

# Horizon-scan: the future context for essential services

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**What should I put in  
the jam jar for my  
rainy day fund?**

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## Energy for all - Innovate for all

**Project Inspire Summary Report**  
Innovation and consumer vulnerability - improving service and quality of life for energy customers in vulnerable situations

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## Looking to the long-term:

hearing the public interest voice in energy and water



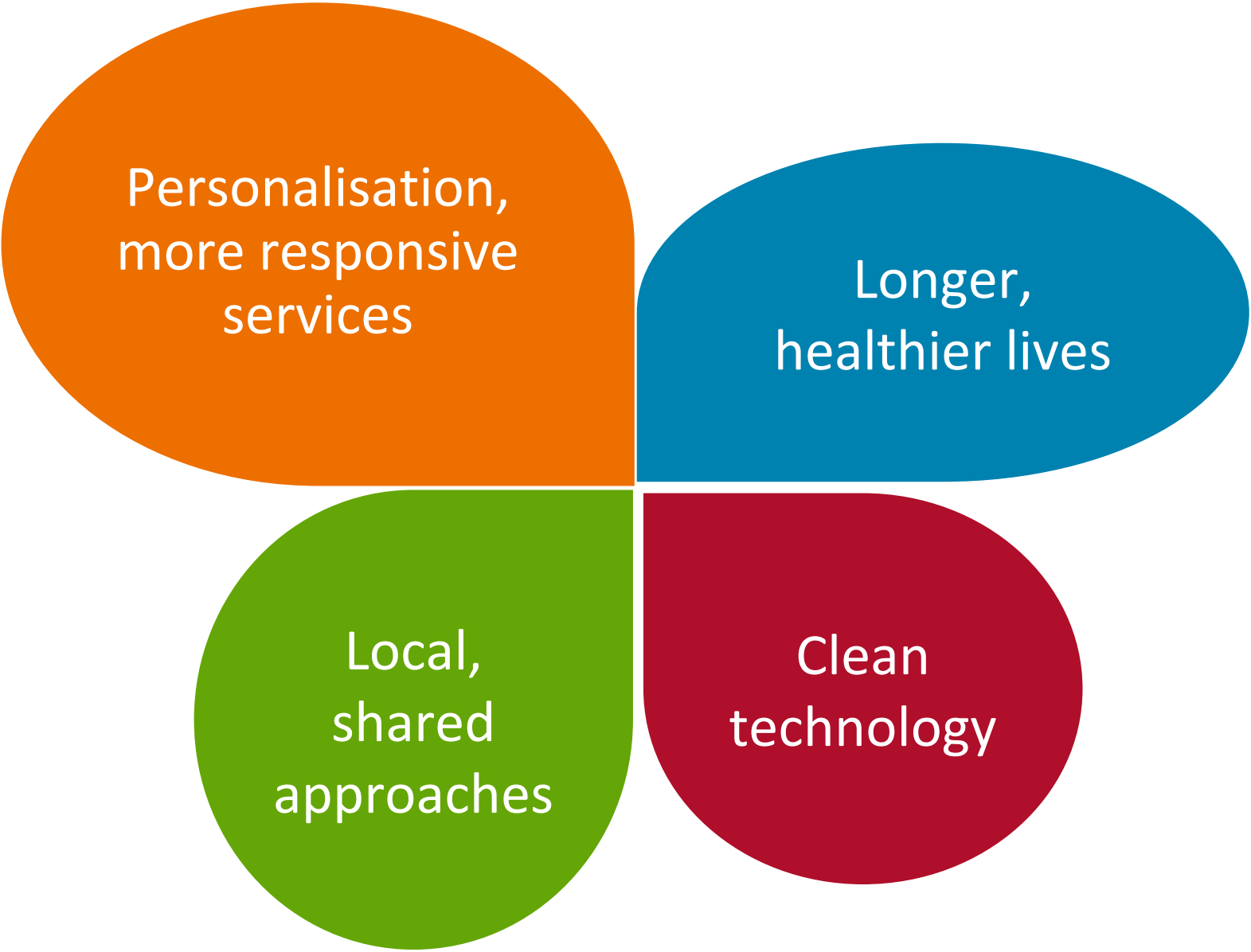
Eight agendas for change

New Energy and Water Public Interest Network  
'New-Pin'

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# Overview of changing context

- Rapid pace of change
- Significant uncertainty and disruption
- Fragmentation of the consumer / citizen interest
- Widening inequalities
- Blurring of boundaries between sectors and interests
- Institutions challenged
- Public mood = radical not incremental change
- Definitions of what is essential changing



46%

Jobs at risk of automation for those with GCSE education or lower

150%

Projected household debt to income ratio in 2023

12%

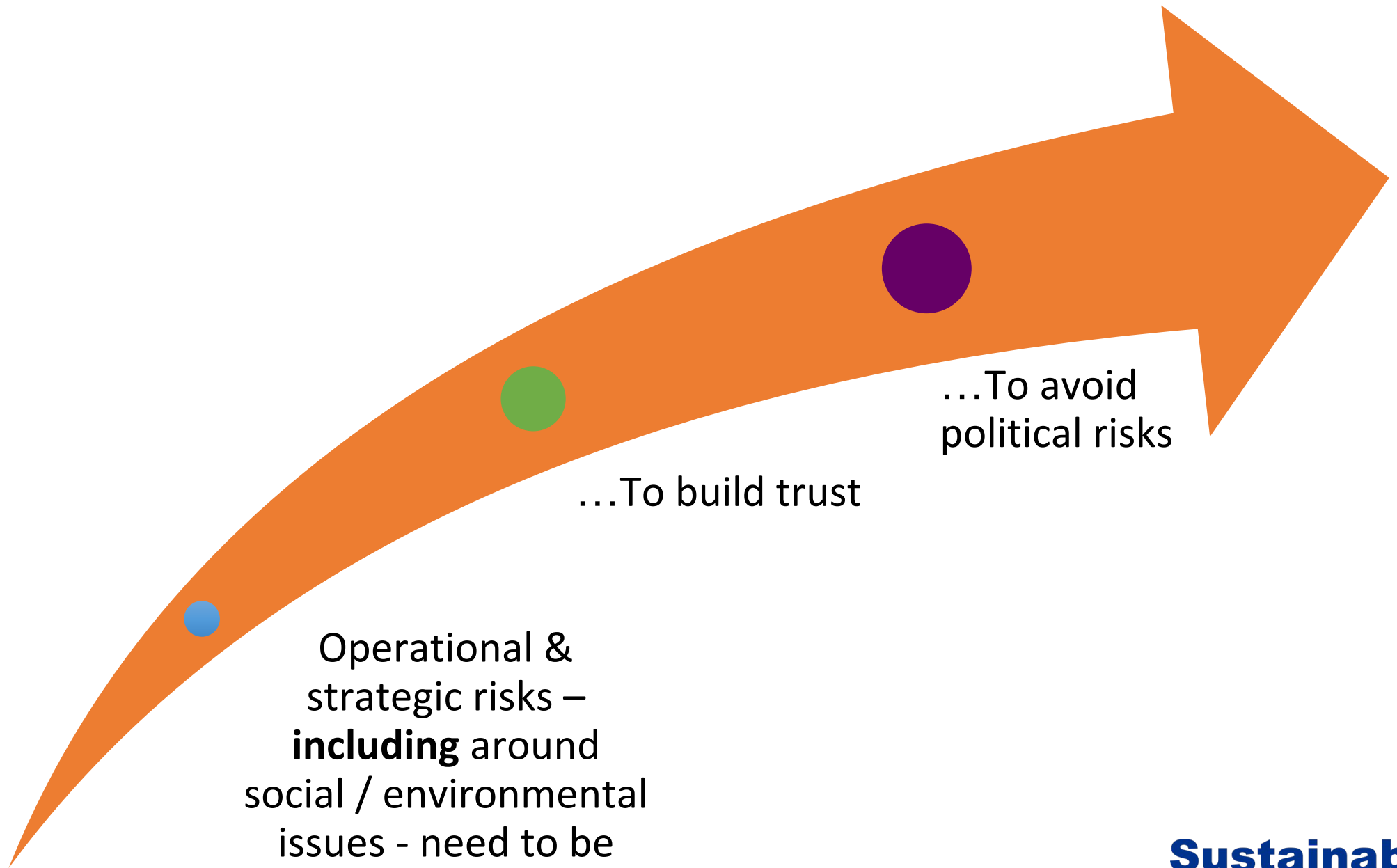
Chance of a 'severe' drought in East / South East England over 25 year period

5%

Minimum increase in child poverty to 2021 in North East, E. Midlands & Wales

36%

Trust in UK Gov. Majority do not feel their views are represented in politics today



Operational &  
strategic risks –  
**including** around  
social / environmental  
issues - need to be  
managed...

...To build trust

...To avoid  
political risks



# What would really help users of essential services?



- Building consensus on outcomes
- Cross-sector approach
- Flexible approach
- Inclusive approach
- A twenty-first century USO?

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