

**From:** Stephen Brookes  
**Sent:** 24 October 2025 09:12  
**To:** [REDACTED]  
**Subject:** FW: Doug Paulley

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**CAUTION:** This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

Hi Mark

A quick little inside email re [REDACTED] and Doug Paulley.

---

**From:** [REDACTED]@raildeliverygroup.com>  
**Sent:** 23 October 2025 10:00  
**To:** Stephen Brookes  
**Subject:** Re: Doug Paulley

I agree with those sentiments entirely. It really is opportunism dressed as earnest campaigning. I reminded DfT yesterday that we should contrast his actions with those of [REDACTED], [REDACTED] and others who are skilled at developing meaningful relationships and making positive change.

We carry on regardless for the greater good!

Best

---

**From:** Stephen Brookes  
**Sent:** 22 October 2025 12:24  
**To:** K [REDACTED]@raildeliverygroup.com>  
**Subject:** Re: Doug Paulley

**Cyber Security Notice:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

---

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]

On 22 Oct 2025 12:13, [REDACTED]@raildeliverygroup.com> wrote:  
Thanks for this [REDACTED]

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](https://x.com/Doug_Paulley/status/1980254947917664629)

Best

[REDACTED]

---

**From:** Stephen Brookes  
**Sent:** 22 October 2025 10:14  
**To:** Stephen Brookes  
**Subject:** Doug Paulley

Cyber Security Notice: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

---

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=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwigh-75uLeQAxU4T0EAHRmgCmcQwqsBegQIGhAH&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DHhAGIXvArCk%26vt%3Den-GB&usg=AOvVaw11DuQih1yeRpdR5JcizCjx&opi=89978449>

---

**From:** Stephen Brookes  
**Sent:** 04/08/2025 10:28am  
**To:** [REDACTED] Bus Users UK  
**Subject:** Bus user complaint

---

Hi [REDACTED]

**In some confidence.**

I wanted to say that I will keep in touch on matters of 'intelligence' I pick up.

[REDACTED] will be part of the transport panel, but I will send matters which come to me through [REDACTED].

The new work load at [REDACTED] means that on transport we though [REDACTED] will be more passive in working with others than [REDACTED].

[REDACTED]

In that light I do share with you the facts as I know them relating to who fits the story as below. If you know the issue then just to put things into context.

<https://www.disabilitynewsservice.com/bus-companys-urgent-probe-after-driver-called-for-wheelchair-user-who-reported-discrimination-to-be-shot/>

It is important to see that [REDACTED] is a serial complainer, if you google [REDACTED] and it shows [REDACTED] picks [REDACTED] regular history up.

[REDACTED] is rather Like Doug Paulley who seems on rail to have negative experiences everywhere he goes, which again is picked up by [REDACTED].

A good few people find this 'selective' news totally unbalanced and in each case the person does not engage

**From:** Stephen Brookes  
**Sent:** 18 February 2026 12:42  
**To:** [REDACTED]  
**Subject:** Fw: Doug Paulley

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**CAUTION:** This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

I rather think Im in the shit. This was mine.

---

**From:** Stephen Brookes  
**Sent:** 22 October 2025 12:24  
**To:** [REDACTED]@raildeliverygroup.com>  
**Subject:** Re: Doug Paulley

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]

On 22 Oct 2025 12:13, Kevin Parker <[REDACTED]@raildeliverygroup.com> wrote:  
Thanks for this [REDACTED]

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](https://x.com/Doug_Paulley/status/1980254947917664629)

Best

---

**From:** Stephen Brookes  
**Sent:** 22 October 2025 10:14  
**To:** Stephen Brookes  
**Subject:** Doug Paulley

**Cyber Security Notice:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

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=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwigh-75uLeQAxU4T0EAHRmgCmcQwqsBegOIGhAH&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DHhAGIXvArCk%26vt%3Den-GB&usg=AOvVaw11DuOih1yeRpdr5JcizCjx&opi=89978449>



*[Faint, illegible text, possibly a watermark or bleed-through from another page]*



The information contained in this communication is confidential. It is intended solely for the use of the individual or entity to whom it is addressed and others authorised to receive it. If you are not the intended recipient of this message, or if you believe it was transmitted to you in error, you are required to delete the message and any copies of it, and to notify the sender immediately. No responsibility is accepted by [the DRO] for personal e-mails, or e-mails unconnected with the business of the charity



**From:** Stephen Brookes  
**Sent:** 19 February 2026 14:17  
**To:** [REDACTED]@northernrailway.co.uk  
**Subject:** Fw: Paulley  
**Attachments:** NEWS 19 February 2026.docx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**CAUTION:** This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

[REDACTED]

---

**From:** [REDACTED]@northernrailway.co.uk  
**Sent:** 19 February 2026 14:12  
**To:** [REDACTED] Stephen Brookes  
**Subject:** Re: Paulley

Whose press release is that? Thank you for sharing.

[REDACTED]

---

**From:** [REDACTED] Stephen Brookes  
**Date:** Thursday, 19 February 2026 at 14:10  
**To:** [REDACTED]@northernrailway.co.uk  
**Subject:** Fw: Paulley

**CAUTION:** This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

It isnt over...

---

**From:** Stephen Brookes  
**Sent:** 19 February 2026 13:23  
**To:** [REDACTED]  
**Subject:** Paulley

# Disabled activist obtains 'extremely worrying' emails that show 'rotten culture' within rail industry

Emails that targeted a leading disabled activist have exposed a “rotten culture” at senior levels of the rail industry.

The internal emails were obtained from the Rail Delivery Group (RDG) – the secretive body that represents the companies and public bodies that run Britain’s railways – by Doug Paulley using data protection laws. But Paulley, who has spent years exposing access failures across the transport system, says he was shocked at [what the emails show](#) about how the industry views disabled passengers.

RDG staff – and potentially also representatives of member and outside organisations – wrongly accused him in the emails of “vandalising” access equipment at a rail station, described him as “vexatious”, despite his years of accessible transport activism, and accused him of milking the legal system for “obscene” levels of compensation from train companies.

RDG claims to “put customers at the heart of everything we do” and [insists on its website](#) that its values include “accountability”, “inclusion” and “respect”.

But Paulley says the emails show otherwise.

He says they show RDG staff and others – the names of those who sent the emails have all been redacted – exposing him to abuse, ridicule and defamatory comments.

He is also accused in the emails – wrongly – of claiming he is on the boards of RDG member organisations, which he says he has never done and never would.

He said this week: “I don’t have much money. I live in a care home in Yorkshire.

“Asking for compensation, not just warm words, drives change.

“Companies can write letters at no cost, but paying makes a difference to them.

“No bunch of flowers has ever provided a ramp.

“Only people who can’t imagine someone fighting for civil rights without a profit motive would think otherwise.”

Over the years, Disability News Service (DNS) has reported on multiple occasions on which Paulley has exposed serious access failures across the transport industry, and on important legal victories.

They include a highly-influential [Supreme Court victory](#) on access to wheelchair spaces on buses, and [persuading the rail regulator](#) to ensure more generous compensation for disabled passengers when they experience failed assistance by rail companies.

And only last year, [a legal case he brought](#) against government-owned Northern Trains forced it to improve access at six rural stations.

Despite these and many other examples, the RDG emails suggest that Paulley only complains about access to make money.

And despite the emails saying that Paulley never says anything positive about the rail industry, DNS has witnessed multiple social media posts over the years in which Paulley has praised rail staff who have acted professionally in ensuring access on the rail system.

The RDG emails were sparked by a video Paulley posted on social media that showed him testing out one of the new touchscreen “Welcome Points” that are being trialled out at some railway stations.

They aim to provide “a consistent, easily identifiable point of contact at railway stations for passengers with disabilities, providing information, assistance, and a reliable way to request help”.

[Paulley’s video](#) shows him testing the Welcome Point console at Manchester Victoria station, but failing to secure any assistance despite trying several times to access support.

He believes that many disabled people fear the automated kiosks will eventually replace human assistance at rail stations, and that they are “shiny, cheap, pointless distractions from the unshiny and costly industry failure to commit to accessible infrastructure”.

Despite the video showing him gently pressing the screen several times, one un-named person claimed it showed him “vandalising” the Welcome Point.

Another email said RDG planned to use supportive disability groups to “drown out any opposition” when rolling out Welcome Points.

And another showed RDG had approached the Department for Transport (DfT) to “be more aware of these stories and to be ready for any media enquiries”.

Paulley said this showed RDG had “briefed the Department for Transport not on the accessibility failure I’d identified, but on how to manage me as a media problem”.

He said the emails he had obtained showed RDG had “cultivated relationships with certain disabled people and organisations, not to genuinely address accessibility, but to use them as shields against criticism”.

He added: “We see this divide-and-conquer strategy more and more in the railway industry: the ‘good’ disabled people who cooperate versus the ‘difficult’ ones who challenge and push for better accessibility.

“Organisations that really want change bring critical friends to the table, rather than hand-picking people who nod along to every proposal.

“If this is how they treat someone with a public profile and legal knowledge, imagine how they view ordinary disabled passengers who dare to complain about inaccessible stations or failed assists.”

RDG has now apologised to Paulley and has taken formal action against the individuals involved.

But Paulley has warned RDG he will take legal action if it does not reveal who made the defamatory comments.

Emily Sullivan, a disabled researcher in equality and human rights and co-founder of [The Association of British Commuters \(ABC\)](#), told Disability News Service (DNS): “The emails suggest normalised patterns of victimisation, and it is extremely worrying to see the RDG talking about co-ordinating media efforts with the Department for Transport.

“These are very serious matters posing a threat to all disabled activists seeking to exercise their rights.

“The power imbalance could not be more extreme – a group of rail corporations vs one disabled person.

“Exclusion and victimisation are everyone’s problem, not just Doug’s. He deserves the maximum of solidarity.

“Big charities need to speak up and the DfT should arrange a proper safeguarding review of disabled activists in the rail sector.”

There was also support for Paulley [on X/Twitter](#) from the disabled-led charity Transport for All, which said:

“Disabled people’s lived experience is expertise that should be valued by service-providers.

“Everyone, including Doug, has the right to demand better from public transport.

“Raising access barriers is how change happens.”

An RDG spokesperson told DNS: “On 13 February we issued the results of a subject access request.

“The documents issued included internal correspondence that does not represent the views and values of Rail Delivery Group.

“We have apologised to the requester.

“We take this matter seriously and have taken formal action against the individuals involved.

“We want everyone who travels on the rail network to be able to do so independently, confidently, and safely.

“We know there is more to do, and we are committed to improving the railway for everyone.”

**19 February 2026**



The information contained in this communication is confidential. It is intended solely for the use of the individual or entity to whom it is addressed and others authorised to receive it. If you are not the intended recipient of this message, or if you believe it was transmitted to you in error, you are required to delete the message and any copies of it, and to notify the sender immediately. No responsibility is accepted by [the DPO] for personal e-mails, or e-mails unconnected with the business of the charity.

Legal Disclaimer - Northern Trains Limited, a company registered in England and Wales with company number 03076444.

The contents of this e-mail are confidential and may be privileged and protected by law and are intended solely for the use of the person to whom they are addressed.

If you are not the intended recipient of this message please notify the sender immediately, disclosure of its content to any other person is prohibited and may be unlawful.

Please note that any views expressed in this e-mail may be those of the originator and do not necessarily reflect those of this organisation.

Copyright in this e-mail and attachment(s) belongs to Northern Trains Limited.

Internet e-mail is not a secure communications medium.

Please note this lack of security when responding by e-mail. Accordingly, we give no warranties or assurances about the safety and content of this e-mail and its attachments.

Neither Northern Trains Limited nor the sender accepts any responsibility for viruses and it is your responsibility to scan the e-mail and attachments.

Any liability arising from any third party acting on any information contained in this e-mail is hereby excluded.

Northern Trains Ltd.

Address: George Stephenson House, Toft Green, York, YO1 6JT

This email was scanned and cleared by the Northern Trains Ltd Information Services Department.



The information contained in this communication is confidential. It is intended solely for the use of the individual or entity to whom it is addressed and others authorised to receive it. If you are not the intended recipient of this message, or if you believe it was transmitted to you in error, you are required to delete the message and any copies of it, and to notify the sender immediately. No responsibility is accepted by [the DPO] for personal e-mails, or e-mails unconnected with the business of the charity.

**From:** Stephen Brookes  
**Sent:** 19 February 2026 22:42  
**To:** [REDACTED]@northernrailway.co.uk  
**Subject:** Re RDG info URGENT

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**CAUTION:** This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

This is in the DP system.

The redaction is covered but DP says that **I suspect you are right; however the identities of the organisations concerned they have to release,**

If this is the case then there will be an issue I have created for [REDACTED]. How quickly will RDG release the info and get the Norwich Pharmacal order.

What is your off the record advice please? I will have to resign from [the DPD] before to protect them.

[REDACTED]

The RDG has a duty of care to employees so sending a non-compliance notice demanding the identities will be rejected by the RDG as it breaches 'personal' elements within GDPR.

But what you have discovered is totally abhorrently shocking

[Reply](#)

-  **Doug Paulley** says:

February 18, 2026 at 12:39 am

**I suspect you are right; however the identities of the organisations concerned they have to release,** then a balancing exercise of the rights and freedoms of the data subject against my rights of Justice must be conducted. Then if necessary there may well be an application for a Norwich Pharmacal order. We shall see.

And thank you.



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

### Legal Criteria

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Re [the DPO], my status is that I am a non paid non staff volunteer. But with control lines.

Any help.

Frankly Im worried as it will fall on me through my stupidity. And maybe we need to rethink your links to me.

[REDACTED]

---

**From:** Stephen Brookes

**Sent:** Thursday, February 19, 2026 22:42

**To:** [REDACTED]@northernrailway.co.uk

**Subject:** Re RDG info URGENT

This is in the DP system.

The redaction is covered but DP says that **I suspect you are right; however the identities of the organisations concerned they have to release,**

If this is the case then there will be an issue I have created for [the DPO]. How quickly will RDG release the info and get the Norwich Pharmacal order.

What is your off the record advice please? I will have to resign from [the DPO] before to protect them.

[REDACTED]

**From:** Stephen Brookes  
**Sent:** 13 October 2025 11:26  
**To:** Stephen Brookes  
**Subject:** FW: Doug Paulley - DNS

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**CAUTION:** This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

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

---

**From:** Stephen Brookes  
**Sent:** 12 October 2025 16:40  
**To:** Stephen Brookes  
**Subject:**

[https://www.disabilitynewsservice.com/coach-firm-to-pay-thousands-to-accessible-transport-activist-after-driver-lied-that-he-threatened-violence/?fbclid=IwY2xjawNYqwVleHRuA2FlbQIxMQABHm\\_oX41GiW\\_k-28rCjGmeiKpUjNjXX-pjPLMCoc\\_Ghx2uR6c2yPaagJHoVxW\\_aem\\_ZI\\_oTcdV7Hi93oAzuu-w4w](https://www.disabilitynewsservice.com/coach-firm-to-pay-thousands-to-accessible-transport-activist-after-driver-lied-that-he-threatened-violence/?fbclid=IwY2xjawNYqwVleHRuA2FlbQIxMQABHm_oX41GiW_k-28rCjGmeiKpUjNjXX-pjPLMCoc_Ghx2uR6c2yPaagJHoVxW_aem_ZI_oTcdV7Hi93oAzuu-w4w)



The information contained in this communication is confidential. It is intended solely for the use of the individual or entity to whom it is addressed and others authorised to receive it. If you are not the intended recipient of this message, or if you believe it was transmitted to you in error, you are required to delete the message and any copies of it, and to notify the sender immediately. No responsibility is accepted by [the DPO] for personal e-mails, or e-mails unconnected with the business of the charity.

**From:** [REDACTED] @ Stephen Brookes  
**Sent:** 03 May 2023 09:48  
**To:** [REDACTED]  
**Subject:** IN CONFIDENCE Response to NAUG Teams call yesterday

**CAUTION:** This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

[REDACTED]

Thanks for a useful and challenging meeting yesterday.

Given the content and results of the [REDACTED] interviews I do feel some background is relevant to fill any gaps and complete the picture on [REDACTED] NAUG from the start and, as the comment was most applicable to [REDACTED] of course to [REDACTED], it shows why [REDACTED] contacts have been at various levels including at Director level. [REDACTED] records will show, [REDACTED] asked by First Northern to assist in the creation of NAUG and suggested several names from a Pan Disability arena. When this was underway [REDACTED] then asked by [REDACTED] to be part of the interview panel for the post of [REDACTED]. So, [REDACTED] was chosen (although I voted in favour of [REDACTED]). However [REDACTED] was given hassle by Doug Paulley and moved on, and [REDACTED] took the reigns for an interim period. [REDACTED] bought in a few more contacts including [REDACTED] and we had the first and successful NAUG meeting.

In all of this [REDACTED] for the statutory 3 year period and also [REDACTED]

Then things took a turn for change and the franchise was returned to DfT control and went to OLR status. At this point [REDACTED] was involved in the take back with contact to [REDACTED] and a discussion panel with RDG at which [REDACTED] made his statement, and so my contact with [REDACTED] began.

Then sadly, a major event happened which deeply affected NAUG and the membership, that being the installation of [REDACTED]. The baseless information he produced was damaging and needed to be stifled [REDACTED] as you probably know quite a bit of it, but to put it into context [REDACTED] the panel and OLR and received this email from [REDACTED]

Hi [REDACTED]

*I hope you are keeping well. Your sentiments are much appreciated.*

*I have been around long enough to know there always at least two sides to a story – and this casual lack of respect and transparency didn't ring true with the team I know at Northern.*

*I will forward to you a copy of my response to [REDACTED] I sent yesterday.*

*Very best regards,*

[REDACTED]

*DfT OLR Holdings Ltd*

Also I received this from [REDACTED]

*Good morning [REDACTED]*

Many thanks for your emails regarding the recent [REDACTED] they have been much appreciated by all at Northern.

Just to keep you in the loop. [REDACTED] asked [REDACTED] to step back in as [REDACTED] to help us strengthen governance and maintain the significant activity agenda over the coming months, pending the appointment of [REDACTED]. I would also like to re-state our continued commitment to NAUG and the wider Accessibility and Inclusion agenda. We have an ambitious plan and a talented team and I look forward to working with you personally going forward

Kind regards

[REDACTED]

We progressed and NAUG developed with added input of [REDACTED] [REDACTED]. And at the last meeting [REDACTED] introduced [REDACTED] with the added comment that he was going to continue to support us (NAUG) and would value [REDACTED] continued contact to him. So that in a nutshell sort of sums up my long terms links and have seen changes in Northern operations, and key changes in structure with the addition to the team of [REDACTED] and [REDACTED]

[REDACTED] a widening of the panel will be useful, subject to it not becoming too unwieldy and out of control but feel a rotational chair would be the way forward rather than the 'expense' of an independent chair, as the agenda is and really should be Northern territory with input from the members.

[REDACTED] proud to promote Northern and NAUG [REDACTED] and will continue to contribute to the panel and support you in any way [REDACTED]

Regards

[REDACTED]

The information contained in this communication is confidential. It is intended solely for the use of the individual or entity to whom it is addressed and others authorised to receive it. If you are not the intended recipient of this message, or if you believe it was transmitted to you in error, you are required to delete the message and any copies of it, and to notify the sender immediately. No responsibility is accepted by [the DPO] for personal e-mails, or e-mails unconnected with the business of the charity.