

Wigan[♥] Council



Environmental Health

Julie Searing

- In 2010 Wigan were handed the third worst budget cuts in the country.
- By transforming services through **The Deal** Wigan have managed to save £115m,
- There is an additional £45m to save by 2020.

Our Corporate Strategy

The Deal for the Future

Our Vision

Delivering the Vision

The Deal for the Future – The Plan

Solace Report

Public consultation

The Deal

The Deal for the Future

The Deal for the Future ties together all the other deals we have, including The Deal for Residents, The Deal for Children and Young People, The Deal for Adult Social Care and The Deal for Communities just to name a few. The Deal for the Future is the next phase of our journey, replacing the current corporate strategy and setting out where we want to be by 2020.

More information about The Deal for the Future can be found in the documents below:

- [Our Vision: Confident Place – Confident People](#)
- [Delivering the Vision: Confident Place – Confident People](#)
- [The Deal for the Future – The Plan](#)
- [Solace Report: Our approach to innovation, service improvement and saving money \(external link\)](#)

What's next?

The Deal for the Future went to cabinet on 22nd October 2015. Following this, the Deal for the Future is now out to public consultation. All employees and residents can get involved and [have their say](#).

How can I find out more information about The Deal for the Future?

The Deal for the Future will be brought to life through the BeWigan experience. Look out for your invite coming soon.



2015

- Wigan is a Confident Council:
- Delivered £100m savings
 - Leading the way in reform and innovation
 - 50% increase in resident satisfaction
 - Best large Council to work for
 - Finalist in best achieving council
 - Reduced administration buildings from 20 to 4
 - Recycling rates are 45%
 - £5m invested in the community
 - School readiness increased by 8%
 - Schools above national levels

However challenges remain:

- An unprecedented financial challenge means the delivery of a further 50m efficiencies by 2020
- An aging population resulting in increased demand for services alongside wider issues of social isolation and loneliness
- Adults of working age trapped in chaotic lifestyles and dependent on a number of services
- Children in some areas of the borough still aren't ready for school resulting in a lifetime of disadvantage
- Impact of Government policy - welfare reform.

The Deal

The deal underpins everything we do and defines the principles of how we work:

- A new relationship between public services and citizens, communities and businesses.
- Building on the assets and strengths of individuals, families and our communities
- Integrated services that place families and communities at the heart
- An engaged workforce with core behaviours
- Confident communities where everyone does their bit
- Services accessed digitally alongside a single view of the customer
- An evidence based understanding of risk and impact
- Working in partnership to improve outcomes

The Deal

Growth

A programme of growth that aims to:

- Grow the economy, attract investment into the borough and create jobs
- Increase the skill levels of the population and reduce the number of people on out of work benefits
- Make Wigan a borough of choice, through improved infrastructure and transport, increasing housing and ensuring a clean environment
- Pride in our borough - a place to believe in

Behaviours

We have a set of core behaviours that define how we work in Wigan. We want to empower our workforce to be innovative and creative, bringing new ideas to improve services.

- Be Positive - take pride in all that you do
- Be Courageous - be open to doing things differently
- Be Accountable - be responsible for making things better

Enabling Programmes

A series of enabling programmes support our transformation:

- Workforce reform to ensure an engaged workforce that embodies the deal
- Digital and technology supporting residents to be independent and in control
- Customer access, all customers to have the ability to access council services easily 24/7
- Capital and Estates strategy that enables flexible service delivery within the community
- Service Redesign to increase productivity and reduce waste

Reform

A programme of reform that will deliver:

- Integrated services that place families and communities at the heart
- Whole life course approach; start well, live well, age well
- 'Different conversations' to understand what is important to an individual alongside a recognition of strengths, gifts and talents
- A sustained, system wide programme of work on prevention and early intervention
- A deepening and broadening of care integration
- Building on community assets and investing in community led solutions

Partnerships

- Working with partners to take a whole public service perspective to reforming the way in which public services are delivered, focusing on people and place and not organisation.
- Working with private sector partners and key GM stakeholders to drive sustainable economic growth - connecting Wigan residents to opportunity
- Recognising communities and residents as key partners

GMCA

Ensuring that Wigan seizes the opportunities that arise through devolution

- A system more reflective of local needs
- Greater control of our transport strategy
- More control of development around publicly owned sites
- Health and care reform
- Support for data sharing across the public sector

GMCA
GREATER MANCHESTER COMBINED AUTHORITY

Role of the council

- Place leadership - building pride in the borough
- Community empowerment
- Drivers of change and reform
- Commissioner and broker of public services
- Increasing growth in the borough
- Influencing reform across Greater Manchester
- Political representation
- Working in partnership

Wigan Council



The Deal for the Future

By 2020 Wigan Council will have a new operating model that focuses on place leadership and enabling growth and reform

Confident place

- There is a strategic economic development and regeneration plan which focuses on making Wigan a destination of choice
- Our environment services have a new delivery model to ensure the best value for money
- More services and facilities are run by the community

Confident people

- Services are integrated, seamless and wrapped around people and families
- Front line agencies are working together to improve outcomes within a wellness partnership delivered on a common spatial footprint.
- There is joint investment in prevention and early intervention through a robust evidence base.
- A multi-skilled workforce performs numerous roles flexibly, placing people and families at the heart
- There is a mixed economy of free schools and academies, schools are a local strategic partner investing jointly to improve outcomes

Confident Council

- The council delivers fewer services but has a key role as commissioner and broker
- There is a professional core of staff - providing strategic corporate and enabling support functions.
- Comprehensive information, advice and self help are available online.
- Many services will be accessed digitally through a single customer account and residents will have access to open data.
- There is a small asset base staff accommodation base and services are delivered flexibly in the community
- Many more buildings have been transferred to the community or sold for capital receipt

2020

- The local economy has grown by 3% per annum
- 5,000 new jobs created by 2020
- 60% of working age residents qualified to NVQ level 3+
- 5,000 new homes delivered
- The percentage of children ready for school has increased from 64% to 75%
- 30% reduction in looked after children
- The life expectancy of people in our most deprived areas has increased from 76.5 years to 80 years
- A reduction in the number of people claiming out of work benefits from 12.2% to 9%
- To increase the life expectancy of residents in the borough, to 79.4 years for men and 83 years for women.

Confident Place, Confident People.

The Deal

- **A new relationship** between public services and citizens that enables shared decision making, genuine co-production and joint delivery of services
- An **asset-based approach** that recognises and builds on the strengths of individuals, families and our communities
- **Integrated services** that place families and communities at the heart of everything
- **An engaged workforce** with core behaviours and values; be positive, be courageous and be accountable
- **Confident communities** where everyone does their bit
- Use of **new technology** to support residents to be independent and in control, enabling them to access services and support digitally
- An **evidence based** understanding of risk and impact to target services effectively and ensure the right intervention at the right time
- Building **self-reliance and Independence** resulting in behaviour change and reduced demand for services

Confident Place, Confident People.

Regulation

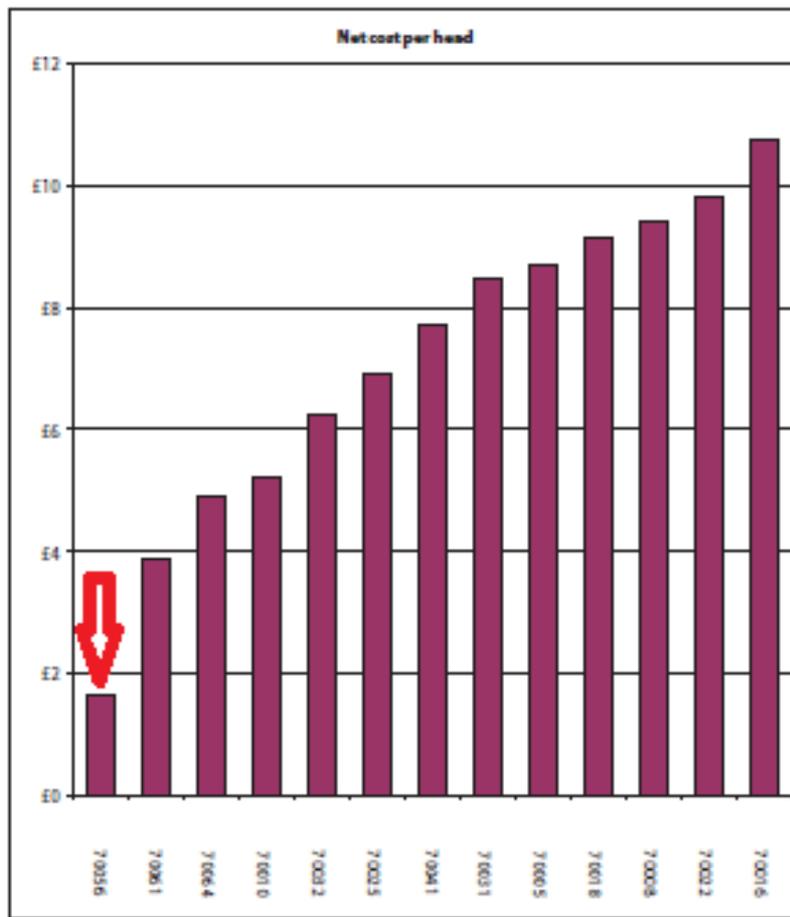
- Environmental Health
 - Food Safety
 - H&S
 - Pollution
 - Public Health
- Trading Standards
 - Fair trading
 - Food standards
 - Animal health
- Licensing

PI 01a Net cost of service per head of population

Family group E2

Net cost per head

Average	£7.15
Lowest	£1.64
Highest	£10.74



Source data

INCOSTEL / Population

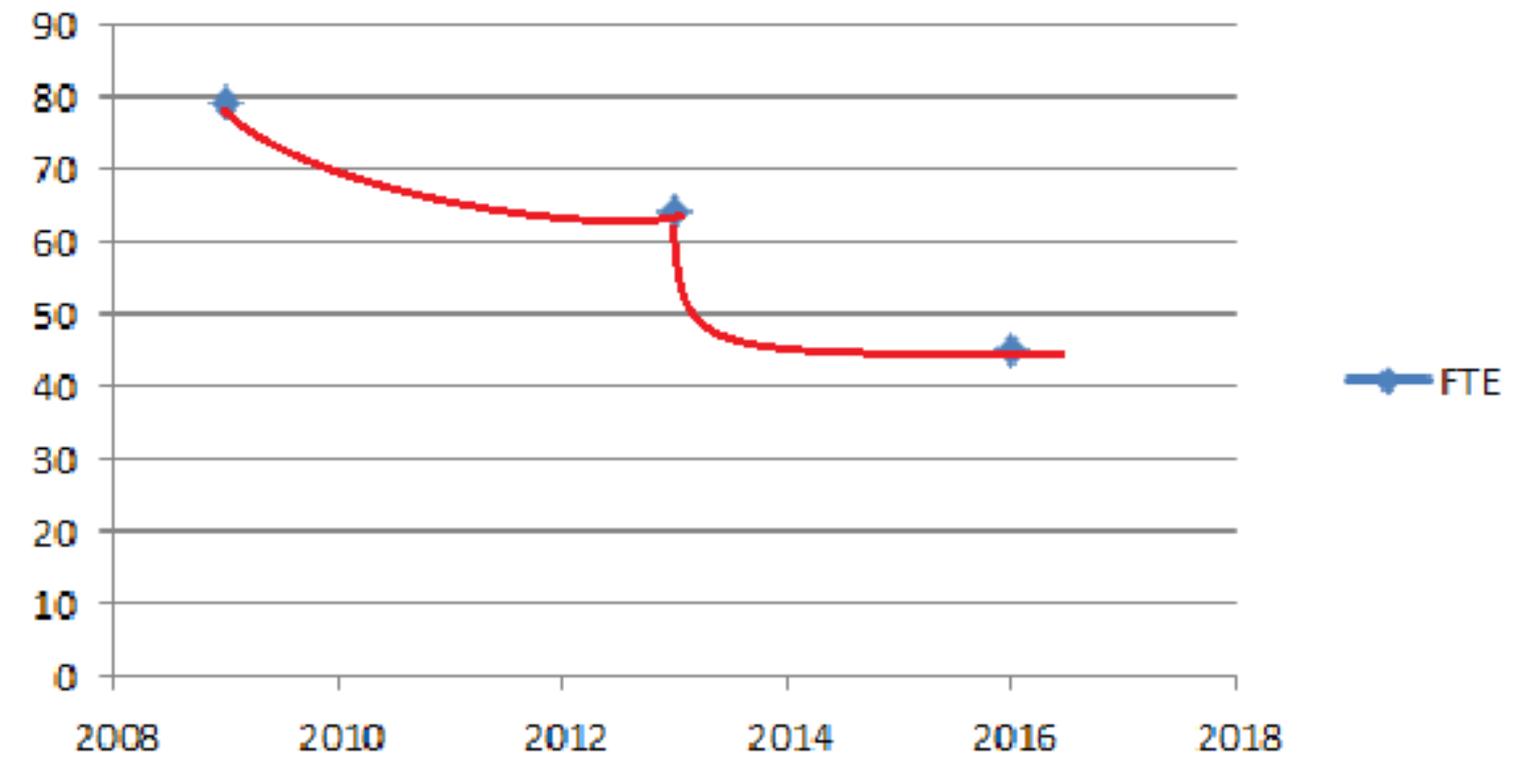
2013

Post
Principal Officer Environmental Protection
Environmental Health Officer
Environmental Protection Officer
Senior Environmental Health Officer
Senior Trading Standards Officer
Scientific Officer
Senior Enforcement Officer
Senior Scientific Officer
Business Compliance Assessor Supervisor
Business Compliance Assessor
Team Clerk
BC admin

Reviewed posts best use of specialism's ensuring staff working at right level (and experienced our first compulsory redundancies)

Realign duties - expanding services - broadening skill set, increasing flexibility

Staff reductions in Regulation



Confident Place, Confident People.

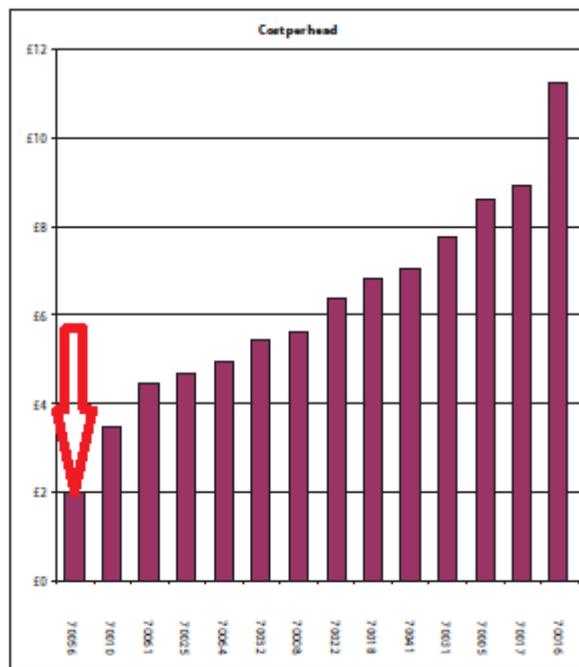
- Its not just about reducing staff – we transformed our approach
- The biggest single activity costs were:
 - Service Requests investigations

PI 02 Inspection/operational staff cost per head of population

Family group E2

Cost per head

Average	£6.24
Lowest	£1.99
Highest	£11.25



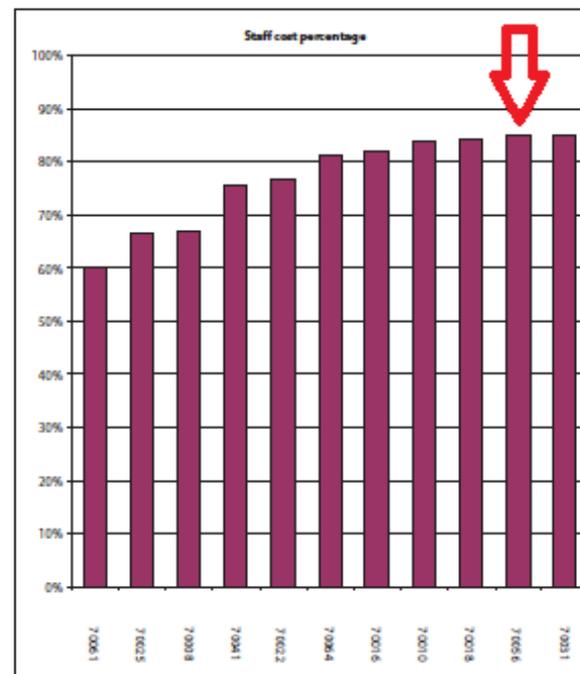
Source data

PI 03 Total staff cost as a percentage of total expenditure

Family group E2

Staff cost percentage

Average	76.89%
Lowest	60.24%
Highest	84.98%



Source data

[SALLS] / [TOTEXS]



The Council want to build on its 'Deal' with local residents to help cope with fewer resources and avoid major cuts to services.

- If residents play their part by doing things like volunteering in their communities, using online services and recycling correctly, we believe we can protect frontline services
- changing peoples perceptions and behaviours,
- involvement in the local community and
- Identifying priorities for area improvement;
- Attitudes towards Wigan Council and the services they provide;

Confident Place, Confident People.

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

Lord Peter Smith MBE, 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



WiganCouncilOnline



wigancouncil



@wigancouncil



wigan.gov.uk

Confident Place, Confident People.



Regulation - transformation

Be Positive...take pride in all that you do



Be Courageous...be open to doing things differently

Be Accountable...be personally responsible for results

Confident Place, Confident People.

Staff

Have you had your
My TimeExtra 

Wigan
Council 

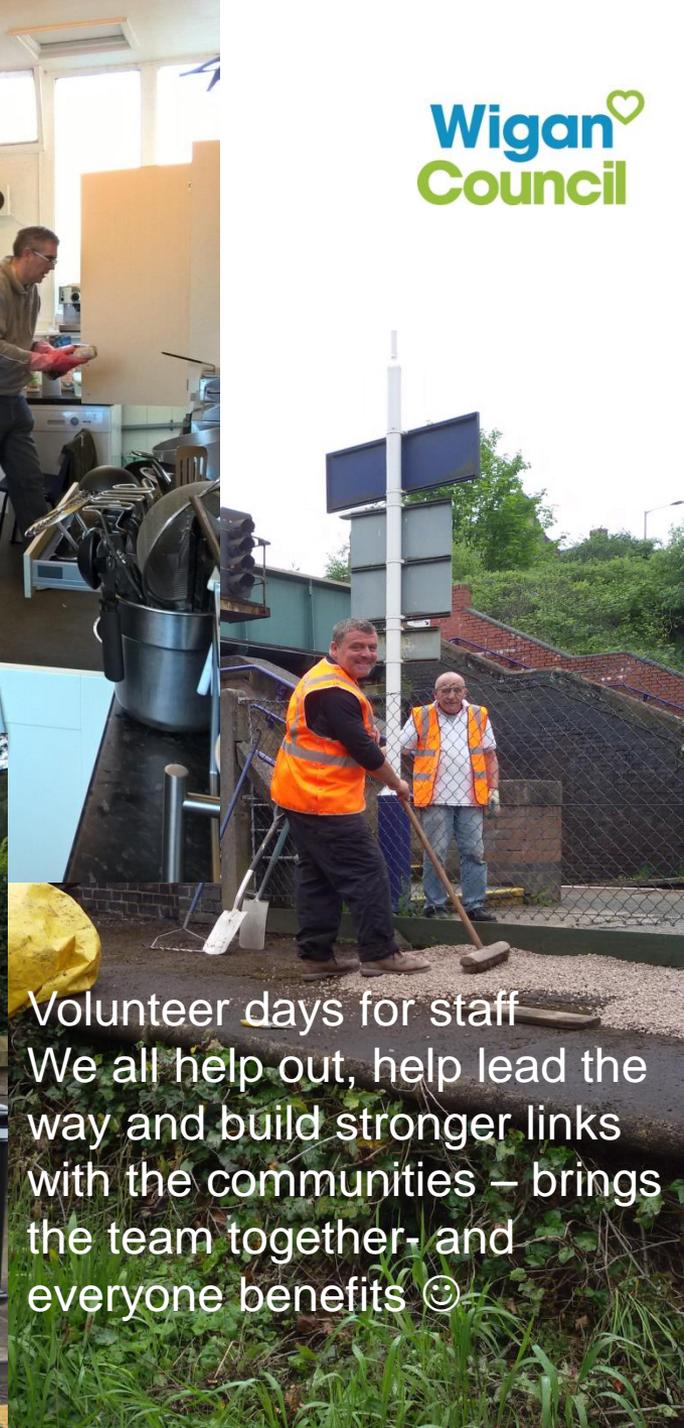
- Agile
- Flexible
- Paper light
- Home working
- Self reliant, positive and innovative

My Time

MyRewards 

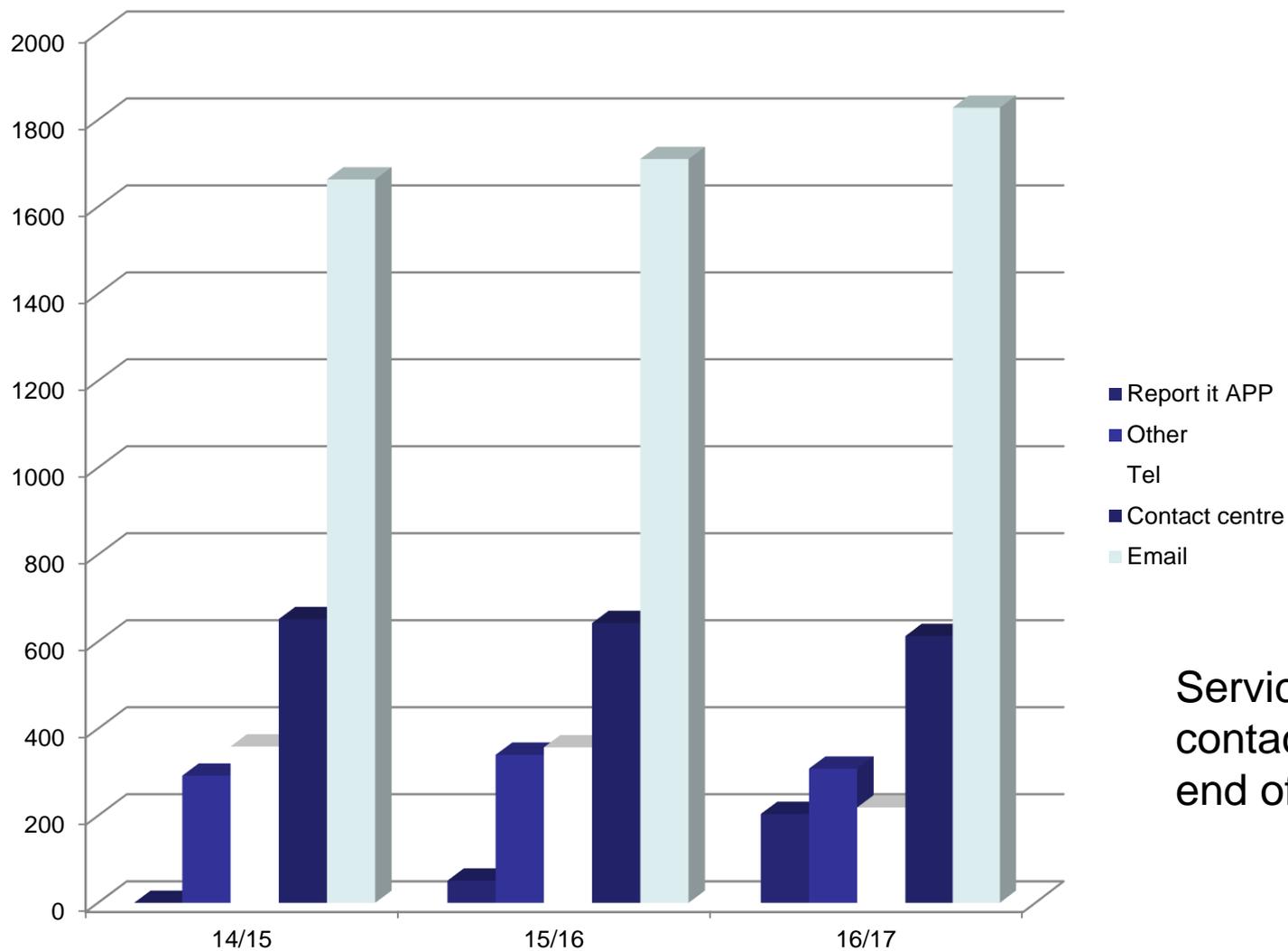
 **have your say**
Corporate Listening into Action

Confident Place, Confident People.



Volunteer days for staff
We all help out, help lead the way and build stronger links with the communities – brings the team together- and everyone benefits 😊

- The biggest single activity costs were Service Requests investigations –
 - Email contact
 - Triage complaints
 - Encourage self reliance
 - Manage expectations
 - Website development – Report it app



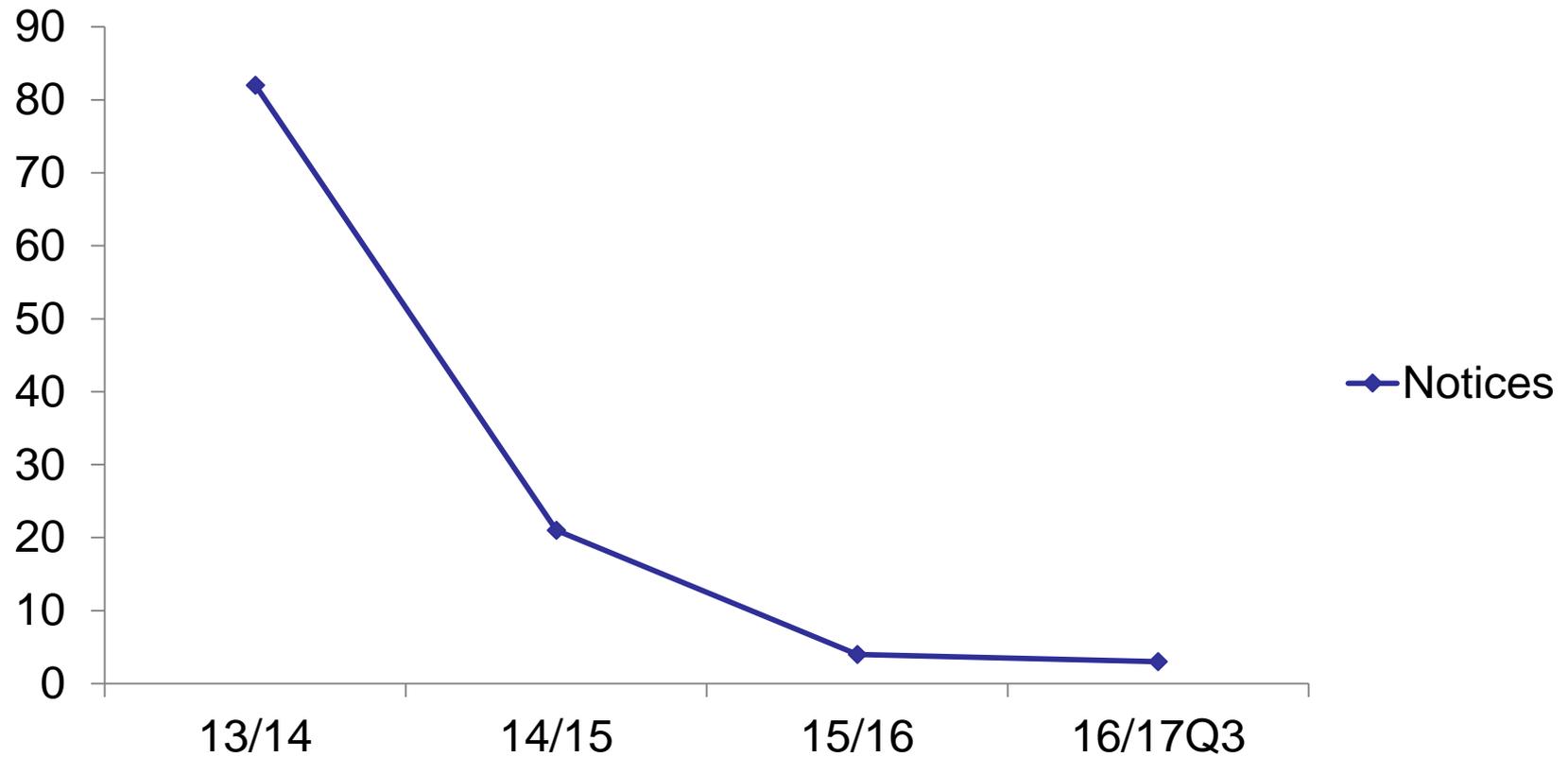
Service request contacts up to end of Q3

Triage

- decision making system that provides a framework for decision making
- Output goal prioritisation
- Allocation of resources

Self reliance

Notices



Confident Place, Confident People.

Managing expectations

Frequently asked questions

Why do farmers spread in summer?

Spreading can only be undertaken in fair weather. Ploughing in wet, cold or frozen ground is not feasible. The growing season dictates that most crops are harvested in summer and ploughing in of manures follows almost immediately. This is to replenish the soil ready for the following year.

Why does it smell?

Most of the complaints we receive about odour from spreading relate to the spreading of chicken manure (also called chicken litter) which can have a strong odour. Sometimes strong odours are produced by the spreading of sewage sludge. In every case this is sludge which has been treated through a method called liming. Although this kills the vast majority of the pathogens in the sludge it may still leave an odorous material.

How much can they spread?

Please contact the [Environment Agency](#)  on 03708 506 506 or email enquiries@environment-agency.gov.uk for more information.

Does the council work with local farmers to minimise odours?

Yes. We work with local farmers to ensure that they are following the best practice guidelines.

We will not usually consider complaints unless the odour persists for at least 48 hours after spreading has been completed.

Confident Place, Confident People.

Restorative approaches for some complaints – eg nuisance

The ***PROBLEM IS*** the problem



The ***PERSON is NOT*** the problem.



Have your say at next Deal in Action week

A ground-breaking programme which sees a council work in close partnership with local communities is making its penultimate visit next week.

Wigan Council's Deal in Action sees the council bring services direct to communities and encourages residents to play their part by volunteering and getting involved in their local area. Next week, the Deal in Action will visit Winstanley, Highfield, Goose Green and Marus Bridge.

Throughout the week (Monday 14th November - Friday 18th November) ward residents will be encouraged to find out how they can get involved in local activities and how they can work with the council to improve their communities.

Wigan Council has been bringing the Deal in Action to the borough's wards since 2015 and Leigh will be the final ward to be visited in December.

The weeks have proven a hit with the public, especially the 'have your say' sessions, which is the main event and will this time take place on Wednesday 16th November at St. Aiden's social club. Held

Posted on Thursday 10th November 2016

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It is important to have time together for fun, eg jacobs join lunches, nights out,



**Thank you for your time
and attention.**

Questions and Answers