

Governance Group - Meeting Minutes

Purpose	RAS Governance Meeting		
Date / Time	3 March 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) • Hugh Cowan (EQC) • Tim Grafton (ICNZ) • Jenny Hughey (CCC) • Mike West (MBIE) • Ken Pope (RAS Project Manager) 		
Invitees	•		
Apologies	•		
Item	Issue / Topic	Descriptor	Who
1	Apologies and Welcome	<ul style="list-style-type: none"> • Apologies and Welcome <ul style="list-style-type: none"> ○ Mike West was welcomed. Mike will be the permanent member representing MBIE and replaces Ross. 	Chair
2	Conflicts of Interest	<ul style="list-style-type: none"> • Jenney Hughey declared her role as a Board Member on the local Community Law governance Board. Noted • 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 – 27 January 2016</p> <p style="text-align: right;">Moved by: Darren Wright Seconded by: Hugh Cowan</p> <p>THAT the RAS Governance Group</p> <p>a) Confirms the minutes of the RAS Governance Meeting held on 27 January 2016, having been circulated, are a true and correct record</p> <p>b) Approves the minutes of the RAS Governance Meeting held on 27 January 2016 to be released onto the RAS website</p>	Chair
4	Previous Action Points	<p>The Project Manager to arrange for Flowers to be sent and coordinate with the Chair regarding the message</p> <ul style="list-style-type: none"> ○ The flowers and card with an appropriate message recognising Michelle's contribution to the people of Christchurch were sent to the family. 	

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		<p>Project Manager to engage with William Whewell (MBIE) to set up regular reporting.</p> <ul style="list-style-type: none"> ○ Reporting has been agreed and will be incorporated into future meeting agenda's <p>MBIE to engage with Insurers and EQC in respect of cases and trends:</p> <ul style="list-style-type: none"> ○ Ongoing engagement is occurring and this has resulted in a greater understanding of the issues <p>CCC to confirm at, or before the next Governance meeting if funding has been approved by the Council.</p> <ul style="list-style-type: none"> ○ CCC have advised that they have provided additional information to the Councillors and that it is scheduled to be discussed again at the next full council meeting in approximately 2 weeks. <p>Action Point:</p> <ul style="list-style-type: none"> ○ CCC to confirm the outcome of the funding request prior to the next governance meeting scheduled for April 2016. <p>Project Manager to update the Terms of Reference and recirculate ahead of the next Governance Meeting:</p> <ul style="list-style-type: none"> ○ The updated ToR and MOU have been circulated ahead of the meeting with the suggested changes from MBIE. These documents are on the agenda to be discussed. <p>Project Manager to confirm that invoices have been issued to both ICNZ and EQC for their respective contributions to RAS:</p> <ul style="list-style-type: none"> ○ Both EQC and ICNZ have been invoiced and have made payment of their contributions <p>Project Manager to share with the Governance group the RAS presentation ahead of the "People in Disasters" conference in late February 2016:</p> <ul style="list-style-type: none"> ○ The presentation has been circulated. <p>Project Manager to provide an update on the oldest cases in the next monthly status report:</p> <ul style="list-style-type: none"> ○ A breakdown of the older cases has been incorporated into the RAS operational report tabled for discussion at this months meeting <p>Project Manager to facilitate a meeting with MBIE and the chair to discuss the key accountability measures:</p> <ul style="list-style-type: none"> ○ Several attempts have been made to meet and unfortunately this hasn't occurred yet. Attempts will be made to meet during the ensuing weeks. 	

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		<p>Action Point:</p> <ul style="list-style-type: none"> ○ Project Manager to arrange a meeting with MBIE and the chair to discuss the key accountability measures <p>The Project Manager to provide a brief overview of the brokering service offering to enable Insurers and EQC to understand how it will operate</p> <ul style="list-style-type: none"> ○ A document was issued to participants of the previous RAS workshop that outlined a broad approach to a possible brokering role. This is on the agenda to arrive at a final position as to this role. <p>Project Manager to engage suitably qualified personnel through an expression of interest to undertake the role.</p> <ul style="list-style-type: none"> ○ This has stalled given the uncertainty around the final design of the service offering. This will be progressed following this latest meeting. 	
5	<p>RAS Governance Group Terms of Reference and Memorandum of Understanding</p>	<p>The draft updated Terms of Reference (ToR) and Memorandum of Understanding (MOU), as previously circulated was tabled for discussion.</p> <p>Discussion</p> <ul style="list-style-type: none"> • The ToR and MOU had been updated by MBIE to reflect the inheriting agencies perspective and requirements. • MOU discussion centred on the conflict created between clause 6.7(b) and 6.10 • It was agreed that removal of point 6.7(b) would rectify the position. • It was agreed between all parties that all other changes to both the MOU and ToR as previously circulated would be accepted. <p>Action Point:</p> <ul style="list-style-type: none"> • Project Manager to: <ul style="list-style-type: none"> ○ Update the MOU and reissue to the relevant parties for executing ○ Update the ToR and circulate the finalised and approved version 	
6	<p>RAS Update</p>	<p>RAS Monthly Project Status Report for February 2016</p> <p>The RAS Monthly Project Status Report for February 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.</p> <p style="text-align: right;">Moved by: Ken Pope Seconded by: Hugh Cowan</p>	

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		<p>Discussion</p> <ul style="list-style-type: none"> • Overall drop in the numbers of active cases being managed by the Advisors. Currently sitting at approx.. 650 cases. • Steady flow of cases coming into the service which is a mix of new and old cases returning. Maintaining at around the service average of 24 new cases per week being registered • Phone contacts down but a higher conversion rate to an active case. • Closed the highest number of cases last month since July 2015 • 2 Advisors have recently resigned due to other job opportunities • Advisors are looking to undertake their role differently and have commenced clinics with both IAG and Southern Response and will shortly commence with both EQC and Lumley. • MPM success rate noted as being very positive. • It was the wish of the Governance group to commence a project to capture the lessons learnt to better inform future practice. This is focussed on the Governance aspects and not operational. It was felt that this should be led by both ICNZ and EQC rather than the Crown. <p>Action Point</p> <ul style="list-style-type: none"> • Project Manager to undertake some analysis on those cases that access the service on multiple occasions • Provide a breakdown of referrals to other organisations • EQC to identify a suitable resource to undertake the necessary scoping and delivery of the Lessons Learnt project. • Project Manager to liaise with and schedule time and opportunity for the project led to commence scoping the exercise and get in front of the Governance group 	
7	Brokering Role	<p>Discussion</p> <ul style="list-style-type: none"> • The Project Manager provided a verbal update on the thinking that has been advanced since the workshop • Change in approach given other providers are delivering these types of service across a large percentage of the current insurer base • Focus on how RAS can better support the outcomes for home owners engaging with these services. This can be achieved through the provision of legal advice and some limited technical support • RAS should engage a person to review the older cases alongside of the Advisors with the aim to promote wider thinking and a more pragmatic approach to resolving insurer/home owner issues. • Need to invest in additional training at the triage point to better determine the pathway for the those accessing the service. • The Governance group acknowledged that while the 	

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		<p>focus was on introducing home owners not currently accessing services/support there was a role for those cases that are aged and not progressing.</p> <p>Action Point:</p> <ul style="list-style-type: none"> Engage a suitable training partner to assist the RAS contact Centre staff with developing further skills and tactics to better understand the home owners issues and needs. Project Manager to engage suitably qualified person to work with the Advisors on their old cases and identify blockages and reasons for unnecessary delays. 	
8	General Business	<ul style="list-style-type: none"> No matters of general business were raised. 	
10	Board only time	There was no Board only time requested	
11	Next meeting	Thursday 7 April 2016 1.00pm to 2.30pm 10 Nelson Street, Riccarton, Christchurch	

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