

**Assurance Map**

**Cluster – People & Citizen Services (Citizen Services)**

**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)
<ul style="list-style-type: none"> <li>• Trained and qualified staff with knowledge captured and shared to ensure business continuity</li> <li>• Operational Procedures, Guidance Documents and videos captured for future training requirements and business continuity</li> <li>• Continue to work to develop robust, streamlined and more efficient processes</li> <li>• Use of technology (e.g., Robotic Process engineering) to provide enhanced resource and resilience to processes</li> <li>• Staff training and development</li> <li>• Remove single points of failure</li> <li>• Operational Risk Assessments</li> <li>• Operational procedures and guidance including those set out in the Business Continuity Plans in the event of a system or process failure.</li> <li>• Operational Test Schedules for Business Continuity Plans</li> <li>• Disaster Recovery plan for Regional Contact Centre</li> </ul>	<ul style="list-style-type: none"> <li>• CMT Boards</li> <li>• Council Committees</li> <li>• Customer Function Senior Management Team (undertakes review of Cluster Operational Risk Register)</li> <li>• Customer Experience Cluster Senior Management Team (undertakes review of Cluster Operational Risk Register)</li> <li>• Policy Documentation</li> <li>• Assurance Team</li> <li>• Business Continuity Sub-Group</li> <li>• Internal Audit – Management Assurance Reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Internal Audit – Benefits Quality Assurance Process – 27/02/23</li> <li>• Annual External Audit</li> <li>• DWP Subsidy Audit</li> <li>• DWP Housing Benefit Review</li> <li>• Non-Domestic Rates NDRI – External Audit</li> <li>• Internal Audit - IJB Complaints Handling</li> <li>• Internal Audit – Data Protection</li> <li>• Scottish Public Services Ombudsman scrutiny of complaint handling</li> <li>• Information Commissioners Officer scrutiny of protection right request handling</li> </ul>

<ul style="list-style-type: none"><li>• Analysis following activation of business continuity arrangements / tests and improvement plans identified</li><li>• Key Performance Indicator data and reporting/ monitoring tools to give greater in-sight and control over demand and performance</li></ul>		
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