



Greater Christchurch Claims Resolution Service

GCCRS Wellbeing Advisory Group

SUBJECT	Meeting minutes – 22 September 2021
PRESENT	Lucy D’Aeth (Chair), Tom McBrearty (Chair, GCCRS HOAG), Glenda Prendergast (Pathways)
IN ATTENDANCE	Darren Wright (Director GCCRS), Elsa Marshall (Administration GCCRS)
APOLOGIES	Paul Saunders (Community Mental Health Service), Greg Hamilton (CDHB), Jackie Moore (Wellbeing Support)

1. Meeting Administration

1.1 Welcome & Karakia

1.2 Conflicts of Interest

1. No new conflicts of interest arose.

1.3 Minutes and Actions

1. The previous minutes of the Wellbeing Advisory Group from 30 June 2021 were circulated to members for electronic confirmation and publication on the GCCRS website had been completed within 20 working days of the meeting date.
2. Actions from the previous meeting were reviewed.

2. Operational Update

2.1 GCCRS Operational Update

1. The GCCRS September 2021 Directors Report, as attached to the agenda, was taken as read and discussed with the group. A new graph has been included in this report on the average incoming cases per month; this helps to highlight the decrease in incoming cases.
2. Number of open cases in the GCCRS are below 900. The data from August and September will be affected by the alert level changes and restrictions; however the overall trend of open cases is continuing to trend downwards.
3. A reduction in cash settlements has been noted, with an increase in homeowners choosing a cost incurred process. This may be a reflection of increasing cost of building supplies and the competitive housing market in Christchurch.
4. EQC continues to dominate incoming cases, with an even split of on-sold and business as usual cases. The cases in GCCRS with private insurers continue to decrease.
5. The number of cases in the review and prepare category continues to decrease, this may be due to case managers and other 3rd parties have not been able to get on site during Alert Level 4 & 3. There has been an increase noted in gathering information which may also stem from Covid-19 restrictions.

6. IDRS has had the first private insurer sign up for a determination. This hearing was scheduled during lockdown but has now been postponed.

7. The Residential Advisory Service has been deployed to Westport. They note the demand for the service is strong as there is a high need for support from the homeowners who have been affected.

2.2 GCCRS Homeowner Wellbeing

1. The GCCRS emailed all open cases at the beginning of the latest alert level changes to advise of GCCRS staff assisting the Covid-19 government response.

2. Pathways continued to work through the alert levels with GCCRS clients.

3. The GCCRS exit survey results remain strong with a slight degradation this period. This was also noted in previous lockdowns and will continue to be closely monitored.

2.3 Workplace Wellbeing

1. Strict protocols are in place for GCCRS staff to attend site. It is noted the GCCRS has been split into two teams to reduce capacity in the office.

2. Many GCCRS staff have been seconded into other roles within government to assist with the covid-19 response; some staff are still in these roles.

3. Pathways Update

3.1 Pathways Update

1. A data update from Pathways was provided to the group. The average days in the service is currently 245 days.

2. It was noted Pathways had a very careful strategy in place for operations at alert level 3 and has been working on multi-agency approaches for challenging cases during this period.

3. The GCCRS compliments Pathways on their work for the GCCRS. The integration into their normal operating procedures has been extremely beneficial for customers and staff.

4. Review of Agenda

4.1 Review agenda and proposed meeting dates.

1. Items for the next meeting will include, Future Insurance Claims Resolution, and an update on the launch of a Ministry of Health addiction pathway programme.

2. Next meeting in subject to confirmation; to be held on either 09 or 10 December 2021.

4.2 Karakia