



Wigan 
Council

SPONSORED BY
JADU

**Using kindness, innovation
and technology to strengthen
the Wigan community.**



Our partnership with Wigan

JADU



JADU DIGITAL PLATFORM

Connecting communities
with a seamless digital experience

LOW CODE: Automation, integration & innovation

JADU



Over 200
Public
Sector
Organisations

Our journey in Wigan

The Deal
2030

Our People

Our Place

Our Future

Wigan Council

- Digital transformation is fundamental of the Wigan Deal
- Nurture the relationship for the people we serve to harness the power in the community
- Digital as a positive change in residents lives
- Channel shift to person centred digital solutions to help drive down demand
- Digital transformation a central part of our vision and approach

The infographic is titled 'The Deal' with a logo of two hands shaking. It is divided into two main sections: 'Our part' (blue border) and 'Your part' (green border). The 'Our part' section lists eight bullet points: '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', and 'Believe in our borough'. Below this list is a signature of David Molyneux, Councilor and Leader of Wigan Council. The 'Your part' section lists six bullet points: 'Recycle more, recycle right', 'Get involved in your community', 'Get online', 'Be healthy and be active', 'Help protect children and the vulnerable', and 'Support your local businesses'. Below this list is a line for a signature. At the bottom of the infographic are social media icons for Facebook, YouTube, Twitter, and a website icon, with the following text: 'WiganCouncilOnline', 'wigan council', '@wigan council', and 'wigan.gov.uk'. The Wigan Council logo is in the top right corner.

The Deal

Wigan Council

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 *David Molyneux*
Councilor 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

WiganCouncilOnline wigan council @wigan council wigan.gov.uk

Our workforce

The Deal
2030

Our People

Our Place

Our Future

Wigan Council

A whole scale, systematic adoption of an asset based approach

- Attitudes and behaviours of staff
- Having a different conversation
- Knowing our community better
- Giving permission to innovate and re-design
- Digital as a key enabler – crucial to upskill staff and knowledge
- User centred design approaches

BeWigan
behaviours

Be Positive

Be Accountable

Be Courageous

Be Kind

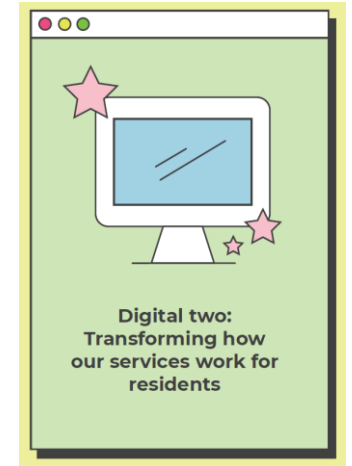
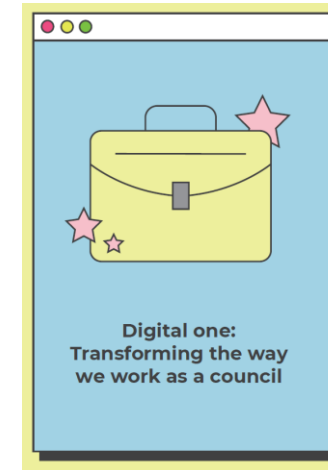
Digitally enabled council

Digital Strategy 2021 – 2025:

- Transforming the way we work as a council
- Transforming how our services work for residents
- Fully digitally enabled
- Transforming the place we live and work promoting community wealth and health

Why this is important:

- Digital connectivity as a basic human right
- Make sure voices are heard
- Service design leads to better service





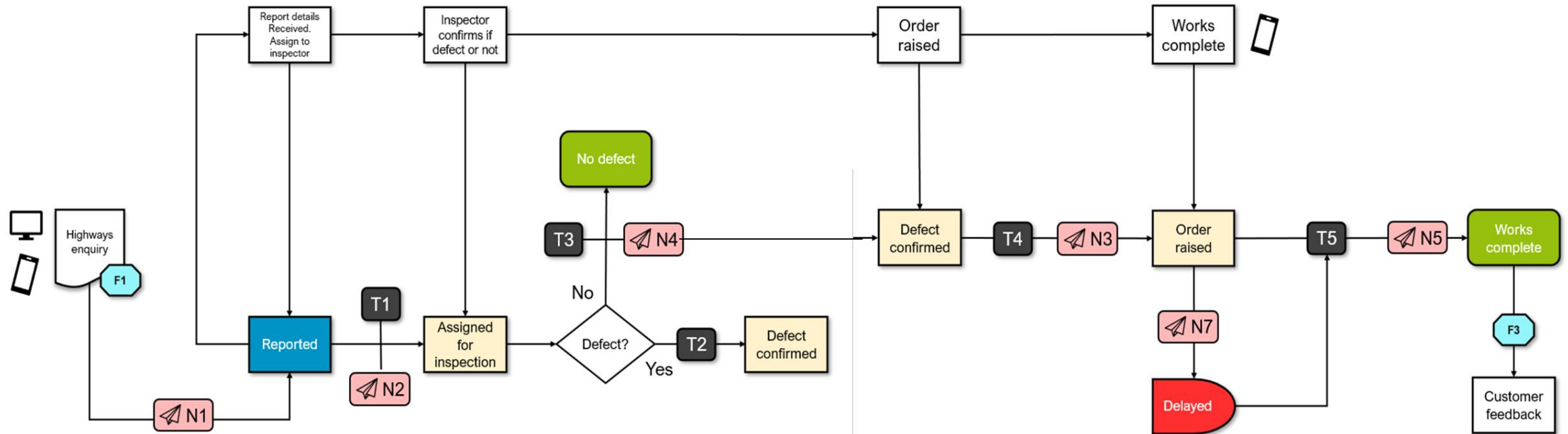
The challenge of integrating with legacy systems

Highways back-office system is over twenty years old with limited API functionality

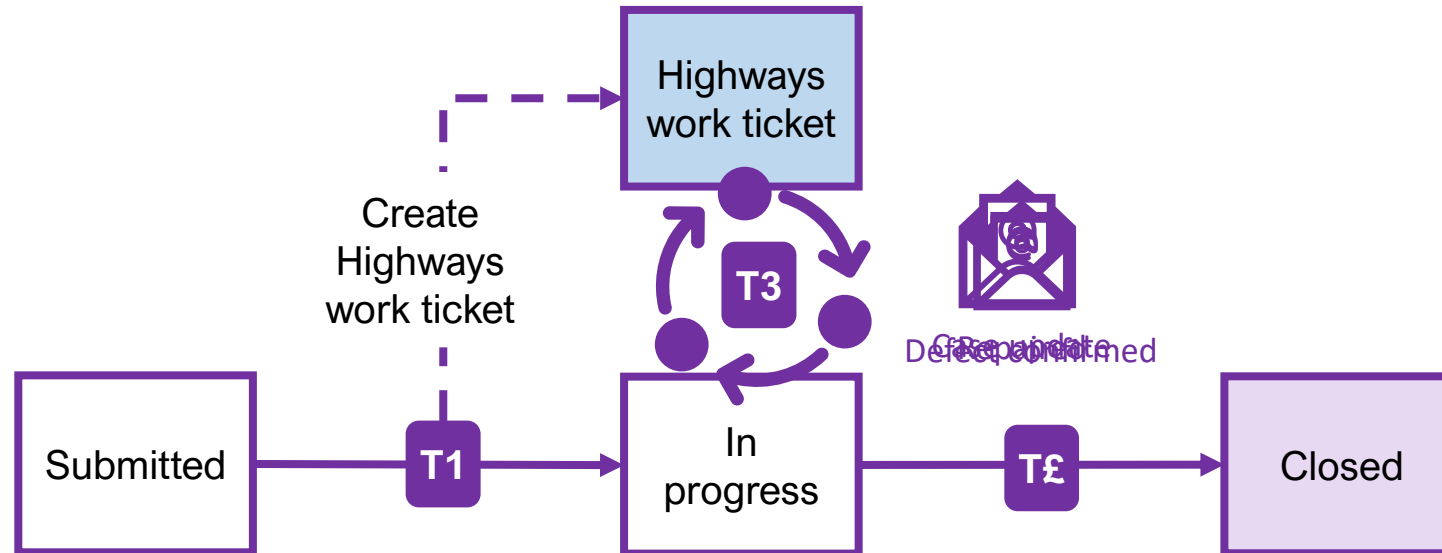
Information could not be automatically pushed into JADU via an API to update cases

We had to seek an alternative solution collaborating with developers

Our conundrum



Our solution



- What did we learn?

Low code given the confidence to work with developers bridging the knowledge gap

Flattening of the Hierarchy in adopting agile working techniques

Brought realism to digital transformation – it's not just about AI and robotics!

- The damp and mould professional referral form

The form represented a move away from instructing, to proactively supporting residents

JADU low code enabled us to stand up a form quickly and inspire task and finish group action

The form is helping to protect vulnerable residents

Holistic support - signposting to welfare support

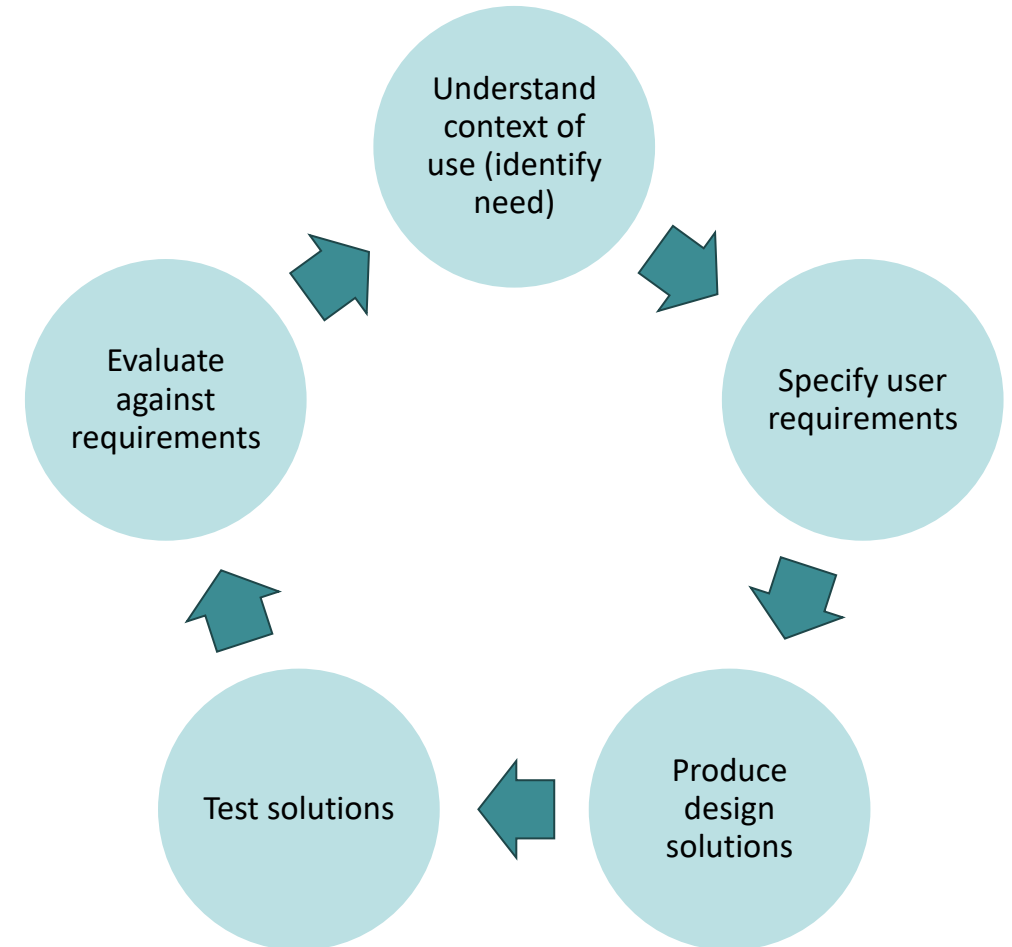
Rapid delivery

- Pressures to deliver quickly
 - Contract commitments
 - Not compromising on quality
 - Meet our aims and objectives
 - Small team
 - Steep learning curve
- Lessons learned and iteration



User centred design

- **Digital transformation** is not technology, it's a way of operating and delivering value to our residents
- **Service improvement:**
 - 40 case types delivered in 18 months
 - Context of use
 - Requirements
 - Design and build
 - User feedback
 - Revisiting and iterating - evaluation



Corporate priorities

Corporate Complaints

- General
- Housing
- Children's

Bulky Waste

- Bookings
- API development

Pest Control

- Bookings
- API development



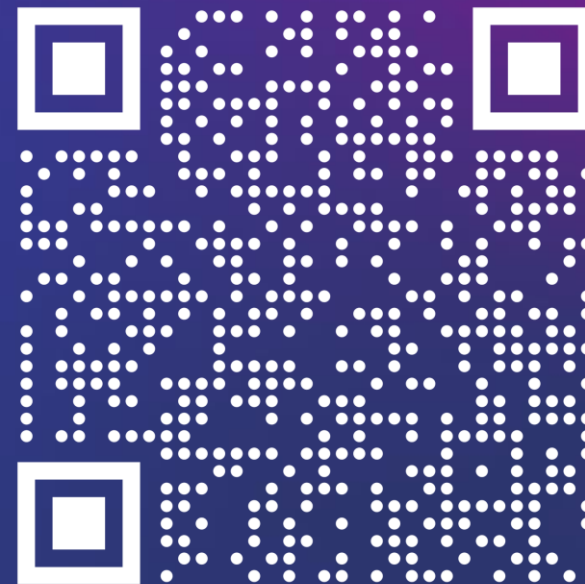
Wigan♥
Council

Using kindness, innovation
and technology to strengthen
the Wigan community.

18TH MAY 2023

The Edge, Riveredge, Wigan, WN3 5AB

Open Day



Scan to register!

JADU

Thank you

- ❑ Tracey Boffey – Service Manager:
t.boffey@wigan.gov.uk
- ❑ Amanda Litherland – Business Partner:
a.litherland@wigan.gov.uk
- ❑ Paul Banks – Assistant Business Partner:
p.banks@wigan.gov.uk
- ❑ Follow @DigitalWigan on Twitter