



**DIGITAL HOME
WORKSHOP
18 JUNE 2019**

The National Consumer Federation Digital Home Workshop Report – July 2019

This paper provides an update on NCF activity since our Digital Home Workshop of the 18th June 2019.

1. Preparation for the Consumer Congress on the Digital Home

The approach that the NCF wishes to develop with workshop participants in preparing for the autumn Congress is to identify the priority consumer issues and concerns and the relevant Government policies to identify any gaps.

To also develop what good would look like for those issues that are under addressed by current policy.

To seek sources of good quality data on Digital Home benefits and harms to support any policy improvement proposals that the Congress might put forward.

2. Government Digital Policy

So far we have found the following sources of HMG's Digital Policies

<https://www.gov.uk/government/publications/uk-digital-strategy/uk-digital-strategy>

<https://www.gov.uk/government/publications/digital-charter/digital-charter>

3. Home digital products

Below are some relevant recent figures and information about the Digital Home.

At the workshop we had good guidance about the potential for good from today's digital technology in helping the older generation and disabled if affordability and support could be properly addressed.

Voice interaction is a key change in the way we can interact with the technology and quite possible like the smartphone about 10 years ago the improvement will represent a step change in consumer's adoption of smartness in their homes.

<https://voicebot.ai/2019/01/02/u-k-smart-speaker-usage-doubles-in-2018-growth-expected-to-slow-in-2019-amazon-commands-68-market-share/>

<https://www.mintel.com/press-centre/technology-press-centre/62-of-brits-would-be-happy-to-use-voice-commands-to-control-devices>

<https://www.siemens-home.bsh-group.com/uk/inspiration/innovation/connected/laundry>

<https://www.bbc.co.uk/news/health-48925345>

<https://www.bbc.co.uk/news/technology-48916828>

4. The Environmental Home

The NCF held another workshop on the Environmental Home 3rd July which addressed the issue of bringing UK homes up to standard in their environmental efficiency to meet Government objectives.

There is clearly common ground where home energy generation and the smart electric grid digital technology is to play a key role in achieving those targets.

We are currently working on pulling the themes from the two workshops together for the autumn Congress.