

Assurance Map
Cluster – Customer Experience

First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
<ul style="list-style-type: none"> • 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) • Executive Board Structure • Operational Delivery Committee (including oversight of Service Standards) • Audit Risk & Scrutiny Committee (including oversight of SPSO investigations) • City Growth & Resources Committee • Policy Documentation • 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 • HMRC Audit on PAYE • DWP Subsidy Audit • DWP Housing Benefit Review • Non-Domestic Rates NDRI – External Audit