

**HEARING AID COUNCIL (HAC)  
AUDIT COMMITTEE MEETING 6<sup>th</sup> May 2008 AT 12.00PM  
70 ST MARY'S AXE, LONDON, EC3A 8BD (TELEPHONE 0203 102 4030)**

**The Hearing Aid Council Risk Register**

**Issue**

The HAC updated risk register is attached.

**Timing**

HAC Audit Committee meeting 6<sup>th</sup> May 2008.

**Action**

For consideration, discussion and agreement by the Committee.

**Background**

The system of internal control is under continuous development and will be based on a process designed to:

- identify and prioritise the risks to the achievement of the Council's policies, aims and objectives; and
- evaluate the likelihood of those risks being realised, the impact should they be realised and to manage them effectively, efficiently and economically.

**Recommendation**

To agree the risk register.

Ref No.	Description of risk	Impact	Probability	Potential risk	Possible courses of action	Chosen action	Target date	Current risk rating
1	Judicial review absorbs resources earmarked for transfer and other workstreams	RED	AMBER	RED	a) Work with HH and legal advisors to minimise costs incurred. b) Run extra, mid-year retention c) Delay transfer if possible d) Seek funding from elsewhere e) Reduce staff & office costs	a) Work with HH and legal advisors to minimise costs incurred.	Ongoing	RED
2	Staff turnover increases	RED	AMBER	RED	a) Review role and responsibilities of Executive Team b) Ensure learning and systems in place so facilitate integration of new starters	a) Review role and responsibilities of Executive Team b) Ensure learning and systems in place so facilitate integration of new starters	Ongoing	RED
3	Complaints continue to rise in 08-9 absorbing resources earmarked for transfer and other workstreams.	RED	AMBER	RED	a) Reduce complaint investigation b) Seek funding from BERR c) Seek funding from alternative source d) Review complaints handling process to minimise costs without compromising outcomes	d) Review complaints handling process to minimise costs without compromising outcomes	Ongoing	RED
4	Transfer date moved beyond March 2009 and Council must manage finances accordingly.	RED	AMBER	AMBER	a) Make BERR & NAO aware of risk b) Review accounts and progress to abolition monthly c) Brief industry on potential for 2009-10 retention round d) Work with partners to support transfer process	a) Make BERR & NAO aware of risk b) Review accounts and progress to abolition monthly c) Brief industry on potential for 2009-10 retention round d) Work with partners to support transfer process	Ongoing	RED
5	Exam candidate numbers lower than expected reduces income from exam or register growth lower than expected leading income deficit	RED	AMBER	AMBER	a) Raise exam fee b) Promote exam c) Reduce exam costs where possible d) Promote alternative routes on to register	a) Raise exam fee b) Promote exam c) Reduce exam costs where possible d) Promote alternative routes on to register	a) and b) done c) and d) ongoing	RED
6	Insufficient resources to deliver duties, meet responsibilities and realise strategic objectives	RED	AMBER	AMBER	a) Minimise costs where possible b) Funding options appraisal to Jan Council c) Liaising with BERR in view of like fee rise d) Scale back work to modernise and transfer regulatory framework e) Apply to BERR for financial support. f) Forecast potential costs from complaints handling and agree BERR support if extreme	a) Minimise costs where possible b) Funding options appraisal to Council c) Liaising with BERR in view of like fee rise d) Scale back work to modernise and transfer regulatory framework e) Apply to BERR for financial support. f) Forecast potential costs from complaints handling and agree BERR support if extreme	a), b), c) d) and e) done. f) ongoing.	RED
7	Core contractors request end of contract or contract not renewed April 2008, damaging one of core functions (Legal, Finance or Exams)	RED	AMBER	AMBER	a) contingency planning b) ongoing formal and informal reviews c) review options for future arrangements	a) contingency planning b) ongoing formal and informal reviews c) review options for future arrangements	Ongoing	AMBER

# Risk register and internal control

The system of internal control is under continuous development and will be based on a process designed to:

- identify and prioritise the risks to the achievement of the Council's policies, aims and objectives; and
- evaluate the likelihood of those risks being realised, the impact should they be realised and to manage them effectively, efficiently and economically.

## The risk register at April 2008

The risk register at April 2008 shows six current red risks:

1. Judicial review absorbs resources earmarked for transfer and other workstreams
2. Staff turnover increases.
3. Complaints continue to rise in 08-9 absorbing resources earmarked for transfer and other workstreams.
4. Transfer date moved beyond March 2009 and Council must manage finances accordingly.
5. Exam candidate numbers lower than expected reduces income from exam or register growth lower than expected leading income deficit.
6. Insufficient resources to deliver duties, meet responsibilities and realise strategic objectives.