

Wigan<sup>♥</sup>  
Council

The  Deal

**Deal for Your Street**

**Peter Shaw**

Operational Manager

**Andy Bond**

Bereavement Services Manager

# The Deal

The logo for 'The Deal' features the word 'The' in blue and 'Deal' in green, both in a bold, rounded font. A stylized handshake icon, with a blue hand on the left and a green hand on the right, is positioned between the two words, appearing to connect them.

An informal agreement between the council, residents and local businesses to work together to create a better borough.

# 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 of Leigh, 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 \_\_\_\_\_

# The Deal



An asset based approach which builds on community capacity & empowers and enables communities to help themselves & take pride in the borough.

- **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

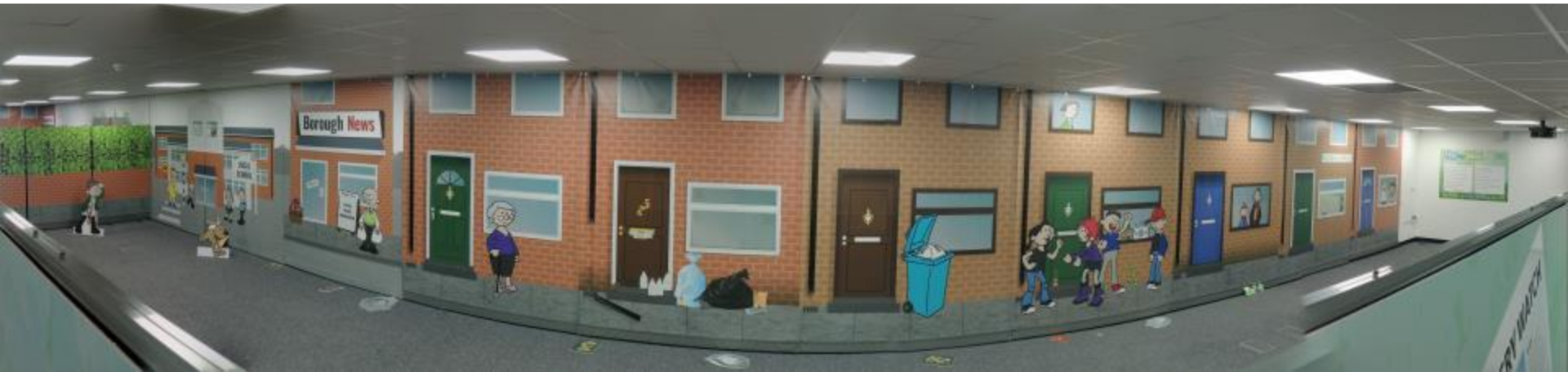
# BeWigan

**The Deal**

The logo consists of the word "The" in blue, a stylized handshake in the center, and the word "Deal" in green. The handshake is formed by two hands: a blue hand on the left and a green hand on the right, with their fingers interlocking. The entire logo is set against a white background.

**Deal for Your Street**

An interactive walk through experience that introduces and explores the vital role of our workforce in the delivery of the Deal for Your Street.





## Priorities :

1. Empowered communities;
2. A safe, clean and green borough;
3. Positive, courageous and accountable workforce.

- Developed by managers & operational staff.
- Describes & embeds our behaviours.
- Highlights how we empower communities.
- Introduces the 'eyes & ears' concept.
- Showcases developing working partnerships to reduce demand on services & cost.
- Inspires pride and resident compliance for a safe, green borough.

- Ensure that all employees take a positive approach and demonstrate the BeWigan \* behaviours
- Enable confident communities to develop so that everyone does their bit to make their community safer, cleaner and greener
- Ensure we get the best out of existing and new technologies to build self-reliance and deliver value for money services
- Target services or enforcement action effectively to ensure the right intervention at the right time.

- Original aim 600 frontline operational staff
- Street Scene, Highways, Waste Collection & Building Services
- To be completed by End of November 2017
- Due to its impact, now planned to be extended to 5,000 Council staff.
- Completion date extended.
- Experience will evolve to meet service needs.

- By involving operational staff the experience shows how they can deliver their part of the deal and how they too can encourage residents and colleagues to become more self reliant.
- It provides an opportunity to recognise how they can display the Be Wigan behaviours.



- The host are volunteers from across services including apprentices, front line staff, clerical and managers.
- The sessions are delivered aiming at a maximum of 2 hours.
- Hosts are fully trained and empowered to deliver the experience.



**Wigan**   
**Council**

**The**  **Deal**





Good ☺

Bad ☹

Ugly ☹☹

Network  
with others

Grumpy

Constant  
Complainer

Give confusing  
messages

Negative Attitude

Theft of materials  
or Time

Follows instructions  
and Policies

Ea90

Part of the  
problem

Not updating on  
key messages

Ignore  
bullying

Be honest

Giving wrong  
messages

Intimidate  
staff

Sexist and  
Racist remarks

Avoids learning  
new skills

- Designed with the operational workforce in mind.
- Fully interactive to complement their learning styles
- A fictional street, **No Deal Street**





## Eyes and Ears Toolkit



### Kirona

In communication you can use to report a problem, get on with your work with no interruption.



### Your ideas

Blank lined paper for writing ideas.

### Speaking to each other

Get to know how to use your mobile phone to make projects.



Teamwork



Teamwork

### Emergency Services 999

For all emergency services including the Fire, Police & Ambulance Services.



### Your ideas

Blank lined paper for writing ideas.

### Postcards

These can be used to make a note of an incident if it occurred when you are out and about in the community because they need to be reported to your supervisor.



### Radio

Radio can be used when unable to report a problem to your supervisor.



### Your ideas

Blank lined paper for writing ideas.

### MyReportIT

Send the picture you take in a photo. This can give feedback from other people. A report is sent along with the picture and you can see the results in the app.



### Phones

Central Watch  
01945 484000  
Send photos  
www.gps.co.uk/central



- Fictional **Ideal Street** that shows a community to be thriving and self-reliant
- An aspirational element to the experience which encourages staff to work with residents and communities
- Opportunity to identify ways in which the street has changed



LOCAL GP

IDEAL STREET

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Borough News

COMMUNITY HUB



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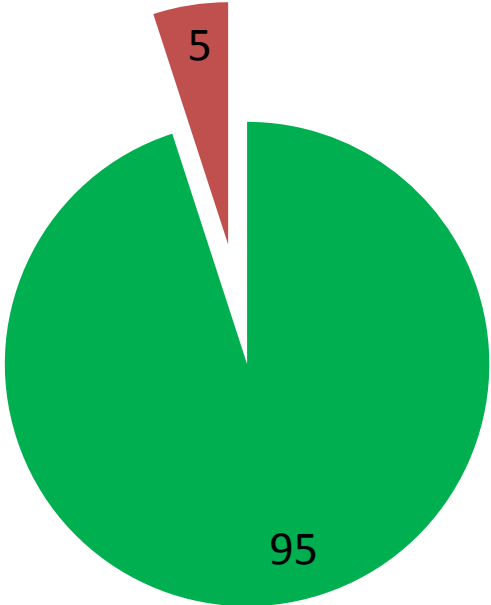
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Overall  
experience.

Confidence in your  
understanding of the  
Deal for Your Street.

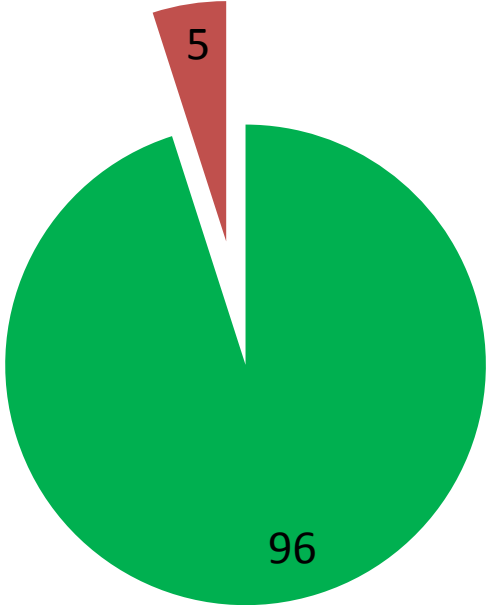
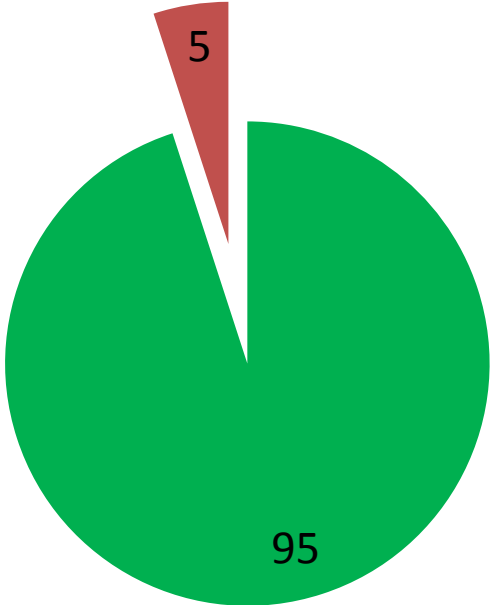
Understanding  
the BeWigan  
behaviours.

# Overall Experience



# Understanding BeWigan Behaviours

## Understanding DFYS



## The Deal for Your Street

Working together with communities to inspire pride and deliver safe, clean and green borough.