

**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)
<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>• Use of technology (e.g., Robotic Process engineering) to provide enhanced resource and resilience to processes</li> <li>• Staff training and development</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> <li>• Analysis following activation of business continuity arrangements / tests and improvement plans identified.</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> </ul>	<ul style="list-style-type: none"> <li>• Internal Audit – Payroll and HR System Amendments – August 2022</li> <li>• Internal Audit – Debt Recovery – August 2022</li> <li>• Annual External Audit</li> <li>• HMRC Audit on PAYE</li> <li>• DWP Subsidy Audit</li> <li>• DWP Housing Benefit Review</li> <li>• Non-Domestic Rates NDRI – External Audit</li> </ul>