

How to use this dashboard

This dashboard shows a monthly snapshot of EQC's progress across its operational spectrum as well as how we track in relation to the performance measures in our Statement of Performance Expectations (SoPE). Below is a summary for each section.

Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly basis. The results are cumulative year to date results which reflect the year to date progress bar to reach the year-end target. The SoPE is one of our public accountability documents which can be found here:

https://www.eqc.govt.nz/sites/public_files/documents/publications/EQC-SoPE-2018-WEB.pdf

Section 2 - Canterbury

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11. It shows how many claims are open or have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many are outstanding at the time of reporting (total outstanding (on hand)). We also track how long claims have been open for (age of outstanding open claims).

Canterbury numbers only include claims managed by EQC. Claims managed by other insurers and/or that are currently in litigation are not included.

Section 3 - Response and Recovery

This section covers all claims that are not related to the specific Canterbury and Kaikōura events discussed previously. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have resolved in the month (resolved), and how many are on hand (outstanding). The data in this section is organised by the type of damage for which a claim may be lodged (namely earthquake, landslip, flood or storm damage). This section also summarises call volume data.

Section 4 - Customer Satisfaction

We monitor customers' satisfaction with their interactions with EQC. There are two parts which align to the customer satisfaction metrics in the SoPE: Service Quality and Kept Informed. The data comes from the customer satisfaction survey that TNS Kantar undertakes on our behalf each month.

Due to timing, the customer satisfaction results are typically reported a month in arrears.

Section 5 - Media

This section monitors EQC's coverage in the media. It keeps a year to date count of the number of media statements released by EQC, and also how many times EQC appeared in the media during the month (media articles).

Section 6 - OIAs

The OIA section monitors the number of OIAs received, completed and left on hand at the end of the month. The OIAs are divided into two types: those in which customers' request information and/or supportive information from us on their claim (customer OIA), and the OIA requests that relate directly to EQC and/or its operational activities (high level OIAs). The compliance rate for both types is being monitored.

Section 7 - Privacy breaches

This section provides a monthly update on EQC's compliance matters, in particular, privacy breaches.

Section 8 - HR operations

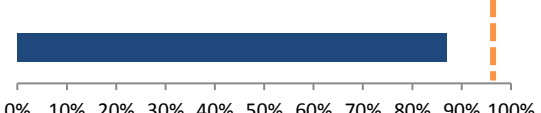

This section tracks EQC's annual and sick leave usages and compares them to the Public Service Benchmark.

*A section on Kaikōura has been excluded as it includes private commercially sensitive insurer data.

Section 1 - Statement of Performance Expectation measures - monthly monitoring

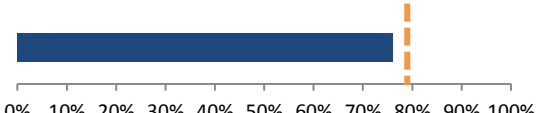

Output Two - Claims management

Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.1	Outstanding* claims on hand at 30 June 2018, are settled or in the process of being physically repaired by 30 June 2019	98%	87%		

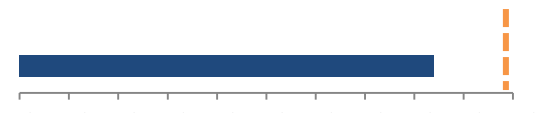

This month, further claims have been either fully settled or are in the process of being repaired, bringing the year to date result to 87% of the claims on hand as at 30 June 2018.

**Where EQC potentially has outstanding liability under the EQC Act. Excludes any claims that are subject to litigation or managed by Southern Response under the agreed Memorandum of Understanding*

2.1.2	New inflow of accepted reopened claims* lodged post 30 June 2018 will be settled, or in the process of being physically repaired, within six months of reopened date.	80%	76%		
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Inflow post 30 June currently sits at 5,664, of which 4,293 have either been settled or are in the process of being physically repaired.

**Where EQC potentially has outstanding liability under the EQC Act. Excludes new litigation cases.*

2.1.3	The frequency of our communications to provide customer certainty in the progress of their claims settlements	100%*	84%		
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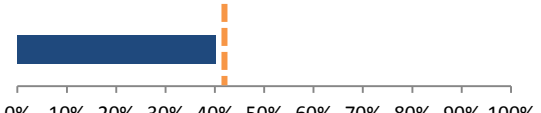

**All customers with an outstanding claim are provided with a personalised communication from EQC. Excludes litigation.*

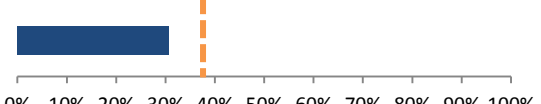

Of the 2,787 customers with outstanding claims 2,342 have received personalised contact throughout during April.

2.1.4	EQC settlements should be enduring. Less than 10% of claims settled between 1 May 2018 and 1 January 2019 are reopened by 30 June 2019	<10%	9%		
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Note: this is a reverse target

Our enduring settlement rate has increased to 9% during April 2019, but still remains within target.

2.1.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum	≥ 42%	40%		
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2.1.6	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process increases by 15% per annum	≥ 38%	31%		
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Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 March 2019. The year to date results are based on the cumulative monthly results which are: overall satisfaction (2.1.5) increased from 46% to 54% within the month; and Kept Informed (2.1.6) we see a slight drop from 37% to 35%.

Key:



Result not available for the month



Potential risk of not achieving target



On track for delivery



Target highly unlikely to be achieved



Performance trend increase



No change in performance trend



Performance trend decrease

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Claims management

Output 2.2 - Settlement of Kaikōura 2016 Earthquake

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.2.1	Outstanding claims on hand at 30 June 2018, excluding any that are subject to litigation proceedings, are settled by 31 December 2018	95%	82%		
2.2.2	Reopened Kaikōura claims lodged post 30 June 2018 will be settled within 6 months of reopening.	90%	96%		

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 31 March. The target for this measure has expired and performance stands at 82% following correction of reported numbers by IAG, who omitted MUBs from their last reporting. Of the 868 exposures on hand as at 1 July, 640 were settled, leaving 228 on hand. We will continue to work with insurers to settle all claims by the end of the financial year.

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 31 March. There were 361 (24 for EQC and 337 for private insurers) reopened Kaikōura claims lodged post 30 June 2018 of which 346 were settled within 6 months of reopening, which equates to 96%.

Output 2.3 - Claims Relating to Other Natural Disaster Events (excluding Canterbury and Kaikōura)

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.3.1	Claims are settled within 90 working days of assessment.	80%	97%		

Commentary: The percentage of claims settled within 90 days of assessment for April was 97.4% leaving the YTD result at 97.5%. This result is based on 90 calendar days which may affect stated performance slightly.

2.3.2	The frequency of our communications to provide customer certainty in the progress of their claims settlements	100%*	98%		
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*All customers with an outstanding claim are provided with a personalised communication from EQC

Commentary: 97.8% of customers with an outstanding claim received a personalised monthly communication in April 2018. This brings the year to date result to 97.8%.

2.3.3	EQC settlements should be enduring. Less than 10% of claims resolved between 1 January 2018 and 1 January 2019 are reopened by 30 June 2019	< 10%	3%		
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Note: this is a reverse target

Commentary: Our data showed no new re-opens in the month of April and the claims resolved measure is now fixed. Therefore the claims represented remain at 115 claims from 3,375.

Key:



Result not available for the month



On track for delivery



Potential risk of not achieving target



Target highly unlikely to be achieved



Performance trend increase



No change in performance trend



Performance trend decrease

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Claims management

Output 2.3 - Claims Relating to Other Natural Disaster Events (excluding Canterbury and Kaikōura) - cont.

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.3.4	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum.	≥ 62%	77%		
2.3.5	The proportion of surveyed customers who indicate they were well informed during the claims settlement process increases by 15% per annum.	≥ 60%	76%		

Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 March 2019. The year to date results are based on the cumulative monthly results, which are: Service Quality Satisfaction (2.3.4) has reduced slightly from last month from 81% to 78%, Kept Informed has increased slightly for the month from 81% to 83%.

Key:



Result not available for the month



Potential risk of not achieving target



On track for delivery



Target highly unlikely to be achieved



Performance trend increase



No change in performance trend



Performance trend decrease

Section 1 - Statement of Performance Expectation measures - Quarterly and Annually monitoring

Output One - Future Event Preparation

Output 1.1 - A Resilience Programme That Facilitates Improved Analysis And Public Understanding of Natural Hazard Risk

Ref	Measure	YE Target	Result	YE forecast
1.1.1	Stakeholders surveyed* agree or strongly agree that the outputs of EQC's resilience strategy (advice, analysis and modelling, and research findings): • to be of good or excellent quality • to be relevant and focussed on the right issues.	75%	Measured annually	

*Stakeholders include Local Government and Design, Planning and Construction Professionals. The surveys are undertaken by an independent organisation

1.1.2	Stakeholders surveyed agree or strongly agree that the EQC's facilitation and engagement was a positive contribution toward: • improved coordination and collaboration in natural hazards science and research; • improved understanding of natural hazard risk ; and • improved coordination and collaboration in natural hazards risk management.	75%	Measured annually	
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1.1.3	There is a year on year increase in the proportion of New Zealanders who, when surveyed, confirm: • that they have taken action to prepare their homes for natural disasters.	>45%	46%	Measured quarterly		
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The proportion of respondents who have taken action to prepare their homes for natural disasters have increased from last quarter (44% in Dec-18) and now sits above target.

Output 1.2 Insurance Coverage Under the EQC act


Ref	Measure	YE Target	Result	Progress - YTD	YE forecast
1.2.1	Maintain the high proportion of New Zealand housing stock that has house insurance	98%*	Measured annually		

*There may be other factors, beyond EQC's control, which could affect the number of New Zealanders choosing to purchase house insurance. Percentage of New Zealand homeowners claiming to hold insurance. Source: Insurance Council of New Zealand, UMR Research, February 2018

Section 1 - Statement of Performance Expectation measures - Quarterly and Annually monitoring (cont.)

Output Two - Claims management



Output 2.3 - Claims Relating to Other Natural Disaster Events (excluding Canterbury and Kaikōura)

Measure	YE Target	Result	YE forecast
2.3.1 New natural disaster event* claims are resolved within Board approved claims handling expense budgets** for those events.	Within 10% of initial budget	No new events established to date in the 18-19 financial year.	


*A specific event budget may be established when there are 500 or more claims and/or the estimated total financial impact is anticipated to be above \$5m. **In the approval of budgets, the Board will consider the type of response required, previous costs of similar events and any available benchmarks.

Key Activity Measures

Key Activity Measure 1 - A reinsurance programme that supports EQC's delivery of affordable residential natural disaster insurance protection

Ref	Measure	YE Target	Result	YE forecast
KA1	The reinsurance programme continues to support delivery of affordable residential natural disaster insurance protection consistent with EQC's risk financing strategy	Reinsurance protection is obtained on terms that assure continuity of coverage for all perils, at rates that are lower than the Crown's cost of capital.	Measured annually	
		Annual Consultation with the Crown on risk appetite occurs.	Complete	


Key Activity Measure 2: Managing the Natural Disaster Fund

Ref	Measure	YE Target	Result	YE forecast
KA2	The long-term financial strategy of EQC enables a rebuild of the Natural Disaster Fund to reach \$1.75bn* by 2030.	An independently assessed model will demonstrate progress.	Initial model has been created	

Initial model has been created and is being reviewed and enhanced by our new in-house actuary. An independent review is to be scheduled.

*This represents the current deductible (excess) for EQC's reinsurance programme

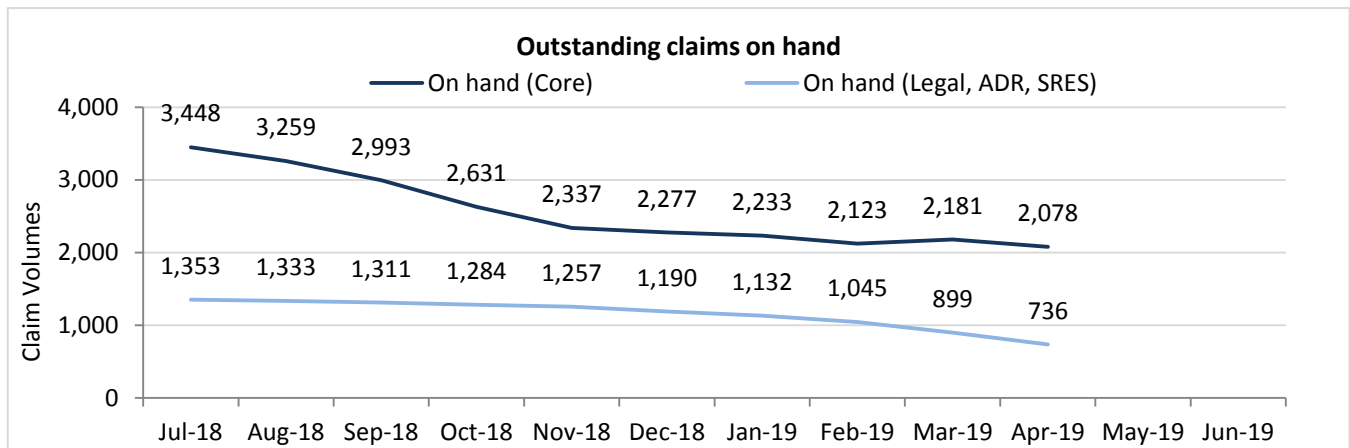
Key Activity Measure 3: Premium Collection

Ref	Measure	YE Target	Result	YE forecast
KA3	The level of premiums collected compared to annual financial budget.	>97.5%	100%	
		Measured Quarterly		

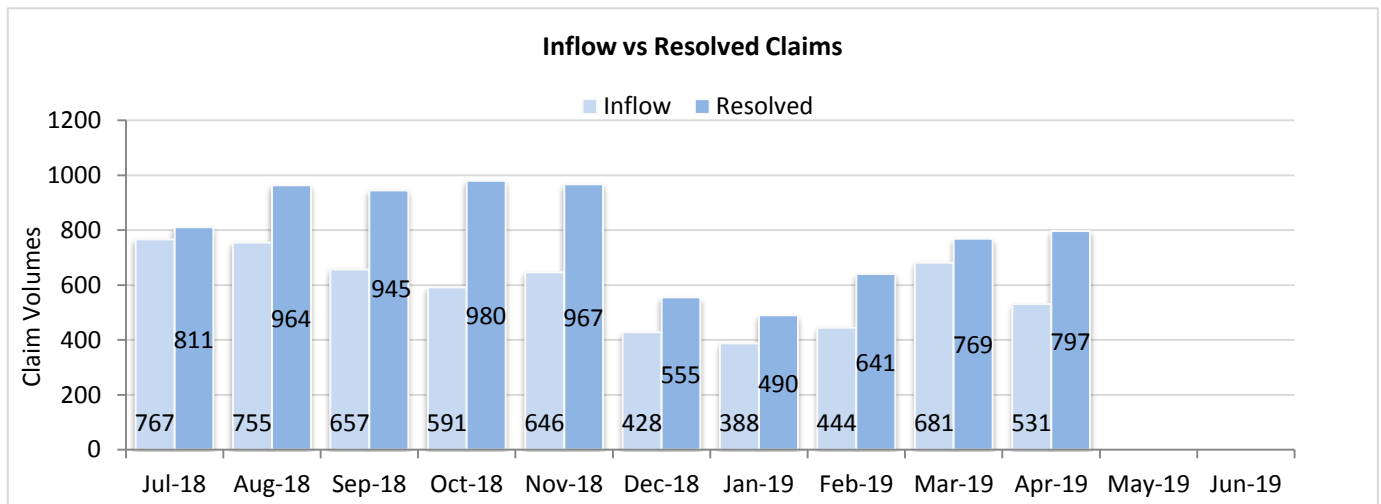
To date, we have collected \$288.3m in premiums compare to a budget of \$288.5m

Section 2 - Canterbury

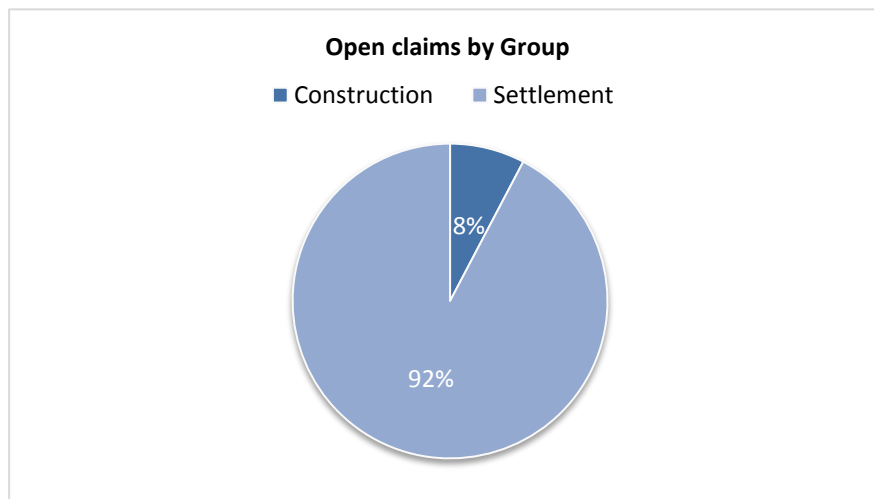
The Canterbury team's claim closure rate increased during April, reducing the core claims on hand. Claims in litigation are also decreasing as homeowners opt for EQC's Alternative Dispute Resolution option.



Outstanding (core) claims on hand have decreased this month by 103, and Legal / ADR / SRES claims have also continued to reduce, closing April at 736.



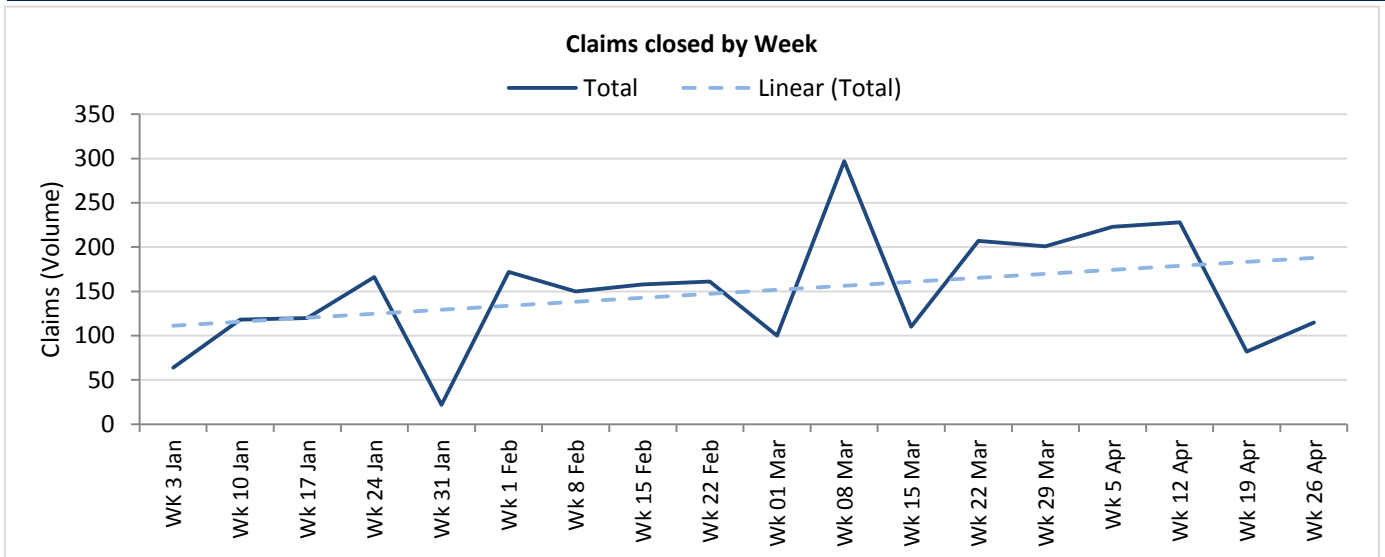
For the month of April 797 claims were resolved, while 531 claims were opened or reopened during the month, leaving 2,078 (core) claims on hand. Over the last 4 months, there has been a monthly net average reduction of 163 claims.



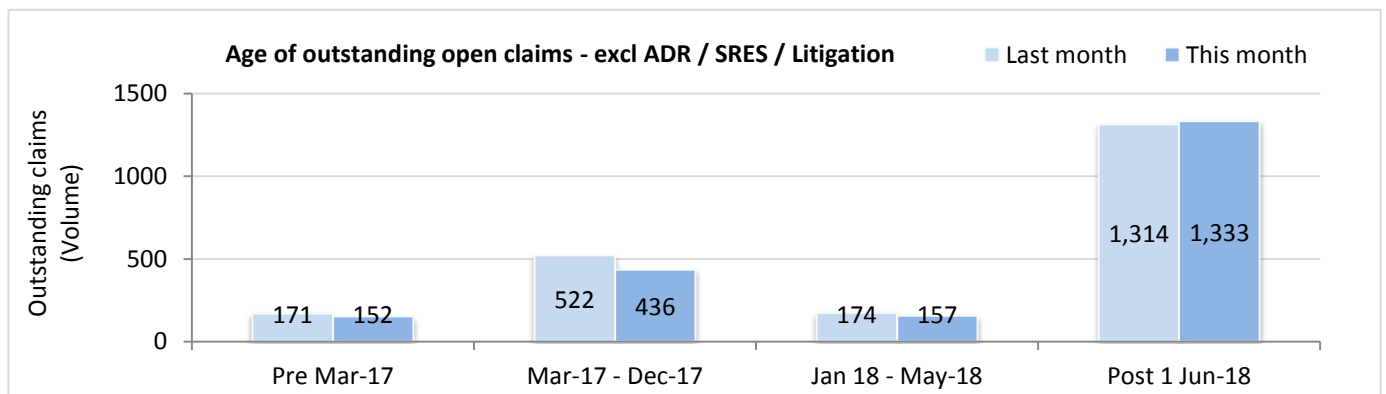
As at 30 April 2019 there are 2,078 open (core) claims on hand. 92% of these claims are being managed by the Settlement teams, with 8% under repair and with the Construction teams.

Inflow refers to claims lodged, reopened, and transferred back in from external consideration.

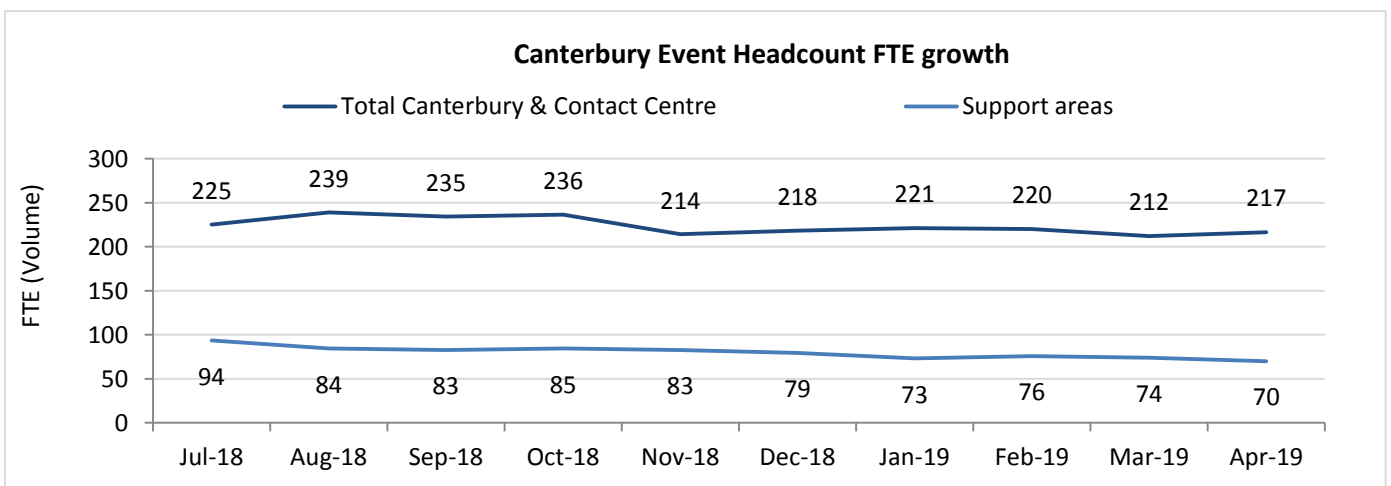
Section 2 - Canterbury (cont.)



During April the average weekly closure rate returned to an upward trend. A decrease in one week was due to an administrative tidy up. Overall resolution has started to increase as we progress into the year.



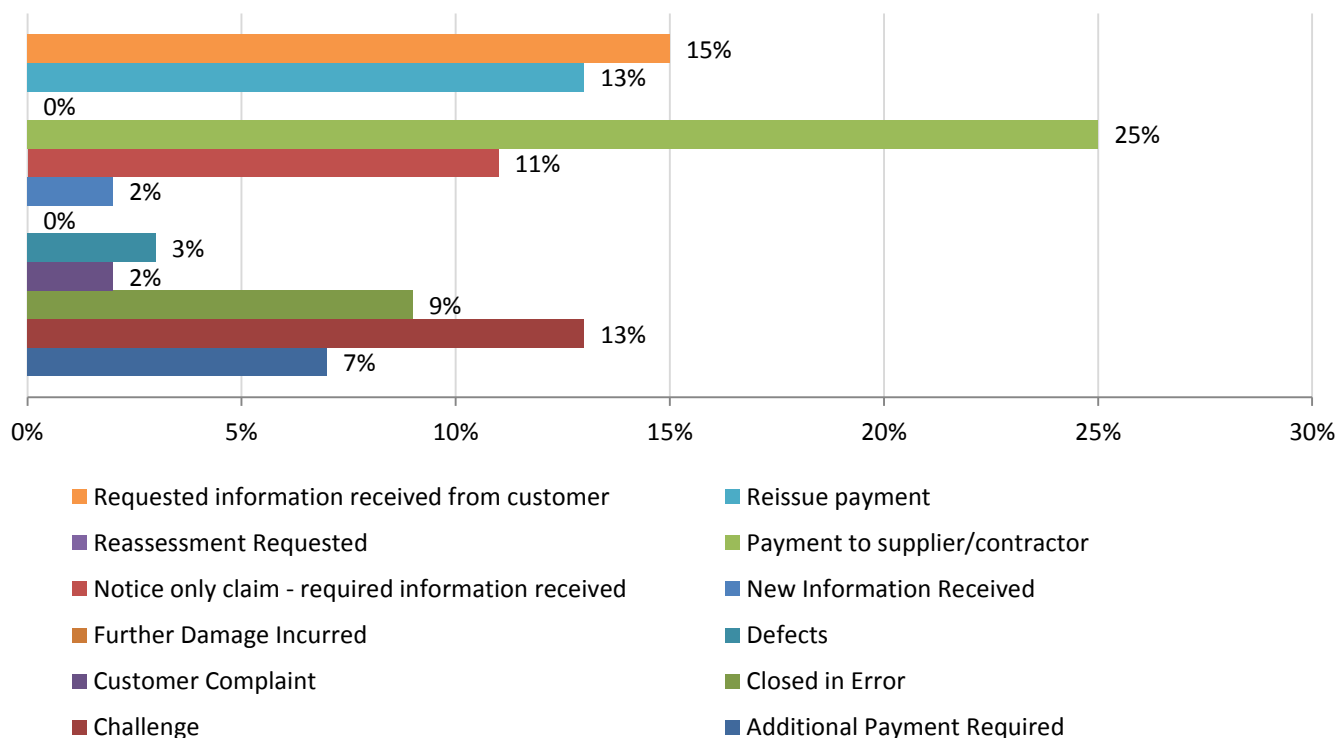
The Canterbury team continues to focus on aged claims with the aim to decrease the average days open rate for all open claims. The average number of days our claims are open as at 30 April 2019 is 245 days and is an improvement to the average in the beginning of the financial year of 334 days.



As mentioned in the previous month, with the business currently reviewing its optimal model, it is expected that both Claims and Support FTE levels will decline over time.

Section 2 - Canterbury (cont.)

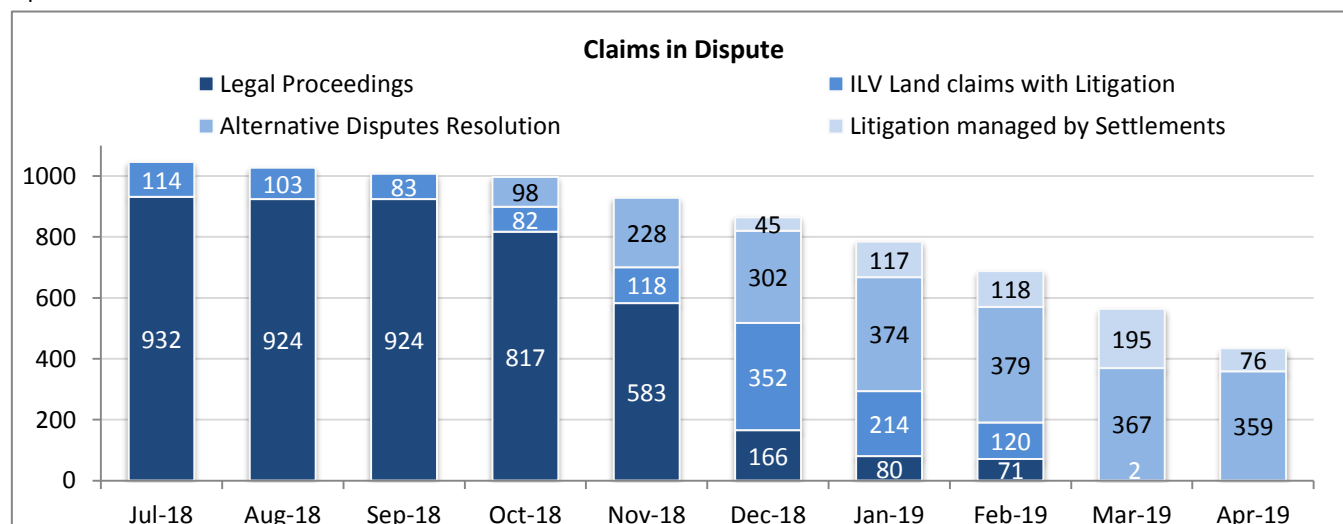
Reopened Canterbury claims - by reason



The graph represents a year-to-date view of claims that have been opened in CMS v8, closed and then subsequently reopened. When this occurs, a reason for the reopening is captured and this group represents about 30% of the reported reopened claims in the 2018/19 financial year.

The leading reason for reopening a claim is still to conduct administrative activities relating to the claim, with the biggest proportion being the need to finalise payment to a supplier / contractor followed by receiving additional requested information from the customer.

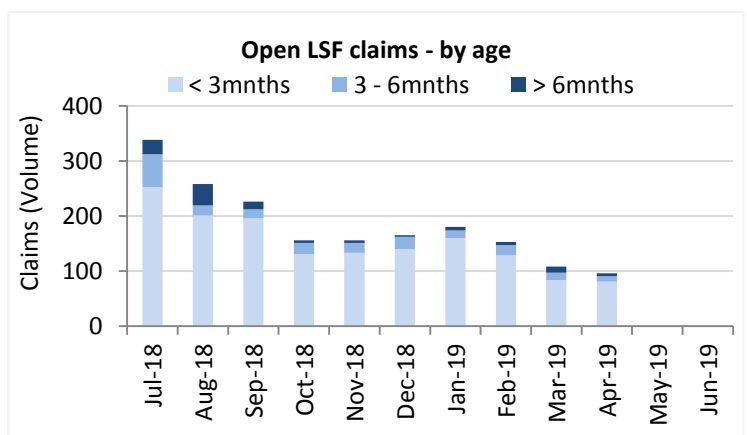
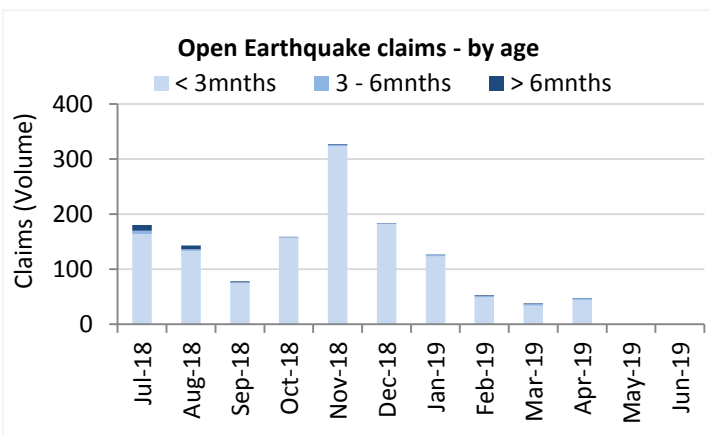
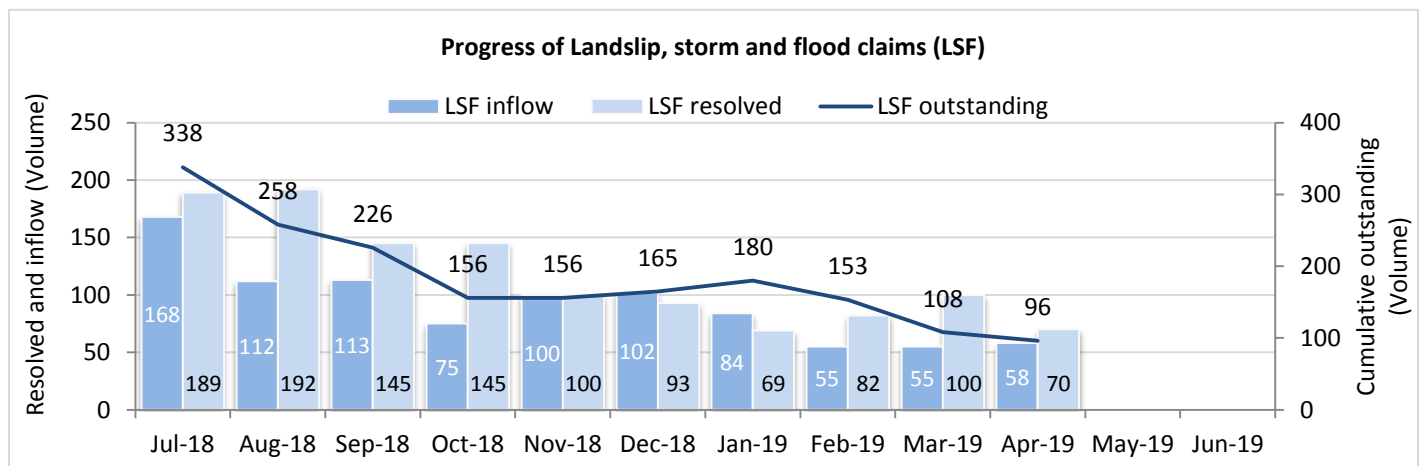
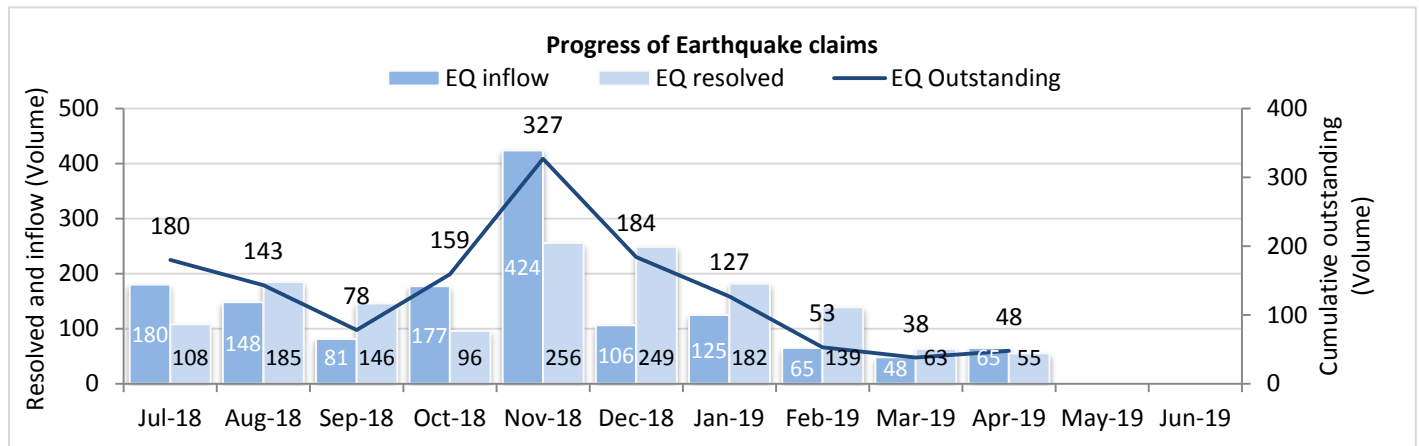
Note, where a claim has been settled in CMS v4 and then subsequently opened in CMS v8, it is excluded from the above population. Work is ongoing to understand better the reasons behind why these claims are being reopened, however, it is expected that these are of a more substantial nature.



During the month of April we now see all claims with legal proceedings being moved to the Alternative Disputes Resolution (ADR) stream.

Section 3 - Response and Recovery

This month we again see low claim lodgement volumes of 123 claims. This has contributed to the open month end balance of 144 claims. Of the open claims we have on hand, 86% have been open for less than three months.



Total Call Volume

	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	Trend
Outbound - Inbound Ratio	73:27	68:32	70:30	64:36	63:37	61:39	
Grade of Service	89%	93%	88%	93%	92%	92%	
Abandonment Rate	7%	4%	6%	4%	4%	3%	
Roll Over No Answer	46	52	45	21	28	39	
Total calls	2,928	1,921	1,874	1,518	1,560	1,799	

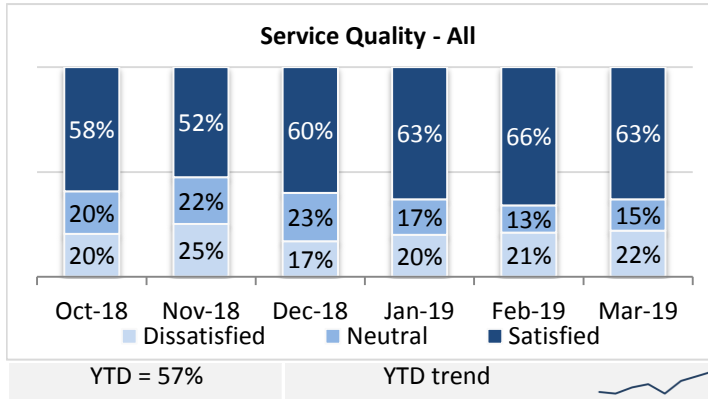
Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Satisfaction

The overall monthly Service Quality satisfaction for Canterbury increased from 46% in February to 53% in March, which is a notable achievement. The Kept Informed measure decreased slightly to 35% from February's 37%.

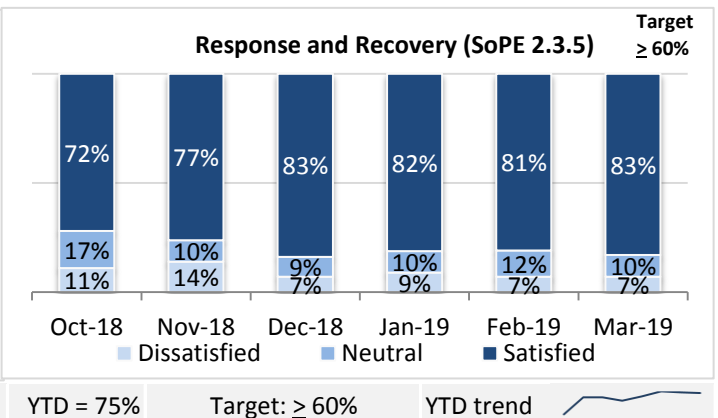
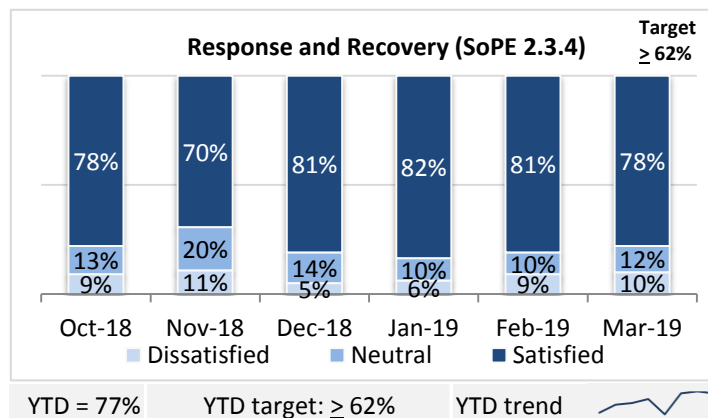
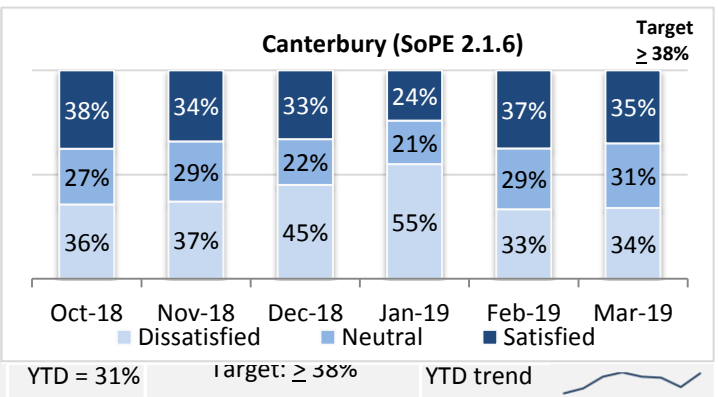
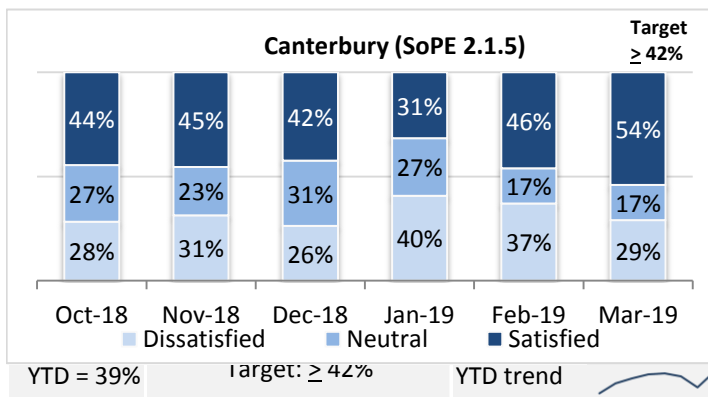
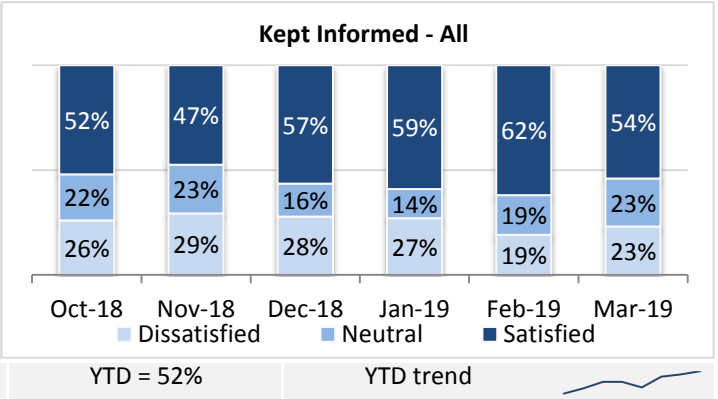
Service Quality

How satisfied were you with the overall quality of the service you received making the claim?



Kept Informed

How do you agree you were kept well informed throughout the claim process?

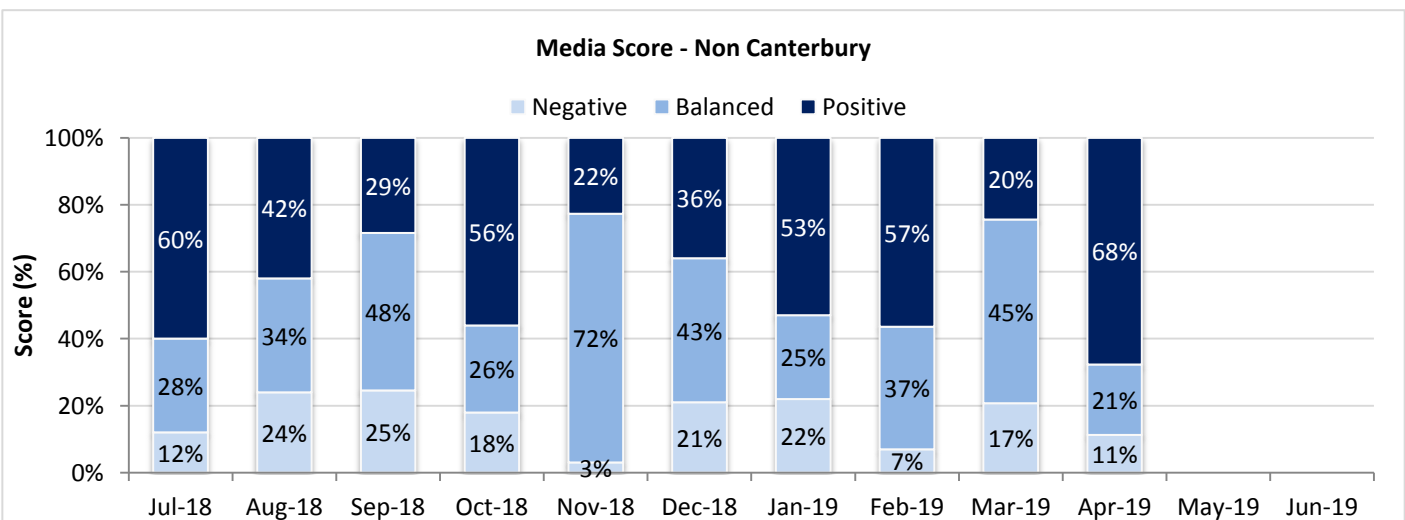
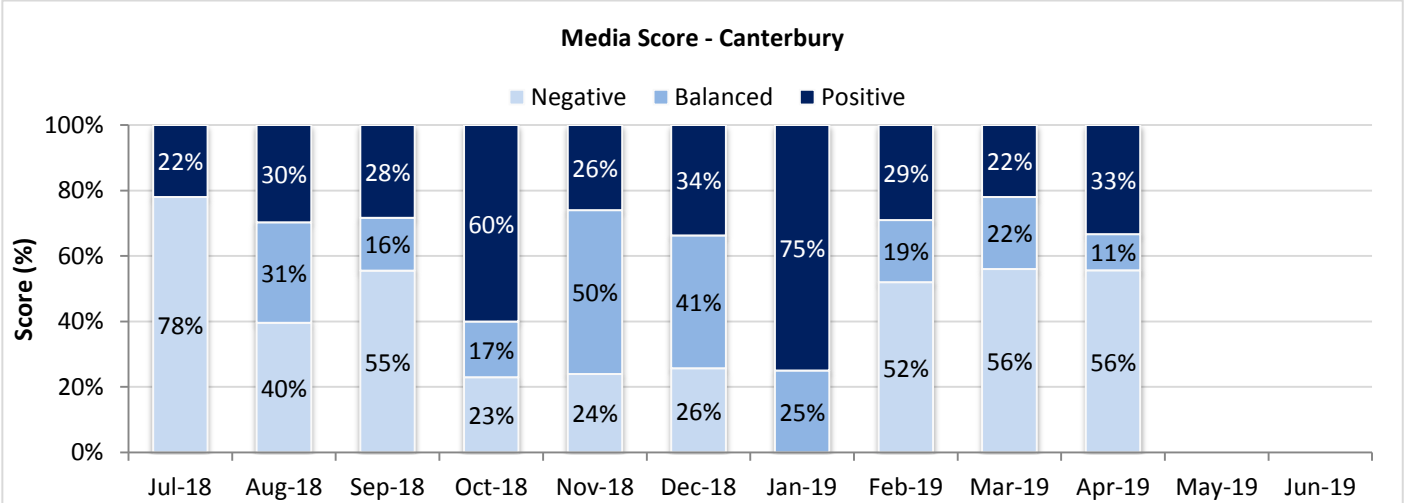
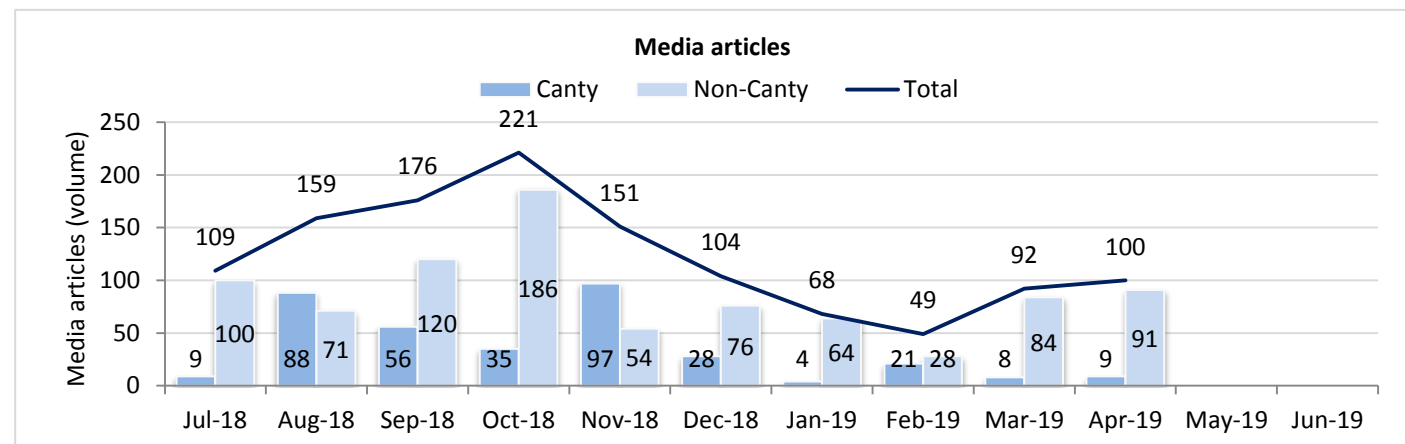
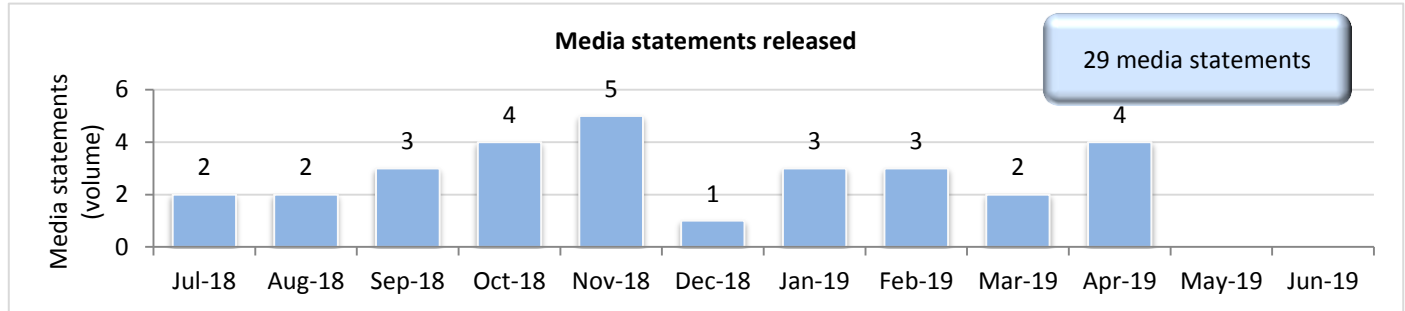


The top two graphs are an amalgamation for all events and are indicative only (not SoPE measures)

The YTD (year to date) bars represent the cumulative year to date percentage of those respondents that are either satisfied with or agreed to the question asked.

Section 5 - Media

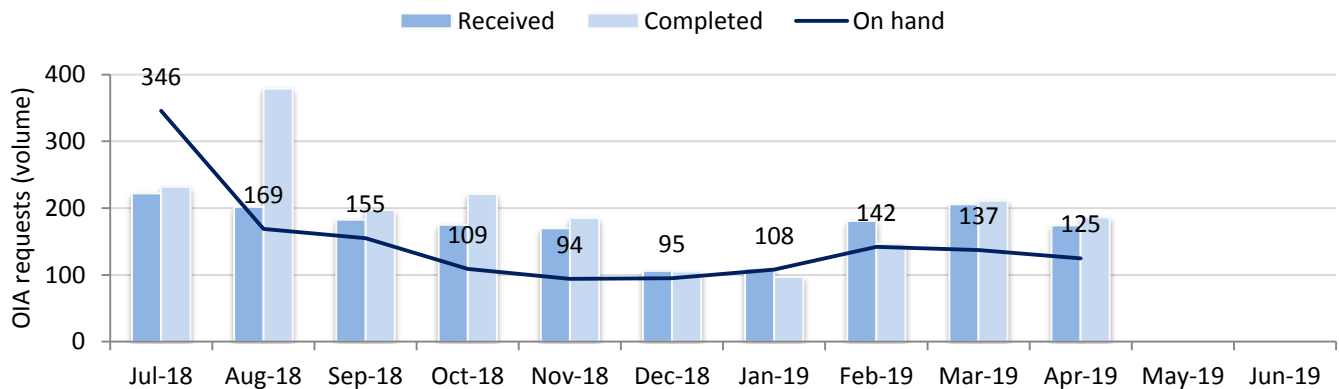
EQC's volume of coverage increased slightly in April, and it was another strong month for traditional and social media Issues covered around New Zealand. This was driven by EQC's proactive activity and four statements were issued - Te Papa shake house exhibition, biennial grants programme, Ivan Skinner Award and EQ early warning system. The issues in the media included the earthquake early warning system project, the call for public submissions for the Inquiry (29 articles), and the cost and scale of repairs and risk pricing for insurers.



Section 6 - Official Information Act (OIA) Requests

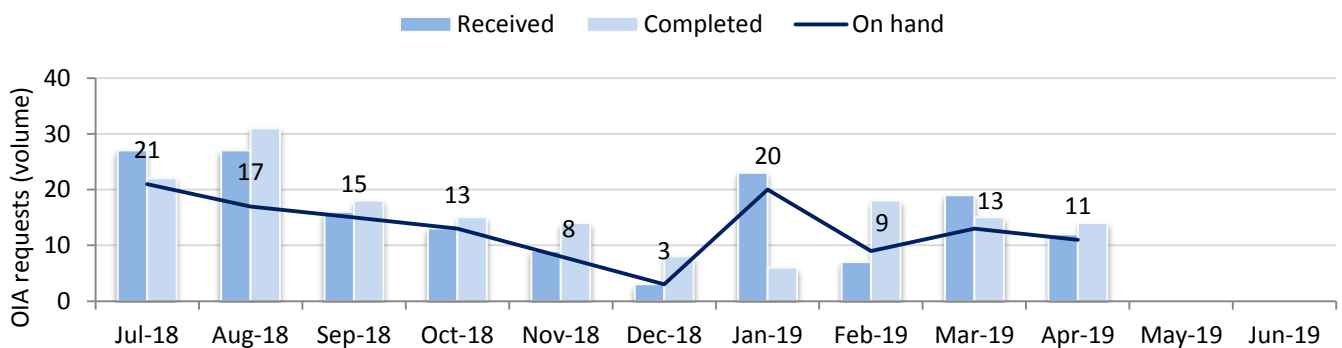
Both OIA teams received fewer OIAs this month compared with last month. Compliance rates increased for both OIA teams.

Customer OIA requests



The Customer OIA team received 174 OIAs this month, in addition to the 137 OIAs on hand from last month. They have completed 186 of these, leaving 125 requests on hand at the end of April.

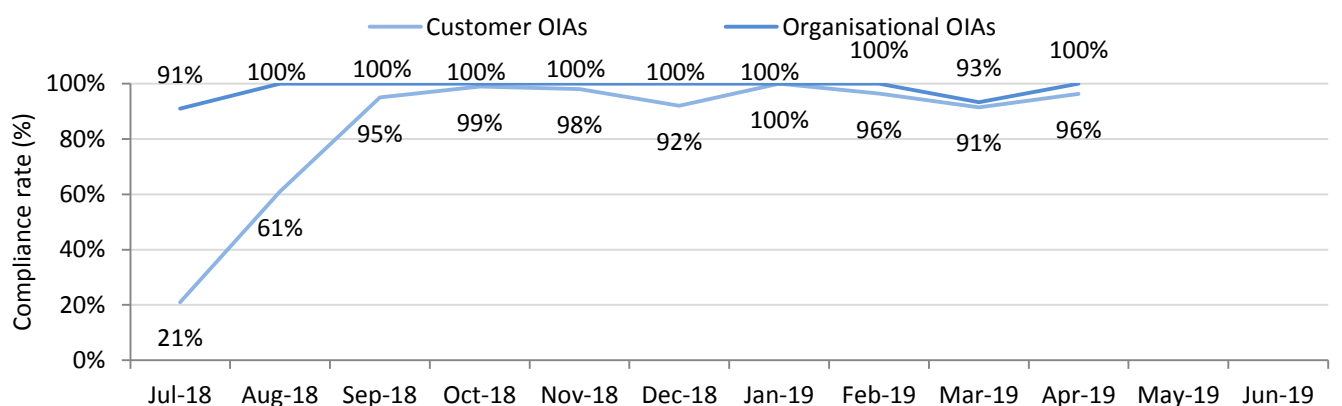
Organisational OIA requests



Government Relations Team received 12 new high-level OIAs, in addition to the 13 on hand from April. The team resolved 14, leaving 11 requests on hand.

OIA Compliance Rate

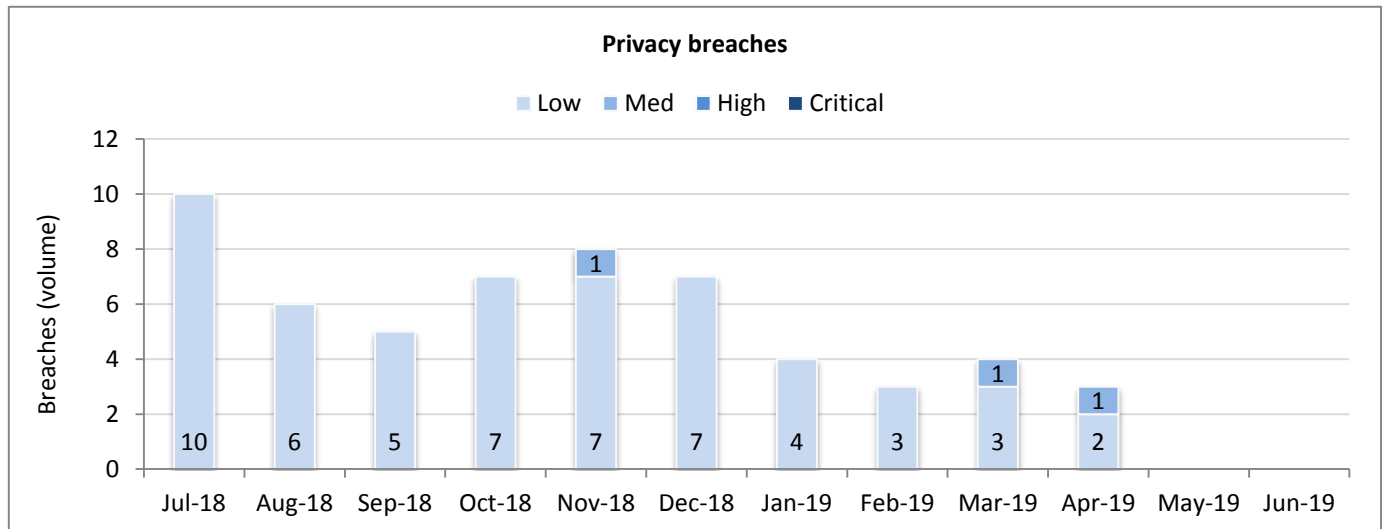
Target = 100%



The compliance rate for Customer OIAs has slightly increased from 91% to 96% this month. The Government Relations Team achieved 100% compliance for Organisational high-level OIAs in April.

Section 7 - Privacy breaches

The number of privacy breaches reduced to three (down one from last month) of which two have been rated low and one has been rated medium. The medium breach was a result of incorrect claimant details being sent to the incorrect customer. All parties were immediately informed and no harm arose of this incident.



For the month of April, the Risk and Compliance Team recorded 3 privacy breaches (2 low level and 1 medium). Breaches this month consist of: Wrong document sent (2); Wrong email or letter content (1). Where appropriate recipients of incorrect information were requested to delete or destroy the information and the correct information was sent. The medium rated breach reported this month arose when a large number of documents from two claims were inadvertently included with information for another recipient. The recipient was immediately asked to destroy the information. As per EQC's standard process, this matter has been internally reviewed and there is no indication of any harm arising as a result of this breach and the Risk and Compliance team will provide tailored privacy training to the relevant team.

Critical

- Sensitive information disclosure
- Systems integrity compromised
- Disclosure of large amount of personal information
- Harm caused to individual/s
- Significant media or reputational damage likely
- Not contained and/or unresolved

High

- Sensitive information disclosure
- Multiple person repeat or continued failure
- Harm caused or likely to be caused to individuals
- Not contained

Medium

- Non-sensitive information disclosure
- Single or few (less than 10) individuals affected
- Harm unlikely
- Not contained, or contained and possible complaint

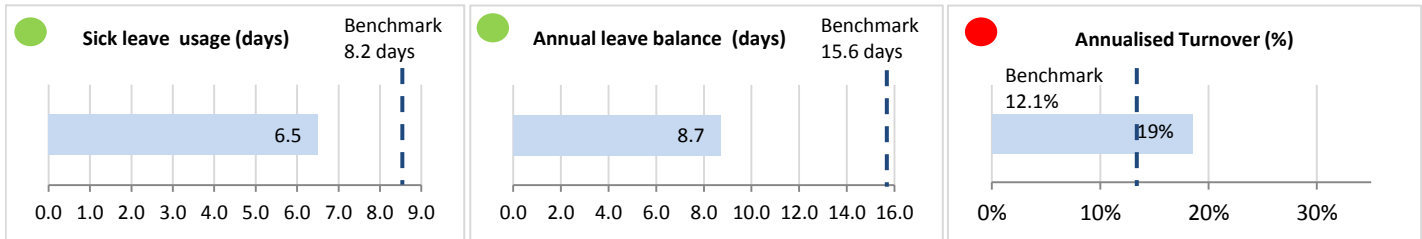
Low

- Non-sensitive information disclosure;
- Single person affected
- No harm arising
- Contained and resolved

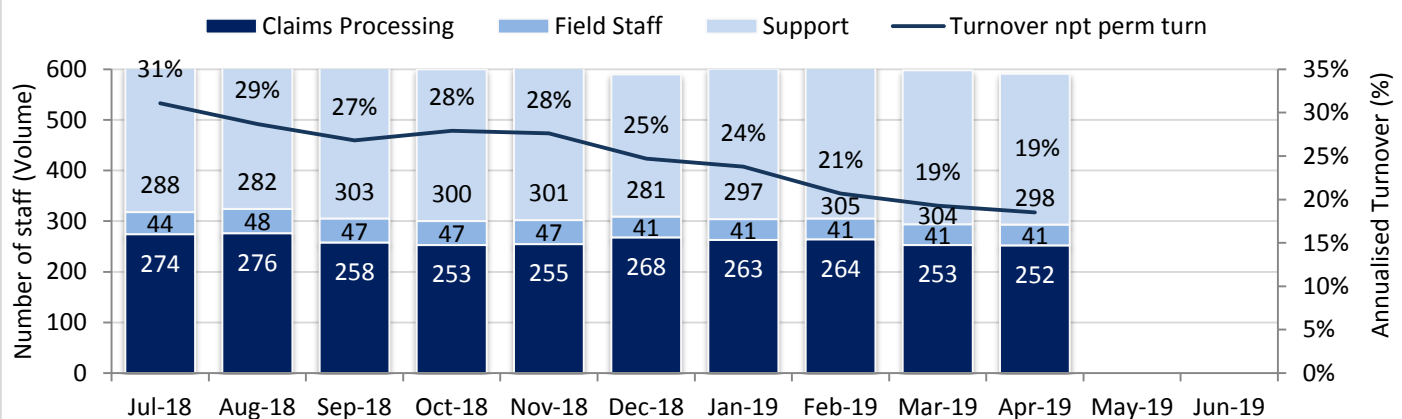
Section 8 - HR Operations

With the summer now over, annual leave balances had begun to rise again, but have reduced slightly in April due to the Easter break and school holidays. It is expected that this will rise again over the next few months. Sick leave usage increased slightly this month, and this trend may continue over winter as the usual illnesses take hold for both staff and their families. The turnover rate is expected to continue to fluctuate as further organisational changes occur.

HR Ops at a glance - EQC's performance against Public Service Benchmark

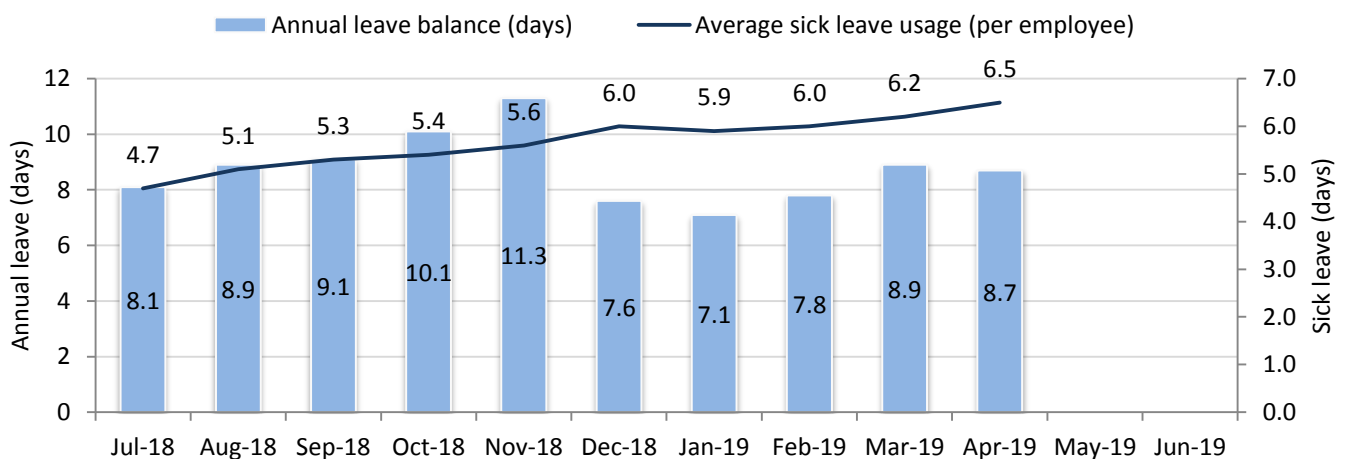


Headcount and Annualised Turnover



Turnover decreased again this month to 16% (from 19% last month). This trend is expected to continue going forward.

Annual and Sick leave



The average sick leave usage increased slightly and now sits at 6.5 days (up from 6.2 days in March) and tracks below the new public sector benchmark of 8.2 days. Annual leave balances dipped slightly in April due to Easter and school holidays, and now sit at 8.7 days (down from 8.9 days in March), which is also below the public sector benchmark of 15.6 days.