

ESSENTIAL SERVICES ACCESS NETWORK: AIMS AND ACTIVITIES

At its heart and as its name implies, ESAN is a unique network bringing together regulators and ombudsmen on the one hand and consumer and voluntary groups on the other hand in four essential sectors. These sectors are water, energy, communications, and financial services.

We keep under review the range of sectors covered by ESAN and seek to work with adjacent sectors through our communications and conferences.

The aims of ESAN are:

- to promote particular consideration of the interests of consumers in vulnerable circumstances in the relevant four sectors
- to ensure that the interests of consumers are properly weighed by regulators and ombudsmen in the relevant four sectors

We seek to achieve these aims by:

- facilitating exchange of information and ideas between the sectors on common issues such as access, affordability, vulnerability and customer service
- having as members all the appropriate bodies in the relevant four sectors
- encouraging maximum participation by all members

In practice, we currently:

- hold quarterly meetings of members
- hold quarterly meetings of the trustees and co-ordinator
- issue a monthly newsletter to all members and funders
- organise occasional external events such as conferences and workshops

Supporting these activities requires us to:

- employ a part-time co-ordinator
- ensure stable and sufficient funding

ESAN is not a policy-making organisation; policy is made by the member and funding organisations. However, ESAN will provide relevant information to external bodies – such as the National Audit Office, Select Committees or Government Departments – where this is relevant and appropriate.

ESAN does not have providers or suppliers as members or funders, but seeks engagement with such companies through our communications and conferences.

ESAN is a charity and will at all times comply with all the relevant requirements of the Charity Commission including the submission of an annual report and accounts.