



Rail delays and compensation 2023

Prepared for Transport Focus and
the Department for Transport

November 2023

➔ **MAKE YOUR MARK.**

LONDON | LOS ANGELES | SAN FRANCISCO | SINGAPORE



Introduction

Rail Delays and Compensation is a tracking survey conducted every two years (although the current wave was delayed a year due to the pandemic)

- The methodology remains consistent over time; online interviews with rail passengers with quotas set by age, gender and region
- Interviews are undertaken with a sample of delayed passengers and take up to 15 minutes depending on whether they claimed compensation or not
- Over time, the number of train operators offering compensation for 15-29 minute delays has increased, so we report overall results and separate numbers for 15-29 minute delays and 30+ minute delays
- There have been substantial changes in travel patterns since March 2020 (most notably, an increase in the proportion of rail passengers travelling for leisure).



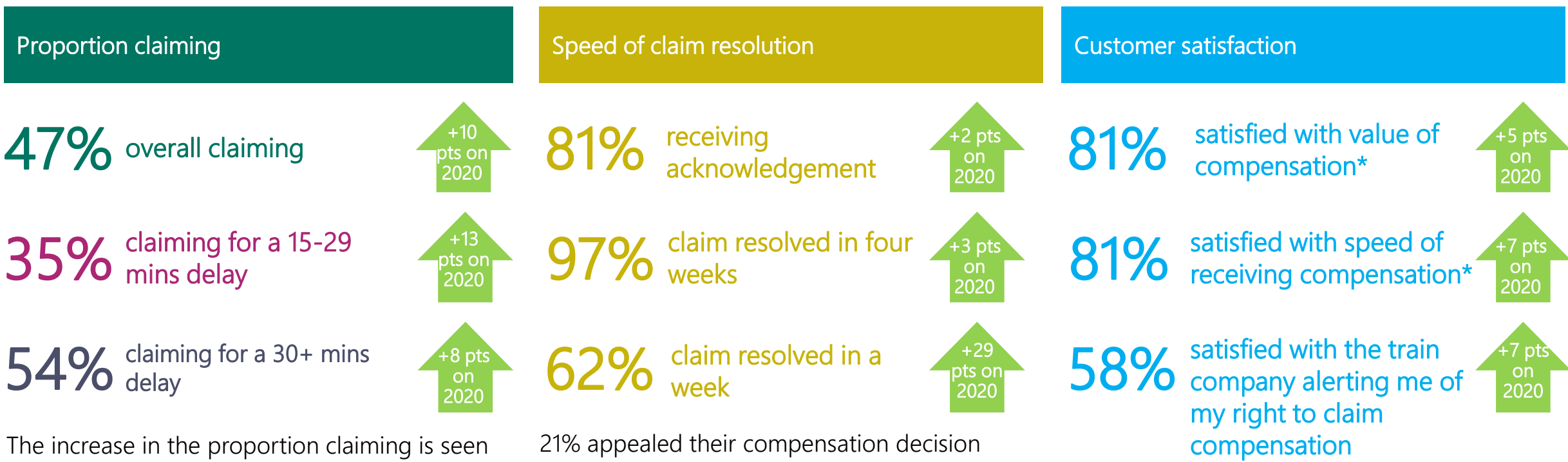
Contents

1. Key findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
6. Satisfaction with the claims process
7. Reasons for not claiming
8. Attitude to claiming
9. Appendix



Rail Delays and Compensation Executive Summary

Since 2020, the proportion claiming compensation, the speed of claim resolution and satisfaction with the claims process have improved



The increase in the proportion claiming is seen across different journey purposes and different lengths of delay

30mins+ delays now make up a greater proportion of claims vs. 2020, and they also receive a higher claim rate.

21% appealed their compensation decision (rising to 35% of unsuccessful claimants). The appeals process is largely thought to be fairly/very easy to navigate

Satisfaction on other attributes is very similar to last time (changing by between +2 and -1 percentage points)

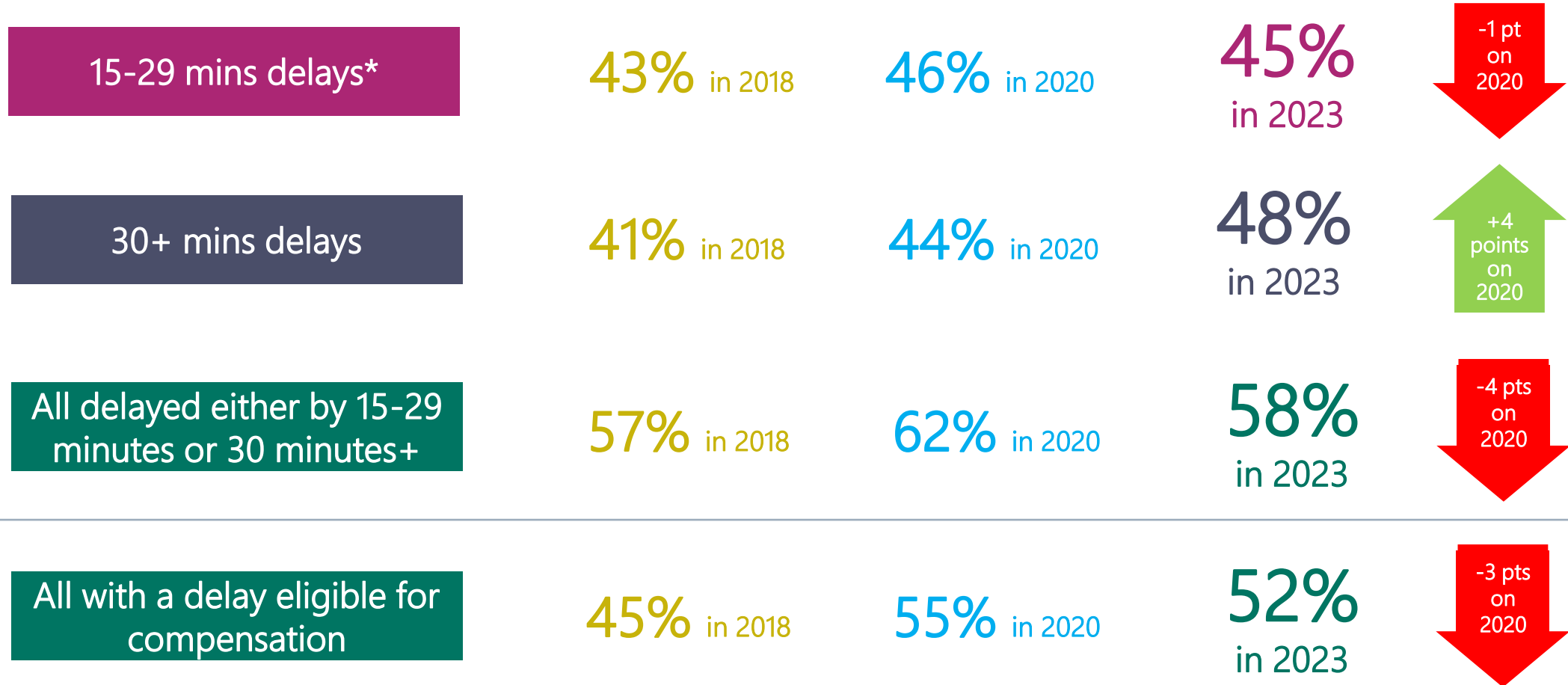
pts = percentage points

* In 2016, 2018 and 2020 these aspects were only asked to those manually claiming, in 2023 it was also asked of those receiving automatic compensation



Proportion of rail passengers delayed in past six months

The overall proportion has slightly reduced versus 2020, but those delayed by 30+ minutes has increased



S7a In the last six months, have you been delayed 30 mins. or more on any train journeys?

S8a 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 = 10,028 (All who made a journey by train in 2023), 11,656 (2020), 10,379 (2018). (*Note, for 15-29min delays, % shows those experiencing a delay whether eligible or not)

pts = percentage points



Proportion claiming compensation by delay length over time

Since 2020 this has increased for both 15–29 minute delays and 30+ minutes delays

All eligible delays

47%
claimed in 2023



37% claimed in 2020

35% claimed in 2018

35% claimed in 2016

15-29 mins delays

35%
claimed in 2023



22% claimed in 2020

18% claimed in 2018

- claimed in 2016

30+ mins delays

54%
claimed in 2023



46% claimed in 2020

39% claimed in 2018

35% claimed in 2016

HQ4. Most recent delay, Base = 4,744 (All who experienced an eligible delay and could recall the TOC travelling on in 2023), 4,129 (2020), 3,972 (2018), 3,239 (2016)

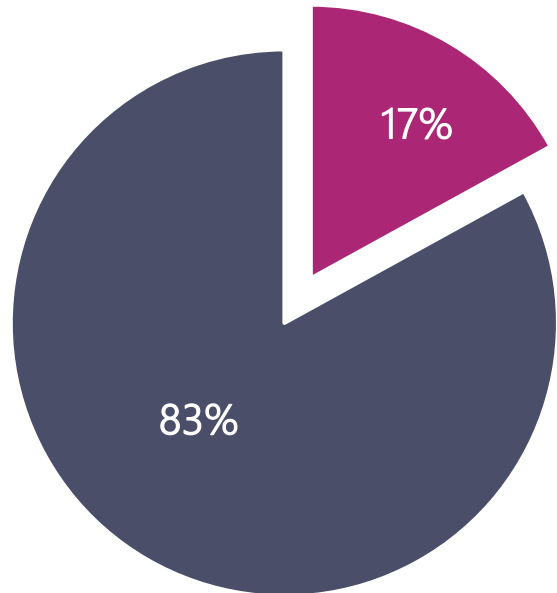
NB: In 2023, 2020 and 2018 eligibility arose from 30 mins+ and 15-29 mins eligible delays; in 2016 it was mostly 30 mins+ delays

Length of most recent eligible delay

Since 2020, the proportion of eligible delays which are over 30 minutes has increased

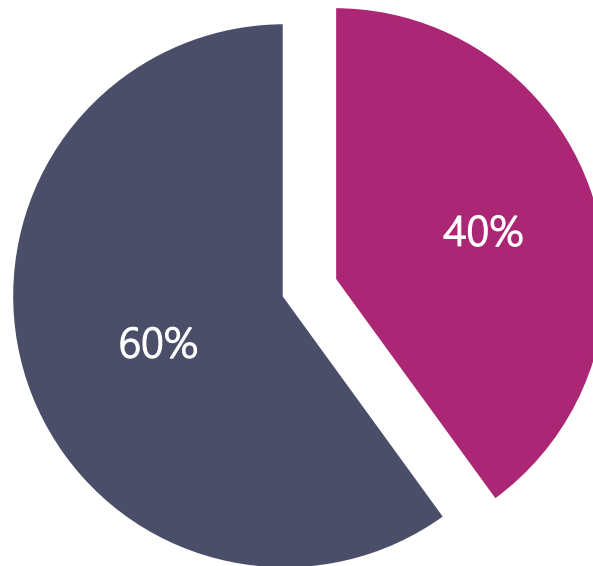
2018 – length of most recent eligible delay

- 15-29 mins eligible delay
- 30+ mins eligible delay



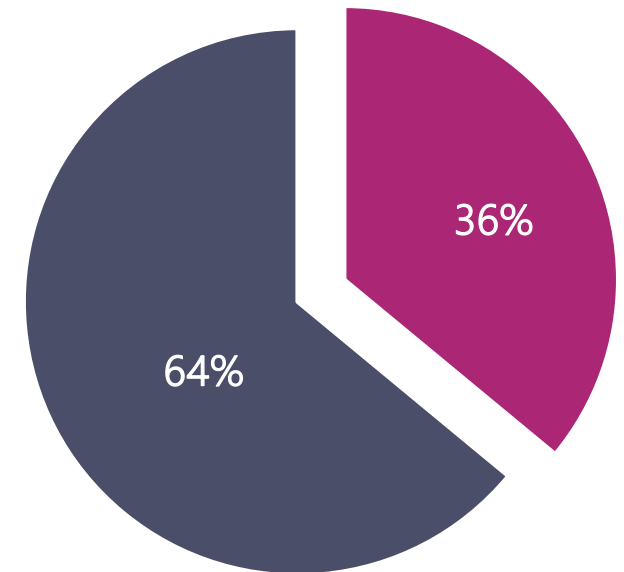
2020 – length of most recent eligible delay

- 15-29 mins eligible delay
- 30+ mins eligible delay



2023 – length of most recent eligible delay

- 15-29 mins eligible delay
- 30+ mins eligible delay

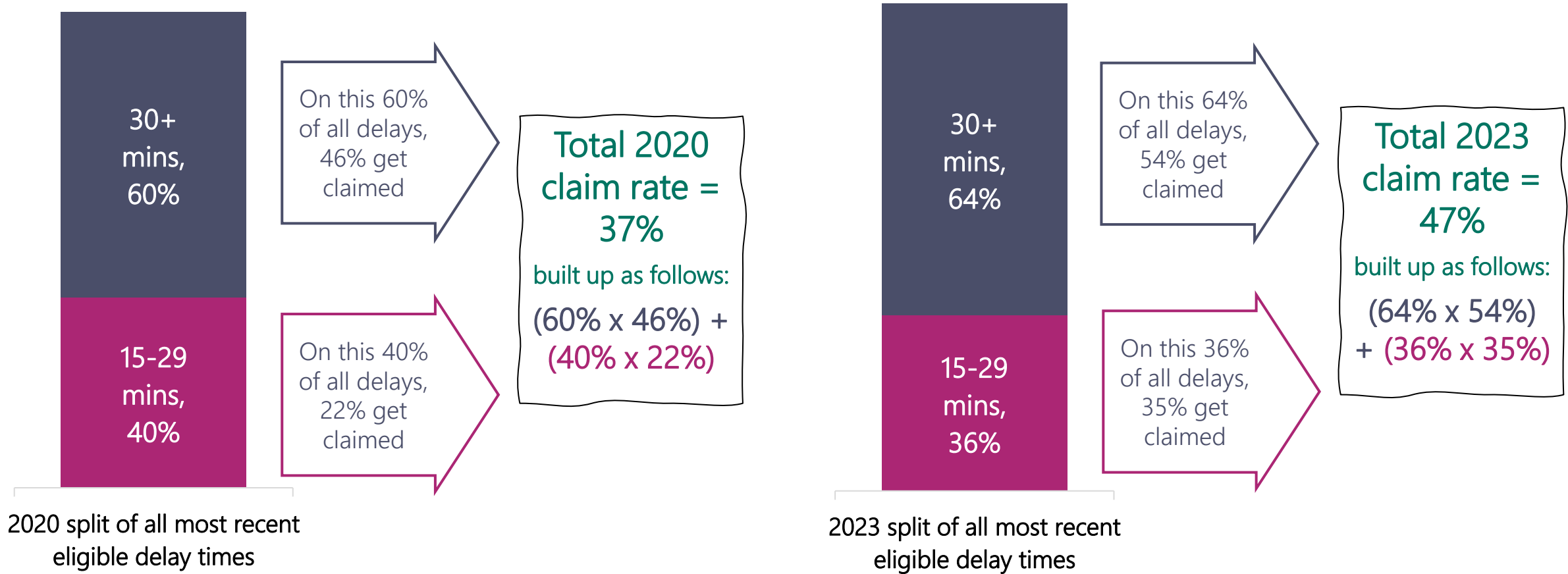


HQ4. Most recent delay, Base = 4,744 (All who experienced an eligible delay and could recall the TOC travelling on in 2023), 4,129 (2020), 3,972 (2018)

NB: In 2023, 2020 and 2018 eligibility arose from 30 mins+ and 15-29 mins eligible delays; in 2016 it was mostly 30 mins+ delays

How much each delay length's claim rate contributes to total rate

The total rate claiming is more driven by the claim rate for 30+ mins delays (as they account for almost two thirds of eligible delays and have a higher claim rate)



HQ4. Most recent delay, Base = 4,744 (All who experienced an eligible delay and could recall the TOC travelling on in 2023), 4,129 (2020)

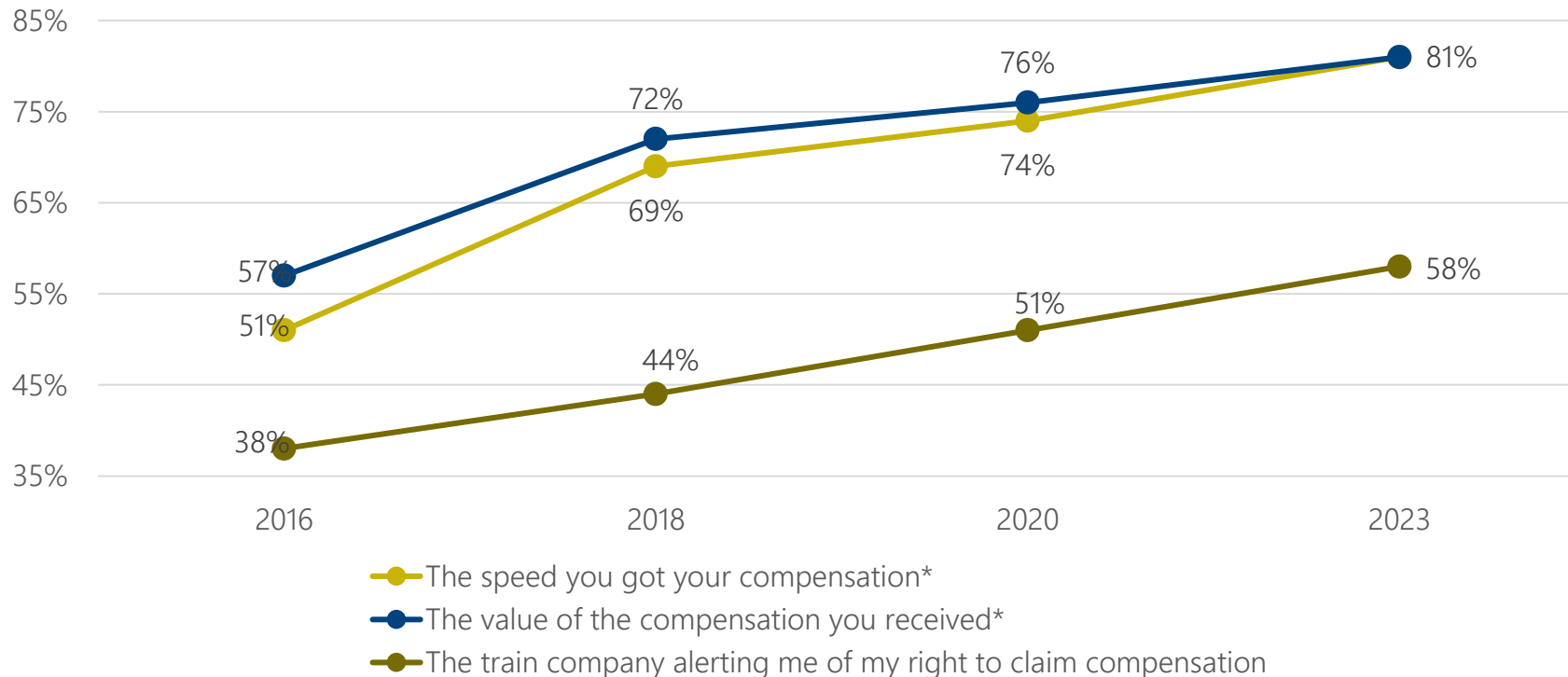
* Calculated from the underlying full decimal values of 'proportion of eligible delays' and 'claiming rates' for each scheme and then rounded to the nearest whole number.

Satisfaction with claims handling and the compensation

This improved sharply in 2018 for speed and value and has steadily improved since on all three aspects

Satisfaction with claims process

In 2023 this was asked of those receiving both manual and automatic compensation. This was a change to 2020, 2018 and 2016 where it was only asked to those claiming manually.



2023 values for those manually claiming compensation only:

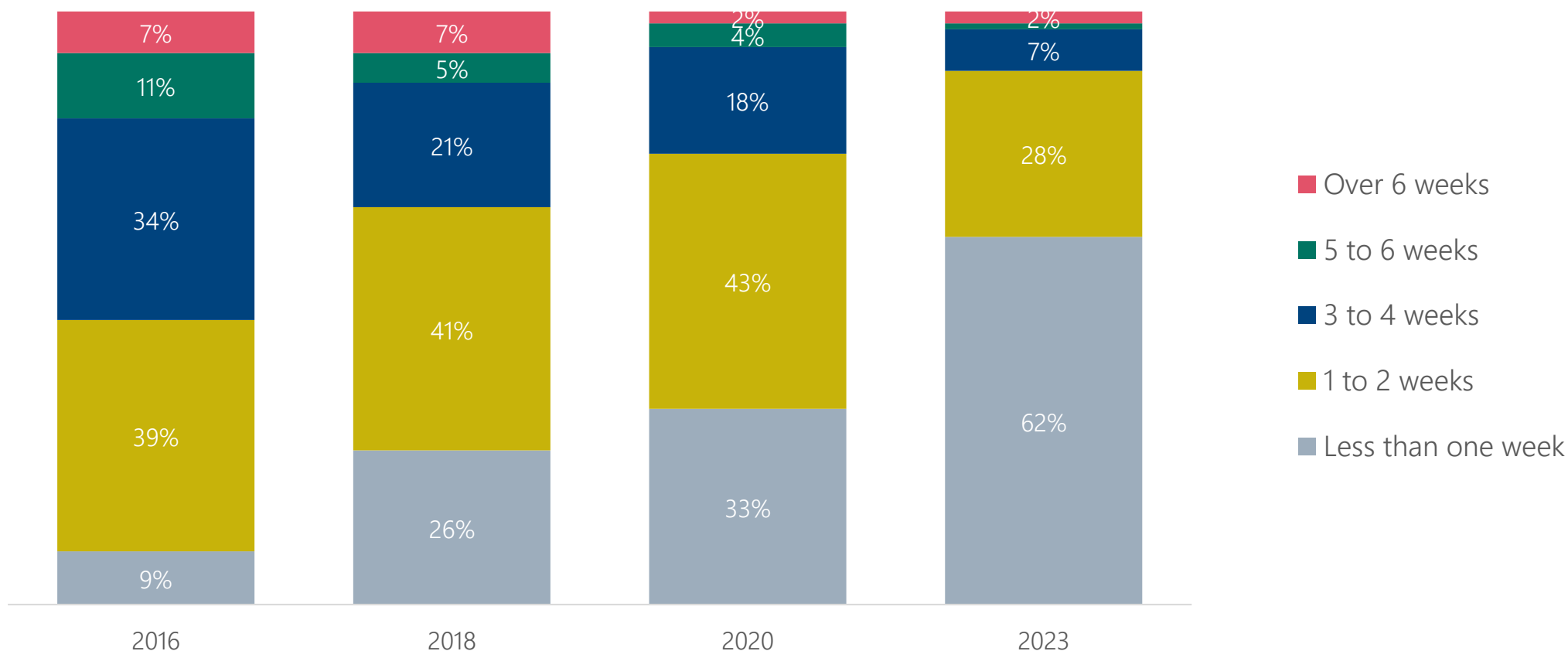
- Speed of getting compensation 77%
- Value of compensation 77%

Q36. How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? Base: All making a claim excluding don't know, 1,828 (speed), 1,831 (value), 1,665 (alerting) in 2023, 972 (speed), 975 (value), 1,234 (alerting) in 2020, 797 (speed), 796 (value), 1,205 (alerting) in 2018, 1,084 (speed), 1,065 (value), 1,121 (alerting) in 2016

Time taken to respond to claims

There is a significant increase in claims being resolved in less than one week. Almost all are now resolved within the ORR target of four-weeks (20 working days)

Time taken to respond to claims – 2016, 2018, 2020 and 2023 comparison



Q29. How long did it take to get a decision on your claim?
 Base = 1,410 (Had a decision on a claim, excluding don't know in 2023), 1088 in 2020, 922 in 2018, 903 in 2016

Contents

1. Key Findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
6. Satisfaction with the claims process
7. Reasons for not claiming
8. Attitude to claiming
9. Appendix



Passenger compensation schemes

About Delay Repay

- Introduced in 2007 and rolled out as new franchises were awarded. Delay Repay initially offered entitlement to compensation for delays of 30 minutes or more.
- Most TOCs now offer compensation for delays of 15 to 29 minutes. The number of operators offering this scheme has increased from **8** in 2018 to **17** in 2020 and **18** in 2023.
- All but one of the other open-access operators, Merseyrail, London Overground and the Elizabeth Line offer compensation similar to that for 30 mins+ delays. The exception is Grand Central which continues to adhere to the original 60-minute delay threshold.
- The Delay Repay scheme covers all types of ticket including seasons and offers a uniform entitlement to compensation (unlike the Passengers' Charter which treated seasons differently to singles and returns).
- Delay Repay is not available however where a passenger chose not to travel by train due to industrial action/strikes. These instances are outside the scope of this research as the passenger would be entitled to a full refund not compensation for a delay.

Operators offering Delay Repay 15

- Avanti West Coast
- c2c
- Chiltern Railways
- East Midlands Railway
- Gatwick Express
- Great Northern
- Great Western Railway
- Greater Anglia (including Stansted Express)
- Heathrow Express
- London Northwestern Railway
- Northern
- South Western Railway (including Island Line)
- Southeastern
- Southern
- Thameslink
- TransPennine Express
- Transport for Wales (TfW)
- West Midlands Railway



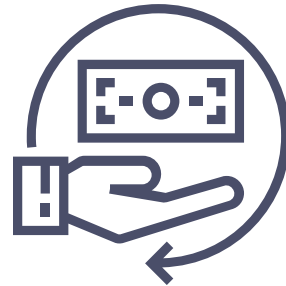
Research objectives



Measure the incidence of delays when travelling by train



Measure the proportion of eligible passengers claiming compensation



Measure passengers' satisfaction with claims processes



Provide information at TOC level where possible (having approximately 100 or more responses each wave)



Understand why eligibly delayed don't claim and attitudes to claiming compensation for both delayed and non delayed passengers

Track key results against the previous research waves



Methodology

1. Kept consistent with the previous waves in 2020, 2018, and 2016, including maintaining the core question set about delays experienced, whether claimed, and satisfaction with claim handling
2. Data collected using an online quantitative survey via email invitations to 'dedicated research panels' maintained by Dynata, Prodege and CINT.
3. There were four elements to the online fieldwork:
 - a. Screening for rail passengers (used rail at least once in past twelve months) - 10,028 rail users
 - b. These 10,028 were asked about delays on any of their rail journey in the last six months, how long it was for, and which TOC it was on. Of these, 4,744 had experienced a delay of 15-29 minutes or 30 minute+ that was eligible for compensation.
 - c. They then completed (the 4,744) the main questionnaire to ask more about their most recent eligible delay, whether they claimed for, and satisfaction with the handling of that claim
 - d. In addition, the 4,744 eligibly delayed passengers and 788 non-delayed rail passengers completed a short questionnaire to understand their attitudes to current compensation policies and processes
4. Interviewing targets were set by age, gender and region to represent the total population of rail passengers and weighting applied post completion to correct for any variance in the profile of achieved responses.
5. Interviews took place between March and April 2023; this consistent to 2020, 2018 and 2016 waves.

Further detail on the methodology is available in the Technical Report.



How to read the report

Symbols are used throughout the report denote the coverage and whether significant differences



15-29 minute eligible delay



30+ minute eligible delay



Non delayed rail passengers



Significant increase since 2020 or between 2023 groups at the 5% level (except in key findings section where all trends are shown)



Significant decrease since 2020 or between 2023 groups at the 5% level (except in key findings section where all trends are shown)

'Automatic' vs 'manual' compensation is self-defined by the respondent and the question text is 'automatic' to keep consistent with prior waves.

'Automatic' appears to include the vast majority of those sent a pre-completed form (i.e., automated) since under 1% of those self-defining as 'manual' said they claimed for compensation this way.

Bases – all bases shown are the unweighted respondent counts

Contents

1. Key Findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
6. Satisfaction with the claims process
7. Reasons for not claiming
8. Attitude to claiming
9. Appendix

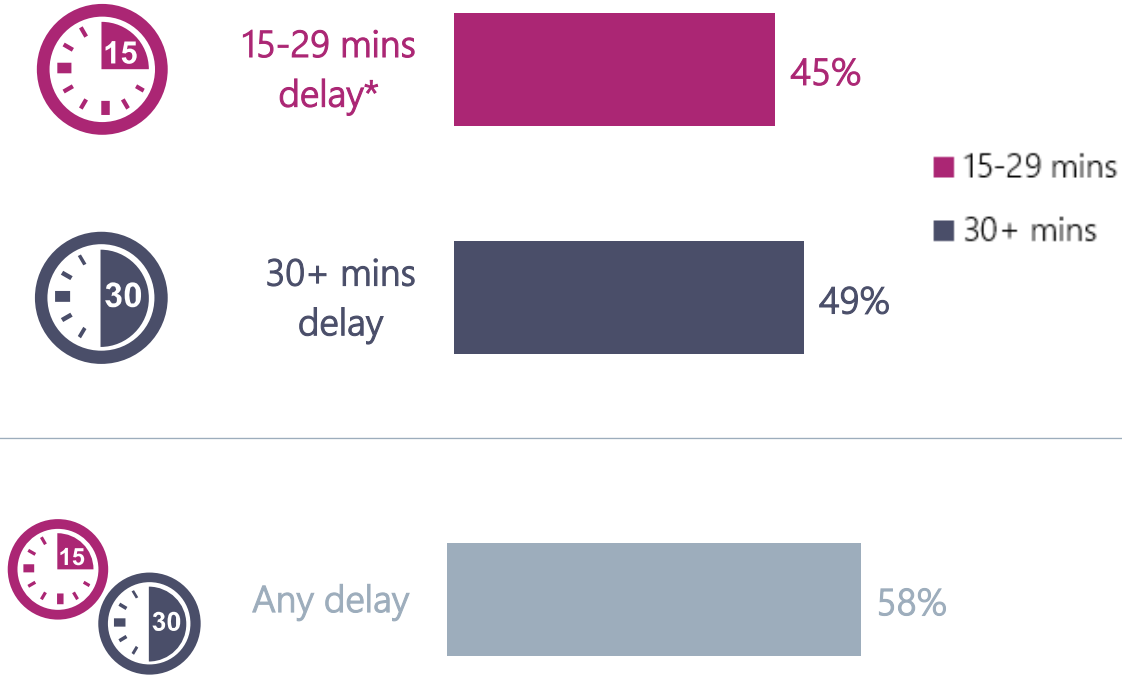




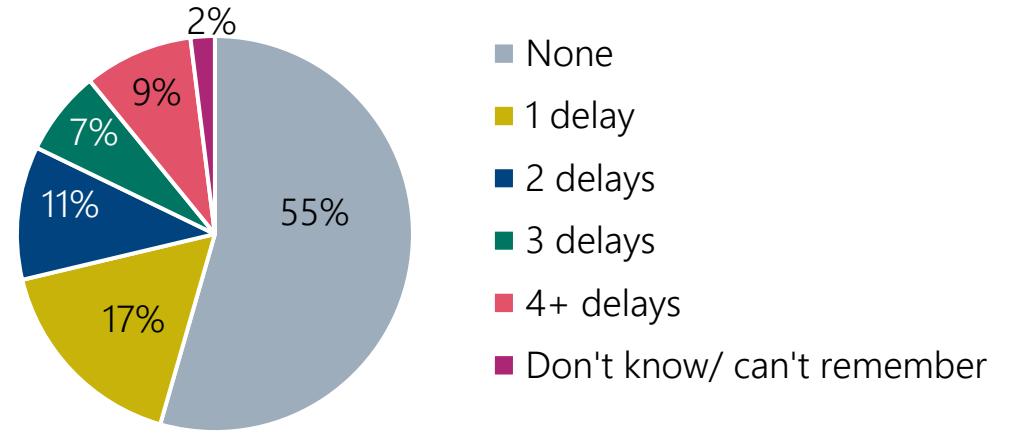
Proportion of passengers delayed in last six months

Just over half were delayed in the last six months and the majority suffered multiple delays

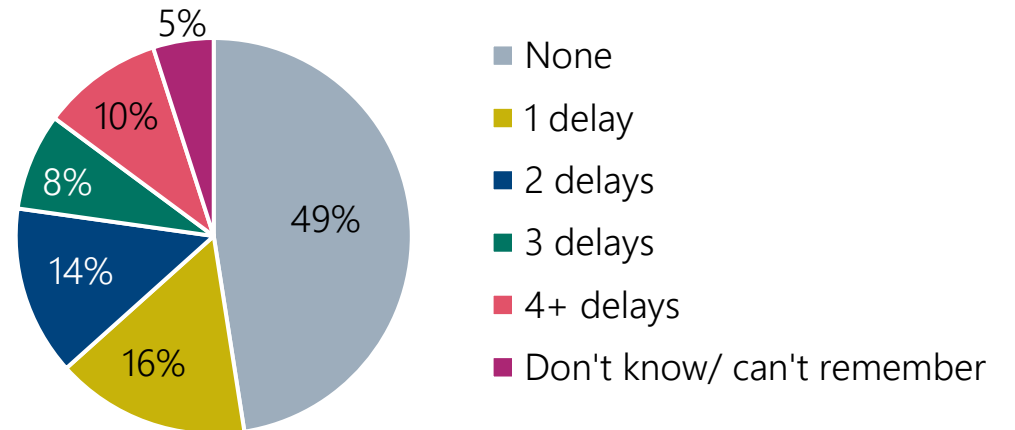
Delays experienced in the last six months



Number of 15-to-29-minute delays



Number of 30+ minute delays



S7a In the last six months, have you been delayed 30 mins. or more on any train journeys?

S8a 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 = 9,980 (All who made a journey by train)

Q7b How many 30 minutes or more delays have you had in the last six months? Base = 9,980

Q8b How many of these 15 minute but less than 30 minute delays have you had in the last six months? Base = 9,929 (*Note, for 15-29min delays, % shows those experiencing a delay whether eligible or not)

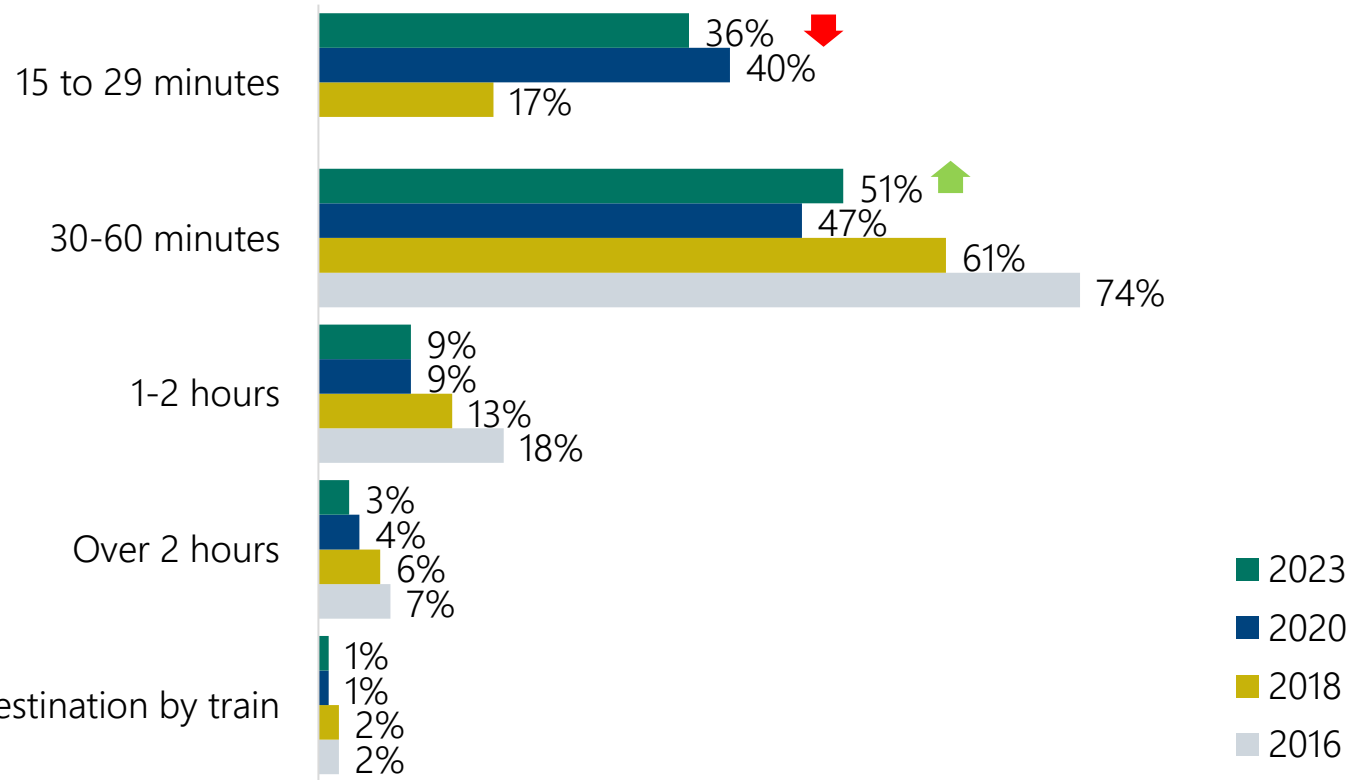


Duration of the most recent eligible delay

The proportion experiencing a '30–60 minute' delay has increased. The proportion over an hour (who qualify for greater compensation rates) remains small



Duration of most recent delay



I didn't reach my intended destination by train

Q15 How long was the delay you experienced on that occasion?
 Base = 4,744 (All who experienced an eligible delay in 2023),
 4,129 (2020), 3,972 (2018), 3,479 (2016)

NB: In 2023, 2020 and 2018 eligibility arose from 30 mins+ and 15-29 mins eligible delays; in 2016 it was mostly 30 mins+ delays NB: Multi-coded question

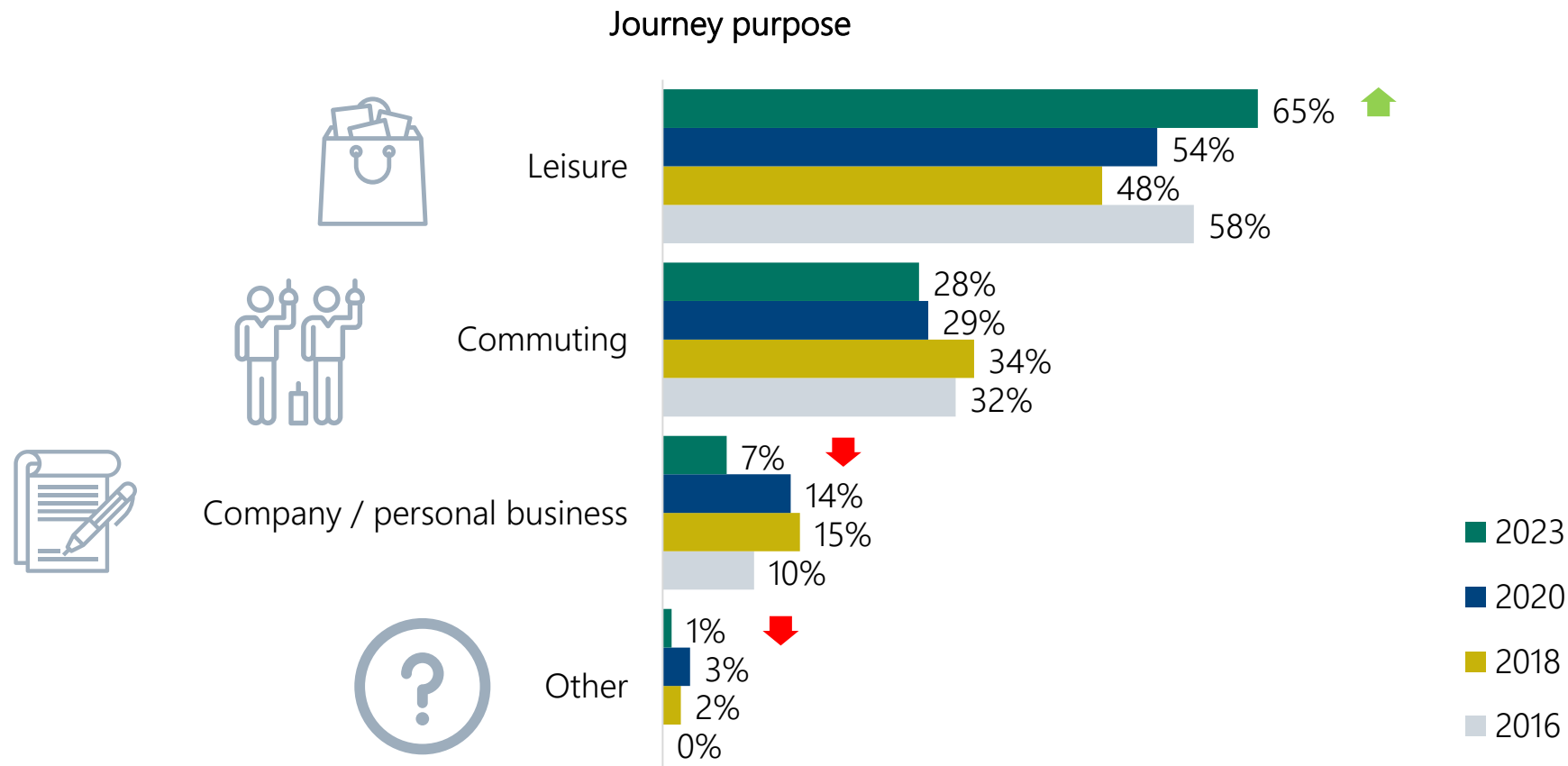
Significantly different from 2020





Purpose of journey of the most recent eligible delays

Around two-thirds of passengers' most recent delay was on a leisure journey



Q6 What was the main reason for making that journey?
Base = 4,744 (All who experienced an eligible delay in 2023), 4,129 (2020), 3,972 (2018), 3,488 (2016)

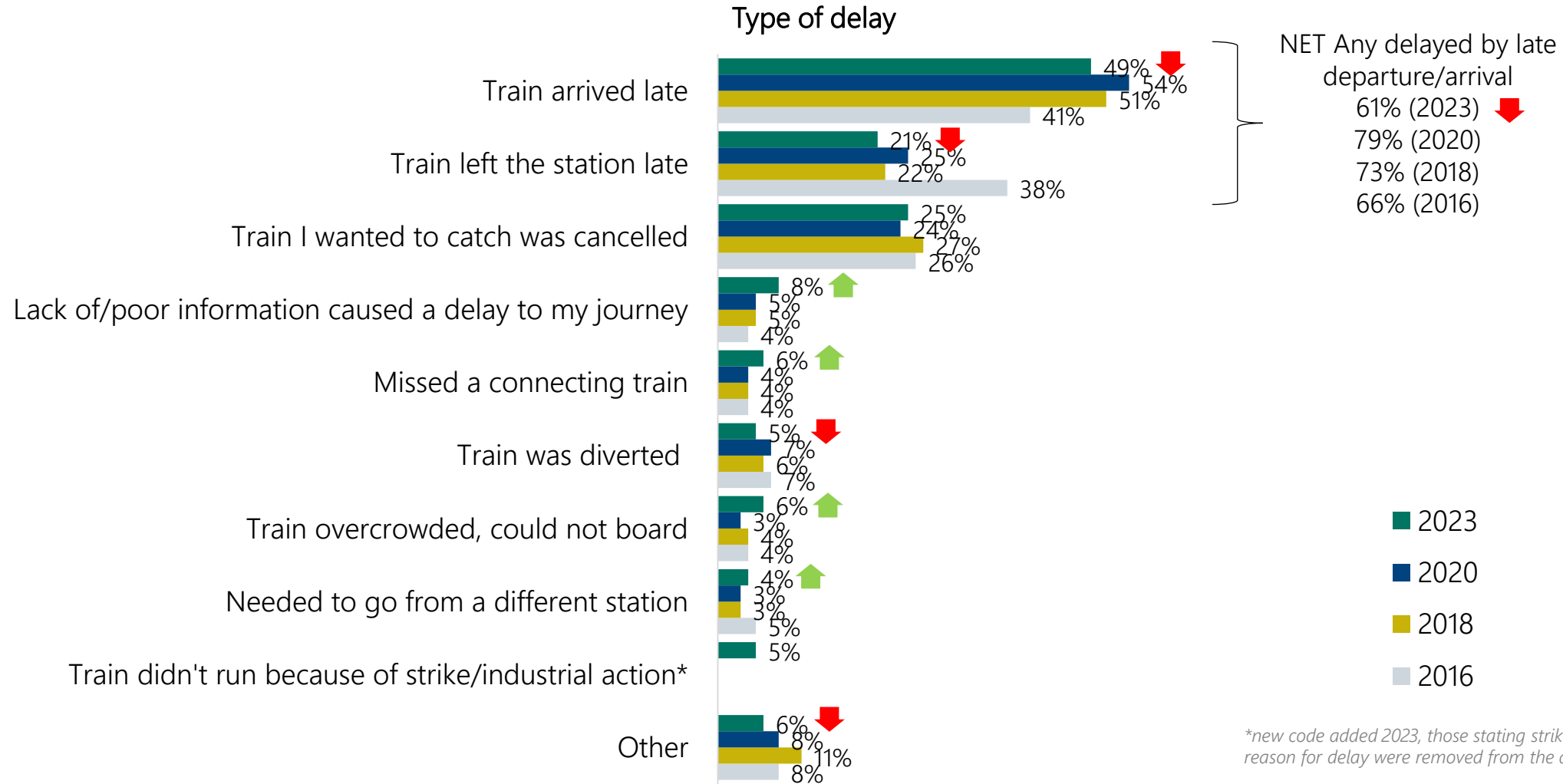
Significantly different from 2020





Reason why delayed

Most delays are due to the late departure or arrival of trains, though a quarter involve a train cancelled



*new code added 2023, those stating strike only as their reason for delay were removed from the dataset



Contents

1. Key Findings
2. Introduction and objectives
3. Profile of delays
- 4. Proportion claiming**
5. Awareness of the claims process
6. Satisfaction with the claims process
7. Reasons for not claiming
8. Attitude to claiming
9. Appendix





Proportion of eligible delays claimed for

This has increased significantly. The number saying 'they didn't think they could claim' or 'didn't even think about claiming' has reduced

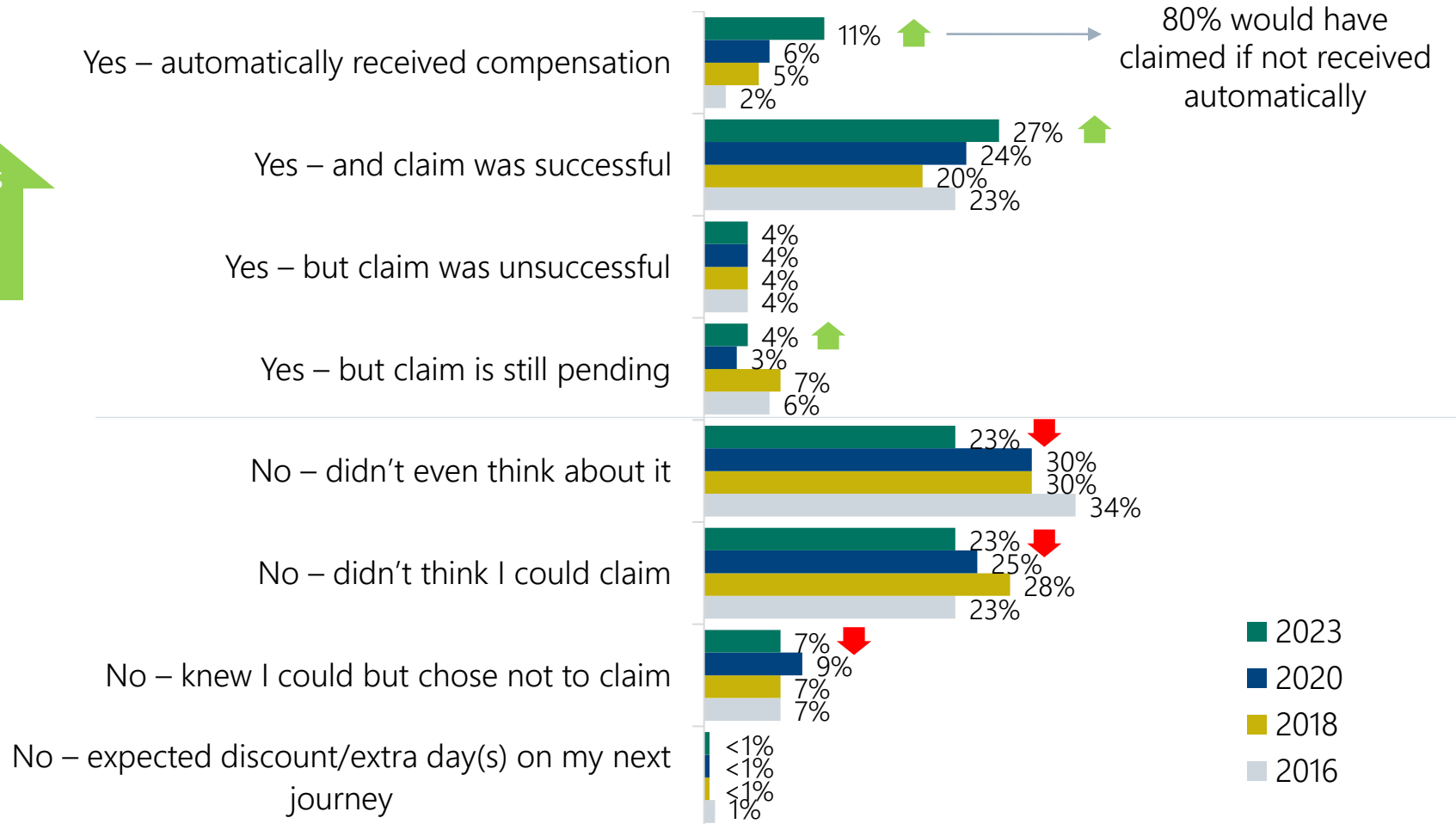
47% claimed in 2023



37% claimed in 2020

35% claimed in 2018

35% claimed in 2016



pts = percentage points

Significantly different from 2020



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
 Base = 4,744 (All who experienced an eligible delay in 2023), 4,129 (2020), 3,972 (2018), 3,239 (2016)

Q19 If you did not get compensation automatically would you have claimed for that most recent delay? Base = 529 (Received automatic compensation)



Proportion claiming by delay length

The proportion claiming rises the longer the delay. It has risen significantly over 2020 for delays under two hours.

Proportion of delayed passengers claiming by length of delay

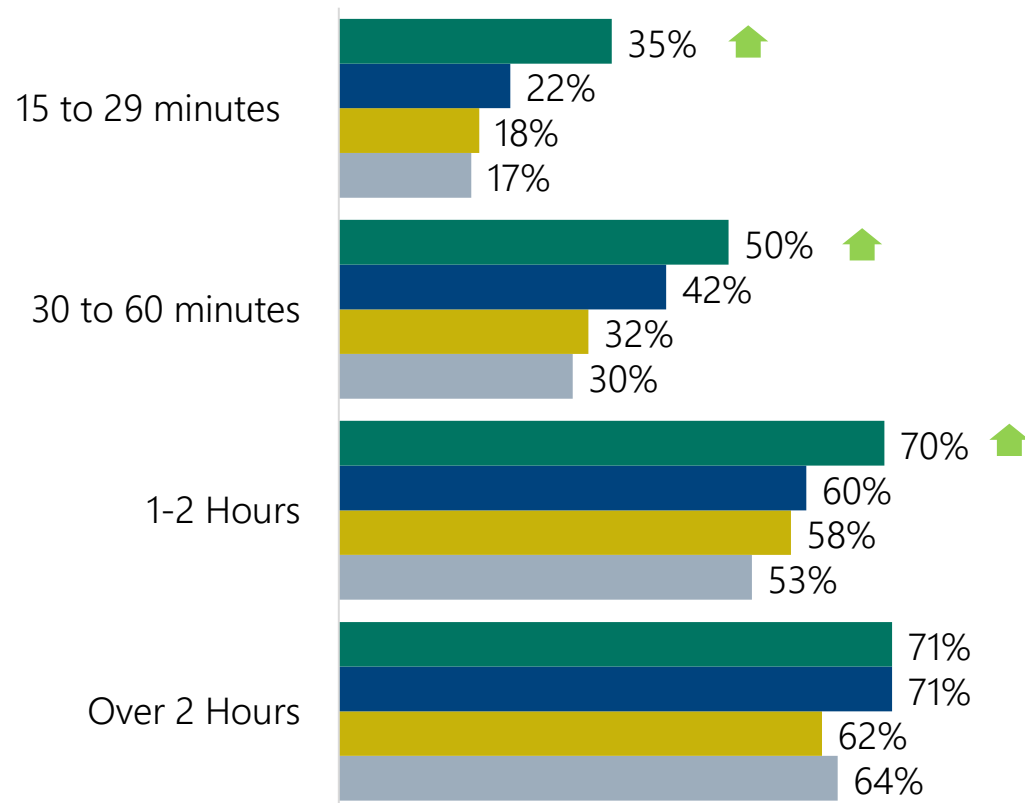
47% claimed in 2023



37% claimed in 2020

35% claimed in 2018

35% claimed in 2016



■ 2023
■ 2020
■ 2018
■ 2016

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base (had eligible delay) – 1,703 15-29 minutes, 2,426 30-60 minutes, 423 1-2 hours minutes, 129 over 2 hours in 2023, 1,644 15 to 29 minutes, 1,928 30 to 60 minutes, 353 1-2 hours, 160 over 2 hours in 2020, 701 15 to 29 minutes, 2,412 30 to 60 minutes, 538 1-2 hours, 242 over 2 hours in 2018, 240 Up to 30 minutes, 2,295 30 to 60 minutes, 623 1-2 hours, 252 over 2 hours in 2016

NB: In 2020 and 2018 eligibility arose from 30 mins+ eligible delays and 15-29 mins eligible delays; in 2016 it was mostly 30 mins+ eligible delays

pts = percentage points

Significantly different from 2020

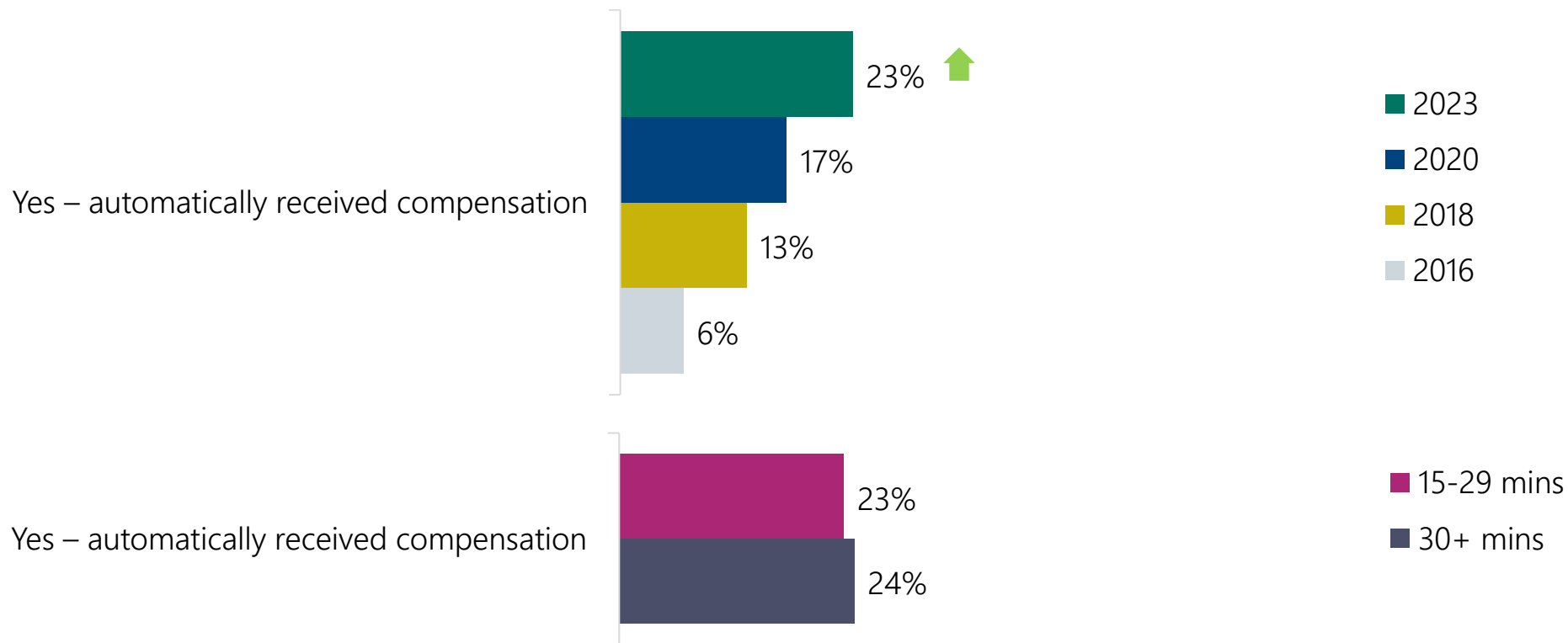




Share of claimants automatically* receiving compensation

Almost a quarter who claimed for delays received compensation automatically*

Proportion of delayed passengers claiming compensation who automatically received compensation



'Automatic' vs 'manual' compensation is self-defined by the respondent and the question text is 'automatic' to keep consistent with prior waves. 'Automatic' appears to include the vast majority of those sent a pre-completed form (i.e. automated) since under 1% of those self-defining as 'manual' said they claimed for compensation this way.





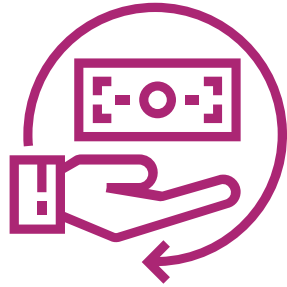
Approach to claiming by delay length

The proportion who 'didn't think about it' or 'didn't know they could claim' was higher for 15–29 minute delays

Compensation scheme - % claiming (total)

15-29 mins eligible delay

30+ mins eligible delay

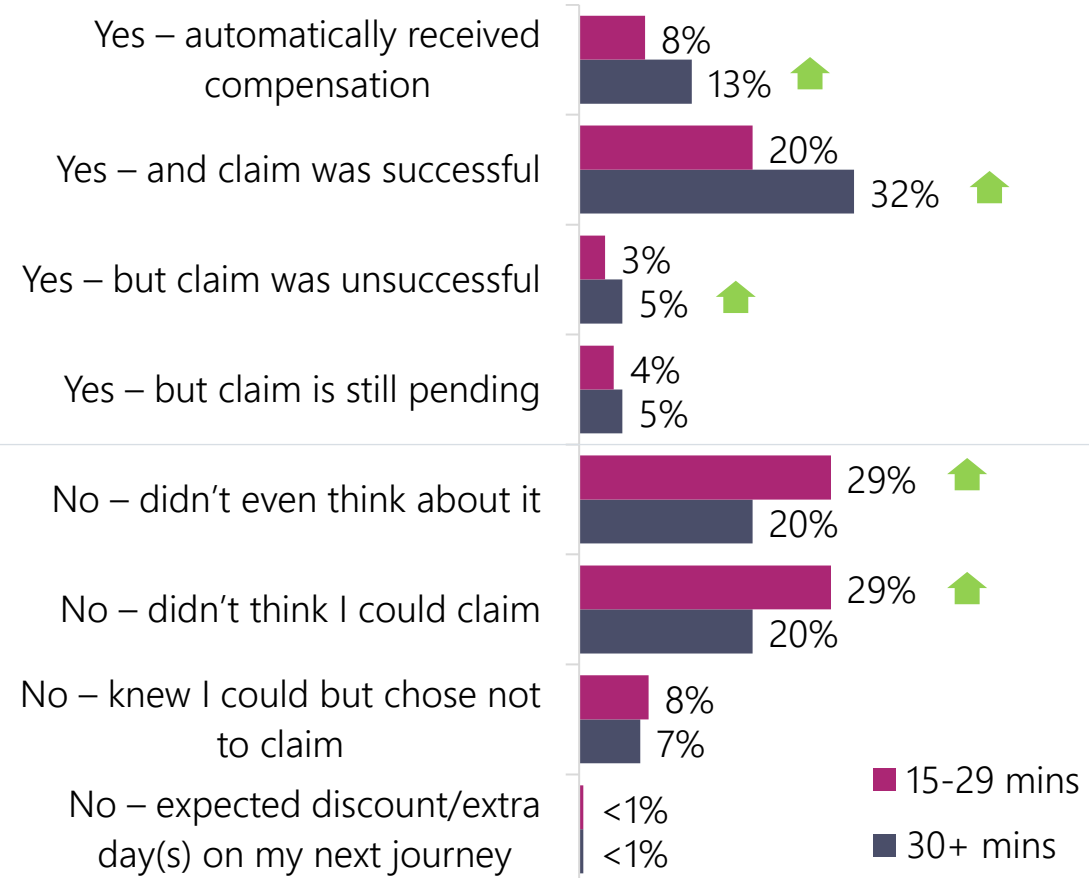


35% claimed

54% claimed

+13 pts on 2020

+8 pts on 2020



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
 Base = 3,041 (Most recent 30 mins+ delay eligible), 1,703 (Most recent 15-29 mins delay eligible)

Significantly different 15-29 min delay from 30+ mins delay



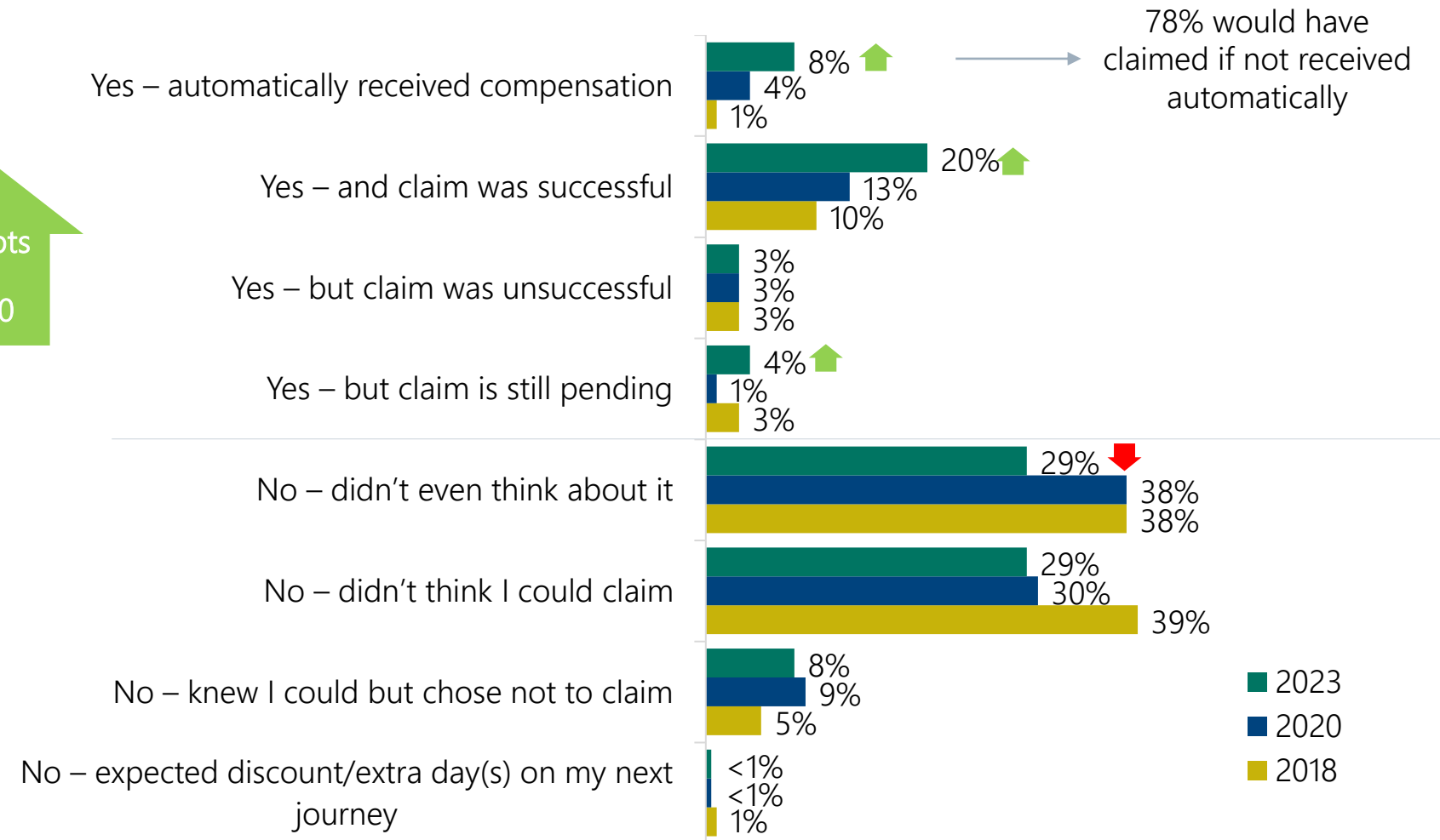
Approach to claiming for 15-29 minute delays over time

The proportion 'claiming successfully' and 'claiming automatically' has increased since 2020 whilst those 'who didn't even think about it' has decreased

35% claimed in 2023
 +13 pts on 2020

22% claimed in 2020

18% claimed in 2018



78% would have claimed if not received automatically

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
 Base = 1,703 (Most recent 15-29 mins eligible delay in 2023), 1,644 (2020), 701 (2018)

pts = percentage points

Significantly different from 2020





Approach to claiming for 30 minute+ delays over time

The claim rate has gone up in 2023, with a decline in the number 'not thinking about' claiming

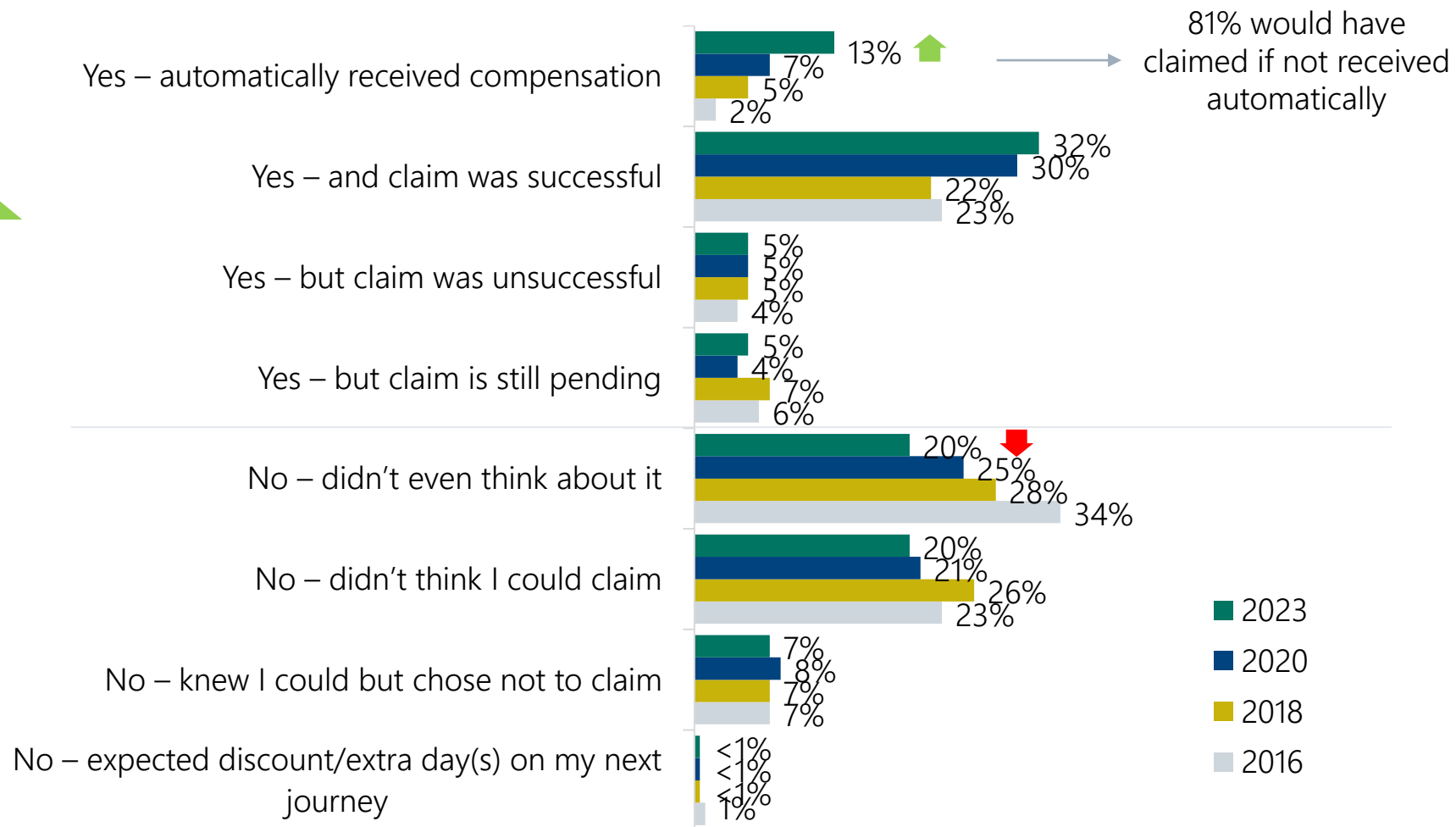
54% claimed in 2023

+8 pts on 2020

46% claimed in 2020

39% claimed in 2018

35% claimed in 2016



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
 Base = 3,041 (Most recent 30 min+ eligible delay in 2023), 2,485 (2020), 3,271 (2018), 3,239 (2016)

pts = percentage points

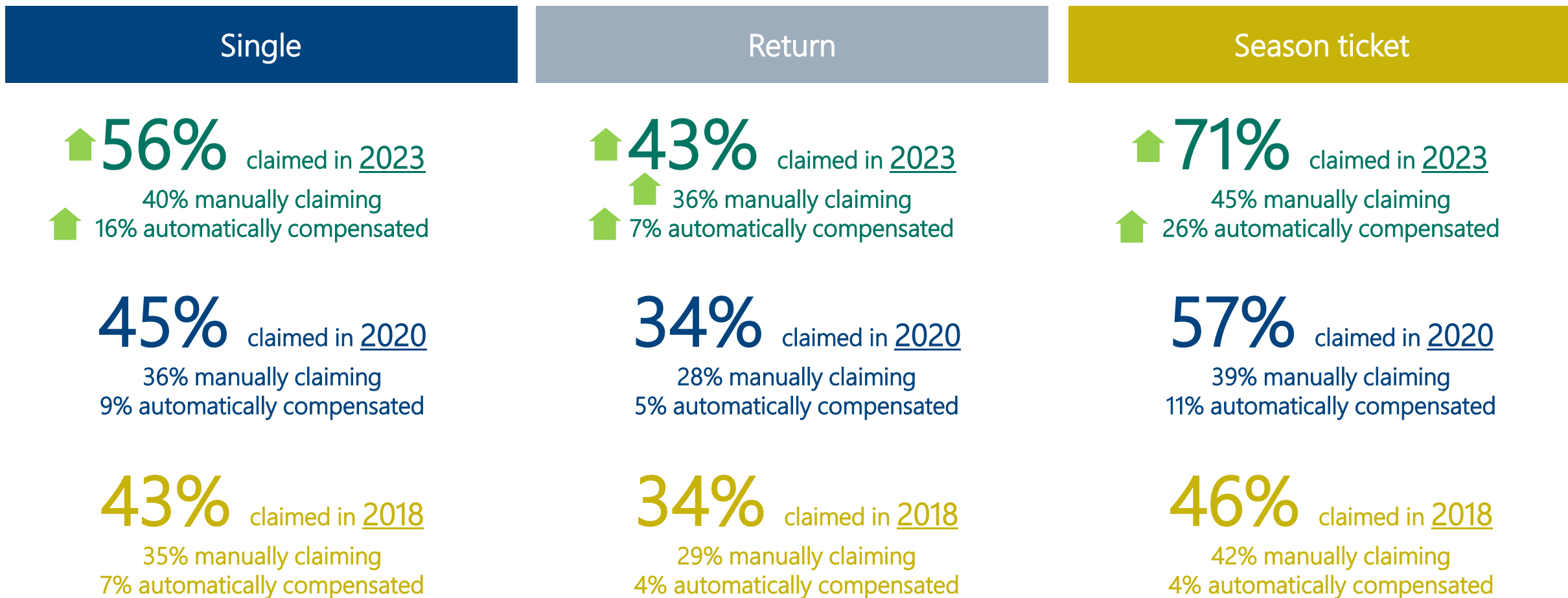
Significantly different from 2020





Proportion claiming compensation by ticket type

This has increased across the three main ticket types since 2020. The growth in automatic compensation for season ticket holders has been particularly strong



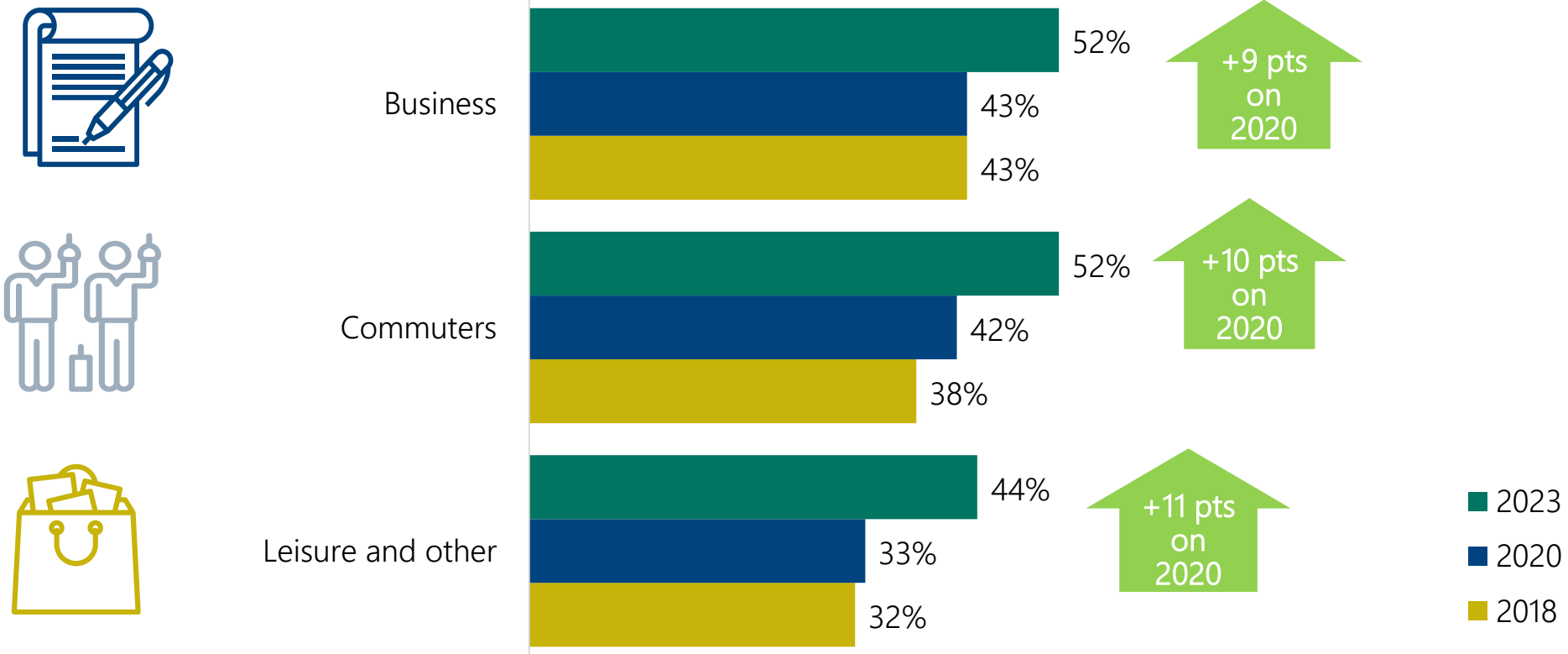
Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
 Base = Had eligible delay – 805 single, 3,042 return, 339 season in 2023, 697 single, 2,655 return, 266 season in 2020, 659 single, 2,441 return, 404 season in 2018



Proportion claiming compensation by journey purpose

This has risen similarly for each journey purpose since 2020, though leisure travellers still claim less often

Proportion of delayed passengers claiming by journey purpose



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 353 business, 1,270 commuters, 3,121 leisure in 2023, 332 business, 1,185 commuters, 2,504 leisure in 2020; 366 business, 1,323 commuters, 2,187 leisure in 2018

pts = percentage points
Significantly different from 2020

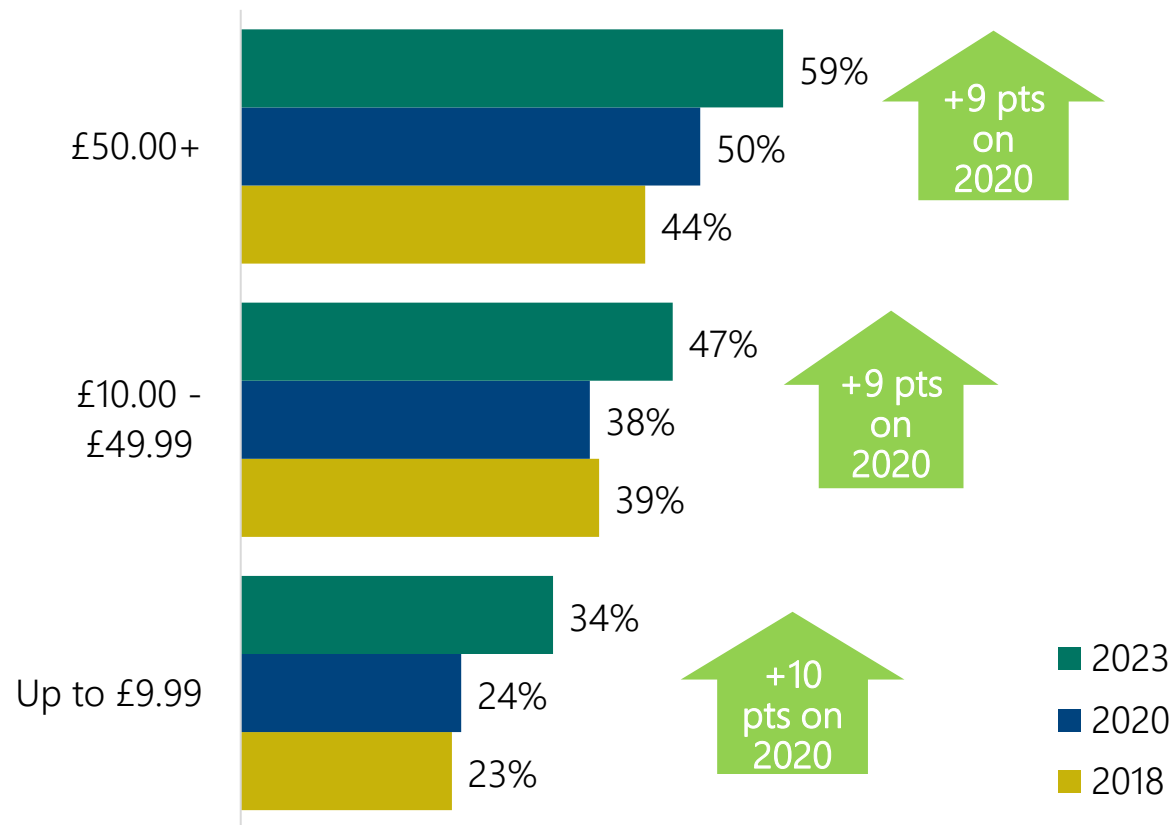




Proportion claiming by ticket cost (non-season holders)

This has significantly increased this year across the full range of ticket prices

Proportion of delayed passengers claiming by ticket cost



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base (had eligible delay and travelling on single/return/travelcard): 1043 up to £9.99, 2377 £10-£49.99, 748 £50+ in 2023, Base (had eligible delay): 1032 up to £9.99, 1940 £10-£49.99, 570 £50+ in 2020, Base (had eligible delay): 1,009 up to £9.99, 1,786 £10-£49.99, 549 £50+ in 2018

pts = percentage points

Significantly different from 2020

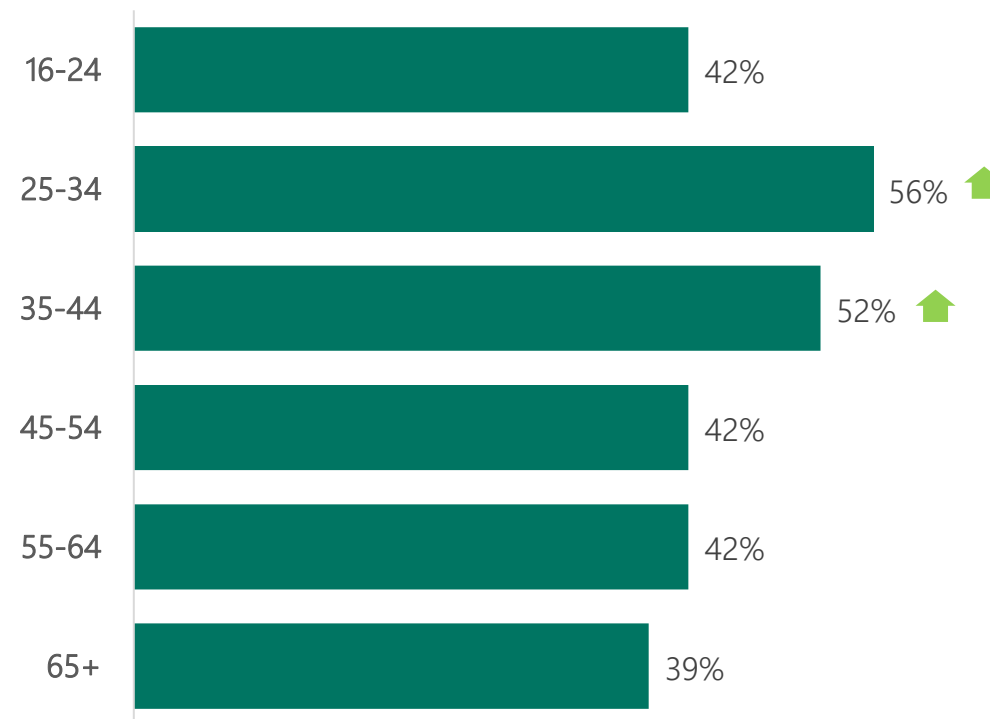
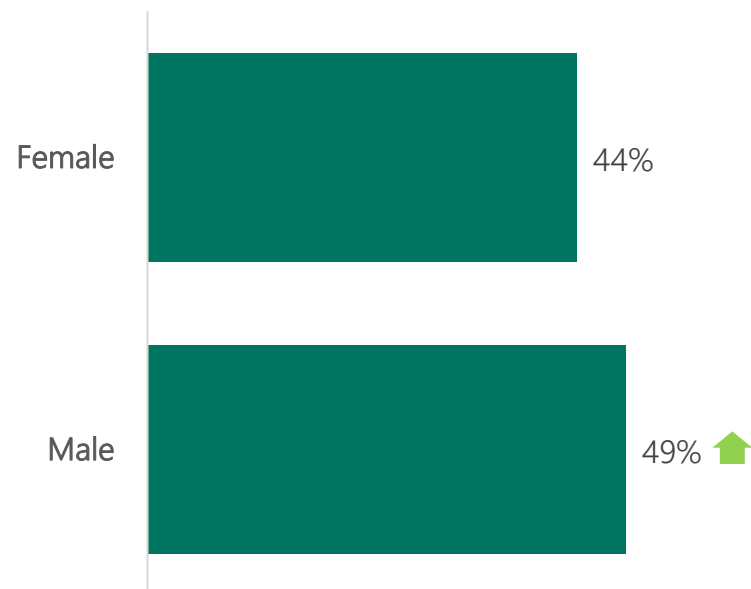




Proportion claiming by age and gender

Claim rates are significantly higher amongst men and those aged 25-44

Proportion of delayed passengers claiming by gender and age



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 2,351 male, 2,372 female, 606 16-24, 1003 25-34, 1131 35-44, 785 45-54, 675 55-64, 544 65+ in 2023.

Significantly different from other groups

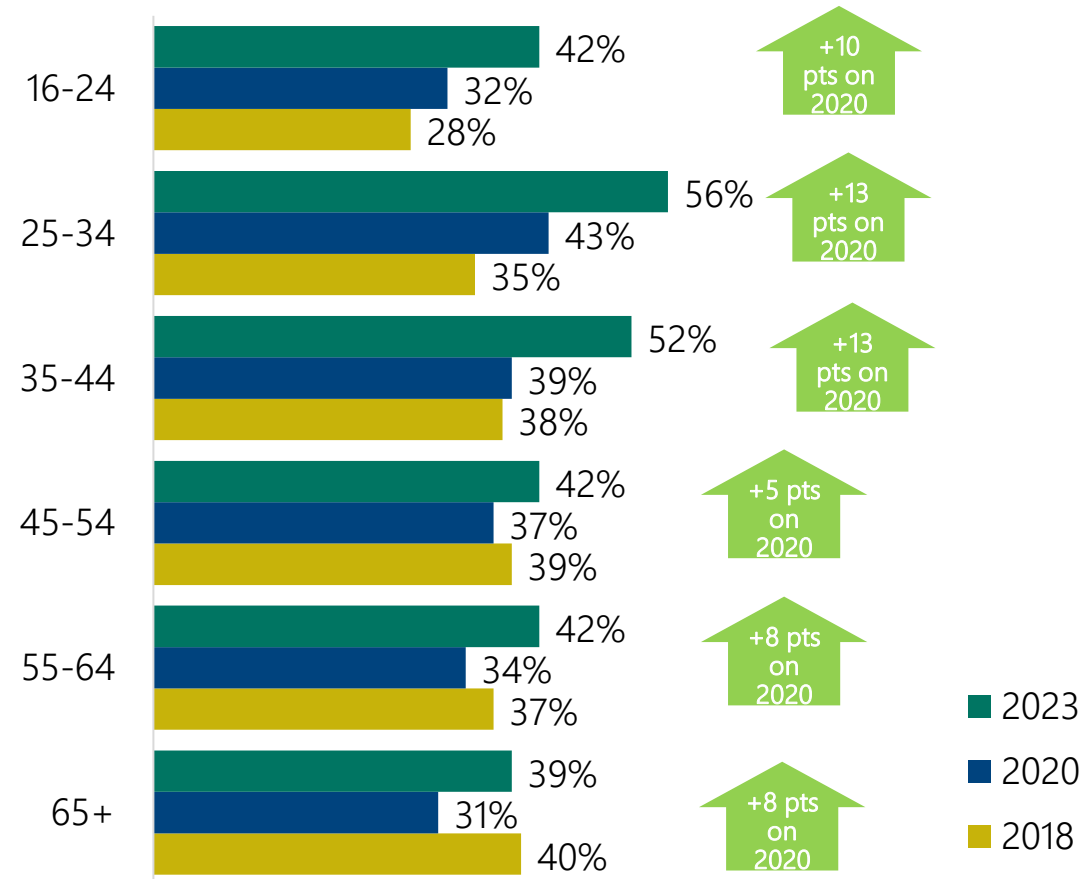
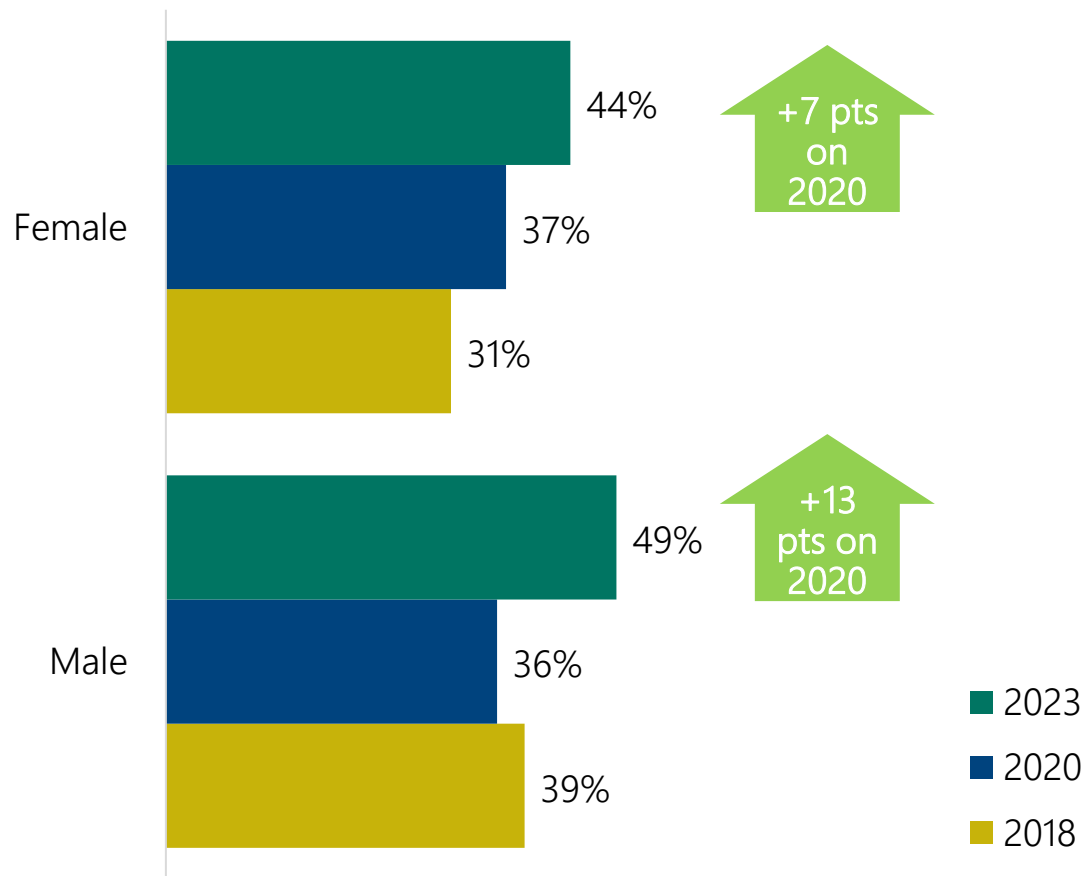




Trends in proportion claiming by age and gender

This has significantly increased this year across all demographic groups

Proportion of delayed passengers claiming by gender and age



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
 Base = Had eligible delay – 2,351 male, 2,372 female, 544-1,131 per age band in 2023, 2,234 male, 1,887 female, 417-889 per age band in 2020, 2,149 male, 1,815 female, 294-911 per age band in 2018

pts = percentage points

Significantly different from 2020

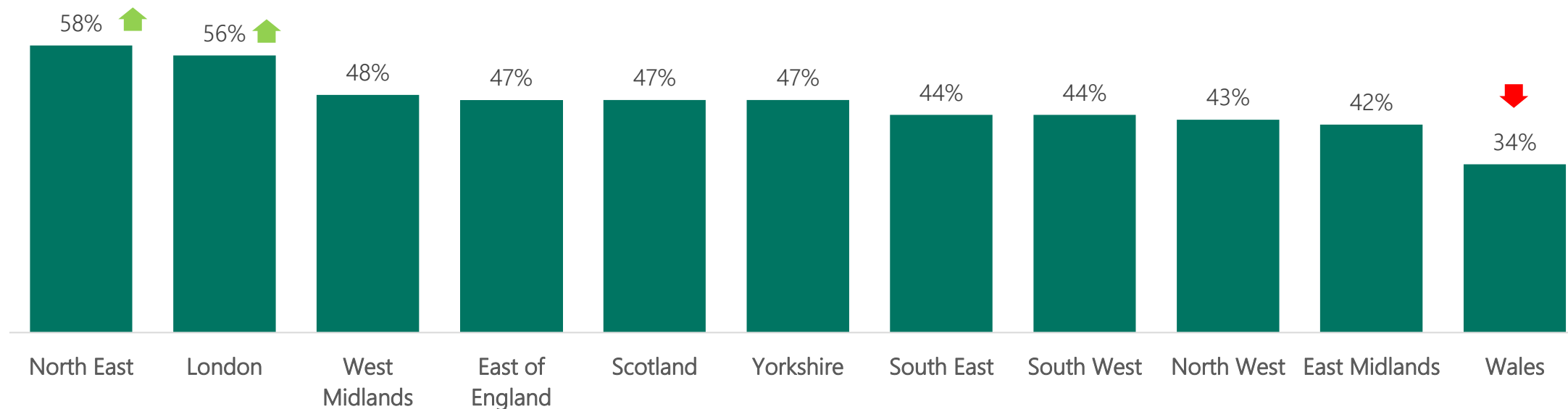




Proportion claiming by region

Claim rates in London and the North East are significantly higher than other regions, those in Wales are lower

Proportion of delayed passengers claiming by region



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Had eligible delay – 210 North East, 584 North West, 461 Yorkshire, 318 East Midlands, 344 West Midlands, 466 East of England, 698 London, 759 South East, 380 South West, 319 Scotland, 205 Wales in 2023

Significantly different from other regions

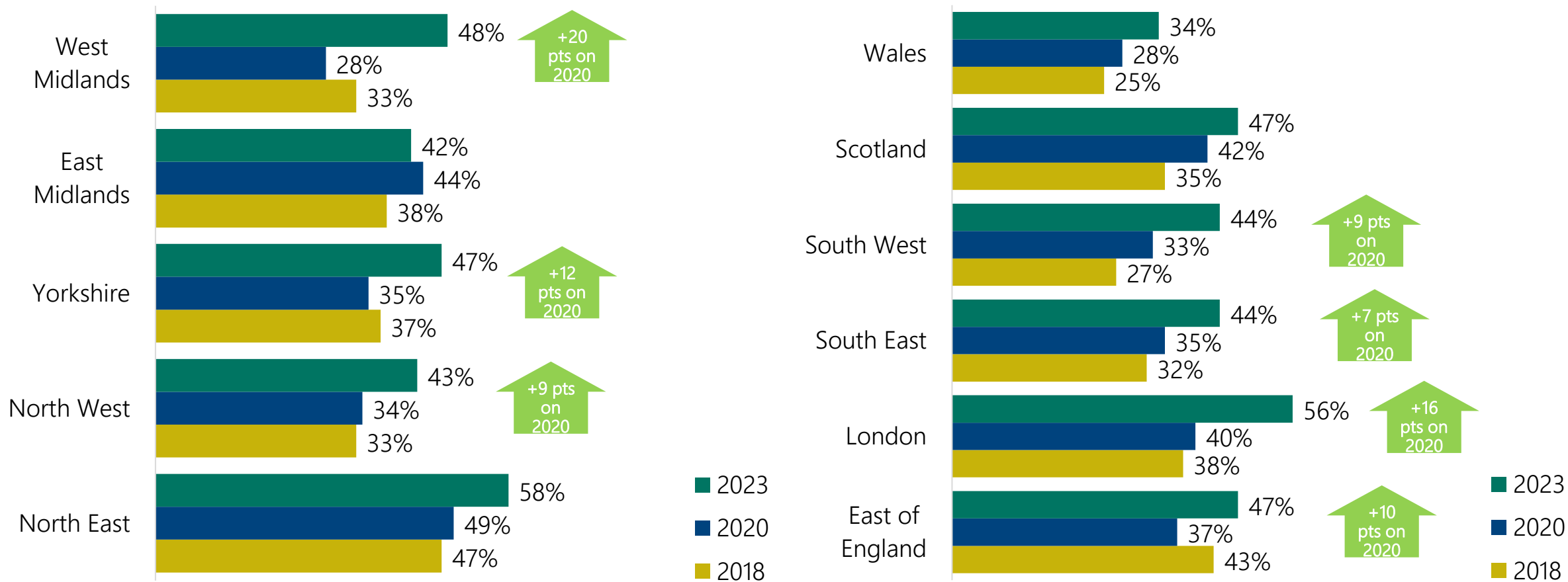




Trends in proportion claiming by region

London and West Midlands' claim rates have increased most since 2020

Proportion of delayed passengers claiming by gender and age



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
 Base = Had eligible delay – 205-759 per region in 2023, 144-773 per region in 2020; 130-757 per region in 2018

pts = percentage points

Significantly different from 2020

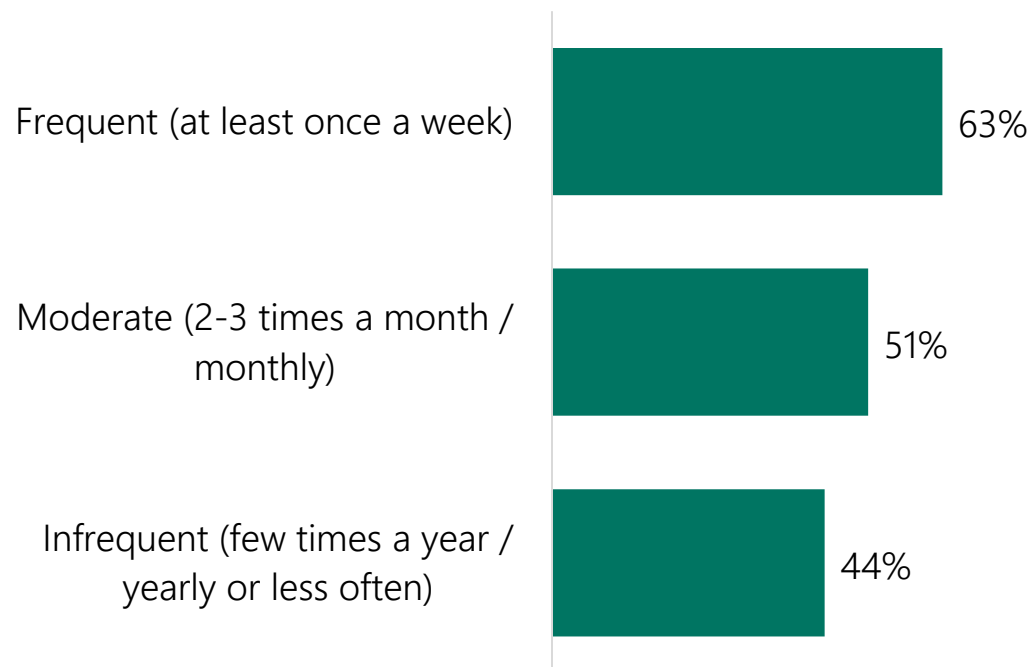




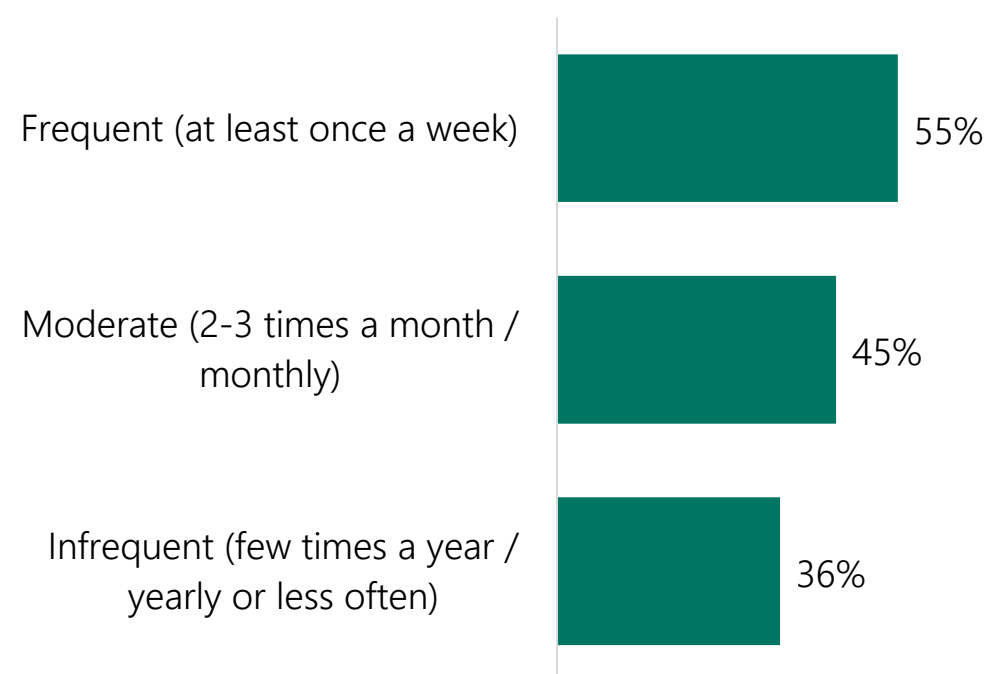
Awareness and proportion claiming by travel frequency

Awareness and the proportion claiming increase with travel frequency

*% aware they could claim by frequency of travel**



*Proportion of delayed passengers claiming by frequency of travel**



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base (had eligible delay): 1837 frequent, 1593 moderate, 1311 infrequent in 2023

*question added in 2023

Proportion claiming by ethnic group

Members of an ethnic group (including mixed) are more likely to say they 'didn't think they could claim' compared to White respondents

Proportion of delayed passengers claiming by ethnicity*

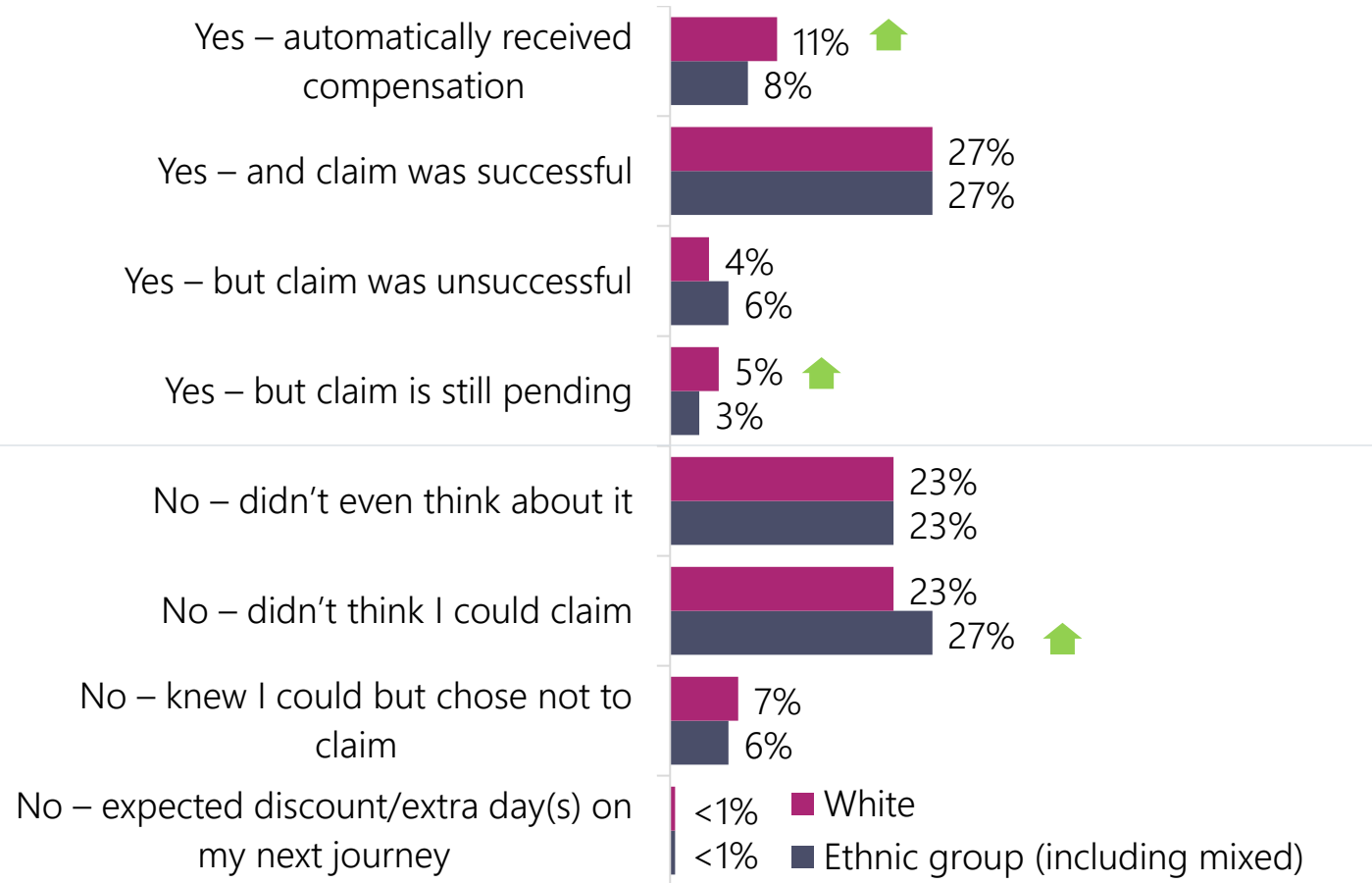


White

47%
claimed

Member of ethnic group
(including mixed)

45%
claimed



Q18 Did you claim/receive compensation or a refund for that particular delayed journey?, Base (had eligible delay): 4,106 (White), 583 (Ethnic group)

*question added in 2023



Proportion claiming by disability

Those with a physical / mental health condition or illness are less likely to claim, with a higher proportion saying they 'didn't think they could'

Proportion of delayed passengers claiming by disability*



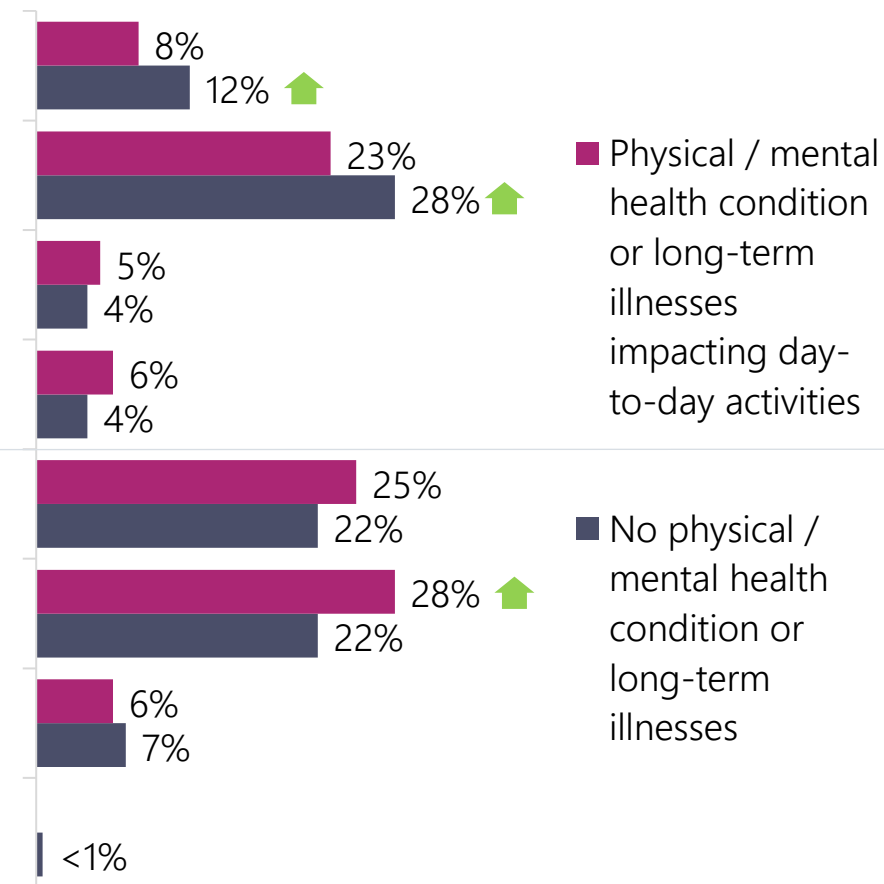
Yes, has a physical / mental health condition or illness

No, does not have a physical / mental health condition or illness

41%
claimed

48% ↑
claimed

Yes – automatically received compensation
 Yes – and claim was successful
 Yes – but claim was unsuccessful
 Yes – but claim is still pending
 No – didn't even think about it
 No – didn't think I could claim
 No – knew I could but chose not to claim
 No – expected discount/extra day(s) on my next journey



Q18 Did you claim/receive compensation or a refund for that particular delayed journey? Base (had eligible delay): Physical / mental health condition or long-term illnesses impacting day-to-day activities (702), No physical/mental health condition or long-term illnesses (3684)

*question added in 2023

Significantly different



Proportion claiming summary

Increases in the proportion claiming are seen across all passenger groups, although variations in claim rates between groups remain largely consistent over time

- Commuters and business travelers are more likely to claim than leisure travelers
- Claim rates increase with ticket cost (which can directly impact the value of the compensation due)
- The proportion claiming for delays of less than an hour increases with delay length. For those an hour or more, the rate is broadly constant at approximately two-thirds claiming
- Claim rates (and awareness that you can claim) are greater amongst more frequent rail users
- Claim rates are higher amongst season ticket users, with the proportion of this group claiming automatically increased



Contents

1. Key Findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
6. Satisfaction with the claims process
7. Reasons for not claiming
8. Attitude to claiming
9. Appendix

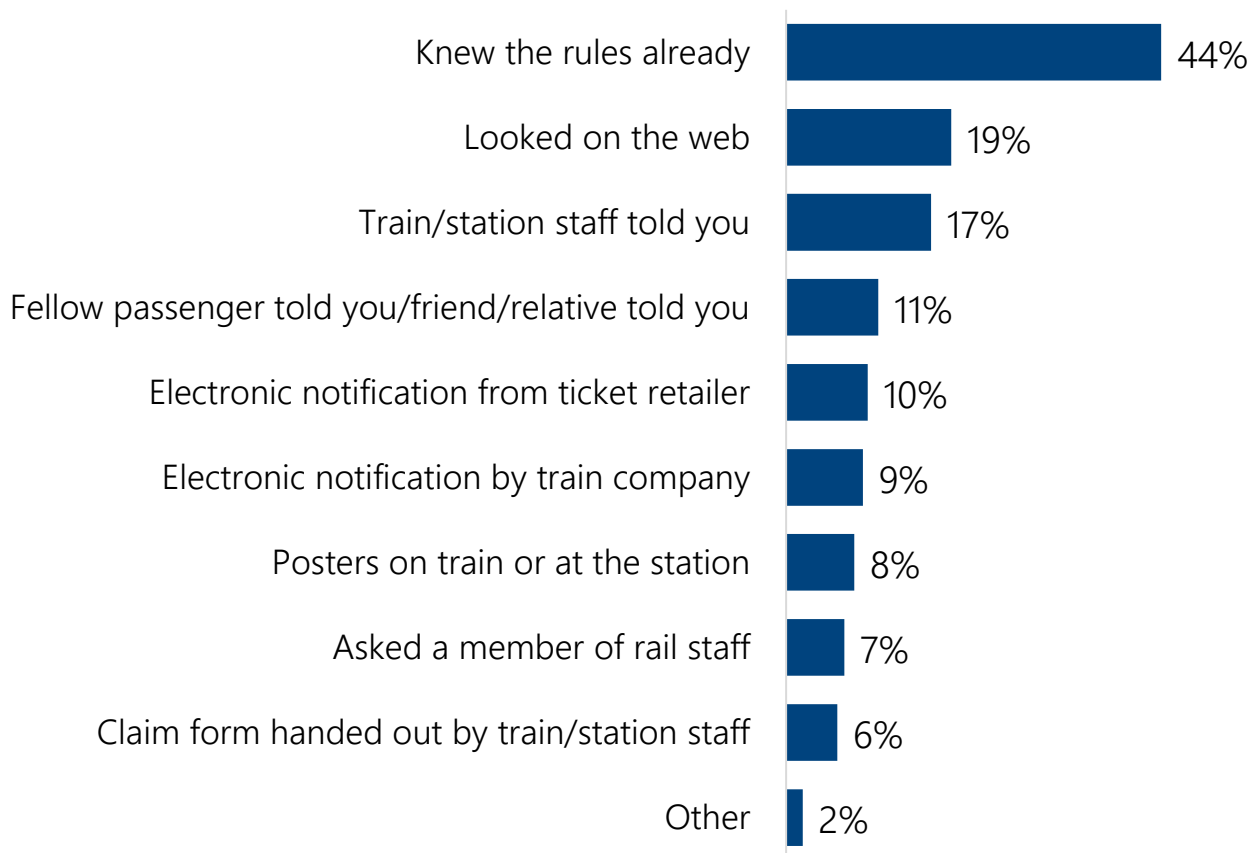




How those knowing they could claim were aware of eligibility

Just under half who claimed said they were aware of the rules already. Other key sources included web searches (mainly using the train operators' website) and asking train/station staff

Means of finding out about claiming



Websites visited by the 19% who looked on the web

Website/app visited	%
Train company's own website	56%
National Rail Enquiries	25%
Ticket seller website	25%
Consumer website	15%
Third party/Delay Repay company (e.g. RailRepay, RailBuddy)	8%
Other transport organisation website (e.g. Transport Focus)	7%
Other	1%

Q20b Which websites/app did you visit?

Base = 386 (Delayed by 30 mins. or 15 to 29 mins. in last 6 months and sought information online) NB: Multi-coded question

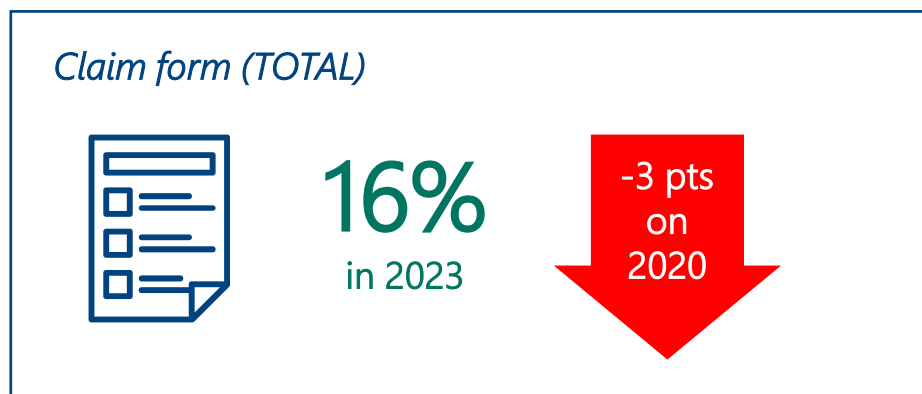
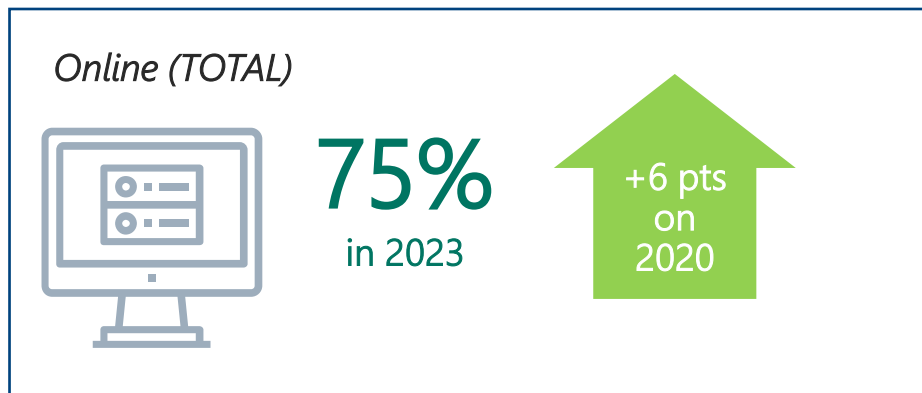
Q20a How did you find out you could claim for that delay?

Base = 2,039 (Had eligible delay and aware they could claim) NB: Multi-coded question

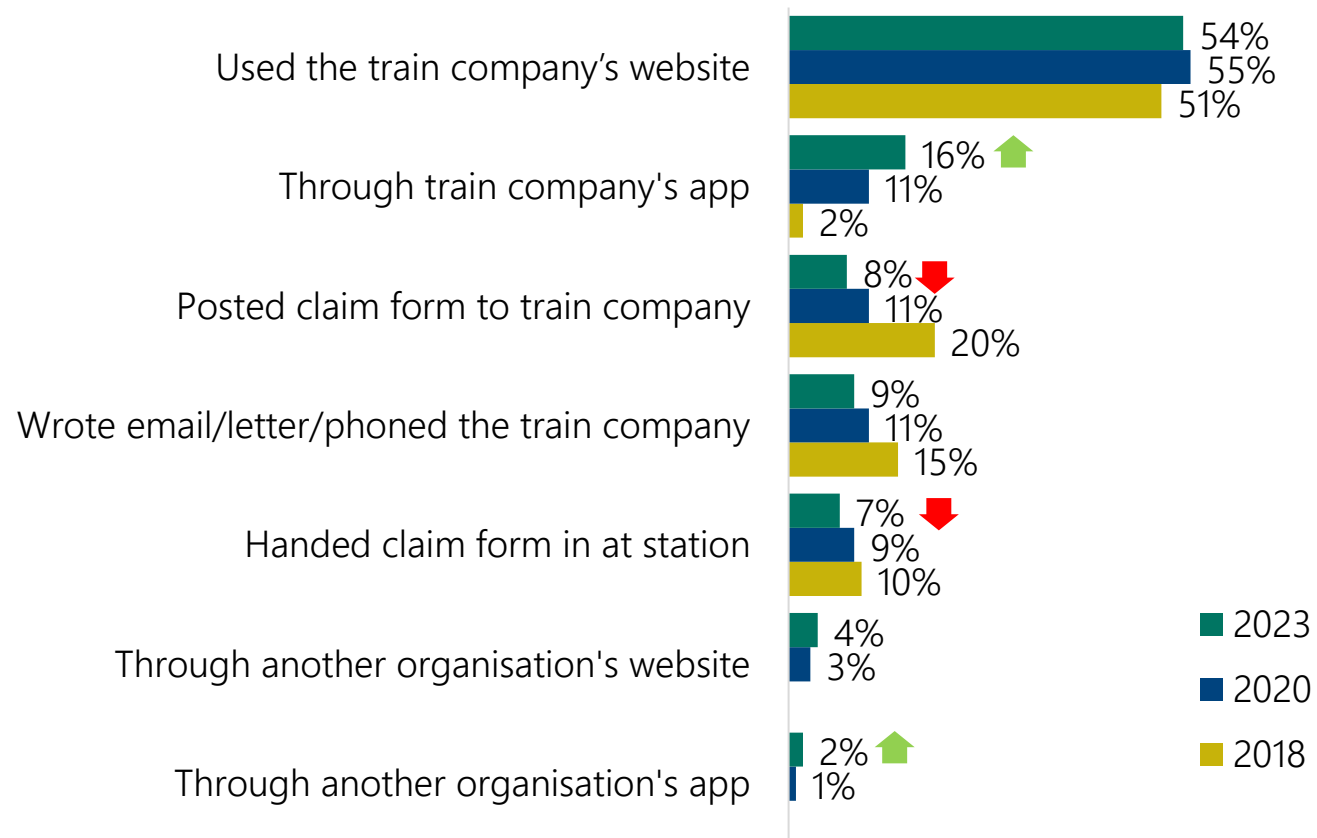


Means of making a claim

The proportion claiming online has increased to three in four using this way



Method by which passengers claimed



Q22a How did you apply for compensation?
Base = 1,697 (Had eligible delay and made a claim in 2023), 1,262 (2020), 1,233 (2018)

Significantly different from 2020

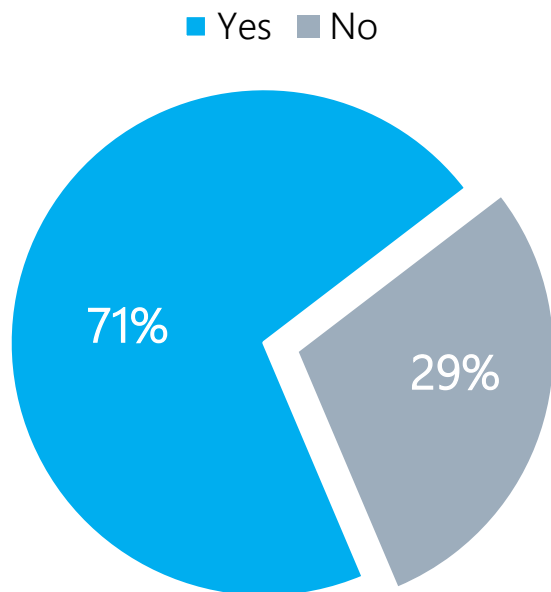




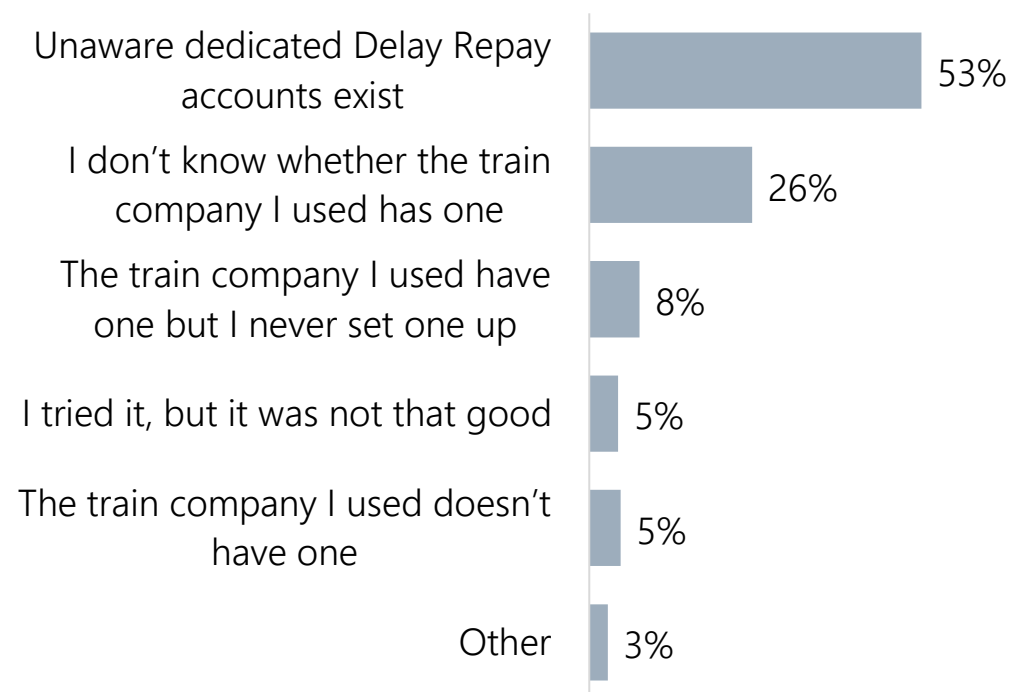
Claiming via a Delay Repay account

The majority claiming online are doing so via a Delay Repay account. The top reasons for not claiming via a Delay Repay account are lack of awareness of the account's existence or whether their TOC has one

Claimed via Delay Repay account (online claimants)



Reasons for not claiming via Delay Repay account



Q25a When claiming, did you use or set up a delay-repay account with the train company to complete a claim form for that delay?
Base = 1,284 (Actively making a claim online)

Q25b What is the main reason you didn't claim through that company's dedicated Delay Repay account?
Base = 368 (Not claiming via Delay Repay account)



Acknowledging the claim is being processed

The proportion who received an acknowledgement has continued to improve over time. Amongst the TOCs having over 100 responses the acknowledgement rate was between 81% and 88%

Proportion who received acknowledgement of claim being processed

81%
in 2023



79% in 2020

75% in 2018

Acknowledgement received by train company

TOC	2023
Great Western Railway	88%
East Midlands Railway	86%
Northern	86%
Southeastern	85%
LNER	81%
Avanti West Coast	81%

*Train companies only shown if base size over 100
Base sizes (top to bottom rows): 185; 121; 109; 103; 110; and 207.*

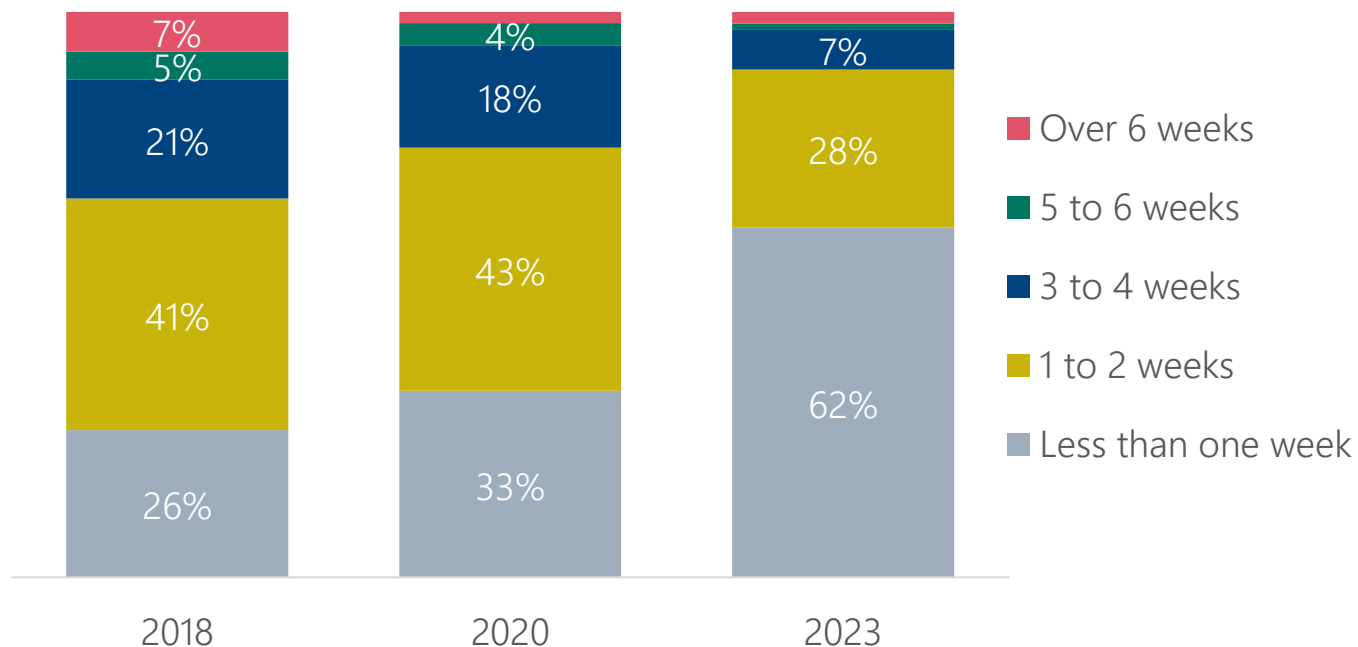
Q28 Did you get an acknowledgement after making your claim?
Base = 1,697 (Had eligible delay and made a claim in 2023), 1,262 in 2020, 1,233 (2018)



Time taken for claim resolution

The proportion getting a decision in less than a week has almost doubled since 2020 to just under two thirds of claimants

Time taken for a decision on claim



Online – 64% resolved in less than one week



Offline – 55% resolved in less than one week

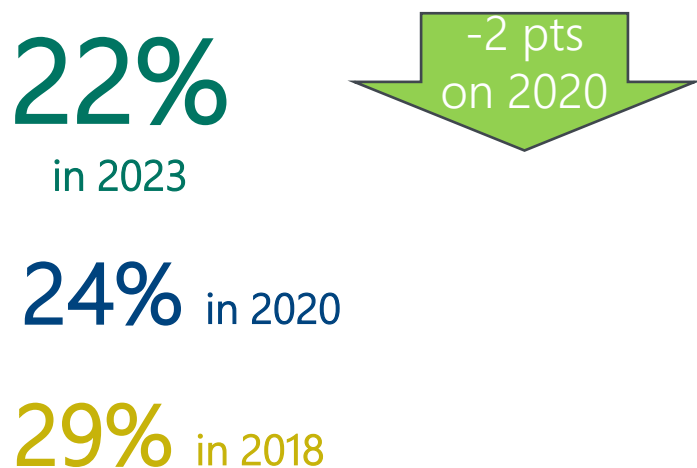




Proportion of passengers needing to chase their claim

This has dropped compared to 2020. Amongst the TOCs having over 100 responses the proportion needing to chase was between 16% and 28%

Proportion needing to chase the train company about their claim



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

Proportion needing to chase by train company

TOC	2023
East Midlands Railway	28%
Northern	23%
Southeastern	21%
Great Western Railway	20%
LNER	18%
Avanti West Coast	16%

*Train companies only shown if base size over 100
Base sizes (top to bottom rows): 121; 109; 103; 185; 110; and 207.*

Contents

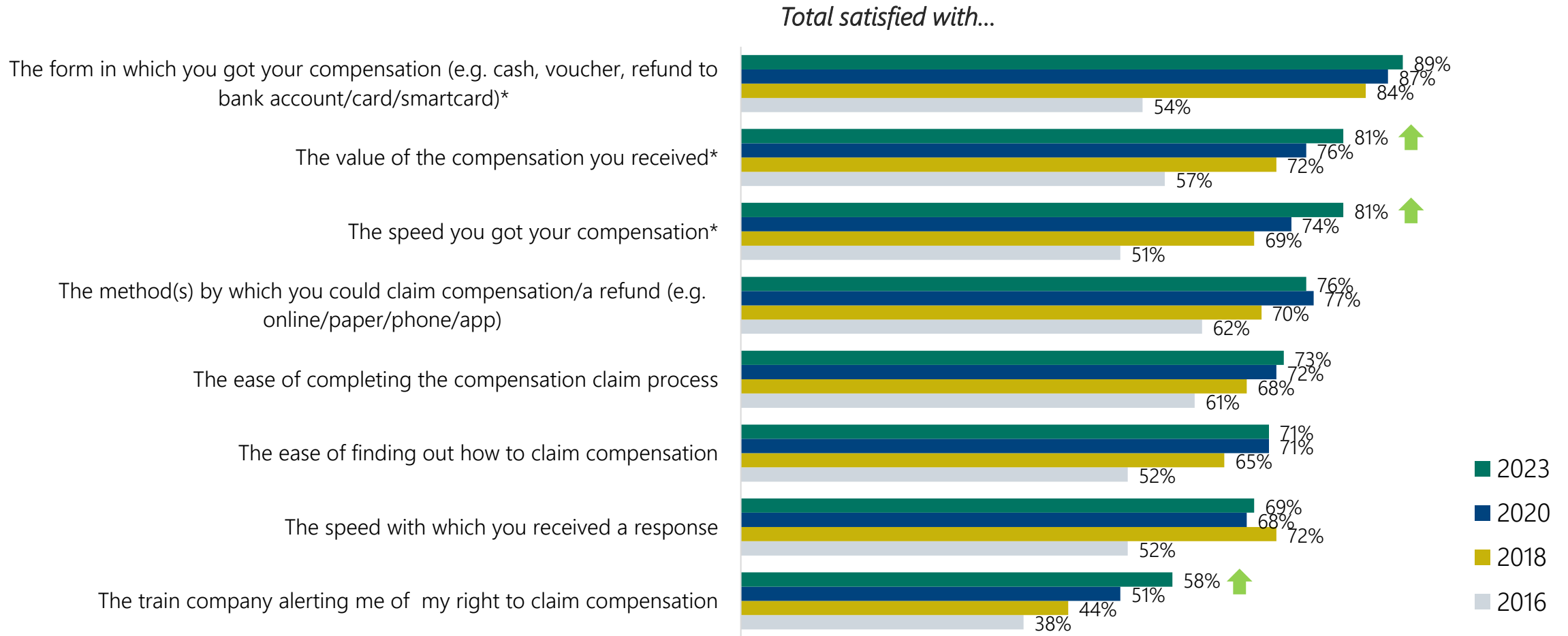
1. Key Findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
- 6. Satisfaction with the claims process**
7. Reasons for not claiming
8. Attitude to claiming
9. Appendix





Satisfaction with claims process over time

Satisfaction with most aspects has improved since 2020. For compensation value, speed and TOCs telling customers they can claim, the increases are significant



* In 2016, 2018 and 2020 these aspects only asked to those manually claiming, in 2023 it was also asked of those receiving automatic compensation
 In 2018 the ORR started to publish some information on satisfaction with the claims process, since when scores on most factors have increased.

Q36 How satisfied were you with each of the following aspects of your compensation claim?
 Base (excluding don't knows) = varies: 1,678 to 1,831 in 2023, 972 to 1,257 in 2020, 796 to 1,227 in 2018, 1065 to 1130 in 2016

Significantly different from 2020

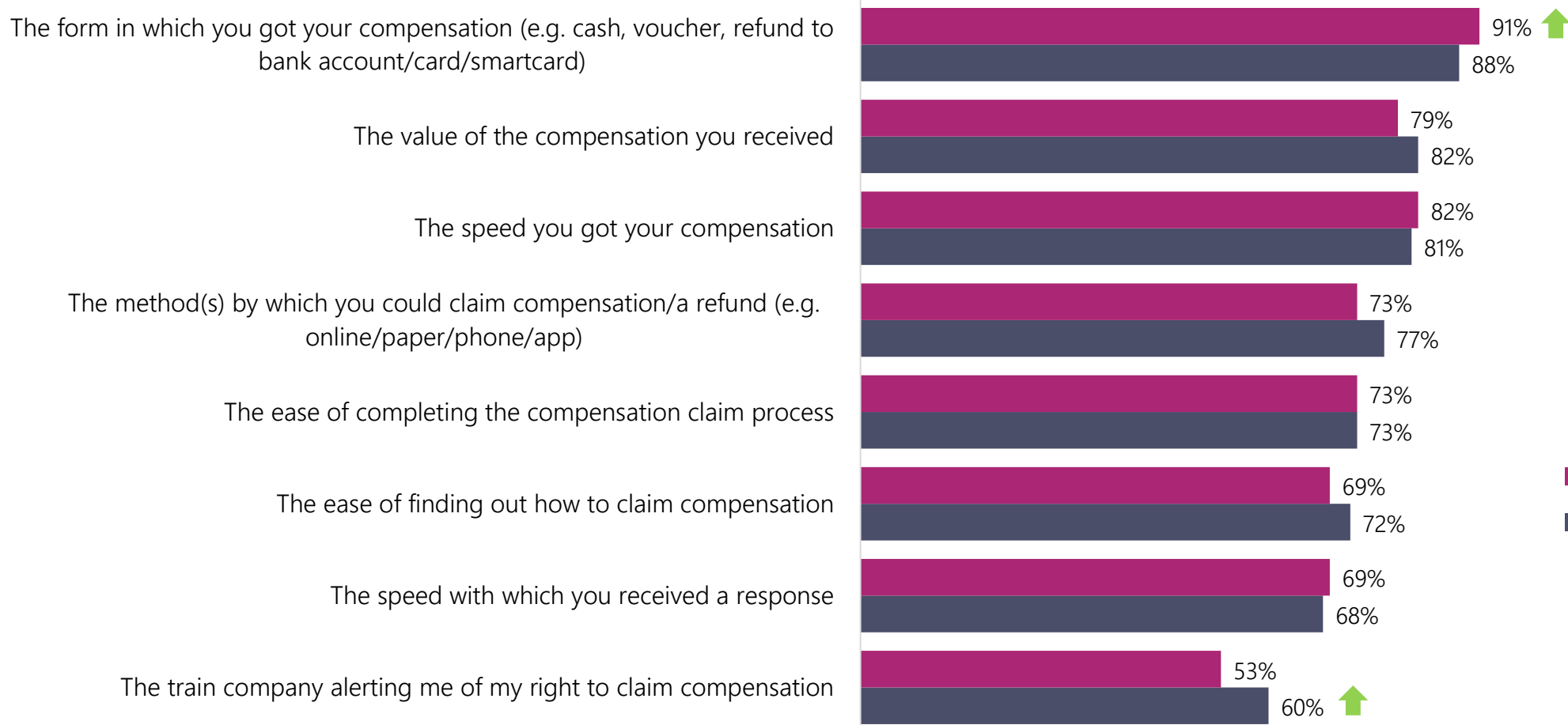




Satisfaction with claims process by scheme type

Mostly, claimants for 15-29 minute and 30 minute + delays were similarly satisfied

Total satisfied (whether claimed automatically or manually) with ...



Amongst those just manually claiming
15-29mins, 30+mins

90%	86%
74%	79%
78%	77%

■ 15-29 mins
■ 30+ mins

Q36 How satisfied were you with each of the following aspects of your compensation claim? Base = varies, 1,220 to 1,351 (Delayed by 30 mins in last 6 months and made a claim), 445 to 481 (Delayed by 15 to 29 mins in last 6 months and made a claim)

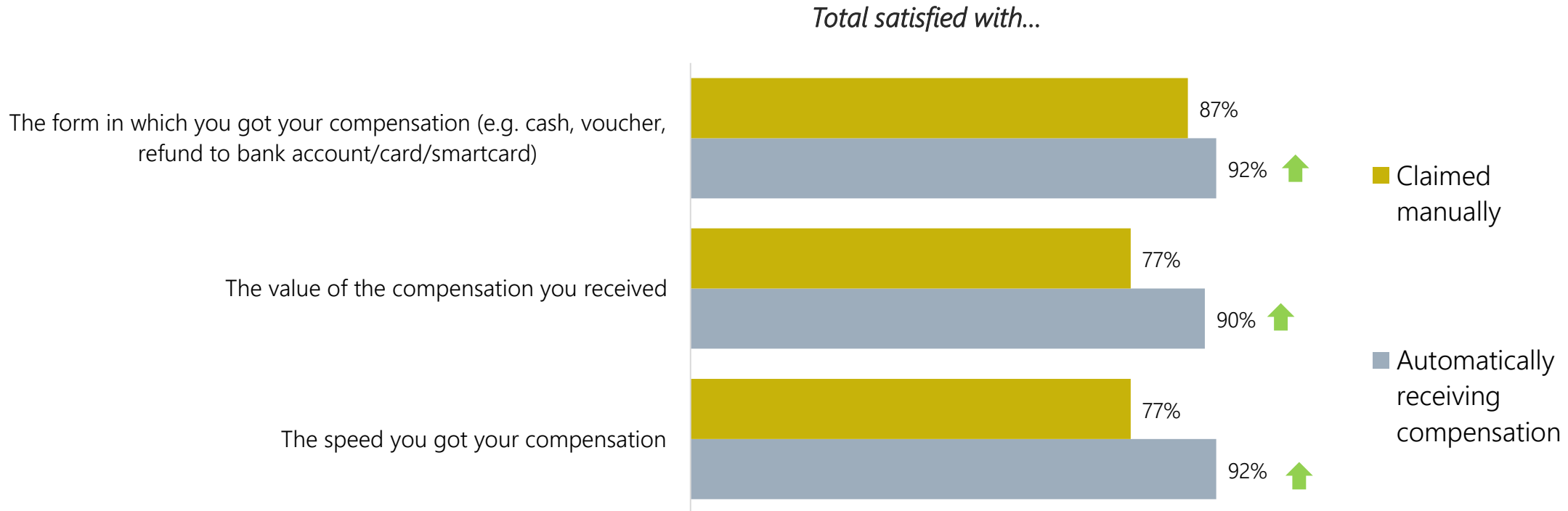
Significantly different from 2020





Satisfaction with claims process by method of claiming

Those 'automatically' compensated are more likely to be satisfied than those claiming 'manually'



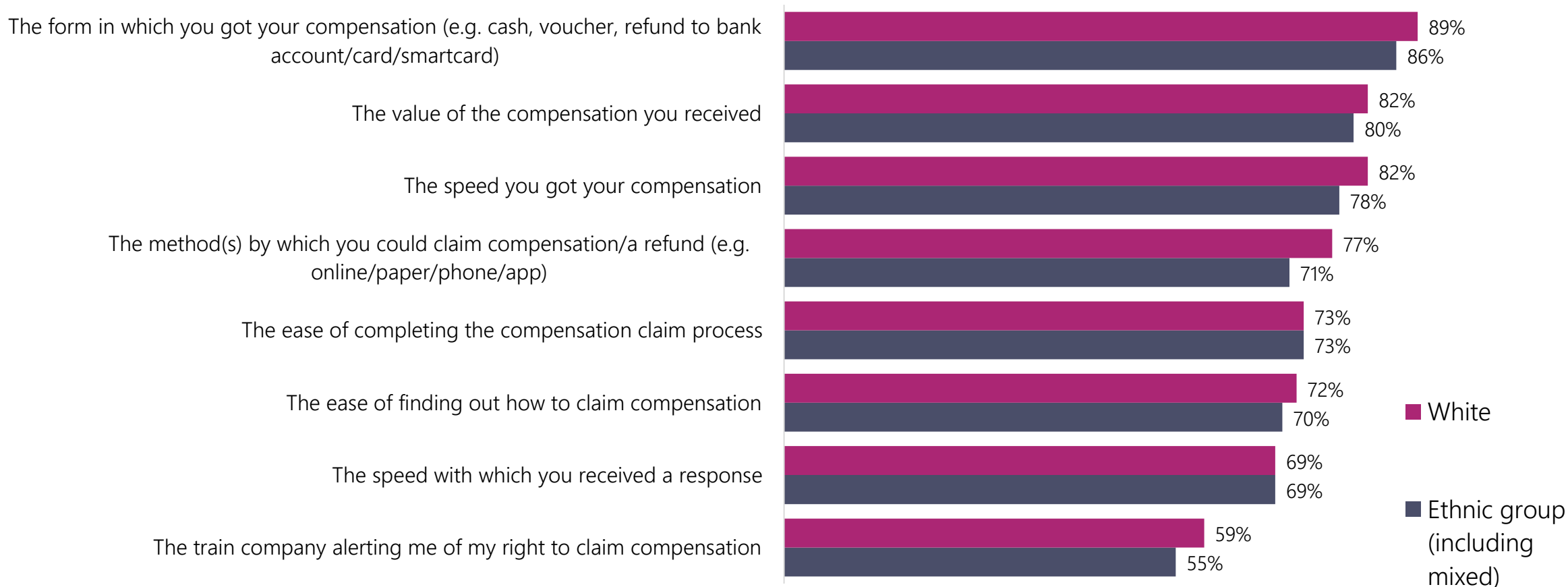
'Automatic' vs 'manual' compensation is self-defined by the respondent and the question text is 'automatic' to keep consistent with prior waves. 'Automatic' appears to include the vast majority of those sent a pre-completed form (i.e. automated) since under 1% of those self-defining as 'manual' said they claimed for compensation this way.



Satisfaction with claims process by ethnic group

There were no significant differences in satisfaction

Total satisfied with...



* In 2016, 2018 and 2020 these aspects only asked to those manually claiming, in 2023 it was also asked of those receiving automatic compensation

Q36 How satisfied were you with each of the following aspects of your compensation claim?
Base = varies, 1430 to 1596 (White), 206 to 211 (Member of an ethnic group including mixed)

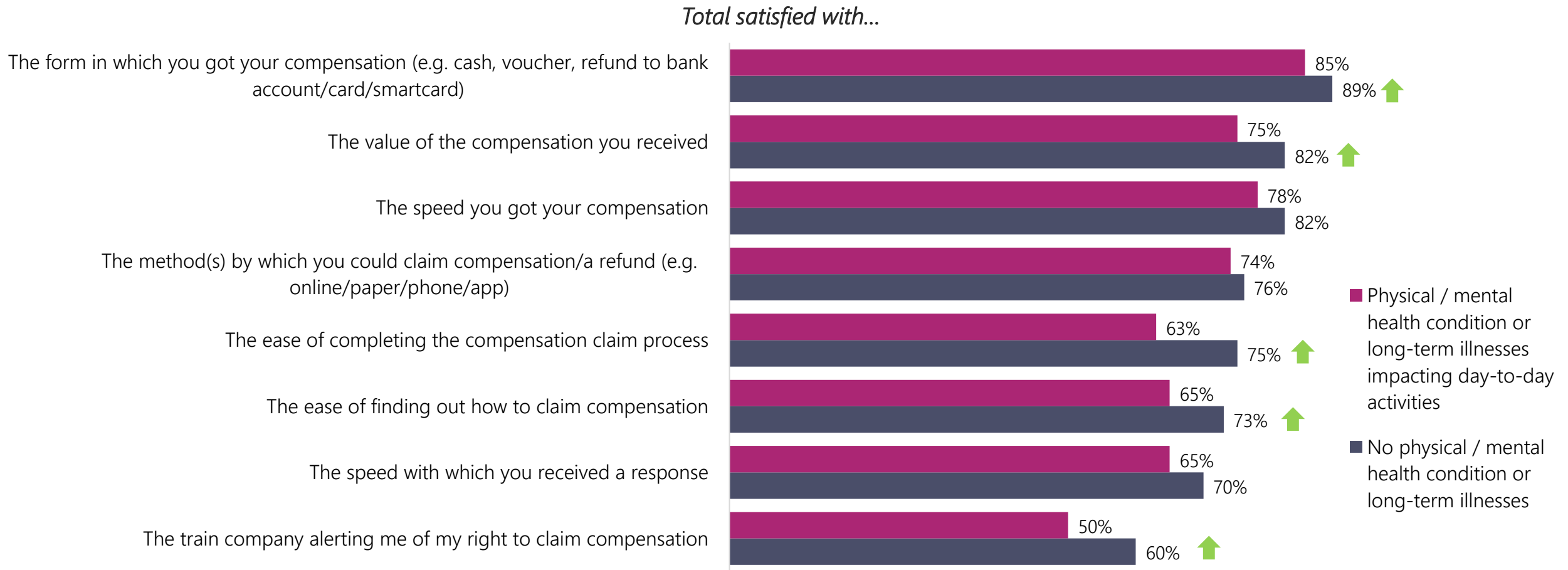
Significant difference





Satisfaction with claims process by disability

Those with a physical/mental health condition or illness are less likely to be satisfied with a number of elements of the compensation process than those without



* In 2016, 2018 and 2020 these aspects only asked to those manually claiming, in 2023 it was also asked of those receiving automatic compensation

Q36 How satisfied were you with each of the following aspects of your compensation claim? Base = varies: Physical / mental health condition or long-term illnesses impacting day-to-day activities (211 to 223), No physical / mental health condition or long-term illnesses (1331 to 1495)

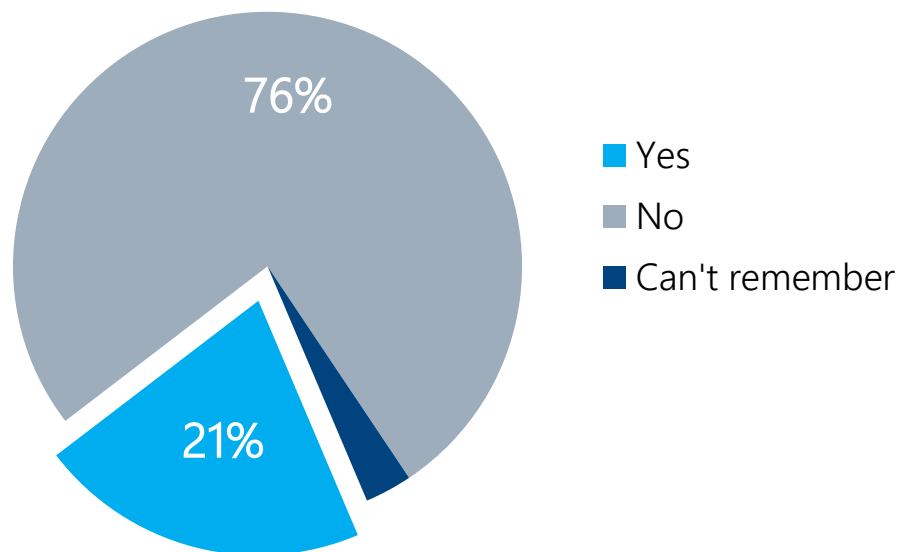
Significant difference ↑



Making an appeal

Just over one in five appealed their compensation decision. The appeals process is largely thought to be easy to navigate

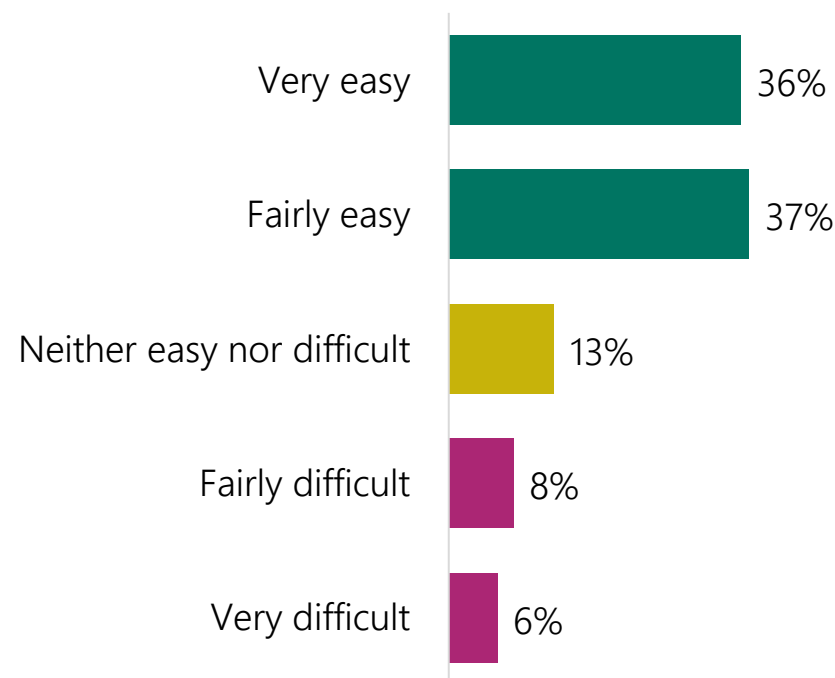
Proportion of those claiming who appealed their compensation decision



Groups more likely to appeal than average:

- Those not claiming online (36%)
- Those whose claim was unsuccessful (35%)
- Those receiving compensation automatically (30%)

Ease of appealing



Q34a During the claim, did you need to appeal any compensation decision by <toc>? Base (all automatically receiving compensation or making a claim) = 2,226

Q34b How easy or difficult did you find that appeals process? Base (all that appealed) = 454

Contents

1. Key Findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
6. Satisfaction with the claims process
- 7. Reasons for not claiming**
8. Attitude to claiming
9. Appendix

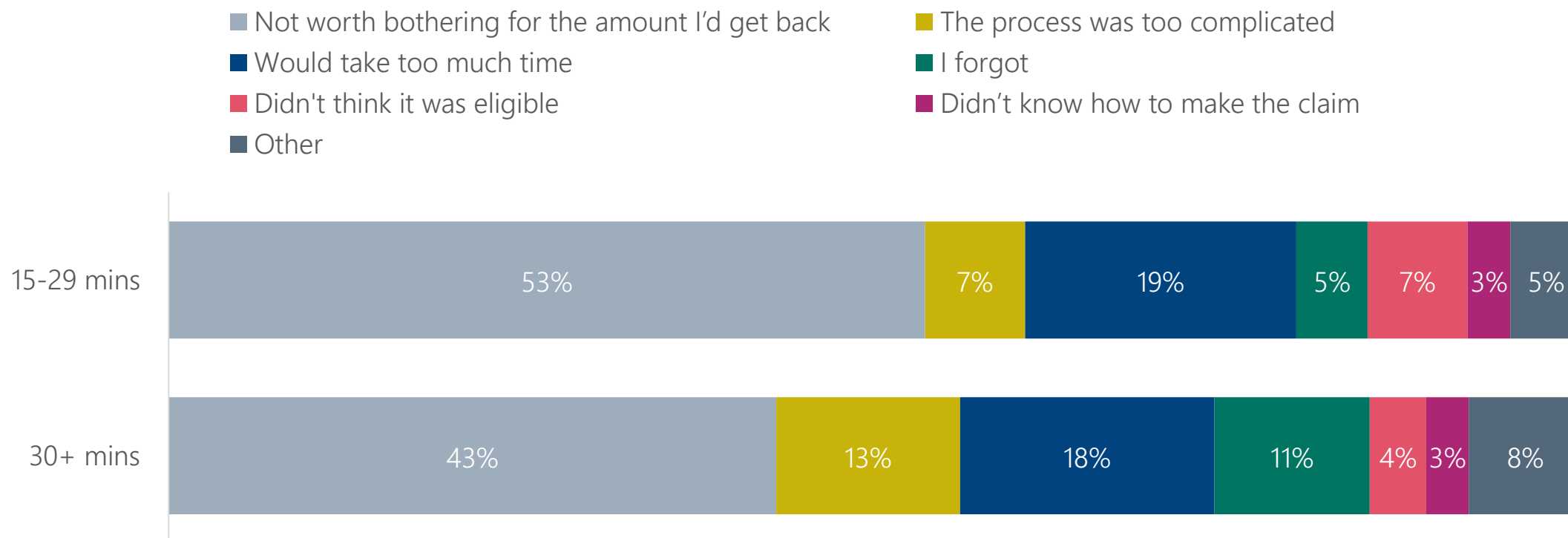




Reasons for not claiming compensation (among those who knew they could)

The proportion not claiming due to the compensation 'not being worth it' is higher amongst those with a 15–29-minute eligible delay, though the difference was not statistically significant

Reasons for not claiming (base = had eligible delay and chose not to claim)



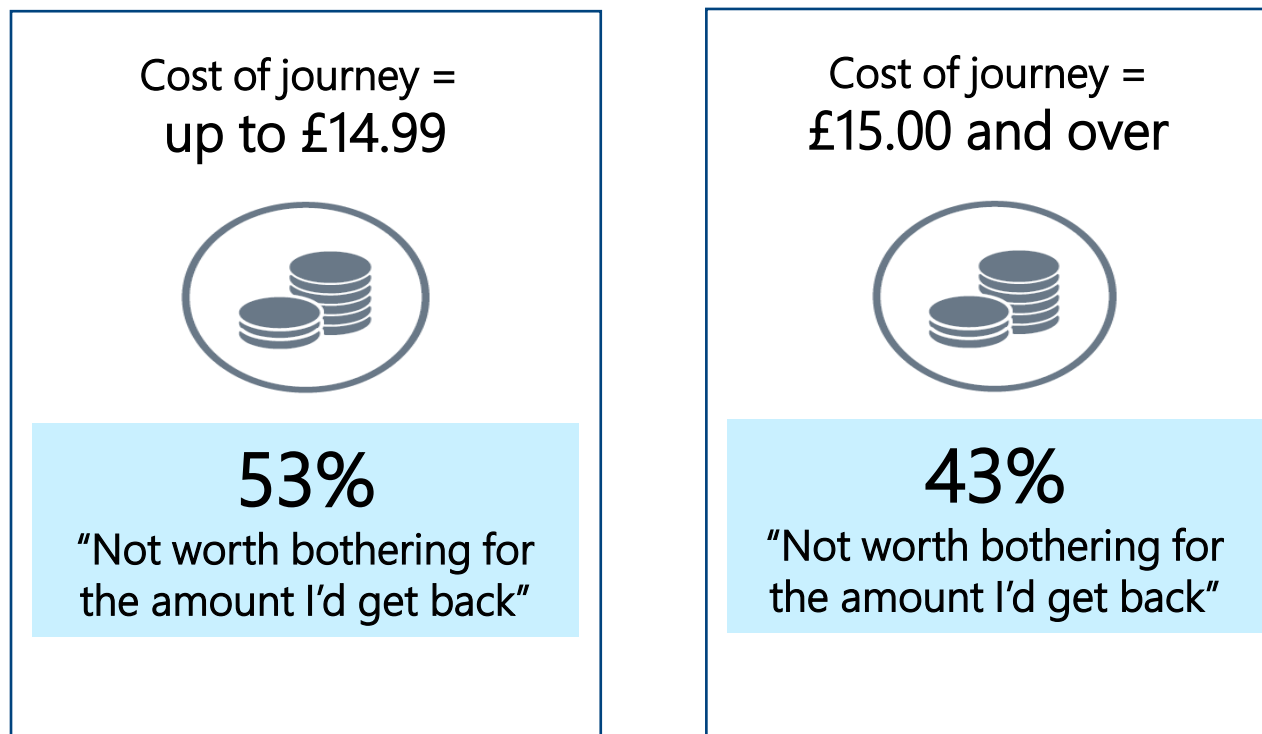


The proportion saying 'it wasn't worth it' by cost of journey

(among those who knew they could claim but chose not to)

The proportion saying it wasn't worth it averages just less than half. The average is a little greater for higher value tickets and a little lower for lower value tickets

*Proportion citing 'amount they'd get back' as reason for not claiming
(base = had eligible delay and knew they could claim but chose not to claim)*



Note: Cost of journey does not include those using a season ticket

Contents

1. Key Findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
6. Satisfaction with the claims process
7. Reasons for not claiming
- 8. Attitude to claiming**
9. Appendix





The amount of compensation considered worth claiming for

Compensation for amounts up to £10 are felt worth claiming by 15 percentage points more 'DR claimants' than 'non-DR claimants'

% saying that
compensation amount is
 worth claiming...

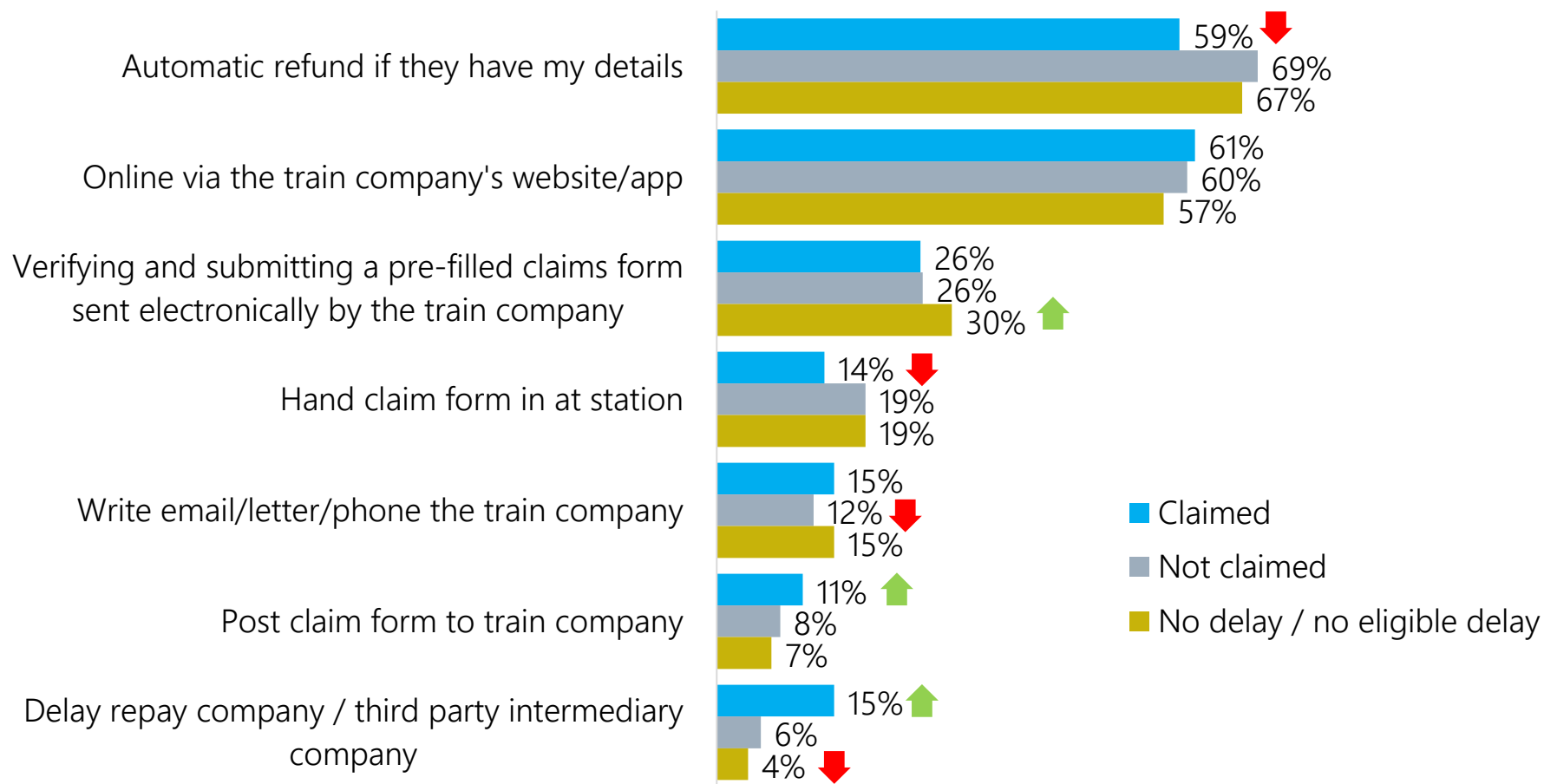
	Delay repay claimants	Eligibly delayed but did not claim
If compensation was up to £2.49	25%	9%
If compensation was up to £4.99 (includes those in row above)	38%	19%
If compensation was up to £9.99 (includes those in rows above)	58%	43%
If compensation was up to £14.99 (includes those in rows above)	76%	70%
If compensation was up to £49.99 (includes those in rows above)	93%	95%



Preferred way of claiming compensation

The top two preferred methods of claiming are automatic refunds and online via TOCs websites/apps. Those who hadn't claimed are more likely to prefer automatic compensation

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

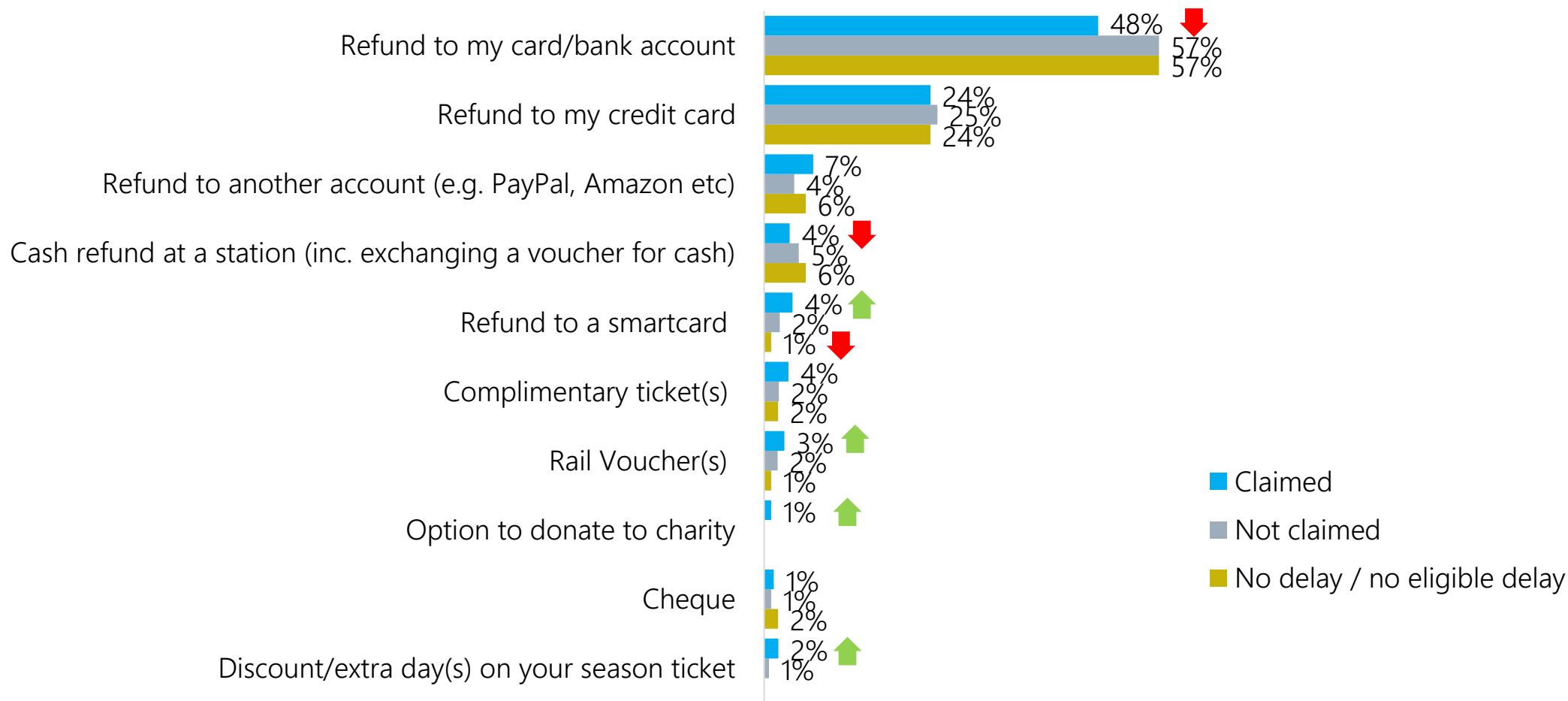




Preferred form of compensation

Refunds to card/bank accounts are the preferred method for both claimants and non-claimants (especially non-claimants which is consistent with their greater preference for automatic compensation)

Preferred form of compensation



Q44 What would be your preferred form of compensation?
 Base = 2,226 (Delayed and claimed), 2,518 (Delayed but not claimed), 788 (No delay or no eligible delay)

Significantly different from both other groups

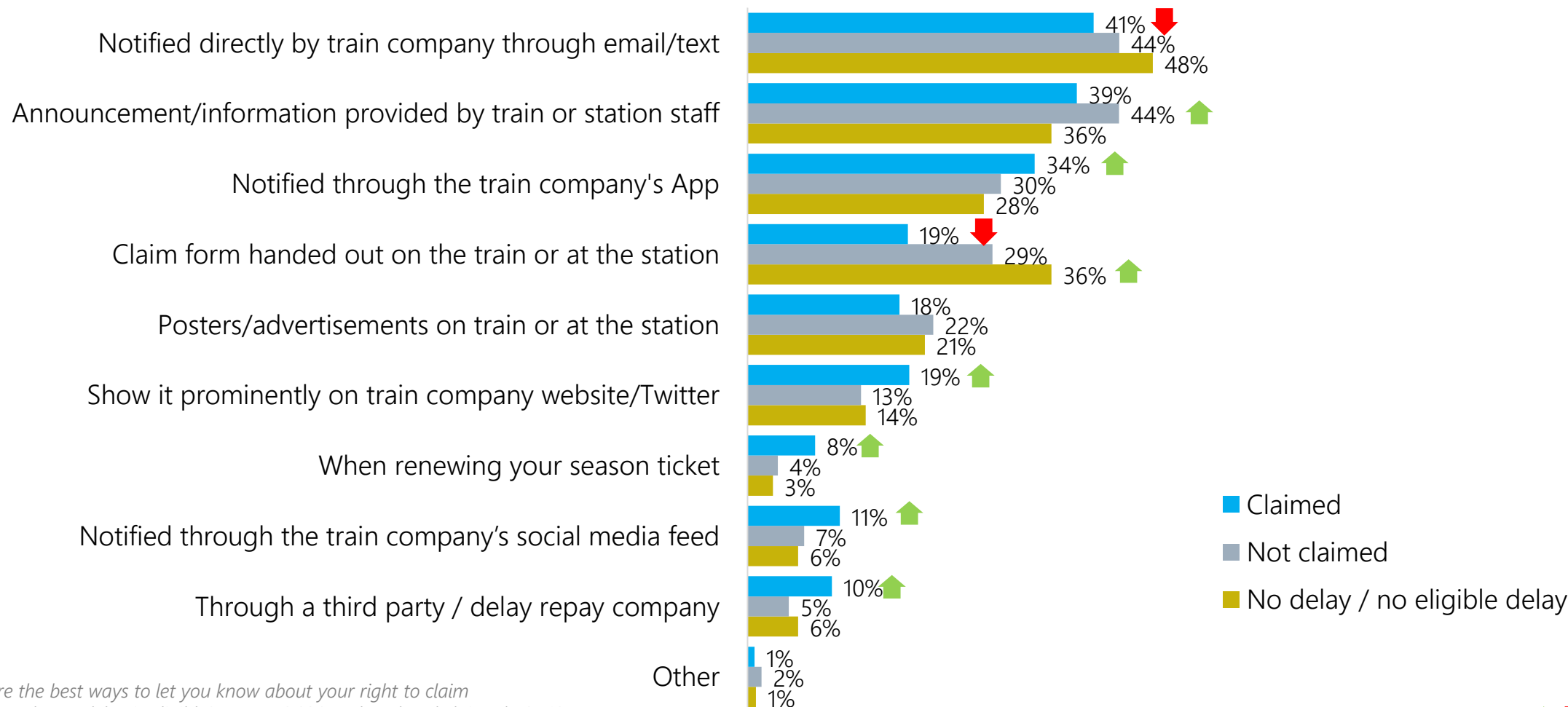




Preferred means of being told eligible to claim

Notifications directly by text/email from the TOC or announcements by train / station staff are preferred. Non-claimants are more likely to want claim forms handed out on train or at the station

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



Significantly different from both other groups



Q42 What are the best ways to let you know about your right to claim compensation when a delay is eligible? Base = 2,226 (Delayed and claimed), 2,518 (Delayed but not claimed), 788 (No delay or no eligible delay)

Contents

1. Key Findings
2. Introduction and objectives
3. Profile of delays
4. Proportion claiming
5. Awareness of the claims process
6. Satisfaction with the claims process
7. Reasons for not claiming
8. Attitude to claiming
9. Appendix



Interviews achieved (unweighted) with those who had experienced an eligible 15-29 mins or 30 mins+ delay in the last 6 months

TOC	Completed	TOC	Completed
Avanti West Coast	484	London Northwestern Railway	138
c2c	100	London Overground	89
Caledonian Sleeper*	27	Lumo*	8
Chiltern Railways	94	Merseyrail*	46
CrossCountry	144	Northern	371
East Midlands Railway	310	ScotRail	172
Elizabeth Line (previously known as TfL Rail)	96	South Western Railway (including Island Line)	281
Gatwick Express*	48	Southeastern	297
Grand Central*	11	Southern	223
Great Northern	140	Thameslink	165
Great Western Railway	476	Transport for Wales	139
Greater Anglia (including Stansted Express)	187	TransPennine Express	232
Heathrow Express*	33	West Midlands Railway	156
Hull Trains*	35	Total	4,744
London North Eastern Railway (LNER)	242		

* Results not reported at TOC level due to small sample sizes

Respondent demographics

The sampling efficiency was high (93%) showing a close match between targets and sample achieved

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

Gender	16-34	35-54	55+
Male	16%	17%	15%
Female	17%	19%	16%

All rail passengers survey response – unweighted

Gender	16-34	35-54	55+
Male	13%	17%	14%
Female	14%	23%	19%

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

Region	%
North East	4%
North West	12%
Yorkshire and the Humber	9%
East Midlands	7%
West Midlands	7%
East	10%
London	15%
South East	16%
South West	9%
Wales	4%
Scotland	7%

All rail passengers survey response – unweighted

Region	%
North East	5%
North West	11%
Yorkshire and the Humber	9%
East Midlands	7%
West Midlands	7%
East	11%
London	14%
South East	16%
South West	8%
Wales	4%
Scotland	8%

Weighting process

1

Population estimates

Data from the National Travel Survey (NTS), ORR's Passenger Trends and the latest ONS Mid-year Population Estimates was used to model the population of rail users

The population is 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. These targets were applied to the results of screener question rail usage in the past twelve months

The number of delayed passengers for each train operating company (TOC) was also monitored and compared to the 2020 distribution to ensure changes in the sample mix were consistent with known changes in passenger numbers

3

Weighting

Once interviewing was completed, the results have been weighted by age, gender and region interlocked (i.e. cell weighted) so that the sample matched the population of rail users



Let's talk.



Enquiries about this report should be addressed to:
murray.Leader@transportfocus.org.uk

To contact 2CV:

Phil.Stubington@2cv.com

Amie.Luther@2cv.com

Jane.Goldthorpe@2cv.com

➔ MAKE YOUR MARK.