



**Our Digital Journey**  
**People Select Committee**  
**25 October 2018**

**Alison Hughes**  
**Assistant Director – ICT Strategic Partnership**



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

£164 billion

£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

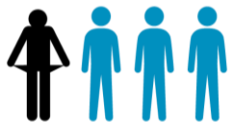


44,000

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



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.

Confident Place, Confident People.

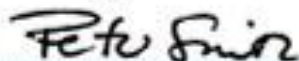
Why digital?

# 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



- People from the private, public and voluntary sectors
- Live and / or work in Wigan Borough
- Working with people, groups, businesses & organisations



children and young people reached



coding sessions delivered



volunteer hours donated by Digital Champions



digital champions



basic digital skills for residents

Digital Taskforce

Confident Place, Confident People.

# Our partners



New Springs Community Centre



Working with pa  
our Digital Cha  
April-Decem  
contributo

# £500,000

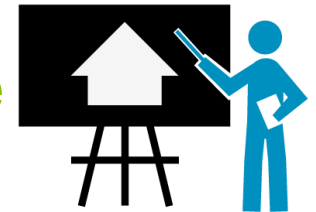
Digital Skills:

children without  
internet access



Connected Business:

digital growth  
advisor, infrastructure



Connected Communities:

the Deal for  
Communities Investment Fund

**Community Investment**

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**THE  
JOURNEY  
SO FAR**



HDR



FIVE  
LAPSE

VIDEO

PHOTO

SQUARE

1:1







What does this mean in Wigan?

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# Get Online

Would you like to know  
more about computers and  
the internet?

**Free courses available.**

To book your place:  
Call 01942 489009  
Email [GetOnline@wigan.gov.uk](mailto:GetOnline@wigan.gov.uk)

 @wigan council

 wigan council online

Wigan  
Council

Free sessions  
available for all  
ages in Wigan  
and Leigh  
libraries

**Get Online**

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“...deliver self-sustaining digital inclusion activities in communities across the Borough... and to spread the Tea & Tech revolution!”  
*Hayley Trowbridge, We Heart Tech*  
Received a start up investment of £7,300

Digital CIF Partners

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Digital CIF Partners

Confident Place, Confident People.

# Business Growth

## Digital Growth Service

- Delivered in partnership between Wigan Council and the Business Growth Hub
- A unique offering to support local businesses by providing a fully funded programme of specialist digital growth advice to drive business growth through one to one support, masterclasses and workshops

413

Hours of direct support

24

Hours of Workshops

76

Businesses Supported

## Digital Business Network Concept

- Investigating the potential of an online platform to support digital growth, encourage collaboration, provide resources, tools, info and signposting to digital services and new digital developments within the borough

Get Digital Faster

GET DIGITAL FASTER



114

Fibre enabled cabinets deployed in Wigan

99.2 %

Superfast Broadband Coverage in Wigan



## Be An Apprentice (Dramatic Animals)

62,608 views

Published on 9 Mar 2015 · Apprentices earn £200 a week! Are you having a giraffe?!

National Apprenticeship Week runs from Monday 9th March to Friday 13th March. The Deal for Business, Wigan Council along with... the word far and wide about the... businesses and the

YouTube



This innovative film achieved a reach of 325,000 views and generated 11 inward investment enquiries.

Subscribe

**EXI**  
**Business Exp**  
Showcase your products  
gain new customers and  
other businesses

stimonials 14  
company directors  
out the pro  
ities



## Business

Be part of a borough that will help you start, run and grow your business



### Economic prospectus

Driving economic growth and sustainability in the borough



### Development prospects

Take advantage of the unique investment opportunities on offer



### Free independent advice

Meet with experts who can help you to start, run or grow your business



### Business Expo

Showcase your products and services, gain new customers and network with other businesses



### Reasons to choose Wigan

Why you should relocate or expand your business in the borough



### Location

Conveniently nestled between Manchester and Liverpool with excellent transport links



### Testimonials

Company directors and the media talk about the prospects and opportunities in Wigan



### Property finder service

Relocate or expand in the borough and we'll help you find the right premises



### Hire an apprentice

Recruit and train a fresh, keen and flexible workforce



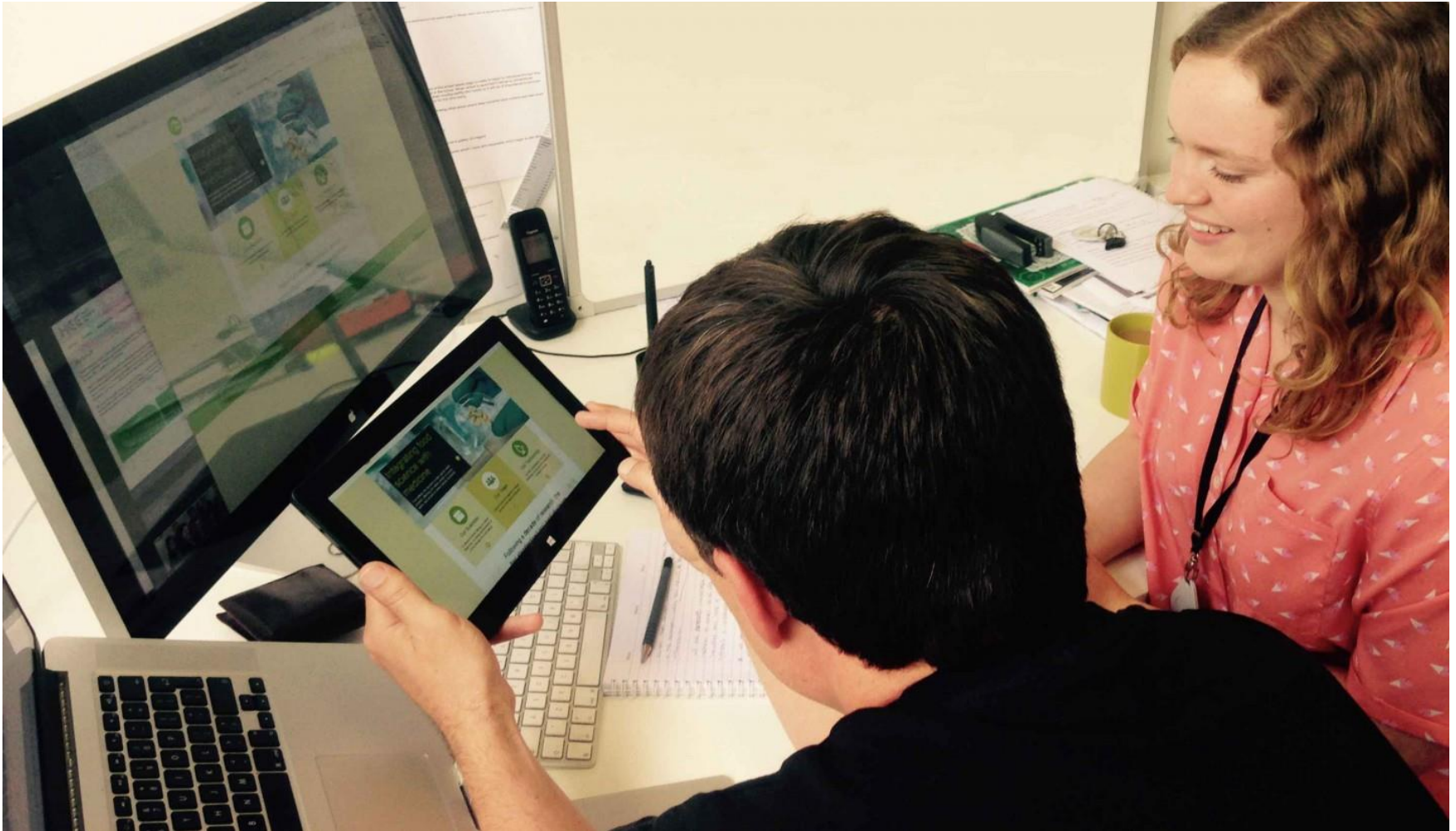


*Wigan has 119 new business connections. From investing just £5,809 into a 'Get Broadband Faster' voucher scheme, we have saved businesses across the borough c. £80,000 in connection fees.*

*Many of these SMEs are already seeing significant boosts to their business as a result of improved broadband speeds.*



# Building the Future



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- The Duke of York Inspiring Digital Enterprise Award is a programme helping people develop skills for free
- It is the digital and enterprise equivalent of the Duke of Edinburgh Award for young people and adults
- It is completely free and accessible on any device
- Learners are awarded digital badges that carry points





**Mission Centre**  
and mark its four  
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closest five  
billion in

Respect  
Believe  
Teste  
Testaments  
Save our  
Women  
Religion  
Christ  
Trust  
My Lord

Push bar to open

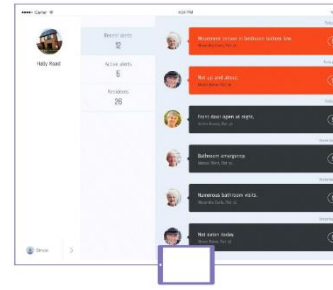
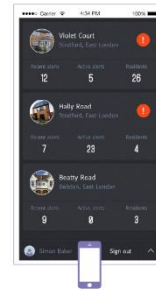
Strive for  
Concord  
Man's  
Strive for  
Concord  
Man's

# Health & Social Care Building Self Reliance



Smart in home technology...

Gather data, empower communities & residents



The Application

- Alert History**  
Full audit trail showing who and how it was dealt with
- Behaviour**  
Daily and monthly activity of resident and visitors
- Temperature**  
See temperature and alerts for each room
- User details**  
For residents and key stakeholders



- Reminders**  
Set and view reminders and details of any missed reminders
- Contact User**  
Call through the Alcove wearable, connection or their phone line
- System**  
Battery status of all the Alcove devices
- Visitors**  
See who visited when

Because digitally isolated people deserve cool stuff too



# Wigan Council Open Data Search

## Data Categories



[Boundaries](#)



[Demographics](#)



[Environment](#)



[Land and Property](#)



[Community](#)



[Health](#)

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# Digital Leaders.....



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**#digitalcouncil**

**#digitalwigan**

**Turn the magic on...**