



Department
for Transport

Rail Delays and Compensation 2023

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Definitions

The following terms are used throughout the report.

Rail passenger: anyone who has travelled by train (excluding London Underground, DLR, metro or tram) within England, Scotland or Wales in the last 12 months.

Delayed passenger: any rail passenger delayed by at least 15 minutes on one or more occasions in the last six months.

Delay: any delay of at least 15 minutes in the last six months, whether eligible for compensation or not.

Eligible delay: a delay eligible for compensation under the rules of the appropriate train operating company (TOC). The main exclusions are where: a) the journey was not undertaken; b) journeys impacted by services that are removed from the timetable with notice due to industrial action¹; and c) delays outside the length of delay the relevant TOC allows claims for (see Table 1.1).

Claimant: a rail passenger subject to an eligible delay who has either 'manually' claimed for compensation or who has self-defined as having received it 'automatically' (see: 'Automatically claiming compensation' definition below). Includes passengers whose claim has been rejected and those awaiting a decision on their claim.

Non-claimant: a rail passenger who experienced an eligible delay and who has neither claimed for compensation nor received it 'automatically'.

'Automatically' claiming compensation: in the questionnaire, passengers self-define as having 'automatically' received compensation. It is likely that passengers considered their claim as 'automatic' if presented with a partially completed/pre-filled digital form to submit;

¹ In this instance, passengers are instead entitled to a full refund if they chose not to travel under the 2022 National Rail Conditions of Travel. Available from: www.nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/

having received 'One-Click' Delay Repay²; or having received 'Automatic Delay Repay' when travelling on a c2c smartcard³.

'Manually' claiming compensation: all other passengers who claimed compensation, including via the train company's website, through the train company's app, writing email/letter, phoning the train company, posting claim form to train company, or handing a claim form in at station.

Train operating company (TOC): a train operator on the mainline England, Scotland or Wales network (commonly known as the British Rail network). Includes concessions such as the Elizabeth Line and Open Access operators such as Hull Trains.

Open Access operators: train operating companies running under an Open Access Licence (Hull Trains, Grand Central, Lumo). Each open access operator currently has its own delay compensation scheme with varying rules.

Delay Repay (DR): a compensation scheme established by the Department for Transport (DfT) and specified in contract agreements between the DfT and each TOC. 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.

DR30: the original Delay Repay scheme which offers compensation for delays of 30 minutes or more. Introduced in 2007 and rolled out as new franchises were awarded.

DR15: an enhanced Delay Repay compensation scheme which offers compensation for delays of 15 minutes or more. DR15 was announced in October 2016, and the number of operators offering this scheme has since increased from just 8 in 2018, to 17 in 2020, and 18 in 2023.

Ethnic minority passengers: all passengers who self-reported their ethnicity as falling in any group other than "White English/ Welsh/ Scottish/ Northern Irish/ Irish/ Gypsy or Irish Traveller/ Any other White background" are reported as part of the Ethnic minority group. In the report text and tables, comparisons are made between Ethnic minority passengers and White passengers where there are relevant differences.

Disabled passengers: passengers who answered 'yes' to both: "Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more"; and "Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry out day-to-day activities"⁴. In the report text and tables, comparisons are made between Disabled passengers and passengers with no physical / mental health condition or long-term illnesses where there are relevant differences.

² 'One-Click Delay Repay' is an automated digital claims process offered by ten train operating companies as of August 2023. See more at: www.gov.uk/government/news/rail-passengers-to-benefit-from-one-click-compensation.

³ c2c is the only train operating company offering 'Automatic Delay Repay' as of August 2023 and this only applies to c2c smartcard holders. See more at: www.c2c-online.co.uk/tickets-and-fares/automatic-delay-repay/. Only two per cent of eligibly delayed passengers were travelling on a c2c service when experiencing their most recent eligible delay, so these claims make up a very small proportion of 'automatic' claims referred to in the report.

⁴ This is aligned with the definition of disability under the Equality Act 2010. Available at: www.gov.uk/definition-of-disability-under-equality-act-2010.

Key 2023 sample sizes (unweighted)

Rail passengers = 10,028

Passengers with an eligible delay = 4,744

Passengers with an eligible delay of 15-29 minutes = 1,703

Passengers with an eligible delay of 30+ minutes = 3,041

Total who claimed for their most recent delay = 2,226. Within which:

a) those who claimed 'manually' for their most recent delay = 1,697

b) those who claimed 'automatically' for their most recent delay = 529

Eligible and did not claim = 2,518 (of whom 788 were asked a shorter set of questions on attitudes towards claiming for delays)

Executive summary

Introduction

The primary way in which rail passengers can claim for compensation is through the Delay Repay (DR) scheme. Under Delay Repay, the proportion of a passenger's ticket they are eligible to reclaim increases the longer the passenger is delayed, and there is no requirement for the Train Operating Company (TOC) to have been the only cause of the delay. At the time of the research all TOCs in the DR scheme offered compensation for delays to journeys of 30 minutes or more, and the majority also offered compensation for delays to journeys of 15 to 29 minutes.

TOCs not offering Delay Repay such as London Overground, Elizabeth Line and Merseyrail typically offer compensation triggered by delays of 30 minutes or more. The open access-operators offer individual schemes ranging from DR15 (Heathrow Express) to the 60 minutes threshold specified in the National Rail Conditions of Carriage (Grand Central).

The key metric of the effectiveness of the rail industry's Delay Repay schemes is the proportion of eligible journeys for which compensation is claimed. This is measured by primary social research sponsored by Transport Focus and the Department for Transport. This report provides the findings from the latest wave of this research.

This research has been carried out in 2016, 2018, 2020 and now in 2023 to look at this important metric over time. The methodology for each wave has been kept consistent to ensure the proportion claiming compensation can be reliably tracked.

The research also explored passengers' awareness of their eligibility to claim compensation; the experiences of rail passengers when claiming compensation; and the reasons why some passengers choose not to claim compensation when they are delayed. Where relevant, comparisons between this year's findings and those from the preceding surveys have been made.

Research methodology

A full methodology report has been published alongside this research report⁵. In summary, the research methodology consisted of an online survey among rail passengers with quotas set by age, gender and region. Questionnaires were completed by a sample of eligibly delayed passengers and took up to 15 minutes to complete, with the length depending on whether they claimed compensation or not.

There were four elements to the online fieldwork:

1. Screening to identify rail passengers (defined as using rail at least once in the past twelve months). There were 10,028 passengers who used rail in the last 12 months.
2. The 10,028 rail passengers were then asked whether they had experienced any delayed journey in the last six months, including details about the length of delay and the TOC(s) on which they were delayed. This was to determine whether any delays they had experienced were eligible for compensation. Of the 10,028 rail passengers, 4,744 passengers had experienced a delay that was eligible for compensation.
3. These 4,744 eligibly delayed passengers were asked a full suite of questions about their most recent eligible delay. They were also asked a shorter set of questions on their general attitudes to claiming delay compensation.
4. In addition, these questions on general attitudes to claiming were also asked to 788 passengers who had not experienced an eligible delay. This was done to provide a comparative view of delayed and non-delayed passengers' attitudes, as is presented in Section 9.

Questionnaires were completed between 20th March and 3rd April 2023 – consistent with the fieldwork periods across all previous waves of the research.

Experiences of delays

The overall proportion of surveyed rail passengers delayed in the past six months has reduced since 2020, down four percentage points to 58%. However, not all delays are eligible for compensation. The main exclusions are where: a) the journey was not undertaken; b) journeys impacted by services that are removed from the timetable with notice due to industrial action; and c) delays outside the length of delay the relevant TOC allows claims for (see Table 1.1).

Between 2020 and 2023 the proportion of surveyed rail passengers subject to a delay which is eligible for compensation has also declined, down three percentage points to 52%. **The results within the remainder of this section and sections four to eight describe these passengers' most recent eligible delay.** The questionnaire was designed to ensure we asked uniformly about passengers' claiming experience for their most recent delay.

⁵ Rail delays and compensation technical report 2023. Available at: www.gov.uk/government/publications/rail-delays-and-compensation-2023

Since one of the objectives of the research was to provide information at TOC level, a small number of respondents who could not recall which TOC they were delayed on were not asked about their claims experience.

Just over a third (36%) of reported delays were 15-29 minutes in duration compared to 40% in 2020. Just over half (51%), reported that the delay was between 30 and 60 minutes, compared to 47% in 2020. Eighty-seven per cent of passengers reported that this delay was of one hour or less (unchanged since 2020). Only a small minority of passengers experienced a delay lasting two hours or more or had to go to a different station (three per cent and one per cent respectively).

Sixty-five per cent of passengers reported that they experienced their delay whilst travelling for leisure. This was a significant increase from 2020 (54%). In comparison, 28% were making a commuter journey and seven per cent were on company or personal business. The proportion of delays while travelling on company or personal business has significantly decreased compared to 2020 (from 14%).

Sixty-one per cent said their train was delayed by either a late departure or arrival, a significant decrease from 2020 (79%). A quarter (25%) reported that the train that they wanted to travel on was cancelled, in line with 2020 (24%). Since 2020 there have been increases in a variety of other causes, including lack of/poor information causing a delay and the train being overcrowded, preventing boarding (both up three percentage points).

Proportion claiming compensation

The proportion of eligible passengers who have claimed compensation has increased significantly since the 2020 research to 47% (a ten percentage point increase). This contrasts with the 2020 research where the claim rate had increased by only two percentage points over the previous rate in 2018.

As most eligible delays reported in the survey were 30 minutes or longer, the claim rate for these longer delays has a greater impact on the overall claim rate. The proportion of passengers claiming compensation for a delay of 30 minutes or longer has significantly increased in the past three years by eight percentage points (from 46% in 2020 to 54% in 2023).

Passengers continue to be less likely to claim for shorter delays than for longer delays. However, the proportion of passengers claiming compensation for a delay of 15-29 minutes has also significantly increased in the past three years from 22% in 2020 to 35% in 2023, up 13 percentage points.

Table ES.1: Proportion claiming compensation by delay length over time

	2018	2020	2023
15-29 minutes delays	18%	22%	35%
30+ minutes delays	39%	46%	54%
Base	701 15-29 minutes delays, 3,271 30 minutes+ delays	1,644 15-29 minutes delays, 2,485 30+ minutes delays	1,703 15-29 minutes delays, 3,041 30+ minutes delays

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

The proportion claiming has increased across the three main ticket types (singles, returns and seasons) since 2020 and was 56% for single tickets (up 11 percentage points since 2020) and 43% for returns (up nine percentage points). The growth in claiming for season ticket holders has been particularly strong with the claim rate at 71%, up 14 percentage points since 2020.

Business passengers and commuters were about equal in their propensity to claim in the 2020 research, and both have seen similar increases in their claim rates this time (up nine percentage points to 52% for business and up ten percentage points to 52% for commuters). Among leisure and 'other' journey purposes passengers continued to have a lower claim rate, although this has increased from 33% to 44% in the latest research.

Ethnic minority passengers were significantly more likely to say they 'didn't think they could claim' compared to White passengers (27% vs 23%). Disabled passengers were significantly less likely to claim (41% vs 48% of passengers with no physical / mental health condition or long-term illnesses), with a significantly higher proportion saying they 'didn't think they could claim'.

Method of claiming

Three quarters (75%) of claimants made their compensation claim online, up from 69% in 2020. Of these, 54% claimed via the train company's website, 16% via the train company's app, and a minority claimed through another organisation's website (four per cent) or app (two per cent). The increase in proportion of online claims since 2020 has been driven by those claiming via the train company's app (which was 11% in 2020).

A quarter (25%) of claimants did not claim online. This 25% was made up of a roughly even split between those posting a claim form to the train company (eight of the 25% who did not claim online), writing to or phoning the train company (nine of the 25% who did not claim online), and handing a claim form in at the station (seven of the 25% who did not claim online).

Speed of response to claim

The time taken to receive a decision on a claim continues to improve each time the research is conducted. Almost all claims (97%) received a decision within the Office for Rail and Road (ORR) target of four weeks (20 working days). This was a three percentage point increase compared to 2020 (94%) which was itself a six percentage point increase compared to 2018 (88%). There has been a dramatic improvement in the proportion of claims settled in less than one week, nearly doubling from 33% in 2020 to 62% in 2023.

Passengers were also less likely to need to chase their claim with 22% needing to do this in 2023, a reduction (improvement) of two percentage points from 2020.

Satisfaction with the claims process

Those claiming were asked to rate their satisfaction with eight attributes concerning the claims process, the order of which was randomised to avoid any bias in the scores. Three of these attributes were asked of all those claiming including those 'automatically' claiming, while the remaining five were asked only of those claiming 'manually' (since they weren't applicable to those claiming compensation 'automatically'). This was a change in the base from the previous waves, where the entire attribute set was asked only of those claiming 'manually'.

Claimant satisfaction was high across most of the eight attributes. The top three satisfaction scores were for the attributes: 'the form in which you got your compensation' (89%), 'the speed you got your compensation' (81%) and 'the value of compensation you received' (81%). The proportion satisfied with 'the speed you got your compensation' and 'the value of the compensation you received' have significantly increased since 2020.

The proportion of passengers reporting satisfaction with 'the train company alerting me of my right to claim compensation' remains relatively low at 58% – although it has significantly improved since 2020 (when it was 51%). The scores for the remaining attributes have not significantly changed since 2020.

Table ES.2: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') (trend data)

	2018	2020	2023
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/ smartcard)	84%	87%	89%
The value of the compensation you received	72%	76%	81%
The speed you got your compensation	69%	74%	81%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	70%	77%	76%
The ease of completing the compensation claim process	68%	72%	73%
The ease of finding out how to claim compensation	65%	71%	71%
The speed with which you received a response	72%	68%	69%
The train company alerting me of my right to claim compensation	44%	51%	58%
Base	796 to 1,227	972 to 1,257	1,665 to 1,831

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know)

The three attributes in the table below were asked to both those claiming 'manually' and of those claiming 'automatically'. The level of satisfaction among those claiming 'automatically' was significantly higher than among those 'manually' claiming.

Table ES.3: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') by method of claiming (2023 results)

	Claiming 'manually'	Claiming 'automatically'
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/ card/ smartcard)	87%	92%
The value of the compensation you received	77%	90%
The speed you got your compensation	77%	92%
Base	1,300 to 1,303	528

**Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?
Base = All claiming compensation (excluding don't know)**

Just over one-in-five claimants (21%) made an appeal during the process. Groups significantly more likely to appeal than average were those not claiming online (36%), those whose claim was unsuccessful (35%) and those receiving compensation 'automatically' (30%).

The appeals process was largely thought to be easy to navigate, with just under three quarters of claimants (73%) saying this was the case. A close look shows 36% of the total appealing thought it 'very easy' and 37% thought it 'fairly easy'. Only a small proportion found it either 'fairly difficult' (eight per cent) or 'very difficult' (six per cent).

There were no significant differences in satisfaction by ethnicity. Disabled passengers were less likely to be satisfied with several elements of the compensation process than passengers with no physical / mental health condition or long-term illnesses (although not all the differences are significant). The gaps were largest around communications from TOCs and the ease of navigating the claims process.

Why some passengers don't claim for compensation

Forty-seven per cent of the 'aware but did not claim' passengers did so because they believed it was not worth bothering for the amount they would get back. This was a small decrease from 2020 (51%). The other main reason for not claiming was the belief that it would take too much time, mentioned by just under one-in-five (18%).

Attitude to claiming

Two thirds of passengers (65%) selected their preferred method of claiming compensation as 'automatic refund if they have my details', making it the most popular way of receiving compensation. The second most popular option was claiming 'online via the train company's website or app' (selected by 60%). These two channels were a long way ahead of the next most popular: 'verifying and submitting a pre-filled claim form sent to me electronically by the train company' (selected by 27%). No other method was selected by more than one passenger in five.

Disabled passengers were significantly more likely to select 'verifying and submitting a pre-filled claim form sent to me electronically by the train company' (30% vs 26% of passengers with no physical / mental health condition or long-term illnesses), 'hand a claim form in at station' (20% vs 16%) or 'write email/letter or phone the train company' (16% vs 13%). They were less likely to select 'online via the train company's website/app' (54% vs 61%).

Ethnic minority passengers were significantly more likely to select 'an automatic refund if they have my details' (68% vs 64% of White passengers) or to 'write email/letter/phone the train company' (16% vs 13%).

When asked about their preferred form of compensation, most passengers selected 'refund to my bank account' (53%). The only other option selected by more than one passenger in five was 'refund to my credit card' (24%).

Disabled passengers were significantly more likely to select 'refund to my bank account' (57% vs 53% of passengers with no physical / mental health condition or long-term illnesses) and they were less likely to select 'refund to my credit card' (20% vs 25%).

Ethnic minority passengers were significantly less likely to select 'refund to my credit card' (21% vs 25% of White passengers).

Passengers were asked to select their preferred means of being told they were eligible to claim. 'Notified directly by train company through email/text' (selected by 44%) and 'announcement/information provided by train or station staff' (selected by 41%) were the most popular options. However, a further three methods were selected by at least one-in-five passengers. These were: 'notified through the train company's app' (31%); 'claim form handed out on the train/at the station' (26%); and 'posters/advertisements on train/at the station' (21%).

Disabled passengers were significantly more likely to prefer to be informed on the train or at the station (74% vs 67% of passengers with no physical / mental health condition or long-term illnesses). They were significantly less likely to prefer being notified electronically by train company (72% vs 76%).

Ethnic minority passengers were significantly more likely to want to be notified electronically by the train company (79% vs 75% of White passengers) and significantly less likely to be informed on the train or at the station (62% vs 69%).

1. Introduction

Research objectives

Train operating companies (TOCs) pay compensation where passengers are delayed over a certain time on journeys on their services. Not all passengers claim compensation for eligible delays and understanding the proportion who do is important for the purpose of monitoring the effectiveness of delays and compensation policies and processes.

Rail Delays and Compensation is a tracking study conducted every two years (although the current wave was delayed a year due to the pandemic). The Department for Transport and Transport Focus commissioned the independent research agency 2CV to conduct the 2023 wave. The research objectives were to:

- a) Measure the incidence of delays experienced by surveyed passengers when travelling by train
- b) Measure the proportion of eligible passengers claiming compensation
- c) Measure passengers' satisfaction with claims processes
- d) Understand why passengers with eligible delays don't claim compensation
- e) Provide information at TOC level where possible (defined as achieving a sample of 100 responses or more)
- f) Look at attitudes to claiming compensation amongst delayed and non-delayed passengers

Passenger compensation schemes

Historically, compensation was offered under the 'Passenger's Charter' to those travelling on single or return tickets who were delayed for 60 minutes or more, but in many cases delays outside the train operators' control were excluded.

Most TOCs now run a scheme known as ‘Delay Repay’, which compensates rail passengers when they are subject to a qualifying delay. All ticket types are covered by Delay Repay, and passengers can make a claim for delays to their rail journey, regardless of whether the TOC that passengers travelled with was responsible for the delay.

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 also offer compensation for delays of 15 to 29 minutes. The number of operators offering Delay Repay from 15 minutes (DR15) has increased from just eight 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 for 30 mins+ delays. The exception is Grand Central which continues to adhere to the original 60-minute delay threshold.

Automated ‘One-Click’ Delay Repay schemes have been introduced on several TOCs in recent years, including South Western Railway, East Midlands Railway, Avanti West Coast and TransPennine Express. Passengers who sign up to these schemes and are subject to an eligible delay typically receive an electronic message and a partially completed claim form from the TOC. In addition, c2c offers ‘Automatic Delay Repay’ which compensates those travelling on c2c smartcards without the need for the passenger to submit a claim.

Table 1.1: Summary of delay compensation schemes by TOC

Train Operator	Delay compensation scheme	Automated or automatic compensation
Avanti West Coast	DR15	Automated one-click compensation scheme in place
c2c	DR15	Automatic compensation on some tickets (c2c Smartcards only).
Caledonian Sleeper	DR30	
Chiltern Railways	DR15	
CrossCountry	DR30	
East Midlands Railway	DR15	Automated one-click compensation scheme in place
Gatwick Express	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
Grand Central	Delays of 60 minutes or more	
Great Northern	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
Great Western Railway	DR15	Automated one-click compensation scheme in place for on Smartcard tickets and Advance tickets purchased from GWR website with passenger registered
Greater Anglia	DR15	
Heathrow Express	DR15	
Hull Trains	DR30	

London North Eastern Railway	DR30	Automated one-click compensation scheme in place
London North Western	DR15	
London Overground	Non-fault delays of 30 minutes or more (excluding delays that are outside the TOC's control).	
Lumo	DR30	
Merseyrail	Delays of 30 minutes or more for journeys entirely on the Merseyrail Northern or Wirral line.	
Northern	DR15	Automated one-click compensation scheme in place
ScotRail	DR30	
South Western Railway (including Island Line)	DR15	Automated one-click compensation scheme in place for season tickets purchased on Smartcard from SWR website and Advance tickets purchased from SWR website with registered details
Southeastern	DR15	Automated one-click compensation scheme in place for season tickets purchased on Smartcard from Southeastern website and Advance tickets purchased from Southeaster website with registered details
Southern	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
The Elizabeth Line	Compensation for delays of 30 minutes or more (excluding delays that are outside of the TOC's control).	
Thameslink	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
TfW Rail	DR15	
TransPennine Express	DR15	Automated one-click compensation scheme in place
West Midlands Trains	DR15	

2. Methodology

Data collection

The data collection method for the 2023 wave was consistent with the previous waves in 2020, 2018 and 2016. The data was collected via an online quantitative survey. Respondents were recruited by email invitation from consumer web panels maintained by Dynata, Prodege and CINT. Digital fingerprinting was used to ensure that members of more than one panel could only take the survey a single time.

Questionnaires were completed between 20th March and 3rd April 2023 – consistent with the fieldwork periods across all previous waves of the research. The months preceding the fieldwork, and period of the fieldwork itself, was a time of significant industrial action affecting both Network Rail and the TOCs.

To mitigate for anticipated passenger confusion between Delay Repay compensation and refunds⁶ (the latter were outside the scope of this research), the decision was taken to introduce a new answer code of 'the train didn't run because of strike/industrial action' to Q16 ("In what way(s) were you delayed?") of the questionnaire. Those who answered only this code at Q16 (227 passengers; five per cent of the original delayed passenger sample) were removed from the sample since passengers cannot claim Delay Repay on services that are removed from the timetable with notice due to industrial action⁷.

There were four elements to the online fieldwork:

1. Screening to identify rail passengers (defined as using rail at least once in the past twelve months). There were 10,028 passengers who used rail in the last 12 months.

⁶ Throughout the period of industrial action affecting fieldwork, many TOCs invited season ticket holders to use Delay Repay mechanisms as a way of claiming money back if they chose not to travel on strike days. These refund claims, even though administered by Delay Repay systems, are not claims for delay compensation and are therefore outside the scope of this study.

⁷ In this instance, passengers are instead entitled to a full refund if they chose not to travel under the 2022 National Rail Conditions of Travel (available from: www.nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/). Removing these passengers' responses reduced the likelihood of refunds infiltrating the sample designed to capture delays and therefore helped maintain comparability with previous waves - a key requirement of this research.

2. The 10,028 rail passengers were then asked whether they had experienced any delayed journey in the last six months, including details about the length of delay and the TOC(s) on which they were delayed. This was to determine whether any delays they had experienced were eligible for compensation. Of the 10,028 rail passengers, 4,744 passengers had experienced a delay that was eligible for compensation.
3. These 4,744 eligibly delayed passengers were asked a full suite of questions about their most recent eligible delay. They were also asked a shorter set of questions on their general attitudes to claiming delay compensation.
4. In addition, these questions on general attitudes to claiming were also asked to 788 passengers who had not experienced an eligible delay. This was done to provide a comparative view of delayed and non-delayed passengers' attitudes, as is presented in Section 9.

Sample size achieved (unweighted)

A total of 4,744 questionnaires were completed by passengers who had experienced an eligible delay and who could recall the TOC on which they were travelling. The table below shows the split of responses by TOC (where TOCs have more than one brand such as Govia Thameslink Railway, the counts are shown for each individual brand).

A further 788 questionnaires were completed by passengers who had not experienced an eligible delay in the last six months. These passengers were asked the part of the questionnaire focusing attitudes towards claiming compensation and their preferred means of communications. These findings are detailed in Section 9 of this report.

Table 2.1: Unweighted sample sizes of delayed passengers by TOC

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

Weighting

Data from the National Travel Survey⁸ (NTS) and the most recent Office for National Statistics mid-year 2021 population estimates⁹ were used to model the population of rail users. The population was divided into 132 cells based on gender, six age categories and 11 territories: nine English regions, plus Scotland and Wales.

Interlocking targets were set for each of these cells based on the proportion they made up of the total population using rail. Once fieldwork was completed, the results were weighted based on the 10,028 who passed the entry question that confirmed they had used rail in the last 12 months. To match these proportions, interlocking cell weighting was used.

Interpreting the data

Unless otherwise stated, all reported results are based on weighted data and base numbers are their unweighted sample sizes. The calculation of results excludes the answer categories of 'don't know/no opinion/not applicable' unless stated otherwise.

All reported base sizes include don't knows and exclude passengers who have not answered the question because they do not qualify for it unless otherwise stated.

Comparisons in the text between any passenger groups (e.g. females and males) are referred to as "significant" where the difference between the groups was statistically significant at the 5% level. In a small number of cases differences have been referred to in the commentary which are not significant but were felt important to help understand the data.

⁸ The National Travel Survey is a household survey designed to monitor long-term trends in personal travel and to inform the development of policy. It is the primary source of data on personal travel patterns by residents of England within Great Britain. See more at: www.gov.uk/government/collections/national-travel-survey-statistics

⁹ Available from: www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2021

3. Experiences of delays

Incidence of delays

Table 3.1 shows the incidence of delays in total, defined as the proportion of passengers who have had one or more of the described delays in the past six months. The overall proportion of rail passengers delayed has decreased slightly compared to 2020, but the proportion delayed by 30+ minutes has increased.

Not all delays are eligible for compensation, so the table differentiates between all delays and eligible delays. The key variable which determines a delay's eligibility is whether it falls into the length of delay that the relevant TOC allows claims for compensation, as was shown in Table 1.1.

Table 3.1: Incidence of delays (trend data)

	2018	2020	2023
15-to-29-minute delays	43%	46%	45%
30+ minutes delay	41%	44%	48%
Any delay of 15+ minutes	57%	62%	58%
<i>Any eligible delay</i>	45%	55%	52%
<i>Base</i>	10,379	11,656	10,028

S7a In the last six months, have you been delayed 30 minutes or more on any train journeys within England, Scotland or Wales?

S8a In the last six months, have you been delayed by 15-29 minutes on any train journeys within England, Scotland or Wales?

Base = All who made a journey by train

Between 2018 and 2020 the proportion of passengers subject to an eligible delay increased faster than the proportion subject to any delay (up ten and five percentage points respectively). This was due to the wider roll-out of Delay Repay 15 (DR15), which increased the proportion of all delays which were eligible for compensation.

There was a six percentage point difference in 2023 between the proportion of passengers subject to any delay (58%) and any eligible delay (52%). This difference is similar to the one observed in 2020 (seven percentage points). This likely reflects the fact that only one TOC has switched from DR30 to DR15 during this period.

Delay characteristics

Among those who experienced an eligible delay, 87% reported that their most recent eligible delay was of one hour or less (in line with 2020).

Within this group, 51% reported that their most recent eligible delay for compensation was between 30 and 60 minutes, compared to 47% in 2020. Only a small minority experienced a delay lasting two hours or more or didn't reach their intended destination by train (three per cent and one per cent respectively).

Table 3.2: Duration of most recent delay (trend data)

	2018	2020	2023
15 to 29 minutes	17%	40%	36%
30-60 minutes	61%	47%	51%
<i>Total up to 1 hour</i>	<i>78%</i>	<i>87%</i>	<i>87%</i>
1-2 hours	13%	9%	9%
Over 2 hours	6%	4%	3%
I didn't reach my intended destination by train	2%	1%	1%
Base	3,972	4,129	4,744

Q15 How long was the delay you experienced on that occasion?

Base = All who experienced an eligible delay

Sixty-five per cent of passengers reported that their most recent delay occurred while they were travelling for leisure (this was a significant increase from 2020). In comparison, 28% were making a commuter journey (virtually unchanged from 2020). The proportion of delays which occurred while respondents were on company business or personal business (e.g. a job interview or medical appointment) has significantly decreased compared to 2020 (from 14% of the total to seven per cent).

Table 3.3: Journey purpose when delayed (trend data)

	2018	2020	2023
Leisure	48%	54%	65%
Commuting	34%	29%	28%
Company / personal business	15%	14%	7%
Other	2%	3%	1%
Base	3,972	4,129	4,744

Q6 What was the main reason for making that journey?

Base = All who experienced an eligible delay

Sixty-one per cent said their journey was delayed by either a late departure or arrival, a significant decrease from 2020 (79%). A quarter (25%) reported that the train that they wanted to travel on was cancelled, in line with 2020 (24%). Since 2020 there have been increases in a variety of the other causes including lack of/poor information causing a delay and train overcrowding, preventing boarding (both up three percentage points).

A new answer code of 'the train didn't run because of strike/industrial action' was introduced to Q16 of the 2023 questionnaire. As is outlined in Section 2, delayed passengers only answering this code (approximately five per cent of the delayed passenger sample) have been removed from the analysis since those delays were not eligible for Delay Repay. A further five per cent answered both this code and at least one of the other codes. This suggests that as well as their original train not running, the alternative train they caught was also delayed, and hence they were eligible for compensation. This group were kept in the analysis on this basis.

Table 3.4: Causes of delay (trend data)

	2018	2020	2023
Train arrived late	51%	54%	49%
Train left the station late	22%	25%	21%
<i>NET Total - train late</i>	<i>73%</i>	<i>79%</i>	<i>61%</i>
Train I wanted to catch was cancelled	27%	24%	25%
Lack of/poor information caused a delay to my journey	5%	5%	8%
Missed a connecting train	4%	4%	6%
Train overcrowded, could not board	4%	3%	6%
Train was diverted	6%	7%	5%
Train didn't run because of strike/industrial action	-	-	5%
Needed to go from a different station	3%	3%	4%
Other	11%	8%	6%
Base	3,972	4,129	4,744

Q16 In what way(s) were you delayed? (Multi-select)

Base = All who experienced an eligible delay

4. Claiming compensation

Trends in claim rates over time

The proportion of eligibly delayed passengers who have claimed compensation has increased significantly since the 2020 research to 47% (a ten percentage point increase). This contrasts with the 2020 research where the claim rate had increased by only two percentage points over the previous two years. The proportion who said they 'didn't even think' about claiming has significantly fallen from 30% to 23%.

Table 4.1: Proportion claiming compensation (trend data)

	2018	2020	2023
Yes – automatically received compensation	5%	6%	11%
Yes – and claim was successful	20%	24%	27%
Yes – but claim was unsuccessful	4%	4%	4%
Yes – but claim is still pending	7%	3%	4%
<i>Total claiming</i>	35%	37%	47%
No – didn't even think about it	30%	30%	23%
No – didn't think I could claim	28%	25%	23%
No – knew I could but chose not to claim	7%	9%	7%
No – expected discount/extra day(s) on my next journey	<1%	<1%	<1%
Base	3,972	4,129	4,744

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

Trends in claim rates over time by delay length

The proportion of passengers claiming compensation for a delay of 30 minutes or longer has significantly increased in the past three years by eight percentage points (from 46% in 2020 to 54% in 2023). Since most eligible delays were 30 minutes or longer, the claim rate for these longer delays has the greatest impact on the overall claim rate (in the previous two surveys most eligible delays were 15-29 minutes in duration).

Passengers continued to be less likely to claim for shorter delays. However, the proportion of passengers claiming compensation for a delay of 15-29 minutes has also significantly increased in the past three years (from 22% in 2020 to 35% in 2023).

Table 4.2: Proportion claiming compensation by delay length (trend data)

	2018	2020	2023
15-29 minutes delays	18%	22%	35%
30+ minutes delays	39%	46%	54%
Base	701 15-29 minutes delays, 3,271 30 minutes+ delays	1,644 15-29 minutes delays, 2,485 30+ minutes delays	1,703 15-29 minutes delays, 3,041 30+ minutes delays

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = All who experienced an eligible delay

Table 4.3 shows the profile of 30+ minutes delay claims over time in more detail. The proportion of passengers claiming has increased significantly in 2023: this now stands at 54%, with a significant increase in those who automatically received compensation. The number who did not even think about claiming has decreased from 25% to 20% while the number who didn't think they could claim was broadly unchanged (a one percentage point decrease to 20%).

Table 4.3: Proportion with 30+ minute delay claiming compensation (trend data)

	2018	2020	2023
Yes – automatically received compensation	5%	7%	13%
Yes – and claim was successful	22%	30%	32%
Yes – but claim was unsuccessful	5%	5%	5%
Yes – but claim is still pending	7%	4%	5%
<i>Total claiming</i>	39%	46%	54%
No – didn't even think about it	28%	25%	20%
No – didn't think I could claim	26%	21%	20%
No – knew I could but chose not to claim	7%	8%	7%
No – expected discount/extra day(s) on my next journey	<1%	<1%	<1%
Base	3,271	2,485	3,041

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = Most recent 30 min+ eligible delay

Table 4.4 shows the profile of 15-29 minute delay claims over time in a similar format. The number of passengers who made a claim has increased in 2023 and now stands at 35%. Compared with 2020, there were significant increases in those who received compensation automatically (from four per cent to eight per cent) and those who claimed successfully (from 13% to 20%). The number who did not even think about claiming has decreased from 38% to 29% while the number who didn't think they could claim was broadly unchanged (a one percentage point decrease to 29%).

Table 4.4: Proportion with 15–29-minute delay claiming compensation (trend data)

	2018	2020	2023
Yes – automatically received compensation	1%	4%	8%
Yes – and claim was successful	10%	13%	20%
Yes – but claim was unsuccessful	3%	3%	3%
Yes – but claim is still pending	3%	1%	4%
<i>Total claiming</i>	<i>18%</i>	<i>22%</i>	<i>35%</i>
No – didn't even think about it	38%	38%	29%
No – didn't think I could claim	39%	30%	29%
No – knew I could but chose not to claim	5%	9%	8%
No – expected discount/extra day(s) on my next journey	1%	<1%	<1%
Base	701	1,644	1,703

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = Most recent 15-29 mins eligible delay

Variations in claim rates by journey characteristics

Table 4.5 shows that the proportion of passengers claiming compensation continues to vary significantly by ticket type, although the proportion claiming has increased across all three main ticket types since 2020. It stands at 56% for single tickets (up 11 percentage points since 2020), 43% for returns (up nine percentage points).

The growth in season ticket holders claiming has been particularly strong standing at 71% (up 14 percentage points since 2020). Under the former Passenger Charter compensation system, the majority of season ticket delay compensation came in the form of season ticket renewal discounts, not from delay claims; but under Delay Repay all the delay compensation has to be claimed for. Since the claim rate for season tickets holders in TOCs that moved from Passenger Charter to Delay Repay prior to March 2020 would have started quite low and increased as awareness of the need to claim grew, it is likely that the impact of this change has only fully shown up in the 2023 results.

Table 4.5: Proportion claiming compensation by ticket type (trend data)

	2018	2020	2023
Single	43%	45%	56%
Return	34%	34%	43%
Season ticket	46%	57%	71%
Base	659 singles, 2,441 returns, 404 seasons	697 singles, 2,655 returns, 292 seasons	805 singles, 3,042 returns, 339 seasons

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

Business passengers and commuters were about equal in their propensity to claim in the previous research, and both have seen similar increases in their claim rates this time (up nine percentage points to 52% for business and up ten percentage points to 52% for commuters). Leisure and other journey purpose passengers (as a group) continue to have a significantly lower claim rate, although this has increased from 33% to 44% in the latest research.

Table 4.6: Proportion claiming compensation by journey purpose (trend data)

	2018	2020	2023
Business	43%	43%	52%
Commuters	38%	42%	52%
Leisure and other	32%	33%	44%
Base	366 business, 1,323 commuters, 2,187 leisure	332 business, 1,185 commuters, 2,504 leisure	353 business, 1,270 commuters, 3,121 leisure

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = All who experienced an eligible delay

The historic pattern of data has been that the longer the delay, the more likely passengers are to claim. Table 4.7 shows this result was maintained in 2023. However, the proportion claiming for delays of less than two hours has increased across all the time groups, and in 2023 the claim rate for one-to-two hour delays was virtually the same as for those over two hours.

Table 4.7: Proportion claiming compensation by delay length (trend data)

	2018	2020	2023
15-29 mins	18%	22%	35%
30-60 mins	32%	42%	50%
1-2 hours	58%	60%	70%
Over 2 hours	62%	71%	71%
Base	701 15 to 29 minutes, 2,412 30 to 60 minutes, 538 1-2 hours, 242 over 2 hours	1,644 15 to 29 minutes, 1,928 30 to 60 minutes, 353 1-2 hours, 160 over 2 hours	1,703 15-29 minutes, 2,426 30-60 minutes, 423 1-2 hours, 129 over 2 hours

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = All who experienced an eligible delay

Finally, the claim rate has always been higher the more expensive the ticket and that remains the case this wave. Claim rates have increased across the full range of ticket prices. This data was consistent with passengers' views on the value of refund for which it was worth claiming (discussed in Section 9 of the report).

Table 4.8: Proportion claiming compensation by ticket cost - non-season holders (trend data)

	2018	2020	2023
Up to £9.99	23%	24%	34%
£10.00-£49.99	39%	38%	47%
£50.00 and over	44%	50%	59%
Base	1,009 up to £9.99, 1,786 £10-£49.99, 549 £50+	1,032 up to £9.99, 1,940 £10-£49.99, 570 £50+	1,043 up to £9.99, 2,377 £10-£49.99, 748 £50+

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?
Base = All non-season ticket holders who experienced an eligible delay

Variations in claim rates by different passenger groups

Claim rates this year were significantly higher amongst those aged 25-44, but these results are not consistent over time. In the 2020 research the gap in claim rates between the passengers aged 25 to 44 and the remainder was much smaller.

Table 4.9: Proportion claiming compensation by age (trend data)

	2018	2020	2023
16-24	28%	32%	42%
25-34	35%	43%	56%
35-44	38%	39%	52%
45-54	39%	37%	42%
55-64	37%	34%	42%
65+	40%	31%	39%
Base	658 16-24, 911 25-34, 860 35-44, 742 45-54, 503 55-64, 294 65+	732 16-24, 889 25-34, 810 35- 44, 685 45-54, 592 55-64, 417 65+	606 16-24, 1,003 25-34, 1,131 35-44, 785 45-54, 675 55-64, 544 65+

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

Claim rates were significantly higher for both females and males this year, though the increase amongst males was much greater. Males were significantly more likely to claim than females, although this has not been consistent in each previous wave with there being no significant difference in claim rate by gender in 2020.

Table 4.10: Proportion claiming compensation by gender (trend data)

	2018	2020	2023
Female	31%	37%	44%
Male	39%	36%	49%
Base	1,815 female, 2,149 male	1,887 female, 2,234 male	2,372 female, 2,351 male

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

Claim rates in London and the North East were significantly higher than other regions this year, whilst those in Wales were lowest. However, again, these results are not consistent over time and London and West Midlands' claim rates have increased most since 2020.

Table 4.11: Proportion claiming compensation by region (trend data)

	2018	2020	2023
North East	47%	49%	58%
North West	33%	34%	43%
Yorkshire & Humberside	37%	35%	47%
East Midlands	38%	44%	42%
West Midlands	33%	28%	48%
East of England	43%	37%	47%
London	38%	40%	56%
South East	32%	35%	44%
South West	27%	33%	44%
Scotland	35%	42%	47%
Wales	25%	28%	34%
Base	130 North East, 424 North West, 318 Yorkshire & Humberside, 243 East Midlands, 314 West Midlands, 426 East of England, 757 London, 663 South East, 284 South West, 265 Scotland, 148 Wales	144 North East, 464 North West, 318 Yorkshire & Humberside, 227 East Midlands, 343 West Midlands, 382 East of England, 773 London, 706 South East, 263 South West, 281 Scotland, 206 Wales	210 North East, 584 North West, 461 Yorkshire & Humberside, 318 East Midlands, 344 West Midlands, 466 East of England, 698 London, 759 South East, 380 South West, 319 Scotland, 205 Wales

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

Ethnic minority passengers were significantly more likely to say they 'didn't think they could claim' compared to White passengers (27% vs 23%). As a result, the claim rate amongst ethnic minority passengers was slightly lower than for White passengers (45% vs 47%), although this difference was not statistically significant.

Table 4.12: Proportion claiming compensation. White vs Ethnic minority passengers (2023 results)

	White passengers	Ethnic minority passengers
Yes – automatically received compensation	11%	8%
Yes – and claim was successful	27%	27%
Yes – but claim was unsuccessful	4%	6%
Yes – but claim is still pending	5%	3%
<i>Total claiming</i>	47%	45%
No – didn't even think about it	23%	23%
No – didn't think I could claim	23%	27%
No – knew I could but chose not to claim	7%	6%
No – expected discount/extra day(s) on my next journey	<1%	<1%
Base	4,106	583

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

White passengers: all passengers who self-reported their ethnicity as "White English/ Welsh/ Scottish/ Northern Irish/ Irish/ Gypsy or Irish Traveller/ Any other White background"

Ethnic minority passengers: all passengers who self-reported their ethnicity as falling in any group other than "White English/ Welsh/ Scottish/ Northern Irish/ Irish/ Gypsy or Irish Traveller/ Any other White background" are reported as part of the Ethnic minority group.

Disabled passengers were significantly less likely to claim (41% vs 48% of passengers with no physical / mental health condition or long-term illnesses), with a significantly higher proportion saying they ‘didn’t think they could claim’.

Table 4.13: Proportion claiming compensation. Disabled passengers vs passengers with no physical / mental health condition or long-term illnesses impacting day-to-day activities (2023 results)

	Disabled passengers	Passengers with no physical / mental health condition or long-term illnesses
Yes – automatically received compensation	8%	12%
Yes – and claim was successful	23%	28%
Yes – but claim was unsuccessful	5%	4%
Yes – but claim is still pending	6%	4%
<i>Total claiming</i>	<i>41%</i>	<i>48%</i>
No – didn’t even think about it	25%	22%
No – didn’t think I could claim	28%	22%
No – knew I could but chose not to claim	6%	7%
No – expected discount/extra day(s) on my next journey	Nil	<1%
Base	702	3,684

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All who experienced an eligible delay

'Automatic' vs 'manual' compensation

In the research, passengers self-define as having received compensation 'automatically' or 'manually'. It is likely that passengers considered their claim as ‘automatic’ if they had been presented with a partially completed/pre-filled digital form to submit; had received ‘One-Click’ Delay Repay; or had received 'Automatic Delay Repay' when travelling on a c2c smartcard.

Table 4.14 shows that the proportion of all claimants claiming compensation 'automatically' is increasing over time and was nearly a quarter (23%) of claimants in 2023. This reflects the fact that all but one of the automated 'One-Click' schemes were either introduced in 2019 (four TOCs) or since March 2020 (five TOCs). Because there can be a lag in passengers becoming aware of the automated 'One-Click' schemes before choosing to join one, we can expect that the increase in the proportion of passengers claiming 'automatically' shows up in the wave following the schemes' introduction.

Table 4.14: Proportion of passengers who claimed compensation by doing so 'automatically' (trend data)

	2018	2020	2023
Proportion of all claimants who are claiming 'automatically'	7%	13%	23%
Proportion of all claimants who are claiming 'manually'	93%	87%	77%
Base	1,409	1,514	2,226

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All claiming compensation

Table 4.15 shows the proportion of delayed passengers claiming compensation 'automatically' by ticket type. Those travelling on return tickets were significantly less likely to be claiming compensation 'automatically'.

Table 4.15: Proportion of delayed passengers claiming compensation 'automatically' by ticket type (2023 results)

	Proportion claiming 'automatically'	Base
Single tickets	29%	469
Return tickets	17%	1,239
One day travelcards	33%	132
Season tickets	36%	242

Q18 Did you claim/receive compensation or a refund for that particular delayed journey?

Base = All claiming compensation

5. Awareness of the claims process

Awareness of information about how to claim

Those claiming compensation 'manually' were asked 'How did you find out you could claim for that delay?'. The bases for the analyses undertaken on this question (and the remainder of Sections 5 and 6) exclude those self-defining as 'automatically' claiming compensation.

Just under one half of claimants (44%) selected they 'knew the rules already'. 'Looked on the web' was the next most selected (19%), followed by 'train/station staff told you' (17%). Table 5.1 shows this data for 2023. Due to some of the questionnaire answer responses changing across waves, it is not possible to make direct comparisons with 2018 and 2020 for every response, but trend data is shown where possible.

Table 5.1: Means of finding out about claiming (trend data)

	2018	2020	2023
Knew the rules already	52%	59%	44%
Looked on the web	13%	13%	19%
Train/station staff told you	19%	21%	17%
Fellow passenger told you/friend/relative told you	N/A	N/A	11%
Electronic notification from ticket retailer	N/A	N/A	10%
Electronic notification by train company	N/A	4%	9%
Posters on train or at the station	10%	11%	8%
Asked a member of rail staff	6%	4%	7%
Claim form handed out by train/station staff	5%	5%	6%
Other	N/A	N/A	2%
Base	1,492	1,619	2,039

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

Base = Had eligible delay and aware they could claim (excluding those claiming 'automatically')

Whether passengers 'knew the rules already' varies significantly by age, with the proportion increasing from 34% among 16-24 year olds to 65% for those age 65+.

Of those who 'looked on the web' (19% of the total), Table 5.2 shows that over half of them (56%) did so by looking at the train company's own website or app. Other key online sources include National Rail Enquiries, a ticket seller's website (both 25%) and consumer websites such as Which? (15%).

Table 5.2: Which websites/app did you visit? (trend data)

	2018	2020	2023
Train company's own website/app	79%	68%	56%
Ticket seller website/app (e.g. Trainline)	20%	26%	25%
National Rail Enquiries	21%	18%	25%
A consumer website (e.g. Which?, Moneysupermarket.com)	14%	19%	15%
Third party / delay repay company (e.g. RailRepay, RailBuddy)	N/A	3%	8%
Other transport organisation's website (e.g. Transport Focus)	N/A	9%	7%
Other	N/A	1%	1%
Base	197	201	386

Q20b Which websites/app did you visit?

Base = All who looked on the web for information (excluding those claiming 'automatically')

Of those who found out they could claim via an 'electronic notification by train company' (nine per cent of the total giving a base of 175), nearly half (47%) were notified by email. The other main methods of notification were text message (26%) and app alert (19%).

Method of applying for compensation

Those claiming compensation 'manually' were asked 'How did you apply for compensation?'. Three quarters (75%) of claimants made their compensation claim online, up from 69% in 2020. Of these, 54% claimed via the train company's website, 16% via the train company's app, and a minority claimed through another organisation's website (four per cent) or app (two per cent). The increase since 2020 has been driven by those claiming via train company's app (which was 11% in 2020).

A quarter (25%) of claimants did not claim online, down from 31% in 2020. There was a roughly even split between those posting a claim form to the train company (eight per cent), writing to or phoning the train company (nine per cent), and handing a claim form in at the station (seven per cent).

Table 5.3: Method of applying for compensation (trend data)

	2018	2020	2023
Used the train company's website	51%	55%	54%
Through train company's app	2%	11%	16%
Through another organisation's website	-	3%	4%
Through another organisation's app	-	1%	2%
<i>Total claiming online</i>	<i>53%</i>	<i>69%</i>	<i>75%</i>
Wrote email/letter/phoned the train company	15%	11%	9%
Posted claim form to train company	20%	11%	8%
Handed claim form in at station	10%	9%	7%
Base	1,233	1,262	1,697

Q22a How did you apply for compensation?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically')

The proportion submitting a claim form was highest amongst the under 45 age bands and the proportion claiming online was greatest in the 45-64 age band. The differences between the 16-44 and over 45 age bands were significant in both cases.

Table 5.4: Method of applying for compensation by age (2023 results)

	16-24	25-34	35-44	45-54	55-64	65+
Online	68%	68%	72%	85%	88%	77%
Claim form	18%	21%	18%	9%	8%	15%
Wrote email/letter/phoned the train company	14%	11%	10%	6%	3%	7%
Base	199	381	409	271	250	187

Q22a How did you apply for compensation?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically')

Disabled passengers were significantly less likely to apply via the TOC's website (45% vs 55% of passengers with no physical / mental health condition or long-term illnesses) and significantly more likely to write an email/letter or phone the train company (14% vs 8%).

6. Speed of response to claim

Acknowledging the claim is being processed

All passengers 'manually' claiming were asked 'Did you get an acknowledgement after making your claim?'. This question was not asked of those claiming 'automatically' because the question was intended to cover claims where the passenger had to negotiate the claims process themselves and upload various pieces of information such as a photo of their ticket.

The base used in the analysis below includes those who can't remember whether they received an acknowledgement or not (nine per cent in 2023).

In 2023, 81% of passengers received an acknowledgement of their claim being processed, an increase of two percentage points from 2020.

Table 6.1 shows this for train operating companies with base sizes of at least 100. There were no significant differences in the proportion receiving an acknowledgement between the train companies shown.

Table 6.1: Proportion of claimants receiving an acknowledgement (2023 results, selected train companies)

	2023	Base
Great Western Railway	88%	185
East Midlands Railway	86%	121
Northern	86%	109
Southeastern	85%	103
LNER	81%	110
Avanti West Coast	81%	207

Q28 Did you get an acknowledgement after making your claim?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically')

Time taken for claim resolution

All passengers 'manually' claiming who had received a decision on their claim were asked 'How long did it take to get a decision on your claim?'. The base used in this analysis excludes those who could not remember how long it took for their claim to be resolved (five per cent in 2023). This question was not asked of those claiming 'automatically' since the different claims processes associated with this group would have made this difficult to reliably gauge (e.g. those travelling on a c2c smartcard may not have known when their claim was processed since these passengers' claims are entirely automatic).

Almost all (97%) passengers said they received a decision within four weeks (see Table 6.2). This is in line with the ORR's expectation for TOCs to resolve compensation claims within 20 working days and was a three percentage point increase compared to 2020 (94%), which in itself was a six percentage point increase compared to 2018 (88%). Since 2020 there has also been a significant improvement in the proportion of claims passengers report being settled in less than one week (from 33% to 62%).

Table 6.2: Time taken for a decision on claim (trend data)

	2018	2020	2023
Less than one week	26%	33%	62%
1 to 2 weeks	41%	43%	28%
3 to 4 weeks	21%	18%	7%
<i>Total 4 weeks or less</i>	<i>88%</i>	<i>94%</i>	<i>97%</i>
5 to 6 weeks	5%	4%	1%
Over 6 weeks	7%	2%	2%
Base	922	1,088	1,410

Q29 How long did it take to get a decision on your claim?

Base = Had a decision on a claim, excluding don't know (excluding those claiming 'automatically')

Proportion of passengers needing to chase their claim

All passengers 'manually' claiming were asked 'Did you need to chase the train company about your claim?'. This question was not asked of those claiming 'automatically' to avoid understating the proportion of passengers needing to chase their claims by including cases where the process was partially or fully automated.

The base used in this analysis includes those who couldn't remember if they had to chase their claim (four per cent in 2023).

Just over one-in-five claimants (22%) needed to prompt the train company for a response for their claim, a reduction (improvement) compared to 2020 of two percentage points. However, the change from 2020 to 2023 of two percentage points was smaller than that from 2018 to 2020 (five percentage points). Again, the level of reduction varies across TOCs.

Groups significantly more likely to prompt the train company for a response were:

- a) those whose claim was still pending (44% vs 16% amongst those whose claim was successful)
- b) those whose claim was unsuccessful (41% vs 16% amongst those whose claim was successful)
- c) those not claiming online (40% vs 17% amongst those claiming online).

Table 6.3 shows this for train operating companies with base sizes of at least 100. There were no significant differences in proportions having to chase between the train companies shown.

Table 6.3: Proportion needing to chase by train company (2023 results, selected train companies)

	2023	Base
East Midlands Railway	28%	121
Northern	23%	109
Southeastern	21%	103
Great Western Railway	20%	185
LNER	18%	110
Avanti West Coast	16%	207

Q30 Did you need to chase the train company about your claim?

Base = Had eligible delay and made a claim (excluding those claiming 'automatically')

7. Satisfaction with the claims process

Proportion satisfied with claims process

Those claiming were asked to rate their satisfaction with eight attributes concerning the claims process, the order of which was randomised to avoid any bias in the scores. Three of these attributes were asked of all those claiming including those 'automatically' claiming, while the remaining five were asked only of those claiming 'manually', since they were inapplicable to those claiming compensation 'automatically'.

Ratings were given on a one-to-five scale from 'very satisfied' to 'very dissatisfied' with an option for 'don't know'. The analysis in this report is based on the proportion satisfied i.e. giving a score of either 'very satisfied' or 'fairly satisfied'. Those who responded 'don't know' have been excluded from the base so that comparisons of satisfaction levels between the attributes were not distorted by the proportion of passengers not answering each attribute.

Table 7.1 shows that claimant satisfaction was high across most of the attributes. The top three satisfaction scores were for the attributes: 'the form in which you got your compensation' (89%), 'the speed you got your compensation' (81%) and 'the value of compensation you received' (81%). The proportion satisfied with 'the speed you got your compensation' and 'the value of the compensation you received' have significantly increased since 2020.

The proportion of passengers reporting satisfaction with the train company 'alerting me of my right to claim compensation' remains lower by comparison at 58% – although it has significantly improved since 2020 (up seven percentage points). The scores for the remaining attributes have not significantly changed since 2020.

Table 7.1: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') (trend data)

	2018	2020	2023
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/ smartcard)	84%	87%	89%
The value of the compensation you received	72%	76%	81%
The speed you got your compensation	69%	74%	81%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	70%	77%	76%
The ease of completing the compensation claim process	68%	72%	73%
The ease of finding out how to claim compensation	65%	71%	71%
The speed with which you received a response	72%	68%	69%
The train company alerting me of my right to claim compensation	44%	51%	58%
Base	796 to 1,227	972 to 1,257	1,665 to 1,831

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know)

Across six of the eight attributes, there was no appreciable difference in satisfaction levels between those claiming for a 15–29 minute delay and those claiming for a 30+ minute delay. On the attribute 'the form in which you got your compensation', those claiming for a 15–29 minute delay were significantly more satisfied (91% satisfied vs 88% of those claiming 30+ minute delay). For 'the train company alerting me of my right to claim compensation', those claiming for a 30+ minute delay were significantly more satisfied (60% satisfied vs 53% of those claiming for a 15–29 minute delay).

Satisfaction by method of claiming

Questions about satisfaction with three of the eight attributes were asked both of those 'manually' claiming and those claiming 'automatically' (the other five attributes are not relevant to those claiming 'automatically'). For each of these three, the level of satisfaction among those claiming 'automatically' was significantly higher than among those 'manually' claiming.

Table 7.2: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') by method of claiming (2023 results)

	Claiming 'manually'	Claiming 'automatically'
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/ card/ smartcard)	87%	92%
The value of the compensation you received	77%	90%
The speed you got your compensation	77%	92%
Base	1,300 to 1,303	528

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know)

Satisfaction by journey purpose

Leisure travellers were more likely to be satisfied with the claims process than either commuters or business travellers, although the differences were not significant for any of the eight aspects. The three attributes with the greatest variations in scores were: 'the method(s) by which you could claim compensation/a refund'; 'the ease of finding out how to claim compensation'; and 'the speed with which you received a response'.

Table 7.3: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') by journey purpose (2023 results)

	Commuting	Business	Leisure/Personal/ Other
The form in which you got your compensation (e.g. cash, voucher, refund to bank account /card/smartcard)	83%	85%	92%
The value of the compensation you received	77%	84%	83%
The speed you got your compensation	78%	81%	83%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	70%	68%	80%
The ease of completing the compensation claim process	70%	65%	75%
The ease of finding out how to claim compensation	65%	63%	76%
The speed with which you received a response	65%	60%	72%
The train company alerting me of my right to claim compensation	57%	57%	59%
Base	502 to 541	131 to 139	1,030 to 1,152

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know)

Satisfaction by ethnicity and disability

There were no significant differences in satisfaction between White passengers and Ethnic minority passengers.

Table 7.4: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied'). White vs Ethnic minority passengers (2023 results)

	White passengers	Ethnic minority passengers
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/smartcard)	89%	86%
The value of the compensation you received	82%	80%
The speed you got your compensation	82%	78%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	77%	71%
The ease of completing the compensation claim process	73%	73%
The ease of finding out how to claim compensation	72%	70%
The speed with which you received a response	69%	69%
The train company alerting me of my right to claim compensation	59%	55%
Base	1,430 to 1,596	206 to 211

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know)

White passengers: all passengers who self-reported their ethnicity as "White English/ Welsh/ Scottish/ Northern Irish/ Irish/ Gypsy or Irish Traveller/ Any other White background"

Ethnic minority passengers: all passengers who self-reported their ethnicity as falling in any group other than "White English/ Welsh/ Scottish/ Northern Irish/ Irish/ Gypsy or Irish Traveller/ Any other White background" are reported as part of the Ethnic minority group.

The proportions of disabled passengers who were satisfied with each aspect of their claim process were generally lower than they were for passengers with no physical / mental health condition or long-term illnesses, although the only aspects where differences were significant were 'the ease of completing the compensation claim process' and 'the train company alerting me of my right to claim compensation'.

Table 7.5: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied'). Disabled passengers vs passengers with no physical / mental health condition or long-term illnesses impacting day-to-day activities (2023 results)

	Disabled passengers	Passengers with no physical / mental health condition or long-term illnesses
The form in which you got your compensation (e.g. cash, voucher, refund to bank account/ card/ smartcard)	85%	89%
The value of the compensation you received	75%	82%
The speed you got your compensation	78%	82%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	74%	76%
The ease of completing the compensation claim process	63%	75%
The ease of finding out how to claim compensation	65%	73%
The speed with which you received a response	65%	70%
The train company alerting me of my right to claim compensation	50%	60%
Base	211 to 223	1,331 to 1,495

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?

Base = All claiming compensation (excluding don't know)

Satisfaction by train company

Table 7.6 shows satisfaction ratings for train operating companies with base sizes of at least 100. The only attribute where a company's score was significantly different from that of all the other train companies was Northern's lower score on 'the speed you got your compensation' (68% satisfied).

Table 7.6: Proportion of claimants satisfied (total of 'very satisfied' and 'fairly satisfied') (2023 results, selected train companies)

	Avanti West Coast	East Midlands Railway	Great Western Railway	LNER	Northern	Southeastern
The form in which you got your compensation (e.g. cash, voucher, refund to bank account /card/smartcard)	89%	92%	89%	91%	89%	87%
The value of the compensation you received	84%	82%	81%	85%	81%	73%
The speed you got your compensation	82%	80%	83%	81%	68%	86%
The method(s) by which you could claim compensation/a refund (e.g. online/ paper/phone/app)	78%	79%	80%	84%	75%	84%
The ease of completing the compensation claim process	75%	74%	79%	74%	70%	80%
The ease of finding out how to claim compensation	75%	77%	76%	73%	64%	75%
The speed with which you received a response	70%	70%	77%	67%	62%	76%
The train company alerting me of my right to claim compensation	61%	66%	52%	57%	54%	69%
Base	202 to 249	118 to 126	179 to 185	107 to 133	104 to 109	102 to 106

Q36 How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?
Base = All claiming compensation (excluding don't know)

Making an appeal

Just over one-in-five claimants (21%) made an appeal during the process. Groups significantly more likely to appeal than average were those not claiming online (36%), those whose claim was unsuccessful (35%) and those claiming compensation 'automatically' (30%).

The appeals process was largely thought to be easy to navigate, with just under three quarters of claimants (73%) saying it was 'very easy' or 'fairly easy' to navigate. This was split into 36% saying 'very easy', and 37% saying 'fairly easy'. Only a small proportion found it either 'fairly difficult' (eight per cent) or 'very difficult' (six per cent).

Because of the limited number of passengers appealing and hence the small sample sizes, the ease of appealing is not reported by passenger group.

8. Why some passengers didn't claim for compensation

Non-claimants fall into three categories: those unaware that they could claim; those who believed they were ineligible to claim; and those who were aware but then decided not to claim. This section reports the reasons for not claiming selected by passengers aware they could claim but who decided not to.

Forty-seven per cent (of those aware but decided not to claim) selected 'it was not worth bothering for the amount they would get back' (see Table 8.1) – which was a small decrease from 2020 (51%). The next most selected reason for not claiming was the belief that 'it would take too much time', selected by just under one-in-five (18%).

Table 8.1: Reasons for not claiming amongst those who were aware they could claim but chose not to (trend data)

	2018	2020	2023
Not worth bothering for the amount I'd get back	31%	51%	47%
Would take too much time	15%	11%	18%
The process was too complicated	12%	11%	11%
I forgot	9%	7%	9%
Didn't think it was eligible	10%	6%	5%
Didn't know how to make the claim	4%	3%	3%
Other	19%	12%	7%
Base	270	355	342

Q26a What was the main reason you decided not to claim for this delay?

Base = Aware could claim and chose not to (excluding those claiming 'automatically')

Looking further at the proportions who thought 'it was not worth bothering for the amount I'd get back', this reason was selected by:

- a) 53% whose delay was 15–29 minutes, compared to 43% of those delayed 30+ minutes.
- b) 35% of females in this group, compared to 57% of males.
- c) 53% of those with tickets with a value of less than £14.99 in this group, compared to 43% of those with tickets costing £15.00 or more.

Because of the relatively small base size of those aware they could claim but choosing not to, these variations were not significant. The base size was also not sufficient to find any variations by ethnicity or disability.

9. Attitude to claiming

The amount of compensation considered worth claiming for

Table 9.1 shows the amount of delay compensation that passengers considered worth claiming for. Amongst both claimants and non-claimants, there was a clear relationship between the expected compensation value and the proportion that considered it worth claiming.

For compensation below £10, there was around a 15 percentage point difference in the proportion feeling it was worth claiming between those who claim for delays and those who do not. As the compensation due increases, the opinions of the two groups converge and for compensation of £50 or more there was virtually no difference.

Table 9.1: The amount of compensation considered worth claiming for (2023 results) - cumulative table

	Eligibly delayed and claimed	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 row above)	58%	43%
If compensation was up to £14.99 (includes those in row above)	76%	70%
If compensation was up to £49.99 (includes those in row above)	93%	95%
Base	2,226	2,518

Q41 What amount of compensation for being delayed on a train do you consider it worth claiming for?

Base = All who experienced an eligible delay

Preferred way of claiming compensation

The results in remainder of this section are shown for eligibly delayed passengers who claimed, eligibly delayed passengers who didn't claim, and passengers who had experienced no delay of 15 minutes or more.

Passengers were asked to select their two most preferred ways of claiming compensation. The results are shown in Table 9.2 (showing their 1st and 2nd choices combined).

'Automatic refund if they have my details', was rated as the most popular way of receiving compensation with 59% to 69% selecting this across the groups.

The second most popular choice was claiming 'online via the train company's website/app' with 57% to 61% selecting this across the groups.

These two methods were a long way ahead of the next most popular selection: 'verifying and submitting a pre-filled claims form sent to me electronically by the train company' (selected by 26% to 30% across the groups). No other method was selected by more than one passenger in five in any of the groups.

Table 9.2: Preferred way of claiming compensation (1st and 2nd choice combined) (2023 results)

	Delayed and claimed	Delayed and didn't claim	No delay / no eligible delay
Automatic refund if they have my details	59%	69%	67%
Online via the train company's website/app	61%	60%	57%
Verifying and submitting a pre-filled claims form sent to me electronically by the train company	26%	26%	30%
Hand claim form in at station	14%	19%	19%
Write email/letter/phone the train company	15%	12%	15%
Delay Repay company / third party intermediary company	15%	6%	4%
Post claim form to train company	11%	8%	7%
Base	2,226	2,518	788

Q43 What would be your preferred way of claiming compensation?

Base = All who experienced an eligible delay (left and centre column) and Not eligibly delayed (right column)

Preferred form of claiming compensation

When asked about their preferred form of compensation, passengers across the groups selected 'refund to my bank account' most (48% to 57%). The only other option selected by more than one-in-ten in any of the groups was 'refund to my credit card' (24% to 25% across the groups).

Table 9.3: Preferred form of compensation (2023 results)

	Delayed and claimed	Delayed and didn't claim	No delay / no eligible delay
Refund to my bank account	48%	57%	57%
Refund to my credit card	24%	25%	24%
Refund to another account (e.g. PayPal, Amazon etc)	7%	4%	6%
Cash refund at a station (inc. exchanging a voucher for cash)	4%	5%	6%
Refund to a smartcard	4%	2%	1%
Complimentary ticket(s)	4%	2%	2%
Rail Voucher(s)	3%	2%	1%
Option to donate to charity	1%	<1%	<1%
Discount/extra day(s) on your season ticket	2%	1%	<1%
Cheque	1%	1%	2%
Base	2,226	2,518	788

Q44 What would be your preferred form of compensation?

Base = All who experienced an eligible delay (left and centre column) and Not eligibly delayed (right column)

Passengers' preferred ways to be told about their right to claim

Passengers were asked to select the best ways in which they could be told about their right to claim compensation when a delay was eligible. Table 9.4 shows their 1st and 2nd choice combined. Passengers' views were much more fragmented on this than their answers to their preferred way of claiming and form of compensation.

'Notified directly by train company through email / text' and 'announcements by train/station staff' were most selected (by 41% to 48%, and 36% to 44% of passengers respectively). 'Notified through the train company's app' was generally third highest with around three-in-ten across the groups choosing this.

It is worth noting that, amongst those with an eligible delay, non-claimants were more likely than claimants to select 'claim form handed out on train or at the station'.

Table 9.4: Preferred means of being told eligible to claim (1st and 2nd choice combined) (2023 results)

	Delayed and claimed	Delayed and didn't claim	No delay / no eligible delay
Notified directly by train company through email/text	41%	44%	48%
Announcement/information provided by train or station staff	39%	44%	36%
Notified through the train company's app	34%	30%	28%
Claim form handed out on the train or at the station	19%	29%	36%
Posters/advertisements on train or at the station	18%	22%	21%
Show it prominently on train company website/Twitter	19%	13%	14%
Notified through the train company's social media feed	11%	7%	6%
Through a third party / Delay Repay company	10%	5%	6%
When renewing your season ticket	8%	4%	3%
Other	1%	2%	1%
<i>Total notified electronically by the train company</i>	80%	72%	73%
<i>Total informed on the train or at the station</i>	63%	72%	71%
Base	2,226	2,518	788

Q42 What are the best ways to let you know you could claim compensation when a delay is eligible?

Base = All who experienced an eligible delay (left and centre columns) and Not eligibly delayed (right column)