

Assurance Map		
Corporate Landlord		
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 including those set out in the Business Continuity Plans in the event of a system or process failure. • Risk Assessments. • Staff training and development on business continuity arrangements. • Analysis following activation of Customer Experience Cluster Senior. • Management Team (SMT) undertakes review of Cluster Operational Risk Register. • Staff have appropriate training, qualifications and engage with market and like professionals. • Regular marketing and income meetings. • Use of external property consultants, management agreements and managing agents as appropriate. • Resource plan developed. • Use of external advisors in specialised areas. 	<ul style="list-style-type: none"> • Policy Documentation • Resources Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register. • Executive Board Structure • Assurance Team. • Business Continuity Group Sub-Group. • Annual reporting of Function / Cluster Risk Register to Operational Delivery Committee • Monthly budget print outs 	<ul style="list-style-type: none"> • Internal Audit Plan approved and overseen by Audit, Risk and Scrutiny Committee. • External Audit.