

Governance Group - Meeting Minutes

Purpose	RAS Governance Meeting
Date / Time	7 April 2016: 1.00pm – 2.30pm
Location	Haast Room, Level 1, 10 Nelson Street, Riccarton, Christchurch
Attendees	<ul style="list-style-type: none"> • Darren Wright – Community Representative (Chair) • Tim Grafton (ICNZ) • Mike West (MBIE) • Ken Pope (RAS Project Manager) • David Lowe (EQC) • Kimberley Baker (MBIE – Minutes)
Invitees	<ul style="list-style-type: none"> • Dr Sarah Beavan
Apologies	<ul style="list-style-type: none"> • Hugh Cowan (EQC) • Jenny Hughey (CCC) • Jayne Lapin (EQC)

Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> • Apologies were received from Hugh Cowan and Jayne Lapin (EC). David Lowe was welcomed as the EQC representative. • A late apology was received from Jenny Hughey post the meeting. 	Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> • Tim Grafton declared his involvement as a member of the Earthquake Support Coordinators Governance Board. Noted • No other conflicts were advised. 	Chair
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 3 March 2016</p> <p>Moved by: Tim Grafton Seconded by: Darren Wright</p> <p>THAT the RAS Governance Group</p> <ol style="list-style-type: none"> Confirms the minutes of the RAS Governance Meeting held on 3 March 2016, having been circulated, are a true and correct record Approves the minutes of the RAS Governance Meeting held on 3 March 2016 to be released onto the RAS website <p>Previous Action Points</p> <p>Project Manager to arrange a meeting with MBIE and the chair to discuss the key accountability measures</p> <ul style="list-style-type: none"> ○ Meeting occurred - completed 	Chair

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		<p>Action Point carried forward: CCC to confirm the outcome of the funding request prior to the next governance meeting scheduled for April 2016</p> <p>Project Manager to:</p> <ul style="list-style-type: none"> • Update the MOU and reissue to the relevant parties for executing. <ul style="list-style-type: none"> ◦ Completed - All parties to the MOU with the exception of CCC have executed the MOU • Update the ToR and circulate the finalised and approved version - Completed <p>Project Manager to undertake some analysis on those cases that access the service on multiple occasions</p> <ul style="list-style-type: none"> • Completed and has been included in the monthly project status report <p>EQC to identify a suitable resource to undertake the necessary scoping and delivery of the Lessons Learnt project</p> <ul style="list-style-type: none"> • Dr Sarah Beavan has been identified and will meet with the Governance Group initiate the Lessons Learnt project <p>Project Manager to liaise with and schedule time and opportunity for the project led for the Lessons Learned project to commence scoping the exercise and get in front of the Governance group</p> <ul style="list-style-type: none"> • Completed <p>Provide a breakdown of referrals to other organisations</p> <ul style="list-style-type: none"> • A brief overview has been included in this month's Status report <p>Project Manager to engage suitably qualified person to work with the Advisors on their old cases and identify blockages and reasons for unnecessary delays.</p> <ul style="list-style-type: none"> • A contractor has been engaged and has commenced work. Engaging with the advisors this week. <p>Engage a suitable training partner to assist the RAS contact Centre staff with developing further skills and tactics to understand better the home owners issues and needs to enable better alignment with support services at the triage point.</p> <ul style="list-style-type: none"> • Complete - Training has been provided to the RAS contact Centre 	
4	RAS governance – Lessons Learned project	<ul style="list-style-type: none"> • Dr Sarah Beaven meet with the governance group and discussed the project requirements. • Interviews will be conducted with current and past governance group members. • The governance group will be updated monthly • Dr Beaven will circulate a draft framework for the project ahead of the next Governance meeting 	

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5	RAS Update	<p>RAS Monthly Project Status Report for March 2016</p> <p>The RAS Monthly Project Status Report for March 2016 was presented to the Governance Group, providing an overview of the Service along with key statistics and budgetary information.</p> <p>The Report was previously circulated and taken as read. Moved by: Ken Pope Seconded by: Darren Wright</p> <p>Discussion</p> <ul style="list-style-type: none"> • Broker role has commenced. Meeting with the advisors individually and in the group setting working to identify blockages. There has been a positive and enthusiastic start to this exercise. • 50 of the oldest cases have been closed. • Advisors are proactively checking in on old closed cases to see if they have been resolved. • Salesforce was to transition to LINZ from CERA. LINZ has advised they do not require this data base any longer and have handed it over to MBIE. Negotiations are on-going to have this reassigned over to MBIE/RAS • One advisor has resigned but may provide mentoring to other advisors in the future • An opportunity to promote RAS in the Future Christchurch Update <p>Action Points</p> <ul style="list-style-type: none"> • MBIE to consider how to pull together and structure the historic information for the lessons learnt project • Project Manager to confirm when the contract renewals of our existing suppliers has occurred • ICNZ and EQC to raise at their GM's meeting providing basic information to the customer around Protocol 1 to ensure confidence that the work will continue if they are in agreement. • Project Manager to provide more context from the advisors on the issues/inconsistency of the application of Protocol 1 • Project Manager to forecast the projected volume of cases through to the end of the year. <p>Key messages for next future Christchurch update (April 2016)</p> <ul style="list-style-type: none"> • RAS is still here and busy • 4000 people have been through RAS • Positive exit survey results • Sense of urgency to access the service 	

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		<p>Action Point Project Manager to prepare a draft article for the chair to review. Deadline 13 April</p>	
6	General Business	<p>The role of the Chairperson is due to be re-elected by the end of April. It has been noted as an agenda item for the next meeting.</p> <p>Health and safety was discussed.</p> <p>Action point</p> <ul style="list-style-type: none"> Project Manager to ensure an increased level of health and safety reporting in future monthly status reporting. <p>Tim Grafton is presenting at a conference in Canada and sought permission to use material from the monthly status report and the RAS presentation to People in Disasters Conference. The was approved.</p>	
7	Board only time	There was no Board only time requested	
8	Next meeting	Thursday 5 May 2016 1.00pm to 2.30pm 10 Nelson Street, Riccarton, Christchurch	

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