



Greater Christchurch Claims Resolution Service

GCCRS Wellbeing Advisory Group

SUBJECT	Meeting minutes – 20 June 2021
PRESENT	Lucy D’Aeth (Chair), Tom McBrearty (Chair, GCCRS HOAG), Glenda Prendergast (Pathways), Jackie Moore (Wellbeing Support)
IN ATTENDANCE	Darren Wright (Director GCCRS), Elsa Marshall (Administration GCCRS), Kate Antonievich (Chief People Officer, EQC), Chanelle Sefont (Head of Health, Safety, Security & Wellbeing, EQC)
APOLOGIES	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 25 February 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 June 2021 Directors Report, as attached to the agenda, was taken as read and discussed with the group.
2. It was noted that the total case number is continuing to trend downwards; this is translating to the the case load per case manager now sitting between 50 and 60 claims.
3. EQC are continuing to increase the total percentage of claims with the GCCRS. It is noted that although EQC are the largest portion of claims, they are not the group with the longest length of stay in the service.
4. The GCCRS have focused on reducing the time case managers are taking in the review and prepare category; a significant reduction has been noted in this reporting period in comparison to the previous period. This will continue to be closely monitored.
5. It was noted word of mouth referrals made up 73% of the way homeowners hear about the GCCRS.

2.2 GCCRS Homeowner Wellbeing

1. The GCCRS Satisfaction survey data remains strong. The question 'my wellbeing increased after using GCCRS' has increased to 93%, from 73% in the previous reporting period. Overall satisfaction with the GCCRS service is 89%.

2.3 Workplace Wellbeing

1. A survey of the GCCRS staff in regards to the Staff Wellbeing Service was completed. 64% of staff responded to this survey. The results of this survey will be discussed at the next wellbeing advisory group meeting.

2. It is noted that one case manager will be assigned all the incoming cases that are in relation to the Southern Response Class Action, Ross v SRES.

3. Pathways Update

3.1 Pathways Update

1. A data update from Pathways was provided to the group; there are 44 cases currently accessing Pathways service, with 4 pending.

2. It is noted that customers are able to access Pathways 6 months after their case is closed with the GCCRS.

5. EQC Wellbeing Programme

5.1 EQC Wellbeing Programme

1. The EQC staff wellbeing programme was discussed with the group. Learnings were shared between EQC and the GCCRS. This conversation will continue between the two groups as the information and lessons learned is a valuable resource for future programmes.

6. Review of Agenda

6.1 Review agenda and proposed meeting dates.

1. Next meeting will be held Wednesday 22 September 2021.

6.2 Karakia