Delivering the Vision: Confident Place - Confident People

Growth Programmes

Our Ambition: Wigan is a place where people want to work, invest, live and visit

1.1 Enable Growth
Growing the economy, businesses and creating jobs through developing a world class business support system, for innovation, exports and inward investment
 • Drive business growth and create jobs through inward investment, developing programmes to support our growth sectors and working with partners across the North West
 • Transform town centres through our town centre masterplans
 • Roll out The Deal to support the local economy and local businesses
 • Work with the Community Partnership to develop a package of support to encourage entrepreneurship and an enterprise culture

1.2 Skills for Success
Equipping people to take advantage of work opportunities and improving social mobility through skills and employment
 • Develop a skills and employment strategy for the borough aligned to our programme of reform
 • Deliver person-centred support through the Work & Health programme
 • Develop comprehensive information, advice and guidance
 • Establish a 14-19 skills offer through post-16 system development, working with schools and post-16 providers of both academic and vocational programmes

1.3 Connected infrastructure
Ensuring the right connections are in place to support Wigan's ambitions for economic growth
 • Develop quality transport systems to enable east/west connectivity
 • Capitalise on the strategic location of the borough at the heart of the North West
 • Optimise DIGITALWIGAN by improving superfast broadband, and promoting and developing enhanced borough-wide local services for residents and businesses.

1.4 Great Places and Communities
Building pride and belief in Wigan as the borough of choice to live
 • Accelerate housing growth in the borough by supporting a good portfolio of housing sites
 • Understand the housing needs of the borough to deliver affordable homes, regeneration and housing for health
 • Increase the visitor economy through developing the town centres and promoting the borough's heritage, sport and recreational assets

1.5 Strong, safe and clean communities
Ensuring safe, clean, green communities where everyone has the chance to have their say and do their bit.
 • Deliver The Deal for your Street programme to build self-reliance in communities and improve the local environment
 • Increase recycling and reduce envirom-crime through education, utilisation of behavioural insights and implementing changes to residual waste collections
 • Promote pride wherever we live by giving residents the confidence and skills to address their local environmental issues

Transformation Programmes

Our Ambition: We want an engaged workforce that works smarter

Workforce Reform

Our Ambition: We want an engaged workforce that delivers the Deal through the BeWigan behaviours - Be Positive, Be Accountable, Be Courageous.

 • Deliver the Staff Deal and help our staff to deliver their part of the Deal
 • Support the wider roll out of the asset based approach to workforce reform across the Borough through the Workforce Locality Plan
 • Develop a digital workforce plan and support organisation to work smarter
 • Continuing to provide effective and engaging management development opportunities
 • Push further on employee engagement through Your Voice

Technology and Digital

Our Ambition: Wigan is digital destination and services are transformed through the use of new technology

 • Grow digital skills and learning across the life course
 • Use new technology to support residents to be independent and in control
 • Support the organisation to go ‘paperlight’ through the effective deployment of document management, digital mail and mobile technology
 • Develop integrated Health and Care Records, and a single view of a child or family to support integrated working
 • Make Wigan a digital destination for business

Customer Access

Our Ambition: Customers receive the right information and advice first time and are able to access services digitally

 • Enable self-service through the use of My Account, ReportIT and app development
 • Deliver the next phase of the One Front Door strategy
 • Create a single resource for financial assessments, benefit delivery and advisory services, ensuring customers will only need to tell us their financial situation once
 • Implement plans to deliver an enhanced library and Life Centre services in local communities
 • Secure Heritage Lottery Funding for archives development

Accommodation and Estates

Our Ambition: Services and staff are co-located with partners and there is a network of community assets

 • Realise the potential of ‘One Public Estate’ for Wigan and Greater Manchester, and take a strategic approach to asset management
 • Deliver a joint accommodation and estates plan with health to support Locality Plan delivery
 • Empower communities through continued roll out of a robust community asset transfer process, covering buildings and land
 • Develop a suite of property disposal and procurement routes that will view a child or family to support and maintain a property portfolio that will support service delivery
 • Deliver a corporate property and land management approach

Fresh Look

Our Ambition: Data and intelligence is used to improve services and reduce demand

 • Deliver a programme of Fresh Looks to improve services and achieve savings
 • Establish a risk stratification model for complex dependency
 • Deliver behavioural insights, and convert data into intelligence to inform strategic commissioning
 • Expand Wigan’s offer around open and accessible data
 • Embed the ambition for social mobility in our plans and strategies

Enabling Programmes

Reform Programmes

Our Ambition: People are able to start well, live well and age well and are connected to their communities

2.1 Start Well
Children, young people and families are confident and resilient individuals
 • Implement the Start Well delivery model which brings together council teams, health visiting, school nurses and CAMHS wrapped around schools and GPs
 • Transform statutory services in line with the Deal and implementing the No Wrong Door model
 • Build on the already strong and supportive education system and provide strategic direction to skills and training reform through a new Wigan Education Partnership

2.2 Live Well
Adults of working age are healthy, well, financially included and can engage in work or training
 • Develop a Live Well accommodation and support offer to tackle the issue of homelessness and complex dependency across the Borough
 • Deliver our financial inclusion strategy and our response to Welfare Reform
 • Reduce health inequalities by encouraging positive lifestyle choices, working with our sport and leisure infrastructure
 • Use people powered technology to support people with learning disabilities to live independently

2.3 Age Well
People live longer, healthier lives at home or in a homely setting
 • Implement a scaled up housing with health programme that enables people to be independent and connected to their communities
 • Deliver care home reform and encourage creativity through our innovation fund
 • Use the Ethical Homecare Framework to redesign and remodel the current extra care provision within the borough to ensure it is person-centred
 • Encourage active ageing and prevent social isolation and fuel poverty
 • Develop a centre of excellence for dementia

2.4 Integration
Integrated services that place families and communities at the heart of service delivery
 • Roll out place based working and establishment of a multi-agency safeguarding hub
 • Establish an integrated strategic commissioning function for health and care
 • Implement the Healthier Wigan partnership and create a new accountable care organisation

2.5 Deal for Communities
A different relationship with our residents and communities that encourages resilience and independence
 • Deliver the Community Investment Fund to support innovative community provision
 • Continue to engage with residents through programmes like the Deal in Action and campaigns like #believeimonlyhuman
 • Work with the community partnership to increase community capacity and sustainability