



Department for Transport

Lord Hendy of Richmond Hill
Minister of State for Rail

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The Lord Evans of Rainow
House of Lords
London
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4 February 2024

Dear Lord Evans,

I am writing in response to a point you raised in the house on 27 January following Lord Bradley’s question on Avanti Services between London and Manchester. During the session you asked me how much in terms of Delay Repay refunds Avanti West Coast (AWC) pays out to its customers.

Delay Repay compensation has been introduced on all rail passenger contracts let by the Department. It is paid whatever the cause of the delay and on all types of tickets. All the train operators provide Delay Repay compensation for delays of 30 minutes or more, and AWC also provides compensation for delays of 15 minutes or more.

Annual Delay Repay compensation figures are published by Financial Year for train operating companies and are available on the Government’s website.¹ To date in this current Financial Year (1 April 2024 to 4 January 2025), AWC has paid out a total value of £30,744,481.25 in Delay Repay compensation.

In the table below, which shows the historic Delay Repay compensation figures paid by AWC from 2020 to 2024, you will see that for the financial year up to 1 April 2024, AWC paid £32,914,000:

Train operating company	Passenger’s charter scheme Type	2023/24	2022/23	2021/22	2020/21
Avanti West Coast	Delay Repay	32,914,000	25,206,000	8,366,000	1,068,000

Figures are rounded

¹ <https://www.gov.uk/government/publications/train-operating-companies-passengers-charter-compensation/train-operating-companies-passengers-charter-compensation>

AWC also publishes periodic Delay Repay compensation paid out to passengers on its website. The table below shows figures for the latest period:

Period	Volume of delay compensation Claims Received	Volume of delay compensation Claims Approved	Value of total delay compensation paid	Average time for Claims to be processed in working days
Period 10	142,748	130,489	£3,931,992.96	2.12
08/12/2024 - 04/01/2025				

The National Rail Conditions of Travel (NRCOT) conditions 32 and 33 cover a passenger's rights to claim compensation for delays and/or cancellations when the train they were planning to travel on is rescheduled, after they purchased their ticket. A passenger has 28 days from completing their train journey to submit their claim, state the scheduled departure time of the train or trains they intended to use for their journey and provide a ticket or tickets valid for the whole journey. Therefore, given the retrospective nature of Delay Repay compensation, this data does not function as a key performance indicator for operational performance.

I hope you find this information helpful. I will place a copy of this letter in the Library of the House.

Yours sincerely,



Peter, Lord Hendy of Richmond Hill
MINISTER OF STATE FOR RAIL