

11/7/2025 3:50 PM

And this is the second welcome points post I've seen of people talking about staff being replaced by tech, just another fyi

https://x.com/doug_paulley/status/1980254947917664629?s=46&t=FQaILECuTYfzvrn69RfEWA

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Outlook

Doug Paulley - DNS

Date Mon 10/13/2025 1:31 PM

Hello All

Please see the story below regarding Doug Paulley (you'll remember Doug from the comments he made on LinkedIn regarding the Welcome Points).

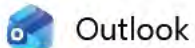
This is one of several cases that Doug has taken to court in recent years. Whatever the merits of these cases, privately a number of disability advocates and in particular TOC colleagues are increasingly reticent to engage with him. Several are actively considering legal action in light of comments he has made.

I am expecting some further comments from Doug when we move to the next phase of rollout.

Our Q&A's will help rebut a range of potential criticisms. However, I'd advise against engaging publicly especially on social media. I'm happy to liaise with Doug when the need arises but I'll encourage him to communicate any concerns directly to RDG.

Best

https://www.disabilitynewsservice.com/coach-firm-to-pay-thousands-to-accessible-transport-activist-after-driver-lied-that-he-threatened-violence/?fbclid=IwY2xjawNYqwVleHRuA2FlbQlxMQABHm_oX41GiW_k-28rCjGmeiKpUjNjXX-pjPLMCoc_Ghx2uR6c2yPaagJHoVxW_aem_ZI_oTcdV7Hi93oAzuu-w4w



Doug Paulley - Repost on X

From

Hello All

Please see Doug Paulley's post from Friday. It's essentially a repost of his posting from a few weeks ago.

I recommend that for now we maintain our approach of not engaging directly by commenting on these posts. I really don't want to give further oxygen to it. However, going forward if these posts are picked by media outlets or significant influencers we will rebut them by using the updated Q&A's and the stats from the report now that it is in the public domain.

Thanks

10/21/2025 1:39 PM

I've just had this sent through. [Doug Paulley on X: "The @RailDeliveryGrp "Welcome Point" demonstrates its complete l...](#)

10/21/2025 1:45 PM

OMG - this is awful - what' your advice,

10/21/2025 1:46 PM

10/21/2025 1:46 PM

Naturally, my first instinct is to engage and start a conversation with Doug but you just have to watch the short film to see that he was incredibly impatient and that he wants to trip us rather than positively influence design and rollout. He's a professional campaigner and never going to give us the thumbs up or any support. Stakeholders have reiterated that this will be always be the case with Doug. My advice is to keep our powder dry until we're in a position to give WP's a positive push.

If this does generate any media coverage we can easily rebut any concerns and detail the groups that support us.

10/21/2025 1:46 PM

Ok - so you are reaching out to G now?

10/21/2025 1:47 PM

[REDACTED]

[REDACTED]

10/21/2025 1:47 PM

Yes, straight after this meeting. Lets not get too concerned about him.

[REDACTED]

+like 10/21/2025 1:47 PM

[REDACTED]

10/21/2025 1:47 PM

well, it's difficult to stay positive

[REDACTED]

10/21/2025 1:49 PM

We have support of organisations and those with lived experience who are in full support of the WP's. They continue to be delighted that RDG involved them from the very start. Our stock is high, it will take more than opportunistic mudslinging to knock us off course.

[REDACTED]

10/21/2025 1:50 PM

I wonder - would they consider responding to his post?

[REDACTED]

10/21/2025 1:50 PM

is he disabled btw?

[REDACTED]

10/21/2025 1:52 PM

It's a real shame he can't work constructively with the industry and prefers to score points rather than achieve change. [REDACTED]

[REDACTED]

Yes he's in a wheelchair. I'm working on something separately as he

[REDACTED]

constantly says he is an 'advisor to RDG'. He is not and I think he is using it to try and get membership of Disability Forums. He's barred from a few for causing problems.

[REDACTED]

[REDACTED]

Sorry, I thought I'd included [REDACTED] on this list. I'll do this separately on our shared thread.

[REDACTED]

10/21/2025 1:33 PM

just wanted to flag this: https://x.com/Doug_Paulley/status/1980254947917664629



Re: Doug Paulley - DNS

Date Mon 10/13/2025 12:47 PM

Yes, I'm aware of a number of accusations across the disability space.
Thanks for sending this across.

Best

Sent: 13 October 2025 11:25

Subject: FW: Doug Paulley - DNS

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I forward this story without comment other than he isn't exactly spotless with his accusations (I have been name called) .

Sent: 12 October 2025 16:40

Subject:

https://www.disabilitynewsservice.com/coach-firm-to-pay-thousands-to-accessible-transport-activist-after-driver-lied-that-he-threatened-violence/?fbclid=IwY2xjawNYqwVleHRuA2FlbQlxMQABHm_oX41GiW_k-28rCjGmeiKpUjNjXX-pjPLMCoc_Ghx2uR6c2yPaagJHoVxW_aem_ZI_oTcdV7Hi93oAzuu-w4w





Outlook

Re: Doug Paulley

Date Wed 10/22/2025 12:13 PM

Thanks for this

He did a bit of a job on the WP's yesterday. In a way it did us a favour as I've been able to encourage DfT to be more aware of these stories and to be ready for any media enquiries.

I've advised to do nothing as I don't want to stimulate further activity and give the story legs...for now.

https://x.com/Doug_Paulley/status/1980254947917664629

Best

Sent: 22 October 2025 10:14

Subject: Doug Paulley

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Doug Paulley set himself in this BBC North West item as a person from Manchester - ????? And he has been using his Gopro camera for many years and not a recent start as was inferred in this piece. I wonder if there are any journeys for him which are satisfactory in terms of care and support as most of us do experience good outcomes which are not filmed. As far as I know, he isn't involved in any panel or group involved in cooperation and cohesion.

<https://youtu.be/HhAGIXvArCk>

<https://www.google.com/url?sa=t&rct=j&q=&escr=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwigh-75uLeQAxU4T0EAHRmgCmcQwgsBegQIGhAH&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DHhAGIXvArCk%26v%3Den-GB&usg=AOvVaw11DuQih1yeRpdr5JcizCjx&opi=89978449>





RE: X Post - Welcome Points

[REDACTED]
Date Tue 10/21/2025 5:08 PM

I have re-watched the video and indeed, it's clear that the man is impatient.

[REDACTED] thank you for the managing the issue and keep us in the loop please

[REDACTED]
Sent: 21 October 2025 16:21

[REDACTED]
Subject: Re: X Post - Welcome Points

Thanks [REDACTED]

It looks to me that he's hitting the assistance button and then every other button before leaving after less than a minute.

Good to get the info just in case.

Best

[REDACTED]
Sent: 21 October 2025 15:59

[REDACTED]
Subject: Re: X Post - Welcome Points

Hi [REDACTED]

I haven't heard anything from Man Vic recently but I will definitely send this unto Kadfire for more insight.

Thanks

[REDACTED]

Subject: Fw: X Post - Welcome Points

[REDACTED]

Can you confirm if there have been any issues with this WP at ManVic in the past three days?

I don't anticipate the story below to have any legs at this point but it would be good to know if there are any tech probs that were reported in case of any follow up posts or requests for clarification [REDACTED]

Great if we could get this info today if possible.

Thanks

[REDACTED]

[REDACTED]

Sent: 21 October 2025 15:13

[REDACTED]

Subject: X Post - Welcome Points

Hello [REDACTED]

I've just had sight of this post from Doug Paulley.
https://x.com/Doug_Paulley/status/1980254947917664629

My advice is not to immediately respond and to keep our powder dry until we're in a position to give WP's a positive push. I'm happy to have a quick call with background to this is it helps. I'm free for the rest of the afternoon. [REDACTED]

When our opportunity to positively promote WP's arrives, we'll have a strong endorsement from disability groups behind us. This will rebut negative claims against WP's and demonstrate the range of support and involvement from disability groups.

[REDACTED]

[REDACTED]

Our advice was that the statement should be something along the lines that WP's are a trial, in response to customer and disability community need and that when implemented they are not a replacement to staff but an enhancement.

[REDACTED]



Best





Outlook

Reaction Daily Digest - Thursday, 23 October 2025

From Outlook <no-reply@outlook.mail.microsoft>

Date Thu 10/23/2025 7:33 PM

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Microsoft Outlook



reacted to your message Wed 22/10/2025 12:41:00

Re: X Post - Welcome Points

Hello All Quick update appreciated the heads up on the Doug Paulley story and shares my view that at this stage it is unlikely to generate a media story. Usefully she also agrees we should be rea

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[REDACTED]

[REDACTED]

[REDACTED] 10/21/2025 1:56 PM

[REDACTED]

[REDACTED]

[REDACTED] 10/21/2025 1:56 PM

I've just had this sent through. [Doug Paulley on X: "The @RailDeliveryGrp "Welcome Point" demonstrates its complete l...](#)

[REDACTED]

[REDACTED]

Naturally, my first instinct is to engage and start a conversation with Doug but you just have to watch the short film to see that he was incredibly impatient and that he wants to trip us rather than positively influence design and rollout. He's a professional campaigner and never going to give us the thumbs up or any support. Stakeholders have reiterated that this will be always be the case with Doug. My advice is to keep our powder dry until we're in a position to give WP's a positive push. I will speak to [REDACTED] privately about this explaining my advise and the background this. If this does generate any media coverage we can easily rebut any concerns and detail the groups that support us. [REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED]

I'm getting in touch with [REDACTED] now. Basically, we don't want to give this story any legs. [REDACTED]

[REDACTED] They should at least have a holding statement (which they promised me they have) that will say WP's are a trial, in response to customer and disability community need and that WP's are not instead of staff but an enhancement. As per my previous messages, Doug and campaigners like him would rather generate negative stories, our oportunity to positively promote WP's will come and we'll have a strong endorsement from disability groups behind us.

[REDACTED]



10/21/2025 2:39 PM



9/8/2025 3:26 PM

I see that Doug Paulley has asked a question about how many people have used the WPs.

9/8/2025 3:27 PM

are we still keeping the figures on usage?

9/8/2025 3:33 PM

I see that Doug Paulley has asked a question about how many people have used the WPs.

Yes. It's not the way to engage with us positively. He's been claiming that he's on various RDG boards but isn't actually on any. He's also fell out with a number of leading charities (including our endorsers) and they now won't have anything to do with him.

9/8/2025 3:37 PM

I'd recommend not engaging with him through a public forum. Whatever we provide he will criticize and we'd prolong an unhelpful conversation. I'd prefer for him to come through official channels and then we have more control of any narrative. We can also use our stakeholder endorsements at that point. Happy to discuss.

9/8/2025 3:44 PM

9/8/2025 3:43 PM

I'd tend to be with [redacted] here. We know Doug P can be vexatious at times. It is best if he is engaged though the official channels and any conversation is more rounded.

9/8/2025 3:46 PM

[REDACTED] 9/8/2025 3:46 PM

I would be hesitant of giving him anything that has not been officially published

[REDACTED] 9/8/2025 3:47 PM

[REDACTED] 9/8/2025 3:49 PM

[REDACTED]

I'd tend to be with [REDACTED] here. We know Doug P can be vexatious at times. It is best if he is engaged though the official channels and any conversation is more rounded.

Yes. Even if we could give a date when the report is being published he'd just continue to rubbish the Welcome Point trial. If we provide figures he'll ask for disability breakdown. Whatever response he gets he'll rubbish that as well.

[REDACTED] 10/23/2025 8:00 AM

[REDACTED] 10/23/2025 8:06 AM

[REDACTED] 10/23/2025 8:11 AM

I bet Doug looks a bit silly now, with his video of vandalising a TOC property!

[REDACTED] 10/23/2025 9:05 AM

Doug has had a busy week.

[https://url.uk.m.mimecastprotect.com/s/lhY7CvIM4t2wQmATQfRuQrcJb?
domain=disabilitynewsservice.com](https://url.uk.m.mimecastprotect.com/s/lhY7CvIM4t2wQmATQfRuQrcJb?domain=disabilitynewsservice.com)

[REDACTED] 10/23/2025 9:07 AM

[https://url.uk.m.mimecastprotect.com/s/WaFsCk8x4Ur9nIPFVhVuGlF5y?
domain=google.com](https://url.uk.m.mimecastprotect.com/s/WaFsCk8x4Ur9nIPFVhVuGlF5y?domain=google.com)

[REDACTED] 10/23/2025 9:10 AM

[REDACTED]
[REDACTED]
'You know, one day Doug Paulley may even try to say something positive about the rail industry. But until then we watch pink pigs flying past the window. I and others are tired of Paulley speaking for us while he rakes in the obscene compensation by bullying.

[REDACTED] 10/23/2025 9:22 AM

wow, thank you for sharing, [REDACTED]

[REDACTED] 10/23/2025 9:23 AM

So, it's his job...

[REDACTED] 10/23/2025 10:05 AM

His primary activity I'm told. That's why we need to be cautious on engagement with him. We have a strong cross section of disability stakeholders in support and that will drown out any opposition when we move towards rollout.

[REDACTED] 10/23/2025 10:08 AM

Doug's activism goes back years, [REDACTED] he raised the landmark case against the bus operator, over how a bus driver should handle a mother with a pushchair and sleeping child versus a boarding wheelchair user. (The Supreme Court's ruling was not helpful in the end but he played it as a victory).

[REDACTED] 10/23/2025 10:08 AM

<https://aboutaccess.co.uk/paulley-wins-fight-to-take-bus-access-case-to-supreme-court/>

[REDACTED] 10/23/2025 10:10 AM

[REDACTED]

[REDACTED]

9/10/2025 10:20 AM

Expect calls from Doug Paulley!

9/10/2025 10:23 AM

Ha. If we're getting challenged by Doug Paulley then we're definitely doing something right.

9/10/2025 10:20 AM

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9/10/2025 10:23 AM

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