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15 December 2025

My Noble Lords,

**Correction of Statements made at the Public Services: Online Communications  
debate in the House of Lords**

During the Public Services: Online Communications debate on Tuesday 2 December 2025, there were a few statements I made whilst discussing digital inclusion that I would like to clarify.

Regarding voice activation and prompts, I want to make clear that Government is committed to meeting the Web Content Accessibility Guidelines (WCAG) 2.2 standards for accessibility and inclusion across public digital services. This ensures compatibility with assistive technologies such as screen readers and voice command software. Although voice prompts or activation are not a mandatory requirement under WCAG 2.2, they could and should be considered as part of future enhancements to improve accessibility for users that need it.

I also stated that disabled people were hit the hardest by digital exclusion, this is incorrect. We know digital exclusion is complex with many intersectional factors and we are gathering headline indicators to better understand the data available on this. We do understand however that disabled people are one of the groups disproportionately impacted by digital exclusion, that is why they have been identified as one of our target population groups in the Digital Inclusion Action Plan. We remain committed to boosting digital inclusion for everyone across the UK, including disabled people.

Finally, Government's roll out of broadband and mobile coverage is continuing across the UK and I want to clarify that although funding is not prioritised specifically for rural areas, UKG funding does fall predominantly in rural areas currently.

I hope that Noble Lords are assured by these rectifications. A copy of this letter will be deposited in the Library of both Houses.

Yours sincerely,

Lord Leong  
HM Household Whip