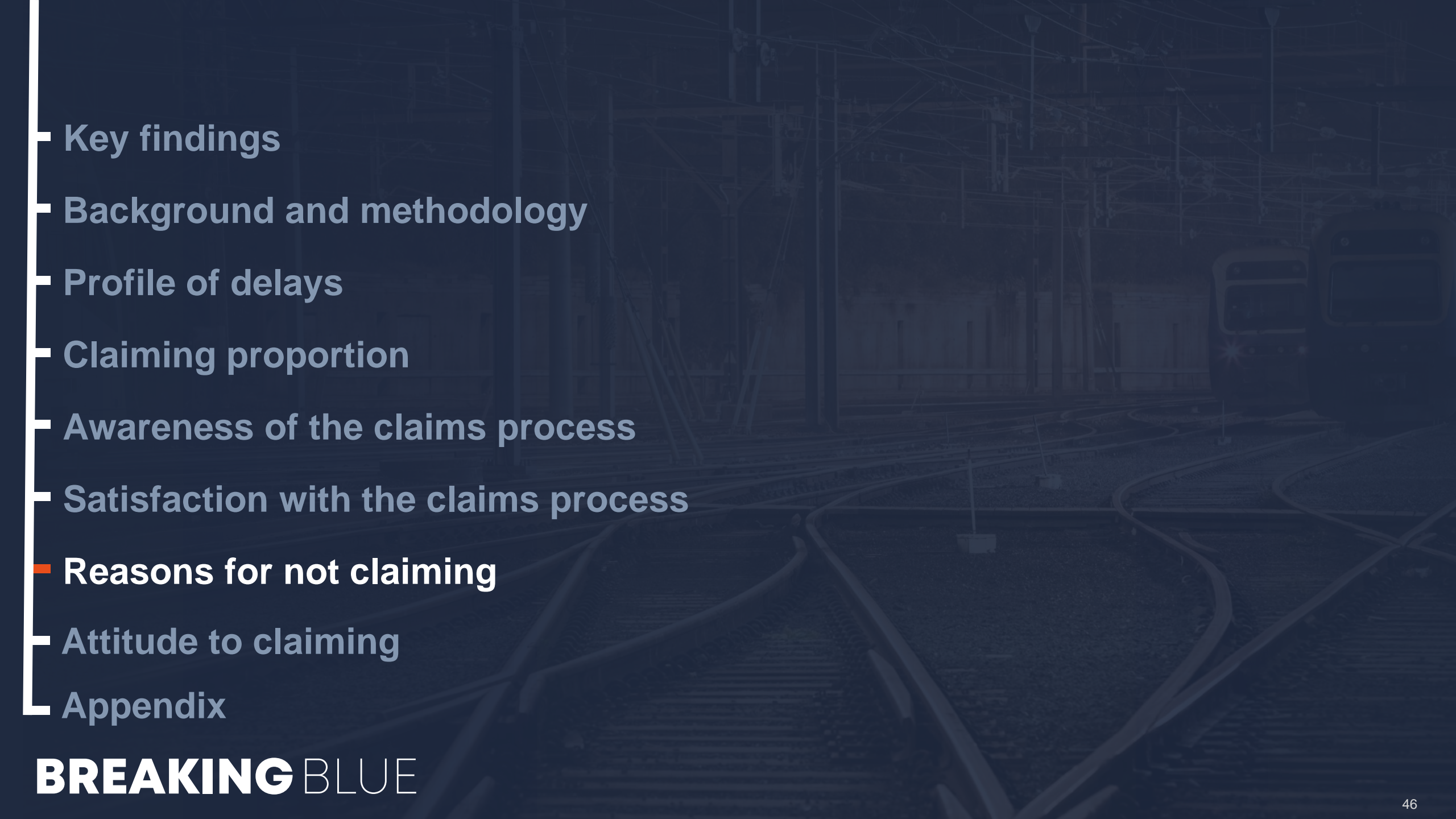
A fifth of those who actively made a claim made a complaint about their claim, most typically to the train company they were delayed on.



Q32a Did you make a complaint to any organisation in respect of this claim?
Base = 1,257 (Actively making a claim)

Q32b Who did you complain to? Base = 227 (all who made a complaint)
NB: Multi-coded question

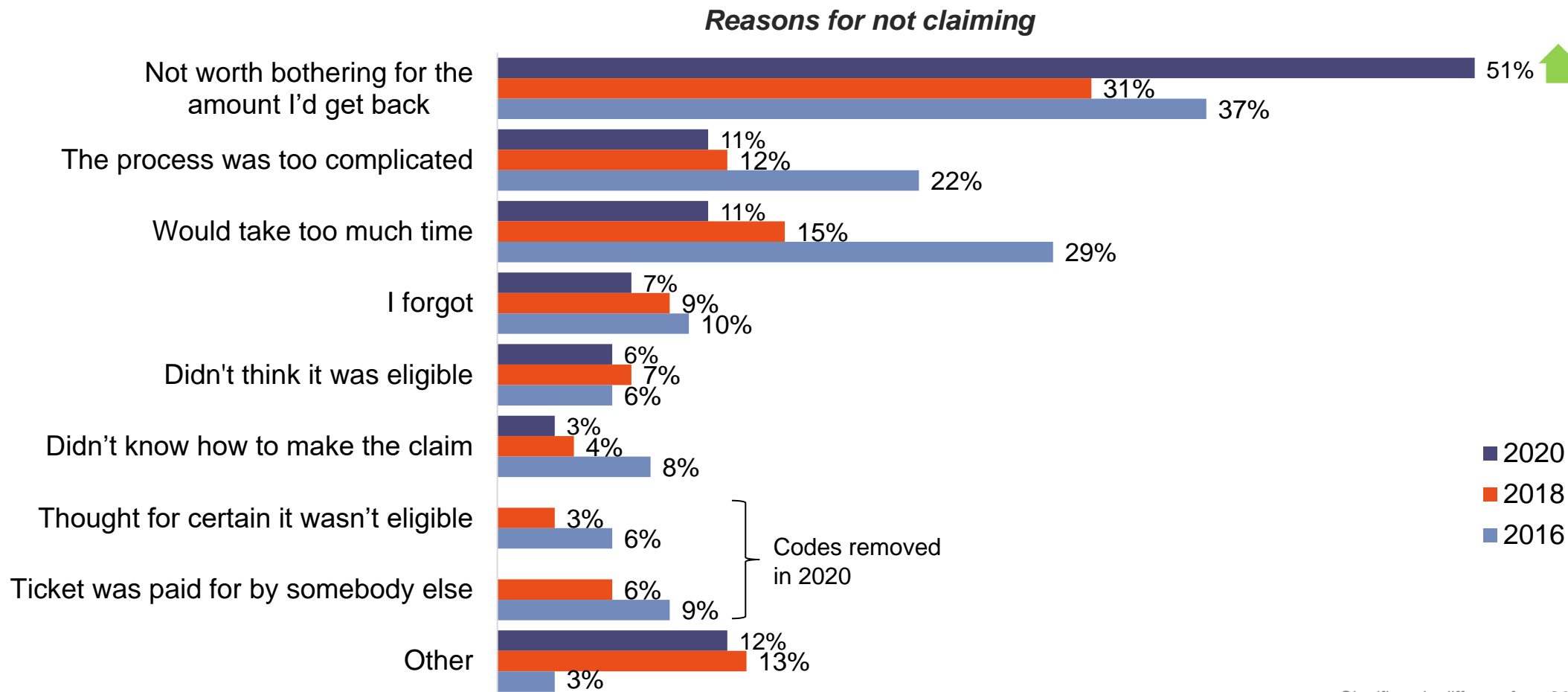
NB: New questions for 2020

- 
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Reasons for not claiming compensation

Compared to 2018, more did not claim because they thought the amount wasn't worth bothering for. This correlates with the increase in eligible DR15 delays from 2018 to 2020 due to more TOCs introducing the DR15 scheme over this period. All other reasons for not claiming have had a downward trend since 2016.



Q33 What was the main reason you decided not to claim for that delay?
Base = Had eligible delay and chose not to claim – 355 in 2020, 270 in 2018, 238 in 2016

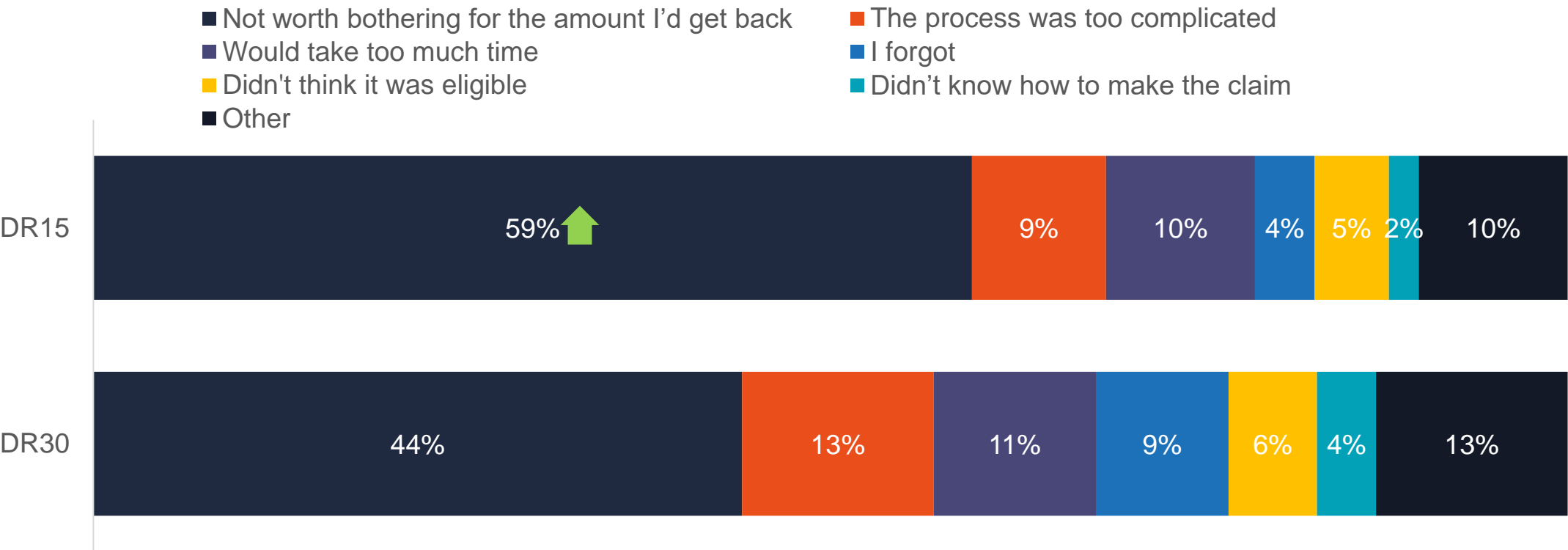
Significantly different from 2018
NB: Single coded question in 2018, multi-coded in 2016)

Reasons for not claiming compensation



The proportion not claiming because the amount wasn't worth bothering for is higher for DR15 than DR30.

Reason for not claiming on most recent eligible delay: DR30 versus DR15



Q33 What was the main reason you decided not to claim for that delay?
Base = Had eligible delay and chose not to claim – 201 DR30 in 2020, 153 DR15 in 2020

Significantly different from DR30  

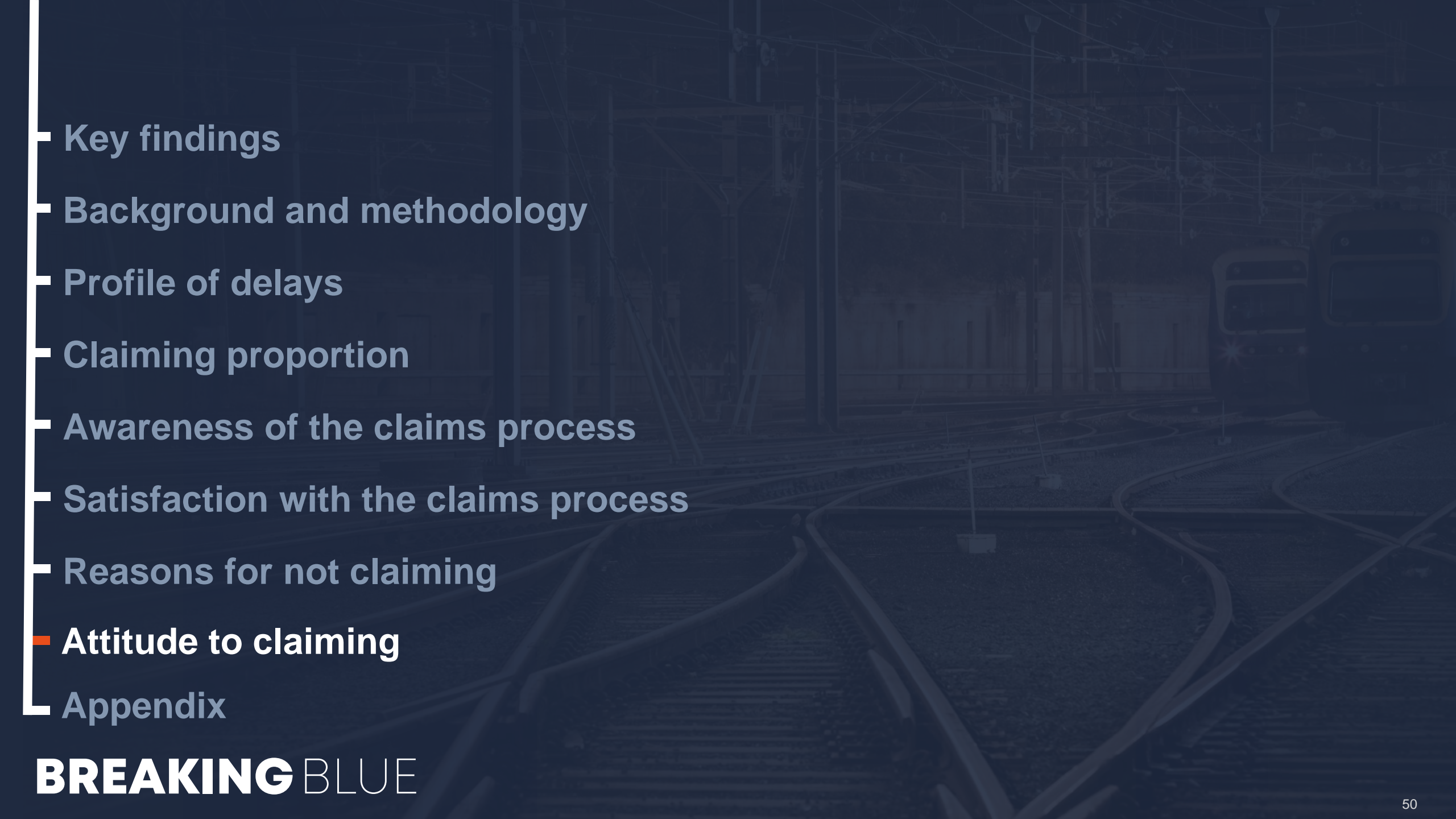
Reasons for not claiming compensation – by cost of journey



The majority of passengers who didn't claim and had spent up to £7.50 on their journey felt it was not worth bothering claiming. Across all who didn't claim because it wasn't worth bothering, the median value they could have claimed was £11.50.



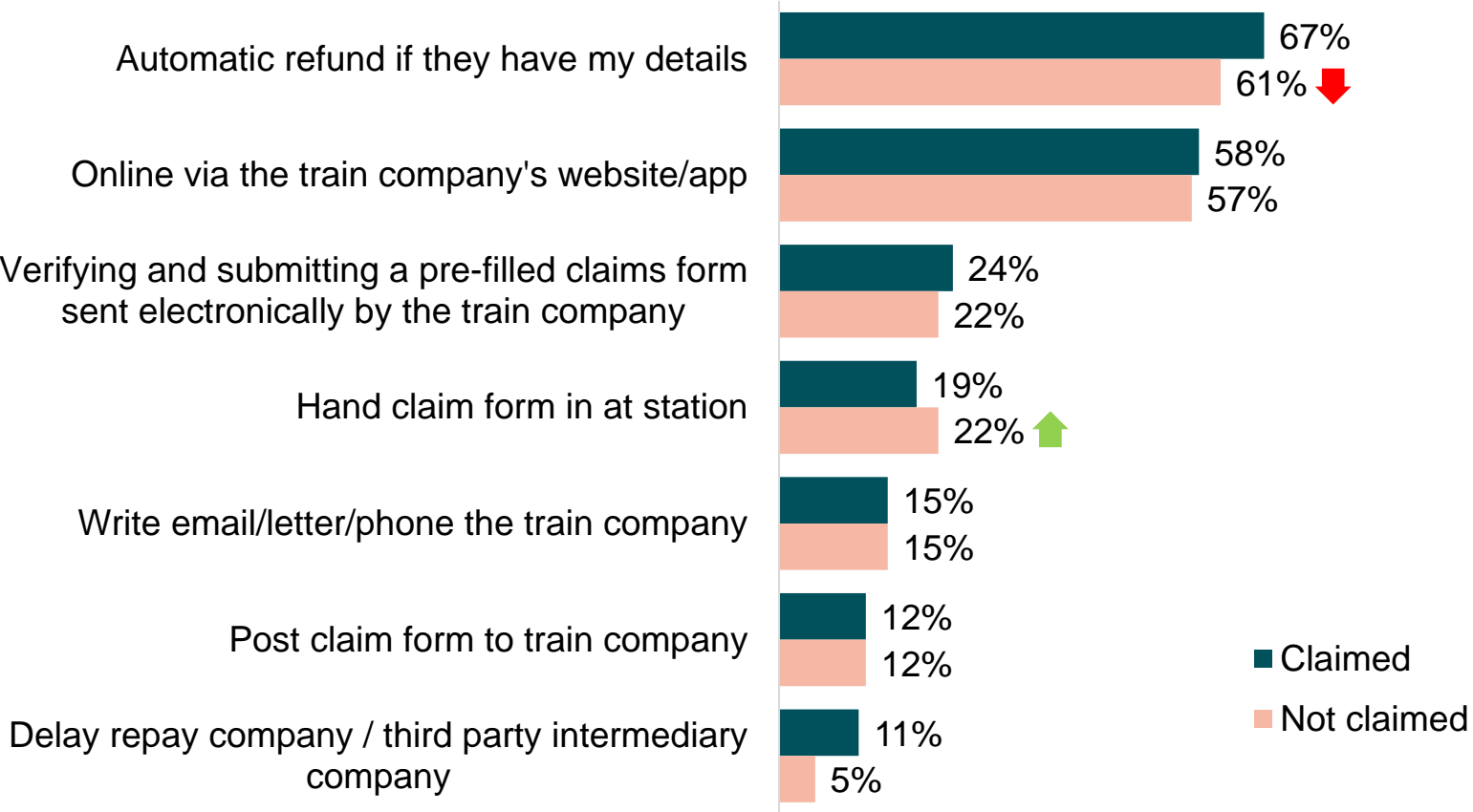
Q33 What was the main reason you decided not to claim for that delay? Base = 115 (Up to £7.50), 121 (£7.50 - £19.99), 85 (£20.00+)
Q33b What amount of compensation would you have bothered for? Base = 179 (All who didn't think amount was worth bothering for)

- 
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Preferred way of claiming compensation

The two preferred ways of claiming were consistent for claimants and non-claimants. However those who have not claimed had a stronger preference for automatic refunds than those who had claimed.

Preferred way of claiming compensation (1st and 2nd choice combined)

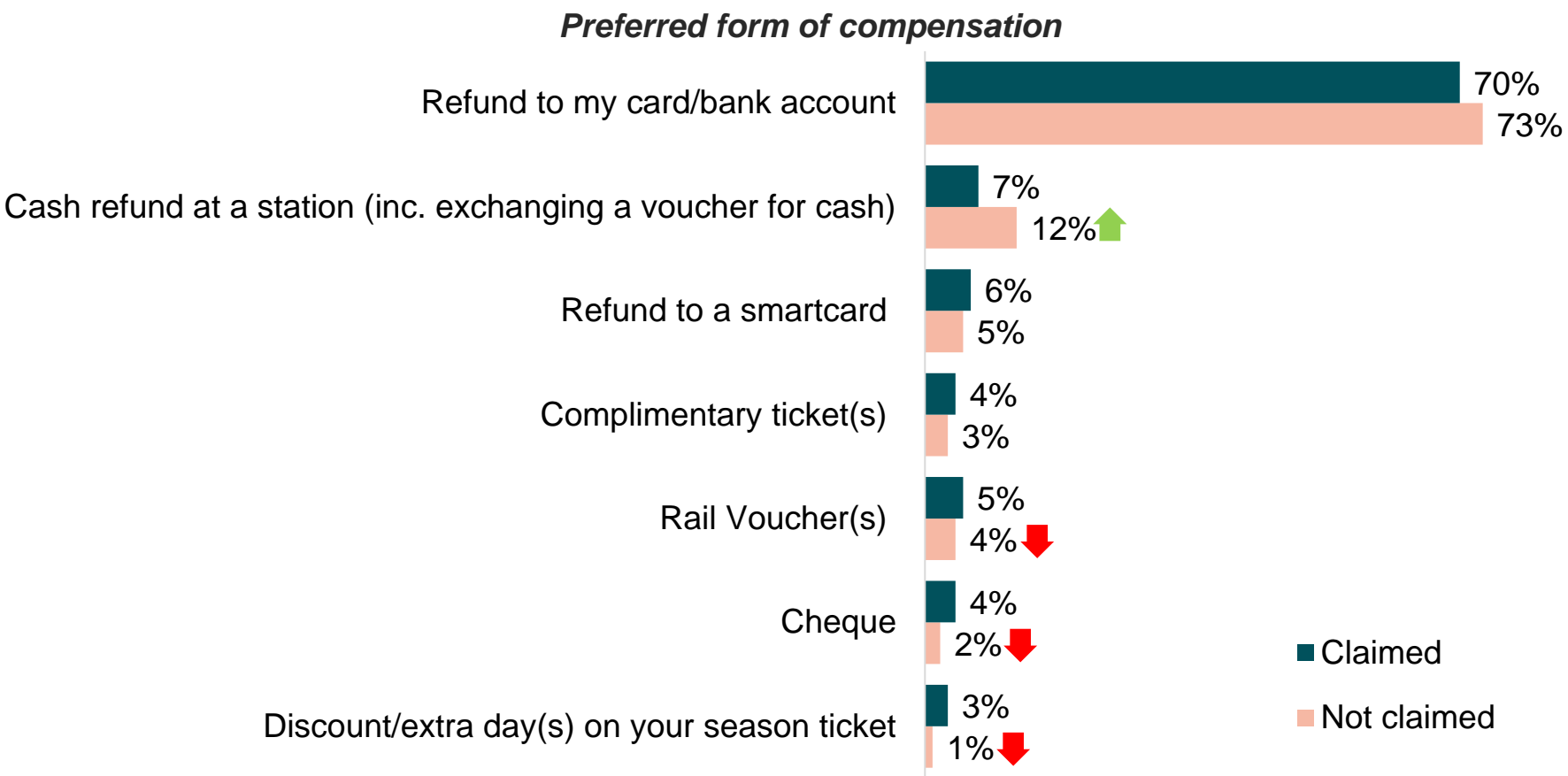


Significantly different from claimed  

Q41 What would be your preferred way claiming compensation or a refund?
Base = 1,509 (Delayed and claimed), 2,620 (Delayed but not claimed)

Preferred form of compensation

Both claimants and non-claimants would most like to receive a refund to their bank account. More non-claimants would like a cash refund at a station.



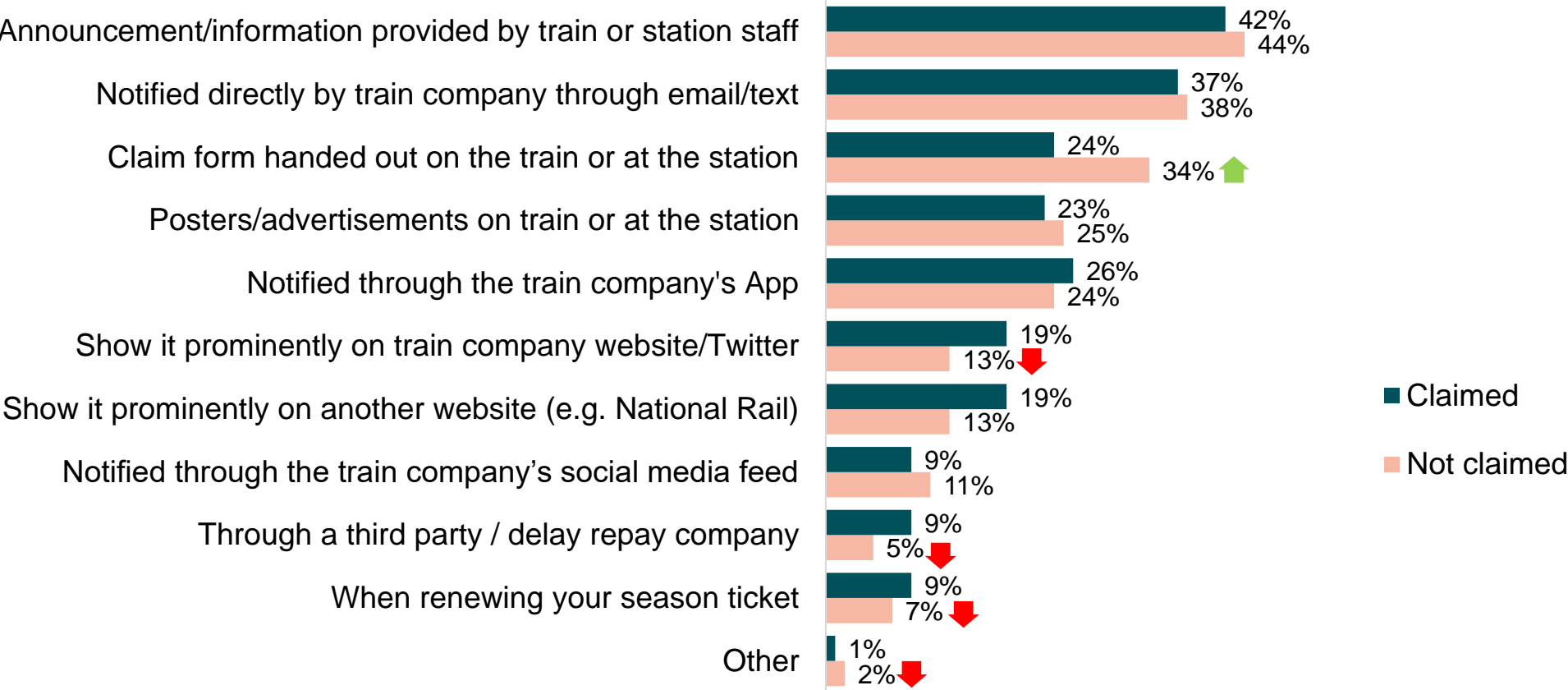
Q40 What would be your preferred form of compensation or a refund?
Base = 1,509 (Delayed and claimed), 2,620 (Delayed but not claimed)

Significantly different from claimed  

Preferred means of being told eligible to claim

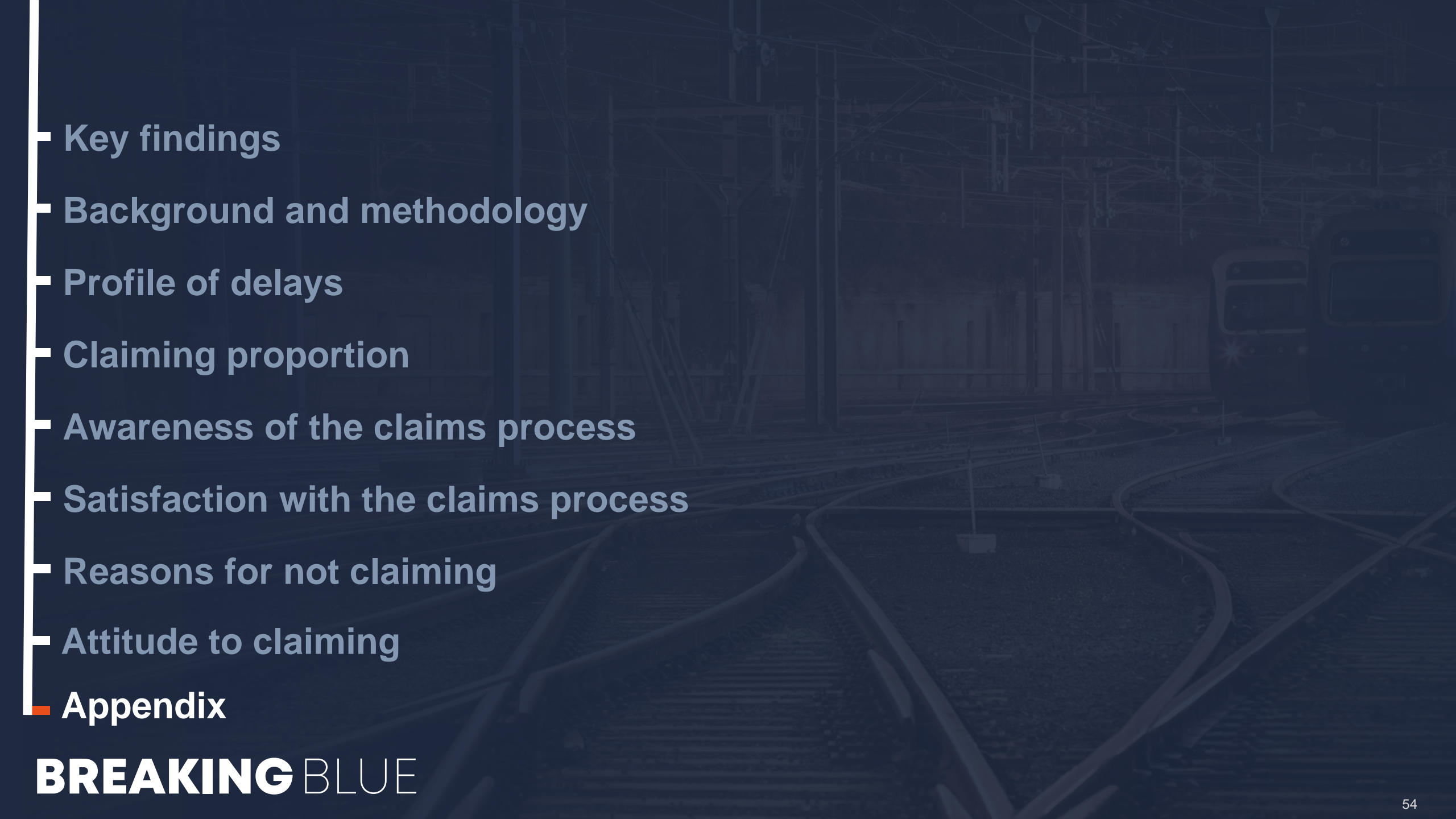
Passengers wanted to be told they are eligible to claim by train or station staff or notified directly by the train company.

Preferred means of communication (1st and 2nd choice combined)

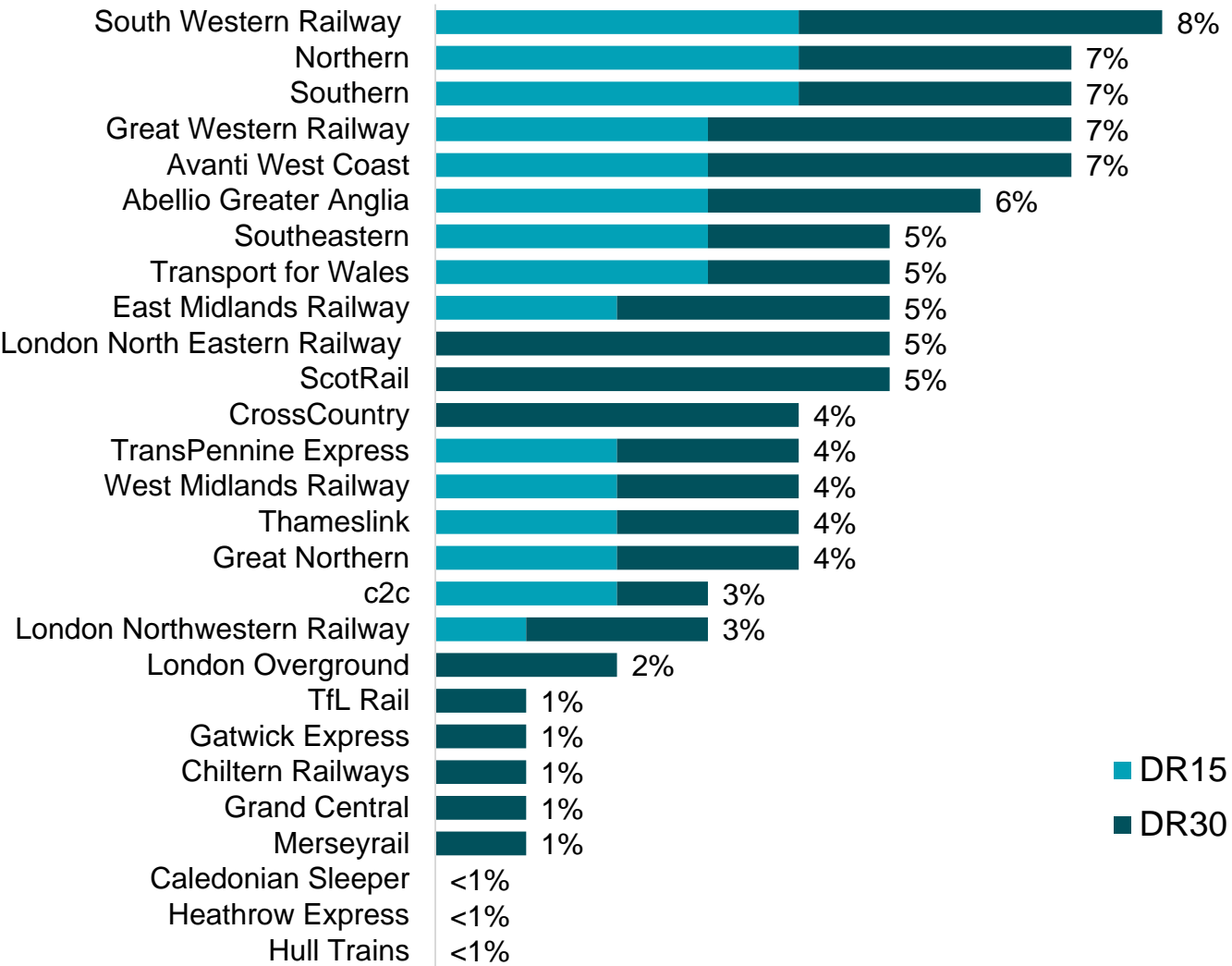


Q24 What are the best ways to let you know about your right to claim compensation when a delay is eligible?
Base = 1,509 (Delayed and claimed), 2,620 (Delayed but not claimed)

Significantly different from claimed  

- 
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Train company travelled on (for most recent eligible delay)



S7. On which train company were you travelling on when delayed by between 15 to 29 minutes/ 30 minutes or more in the last six months? Base = 4,129 (All who experienced an eligible delay)

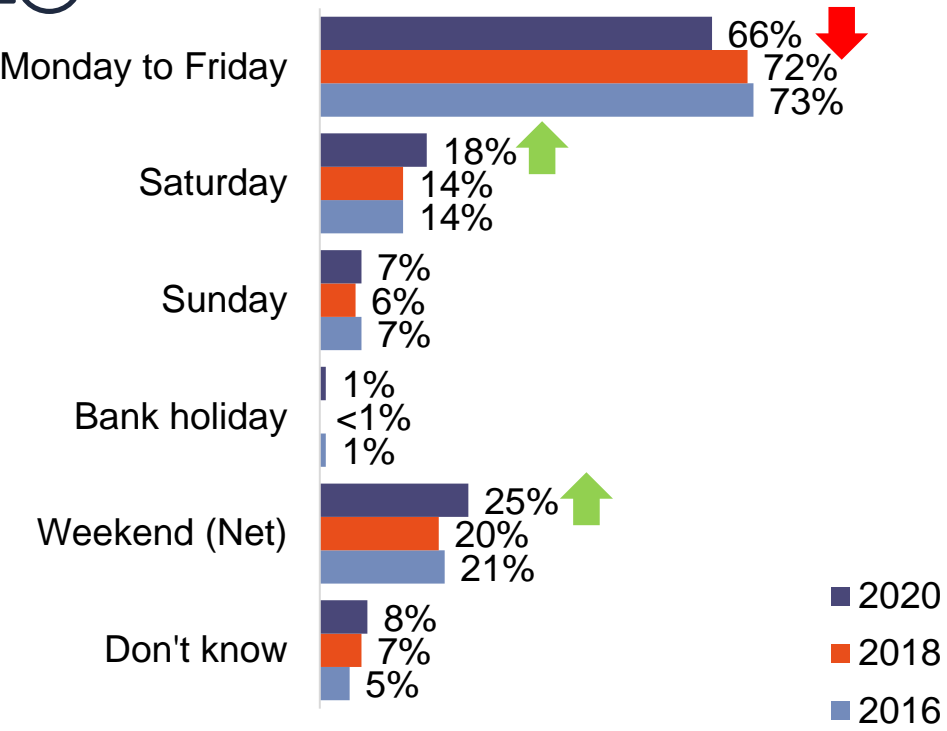
Day and time of the eligible delay



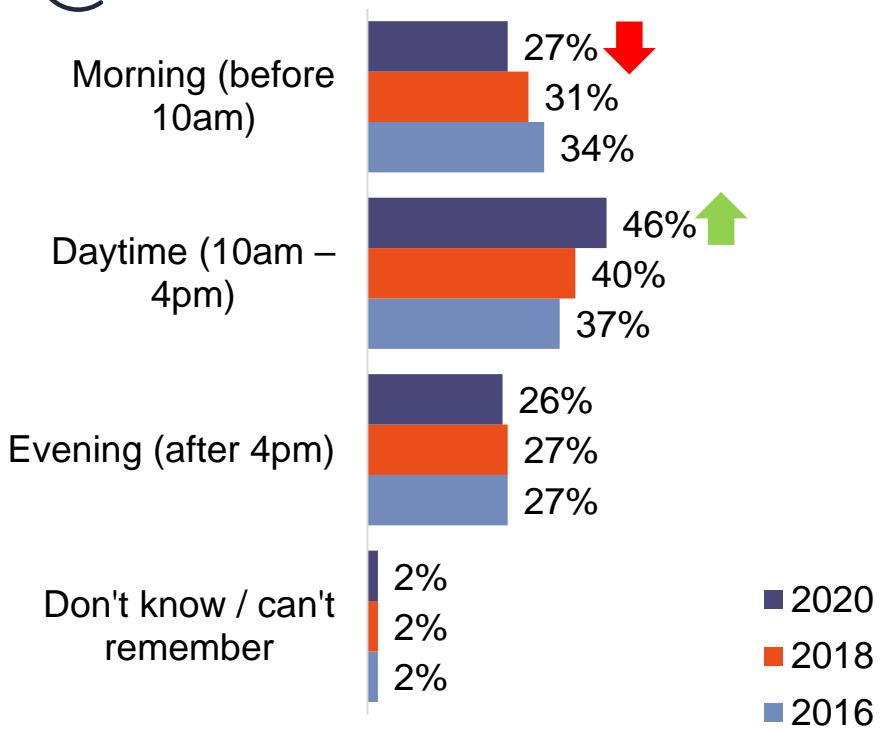
Most delays occurred on a weekday and around half were between 10am and 4pm. Since 2018, significantly more passengers experienced delays on a Saturday and between 10am to 4pm.



Day of week passengers experienced delays



Time of day passengers experienced delays



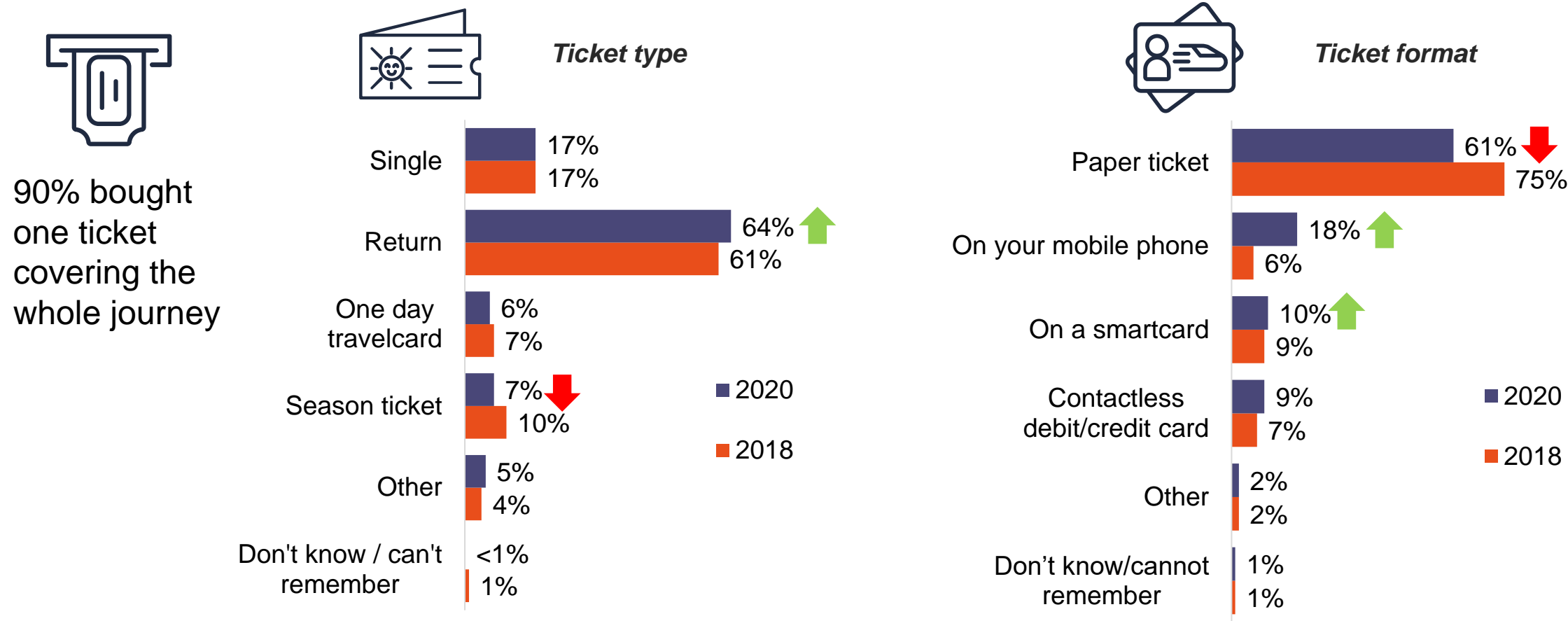
Q4 On which day did that delay occur?/ Q5 What time did you start that journey?
Base = 4,129 (All who experienced an eligible delay in 2020), 4,093 (2018), 3,811 (2016)

Significantly different from 2018
NB: In 2020 and 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

Ticket type and ticket format



Fewer people used a season ticket and more people used a return ticket compared to 2018. More people used a mobile ticket or a smartcard compared to 2018.



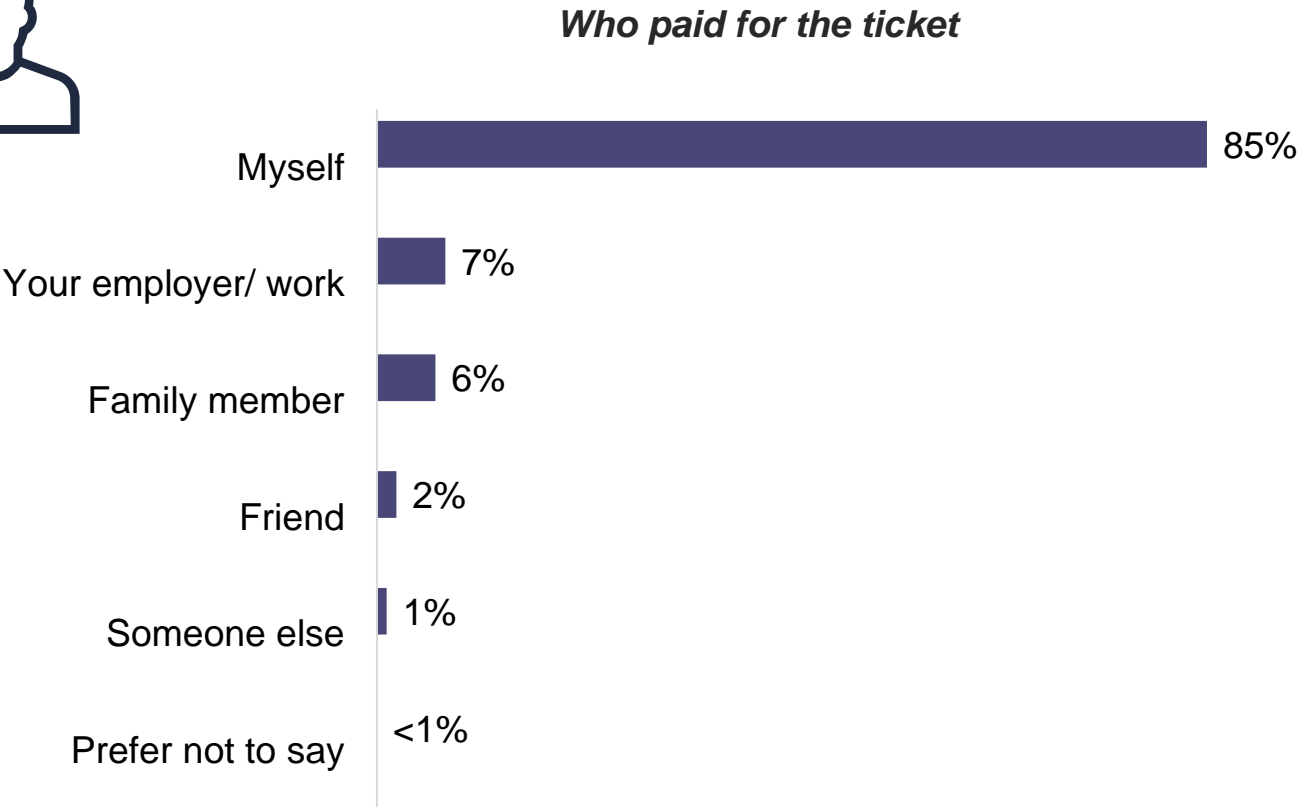
Q9 What kind of ticket were you using for that journey?/ Q9a Did the ticket cover... / Q9b In what form was that ticket?
Base = 4,129 (All who experienced an eligible delay in 2020), 4,093 (2018), 3,811 (2016)

Significantly different from 2018  



Who paid for the ticket

The majority of people were travelling using a ticket they bought themselves.



Q9b And who paid for the ticket?
Base = 4,129 (All who experienced an eligible delay in 2020)

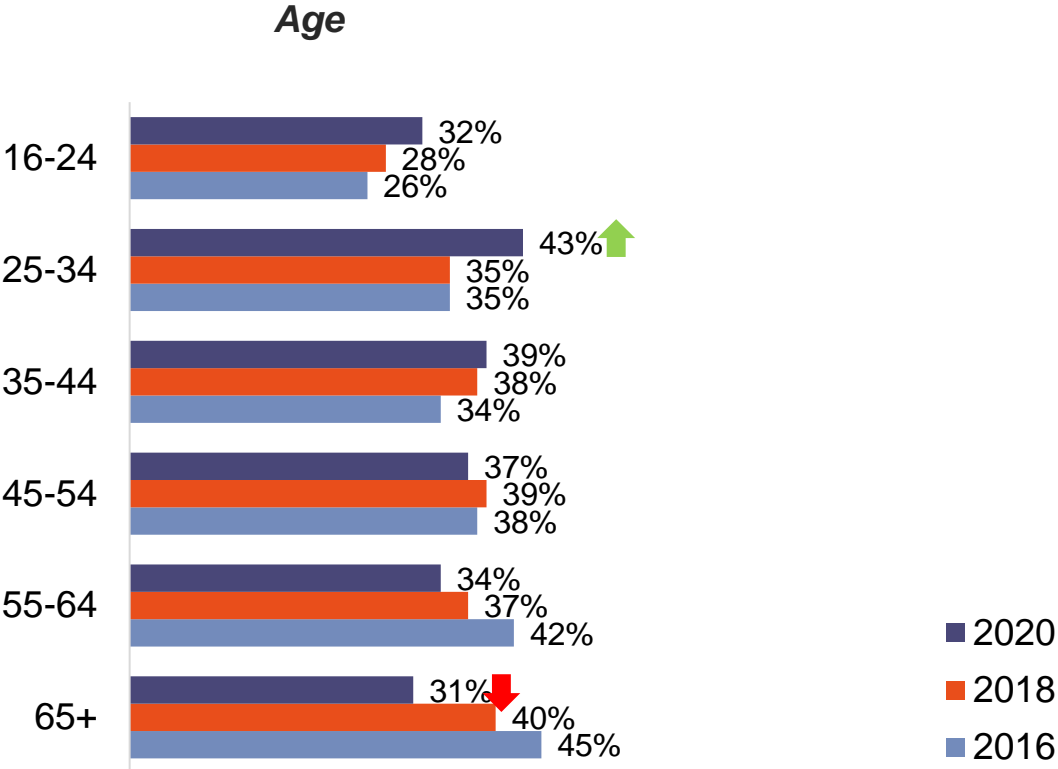
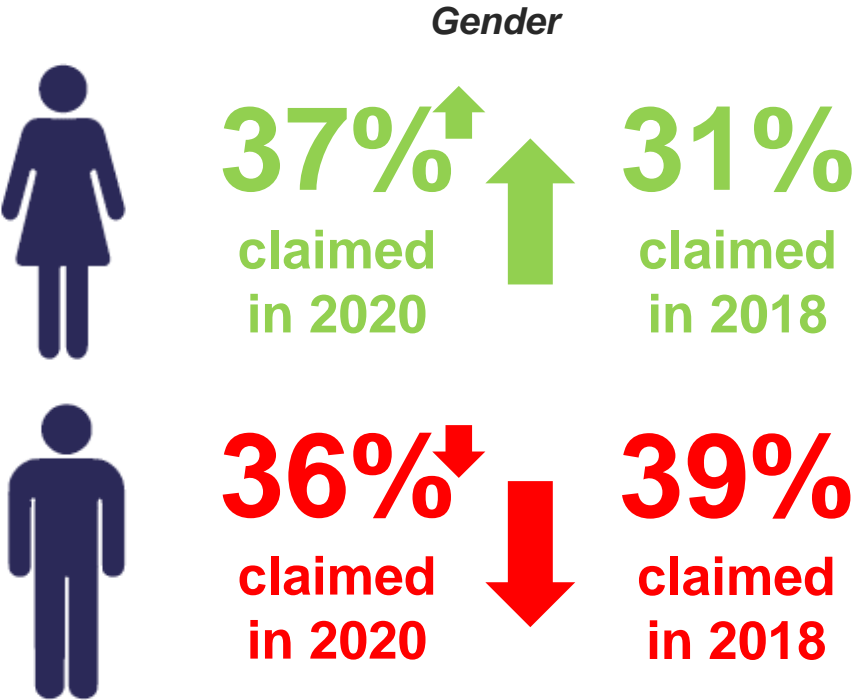
NB: New question for 2020

Proportion claiming compensation – by gender and age



Compared to 2018, the claim rate among females has increased whilst it has decreased among males. The 25-34 age group were most likely to claim but there is no clear directional pattern in terms of age.

Proportion of delayed passengers eligible for compensation claiming compensation or receiving automatic compensation



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 1,900 females, 2,221 males, 748 aged 16-24, 913 aged 25-34, 789 aged 35-44, 713 aged 45-54, 543 aged 55-64, 420 aged 65+ in 2020; 1,795 females, 2,298 males, 851 aged 16-24, 931 aged 25-34, 868 aged 35-44, 746 aged 45-54, 390 aged 55-64, 307 aged 65+ in 2018; 1,774 females, 1,747 males, 653 aged 16-24, 851 aged 25-34, 767 aged 35-44, 608 aged 45-54, 423 aged 55-64, 219 aged 65+ in 2016

Significantly different from 2018  

NB: In 2020 and 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

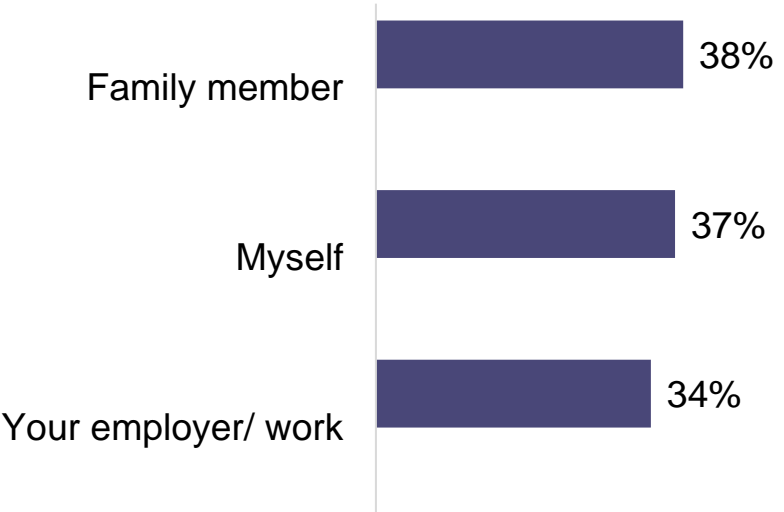
Proportion claiming compensation – by who paid and ticket coverage



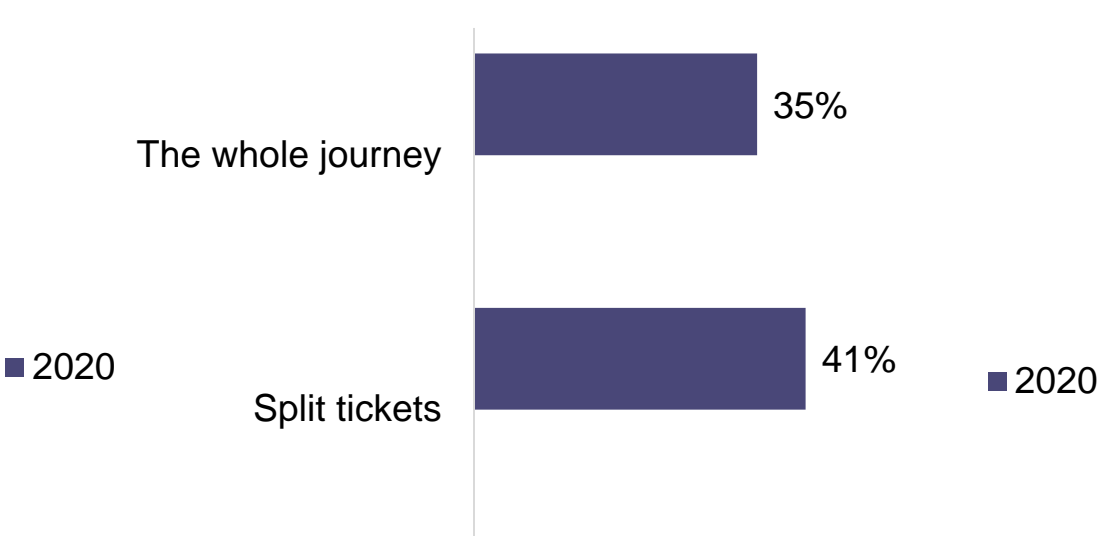
Slightly fewer people claimed when their employer paid for the ticket than when they or a family member paid for the ticket.



Who paid - % claiming



Ticket coverage - % claiming



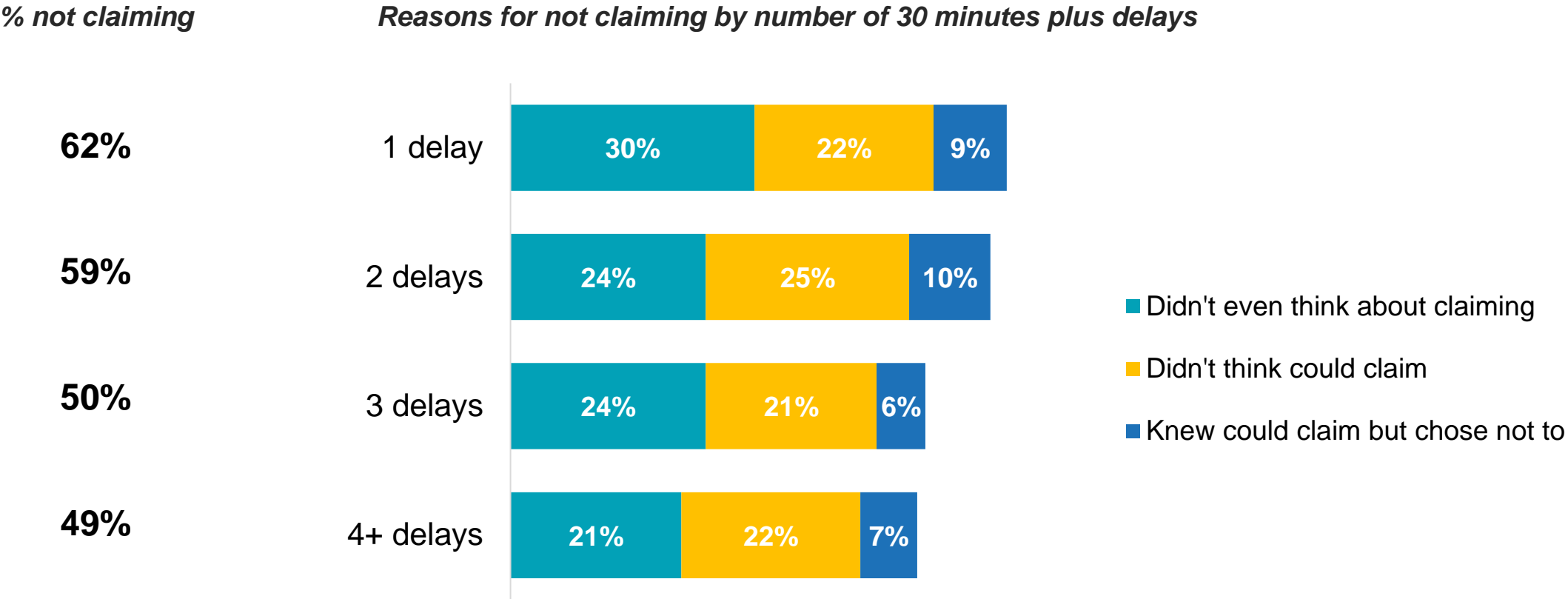
Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 495 myself, 226 family member, 69 friend, 278 your employer/work; 3,006 the whole journey, 348 split tickets

NB: New questions for 2020

Reasons for not claiming – by number of 30 min plus delays in last six months



‘Didn’t think about it’ was a bigger reason for not claiming when only one delay experienced.



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 1,073 One delay, 1,003 2 delays, 494 3 delays, 634 4+ delays



Reasons for not claiming – by journey purpose

‘Didn’t think about it’ was a bigger reason for not claiming for business and leisure users than commuters. Leisure users and commuters were more likely to think they couldn’t claim than business users.

% not claiming

Reasons for not claiming by journey purpose

57%



Commuting



58%



Business



67%



Leisure



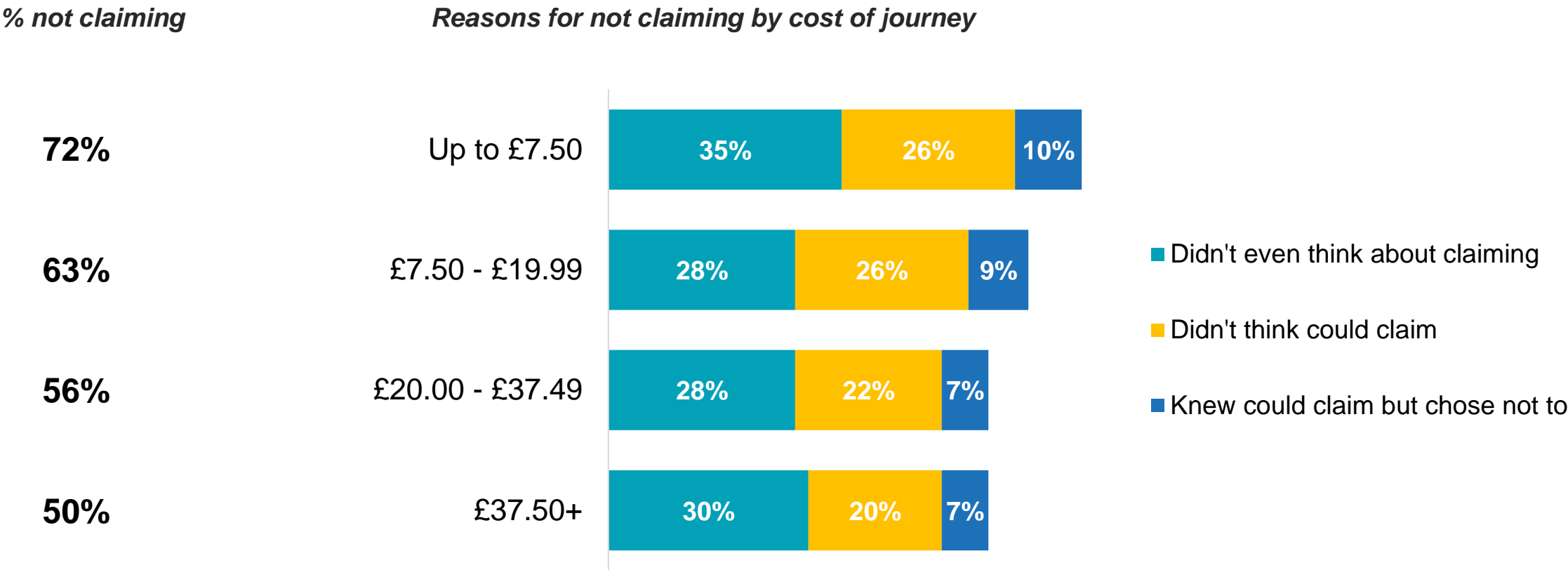
- Didn't even think about claiming
- Didn't think could claim
- Knew could claim but chose not to

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 325 business, 1,192 commuters, 2,503 leisure



Reasons for not claiming – by cost of journey

‘Didn’t think about it’ is a bigger reason for not claiming for a cost of a journey of up to £7.50.



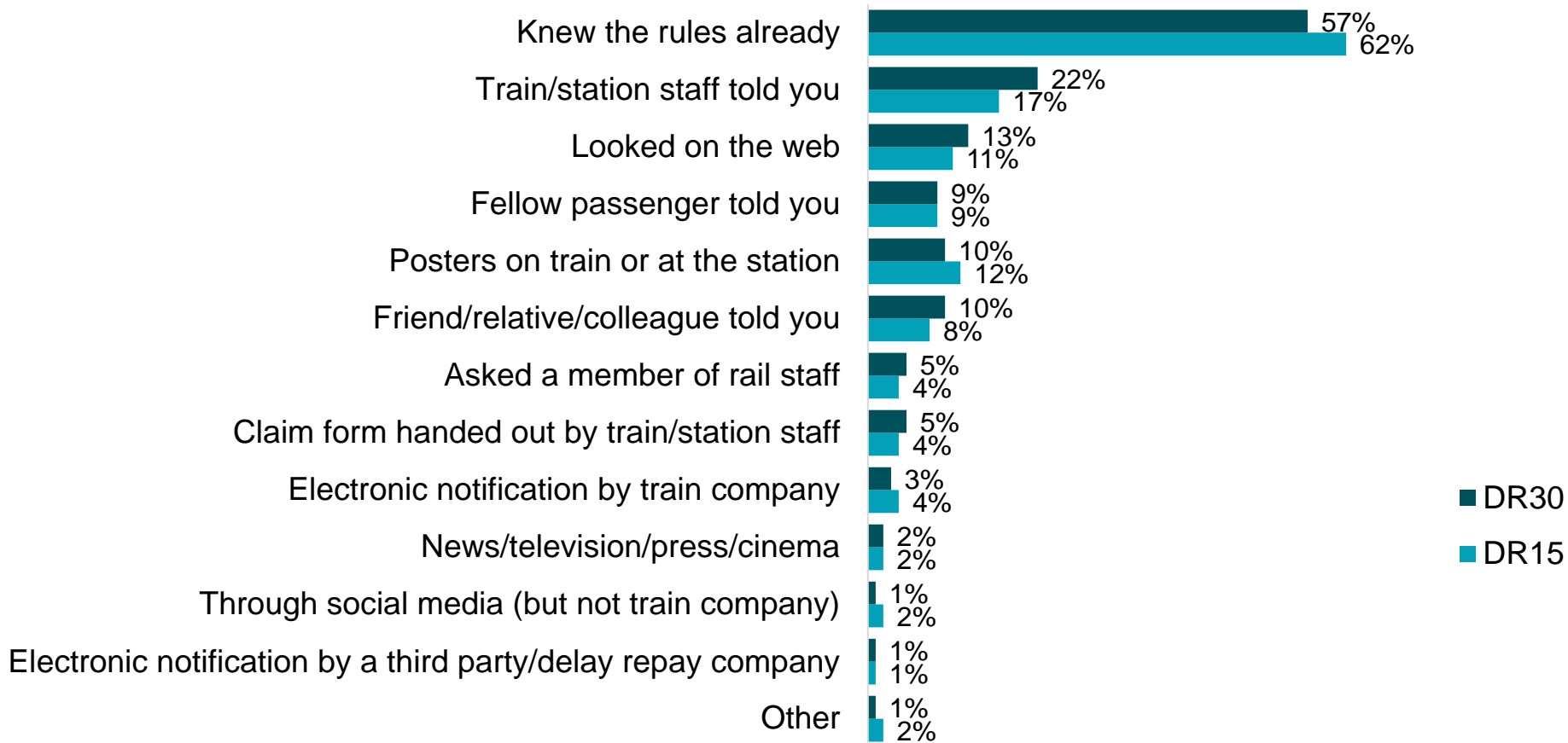
Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 1,187 up to £7.50, 1,351 £7.50 - £19.99, 663 £20.00 - £37.49, 567 £37.50+

Proportion aware they could claim – by scheme eligibility



More DR15 eligible passengers than DR30 eligible passengers knew the rules already, whilst more DR30 passengers were informed by staff that they could claim.

Means of finding out about claiming



Q20 How did you find out you could claim for that delay?
Base = 1,165 (Delayed by 30 mins or more in last 6 months and aware they could claim), 446 (Delayed by 15 to 29 mins in last 6 months and aware they could claim)

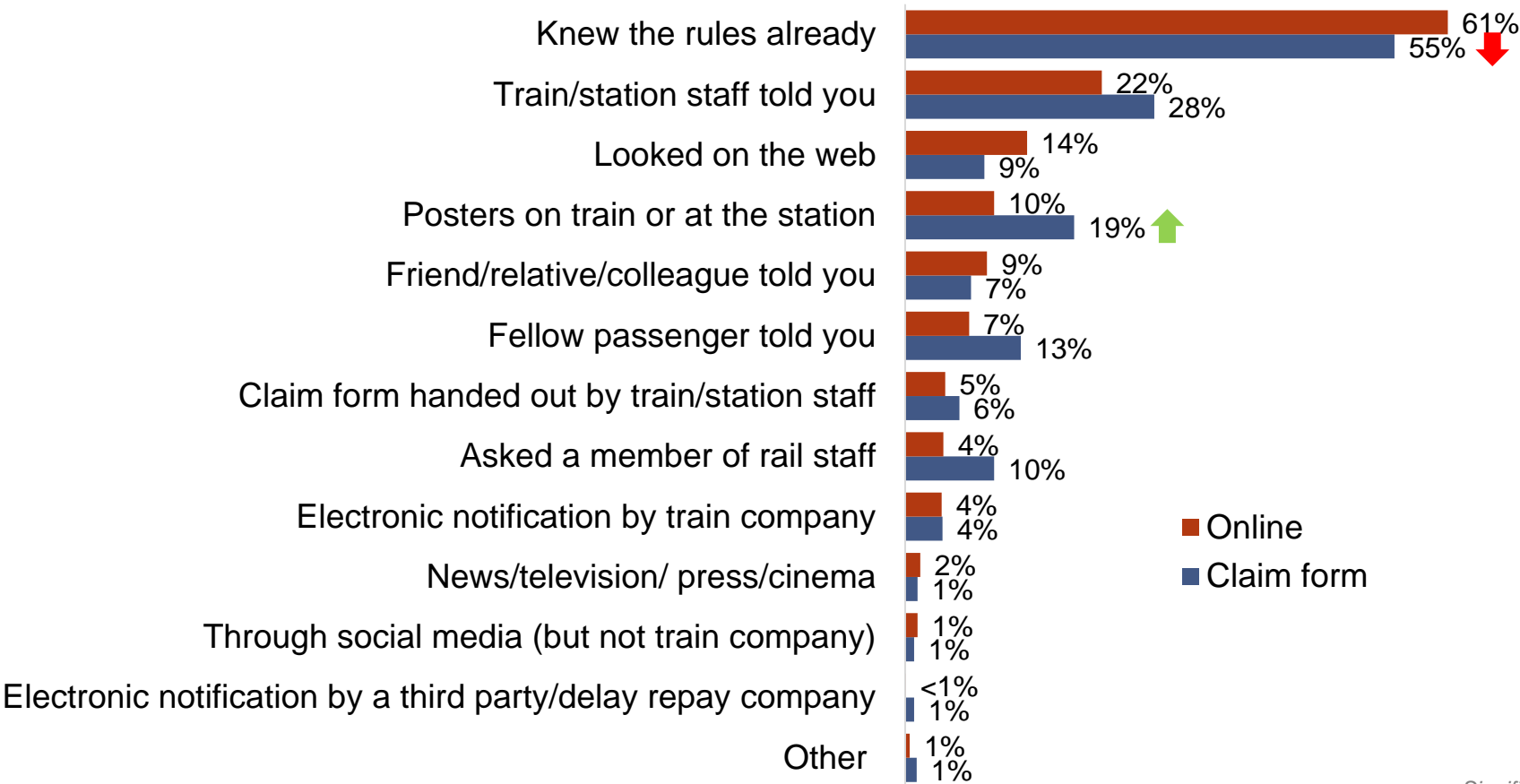
NB: Multi-coded question

Proportion aware they could claim – by claim method



Those claiming online were more likely have known the rules already while those claiming via a paper claim form were more likely to have found out via posters.

Means of finding out about claiming



Significantly different from online  

Q20 How did you find out you could claim for that delay?
Base = 869 (Online), 243 (Claim form)

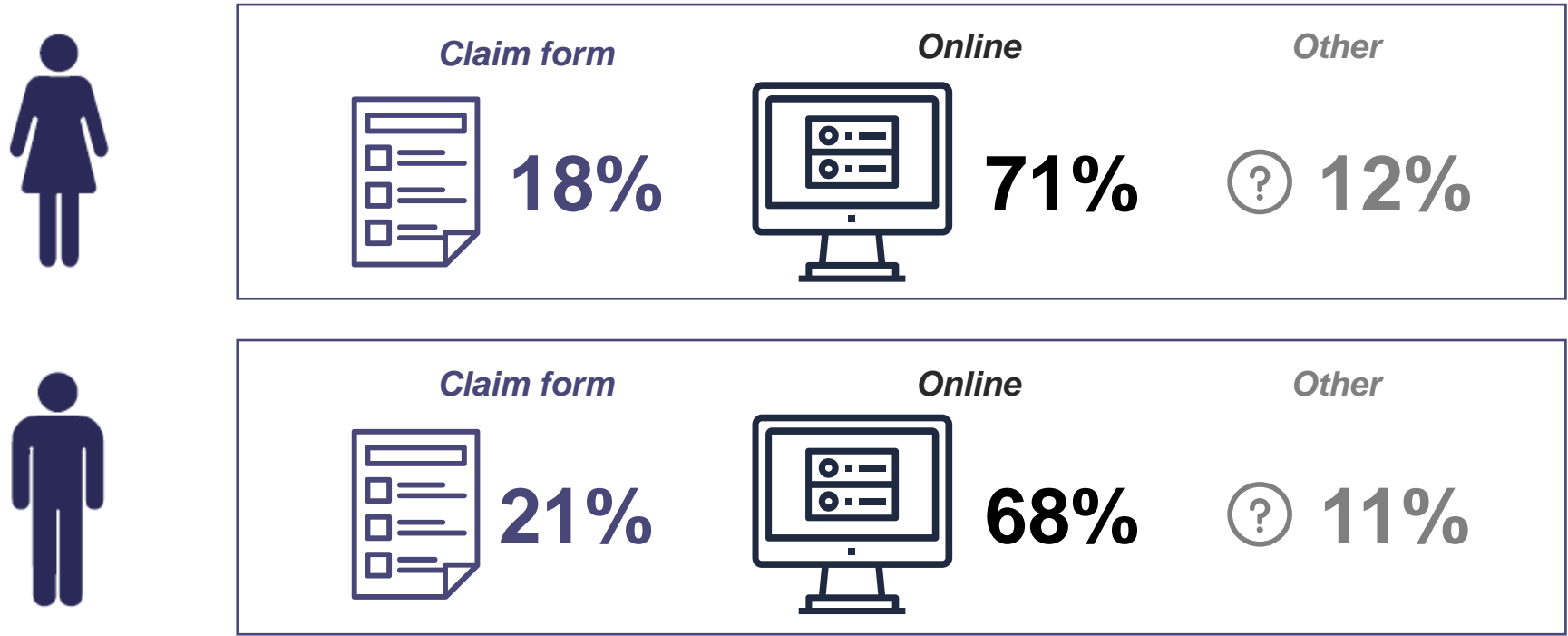
NB: Multi-coded question

Demographics of claim method – by gender



There was no difference in claim method by gender.

Gender



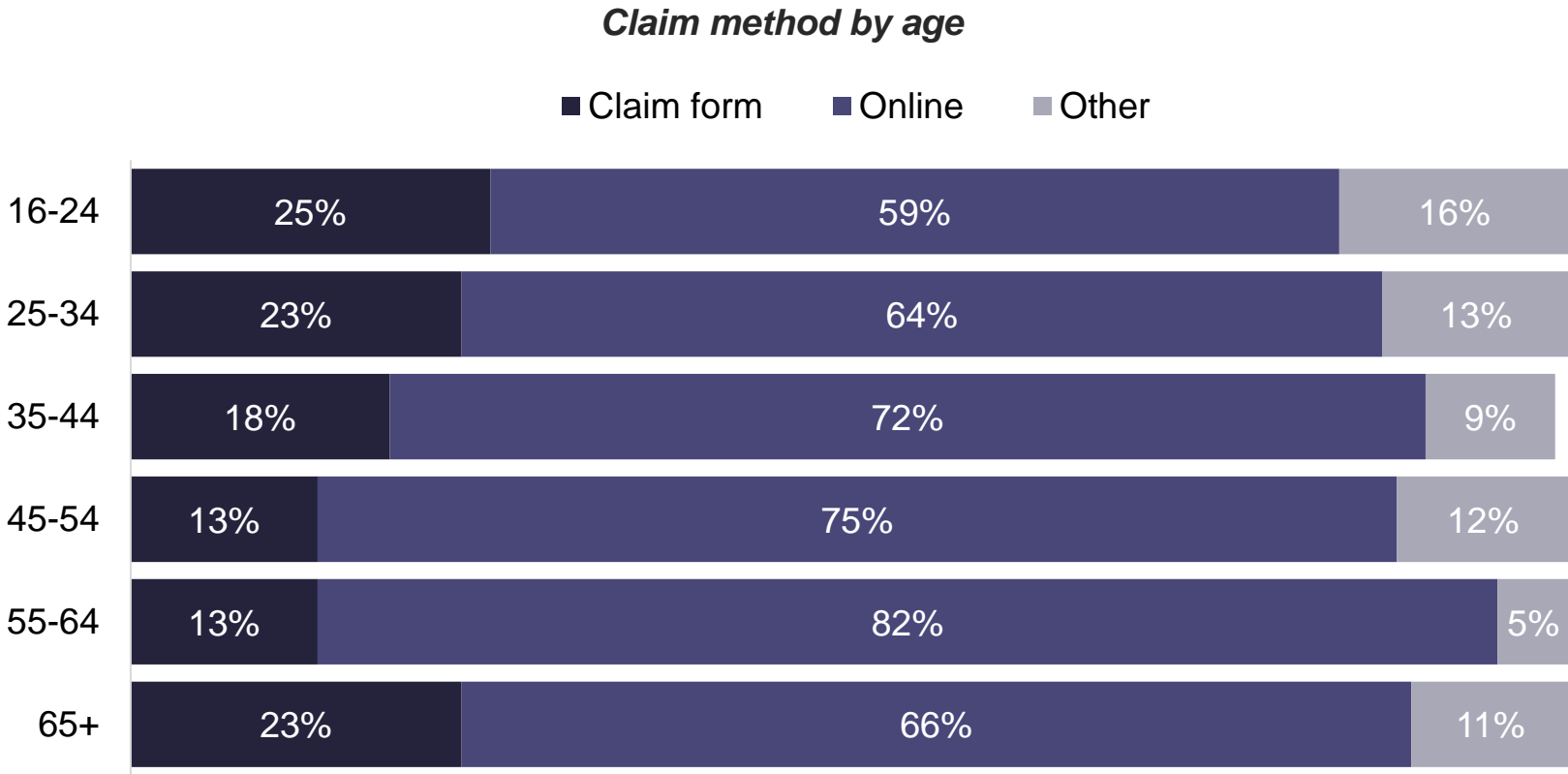
The other people emailed/wrote/phoned the train company

Q27 How did you apply for compensation/refund?
Base = Had eligible delay and made a claim – 595 females, 657 males



Demographics of claim method – by age

Those aged between 16-34 were more likely to use claim forms while those aged between 35-64 were more likely to claim online. The 65+ age group were also more likely to use claim forms, specifically via post.



Note that younger age groups were less likely to already know the rules for claiming

The remaining people emailed/wrote/phoned the train company

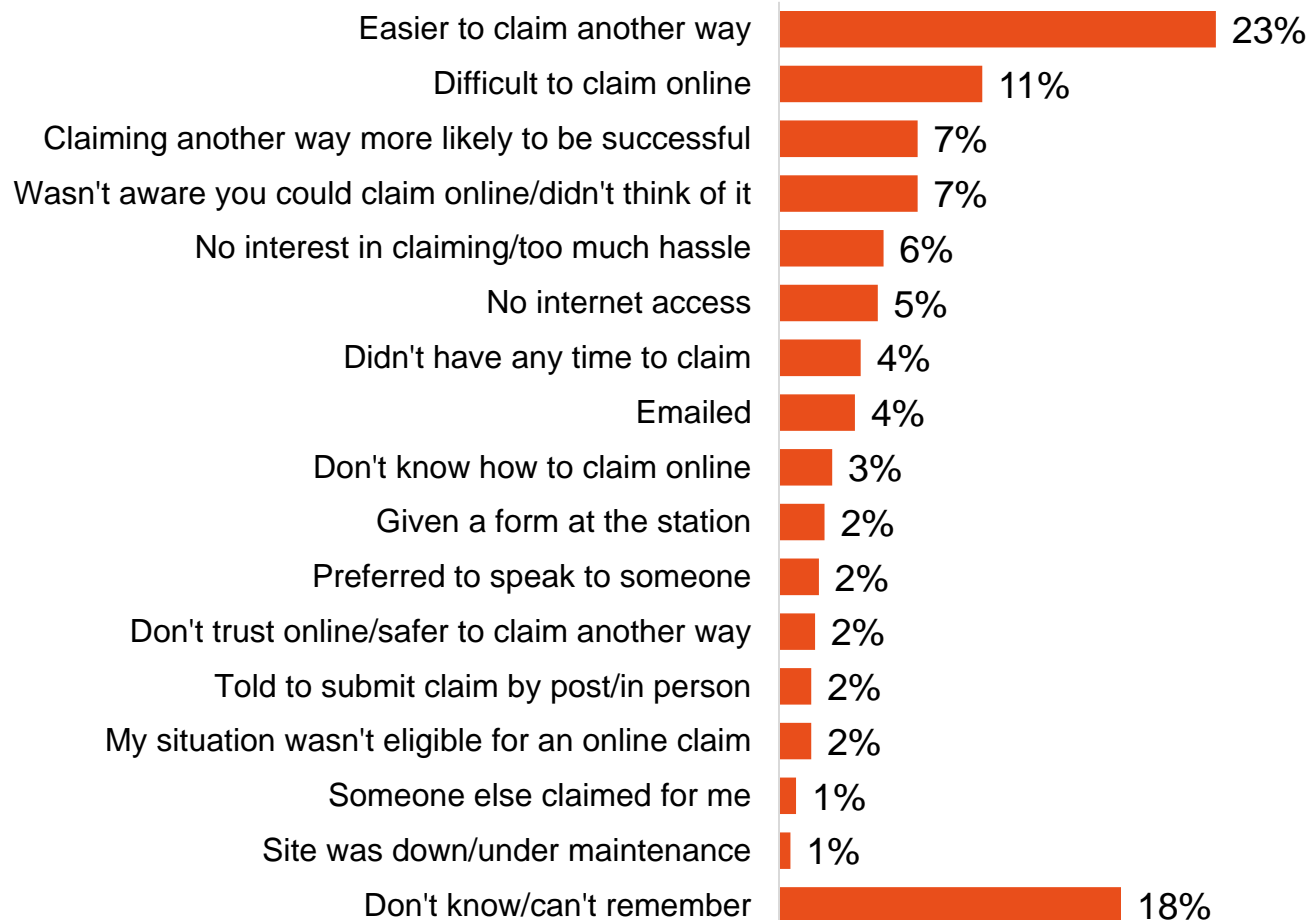
Q27 How did you apply for compensation/refund?
Base = Had eligible delay and made a claim – 194 aged 16-24, 316 aged 25-34, 247 aged 35-44, 224 aged 45-54, 161 aged 55-64, 116 aged 65+



Reasons for not claiming online

Nearly a quarter didn't claim online because they felt it was easier to claim another way.

Reasons for not claiming online



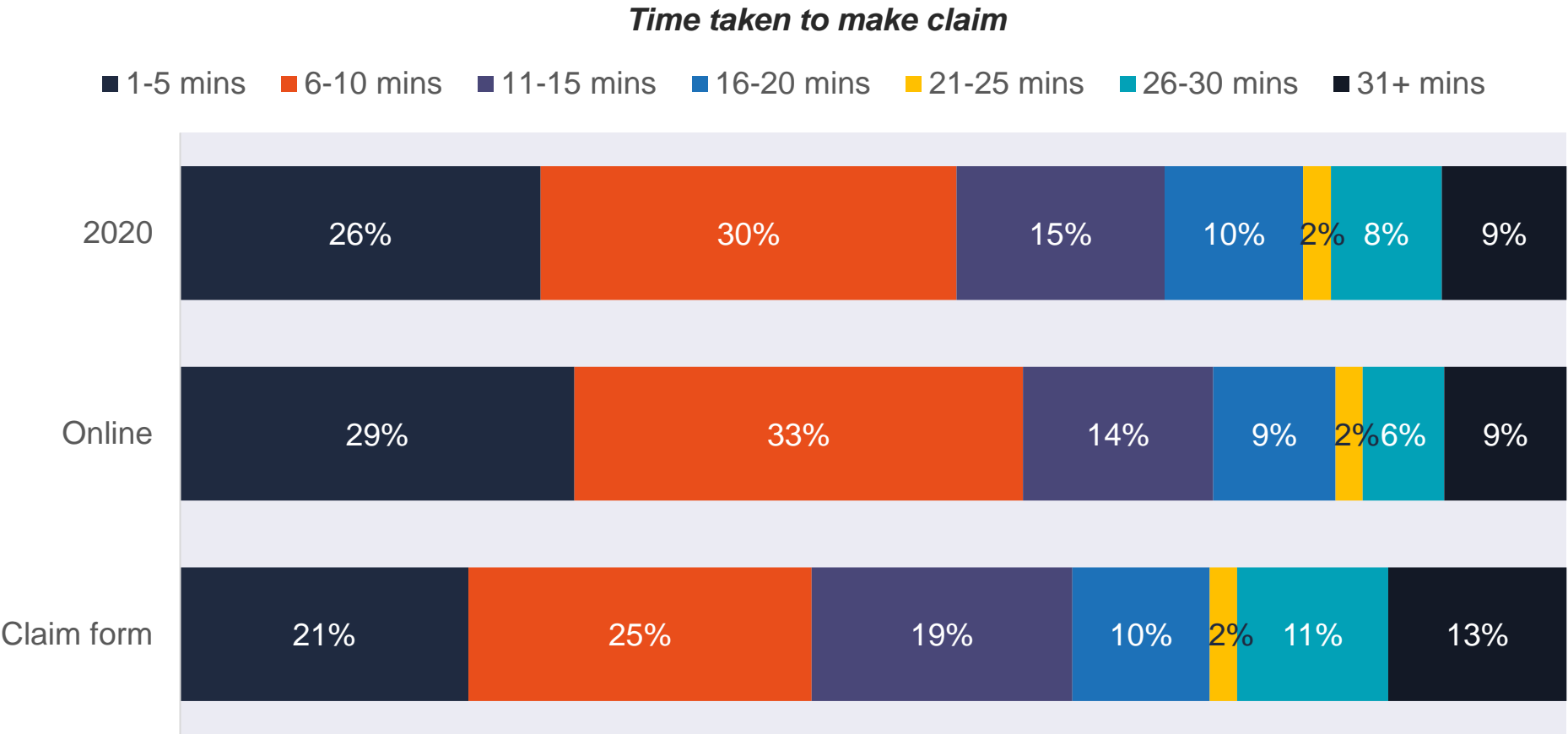
T2 Please can you explain why you didn't go online to claim?
Base = 377 (Not claiming online)



Time taken to make claim



The majority spent less than 10 minutes making their claim. The process was quicker online than using a claim form.









Q28a To the best you can estimate, how much time did it take to complete your claim for that delay?
Base = 1,257 ((Had eligible delay and made a claim), 869 (Online), 243 (Claim form),

Satisfaction with claims process – by journey purpose



Satisfaction with the claims process was consistent across all journey purposes. Leisure travellers were more likely to be satisfied with the value of compensation compared to commuters and business users were more likely to be satisfied with the form of compensation than commuters.

Total satisfied 2020 (%)	 Commuter	 Business	 Leisure
The train company alerting me to my right to claim compensation	54	47	51
The amount of information provided about how to claim compensation	67	67	66
The ease of finding out how to claim compensation	69	70	73
The ease of completing the compensation/refund claim process	71	78	72
The method(s) by which you were able to claim compensation/a refund	77	77	77
The speed with which you received a response	67	74	68
The speed with which you received your compensation/refund	72	79	75
The value of the compensation you received	67	74	80 
The form in which you received the compensation	82	92 	88 

Significantly different from commuter  

Q32 How satisfied were you with each of the following aspects of your compensation claim?
Base = varies, 317 to 421 (Commuters), 87 to 108 (Business), 548 to 702 (Leisure)

NB: Base of less than 100 for some measures for business

Satisfaction with claims process – by TOC



Train companies largely showed an improvement in satisfaction with the claims process but some TOCs showed a small decline in some aspects.

Train company	The train company alerting me to my right to claim compensation			The amount of information provided about how to claim compensation			The ease of completing the compensation/ refund claim process		
	2018	2020	Change	2018	2020	Change	2018	2020	Change
Abellio Greater Anglia*	47%	41%	-6 points	67%	74%	7 points	70%	72%	2 points
Avanti West Coast (previously Virgin Trains West Coast)*	49%	53%	4 points	71%	69%	-2 points	69%	73%	4 points
CrossCountry*	36%	54%	18 points ↑	59%	74%	15 points	68%	74%	6 points
East Midlands Railway*	48%	56%	8 points	60%	76%	16 points	62%	79%	17 points ↑
Great Western Railway*	39%	50%	11 points	45%	64%	19 points ↑	65%	80%	15 points ↑
London North Eastern Railway (previously Virgin Trains East Coast)†	47%	54%	7 points	70%	68%	-2 points	73%	79%	6 points
South Western Railway*	38%	37%	-1 point	53%	60%	7 points	70%	73%	3 points
Southeastern*	41%	60%	19 point ↑	57%	75%	18 points ↑	73%	82%	9 points
Southern*	37%	37%	0 points	55%	66%	11 points	74%	74%	0 points

Q32 How satisfied were you with each of the following aspects of your compensation claim?
Base = varies (Delayed by 30 mins. or 15 to 29 mins. in last 6 months and made a claim)

Significantly different from 2018 ↑ ↓

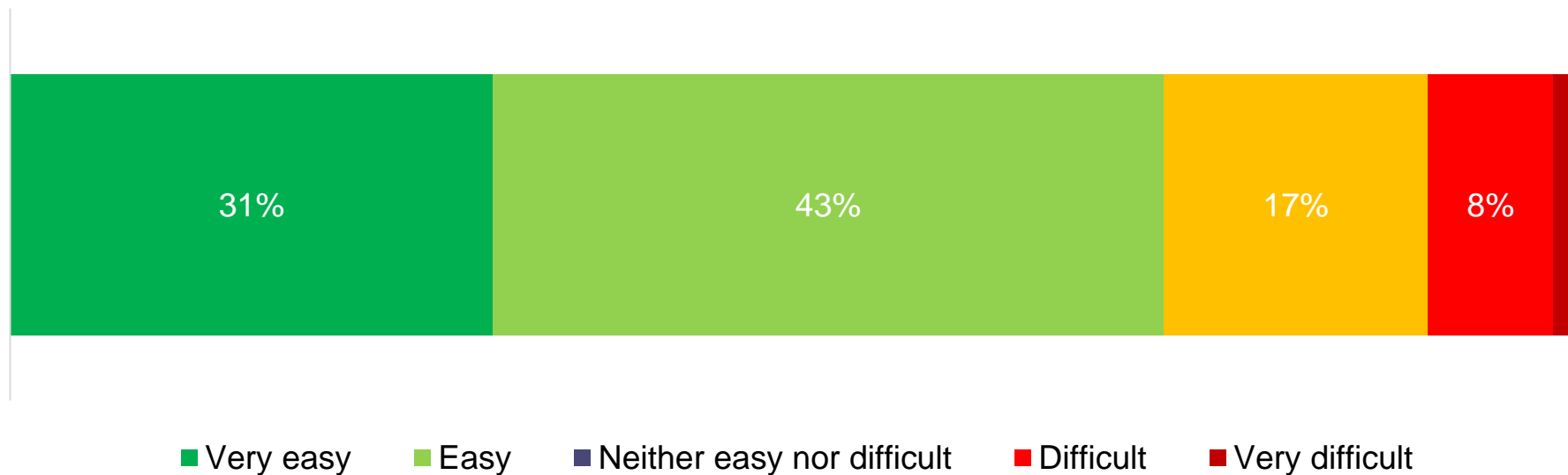
Train companies only shown where base size is over 50 in 2018 and 2020.
Base sizes are: * 50 to 100; and † 100 to 200



Ease of claiming via train company website or app

The majority of those claiming via a train company website or app found the process easy and only a small proportion found it hard.

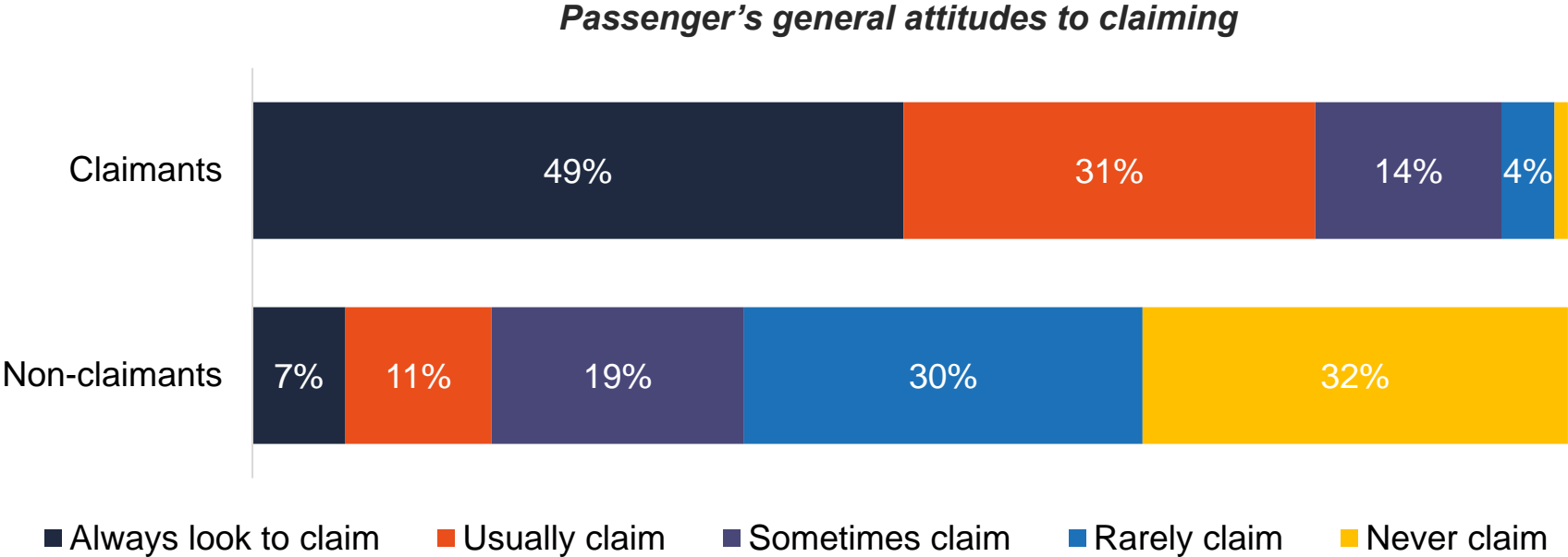
Ease of claiming via train company website or app



Q27a You said you claimed via the train company's website / app, how easy or difficult was it to use?
Base = 830 (Claiming via train company website/ app)

Mindset towards claiming rail compensation

There was a big difference in mindset between those who claimed for their most recent delay and those who did not.

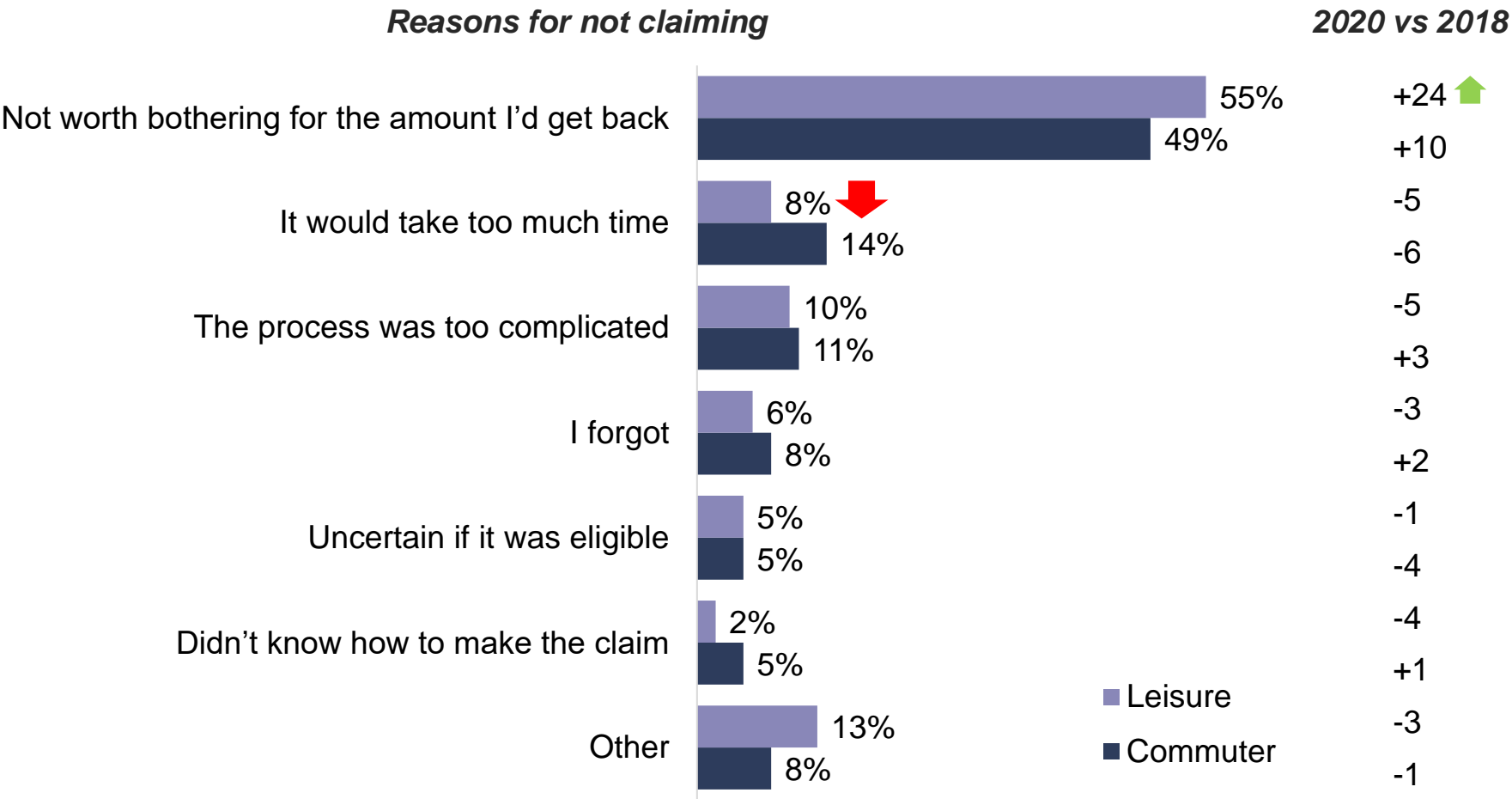


Q31 When a train delay is long enough to be eligible for compensation/a refund, what is your attitude to claiming?
Base = 1,509 (Delayed and claimed), 2,620 (Delayed but not claimed)

Reasons for not claiming compensation – by journey purpose



Compared to 2018, more commuters and leisure travellers felt that claiming wasn't worth bothering for the amount they get back.



Q33 What was the main reason you decided not to claim for that delay?
Base = Had eligible delay and chose not to claim 214 leisure 2020, 102 commuter 2020; 151 leisure 2018, 91 commuter 2018.
Note business too small to chart

Significantly different from commuter
NB: Base of less than 100 in 2018 for commuter