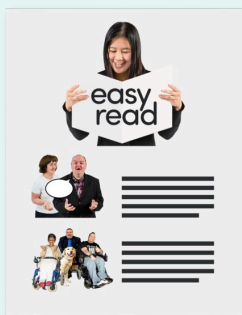


Accessibility inquiry

Our answers to the Modernisation Committee report



Easy read booklet



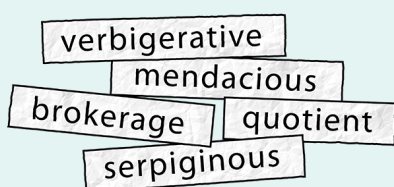
This is an Easy Read version of some information. It has words and pictures.



You might want help to read this booklet. You can ask someone to help you.

words

Some words are **black and bold**. This means we think they are difficult words.



Black and bold words are thicker and darker. We explain what they mean in a box like this.



Some words are **bright blue**. These are links to websites or email addresses. You can click on these links on a computer.

About us



We are the **House of Commons Administration**.



The **House of Commons Administration** are a group of people who help run the **House of Commons** day to day. They look after the building and help people who visit.

The **House of Commons** is part of **Parliament**.

Parliament makes laws in the UK and checks what the **Government** is doing.

The **Government** decides how to run the country.

About this booklet



The House of Commons **Modernisation Committee** wrote a report about how **accessible** the House of Commons is for disabled people.



The **Modernisation Committee** are a group of people who think about how to make the House of Commons work better.



Accessible means something is easy for everyone to use and understand.



They wrote some **conclusions** and **recommendations** to say how they think we should make the House of Commons more accessible.



Conclusions are the most important ideas.

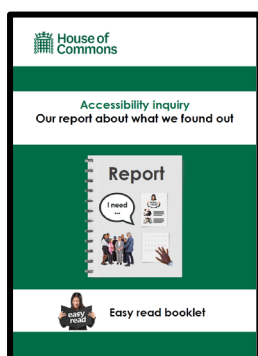
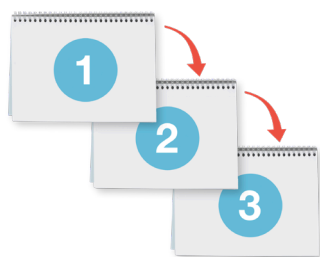


Recommendations are suggestions and advice about how to make things better.



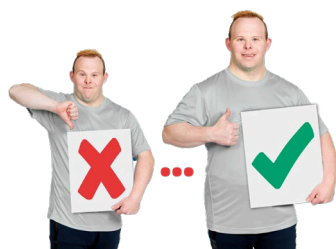
In this booklet we tell you

- what we think about the recommendations in the Modernisation Committee report.
- what we have done so far to make accessibility better.
- what we will do to make accessibility better.



If you want to read the Modernisation Committee report, you can find it here [**Modernisation Committee report.**](#)

Our answer to **Conclusion 1**



Conclusion

Accessibility needs to stay a top **priority** when we **renew** the **Palace of Westminster**.

A **priority** is what is most important and should be done first.

Renew means fix, update and improve a building.

The **Palace of Westminster** is a famous building in London. We call it the **Palace** for short. It is the home of Parliament.

Our answer

- We know it is important to keep accessibility as a top priority.
- We told the people who are renewing the Palace that accessibility is a top priority.

Our answer to **Conclusion 2**



Conclusion

Accessibility in the Palace and other Parliament buildings is bad and has been a problem for a long time.



It causes a lot of difficulties for disabled people and stops them doing their job equally with other staff.



Some good small changes have already been made. Big changes will be made to make the Palace more accessible when it is renewed.



Our answer

- We know we need to make the Palace and other Parliament buildings more accessible.



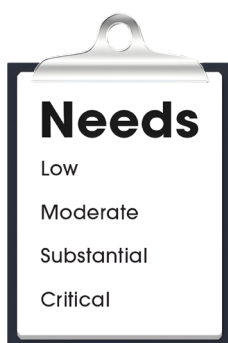
- We will write a plan. It will say our accessibility priorities and when we will do each of them.
- We will write a report every 3 months to show the parts of our plan we have done.
- We will ask people about their accessibility problems now, so we can make sure we make the right changes.
- We will make big changes when we renew the Palace so it will be more accessible. For example, we will take away lots of stairs and make offices and visitor spaces accessible.
- We will make sure other buildings we use while the Palace is renewed are accessible.

Our answer to **Conclusion 3**

Conclusion



It is good that there are 2 new groups to talk about accessibility problems in the Palace, and that work has started on **Workplace Adjustment Passports**.



Workplace Adjustment

Passports are documents that list a person's accessibility needs. When you change jobs at Parliament, you can show this instead of explaining your needs again.



Our answer

- We have already made some good changes because of the 2 new groups. They will help us more and make sure our decisions about accessibility are good.
- We will do more work on Workplace Adjustment Passports.



Our answer to **Conclusion 4**



Conclusion

Safety and security are very important, but it is important they do not have a bad effect on accessibility.



Our answer

- Safety, security and accessibility are priorities for us. We will try to make them all better.
- We will check security changes with disabled people before we do them so we can make sure they do not have a bad effect on accessibility.
- We will think about accessibility when we make changes for fire safety, and we will check them with disabled people before we do them.



Our answer to **Conclusion 5**



Conclusion

A short time ago, the House of Commons said MPs could use **proxy votes** for a while if they had a **long-term illness or injury**. This was a good idea and should carry on.

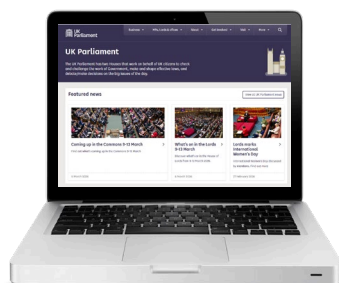
A **proxy vote** is when you choose another MP to vote for you when you cannot vote yourself.

A **long-term illness or injury** is when you are ill or part of your body is hurt for a long time.

Our answer

- We will support a group called the Procedure Committee to decide if MPs with a long-term illness or injury should continue to be able to use proxy votes in the future.

Our answer to **Conclusion 6**



Conclusion

Websites and **social media** for Parliament and the House of Commons should be more accessible and more interesting.



Social media means online apps for sharing information and ideas, like YouTube, Instagram and Facebook.



Our answer

- We will make our websites and social media better and more accessible.
- We will give our information in different formats such as easy read, braille, audio, large print and British Sign Language.
- We will use clear, simple language.
- We will check our information is reaching a mix of people.



Our answer to **Conclusion 7**



Conclusion

Making accessibility better can cost lots of money, but it is good to spend money on this because it helps everyone to be involved.

Our answer

- We know it is important to make accessibility better and to spend money on it.
- We are making accessibility better. This includes changes to toilets and on ways to move around the building.
- We will do the most important work first and check the amount we do.
- We will ask a company to check the whole Palace building and tell us what we need to do to make it more accessible by the end of March 2026.

Our answer to **Conclusion 8**



Conclusion

Work has just begun to make Parliament buildings more accessible.

Some good changes have been made but more are needed.



It is important to make information accessible and easy to understand.



Our answer

- We are pleased the Modernisation Committee wrote their report. We are working on their recommendations.
- We want to make accessibility better. We will tell the Modernisation Committee what we do.



Our answer to **Recommendation 1**



Recommendation

We should work with an **advisory group** to talk about how we can make the House of Commons more accessible.



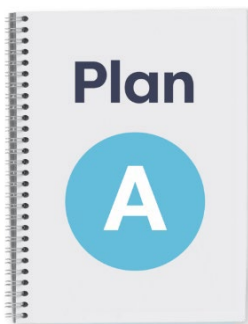
An **advisory group** is a group of people who give advice and support about something.

Our answer

- We will set up an advisory group by the end of 2026.
- We will learn from others about the best way to set up an advisory group.
- We will make sure the advisory group works with our other accessibility groups.
- We will make sure the advisory group is made up of people who know lots about disability.



Our answer to **Recommendation 2**



Recommendation

We should tell people about the choices we make because of **accessibility audits** and say what we will do each year.

An **accessibility audit** is when a building or the way something is done is checked to decide how easy it is for people to use.

Our answer

- We will tell people about about the choices we make because of accessibility audits.
- We will tell people about what we do each year to make accessibility better.
- We will tell people about what we will do over the next year to make accessibility better.

Our answer to **Recommendation 3**



Recommendation

We should say online when an **accessible entrance** or **exit** is broken or cannot be used and tell people where another one is.



An **accessible entrance** or **exit** is a way into a building that can be used by disabled people. These often have ramps or bigger doors that are easy to use.



Our answer

- We will say as quickly as we can when an accessible entrance or exit is broken or cannot be used and say where another one is.
- We will say before it happens if we can.
- We will put this information on our electronic information boards.



Our answer to **Recommendation 4**



Recommendation

We should give people the choice to text, instead of calling, if they need to tell us about a serious safety problem.

Our answer

For safety problems that are **not urgent**

- we will think about all the options including texts.
- we will decide how people can tell us about them before Parliament shuts for their 2026 summer holiday.



For safety problems that are **urgent**

- we will not change how people tell us about them. We think it is best for people to call us.

Our answer to **Recommendation 5**



Recommendation

We should train all House of Commons staff on how to help disabled people.

Our answer

In 2025, we

- updated our accessibility training and guidance and re-trained all staff.
- put accessibility training online so everyone can use it.



In 2026, we will

- give accessibility training to all staff who help customers.
- give guidance to team leaders about how to support **neurodivergent** staff.



Neurodivergent means your brain works in a different way from other people and this affects your daily life.

Our answer to **Recommendation 6**

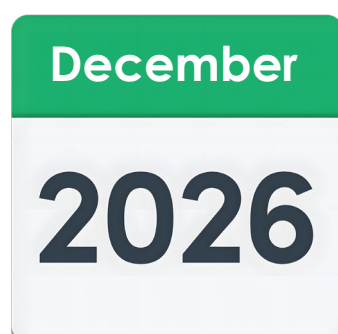


Recommendation

We should make it clear that accessibility is one of our **strategic priorities**.



Strategic priorities are what organisations decide are important to them. They are what they want to achieve when they do their work.



Our answer

- We agreed our plan for the next 3 years in February 2026. We made it clear that accessibility is one of our strategic priorities.
- People who work for us with important jobs will tell the Modernisation Committee the work they have done for this recommendation before the end of 2026.

Our answer to **Recommendation 7**



Recommendation

We should ask visitors if they need support. We should ask if they need a **sunflower lanyard**.

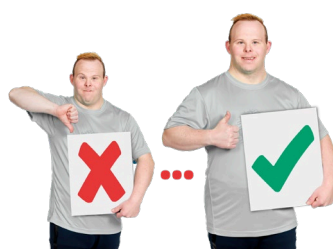


A **sunflower lanyard** is a card you wear around your neck. It shows you have a disability, and you might need extra support.



We should think of better ways to tell disabled people about accessible toilets and ways for them to move around Parliament buildings.

Our answer



- We are working with lots of teams in Parliament to make sure we help disabled visitors in a better way.



- We have already trained our visitor and security staff to offer support to disabled visitors and to show them accessible ways around Parliament buildings.



- We have already trained our visitor and security staff about sunflower lanyards. Our staff will also support disabled visitors who do not have one.



- We will carry on giving accessibility training to all staff who work with visitors.



- We will give clear information about accessibility on signs in our buildings, and we will have a team of people who can give help to visitors straight away.

Our answer to **Recommendation 8**



Recommendation

We should do more to teach people who work at Parliament about why accessibility is important. We should start to do this in the next 6 months.

Our answer

- We will do more to teach people who work at Parliament about why accessibility is important.
- We will start this in March 2026.

Our answer to **Recommendation 9**



Recommendation

We should make it easy for **MPs** to find out about **reasonable adjustments** they can get so they can do their job equally with other MPs.



MP is short for **Member of Parliament**. MPs make laws and check the work of our leaders. They become MPs when people vote for them.



Reasonable adjustments are changes that are made so disabled people can do their job.



The **House of Commons guidance for Members** should explain how MPs can ask for reasonable adjustments.



The **House of Commons guidance for Members** are different documents with important information for MPs.



Our answer

- There are already ways for MPs to get reasonable adjustments.
- We make sure MPs know the right staff to talk to if they want reasonable adjustments.
- We will put information about reasonable adjustments online and in other documents.



Our answer to **Recommendation 10**

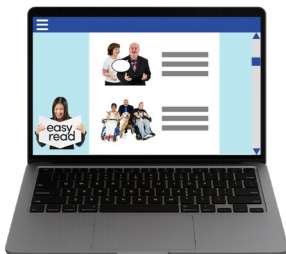


Recommendation

We should make **deferred divisions** digital and not use paper.



A **deferred division** is when MPs do not vote on an issue straight after they talk about it. They wait until the next Wednesday.



Our answer

- We will check to see if we can make deferred divisions digital.
- We need to make sure digital deferred divisions would be accessible.
- We will say what we will do before Parliament shuts for their 2026 summer holiday.



Our answer to **Recommendation 11**



Recommendation

We should make reasonable adjustments for MPs who find it hard to use the **division lobbies**.



The **division lobbies** are 2 corridors that people use to vote. People go down 1 of the 2 corridors to make their vote.



We should still let disabled MPs do things that help them, like **nodding through**.

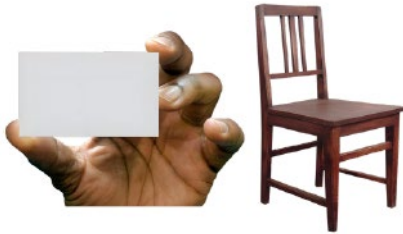
Nodding through is when an MP cannot walk through the division lobby to vote but their vote is counted anyway.



Our answer

- We will try to make reasonable adjustments so the spaces around the House of Commons are more accessible.

Our answer to **Recommendation 12**



Recommendation

We should decide if disabled MPs can have a special card to show they need a certain seat.



Our answer

- We will work to see if disabled MPs can have a special card to show they need a certain seat. We will tell people what we find out.

Our answer to **Recommendation 13**



Recommendation

We should think about where we put the speakers and screens in the public gallery and we should use **subtitles** for **debates**.



Subtitles are words on a screen that show what people say when they speak.

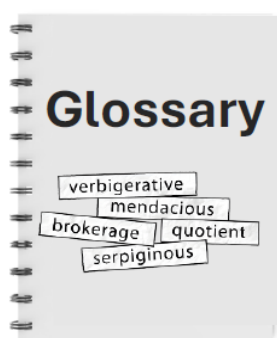
A **debate** is when people who have different opinions talk about an issue.



Our answer

- We will think about where we put the speakers and screens in the public gallery and we will think about using subtitles for debates.

Our answer to **Recommendation 14**



Recommendation

We should use simple language, so people understand what we say and can get more involved in our work. This includes people with a learning disability.

We should use our **glossary** more and make documents for people with a learning disability.

A **glossary** is a booklet that explains what difficult words mean.

Our answer

- A company already makes our documents accessible, including for people with a learning disability.
- We will use simple language and our glossary more.
- We will talk to lots of people to make sure Parliament is accessible for visitors.

Our answer to **Recommendation 15**



Recommendation

We should make sure all our documents are accessible. We should think about doing this ourselves and decide this year.

Our answer



- It is a priority to make our documents more accessible.
- We will talk to other groups to learn the best ways to do this.
- Our main documents are accessible now, and we give lots of accessible information through social media.
- We are working to make our library documents more accessible.
- We will decide about making our documents accessible ourselves before Parliament shuts for their 2026 summer holiday.



The full version of this document is called
**“House of Commons Administration
Response to Modernisation Committee's Report into
Access to the House of Commons and its Procedures”**