

Purpose	RAS Governance Meeting		
Date / Time	23 September 2014: 1.00pm – 2.30pm		
Location	CERA Offices, Room 4 International Language School		
Attendees	<ul style="list-style-type: none"> Michelle Mitchell - CERA (Chair) Ken Pope - RAS Project Manager Terry Jordan – ICNZ Darren Wright – Community Representative Michael Aitken - CCC 		
Invitees	<ul style="list-style-type: none"> Leanne Curtis (CanCERN) 		
Apologies	<ul style="list-style-type: none"> Hugh Cowan - EQC Glenys Thornhill – RAS Administration 		
Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> Apologies and Welcome <ul style="list-style-type: none"> Hugh and Glenys were noted as apologies Hugh to be made aware of the need to send a proxy if he is absent <p>Action Point:</p> <ul style="list-style-type: none"> Project Manager to make Hugh aware of requirements 	<p>Presented by:</p> <p>Ken Pope</p>
2	Conflicts of Interest	<ul style="list-style-type: none"> Daren Wright declared that he is currently undertaking some contract work CERA in respect of Retaining Walls and Multi Unit Buildings. The conflict was noted 	<p>Presented by:</p> <p>Chair</p>
3	Previous Minutes	<p>Minutes of the Residential Advisory Service (RAS) Governance Group Meeting – 28 August 2014</p> <p>Moved by: Darren Wright Seconded by: Michael Aitken</p> <p>THAT the RAS Governance Group</p> <ol style="list-style-type: none"> Confirms the minutes of the RAS Governance Meeting held on 28 August 2014, having been circulated, as a true and correct record Receives the minutes of the RAS Governance Meeting held on 28 August 2014 to be released onto the RAS website. 	<p>Presented by:</p> <p>Chair</p>
4	Previous Action Points	<ul style="list-style-type: none"> RAS Project manager confirmed that EQC have made their payment RAS Project Manager has altered the emerging trends in the monthly report and this is reflected in the latest report 	<p>Action by:</p> <p>Completed</p> <p>Completed</p>

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 - It will help them understand and progress the repair and rebuild process.

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		<ul style="list-style-type: none"> The current pilot with Property Pathways has been extended through to 30 November 2014 to cover the procurement process time. This should be out on GETS within the next 2 weeks. The IAG promotion of additional services was in the Press on the previous day. A copy of the finalised advertisement was presented to the governance group for their information. CanCERN have been scheduled for today's meeting and an invite has been extended to the Earthquake Support Service to attend the next meeting on 23 October 2014 RAS Project Manager continues to work with EQC and the Advisor group on various initiatives. 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>On-going</p>
5	RAS Update	<p>RAS Monthly Project Status Report for September 2014 The RAS Monthly Project Status Report for September 2014 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: Michael Aitken Seconded by: Darren Wright</p> <p>THAT the RAS Governance Group:</p> <ul style="list-style-type: none"> Receives the RAS Monthly Project Status Report for September 2014. Approves the RAS Monthly Project Status Report for September 2014 <p>Discussion</p> <ul style="list-style-type: none"> Cases that have been withdrawn as progression has been achieved outside of the formal approach should be identified. This should be incorporated into the redesigned reporting framework Darren Wright complimented the service on the exit survey results achieved. These reflected a very positive response from those surveyed. The governance group were keen to see a breakdown of the referrals made to Property Pathways during the pilot phase. The chair mentioned that it was worth considering if Carolyn Bell and Sarb Johal should have a discussion with John Campbell about the health and well-being impacts when running public meetings with home owners 	<p>Presented by: Ken Pope</p> <p>Action by:</p> <p>Ken Pope</p> <p>Ken Pope</p>
6	CanCERN presentation	<ul style="list-style-type: none"> Leanne Curtis of CanCERN provided a detailed update on the current initiative called "Break Through". This is aimed at assisting Southern Response customers find 	<p>Action by:</p>

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		<p>the best solution to achieve progression.</p> <ul style="list-style-type: none"> There will be a pilot of 20-30 cases to enable them to evaluate if it is achieving the desired outcomes. 	
7	Monitoring and Reporting	<ul style="list-style-type: none"> The RAS Project Manager indicated that he was undertaking a review of the reporting and evaluation of the service and was seeking any future requirements that the governance group may believe are important moving forward. <p>Discussion</p> <ul style="list-style-type: none"> The initial thoughts of the group were: <ul style="list-style-type: none"> Consideration needs to be given to the current timeframe and the funding of the service Line up with the strategy Measuring trust and confidence Profile of the home owners coming to the service – has it changed over time Understanding the profile of those accessing the service <p>Action Point:</p> <ul style="list-style-type: none"> Governance group members to forward any additional thoughts through to the Project Manager 	<p>Action by:</p> <p>Governance Group</p>
8	General Business	<p>Discussion</p> <ul style="list-style-type: none"> No general business discussed 	Action by:
9	Next meeting	Thursday 23 October 2014, 1.00pm till 2.30pm	

Action Point Summary:

	Action Points	Action by	Timeframe
1	Project manager to make Hugh Cowan aware of the requirement to send a proxy if unable to attend a meeting	Ken Pope	
2	Provide more detail in regards to withdrawn cases to capture the varied reasons for a home owner withdrawing from the service	Ken Pope	
3	Provide a breakdown of referrals to Property Pathways. Need to provide a picture of cases being referred direct to property pathways and not via an IA	Ken Pope	
4	Governance group to consider any identifiers or information needs that can be incorporated into the review of our current reporting process.	Governance Group	

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