

# Later Life Ambitions

🌐 [laterlifeambitions.co.uk](https://laterlifeambitions.co.uk)

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Rt. Hon Sir Lindsay Hoyle MP  
Speaker  
House of Commons  
London  
SW1A 0AA

April 2024

Dear Sir Lindsay

We are writing to raise our concern over the number of MPs' offices without a publicly available telephone number, nine months after the General Election.

Later Life Ambitions campaigns nationally, regionally and locally on a wide range of issues; our work is driven by a desire to improve the lives of every older person in each part of the UK. As part of this, our 250,000 members often make contact with their MPs. A number of our members, many of whom do not have access to email or social media, have reported challenges in contacting their MPs by telephone.

We looked into this and found that 312 MPs do not publicly list either a Westminster or constituency number on which constituents can contact them. Tackling digital exclusion and ensuring access to vital services is a key element of our [manifesto for later life](#) and we are sure that you will agree that it is unacceptable for 48% of our elected representatives to be uncontactable via phone.

We understand that we live in an increasingly digital world, with banking, benefits and other public services being moved online. However, an estimated 1.6 million people in the UK currently are living offline, and according to the Government's own Digital Inclusion Action Plan, around a quarter of the UK population are likely to struggle to use online services.

Age remains one of the most significant predictors of digital exclusion with around 31% of people over 65 not using the internet at home<sup>1</sup>. However, this is not just an issue for older people, and there are a number of additional factors linked to the digital divide in the UK including socioeconomic status, region and whether a person has a disability.

Given the high level of awareness of digital exclusion within Parliament and the support we have encountered to date around our manifesto, we were therefore very surprised to find that 291 MPs only provide a Westminster number and 47 only a constituency number. It is unclear to us whether this is a deliberate choice made by some Parliamentarians or a technical issue related to the House.

As Chair of the House of Commons Commission, we urge you to explore the reasons behind this issue and to rectify it at the earliest opportunity. The principle that constituents ought to be able to raise issues regardless of their access to the internet should be well understood by Members, and appropriate services should be available in the House.

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<sup>1</sup> House of Lords Communications and Digital Committee Report into Digital Exclusion

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We are extremely keen to discuss this with you in further detail. We will call your office to see if this would be possible but please contact us on 020 7222 3533 or [laterlives@connectpa.co.uk](mailto:laterlives@connectpa.co.uk) in the meantime.

Yours sincerely,

**Sally Tsoukaris**  
General Secretary  
CSPA



**Alan Lees**  
Chief Executive  
NARPO



**Eamonn Donaghy**  
Chief Executive  
NFOP

