



Greater Christchurch Claims Resolution Service

GCCRS Wellbeing Advisory Group

SUBJECT	Meeting minutes – 08 December 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 22 September 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 and progress noted.

2. Operational Update

2.1 GCCRS Operational Update

1. The GCCRS Directors Report was not available at the time of this meeting and will be provided to the group once available. This is expected to be Friday 10 December 2021.
2. A data update was provided to the group. There was 810 open cases at the end of November, this is the lowest number of cases in the service since July 2019.
3. 12 out of the previous 13 months the service has closed more cases than opened.
4. Of all incoming cases into the service 97.4% are EQC/ SRES, and in the last period more on-sold cases than BAU cases registered with the service.
5. GCCRS has created a data breakdown of on-sold cases they hold. There are 199 cases in the on-sold programme and a further 199, on-solds cases that are not in the programme. Of these cases not in the programme, 151 cases are currently under-cap, and 48 are over-cap.
6. The GCCRS continues to work with EQC on aged claims in the service. EQC’s new ‘end to end’ process for managing incoming claims is showing a direct impact on the decrease in time cases are spending in the GCCRS.

7. There was discussion of the draft case study outlining the value of embedding wellbeing support across the programme. It was agreed to seek support from MBIE to embed this case study within a wider rationale paper; covering any potential cost benefits, and profile of clients likely to need the wellbeing service.

2.2 GCCRS Homeowner Wellbeing

1. The GCCRS satisfaction survey has bounced back this period with all questions reporting above the long standing averages. In the last period 89% of respondents would recommend the GCCRS to others.

2. It was noted that some of the challenging cases with Pathways have recently closed creating some capacity for more referrals to Pathways.

2.3 Workplace Wellbeing

1. Restrictions on the Grand Central building have been eased allowing all staff to return to the office, all GCCRS staff will be back in the office full time from Monday 13 December.

2. A workshop on the Challenge of Change has been completed by most GCCRS Staff.

3. Pathways Update

3.1 Pathways Update

1. Pathways have recently received some great positive feedback from GCCRS customers, this will be included in the December GCCRS Directors Report.

2. Demand for Pathways remains strong and referrals to the service are continuing.

3. The profile of pathways customers is included in their report attached to the December GCCRS Directors Report. Pathways will further breakdown this data to provide more detailed information to the WEAG.

4. Review of Agenda

4.1 Review agenda and proposed meeting dates.

1. The next meeting will be arranged for the week of 14 March 2022.

4.2 Karakia