

Introductions: Victoria Haines and Clare Lawton

Loughborough Design School
Loughborough University



Victoria Haines

Senior Lecturer and Head of the User Centred Design Research Group

Background in ergonomics (sometimes called Human Factors): understanding the needs of people and how these can be translated into design specifications and solutions: “user centred design”

Broad experience of applying user centred design in consumer product design, workplace equipment, transport and domestic contexts

Past 10 years spent considering UCD and energy:

- TAHI projects - Smart home technology (interface design, interaction)
- Heating control design and use for commercial companies
- Domestic appliance use at a household level – DECC funded, 2008-2009
- CALEBRE (Consumer Appealing Low Energy technology for Building Retrofitting), RCUK/E.ON funded, 2007-2013
- Carbon Control and Comfort, RCUK/E.ON funded, 2008-2012
- DEFACTO (Digital Energy Feedback and Control Technology Optimisation), EPSRC funded, 2012-2017
- Thermal Energy Storage, UKERC funded, 2011-2013

Clare Lawton

Research Associate and member of the User Centred Design Research Group

10 years working as RA at Loughborough University

3 years working at Health and Safety Laboratories as an Ergonomist

Experience of applying user centred design in
workplace equipment, transport, older and disabled users in driving
and domestic contexts.

Past experience in UCD and energy

- Department of Energy and Climate Change (DECC)
'How trends in appliances affect domestic CO2 emissions: a review
of home and garden appliances' 2010.
- CALEBRE follow on online questionnaire
- TES literature review

Consumers and Thermal Energy

Our contributions...

- Understanding how consumers use energy
- Exploring the barriers to adoption, perceived benefits, attractiveness of energy efficiency and renewable technologies
- Considering how technology solutions fit within the current activities or lifestyle of an individual, household or organisation
- Understanding customer needs and behaviours in relation to the proposed technologies
- ...and how this user centred knowledge can be incorporated effectively into the design process

Methods:

- Literature review, interviews, focus groups, case study investigations, user trials, and more