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 – Benefits Quality Assurance Process – 27/02/23 - Annual External Audit - DWP Subsidy Audit - DWP Housing Benefit Review - Non-Domestic Rates NDRI – External Audit - Internal Audit - IJB Complaints Handling - Internal Audit – Data Protection - Scottish Public Services Ombudsman scrutiny of complaint handling - Information Commissioners Officer scrutiny of protection right request handling