

Purpose	RAS Governance Meeting
Date / Time	24 th May 2013 : 1.00pm – 3.30pm
Location	CERA offices
Attendees	<ul style="list-style-type: none"> • Mitchell Mitchell - CERA (Chair) • Darren Wright – Community Representative • Bruce Emson – EQC • Terry Jordan – ICNZ • Michael O’Dea – RAS Project Manager • Vanessa McDonald – RAS Administration
Apologies	None

Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> • No apologies recorded 	Presented by: Michelle Mitchell
3	Conflicts of Interest	<ul style="list-style-type: none"> • All members declared conflicts of interest regarding all being involved in earthquake related issues both personally and professionally. • In addition, Darren Wright declared to be assisting some individuals privately with their insurance claim issues. 	All
4	Terms of Reference for the Governance Group	<p>Section 3.3 Accountability</p> <ul style="list-style-type: none"> • All agreed the stakeholders were the residents/community of greater Christchurch who are affected by the recovery. • The Residential Advisory Service (RAS) may have a wider value than just repair or rebuild. For example, assisting residents to gain access to red zone properties to create a contents schedule for their insurance company. • RAS can be evaluated and is accountable to residents: <ul style="list-style-type: none"> - through the media - by the number of residents using RAS - by residents’ feedback via local members of Parliament/government officials - by the number of complaints received by the Canterbury Earthquake Recovery Authority (CERA) or RAS call centres • Key Performance Indicators: <ul style="list-style-type: none"> - Frequency of resolution - Increase/decrease in demand - Waiting times for Independent Advisor 	Presented by: Michelle Mitchell

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		<p>appointments</p> <p>Action Point: Section 3.3 wording for accountability to be altered to say 'residents and stakeholders'.</p> <p>Section 3.4 Membership</p> <ul style="list-style-type: none"> • Current membership wording doesn't allow for withdrawal if an organisation is no longer required. For example, if issues no longer sit with the Earthquake Commission (EQC) or insurers but now sit with tradespeople then this should be reflected in the make-up of the Governance Group. • All agreed that the Memorandum of Understanding and Terms of Reference should complement each other and be clear about: who funds RAS; who is part of the governance group; and that all members participate in the governance of RAS regardless of whether they are providing funding. <p>Action Point: Section 3.4 wording for membership to be amended to provide flexibility if required. The Memorandum of Understanding and the Terms of Reference are to be reviewed, ensuring that they complement each other.</p> <p>Section 3.6 Appointment of Chairperson</p> <ul style="list-style-type: none"> • All agreed that an individual should be appointed rather than an institution. • All agreed to Michelle Mitchell being appointed to Chairperson for the first 6 months. <p>Action Point: Section 3.6 wording to be altered to remove reference to a specific institution.</p> <p>Section 6.1 Responsibility Planning</p> <p>Action Point: Standard operating procedures and financial reporting are to be added to the Terms of Reference.</p> <p>Section 6.2 Responsibility - Decision Making</p> <p>Action Point: Section 6.2 wording to be altered to note that decisions can be made by majority vote and the Chairperson will not have a casting vote.</p> <ul style="list-style-type: none"> • All agreed that operational and financial information needs to be relayed back to the funders and stakeholders. For example, how many RAS clients are with EQC, or VERO etc. • Agreed that this information must come from RAS 	<p>Action by: Michael O'Dea</p>

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		<p>Project Management team (RAS Management).</p> <p>Action Point: RAS Management will regularly inform EQC and individual insurers as to the progress of RAS.</p> <p>Section 6.4 Responsibility – Relationship Management</p> <ul style="list-style-type: none"> RAS management is to maintain all operational relationships with stakeholder groups. <p>Action Point: Section 6.4 wording revised to reflect RAS relationship management.</p> <p>Section 6.5 Budget and Funding</p> <ul style="list-style-type: none"> Christchurch City Council (CCC) had been sent the proposal for RAS. CCC has requested a full business case. Sensitive information is to be requested for discussion in closed Council only. The Governance Group discussed the current financial status of RAS without the CCC funding. CERA confirmed that it would underwrite the shortfall if CCC decided not to contribute financially. Other parties/organisations who wish to contribute further funds would be welcomed. Both ICNZ and EQC declined to contribute further financially. However, they agreed to consider further financial contributions to RAS if a cost/benefit analysis indicates improvements to their process flows and decision making. It was agreed that any philanthropic organisations wishing to be involved in funding the service would be considered and approved by the Governance Group. <p>Action Point: A business case is to be presented to CCC for funding consideration.</p> <p>Action Point: Philanthropic organisations or other interested parties to be approached about assisting with future funding of the RAS service.</p> <p>The Governance Group discussed:</p> <ul style="list-style-type: none"> key issues faced by residents the need for an independent body such as RAS to install confidence, comfort and security in residents that it would be beneficial for RAS to have an interior decorator on the panel of experts to assist older people. Focus to be on 'How to rebuild your house to cater for older age requirements' <p>Action Point: Investigation to be carried out by the RAS</p>	<p>Action by: Michael O'Dea</p> <p>Action by: Michael O'Dea</p> <p>Action by: Michelle Mitchell Michael O'Dea</p> <p>Action by: Michael O'Dea</p>

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		<p>management to include an interior decorator/advisor to the panel of experts.</p> <p>The following points were noted:</p> <ul style="list-style-type: none"> EQC and Insurers are disappointed that CCC did not participate in the RAS service after the CCC had requested the service development. CERA confirmed that CCC staff had been involved in the development of RAS but the CCC Councillors had not. All agreed that the RAS would benefit from having a senior CCC staff member participate in governance. All agreed that the CCC representative must have influence within CCC and be able to communicate well. Michael Aitken, the General Manager of Community Services, was nominated to be approached in regards to filling this role. <p>Action Point: Chairperson to send an invite to Michael Aitken requesting participation by a senior CCC staff member onto the RAS Governance.</p> <p>Section 6.8 Minutes</p> <ul style="list-style-type: none"> All agreed that minutes would remain in draft and confidential until approved at the following meeting for release and publication onto the RAS website. All agreed that financial and other sensitive information would remain confidential. All agreed to the meetings being recorded for the purpose of creating written minutes. These recordings are to be deleted once the written minutes are completed. <p>Action Point: Minutes are to remain in draft until next meeting where they will be approved for publication on the RAS website.</p> <p>Action Point: Revised Terms of Reference to be circulated to Governance team for approval before the next meeting.</p>	<p>Action by: Michael O'Dea</p> <p>Action by: Michelle Mitchell</p> <p>Action by: Vanessa McDonald</p> <p>Action by: Michael O'Dea</p>
5	Update on Service Launch	<ul style="list-style-type: none"> Overview of RAS launch was provided Media coverage has been positive to date. Coverage has been broad and included local, national and social media platforms. Currently working on quality improvement opportunities <ul style="list-style-type: none"> Venues & appointment times – currently have a 3 week schedule of appointments. Phone assessment information – ensuring detailed demographics and vulnerability data is collected. 	<p>Presented by: Michael O'Dea</p>

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	Attendees	<ul style="list-style-type: none"> Agreed that only an ICNZ representative will attend meetings (not an insurer) to eliminate bias. Agreed that any representative or proxy representative can vote. Agreed that members can request an issue be held over to the next meeting if they do not want the proxy representative to vote on the issue. 	
7	Communications	<ul style="list-style-type: none"> Agreed that a communication plan (including a media strategy) needs to be developed to promote RAS. The plan will need to be approved by the Governance Group. Agreed that CTV and community newspapers should form the basis of the promotional strategy in order to present a balanced view of the service and its progression. Agreed that there should be one spokesperson to ensure cohesion and leadership. Agreed this person should be the Chairperson. Agreed it was important to stress the independence of RAS. Communications to residents' groups via community forums Communications to the Insurance Council of New Zealand's General Managers forum and Chief Executives forum. <p>Action Point: A draft communication plan (incorporating a media strategy) is to be prepared for the Governance Group to consider.</p> <ul style="list-style-type: none"> Exit interviews will be critical to understand and develop future improvements to the service. These are to undertaken 10 days after the client exits RAS. Agreed that the rejection rate is also valuable to provide an understanding of the needs in the community. Particularly interested in those who are not eligible for RAS and that the organisations they were sent to could actually assist them. Interested in the client experience, including the negative responses and those who had to be brought back into RAS after being ineligible initially. 	Action by: Michael O'Dea
8	Reporting to Governance Group	<ul style="list-style-type: none"> Agreed that RAS Management will provide results based reporting which includes budget reporting. Agreed to following Key Performance Indicators: <ul style="list-style-type: none"> Failure rates (for example percentage of unanswered or abandoned calls) Number of appointments within prescribed time frames 	

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		<ul style="list-style-type: none"> - Prioritisation of clients, vulnerability process • Vulnerability to be identified and actioned by call centre and/or Independent Advisors. <p>The Governance Group noted that CERA, EQC and insurers all have different definitions of vulnerability and Independent Advisors need to be aware of all of these definitions.</p> <p>Action Point: Key Performance Indicators to be redefined for Governance Group, staying away from operational monitoring. Reporting to show variance in the budget along with Key Performance Indicator ‘failure rates’.</p> <p>Action Point: The prioritisation process is to be defined for RAS. Vulnerability definitions are to be obtained from each of the services. These are to be provided to the RAS staff and Independent Advisors for use during assessments and Multi Party Meetings.</p> <p>Action Point: Reporting to be kept short and concise.</p>	<p>Action by: Michael O’Dea Vanessa McDonald</p> <p>Action by: Michael O’Dea</p> <p>Action by: All</p>
9	Evaluation Plan	<p>The Governance Group:</p> <ul style="list-style-type: none"> • noted that currently there is no funding allocated for formal evaluation of RAS. • noted that the Social Policy Evaluation Research Unit at the Families Commission have put together an evaluation plan to be undertaken in 18 months at a cost of \$75,000. • Governance Group members were not in agreement about this piece of work, voicing concerns of mixed messaging. • Questioned whether this evaluation could be undertaken in-house at less cost and questioned its value. • Agreed to an extra outbound call from the RAS call centre staff to undertake an exit interview to those who were not eligible for RAS. <p>Action points: Relevant data to be collected via the RAS database but the Families Commission evaluation is not to proceed at this stage.</p> <p>The Governance Group:</p> <ul style="list-style-type: none"> • noted that EQC is very disappointed that there appears to be a requirement for more money when they were assured that the budget was structurally sound and appropriate for the service. • Noted that the service has changed from its original 	<p>Action by: Michael O’Dea</p>

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		<p>conception and in doing so; the budget has to change also.</p> <ul style="list-style-type: none"> Discussed un-captured costs. <p>Action Points: RAS to track in-kind contributions</p>	<p>Action by: Michael O'Dea</p>
10	Risks and Issues	<p>The following risks and issues were raised and discussed:</p> <ul style="list-style-type: none"> Access to technical information for Independent Advisors <ul style="list-style-type: none"> Common assessment standards Capacity, capability and cost of technical support Who undertakes the technical report and who funds? What are the payment mechanisms if clients have to pay for technical advice? What information has already been collected by EQC or Insurers? Can access to information be gained on a timely basis? Confusion about what information is available, and how to access it, can get in the way of timely issue resolution. It was noted that RAS could help reduce the number of Official Information requests being requested from EQC and thereby speed up the overall workflow for EQC. <p>Action Point: EQC and Insurers to engage staff to provide specific information required by Independent Advisors for those in the RAS process. RAS Management to define information needs clearly.</p> <p>Action Point: Time taken to obtain information from EQC/Insurers, and the quality of the data provided, is to be monitored to minimise potential bottlenecks.</p>	<p>Action by: Michael O'Dea Bruce Emson Terry Jordan</p> <p>Action by: Michael O'Dea IAs</p>
11	Next meeting	Agreed to meet every month	

Action Points	Action by	Timeframe
Section 3.3: Wording for accountability to be altered to say 'residents and	Michael O'Dea	May 2013

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stakeholders'.		
Section 3.4: Wording for membership to be written in broader terms to provide flexibility if required. The MOU and the Terms of Reference are to be reviewed, ensuring that they complement each other.	Michael O'Dea	May 2013
Section 3.6: Wording to be altered to remove reference to a specific institution.	Michael O'Dea	May 2013
Section 6.1: Standard operating procedures and financial reporting are to be added to the Terms of Reference.	Michael O'Dea	May 2013
Section 6.2: RAS Management will regularly inform EQC and individual insurers as to the progress of RAS.	Michael O'Dea	May 2013
Section 6.4: wording revised to reflect RAS relationship management	Michael O'Dea	May 2013
A business case is to be presented to CCC for funding consideration.	Michelle Mitchell	May 2013
Philanthropic organisations or other interested parties to be approached about assisting with future funding of the RAS service.	Michael O'Dea	Before next meeting
Investigation to be carried out by the RAS management to include an interior decorator/advisor to the panel of experts.	Michael O'Dea	Before next meeting
Chairperson to request participation by CCC and to invite Michael Atkin to fill this position.	Michelle Mitchell	May 2013
Minutes are to remain in draft until next meeting where they will be approved for publication on the RAS website.	Vanessa McDonald	Until next meeting
A revised Terms of Reference document to be circulated to Governance team for approval before the next meeting.	Michael O'Dea	Before next meeting
RAS management to deliver regular updates to insurers directly via the ICNZ GM forums.	Michael O'Dea	Every month
RAS management to provide a monthly financial update and a breakdown of the budget to be discussed at next Governance meeting.	Michael O'Dea	Before next meeting
Clarification for non-voting attendees - Noted for meeting management processes	Michael O'Dea	May 2013
A Communication Plan (incorporating a media strategy) to be written for RAS.	Michael O'Dea	Before next meeting
KPIs to be redefined for Governance Group, staying away from operational monitoring. Reporting to show variance to budget along with KPI 'failure rates'.	Michael O'Dea Vanessa McDonald	Before next meeting
The prioritisation process and terms such as 'vulnerable' to be defined for RAS.	Michael O'Dea	Before next meeting
Reporting to be kept short and concise.	All	Ongoing
Relevant data to be collected via the RAS database but the Families Commission evaluation is not to proceed at this stage.	Michael O'Dea	Ongoing
RAS to track in-kind contributions	Michael O'Dea	Ongoing
EQC and Insurers to engage staff to provide specific information required by IAs for those in the RAS process. RAS to define information needs clearly	Michael O'Dea Bruce Emson Terry Jordan	Before next meeting
Time taken to obtain information from EQC/Insurers and quality of data to be monitored to minimise potential bottlenecks.	Michael O'Dea IAs	Ongoing
Agreed to meet every month around the same time as the insurers GM's forum to	Vanessa	Before next

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enable Terry to attend.	McDonald	meeting
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DRAFT - Not Government Policy

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