

Rt Hon Sir Alan Campbell MP
Chair, Modernisation Committee
House of Commons

13 July 2026



In our response to the Committee's *Access to the House of Commons and its Procedures* report, we committed to writing to you before the summer recess to update you on progress in implementing the Committee's recommendations.

Strategic prioritisation and accessibility audits

The Committee recommended that the Administration include a summary of progress against accessibility audit recommendations in the Strategic Estates team's annual business plan. We accepted this in our response, and also committed to providing the same information in the business plans for the Parliamentary Maintenance Services Team and the Customer Experience and Service Delivery Team. We are pleased to say that each business plan now includes a tracker of progress, which will be updated annually. Accessibility is additionally a key theme of the House Administration's most recent Corporate Business Plan, which explicitly commits to making progress against your Committee's recommendations.¹

We also committed to continue the work of the Estates Accessibility Board (EAB) as it addresses its priority list. The EAB consulted the Members' Accessibility Group in June 2026 on accessibility priorities where Members advised on prioritisation of buildings and highlighted a number of areas of focus, including adjustments for those with hearing loss. The Board is due to come back to the Group in September with further updates on the areas Members highlighted, as part of an ongoing dialogue on accessibility.

The Committee recommended that management information be reported to the CEB quarterly. At its meeting on 9 July, the CEB took note of the first such quarterly update, which outlined our progress in implementing the actions arising from accessibility audits, the work of the Estates Accessibility Board, and the work of the Accessible Formats

¹ <https://www.parliament.uk/globalassets/business/publications/corporate-business-plan-2026-27.pdf>

Working Group. The Board found this information useful, and MDs will use it to inform their own Team's accessibility plans.

Reporting security and safety concerns

The Committee recommended the Administration implement an option to report urgent security or safety concerns via text message to complement the current telephone line. Colleagues in the resilience team, in conjunction with the safety and security teams, are reviewing the options of a text-based system for reporting emergency safety concerns. A new alert system is due to be rolled out to Members later in the year. The feasibility of using this technology for the purpose of reporting safety concerns is in the process of being scoped and will be brought to the relevant governance committees when possible.

Alongside considering options for text-based reporting on emergency safety systems, the resilience team is working with operational teams over the summer to look at wider improvements to streamline how issues are reported across a range of areas, such as building faults. We will update the Committee further on this work when we write at the end of the year.

Mandatory disability e-learning training

In its report, the Committee recommended the Administration ensures all colleagues receive tailored training on how to provide better services to disabled people and people with learning difficulties and for managers and team leaders to receive regular training on supporting disabled and neurodiverse colleagues.

Building Disability Confidence training is being made mandatory for customer-facing colleagues and line managers from 15 July. As part of this approach, the Building Disability Confidence learning modules for customer-facing staff are being updated to incorporate relevant, department-specific training scenarios. A distinct set of Building Disability Confidence live training events have been tailored for customer-facing staff, and line managers, and a general offering is also available to all staff, ensuring that the content reflects the job roles and working environments of each audience.

Learning delivery is being tailored to team requirements, including offering sessions as part of departmental town halls for customer-facing teams or as standalone sessions. These sessions will also be recorded and made available as a resource to support both new and existing staff. A targeted communications and engagement campaign is being developed to highlight the importance and relevance of this learning for our customers and to our teams and services.

Additionally, six on-demand learning modules, covering disability and neurodiversity, are being finalised for managers and staff. These modules will launch on 30 September.

Disability awareness campaign

The Committee recommended the CEB run a communications campaign focussed on accessibility and disability awareness. The bicameral communications campaign, 'Accessibility: it's everyone's responsibility', launched on Thursday 21 May on Global Accessibility Awareness Day. The campaign aims to help everyone across Parliament feel confident and equipped to take action on accessibility — not just those in specialist roles. It sets out to embed accessibility as the default mindset and practice for everyone working in Parliament, unifying and spotlighting existing work, strengthening skills and awareness, and enabling a shared culture of accountability aligned with the Houses values and your Committee's recommendations.

The next milestone will be the launch of a Members' Accessibility Hub on ParliNet in September providing a one-stop-shop of resources and information for members of both Houses and their staff. This will also be launched to staff of both Houses.

In September, to coincide with National Inclusion Week, we are planning a display in Portcullis House spotlighting colleagues and their work in improving the digital, physical and attitudinal accessibility of Parliament. This will be complemented with a series of drop-in stalls and digital and printed leaflets. The campaign is ongoing, with regular promotion across central communication channels and integration into wider inclusion and disability-related communications to help embed lasting change.

Updates to online guidance

The Committee recommended that reference to the informal and formal routes available to MPs who require reasonable adjustments be made in House of Commons guidance for Members and for the Administration to make more frequent use of, and reference to, its glossary.

An Accessibility section has been added to the online MPs' Guide to Procedure, which directs users to the Members' Workplace Adjustments Passport – which has been available to Members since April 2026 – and encourages engagement with the procedural offices when considering reasonable adjustments. A link to the glossary of parliamentary terms has also been added. A revised hard copy version of the Guide will direct readers to the glossary and information on accessibility. Accessibility of proceedings has additionally been incorporated into the procedural training for Members and their staff run by the Centre of Excellence for Procedural Practice.

Using pass readers for deferred divisions

The Committee recommended the Administration consider how deferred divisions can be transferred to a digital system. The Public Bill Office has been working with the

Parliamentary Digital Service (PDS) on plans for digitalising deferred divisions. The requirements for changes to the pass reader voting system and the divisions administration system have been articulated, and the proposed user journeys (for Members and for Clerks) have been scoped. Wireframe designs of how the system will look for Members are being developed in order to gather feedback – in particular from the Members' Accessibility Group – before proceeding further. Those wireframes, and more details on the system design, will be shared with the Modernisation Committee in September. PDS expects to start work on the system in the autumn, for possible introduction later in this session, depending on Members' feedback.

Public engagement

The Committee recommended that explainers of terms, processes and procedures be included in guidance whenever possible, along with other resources for disabled and neurodivergent people and people with learning difficulties. To meet this recommendation, the House of Commons External Communications Team has increased the amount of explainer content and briefings, to ensure a range of audiences have a more accessible understanding of parliamentary procedures. This has included media briefings on State Opening and Private Members' Bills, and digital content on topics as varied as 'Who Sits Where In the Chamber', 'Naming conventions', the role of Hansard, and the process of swearing-in. This has been informed by a procedural workshop, and ongoing liaison with the Public Enquiries Team to identify common questions around parliamentary business.

Using digital analytics we have evolved the format of explainer content, bringing in a new photo carousel format, where procedures are broken down into short textual explainers accompanied by explanatory photography, that has been particularly successful with our generalist audience.²

We are continuing to keep up to date on best practice for guidance on accessible social media. Work is progressing over the summer to update our brand identity system and guidelines for improved accessibility across our digital channels. This includes work on colour contrast and typographic legibility. Furthermore, the communications function is now formally represented on the Estates Accessibility Board.

Accessible Formats Working Group

The Committee recommended establishing an Accessible Formats Working Group (AFWG) to consider bringing the production of accessible formats of House papers in-house. In response, we set up a working group which meets weekly, and consists of

² <https://www.parliament.uk/about/how/publications1/accessible-resources/>

colleagues from PDS, CPT, SCT and the Governance Office. The Group is now conducting analysis to understand whether bringing the production of accessible formats in-house would be an efficient use of House resources. AFWG will be attending the Chamber Business Team Management Group (CBTMG) meeting in July to update on progress and to present a business case for funding to compile data for a content consumption audit of the documents available on the UK Parliament website.

The Group has also identified relatively quick wins which are already in train. These include:

- Making updates to the format of the Business Statement;
- Producing Library briefings in HTML format;
- Updating the software for Select Committee written and oral evidence to deliver accessibility improvements;
- Live subtitles on Parliamentlive.tv across all Chamber and Committee business in the Houses;
- Capability for some in-house large print scripting; and
- Brand system audit of the website and social media platforms to improve accessibility.

I hope this update is useful to the Committee. While there is always more work to do, we feel we have made good progress against the Committee's recommendations and are keen to build on the existing momentum as we go into the autumn. We will write to you before the end of the year to update on further progress but please do contact us at any point should you have any questions.

Yours sincerely,



Tom Goldsmith
Clerk of the House
House of Commons



Marianne Cwynarski
Director General
House of Commons

