

Slide 1: The Wigan Deal

The Deal 2030

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Our place, Our people, our future

Slide 2: Wigan Borough

- 14 proud towns
- Strategic location in North West
- Two-thirds green space
- 325,000 residents
- Industrial heritage
- Sporting tradition
- Part of the Greater Manchester Combined Authority

Slide 3: 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

Your part

- Recycle more, recycle right
 - Get involved in your community
 - Get online
 - Be healthy and 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
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- Nurturing the relationship between citizen and state and harnessing the powers in communities to find better solutions, while meeting our budget challenges
 - A single unifying philosophy which is optimistic, simple and applies across the place to everyone

Side 4: Our Journey

Our response to austerity meant we were able to save **£150m** since 2010 whilst continuing to improve outcomes for residents.

But like many other councils, we have since been impacted financially by the COVID-19 pandemic.

2011/12 £31m saved

2012/13 £56m saved

2013/14 £74 m saved

2014/15 £88 m saved

2015/16 £110 m saved

2016/17 £115m saved

2017/18 £131m saved

2018/19 £143 m saved

2019/20 151.5 m saved

20221 £151.5m no savings required from frontline services

Slide 5: The case for change

- 2011/12 projected overspend of £6.9million, with rising demand for services
- A traditional service model - care management focus
- Lack of leadership and direction
- Accountability issues throughout the service
- Dis-engaged and risk averse staff; multiple assessments; bureaucratic processes

Slide 6: Adult social care in Wigan – the case for change

Photograph of the Pines Hostel, an old and unsuitable building which had a 'Save the Pines' lobby group established in 2013/14 when its closure was discussed

Slide 7: Our Journey

Making it happen: simple but profound

Attitudes and behaviours of staff

Having a different conversation

Knowing your community better

Giving permission and freedom to redesign and innovate

Co-location of teams and partner agencies in a place

Slide 8: Adult social care in Wigan – new developments

Photographs of the new Hyndelle Lodge and staff working in the new 'Zone' work area

Slide 9: Strengthening our communities and assets

Photographs of the beehive community centre, sunshine house, allotments, swimming pool, and people together

Slide 10: Further development in Adult Social Care

- Professional assessment practitioners with embedded strength based working and community knowledge
- An asset based market focused on quality sustainable care and support
- £2m Residential Investment Fund – part of wider reform package within nursing and residential market
- Reformed model of Homecare – co-produced with customers and ethical providers

- Investment in Supported Living and People Powered Technology

Slide 11: The financial impact in Adult Social Care

Delivering sustainability through the Deal

- Different approach taken to the challenge of austerity and demographic change. Supported through an invest to save mind set.
- Wigan one of only 7 of 23 North West Councils with a balanced adult social care budget in 2019/20
- 40% real term reduction in adult social care expenditure since 2010/11. Includes over £30m of cashable efficiencies, simultaneous to improving outcomes and contributing to acute stability.
- Focus on prevention and early intervention. Investment in services such as reablement more than double today than in 2011, with plans to invest further through 2021/22.
- Well positioned comparatively to respond to the financial impact of COVID-19 and the challenge of an ageing population. Capacity to invest in accelerated transformation and new models of care.

Slide 12: Community Investment Fund

Over £11m invested in communities

Opportunities for the community to take control and make big a big difference

After £7.9m of investment in 75 big ideas there has been:

£12m social and economic benefit

£6m leveraged in external funding by investment groups

Now establishing future relationship with VCSE sector – greater collaboration withing the sector and fostering community businesses

Slide 13: Staff behaviours

Be Wigan Because how we do things is just as important as what we do

Be courageous – be open to doing things differently and collaborating with others

Be accountable – be responsible for making things better, enabling change and supporting improvement

Be positive – take pride in all that you do and support and develop yourself and others

Be kind – be helpful, generous and thoughtful towards yourself and others

Slide 14: Community Wealth Building

- To address the economic inequalities in the borough
- Reshaping the local economy to create shared wealth and wellbeing
- Working with our Anchor Institutions to use our influence though procurement, market shaping, commissioning, training and recruitment.

Focus on:

HR&OD

Commissioning, Procurement & Property

Adult & Children's Social Care and Early Years

Housing and basic needs provision

Green Economy

Slide 15: Public engagement – the Listening Project

The big green sofa – an open & honest conversation

We went out into our communities, schools, hospitals, high streets – evenings & weekends

2650 residents chatted to us on our sofa

Visited 83 locations all over the borough, plus online & social media

Almost 6,000 people had their say

Defined our 10 top priorities

New 'Big Listening Festival' coming soon...

Slide 16: The Deal 2030

Deal 2030 is a plan for the place

Co-designed and delivered with partners, our communities and staff who identified 10 priorities that mattered most to them.

We have listened to our residents and our recovery will see an even greater focus on community wealth building, climate change, town centre regeneration & 'Our Town', culture, community cohesion & safety, digital...

Slide 17 and 18: The Deal: ten essential components

1. Strong Narrative - a simple concept that everyone can understand but is profound in its implications
2. A belief that this is a movement not a project - rooting the approach in public service values: "it's why I became a social worker"

3. Leadership at every level - commitment and senior sponsorship
4. Workforce culture change - training and core behaviours that define how we work, whatever the role
5. A different relationship with residents and communities
 - building self reliance and independence
6. Permissions to work differently - leadership backing: 'we will support you'
7. 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?'
8. Enabling staff with the right tools and knowledge
 - using new technology to support new ways of working and new roles
9. A new model of commissioning and community investment - market development and new arrangements for commissioning
10. Supportive enabling functions - breaking down barriers to progress and facilitating the change

Slide 19: Thank you

Any questions?