



GCCRS Advisory Committee

SUBJECT	Meeting Minutes – 6 December 2019
PRESENT	Mike West (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Lucy D’Aeth (Chair, Wellbeing Advisory Group), James Beard (Treasury)
IN ATTENDANCE	Ingrid Bayliss (General Manager, Housing and Tenancy Services), Anthony Honeybone (Chief Executive Southern Response), Darren Wright (Director, GCCRS)
APOLOGIES	Renee Walker (Deputy Chief Executive, EQC) Tom McBrearty (Chair, Homeowner Advisory Group)

1. Meeting Administration

1.1 Conflicts of Interest

No conflicts of interest were raised.

1.2 Minutes and Actions

Committee members reviewed and accepted the minutes of 22 October 2019 electronically. The confirmed minutes were updated and published on the GCCRS web site.

Key points from the previous meeting actions were reviewed.

1.3 Governance Committee

The Chair confirmed the Ministry of Business Innovation and Employment’s transfer of GCCRS governance from Service Support and Design to Housing and Tenancy Services. It was proposed by the Chair and seconded by members that the General Manager of Housing and Tenancy Services be appointed Chair effective at today’s meeting.

A special mention was made in recognition of the work achieved by Mike West and Service Support and Design since the launch of GCCRS in October 2018.

2. Operational Update

2.1 GCCRS Operational Update

The GCCRS Monthly Operational Report as attached to the Agenda, taken as read, was presented and discussed with committee members.

The following central points were raised:

1. Members commended GCCRS on producing a very clear report reflecting key predictive and historical data.
2. It was noted that cash settlements are showing a proportional decrease of overall claims and it is anticipated that this trend will continue.
3. It was noted that a fairly strong downward trend of incoming cases since August 2019 aligns with forecasted trends.
4. While the Customer Satisfaction Survey results are strong, due to the rise in media and internet coverage of the service, word of mouth referrals are levelling.
5. The Wellbeing service is being reviewed to accommodate the demands of case complexities which arise by providing on-site wellbeing presence for meetings with homeowners.
6. It was noted that wellbeing monitoring will be looked at closely in coming weeks so that choices for staff support and supervision become mandatory based on existing researched models.
7. The necessity for both on-site and off-site behavior risk reporting was discussed so that behaviors can be monitored and addressed where required. The cumulative impact of complex behavior issues on wellbeing was noted.

2.2 Treasury Update

1. Results being monitored are tracking in a positive direction and will be reviewed as the resolution services progress after the first quarter of 2020.

3. Strategic Work Plan – Review Operational Processes

1. Members discussed GCCRS operational progress and the role and integration of recently recruited team members.
2. The five point process, operational since 1 November 2019 will be reviewed early in 2020. More data is expected with operational systems enhancements being finalized.
3. System security testing and accessibility was discussed.

4. Advisory Group Updates

4.1. Wellbeing Group Update

1. The last meeting of the Psychosocial Committee was held last week, at the end of a nine year operational span from 2010, having overseen the wellbeing needs of key groups which are most at risk.
2. The current focus is to review the needs of wellbeing support, tailored to manage socially complex referrals to support individual needs and smaller groups.

4.2. Legal Group Update

1. A total of 40 claims have been referred to the Internal Disputes Resolution Service (IDRS) to date.
2. It was noted that procedural compliance and time limits are being reviewed.
3. Policy guidelines are being looked at to clarify GCCRS' administrative role so that GCCRS case managers can support claimants through the IDRS and Canterbury Earthquake Insurance Tribunal (CEIT) processes.
4. A litigation specialist from Community Law Canterbury has been appointed to assist with the IDRS referrals.
5. Members discussed the evolution of the IDRS service going into next year, including quality control and maintaining flexibility as the hallmark of the service.

4.3. Engineering Group Update

1. There have been a total of 184 referrals from GCCRS to ENZ and assignments are being well managed by panelists.
2. Engineering New Zealand (ENZ) referrals are being assigned without delay and this achievement was noted and commended by members.
3. The process in place for the selection of ENZ panel members has been communicated with the GCCRS Homeowners Advisory Group (HOAG).
4. It was noted that cases referred to the CEIT are responded to within a short time frame. Exact data breakdown of case processing time frames and referral sources is to be requested from the Ministry of Justice.
5. The Engineering Advisory group (EAG) are assessing cases for trends and consistency, with planned conversation due in 2020 with both GCCRS and CEIT.

5. Review of Agenda

1. The next Advisory Group meeting date was discussed and a tentative date for mid to end February 2020 is to be finalized.
2. Members agreed to discuss the evolution of CEIT at the next meeting.
3. The question of EQC and SRES representation at the GCCRS Advisory Group meetings was raised. It was agreed that a SRES representative should continue to attend the GCCRS Advisory Committee meetings.
4. A vote of thanks was expressed for Anthony Honeybone's and Mike West's contributions to the GCCRS Advisory Committee.

The meeting closed at 2.00pm