



# Greater Christchurch Claims Resolution Service

## GCCRS Wellbeing Advisory Group

<b>SUBJECT</b>	Meeting minutes – 17 March 2022
<b>PRESENT</b>	Lucy D’Aeth (Chair), Tom McBrearty (Chair, GCCRS HOAG), Glenda Prendergast (Pathways), Jackie Moore (Wellbeing Support)
<b>IN ATTENDANCE</b>	Darren Wright (Director GCCRS), Elsa Marshall (Administration GCCRS), Nathan Davis (Southern General Manager, Pathways)
<b>APOLOGIES</b>	Paul Saunders (Community Mental Health Service), Greg Hamilton (CDHB)

### 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 08 December 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 February 2022 GCCRS Directors Report was taken as read.
2. A data update was provided to the group. There were 730 open cases at the end of February 2020, this is the lowest number of cases in the service since July 2019. 15 out of the previous 16 months there have been more cases closed than opened.
3. EQC and Southern Response continued to make up majority of the incoming cases into the service, making up 98% of the incoming cases in the last reporting period.
4. The GCCRS has noted that there was an increase in homeowners opting for a managed repair instead of a cash settlement. This may be due to the increase in house pricing.
5. The satisfaction survey remained strong for the last period, however it was noted that responses are expected to become more negative towards the end of the service.
6. 17% of incoming cases over the last period came from recommendation to homeowners by EQC. This shows the importance of the relationship between the service and EQC.

7. The response to the Westport flooding events was discussed with the group. More land damage has been noted with the most recent event with approximately 20 houses being flooded for the second time. The GCCRS has noted they are starting to see insurers withdrawing from Westport and are actively working with insurers who are willing to continue in the region to ensure all homes are insured.

## **2.2 EQC Enquiry Response**

1. An update on the future service model was provided to the group. The group was asked for feedback on several aspects of the proposal.
2. It was noted that all GCCRS customers will see no change to the service they are receiving if a new service was to be established.

## **2.3 Workplace Wellbeing**

1. A covid-19 update was provided to the group. There have been minimal impacts on staff from sickness. Very few meetings have had to be deferred.
2. Wellbeing support from Jackie Moore hasn't been available to GCCRS staff from the office recently but staff are aware they are able to contact her anytime.

## **3. Pathways Update**

---

### **3.1 Pathways Update**

1. A staff update was provided; Glenda Prendergast will be leaving her role. Pathways have started recruiting for the position. The group thanked Glenda for the work she has put into the group and to the GCCRS.
2. A data update was provided to the group. There are currently 31 people in the service, with 2 pending. In the last period 7 were discharged.
3. Pathways have noted common themes of anxiety among homeowners, with majority of referrals being made for homeowners feeling like they have a lack of support.

## **4. Review of Agenda**

---

### **4.1 Review agenda and proposed meeting dates and items.**

1. The next meeting will be arranged for the week of 13 June 2022.
2. A proposed agenda item for the next meeting was the Wellbeing Support Response for a future service, including triggers for the service during future events.

### **4.2 Karakia**