



## GCCRS Advisory Committee

<b>SUBJECT</b>	<b>Meeting Minutes – 9 August 2019</b>
<b>PRESENT</b>	Mike West (Chair), Miriam Dean (Barrister Director) , Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Lucy D’Aeth (Chair, Wellbeing Advisory Group), David Stanley (Treasury)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Anthony Honeybone (Chief Executive, Southern Response), Tony Liefing (EQC)
<b>APOLOGIES</b>	Renee Walker (Deputy Chief Executive, EQC), James Beard (Treasury)

### 1. Meeting Administration

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#### 1.1 Conflicts of Interest

No conflicts of interest were raised.

#### 1.2 Minutes and Actions

Committee members reviewed and accepted the minutes of 7 June 2019 electronically and confirmed minutes were published on the GCCRS web site within 20 days of the meeting date.

The following key points from the previous meeting actions were reviewed:

1. An illustration of how homeowner claims progress through the service is currently being finalized with engagement and feedback from the GCCRS Homeowner Advisory Group (HOAG) members.
2. A fully automated self-registration service is now operational on the GCCRS portal and the rest of the web site enhancements are expected to be launched by the end of September.
3. The transfer of cases to the Canterbury Earthquake Insurance Tribunal (CEIT) is progressing positively.

### 2. Operational Update

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#### 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 points were raised:

1. It was noted the GCCRS Monthly Report for July provided members with comprehensive and productive operational details.

2. New data is being developed to capture KPI performance figures to monitor targets, case volumes, timing, and to obtain broader unit level targets.
3. Demand continues to be strong and cases continue to come into the service at a rate of approximately 100 per month.
4. Additional forecasting figures are being compiled to monitor open cases and the closure rate of cases based on current data. This will be utilized to forecast the future profile of GCCRS caseloads. It is anticipated based on EQC targets that by December 2019 there will be a significant decrease in open cases.
5. The initial homeowner registration process with GCCRS is a critical confidence-building space required to reach settlement.
6. Word of mouth referrals constitute a high percentage of total referrals (72%) to GCCRS and post-settlement surveys are showing a high percentage of participants' satisfaction with the service.
7. Case closure categories will be monitored to reflect category longevity in GCCRS.
8. Members discussed the ENZ facilitations which require further follow-up and their current status within GCCRS.
9. The number of ENZ peer reviews which lead to a settlement outcome is being reported.
10. Recent meetings initiated between the GCCRS HOAG and ENZ in June and July are proving effective to understand the visibility and delivery of the engineering services.
11. Multi-Unit Building cases are now integrated in the GCCRS Iviis computer system with a focus on ensuring confidentiality.
12. Members noted the ongoing requirement to utilize skills sets within the GCCRS team to meet customer demand and to draw on appropriate expertise to engage with customers and adapt to needs.

## **2.2 GCCRS Post Settlement Update**

1. The post settlement option offered by GCCRS is being finalized.
2. The proposal was reviewed with members of the HOAG for feedback and responses were conducive to extend the wellbeing service for homeowners through to post-settlement.
3. Recommendations will be made to the Minister regarding timing and ongoing funding.
4. It was noted that post-settlement options need to identify specific project or repair contract management conditions available, including maintaining homeowner property file reports and relevant documents.
5. The GCCRS Building Support Specialist is providing key hands-on expertise to case managers involved in specific post-settlement response decisions.

### **2.3 Treasury Update**

1. Treasury continues to work closely with the Ministry to monitor GCCRS' fiscal performance and its contribution to the overall resolution of outstanding claims.
2. The Treasury Quarterly Report was reviewed and a 21% increase in resolution rate was noted.
3. The Treasury Quarterly Report to be circulated to the committee members.
4. The next Quarterly Report is due in October 2019.
5. Constructive overall progress of the GCCRS delivery was noted.

### **3. Strategic Work Plan**

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1. Risk areas were reviewed.
2. Security levels and monthly travel behavior in field work management are being tracked and addressed where appropriate.
3. The GCCRS Risk Register was reviewed and updates were approved by the members.
4. The latest MBIE Operational Critical Risk Management document covering phases of operation was discussed.

### **4. Advisory Group Updates**

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#### **4.1. Wellbeing Group Update**

1. The evaluation of the All Right? Campaign (July 2019) shows 88% awareness of the campaign across greater Christchurch residents, and 47% of these could recall being prompted to act as a result of seeing the campaign. The campaign has a cumulative effect and is promoting more wellbeing awareness and self-review of wellbeing levels.
2. It is reassuring to note from the GCCRS Monthly Report that word of mouth referrals are so high, since this indicates that the service is serving to rebuild trust, which is a major wellbeing issue. The Psychosocial Committee has been very impressed with the way the Pathways service has been tailored to support GCCRS clients.

#### **4.2. Homeowner Group Update**

1. It was noted that meetings with ENZ are creating a valuable space for all parties to listen and understand and jointly identify opportunities for continual improvement.
2. Members agreed there is a need for professional regulation and registration of advocates. This recommendation is to be made to the Public Enquiry in view of long term and future earthquake services.
3. There will be a review of the HOAG membership at the next meeting on 2 September 2019, based on maintaining a collective pool of experience and skills for the group.

#### **4.3. Legal Group Update**

1. Members discussed further visibility into GCCRS categories of cases to identify early potential collaboration and provide a time frame for each case to be processed.
2. The range of case complexities is varied and it was noted that further tabled classification and prioritizing of cases is required, particularly the referrals from lawyers.
3. To ensure that goals for 2020 are met, a closer look at the litigation process is required based on the number of cases in litigation shown on the Treasury Quarterly Report.

#### **4.4. Engineering Group Update**

1. It was noted that a number of back dated structural peer review submissions are being urgently assigned.

### **5. Review of Agenda**

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1. The next meeting date for the GCCRS Advisory Committee is being rescheduled from 18 October to 22 October, subject to confirmation from the members.

**The meeting closed at 12.26pm.**

