Assurance Map Cluster – Customer Experience		
Cluster Risk Register Risk:		
1. **Customer Experience Service Delivery** - Risk to delivery of key front-line services in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event.		
First Line of Defence (Do-ers)	**Second Line of Defence (Helpers)**	**Third Line of Defence (Checkers)**
• Trained and qualified staff with knowledge captured and shared to ensure business continuity • Operational Procedures, Guidance Documents and videos captured for future training requirements and business continuity • Use of technology (e.g., Robotic Process engineering) to provide enhanced resource and resilience to processes • 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 • Disaster Recovery plan for Regional Contact Centre • Analysis following activation of business continuity arrangements / tests and improvement plans identified.	• CMT Boards • Council Committees • 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) • Policy Documentation • Assurance Team • Business Continuity Sub-Group	• Internal Audit – Payroll and HR System Amendments – August 2022 • Internal Audit – Debt Recovery – August 2022 • Annual External Audit • HMRC Audit on PAYE • DWP Subsidy Audit • DWP Housing Benefit Review • Non-Domestic Rates NDRI – External Audit