

## 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](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 - Customer Care

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, landslide, 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

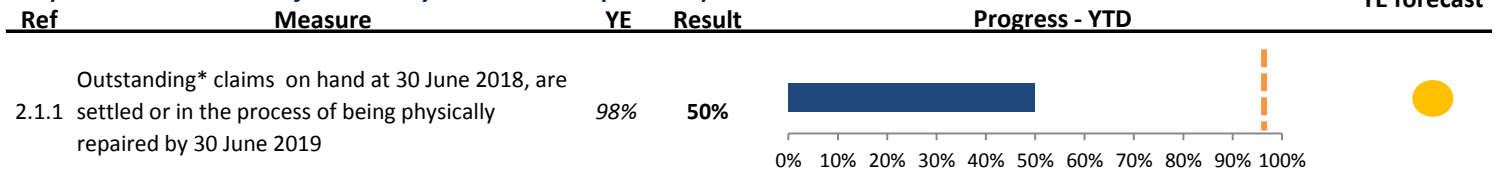
\*A section on Kaikōura has been excluded as it includes private commercially sensitive insurer data.

## Section 1 - Statement of Performance Expectation measures - monthly monitoring

## Output Two - Claims management

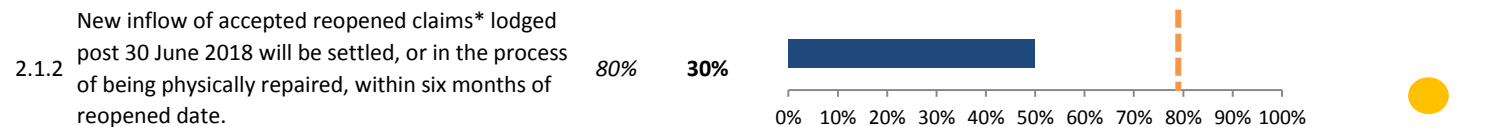
## Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

YE forecast



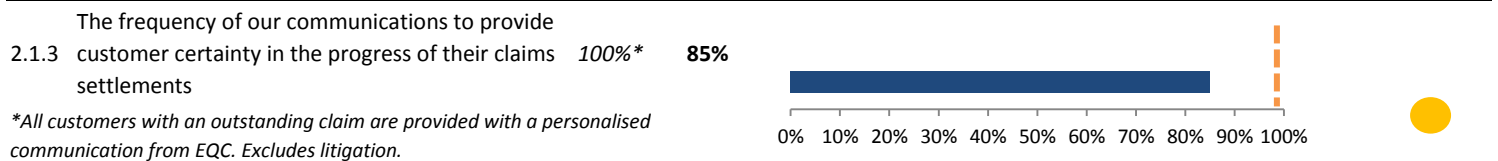
**Commentary:** Half of the claims on hand as at 30 June 2018 are now either fully settled or are in the process of being repaired. During August, a further 458 claims have been either settled or are in the process of being fully repaired.

*\*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*



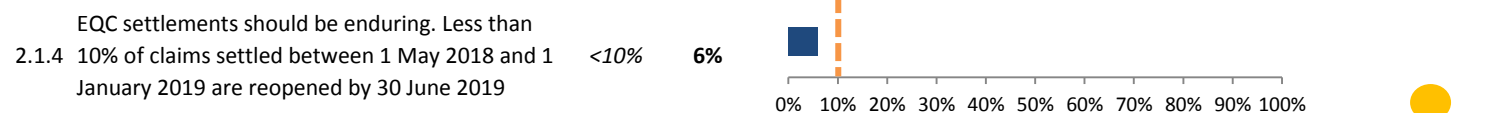
**Commentary:** the number of inflow post 30 June, currently sits at 1,522 claims. Of these, 455 claims are either settled or are under repair.

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



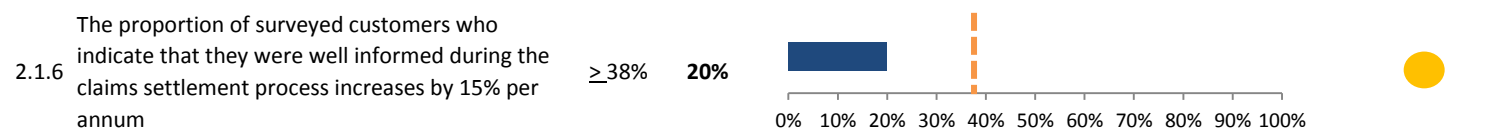
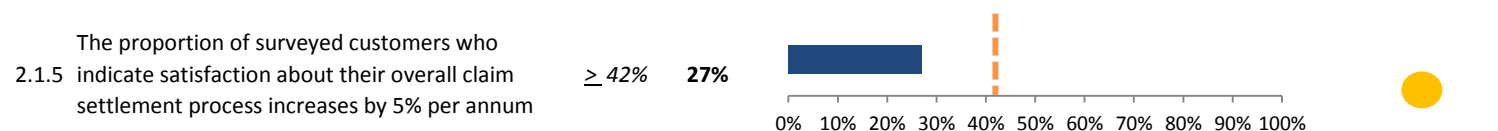
*\*All customers with an outstanding claim are provided with a personalised communication from EQC. Excludes litigation.*

**Commentary:** An 85% contact rate of open claims across all Canterbury claims in the last 30 days has been achieved.



**Note:** this is a reverse target

**Commentary:** : A preliminary review of reopened claims has begun and exclusions have been made based on reopened reasons which indicate post-closure administrative actions that required the claim to be reopened in the Claim Management System. Further analysis on this is being undertaken.



**Commentary:** Customer satisfaction is reported one month in arrears, so the results reported are as at 31 July 2018. It is expected that these scores may increase in coming months as a result of recent initiatives such as the contacting of all customers with an open claim.

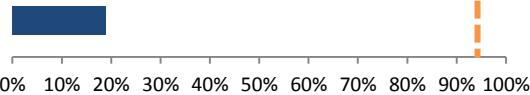

Key:



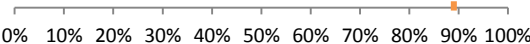

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Claims management

## Output 2.2 - Settlement of Kaikōura 2016 Earthquake

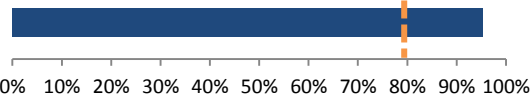

Ref	Measure	YE Target	Result	Progress - YTD	YE forecast
2.2.1	Outstanding claims on hand at 30 June 2018, excluding any that are subject to litigation proceedings, are settled by 31 December 2018	95%	19%		

**Commentary:** As Kaikōura measures are reported one month in arrears, the result will be updated for August in the September dashboard. The number of outstanding claims on hand as at 30 June sits on 848 claims (78 for EQC and 770 for private insurers). As at 31 July, 19% of these were settled: EQC settled 2 claims and; private insurers settled 167 of their claims.

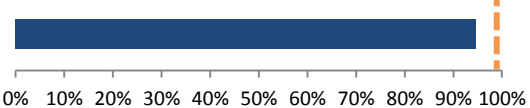

2.2.2	Reopened Kaikōura claims lodged post 30 June 2018 will be settled within 6 months of reopening.	90%	0%		
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**Commentary:** As Kaikōura measures are reported one month in arrears, the result will be updated for August in the September dashboard. As at 31 July, both EQC and private insurers have not settled their reopened claims this month. EQC has no reopened claims (post July 2018), whereas private insurers have 91 reopened claims awaiting resolution.

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

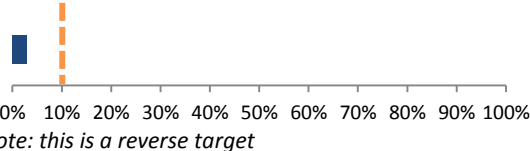

Ref	Measure	YE Target	Result	Progress - YTD	YE forecast
2.3.1	Claims are settled within 90 working days of assessment.	80%	95%		

**Commentary:** The percentage of claims settled within 90 days of assessment for August was 96.1%, bringing the YTD result to 95.3%. This is an interim result 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%*	95%		
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\*All customers with an outstanding claim are provided with a personalised communication from EQC

**Commentary:** 98% of customers with an outstanding claim received a personalised monthly communication in August, bringing the YTD result to 94.7%.

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:** As at 30 August, the year to date reopen rate was 2.8%, with 71 claims reopened out of 2,497 claim closures.

Key:

-  Result not available for the month
-  On track for delivery
-  Potential risk of not achieving target
-  Target highly unlikely to be achieved

## 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	YE forecast
2.3.4	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum.	≥ 62%	70%	<p>A horizontal bar chart showing progress from 0% to 100%. A blue bar represents 70% completion. A dashed orange vertical line indicates the target at 62%.</p>	
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%	55%	<p>A horizontal bar chart showing progress from 0% to 100%. A blue bar represents 55% completion. A dashed orange vertical line indicates the target at 60%.</p>	

**Commentary:** Customer Satisfaction results are reported a month in arrears therefore the results above are as at 31 July. The results for August will be included in the September dashboard. The team currently sits on 70% satisfaction which is the highest result they have had since March 2017.


Key:

	Result not available for the month		On track for delivery		Potential risk of not achieving target		Target highly unlikely to be achieved
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## 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%	NA	
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%	NA	
Measured Annually				
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%	NA	
Measured Quarterly				


## 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%*	NA	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div>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\*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

## Output Two - Claims management

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



Ref	Measure	YE Target	Result	YE forecast
2.3.6	New natural disaster event* claims are resolved within Board approved claims handling expense budgets** for those events.	Within 10% of initial budget	NA	

*Measured Annually*

\*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.	NA	
		Annual Consultation with the Crown on risk appetite occurs.	NA	

*Measured Annually*


## 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.	NA	

*Measured Annually*

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

## Key Activity Measure 3: Premium Collection

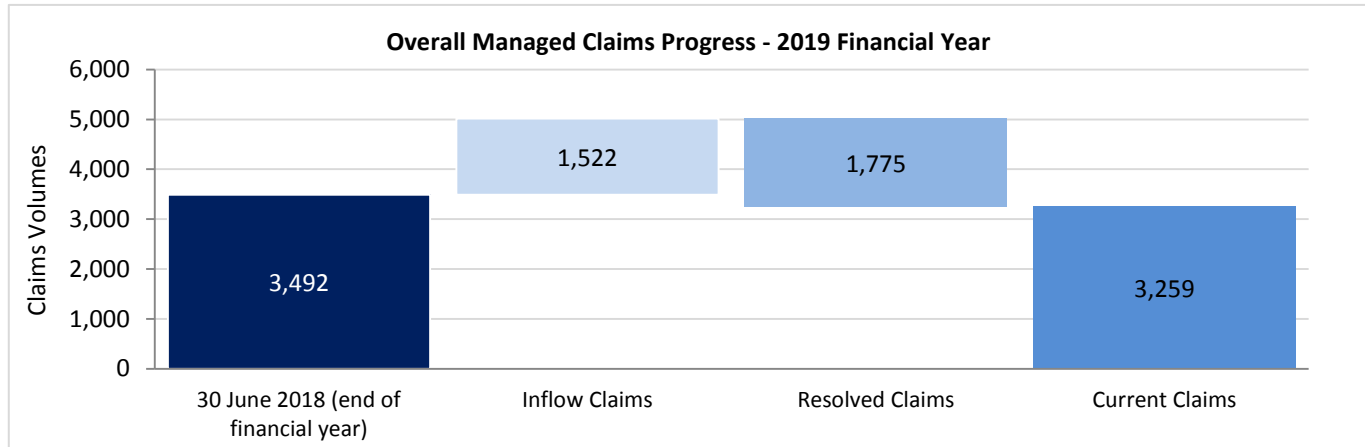
Ref	Measure	YE Target	Result	YE forecast
KA2	The level of premiums collected compared to annual financial budget.	>97.5%	NA	

*Measured Annually*

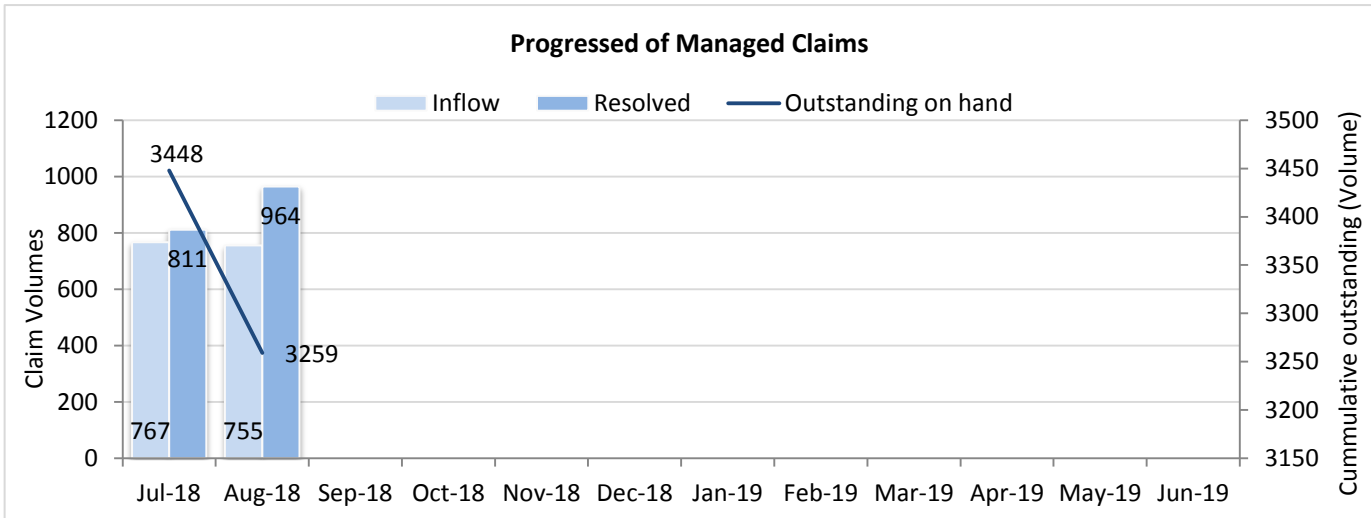
\*This represents the current deductible (excess) for EQC's reinsurance programme

## Section 2 - Canterbury

The claim closure rate continues to increase as more claims are being resolved and the number of new claims (inflow) decreases slightly. This is resulting in an overall decrease in the number of claims on-hand, especially the older claims that were received pre January 2018.

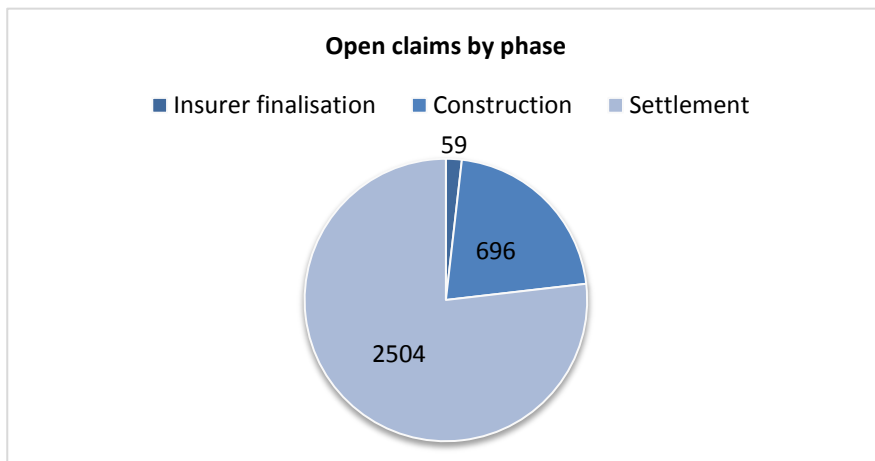


As at 31 August 2018, we continue to see a further reduction in the claims reported on hand. In the two months since the start of the financial year 1,775 claims have been resolved. This will be a mixture of claims on hand at 30 June 2018 and subsequent inflow.



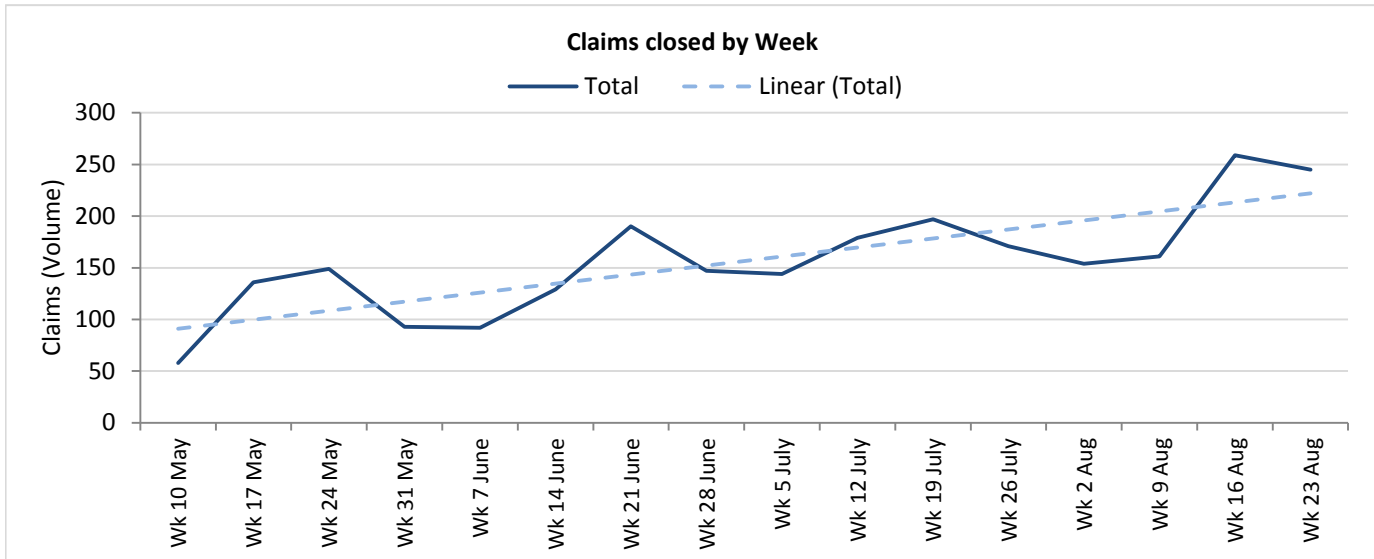
**Note** - There are currently 1,027 claims in litigation.

During August we have received 755 new claims in addition to the 3,448 claims we had on hand last month. Of these, 964 have been resolved, leaving the 3,239 outstanding at the end of August. 20 claims were transferred from managed externally last month, resulting in a total of 3,259 outstanding claims at the end of August.

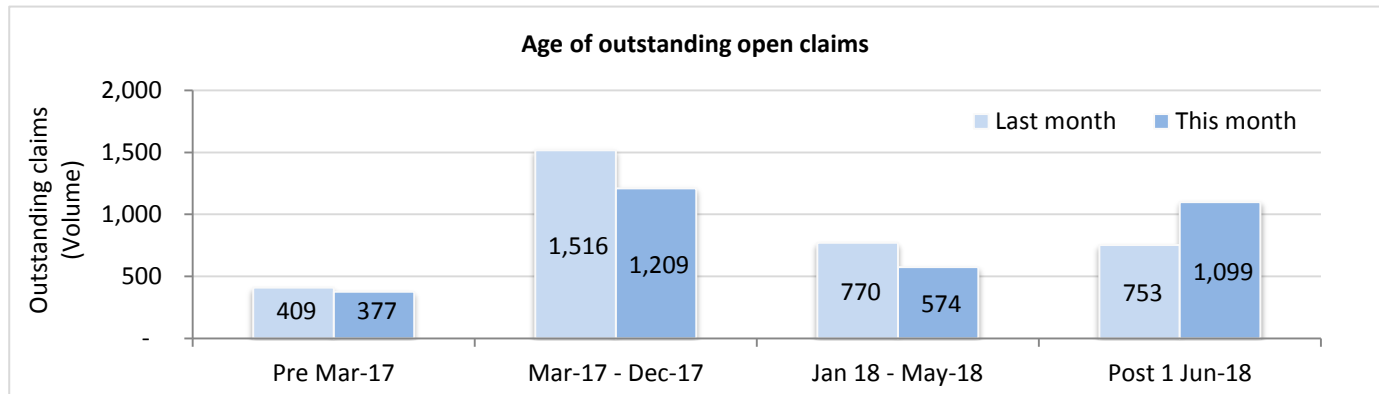


As at 31 August 2018 there are 3,259 open internally managed claims on hand. 77% of the claims are being managed by the Settlement teams, 22% are under repair and with the Construction teams and 1% is currently with the Insurer Finalisation team.

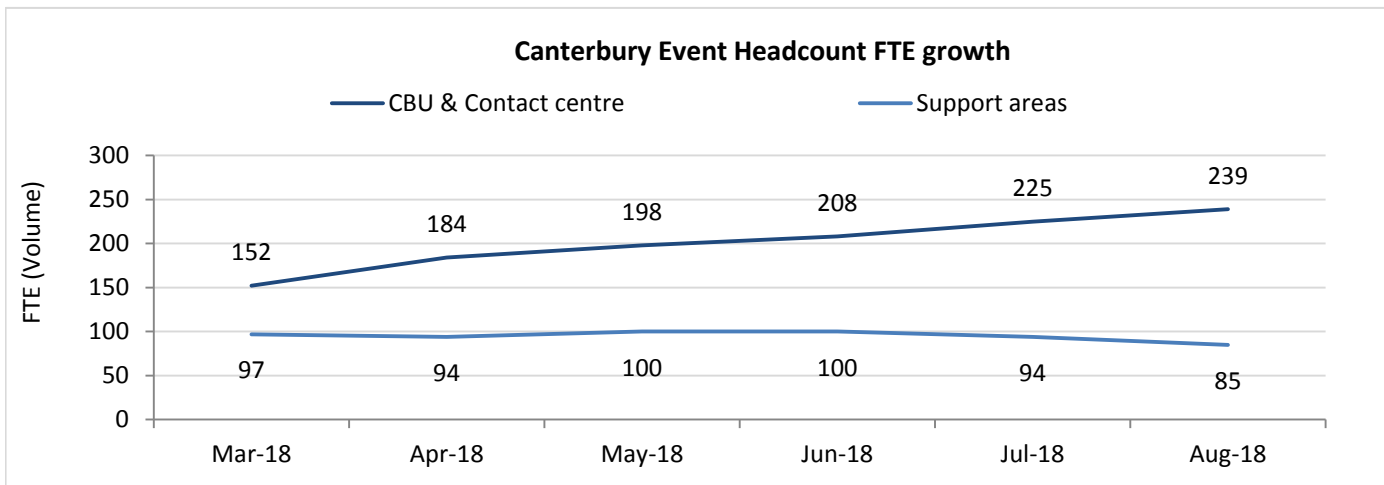
## Section2 - Canterbury (cont.)



As external resource is embedded in the teams, and handover processes with insurers continues to improve, the claim closure rate continues to show a good upward trajectory.



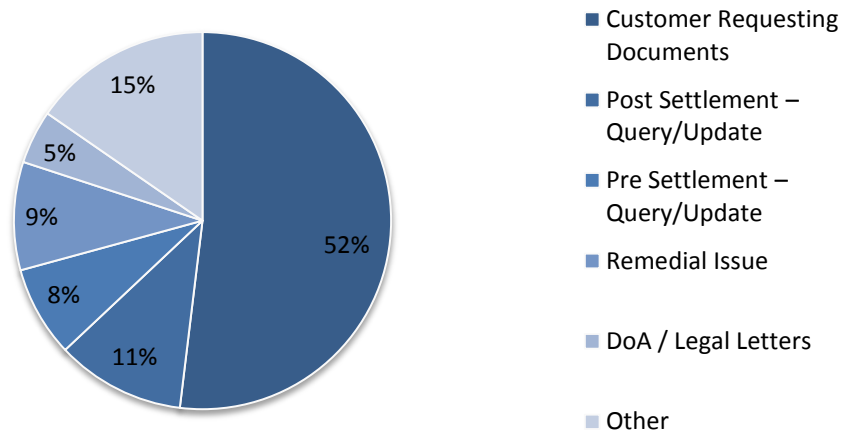
As a result of on increasing our attention and focus on resolving aged claims (in particular decreasing the number of open claims that are older than six months). Further progress can be seen in claims received pre 1 January 2018.



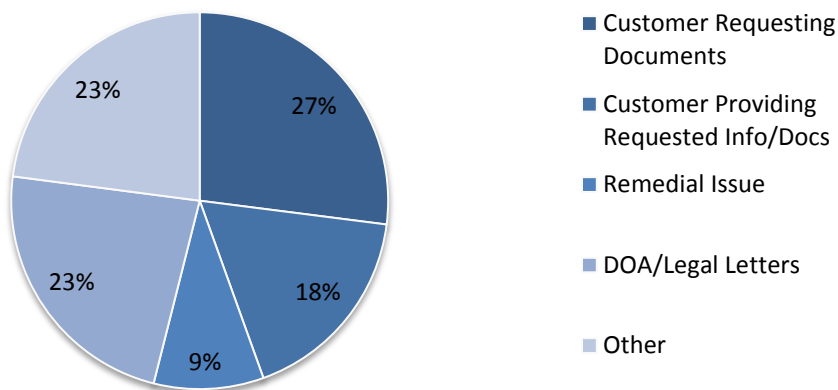
The organisation continues to invest in resources to directly aid the resolution of Canterbury claims. This additional resource is helping to increase the rate of settlement.



**Breakdown of Inbound Calls**



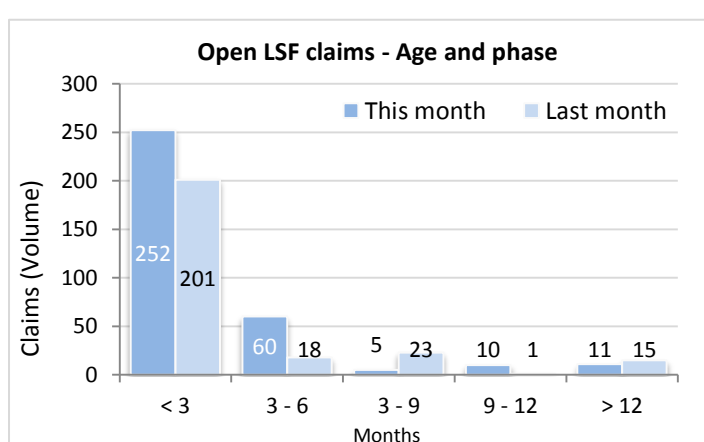
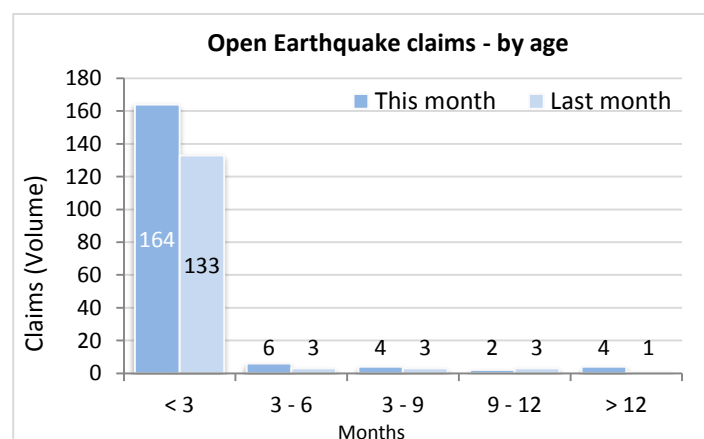
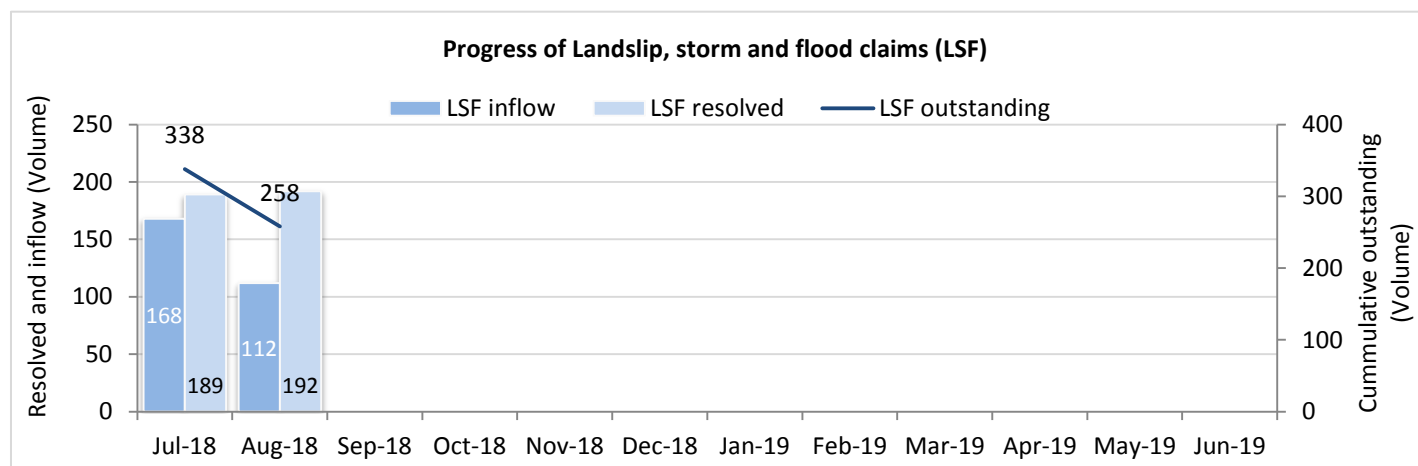
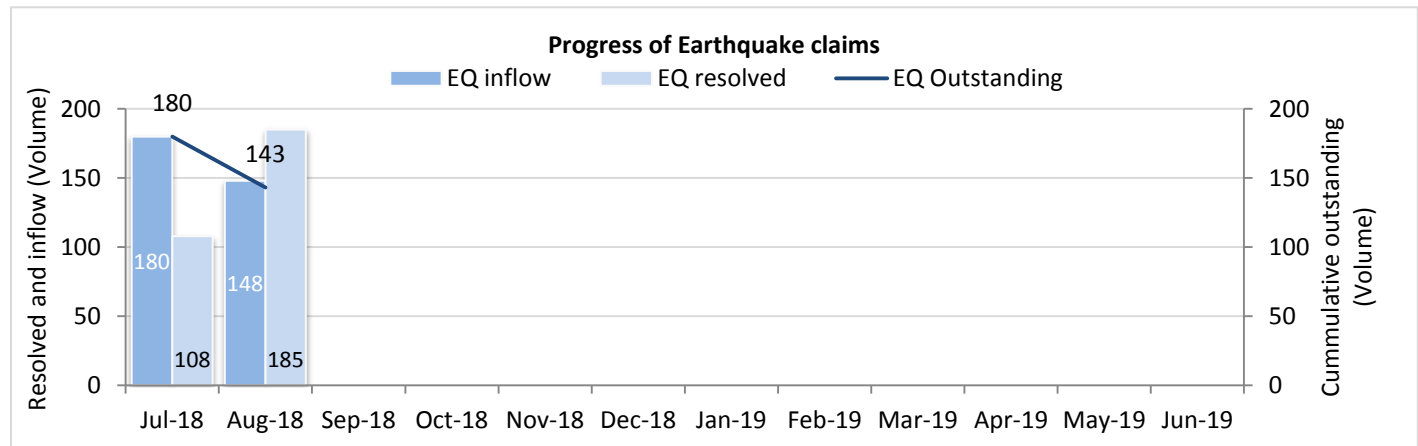
**Breakdown of Inbound Emails**



Work continues on analysing the reasons behind the inflow of claims, and the inbound calls and emails to the call centre provide a good indication. The two pie charts represent the split of inbound calls and emails related to the Canterbury event during August. As can be seen, a high percentage of the incoming contact relates to request for documents or the provision of documents rather than remedial issues. Note, that this does not directly correlate to reopened claims.

## Section 3 - Customer Care

The total number of open claims at month end has decreased to 401 (down from 518 last month) driven largely by lower lodgement volumes. The average days to close a claim continues its downward trend with an average of 87 days to close a claim in August (down from 103 days in July).



Total Call Volume		
	This Month	Last Month
Outbound - Inbound Ratio	73:27	74:26
Grade of Service	92%	85%
Abandonment Rate	4%	0%
Roll Over No Answer	2	8
Direct Calls	96%	92%
Total calls received		
	2,303 (down 442 calls from last month)	2,745

## Section 4 - Customer Satisfaction

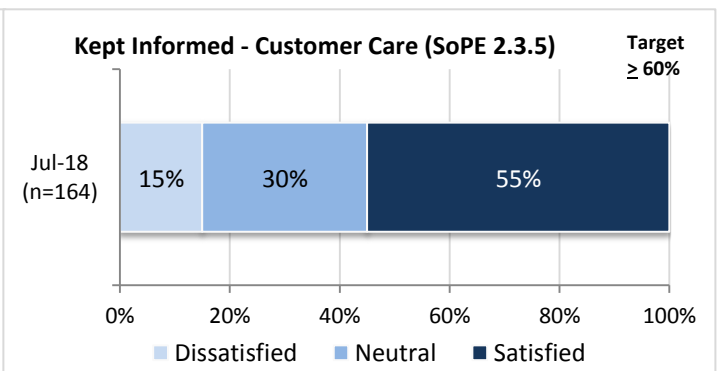
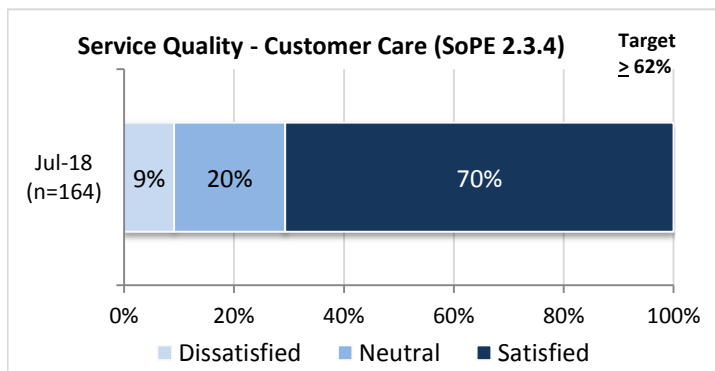
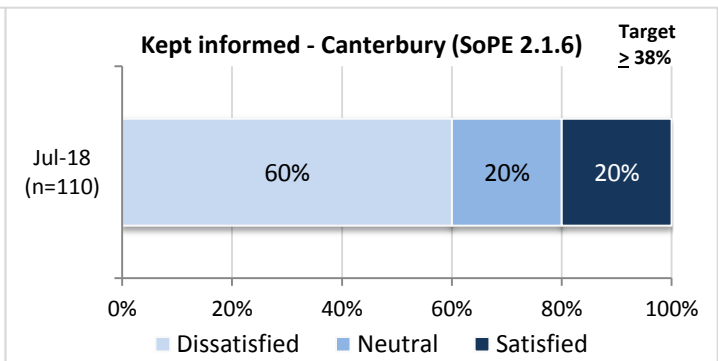
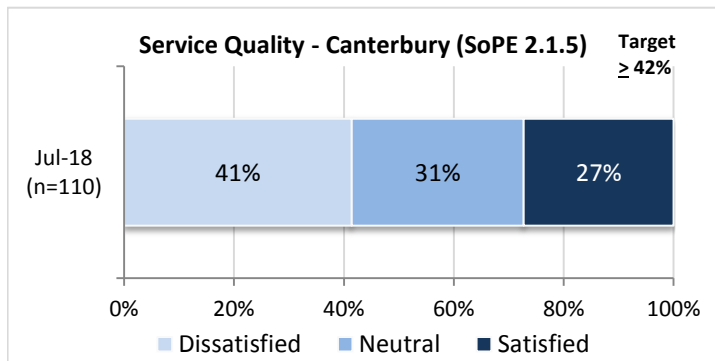
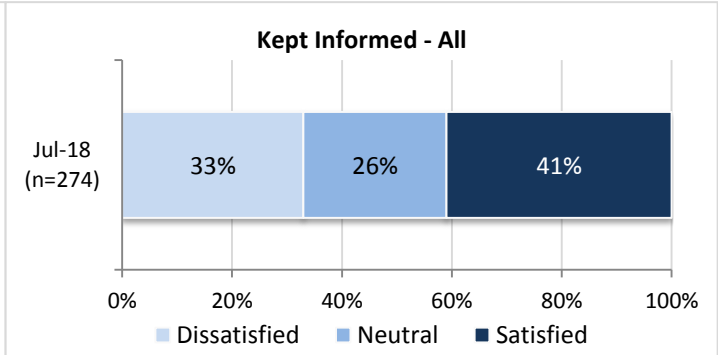
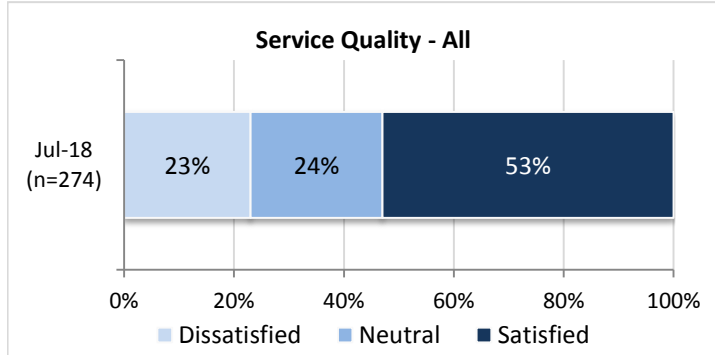
The customer satisfaction results below are for July 2018, as we report one month in arrears. The August 2018 customer satisfaction results will be included in the September 2018 dashboard (to be published in late October 2018). As with last month, Customer Care satisfaction measures are above target; whereas Canterbury satisfaction measures are below target.

settled or are in the process of being repaired. During August, a further 4

*Kept Informed*

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

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

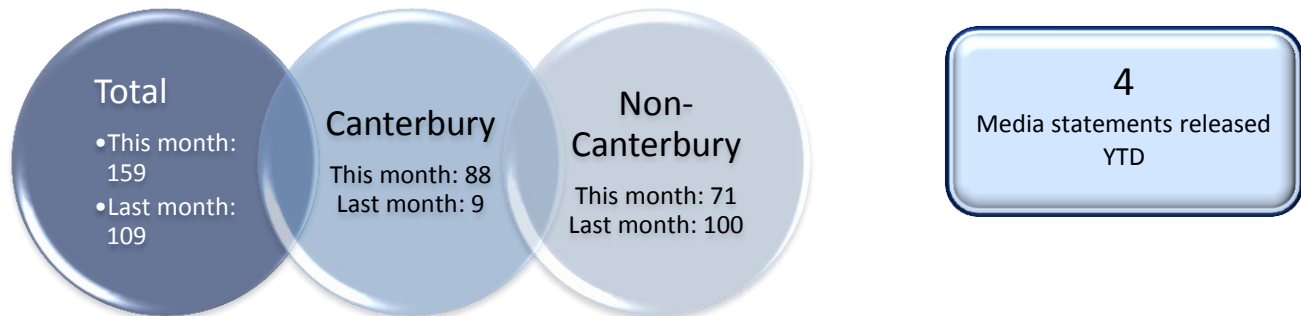


The top two graphs are an amalgamation for all events and are indicative only (not SoPE measures)

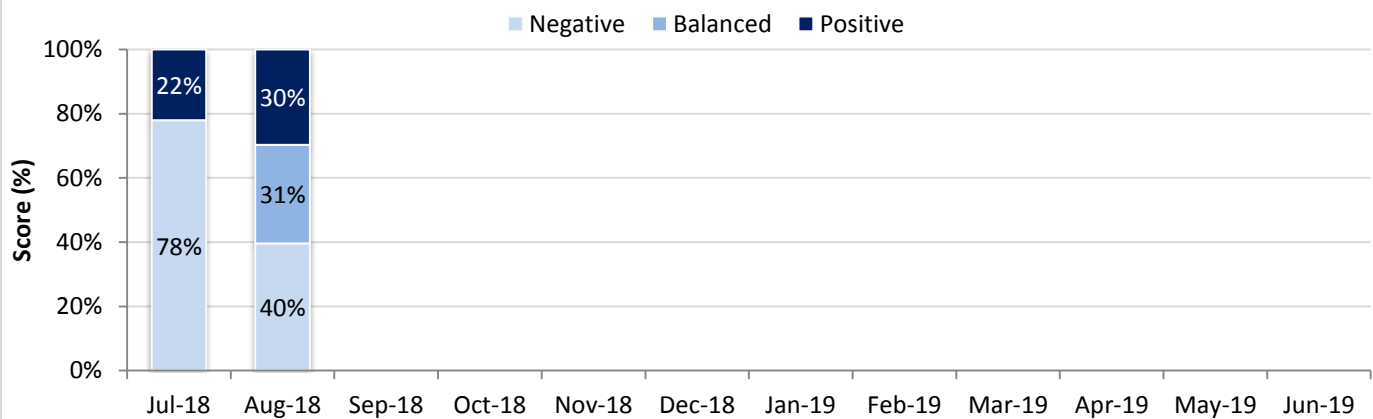
## Section 5 - Media

There was coverage of EQC across online media, community newspapers and digital media. EQC is continuing with its proactive engagement to media and is helping build awareness of our role and work in areas across the country. Positive media score for Canterbury increased by eight percentage points this month.

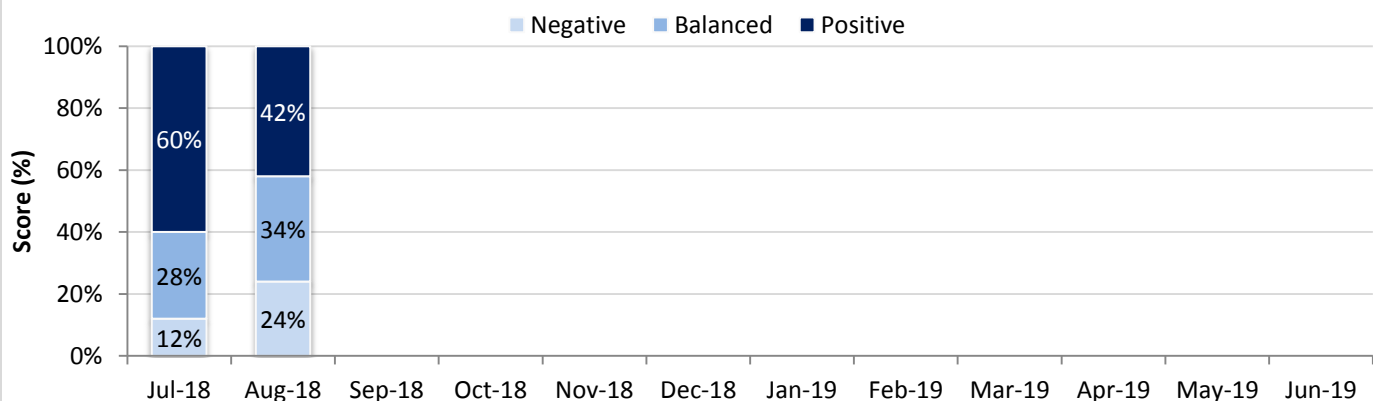
## Media articles



## Media Score - Canterbury



## Media Score - Non Canterbury

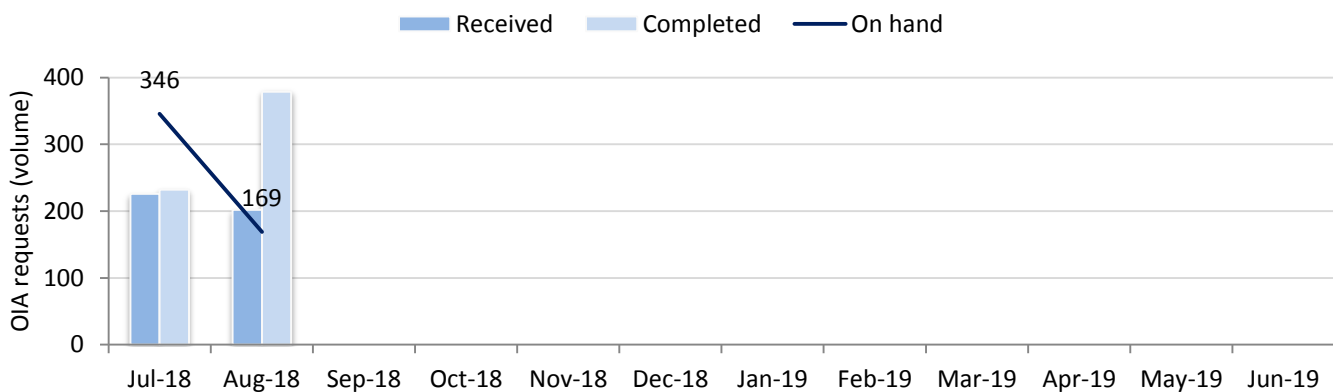


EQC issued two media statements in August (EQC funded Research Project on Volcanic Ashfall and ELT changes). Other media issues relating to EQC were the Canterbury claims tribunal, the Court decision in the Ricky Bligh case, the Government payment to Red Zone residents and other media reports featuring EQC claim numbers.

## Section 6 - Official Information Act (OIA) Requests

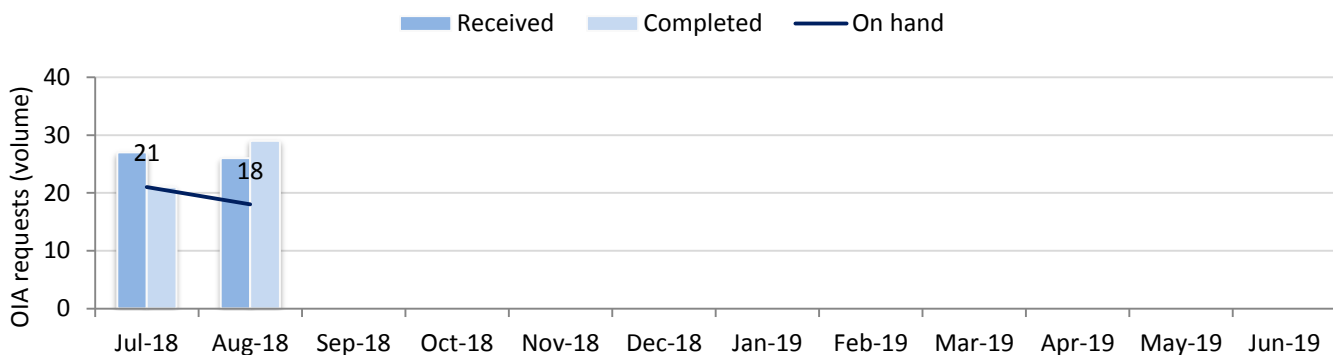
Both Customer and Organisational OIA teams have completed a large number of OIA requests this month, which resulted in low levels of OIAs on hand at the end of the month. The Customer OIA team finished the month with the lowest number of OIAs on hand since 2012, the Organisational OIA team has reached 100% compliance this month.

Customer OIA requests



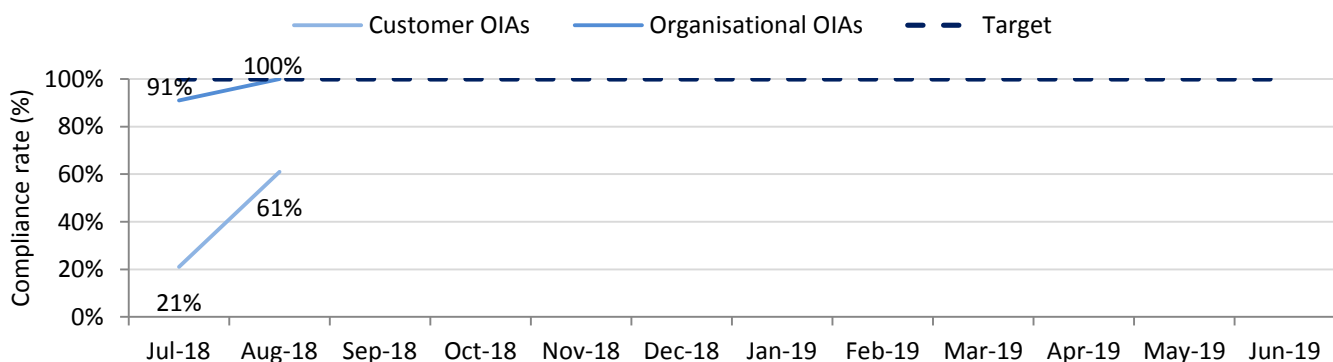
The number of OIA requests on hand, 169, is the lowest total on hand since 2012. This has followed a campaign through August to reduce the number of open requests, thereby giving the team a strong opportunity to respond to customer queries in a short timeframe (3-10 days) from September onwards. Please note, July numbers have been restated following the identification of an error.

Organisational OIA requests



The Organisational OIA Team received 26 new high level OIAs (in addition to the 21 they had on hand last month). This month they have resolved over 70% of all OIAs, leaving 18 OIAs on hand.

OIA Compliance Rate

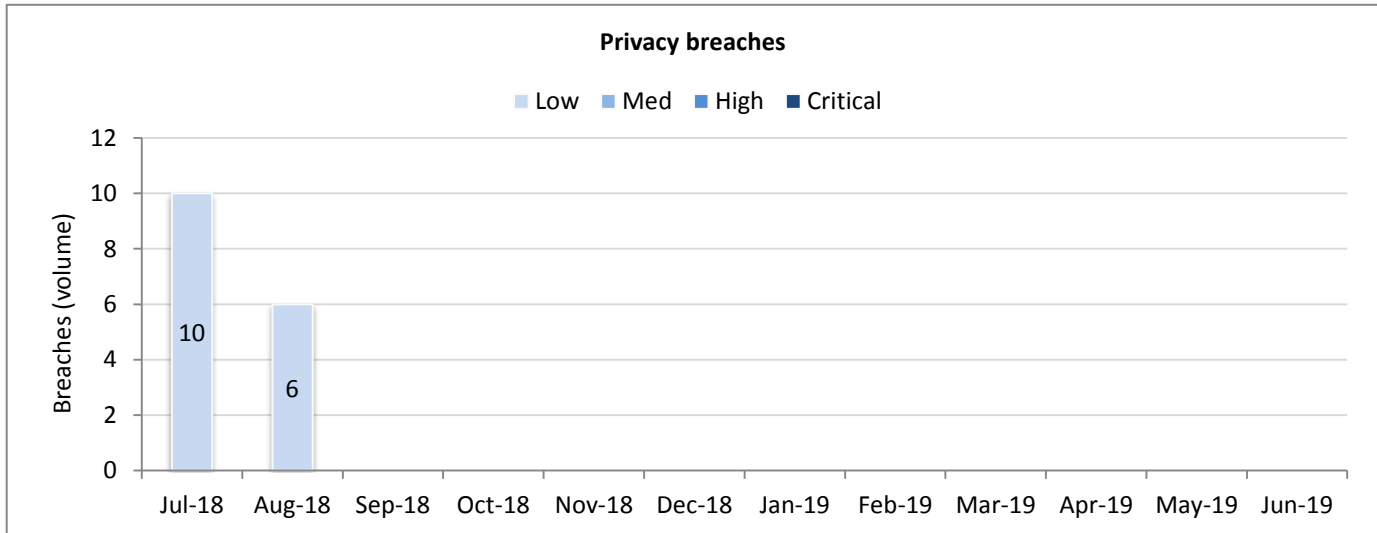


The Organisational OIA Team reached 100% compliance rate this month and expect this rate to be ongoing.

An administrative error was identified where some customer OIA requests that were beyond the 20 working day deadline were being counted as compliant. The July and August data has been verified, and the aged requests have now been completed. Plans are in place to ensure requests are responded to within the 20 working day deadline from September onwards.

## Section 7 - Privacy breaches

The number of breaches decreased to six this month. This is an improvement from last month and from this time last year (16 low level breaches at Aug-17). Near misses have increased greatly this month with 56 near misses reported at the end of August (up from 15 in July). The majority of near misses consisted of documents uploaded to the incorrect claim.



For the month of August, the Risk and Compliance Team recorded 6 privacy breaches (all low level).

Breaches this month consist of: incorrect documents sent out (2); incorrect email addresses used (2); incorrect email or letter content (2). Where appropriate unauthorised recipients were asked to delete, destroy or return information they received in error and a request made to Service Desk to remove documents incorrectly uploaded to claims.

Near misses this month were: documents uploaded to the incorrect claim (49); information included in document or email in error (5); misplaced property (since returned) (1); information access controls (1). Where appropriate, a request has been made to Service Desk to remove documents incorrectly uploaded to claims.

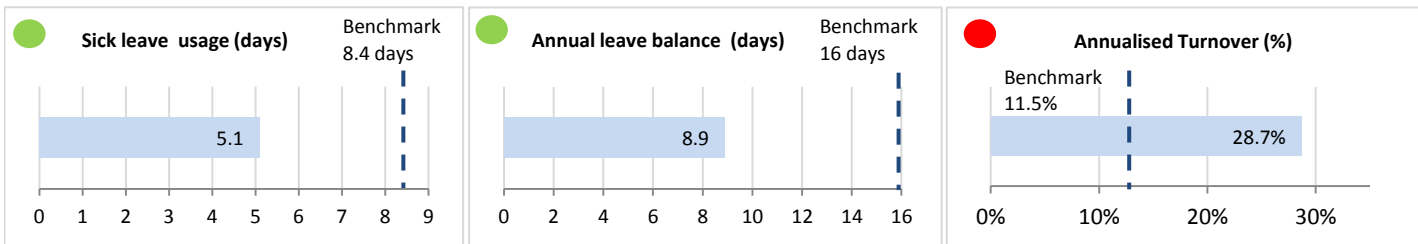
Please note, the near miss information will be removed from the publicly available dashboard version.

Low	Medium	High	Critical
<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure;</li> <li>• Single person affected</li> </ul>	<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure</li> <li>• Single or few (less than 10) individuals affected</li> <li>• Harm unlikely</li> <li>• Not contained, or contained and possible complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Multiple person repeat or continued failure</li> <li>• Harm caused or likely to be caused to individuals</li> <li>• Not contained</li> </ul>	<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Systems integrity compromised</li> <li>• Disclosure of large amount of personal information</li> <li>• Harm caused to individual/s</li> <li>• Significant media or reputational damage likely</li> <li>• Not contained and/or unresolved</li> <li>• No harm arising</li> <li>• Contained and resolved</li> </ul>

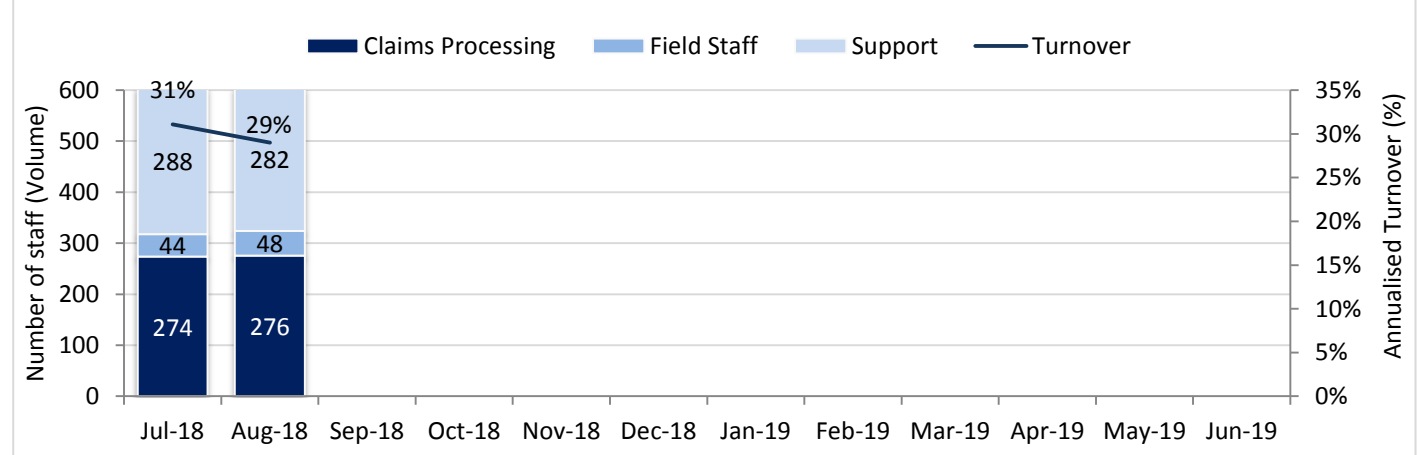
## Section 8 - HR Operations

Annualised Turnover reached a 3 year low this month, continuing a slow descending trend that has continued for a full year. As expected (given the winter months) sick and annual leave are on the rise, although still below public sector averages.

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

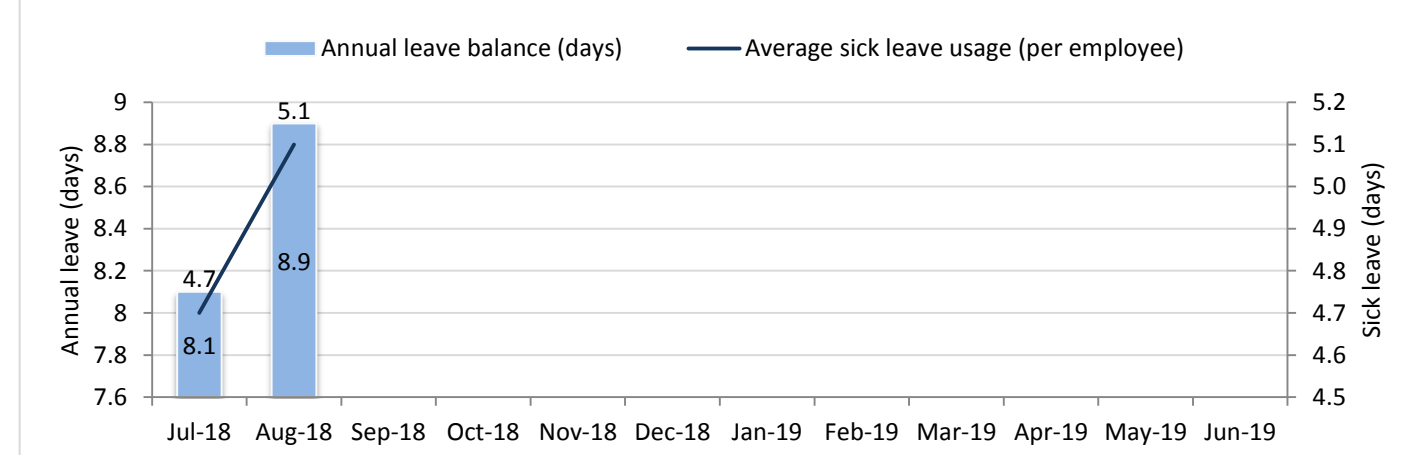


## Headcount and Annualised Turnover



Headcount for the organisation held steady this month, with only minor variations internally. The annualised turnover rate continues to decrease.

## Annual and Sick leave



Both annual leave balance and sick leave usage have increased from last month, which is expected given the winter months. The average sick leave usage increased to 5.1 days (up from 4.7 days in July) and tracks below the public sector benchmark of 8.4 days. Similarly, the average annual leave balance increased to 8.9 days (up from 8.1 days in July) and is well below the 16 days benchmark.