

Wigan's journey to becoming  
Council of the Year

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Chief Executive  
Wigan Council  
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# So much talent, so many achievements in public services





# The Deal

## Our part

- Keep your Council Tax as one of the lowest
- Help communities to support each other
- Cut red tape and provide value for money
- Build services around you and your family
- Create opportunities for young people
- Support the local economy to grow
- Listen, be open, honest and friendly
- Believe in our borough

Signed



Councillor David Molyneux, Leader of Wigan Council

## Your part

- Recycle more, recycle right
- Get involved in your community
- Get online
- Be healthy and be active
- Help protect children and the vulnerable
- Support your local businesses
- Have your say and tell us if we get it wrong
- Believe in our borough

Signed

Wigan Council

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The Deal

Changing the relationship  
between citizen and state

Encouraging residents to  
become more independent

Empowering communities to  
do what they do best

Focusing on people's  
strengths and talents

Keeping council tax low

Our Deal Principles



Different  
Conversations



Empowered  
Communities



Fair and  
inclusive



BeWigan  
Behaviours



Working  
Together



Freedom and  
permission to  
innovate



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# Having a different conversation



# Be Wigan!

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## Be Positive

... take pride in all that you do

## Be Accountable

... be responsible for making things better

## Be Courageous

... be open to doing things differently



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Healthy Life Expectancy has improved –  
women meet the England average for  
the first time



Happiest place to live in Greater  
Manchester



£11m invested in the community



78% of residents supported by  
our reablement service require  
no further ongoing social care  
support



All libraries, swimming  
pools & children's centres  
remain open



86% of home care providers rated  
good or outstanding



8% increase in recycling



90% of schools either good  
or outstanding

## The Deal – 10 Essential Components

**Strong Narrative** - a simple concept that everyone can understand but is profound in its implications .

**A belief that this is a movement not a project** - rooting the approach in public service values: “sense of vocation”.

**Leadership at every level** - commitment and senior sponsorship

**Workforce culture change** - training and core behaviours that define how we work, whatever the role.

**A different relationship with residents and communities**

- building self reliance and independence

**Permissions to work differently** - leadership backing: ‘we will support you’

**Redesigning the system** - testing our systems, processes, ways of working against our principles:

‘do they make the culture and behaviours we want more or less likely?’

**Enabling staff with the right tools and knowledge**

- using new technology to support new ways of working and new roles

**A new model of commissioning and community investment** - market development and new arrangements for commissioning

**Supportive enabling functions** - breaking down barriers to progress and facilitating the change



The Deal is a  
blueprint for  
the future of  
the NHS

**The Kings  
Fund**

'[Wigan] has  
pioneered a new  
operating model,  
working collaboratively  
with its residents to  
make a tangible  
difference'



'The Deal is one of,  
if not the best  
example of  
changing the local  
citizen and state  
relationship'



3rd most  
productive  
Council 2018 (up  
from 5th in 2017)

**iMPower iNDEX**

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Deal 2030 builds on the success of  
the Deal for the Future with a plan  
for the place

Co-designed and delivered with  
partners, our communities and staff

A bigger focus on inclusion –  
celebrating diversity and a fair  
borough for all





## Wigan's journey to becoming Council of the Year





# #TheFireWithin

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## Wigan's journey to becoming Council of the Year

Fairness and inclusion at the heart of everything we do





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## Final thoughts:

- We are excited about Deal 2030 and the next part of our journey
- Staying humble, sharing learning together across all sectors
- From 'partnerships' to deeper collaborations in the place
- Hope, kindness, bridge building, enterprising spirit
- Discovering the future with our communities every day

**#DealConf19**