



Greater Christchurch Claims Resolution Service

GCCRS Engineering Advisory Group An independent committee convened by Engineering New Zealand to support the GCCRS

SUBJECT	Meeting Minutes – 10am 10 February 2020
PRESENT	Tania Williams (Co-Chair ENZ), Barry Brown (SESOC), Helen Davidson (Co-Chair ENZ), David Whittaker (NZSEE)
IN ATTENDANCE	Dave Brunson (Consultant ENZ), Stacey Campbell (Legal Manager), Gemma Natoli (Panel Advisor), Kirsty Hamilton (GCCRS), Ken Pope (National Manager GCCRS) and Elsa Marshall (GCCRS administration)
ATTENDANCE VIA CONFERENCE	Tony Fairclough (NZGS)
APOLOGIES	Darren Wright (Director GCCRS)

1. Welcome

1.1 Conflicts of Interest

There were no conflicts of interest noted.

1.2 Minutes and Actions

The previous minutes of the Engineering Advisory Group from 11 November 2019 were confirmed.

2. Update of Panel Services

- 2.1** An update on service was provided including the number of referrals made to the panel from the GCCRS, to the end of 2019. There had been 149 completed cases, with 14 cases in progress and 8 cases left to be assigned. An additional 16 cases have been referred by the Canterbury Earthquake Insurance Tribunal (CEIT). Cases will continue to be assigned on a first in, first served basis.
- 2.2** Some general comments were provided on the early Tribunal case referrals and what kind of services the Tribunal has been seeking from the panel. There was a brief discussion of how the Tribunal is asking for more varied and less standard-form services than what the panel provides to the GCCRS, due to the nature of how the Tribunal manages cases.
- 2.3** The membership and size of the panel was discussed, and it was noted that the current size is sufficiently meeting expectations, but this will be assessed periodically.

3. GCCRS update

- 3.1** The timing of the GCCRS bi-monthly report for circulation was queried. This is being worked on presently and will be circulated to EAG members on completion.
- 3.2** The case update was that there are 866 open cases, and 916 have been closed to date. This milestone is on the back of an EQC push to close 1000 cases a month, which assisted in this momentum. The current case load is around 66 cases per case manager, which is down from the previously seen 80. One case manager has left, and the GCCRS intends to replace them to keep these caseloads light. Predictions for a quiet January saw 61 incoming cases, which was slightly higher than anticipated. Cases are currently averaging 5 new referrals a day, mostly from new homeowners. February has so far seen 17 new referrals received and 14 cases closed.
- 3.3** Southern Response has now ceased and has transferred 184 cases to EQC. EQC aims to reduce their open cases to 1,000 by the end of March.
- 3.4** The GCCRS is looking to secure resourcing through until the end of the year.
- 3.5** Wellbeing remains an area of concern and support is being provided here as this continues to remain a priority.
- 3.6** Discussion is currently underway around ways to offer additional services that will assist difficult cases in reaching agreement. This may include an option for panel members to provide 'tie-breaker' opinions where a facilitation becomes deadlocked. It was noted that we need to remain mindful of what this would look like and how binding this might be on the parties.
- 3.7** GCCRS and CEIT interactions are ongoing, and value has been seen in the GCCRS case managers supporting homeowners with Tribunal cases. Some cases have moved from the GCCRS to the Tribunal.
- 3.8** It was queried how the GCCRS crosses into legal processes. This will be followed up in the next meeting.

4. Exemplar reports

- 4.1** It was noted that the standard of the panel's reports is high and has continued to improve. The new templates introduced in the second half of 2019 have significantly improved the quality of reporting.
- 4.2** It was agreed that distributing exemplars with commentary would still be of value to the panel. A plan was agreed for progressing this work.
- 4.6** There was discussion about the need to ensure panel outputs, particularly outcome statements following facilitations, provide a clear path forward for all parties.
- 4.7** There was a discussion recognising that a follow-up plan, particularly after facilitations, is important to assist in the progression of the case.

5. Planning for future seismic events

- 5.1** There was a discussion about how we can build on the engineering work with the GCCRS to help prepare for future events, recognizing that the Christchurch earthquakes have characteristics specific to the area. It was noted that stakeholder alignment is important, and it was suggested that thinking needs to occur around the people and the networks that are important to assist in resourcing, planning and capturing what we have learnt in this space.
- 5.2** There was discussion about the need to keep knowledge and experience current, as opposed to putting what we have learned “in a box” until the next event, and the need to manage the risk of loss of institutional knowledge and experience over time.

6. Next meeting

- 6.1** The next EAG meeting date of 11 May 2020 was discussed and is subject to confirmation.

The meeting ended at 12.30pm