

Date issued: 18 June 2019

TfW compensation payments

I am writing in response to your Freedom of Information request on 21 May 2019, on compensation claims on Transport for Wales services since 14 October 2018. You asked:

- **How many compensation claims have you received since 14 October 2018?**
- **How many compensation claims have been paid?**
- **How much has TFW paid in compensation since 14 October 2018?**
- **Please provide the most up to date information you have and monthly breakdown if available**

Your request has been considered in accordance with the requirements of the Freedom of Information Act and our information access policy. I can confirm that we hold the information you require. The information you requested as follows:

Rail industry period	2018-19						2019-20		TOTAL
	Period 8	Period 9	Period 10	Period 11	Period 12	Period 13	Period 1	Period 2	
Volume of claims received within period	2403	1086	1205	1450	3120	3101	2742	2562	17669
Volume of claims approved within period	1637	1930	1130	1473	2606	2332	2575	2455	16138
Amount of total compensation (not restricted to claims) (£s)	4,536.28	39,047.90	43,739.11	49,004.07	60,939.43	39,844.69	48,220.85	45,352.99	330,685.32

It is important to note that the figures in the attached relate to all claims and payments and not only delays. Period 8 was the start of the franchise. If you have any queries, or questions about our handling of your request, please do not hesitate to contact us.

Kind regards
Transport for Wales