

The Thameslink logo consists of a dark blue horizontal bar with the word "Thameslink" in white, sans-serif font. Below the bar is a pink triangle pointing downwards.The Great Northern logo consists of a dark blue horizontal bar with the words "Great Northern" in white, sans-serif font. Below the bar is a blue triangle pointing downwards.

Caroline Pidgeon MBE AM,
Chair of the Transport Committee
London Assembly
City Walk
The Queen's Walk
London
SE1 2AA

6 May 2015

Dear Caroline,

London Bridge rail services

Thank you for your letter dated 2 April.

I have seen the response from Phil Hufton at Network Rail and endorse his comments. I am responding on behalf of GTR and Southern to your comments and queries about passenger compensation for delays.

In your letter you commented on passenger awareness of Delay Repay compensation. I wanted to assure you that we are fully committed to continuing to raising awareness of how passengers can gain recompense when they are delayed.

Delay Repay is advertised through posters on trains and at stations across Thameslink, Great Northern, Southern and Gatwick Express. Drivers and conductors also advise passengers of its availability when services are disrupted. In the future where possible, we intend to supplement these announcements with messages generated by staff in our Control Centres, which we will send to trains directly for display on passenger information screens. The technology to do this is currently on trial on with Southern and is also part of the specification for the new Thameslink trains which we start introducing next year.

We also have leaflets racked at stations and, after significant disruption, we hand these out to passengers. We use station information screens and public address announcements for apologies, which tell passengers they can claim compensation, while our social media teams tweet out links to Delay Repay. We also regularly refer to Delay Repay in our press statements following disruption.

Delay Repay is clearly signposted on our websites and passengers can easily apply either by post or online. Online, passengers can upload their season tickets to create an account and then make fast, multiple claims.

For the future, we are exploring a new back office system which would automate a lot of the process so that we can turn around applications for compensation more quickly. Also, 'The Key' smartcard will be extended to Thameslink and Great Northern this September. This allows us, by April 2017, to automatically notify passengers using 'The Key' that they are entitled to compensation for a particular journey. (This would provide a similar system to that currently provided by TfL to registered Oystercard/contactless payment holders for claims following delays on LU). We are also exploring how passengers who use Oyster and contactless payment could receive the same notification.

The following responds to your specific requests for information (please note that Southeastern will be replying separately):

Compensation for disrupted journeys since 5 January 2015

Our systems do not enable us to disaggregate which Delay Repay claims relate specifically to London Bridge journeys. However, we can provide the following data (for 5 January to 2 April) for journeys on Southern and on the Thameslink route:

	Total number of Delay Repay claims	Total value of Delay Repay payout
Southern	92,951	£571,539.62
Thameslink	40,297	£233,162.83

It is not possible to provide an estimate of how many passengers are eligible for compensation due to the sheer number of variables involved (number of affected trains, loading patterns on different trains, length of journeys, individual journey patterns involved). However, the increasing number of Delay Repay claims in recent months suggests a higher level of awareness and take up.

Enhanced compensation

The following data (for 5 January to 2 April) also relates to overall journeys on Southern and on the Thameslink route

	Total number of Enhanced Compensation claims received	Total value of Enhanced Compensation claims paid out
Southern	96 Of these: <ul style="list-style-type: none"> further information requested on 73 claims 23 claims paid out 	2 of these claims were for complimentary passes (2 open day returns on the Southern network). The value of these would depend upon the journeys made (most expensive open day return would be Milton Keynes to Chichester at £84.70). 21 of these were for vouchers, the total value of these was £438.
Thameslink	203 Of these: <ul style="list-style-type: none"> further information requested on 183 claims 20 claims paid out 	14 of these claims were for complimentary passes (2 open returns on Thameslink/Great Northern network). The value of these would depend upon the journeys made (most expensive open day return would be Peterborough to Brighton at £155). 6 of these were for vouchers, the total value of these was £66.27.

As with Delay Repay, it is not possible to provide an estimate of the number of passengers eligible to make claims. However, the low level of claims under this scheme reflects the fact that it is a 'back stop' arrangement for sustained extreme levels of disruption. Our focus is on ensuring that we minimise disruption and improve performance, through the actions we outlined before the Committee on 27 March.

I hope this response is helpful but please do let me know if we can provide any further assistance.

Yours sincerely,



Charles Horton
Chief Executive Officer