



Independent Oversight Committee

Independent Oversight Committee information release

July 2024

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Independent Oversight Committee – May 2024

Meeting Minutes

Location: New Zealand Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via MS Teams

Date: 10 May 2024

Time: 10.30 am – 2.55 pm

Present: David Ayers (Chair – DA), Sandra Manderson (SM), and Felicity Caird (FC)

In attendance: Nina Khouri (NK) by MS Teams
Nanette Ainge (Secretary)
SRES Management – Casey Hurren (Chief Executive – SRCE), Veronica Cress (General Counsel – SRGC), Daniel Hickling (Head of Corporate Services – SRCS), Anna Dobson (Unit Manager – SRUM)

Agenda items

1. Welcome Apologies and quorum – The Chair welcomed attendees, noted the quorum was met.
NK's term on the Committee has come to an end. She is continuing in an advisory capacity, attending all IOC meetings and receiving all papers, as usual.
2. Committee members' interests – No conflicts in relation to any Agenda items were advised.
3. Minutes of previous meeting – were approved on 12 April, 2024.
4. Matters arising from Minutes
 - 4.1. March Action items reviewed.
5. Other general business
 - 5.1. Information Analysis Checklist reviewed – The Committee reviewed items on the checklist.
 - 5.2. Review SRES papers – noted various matters to be checked/confirmed with SRES.
 - 5.3. Dates and frequency of meetings for 2024 – confirmed. See Item 9.2.

[SRES Management attendees arrived at 12pm followed by 20-minute break for lunch]

6. General matters including any arising from 5.2 above
 - 6.1. General discussion around various issues.
 - 6.2. No ministerial meetings to report on.
 - 6.3. Discussed the KPMG internal audit report and the SRES Quality Assurance (QA) Report. The QA team has undertaken 37 reviews over a nine-month period. The SRCS works with SRUM to select areas for review. Sampling methods used by the QA team, and strategies to manage risks were outlined to the satisfaction of the IOC.

7. Company update

- 7.1. Legal landscape – SRGC updated the IOC. A minor privacy breach was managed appropriately.
- 7.2. Current Legal issues – No changes to the Register since 2 February 2023.
- 7.3. Review of the Discretionary Decisions register – two recent Discretionary Decisions noted and discussed.

- 7.4. Operational progress – Both overcap and Out of Scope (OOS) applications are ahead of forecast in terms of Package payments made. Settlement forecasting data for the 2024/25 year contained in accountability documents will be made available to the IOC.

SRES team is focused on processing of OOS applications and the issues arising as these applications are worked through. The automated email system to follow up OOS clients is working well and has a manual check to avoid privacy breaches.

There are very few overcap applications outstanding. Vigorous attempts have been made to contact the remaining policy holders.

SRES updated the IOC on OOS eligibility issues and will update the IOC on any future eligibility issues within the IOC's remit.

[SRES attendees departed at 2pm]

8. Other business

9. Administrative matters

- 9.1. Action Items for May confirmed.
- 9.2. Change of venue for IOC meetings - As it may not be feasible to hold future IOC meetings at the current venue, NA to liaise with SRCS about using a meeting room at their premises.
- 9.3. Review of any items for July reporting – to be noted in draft document. NA to prepare preliminary draft for review at the June meeting,

10. Summary and close of meeting – Meeting closed at 2.55pm.

Next meeting – 14 June 2024.