



# Greater Christchurch Claims Resolution Service

## GCCRS Wellbeing Advisory Group

<b>SUBJECT</b>	Meeting minutes – 25 February 2021
<b>PRESENT</b>	Lucy D’Aeth (Chair), Tom McBrearty (Chair, GCCRS HOAG), Greg Hamilton (CDHB), Glenda Prendergast (Pathways)
<b>IN ATTENDANCE</b>	Darren Wright (Director GCCRS), Elsa Marshall (Administration GCCRS), Jackie Moore (Wellbeing Support),
<b>APOLOGIES</b>	Denise Aylward (Pathways), Paul Saunders (Community Mental Health Service)

### 1. Meeting Administration

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#### 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 19 November 2020 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

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#### 2.1 GCCRS Operational Update

1. The GCCRS February 2021 Directors Report, as attached to the agenda, was taken as read and discussed with the group.
2. A case update was provided; the service currently has 1046 open cases with demand continuing to remain strong. December saw the highest closure month since the service began with 135 closed cases.
3. Net open cases with Southern Response and other private insurers are trending downwards. It is noted most incoming cases are with EQC.
4. Demand for IDRS remains strong. 100% of all facilitations settled either before or during the facilitation in the last two quarters.
5. The implications of the Sleight Case on future events was discussed.

#### 2.2 GCCRS Homeowner Wellbeing

1. It was noted the GCCRS Satisfaction survey data remains strong. The question ‘my wellbeing increased after using GCCRS’ has increased to 87% and will continue to be closely monitored.

2. The process of offering pathways support to customers was discussed with the group.
3. It was noted that word of mouth made up 73% of all ways customers hear about the GCCRS service.
4. The increase in the length of stay in the GCCRS Service was discussed; it was noted that the on-sold programme was having an effect on this data.

### **2.3 Workplace Wellbeing**

1. A staff update with provided to the group; an additional case manager has started in late January.
2. The number of cases per case manager is trending down.

### **3. GCCRS Customer Survey**

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#### **3.1 Customer Survey**

1. A discussion was had about the proposed changes to the GCCRS customer survey.

### **5. Pathways Update**

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#### **5.1 Update**

1. An update was provided to the group. It was noted demand for Pathways has dropped slightly however the complexity of needs remains high.
2. A pathways staff update was provided to the group.

### **6. Review of Agenda**

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#### **6.1 Review agenda and proposed meeting dates.**

1. Next meeting will be held Wednesday 28 April 2021.
2. Proposed agenda item for the next scheduled meeting is: GCCRS Wellbeing Advisory Group Review.

#### **6.2 Karakia**