

Draft Inquiry Panel Brief Creating a Can Do Corporate Culture

1. Why this topic is important:

- Having the right corporate culture is essential if the Council is to effectively tackle the challenges it faces e.g. demand management, reduced resources and rising expectations
- A can do culture underpins the Council's Sustainable Swansea: Fit for the Future Programme and its three strands of Efficiency, Prevention and New Models of Delivery
- The Council's policy commitments set out the need to "create a 'can do' culture to help turn our city around"
- The Council wants staff culture to be more focused on empowerment, personal responsibility, innovation and collaboration. An innovation programme has been set up to achieve this
- This is a difficult and challenging subject – learning from success elsewhere is essential

2. What is the key question?

How can the City and County of Swansea ensure that service delivery is supported by a can do culture?

3. What are the possible lines of inquiry?

- What does a can do culture look like? How would we know it when we see it?
- What are the benefits of a can do culture? Can they be quantified?
- What have successful councils done to achieve a can do culture?
- What have organisations in other sectors done to achieve a can do culture?
- How do we know how innovative we are?
- How can we create the environment where more people feel free to innovate, to do the right things for our customers in the right way?
- How can councillors contribute to a can do culture?

4. How is success in this subject measured?

- There are no readily available indicators for a 'can do' culture – this will be something for the inquiry to explore

5. **Which Councillors will be participating in this Panel?**

(membership / convener tbc)

6. **When will it report?**

The inquiry should be completed within 6 months of the first Panel meeting.

7. **Scrutiny Support - Lead Scrutiny Officer tbc**