

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"> 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 Continue to work to develop robust, streamlined and more efficient processes Use of technology (e.g., Robotic Process engineering; Co-pilot;) to provide enhanced resource and resilience to processes Staff training and development Remove single points of failure 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 Adherence to corporate processes (e.g. Maximising Attendance policy) and regular 1:1 meetings with staff at all levels Operational Test Schedules for Business Continuity Plans 	<ul style="list-style-type: none"> CMT Boards (e.g. Risk Board) Council Committees 'Citizen'/ Cluster Senior Management Team (Our monthly Stewardship meetings has a standing item to discuss both risk (<i>operational and corporate</i>) and any upcoming audits and current audit recommendations)) SMT will use the lessons learned from reported data breaches and health and safety incidents to assist in mitigating risk Policy Documentation Assurance Team Business Continuity Sub-Group Internal Audit – Management Assurance Reviews 	<ul style="list-style-type: none"> Internal Audit – Benefits Quality Assurance Process 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

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