

Press release: Government uses Alexa and Google Home to make services easier to access

- People can now use smart speakers to search for more than 12,000 pieces of government information
- Find out what the minimum wage is or when the next bank holiday is by asking Alexa or Google Home
- Access to more information will be added as innovative project is taken forward

For the past six months, a small team of experts from the Government Digital Service have been working on a trial project to allow people to access information from GOV.UK without having to touch a computer keyboard.

Their work means people can now ask their home speakers questions ranging from 'How do I apply for a passport?' to 'What age can I retire?'

Minister for Implementation, Oliver Dowden, said:

This is all about making life easier for people who need to access information about government services. And with millions now using smart speakers, I want government to keep up and work smarter too.

People can ask Alexa questions such as:

- 'When is the next bank holiday?'
- 'What is the national minimum wage?'

Or ask Google Home questions such as:

- 'How do I apply for a new passport?'
- 'How do I get free childcare?'

The head of GOV.UK, Jennifer Allum, said:

We want to simplify people's interactions with the government, making information clear and accessible to everyone.

These results are promising because voice services can be a really convenient way to get information, particularly for people who find computers and phones hard to use.

Extra government services that could soon be accessed by voice include

renewing car tax and finding out details about how to get married.