



Driver & Vehicle Standards Agency

Chief Executive's
Office

Berkeley House
Croydon Street
BRISTOL
BS5 0DA

Mr N. Graham - HM Senior Coroner

26 June 2026

Dear Mr Graham,

Thank you for your letter of 19 May concerning the inquest into the death of Patricia Hazell, which concluded on 19 May 2026, and the resulting regulation 28 report to prevent future deaths. We offer our sincere condolences to Ms Hazell's family and friends.

The Driver and Vehicle Standards Agency (DVSA) recognises the seriousness of the concerns raised about access to service and emergency doors on Public Service Vehicles (PSV). Current regulations require service and emergency doors, including wheelchair access doors, to be capable of being opened from both inside and outside the vehicle when stationary. These requirements are intended to support safe access to, and evacuation from, vehicles in an emergency.

The regulations also allow devices that prevent doors from being opened while a vehicle is in motion. This provision is intended to protect passengers by reducing the risk of individuals falling from moving vehicles.

DVSA is working closely with the Department for Transport to support its review of the relevant technical standards and regulatory requirements for PSVs. DVSA will also ensure that the circumstances identified in the regulation 28 report are reflected in best-practice guidance for operators and will explore further opportunities to raise awareness through trade bodies. These actions are intended to help strengthen safety arrangements and reduce the likelihood of similar tragic incidents occurring in future.

I am content for a copy of this response to be shared with all interested parties.

Yours sincerely

Chief Executive