

General Form of Judgment or Order

In the County Court at
Leeds

Claim Number M02LS397

Date 21 July 2026



MR DOUG PAULLEY

1st Claimant
Ref

GOVIA THAMESLINK RAILWAY LIMITED

1st Defendant
Ref PVG/G5618-1311077

Before District Judge Royle sitting at the County Court at Leeds, Leeds Combined Court Centre, The Courthouse, 1 Oxford Row, Leeds, LS1 3BG.

UPON the final hearing of the claim (M02LS397 being the lead case for three consolidated claims, M02LS397, 398 and 399)

AND UPON hearing the Claimant in person, and Counsel, Mr Clarke, for the Defendant

AND UPON Counsel having confirmed to the Court on instructions that his solicitor has explained the sanctions for breach of undertaking to the Defendant, and the Defendant undertaking through Counsel as follows, the Court accepting the same:

- 1 The Defendant shall, within 28 days of the date of this order, issue a written instruction to station and control staff responsible for passenger assistance, requiring that where a passenger with booked assistance is moved onto a different service from the one booked, the member of staff who arranges the change must, before that service departs, record the change in the Passenger Assistance Staff App (or successor system) so that the receiving station is notified. The Defendant shall, within 14 days of issuing the instruction, send a copy of it to the Claimant.
- 2 The Defendant shall, within 28 days of the date of this order, issue a written instruction to its booking and customer relations staff requiring that, where a taxi or private hire vehicle has been booked through the Defendant or its contractor for a passenger whose recorded requirements specify a vehicle of a particular size, type or headroom, a member of the Defendant's staff must verify, no later than 24 hours before the day of travel (or, where the booking is made within 24 hours of travel, as soon as reasonably practicable after it is made), that the vehicle booked matches that specification, and must escalate any mismatch for correction before travel. The Defendant shall, within 14 days of issuing the instruction, send a copy of it to the Claimant.
- 3 The Defendant shall, within 28 days of the date of this order, issue a written instruction to its Assisted Travel booking staff that a request to reserve a wheelchair space on a connecting service operated by another train operating company must not be declined or referred back to the passenger to arrange, and must instead be progressed by the Defendant's own staff contacting the relevant operator to make the reservation. The Defendant shall, within 14 days of issuing the instruction, send a copy of it to the Claimant.

The court office at the County Court at Leeds, Leeds Combined Court Centre, The Courthouse, 1 Oxford Row, Leeds, LS1 3BG. When corresponding with the court, please address forms or letters to the Court Manager and quote the claim number. Tel: 0300 123 5577. **Check if you can issue your claim online. It will save you time and money. Go to www.moneyclaim.gov.uk to find out more.**

Produced by: S Sadhra
CJR065C

AND UPON the Court accepting those undertakings

IT IS DECLARED

- 1 That the Defendant discriminated against the Claimant, contrary to sections 15, 20 and 21 of the Equality Act 2010, in that he was required to make a number of contacts with the Defendant before a suitably-size, wheelchair-accessible, taxi was provided (in this case by a contractor) for his journey between North and East Dulwich stations on 26 July 2025.
- 2 That the Defendant discriminated against the Claimant, contrary to sections 15, 20 and 21 of the Equality Act 2010, by failing to have the assistance he had booked to disembark service 2H46 when it arrived at London Bridge Station on 26 July 2025, but instead that assistance being delayed by 2 minutes 50 seconds and additional steps having had to be taken by the Claimant (including use of the emergency chord) to cause the same to be provided.
- 3 That the Defendant discriminated against the Claimant, contrary to sections 15, 20 and 21 of the Equality Act 2010, by initially requiring that the Claimant contact the connecting train operators to book wheelchair spaces on their services rather than the Defendant making such contact itself, in circumstances where its electronic systems had malfunctioned and it could not make the booking without manual contact with the onward operators.

AND FURTHER IT IS ORDERED

- 4 By consent there be judgment for the Claimant in damages for injury to feelings in the sum of £10,000.
- 5 The claims for injunctive relief are dismissed.

Dated 14 July 2026