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The Digital Journey

WHY THE DIGITAL JOURNEY?

Why the digital journey?

10.5m adults don't have basic online skills and 6.7m have never been online

£164 billion of online sales lost per year for businesses that are not online

1 in 3 SMEs don't have a website – 2/3rds of SMEs don't market themselves online

37% digitally excluded are social housing tenants

The benefit of new users being online is estimated an average of £1,064 per year

12.6% of Greater Manchester (North) have never used the internet

44,000 adults in Wigan have never accessed the internet

Potential 8,123 Wigan children without home internet

80% of the governments interactions are with the poorest 25% of the UK population

Why the digital journey?

Greater Manchester to be a world top 20 super connected city region by 2020

Successful delivery of a true digital borough

Ensuring everyone enjoys the power of digital

Empowering people and communities through digital services

Support businesses to become more successful, boost their profile and create new business growth

Empower residents to reach their full potential

To make Greater Manchester a world-leading Digital City Region where businesses are supported to succeed and jobs are decently paid and secure.

THE
JOURNEY
SO FAR

The journey so far: Digital Leaders

Facebook likes
21829

MyAccount registered users
86203

Twitter followers
22400

staff working on VDIs
3800+

Instagram followers
3134

reports received online
6000

The journey so far: Skills and Learning

We are the first council in the country to sign up to The Duke of York Inspiring Digital Enterprise Award (iDEA)

- It is accessible online and completely free
- Learners are awarded digital badges that carry points
- Wigan is the first borough in the country to roll out iDEA to all residents with a range of our community partners
- A Wigan badge has been developed to track progress

The journey so far: Digital Apprentices

By 2020 we will have a minimum of 6000 digital apprentices equipped with digital skills to drive the Northern Powerhouse

Worked in partnership with ARCH on the 'Certificate for Digital Business' pilot with BIS focused on increasing skills among small businesses, parents returning to work and the unemployed.

The journey so far: Business Growth

Digital Growth Service

- Delivered in partnership between Wigan Council and the Business Growth Hub
- Supports local businesses by providing a fully funded programme of specialist digital growth advice

76
Businesses supported

24
Hours of workshops

413
Hours of direct support

114
Fibre Optic cabinets deployed in Wigan

99.2%
Superfast Broadband coverage in Wigan

The journey so far: Health and Social Care

Smart in home technology:

The disruptive use of technology to build resilience, independence and help people live a rich and vibrant lives connected to their communities

Sharing data:

Share to Care makes it quicker and easier for staff to get the information they need to look after patients

The power of digital…
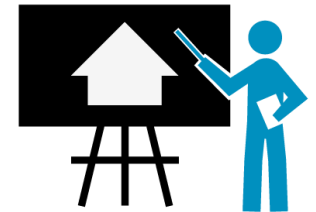
…is the power to change lives

£500,000

Digital Skills: children without internet access

Connected Business: digital growth advisor, infrastructure

Connected Communities: the Deal for Communities Investment Fund

"…spread the Tea & Tech revolution!"

Hayley Trowbridge, We Heart Tech

Received a start up investment of £7,300

"…inspiring young people in STEM subjects"

Lizzie Griffiths, STEAM

Received a start up investment of £134,000

HOW ARE WE DELIVERING?

How are we delivering: The Taskforce

- People from the private, public and voluntary sectors

- Live and / or work in Wigan Borough

- Working with people, groups, businesses and organisations

3362 children and young people reached

368 coding sessions delivered

8947 volunteer hours donated by Digital Champions
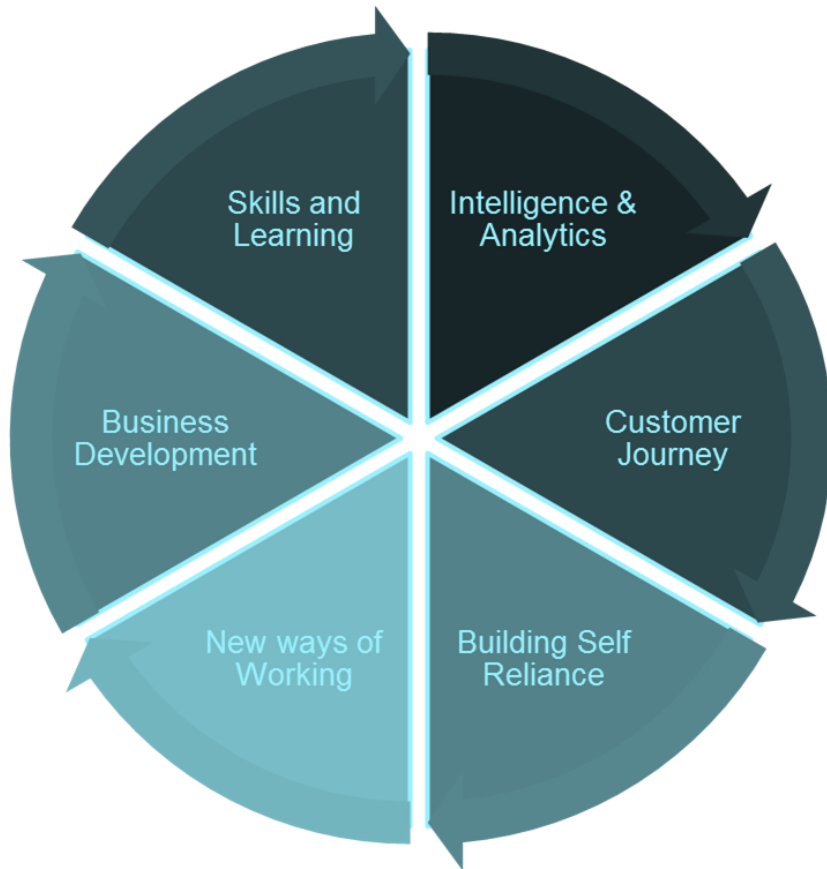
300 digital champions

12810 basic digital skills for residents

How are we delivering: Key Work Streams

Key components

- Customer Focused
- Partnerships
- Invest to save

Wigan within GM

- Pilot authority for the development of Integrated Health and Social Care Records

- Pilot authority for systems to support Risk Stratification & Intelligence and Analytics

How are we delivering: Priority Projects

Skills and Learning

- Work in partnership with schools to raise the aspirations of young people
- Embed digital inclusion across the life course
- Deliver and support residents to Get Online and reduce inequality

Intelligence and Analytics

- Convert data into intelligence to inform strategic commissioning
- Develop a model of risk stratification across partnerships to ensure the provision of targeted services
- Expand offer around open and accessible data

Customer Journey

- Encourage and enable self service through the use of My Account and Report it
- Enable people to be in control of their own records
- Support people to access wider opportunities such as mobile applications to support public health

Building Self Reliance

- Support residents to connect into their local community
- Provide innovative technologies within residents homes to support them to be independent
- Provide access to community Wifi to reduce digital inequality

New Ways of Working

- Support the paper light agenda with the effective deployment of document management and digital mail
- Develop integrated Health and Care Records
- Develop a single view of a child/family to support integrated working

Business Development

- Digital planning to be part of the infrastructure developments for the borough
- Support the digital sector to create an online platform to digital business
- Development of Wigan Works online hub

Our digital destination: what next

- Digital ecosystem / meet ups
- Power of data
- Technology enabled care / building self-reliance
- Digital incubator hubs / start-ups and scale-ups
- Tech skills pipeline
- Internet of Things and Smart Cities