

Assurance Map
Cluster – Customer Experience

<p style="text-align: center;">First Line of Defence (Do-ers)</p>	<p style="text-align: center;">Second Line of Defence (Helpers)</p>	<p style="text-align: center;">Third Line of Defence (Checkers)</p>
<ul style="list-style-type: none"> • Policy Documentation • Operational Procedures and Guidance Documents • Staff training and development • Operational Risk Assessments • Operational procedures and guidance including those set out in the Business Continuity Plans in the event of a system or process failure. • Operational Test Schedules for Business Continuity Plans • Analysis following activation of business continuity arrangements / tests and improvement plans identified. 	<ul style="list-style-type: none"> • Customer Function Senior Management Team (undertakes review of Cluster Operational Risk Register) • Customer Experience Cluster Senior Management Team (undertakes review of Cluster Operational Risk Register) • Operational Delivery Committee (including oversight of Service Standards) • Assurance Team • Business Continuity Sub-Group 	<ul style="list-style-type: none"> • Annual Internal Audit Plan approved and overseen by Audit Risk and Scrutiny Committee • Annual External Audit • Operational Delivery Committee (including annual reporting of Function / Cluster Risk Register). • Audit Risk & Scrutiny Committee (including oversight of SPSO investigations) • City Growth & Resources Committee • HMRC Audit on PAYE • DWP Subsidy Audit • DWP Housing Benefit Review • Non-Domestic Rates NDRI – External Audit