



Dear Mr Bridgman,

Re: Regulation 28 Report to Prevent Future Deaths – Susan Toft (Deceased)

Thank you for your report dated 9 June 2026, issued under Regulation 28 of the Coroners (Investigations) Regulations 2013.

I write on behalf of the Directors of the Wheelchair Alliance CIC to acknowledge receipt of your report and to express our sincere condolences to the family of Mrs Toft.

The Wheelchair Alliance CIC is a community interest company which exists to represent and amplify the collective voice of wheelchair users across England. Our work focuses on engagement with national bodies, policymakers and service providers to promote improvements in wheelchair services, equity of provision, and user experience.

However, we do not provide clinical advice, technical certification, product approval, or case-specific assessments. We are not a regulatory body, nor do we set or enforce standards relating to vehicle adaptations, wheelchair manufacturing, or occupant restraint systems. Accordingly, we are not in a position to offer an expert opinion on the specific circumstances described in your report, including matters relating to equipment design, installation, or individual risk assessment.

We note the concerns raised in your report regarding:

- the attachment and durability of wheelchair seat cushions; and
- the adequacy of vehicle occupant restraint systems and assessment processes.

We regret that we are unable to comment on this specific case, however we recognise the importance of these issues for wheelchair users more broadly.

Please may we assume you will have already raised the matter with the Medicines and Healthcare Regulatory Authority (MHRA)

We trust this clarifies the remit and position of the Wheelchair Alliance CIC in relation to your report.

Yours sincerely,

[Redacted]

[Redacted]

CEO

Wheelchair Alliance CIC

[Redacted]

[Redacted]



RIGHT CHAIR
RIGHT TIME
RIGHT NOW

WHEELCHAIR
ALLIANCE

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