

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:

[Statement of performance expectations](#)

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 - Other Natural Disaster Events (Excluding Canterbury/Kaikoura)

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

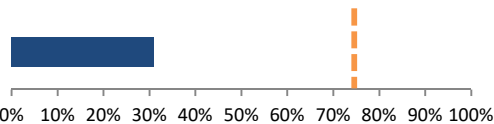
This section tracks EQC's annual and sick leave usages and compares them to the Public Service Benchmark.

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

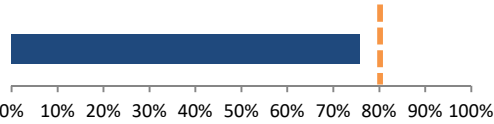
Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response

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

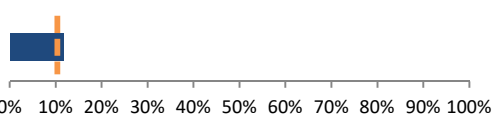
Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.1	Outstanding claims over six months old, on hand at 30 June 2019, are settled by 31 December 2019	75%	31%		● ↑

Commentary: To date we have closed 31% of claims outstanding (over 6 months old) at EOM June 2019. This leaves us ahead of schedule towards settlement of 75% of these claims by 31 December 2019.

2.1.2	Inflow of reopened claims lodged post 1 January 2019 will be settled within six months of reopened date*	80%	76%		● ↑
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Commentary: So far this financial year, 76% of claims that were reopened in January and February 2019 have been settled within 6 months of their reopened date.

*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"

2.1.4	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months	<10%	11.7%		● ↓
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Note: this is a reverse target

Commentary: So far this financial year we have reopened 11.7% of settled claims within 6 months of closure.

Key:



Result not available for the month



Potential risk of not achieving target



Performance trend increase



On track for delivery



Target highly unlikely to be achieved



No change in performance trend

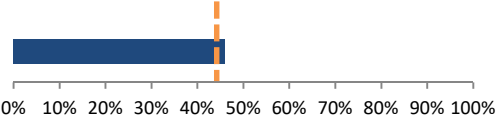

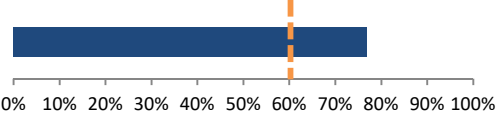

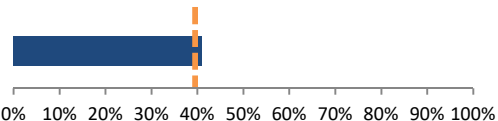

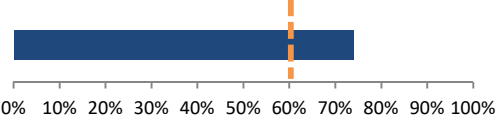

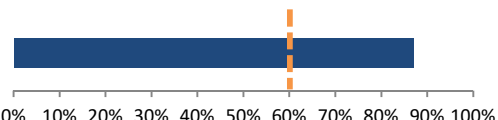



Performance trend decrease

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

Output Two - Event Response


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


Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process	≥ 45%	46%		
2.1.6	The proportion of surveyed customers who agree or strongly agree that the overall quality of the service received while making the claim (during recent claim experience) was good	≥ 60%	77%		
2.1.7	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process	≥ 40%	41%		
2.1.8	The proportion of surveyed customers who agree or strongly agree that they were kept well informed during their recent claim experience	≥ 60%	74%		
2.1.9	The proportion of surveyed customers who agree or strongly agree that the overall manner of the people they had contact with (during your recent claim experience) was good	≥ 60%	87%		


Commentary: Satisfaction levels amongst Canterbury customers improved for both 'Overall Satisfaction' (2.1.5) with a result of 46% (vs. 31% for Jun-19) and 'Kept Informed' (2.1.7) with a result of 41% (vs. 30% for Jun-19). Satisfaction of Canterbury customers with their recent experiences across the measures of 'Satisfaction' (2.1.6), 'Kept Informed' (2.1.8) and 'Overall Manner' (2.1.9) paints a picture of solid performance.


Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 July 2019.


Key:


 Result not available for the month


 Potential risk of not achieving target

 Performance trend increase

 On track for delivery

 Target highly unlikely to be achieved

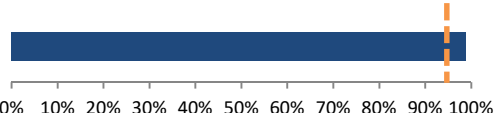

 No change in performance trend

 Performance trend decrease

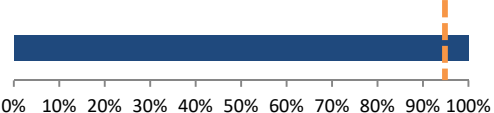

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Event Response

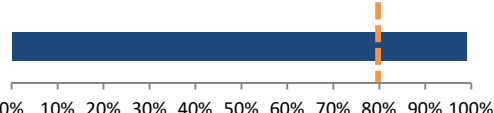

Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.2.1	Claims lodged post 1 January 2019 are settled within six months of lodgement date	95%	99%		

Commentary: As at the end of the reporting period, 99% of claims lodged post 1 January 2019 have been settled within 6 months of lodgement, meeting the required standard.

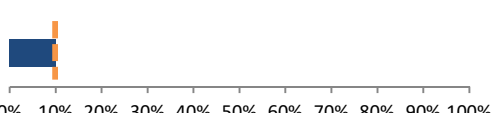

2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	100%		
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Commentary: So far this financial year, 100% of claims that were not settled within 6 months, have subsequently been settled within 90 working days of the completion of the assessment process.

2.2.3	Inflow of reopened claims lodged post 1 January 2019 will be settled within six months of reopened date*	80%	99%		
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Commentary: So far this financial year, 99% of claims that were reopened in January and February 2019 have been settled within 6 months of being reopened.

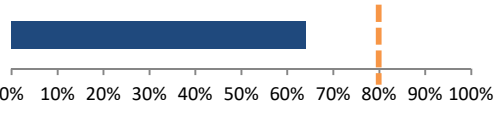

*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"

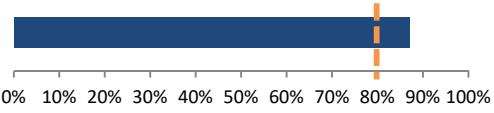

2.2.4	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months*	<10%	10%		
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Note: this is a reverse target

Commentary: As of August month end, the rate of enduring settlement measures 10%, in line with target.

* The start date for this rolling measure is 1 January 2019



2.2.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process	80%	64%		
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2.2.6	The proportion of surveyed customers who indicate they were well informed during the claims settlement process	80%	87%		
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Commentary: Customer satisfaction with 'Service Quality' (2.2.5) held steady during the reporting period with a result of 64% (vs. 63% for Jun-19) whilst there was a notable increase in satisfaction with how they were 'Kept Informed' (2.2.6) with a result of 87% (vs. 72% for Jun-19)

Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 July 2019.

Key:

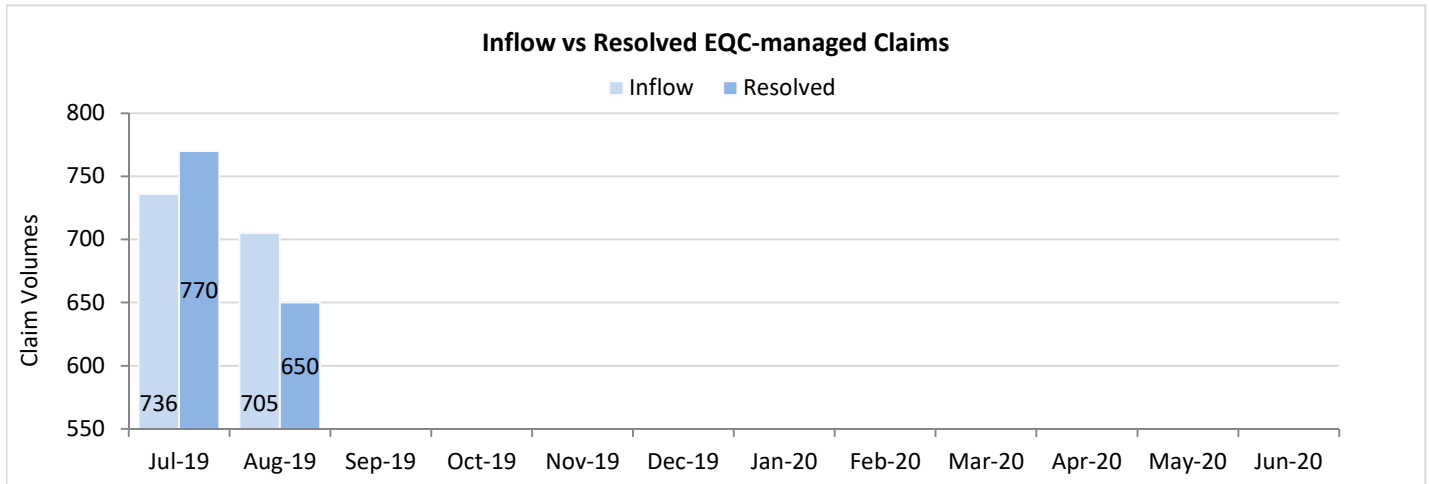
 Result not available for the month
 On track for delivery

 Potential risk of not achieving target
 Target highly unlikely to be achieved

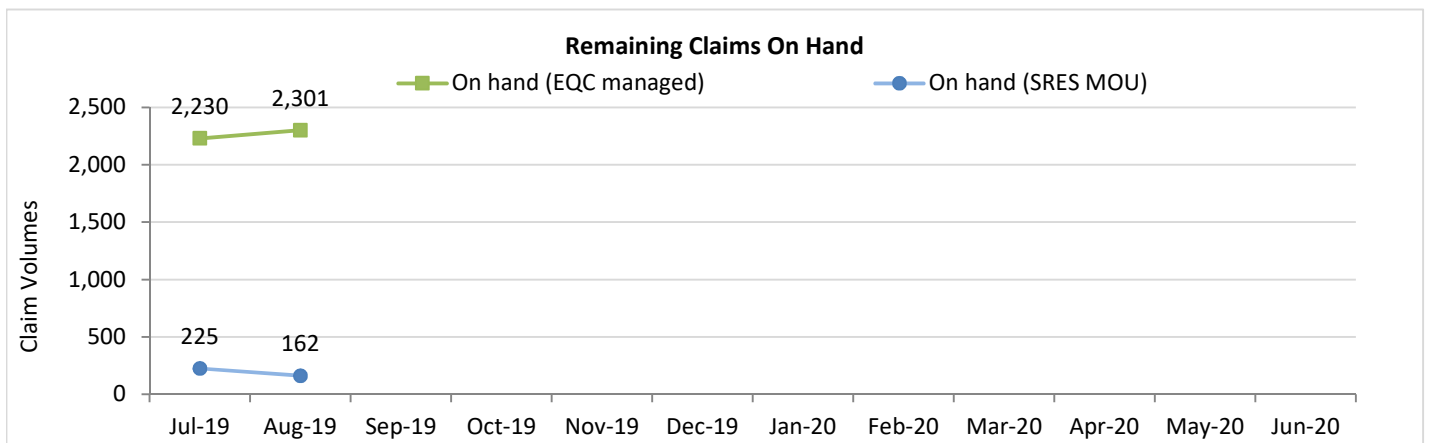
 Performance trend increase
 No change in performance trend
 Performance trend decrease

Section 2 - Canterbury

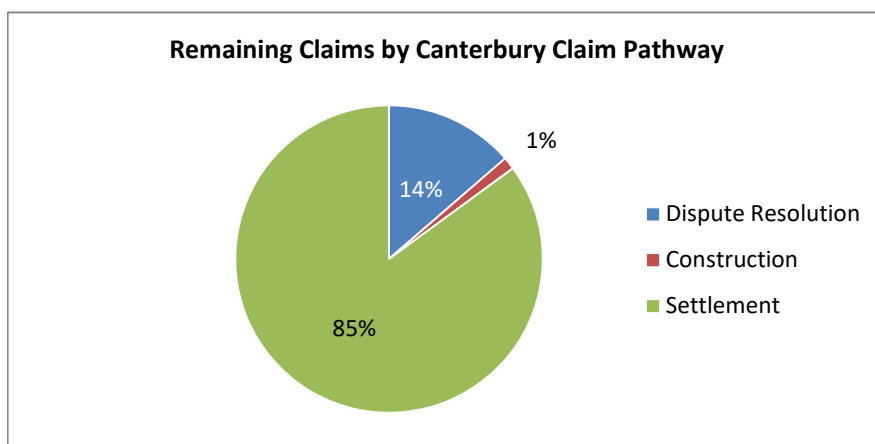
The population of open Canterbury event claims increased in August with steady inflow of reopened claims offset by a reduced outflow of settled claims.



There were 650 claim closures (on 635 distinct EQC-managed claims) during August 2019. Total claim inflow during August was 705 - the sum of 495 CMS4 claims reopened in CMS8 for the first time, and previously closed CMS8 claims reopened 210 times during the month. Transfer of claims (e.g. between EQC and Southern Response Management) accounted for an additional net increase of 16 EQC-managed claims leaving 2,301 EQC-managed claims on hand.



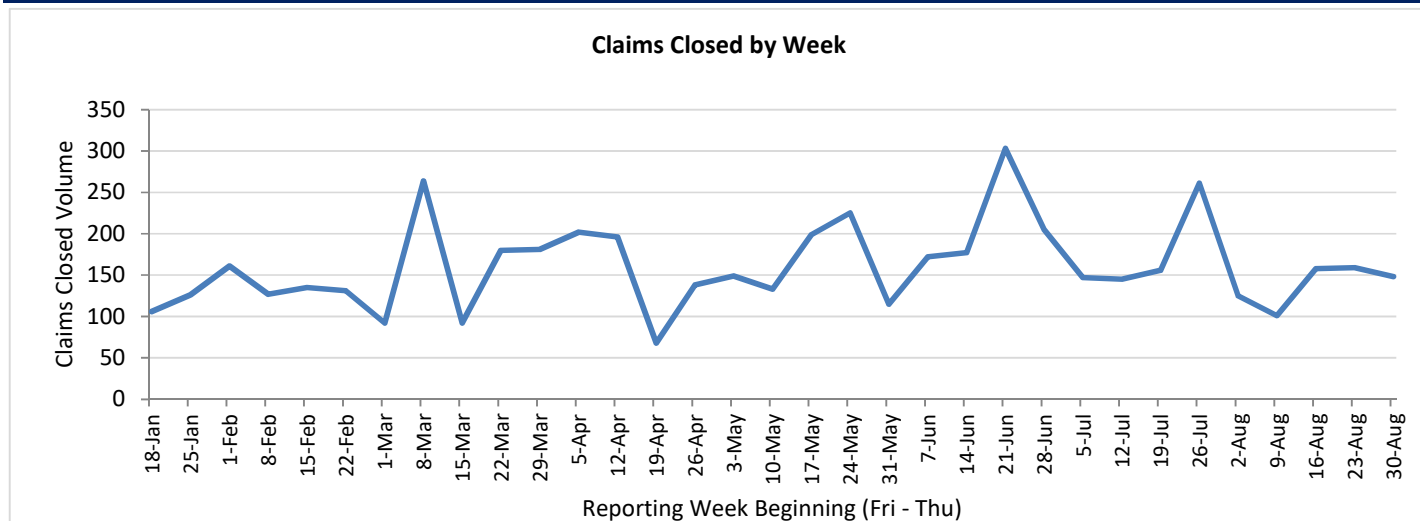
In total, 2,463 open claims remain on hand of which 2,301 are being managed by EQC and 162 by Southern Response under the MOU arrangements ('SRES MOU').



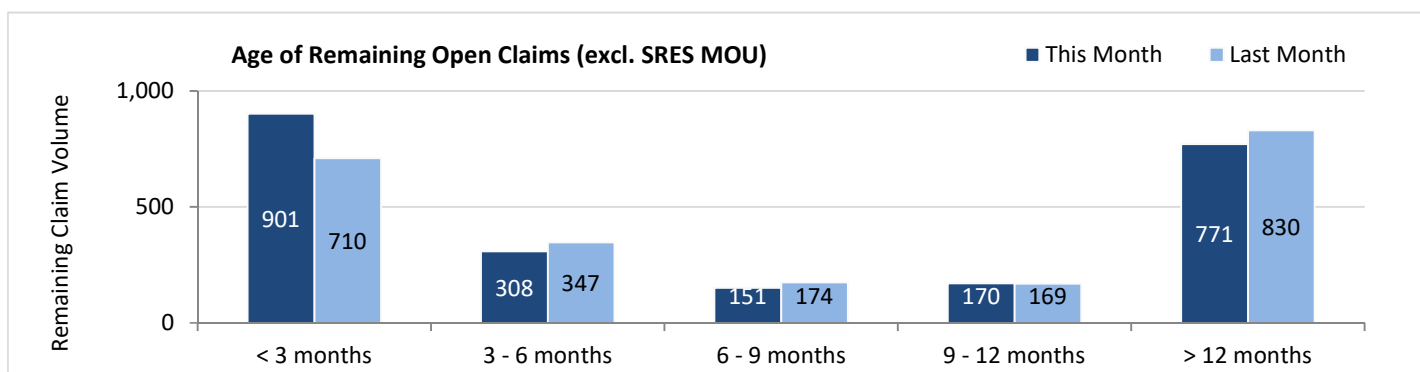
Of the 2,301 EQC-managed claims remaining on hand, 85% are being managed by Settlement teams, 14% are with Dispute Resolution, and 1% are in physical repair.

Inflow refers to CMS4 claims reopened first time in CMS8, previously closed CMS8 claims that have been reopened again, and claims transferred back in from external consideration.

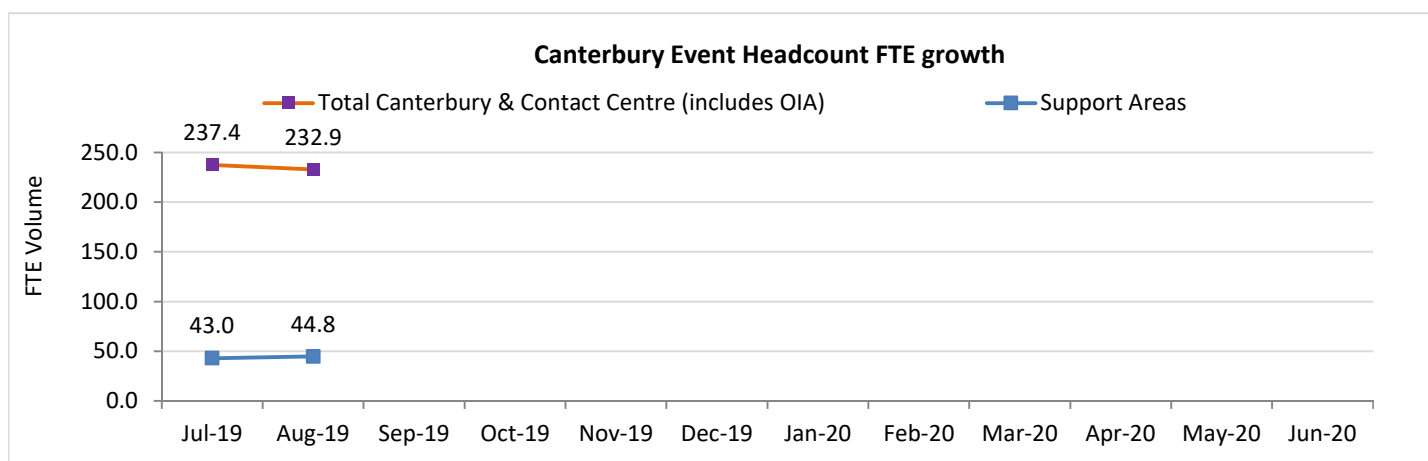
Section 2 - Canterbury (cont.)



We settled comparatively few claims in the first half of August at an average of 113 claims per week. This improved in the later part of the month resulting in a total of 650 EQC-managed claims settled in August.



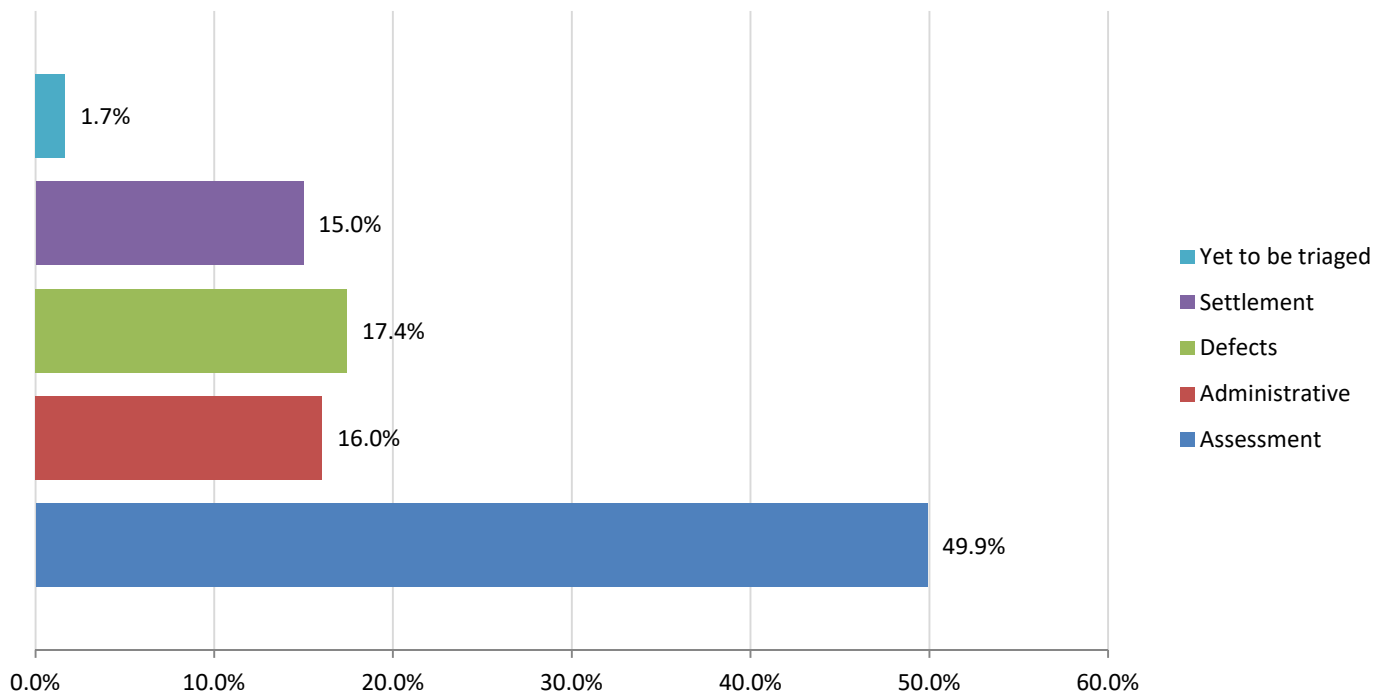
The inflow of 495 new lodgements in August caused a noticeable increase in claims open < 3 months. The reduction in the claims population open for more than 12 months resulted mainly from the resolution of claims managed under the SRES MOU, many of which were older than 12 months.



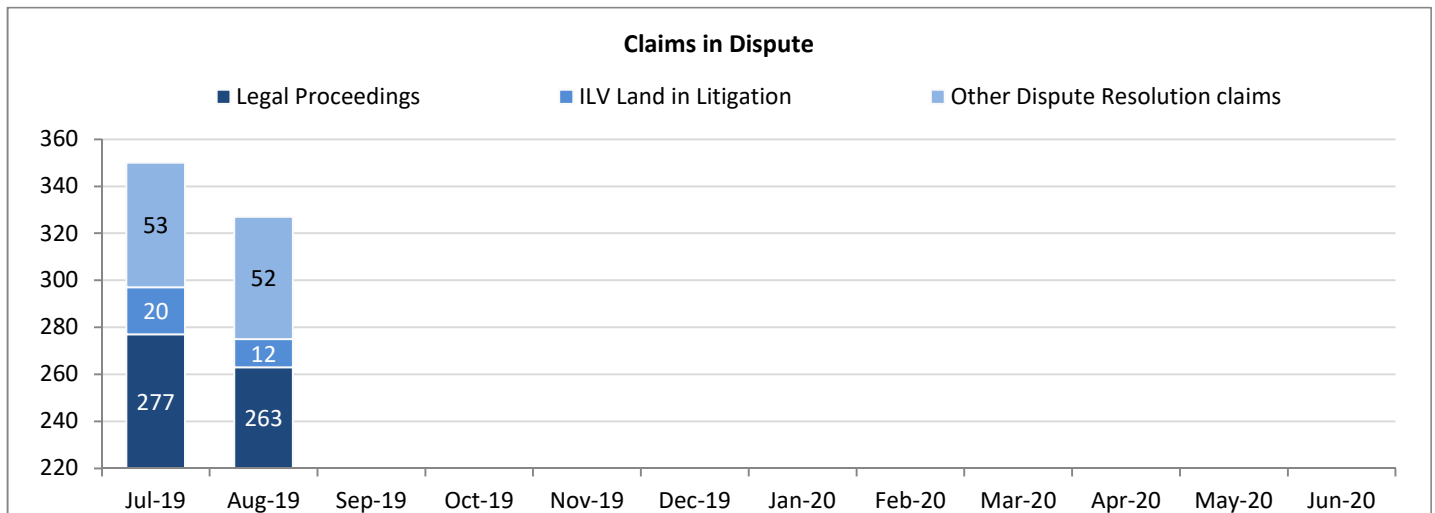
Canterbury event headcount remains stable decreasing by 2 people month on month to 278.

Section 2 - Canterbury (cont.)

Reopened Canterbury Claims - by Triaged Tier 2 Profile (Year to Date)



Half of claim inflow in July and August has resulted from claims reopened for assessment of damage missed from scoped elements or to assess new damage elements (e.g. drainage). Almost 1 in 5 claims were reopened to remedy defective repairs. A similar proportion of claim inflow was reopened for Administrative reasons, most often for customer payment reissue, or payments to suppliers/contractors.

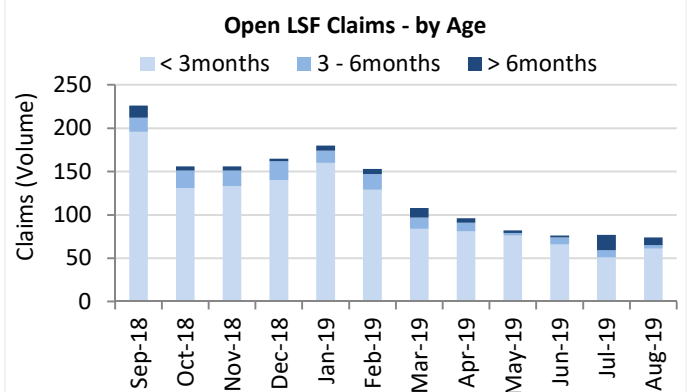
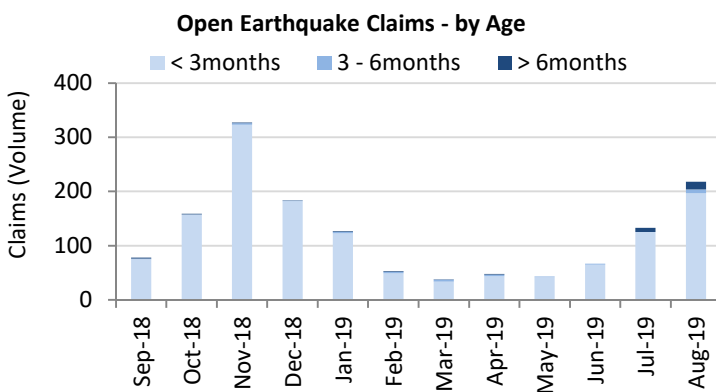
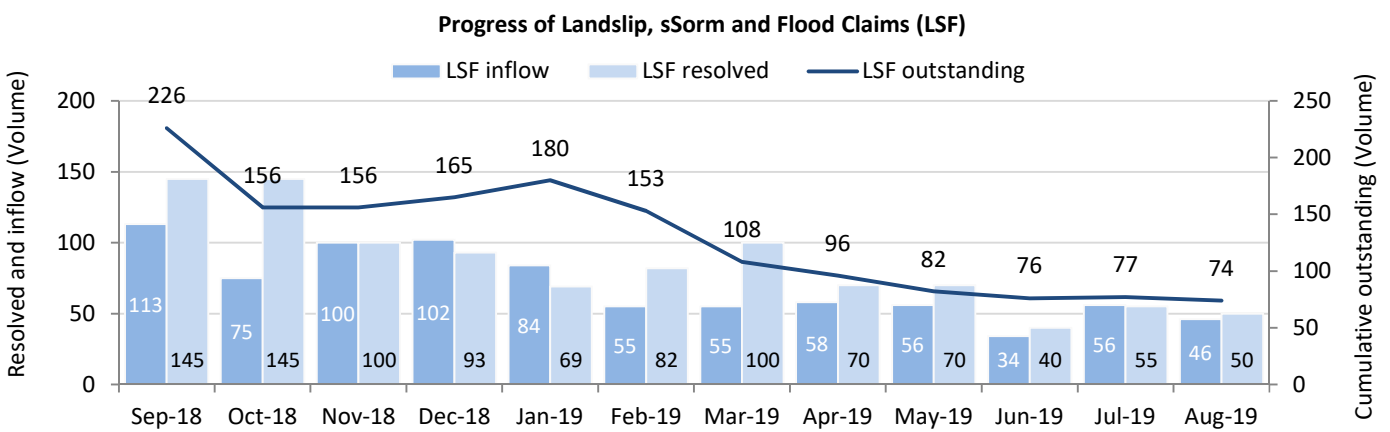
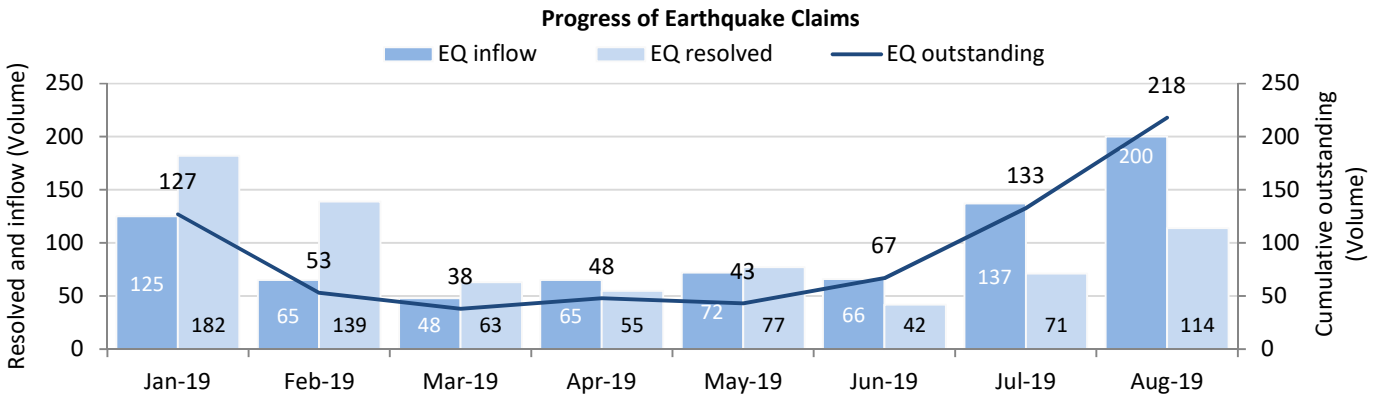


We made good progress resolving disputed claims in August, including 9 of the 20 ILV land litigation claims that were outstanding at end of July. We also resolved legal proceedings affecting 14 claims in August to leave a balance of 263 at end of month.

Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikoura)

This section provides details of claims that did not result from the Canterbury or Kaikōura earthquake events.

During the reporting period 246 new claims were lodged. Of these lodgements, 81.3% (200) were earthquake claims, while the balance were landslip, storm and flood related claims. The most damaging earthquake this month occurred on 12 August, 15km north of Milford Sound (accounting for 70 claims for damage to nearby properties). A further 48 claims were lodged this month in relation to earthquake damage to properties in the Christchurch area on 20 and 22 July.



Total Call Volume

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Trend
Outbound - Inbound Ratio	10:90	20:80					
Grade of Service	98%	96%					↘
Abandonment Rate	1%	2%					↘
Roll Over No Answer	31	42					↘
Total calls	2,371	3,248					↘

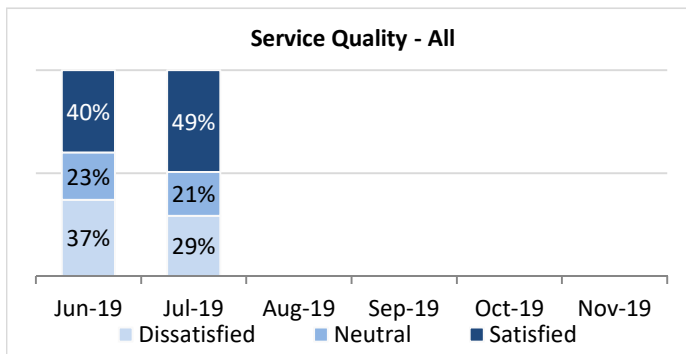
Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Satisfaction

Customer satisfaction improved across all key measures in July following less favourable results recorded in June. 'Service Quality' amongst Canterbury customers rebounded strongly to 46% (vs. 31% for Jun-19) while for customers with claims relating to non-Canterbury events there was a slight upward shift to 64% (vs. 63% for Jun-19). Improved performance against the 'Kept Informed' measure is evident amongst Canterbury customers increasing to 41% (vs. 30% for Jun-19) this theme is maintained with non-Canterbury event customers with a result of 86% (vs. 72% for Jun-19). EQC continues to use these results to enhance the manner in which it works with and alongside its customers.

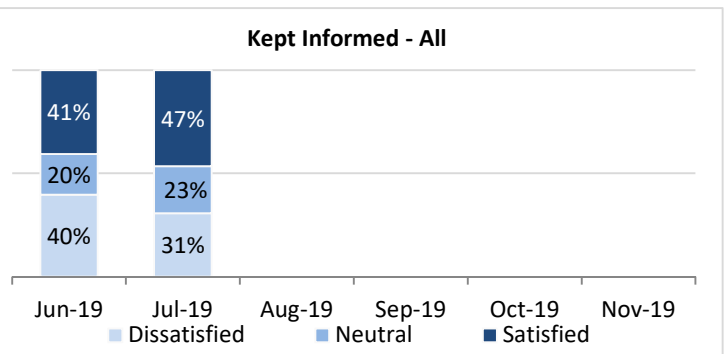
Service Quality

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?

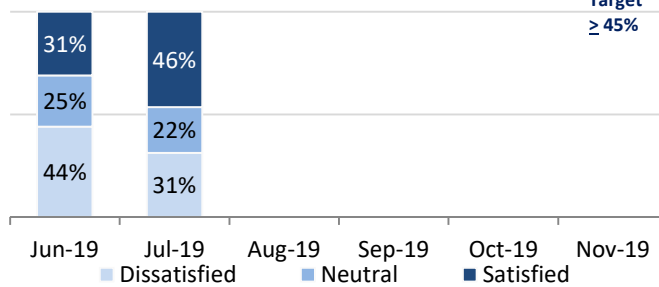


Trend

Trend

Canterbury (SoPE 2.1.5)

Target
≥ 45%

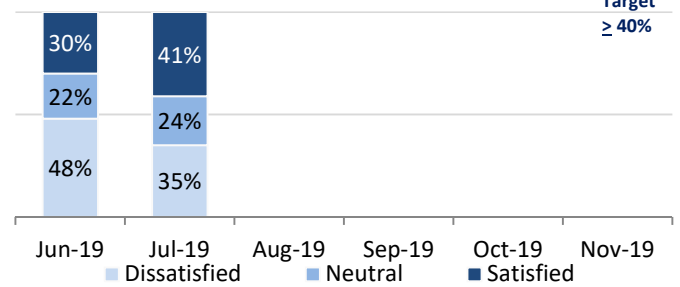


Target: ≥ 45%

Trend

Canterbury (SoPE 2.1.7)

Target
≥ 40%

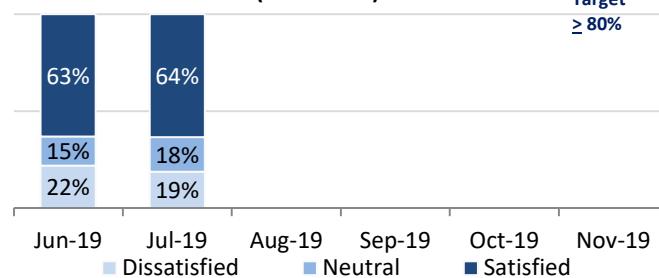


Target: ≥ 40%

Trend

Natural Disaster Events Excluding Canterbury (SoPE 2.2.5)

Target
≥ 80%

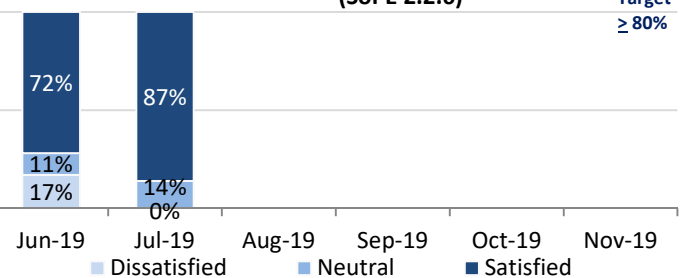


YTD target: ≥ 80%

Trend

Natural Disaster Events Excluding Canterbury (SoPE 2.2.6)

Target
≥ 80%



Target: ≥ 80%

Trend

Notes:

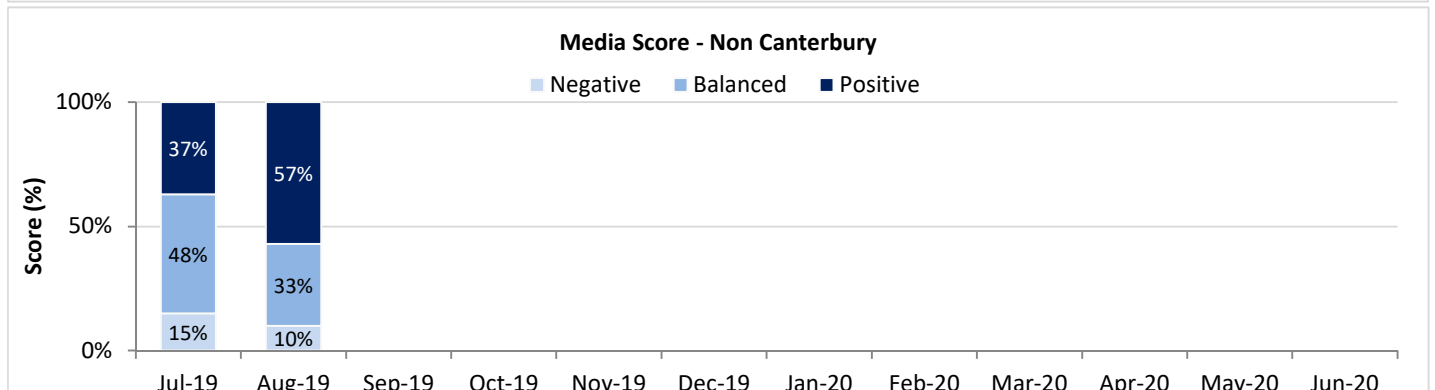
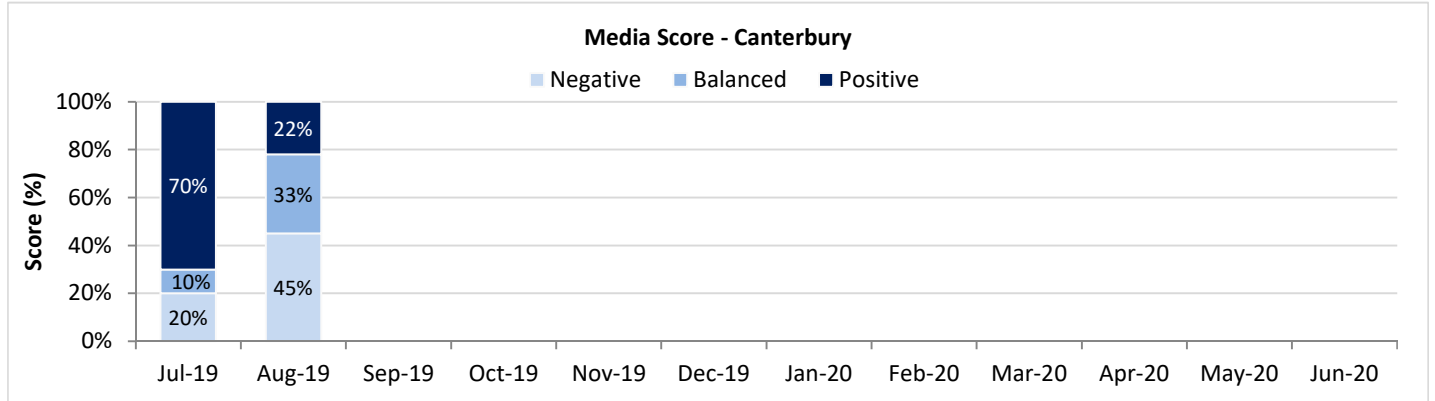
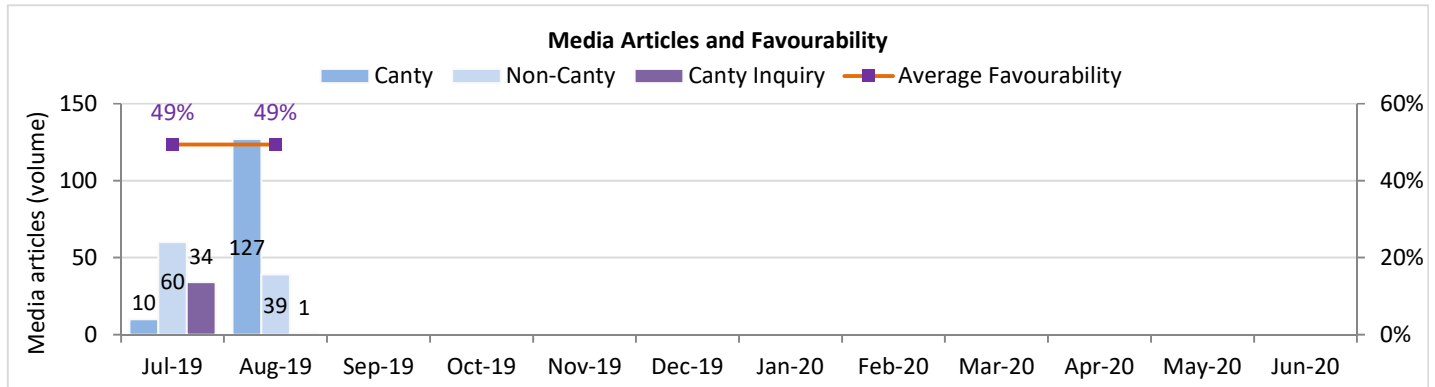
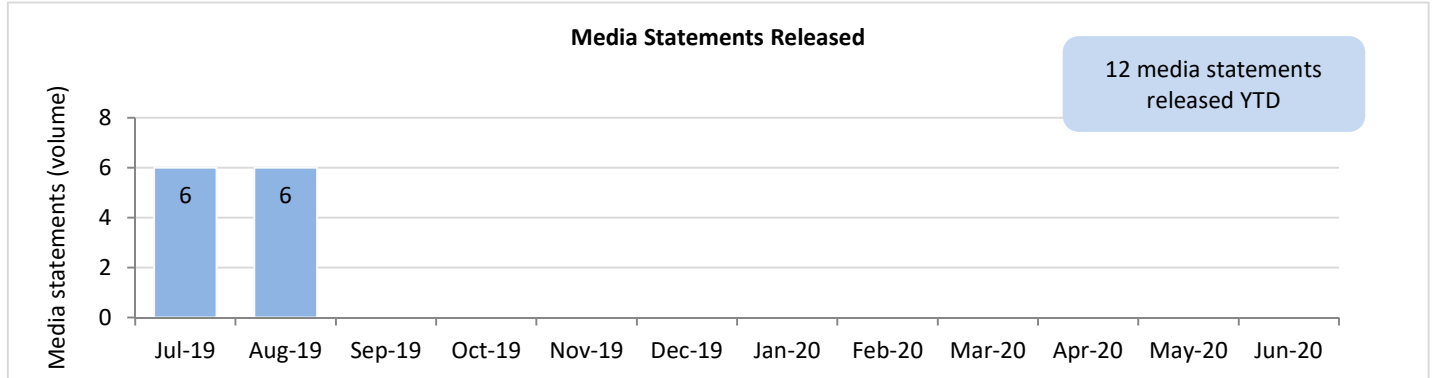
- The top two graphs are an amalgamation for all events and are indicative only i.e. they are not SoPE measures.
- The YTD (year-to-date) bars represent the cumulative year-to-date percentage of those respondents that are either satisfied with or agreed to the question asked.
- Due to the nature of this information it is presented a month in arrears.

Section 5 - Media

Less favourable media coverage relating to Canterbury was balanced by improved media coverage of non-Canterbury events in August. Consequently the overall average favourability was stable at 49.4. (vs. 49.4 in July).

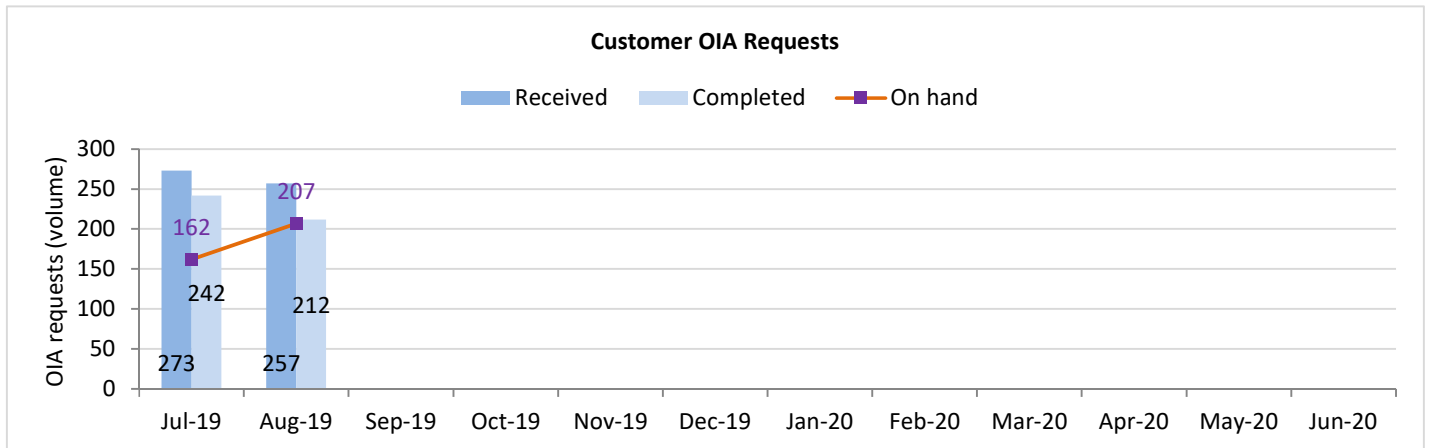
The amount of media coverage almost doubled in comparison to last month's volume. Driving increased coverage were the mid-month announcement of the new policy to pay for repairs to on-sold over-cap homes, the Gibblings 'test case' and mention of the Commission in coverage relating to Southern Response.

Social media conversations also rose sharply to almost triple the volume in July with 148 posts reported vs. 55 last month. Average favourability within social media dipped slightly to 49.7 (vs. 50.5 for Jul-19). Similar to traditional media, the Government's announcement of a new \$300M policy for repairs of on-sold over-cap homes was a key topic of conversation. Despite unfavourable coverage generated by the new policy announcement and coverage relating to Southern Response, EQC's research and education capacity continued to generate a sizeable volume of favourable posts.

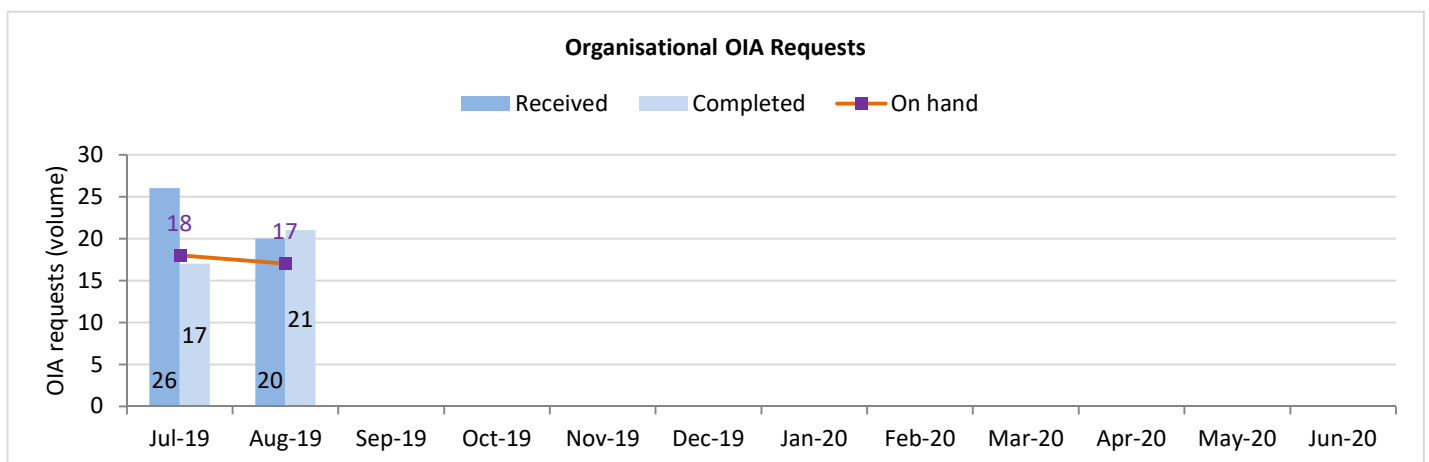


Section 6 - Official Information Act (OIA) Requests

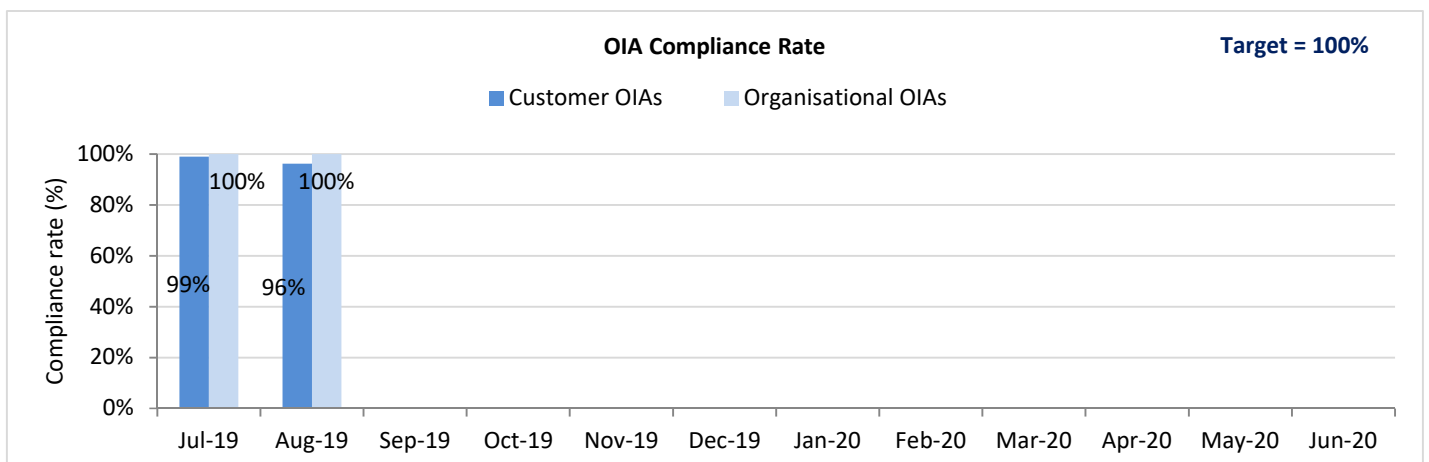
During the reporting period the volume of both Customer OIA ('Customer') and Organisational OIA ('Organisational') requests decreased in comparison to the volumes received in July.



During the reporting period 257 new requests were received from customers (vs. 273 for Jul-19). Coupled with the 162 on hand from the end of Jul-19 and 212 requests resolved during Aug-19, the team have 207 open requests on hand.



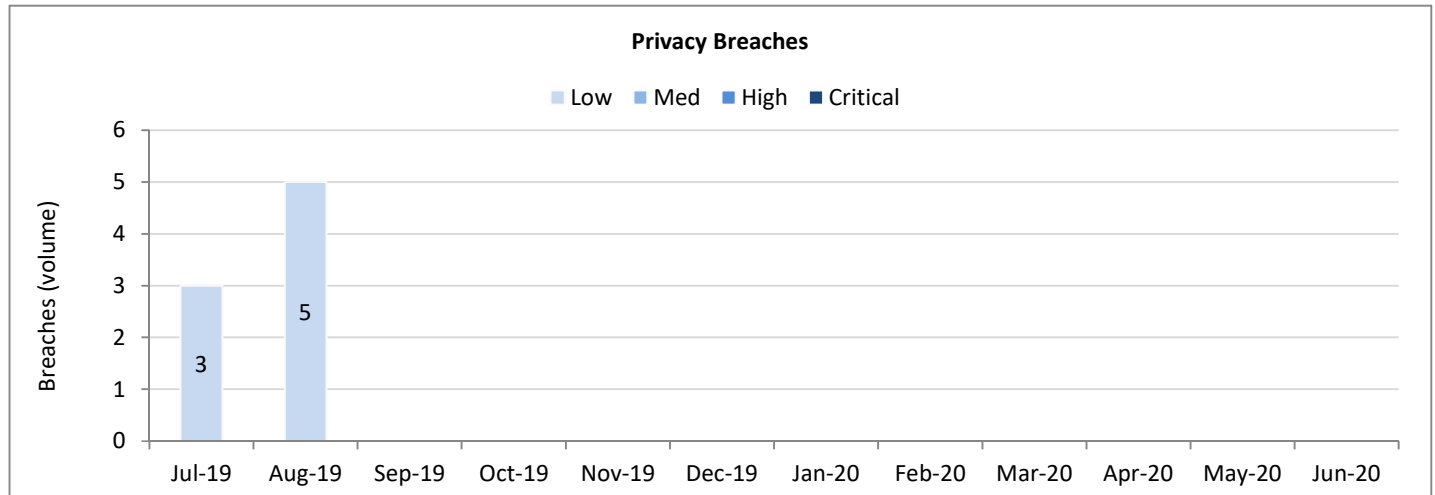
During the reporting period the Government Relations Team received 20 new high level requests (vs. 26 for Jul-19). Coupled with the 18 on hand from Jul-19 and 21 requests resolved during the reporting period, the team have 17 open requests on hand. There were no instances of Organisational non-compliance during the reporting period.



While the compliance rate for Customer OIAs dipped slightly to 96% (vs. 99% for Jul-19), the compliance rate for Organisational remained at 100%. The eight instances of Customer non-compliance, contributing to the 96% result, related to a single system performance issue (5) and reallocation delays (3).

Section 7 - Privacy Breaches

Five privacy breaches, all classified as low severity, were recorded by the Risk and Compliance Team during the reporting period. All incidences were assessed against EQC's guidelines and no harm appears to have arisen through any of these recorded instances.



Privacy Breaches

Causal factors for the reported breaches during the period include 'Wrong document sent' (2), 'Incorrect email address used' (1), Wrong email or letter content (1), and 'Other' (1).

The 'Other' breach related to a default setting of 'open share' on the Orbit Travel Portal used as part of AoG Travel Management System. This setting meant that all travel reports for all subscribed agencies were available to users. This

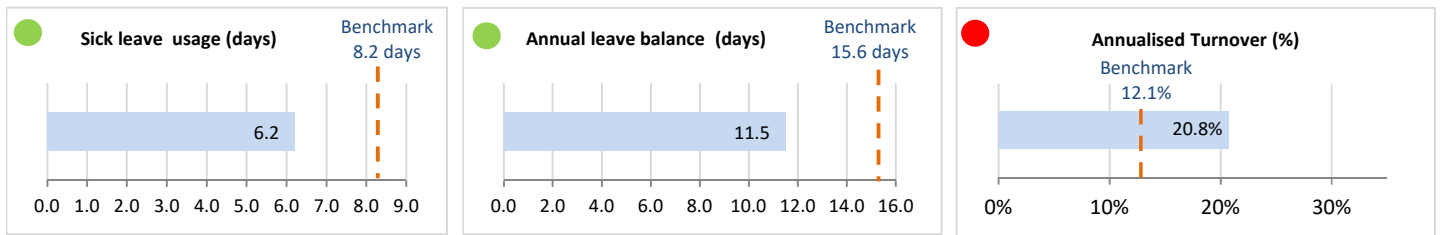
Severity Scale

Critical	High	Medium	Low
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Sensitive information disclosure • Multiple person repeat or continued failure • Harm caused or likely to be caused to individuals • Not contained 	<ul style="list-style-type: none"> • Non-sensitive information disclosure • Single or few (less than 10) individuals affected • Harm unlikely • Not contained, or contained and possible complaint 	<ul style="list-style-type: none"> • Non-sensitive information disclosure; • Single person affected • No harm arising • Contained and resolved

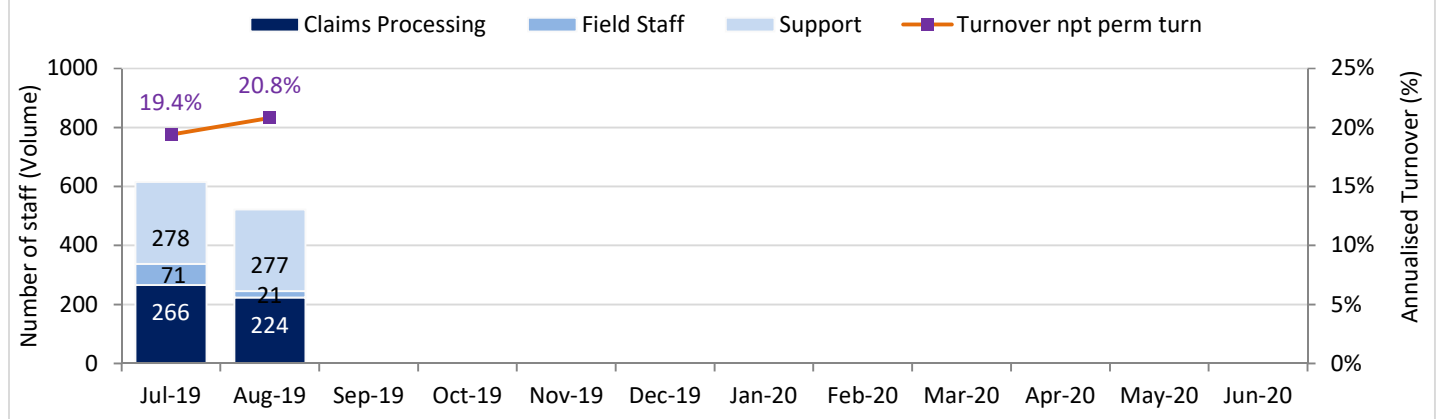
Section 8 - HR Operations

Average sick leave usage and annual leave both remain favourable to their respective Public Sector Benchmarks ('benchmark'). Annualised turnover at 20.8% remains above the benchmark of 12.1% reflecting the recent pace of change in our organisation.

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



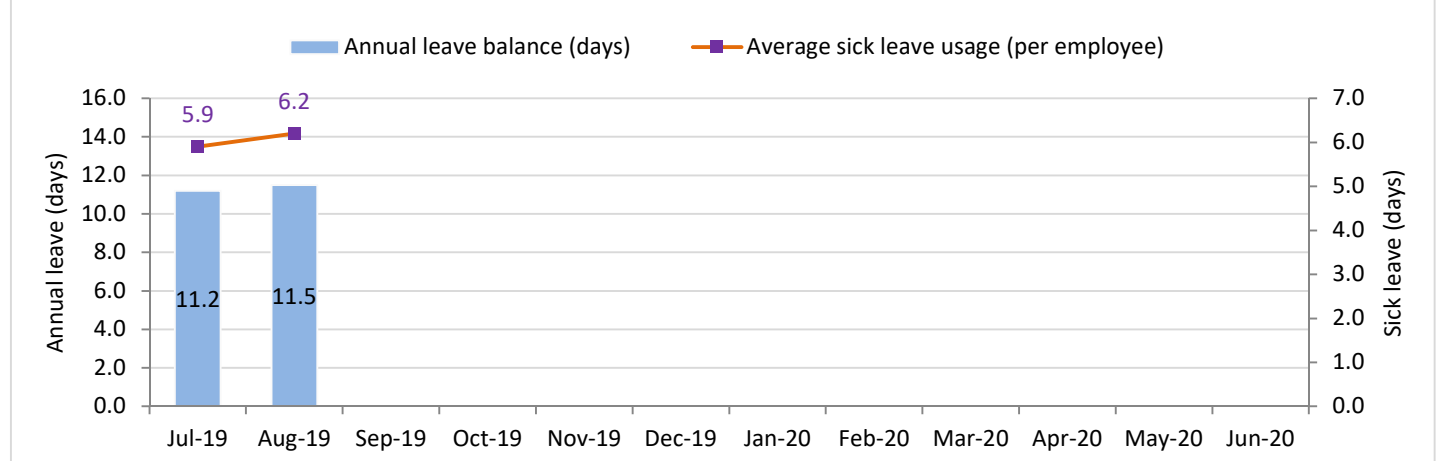
Headcount and Annualised Turnover



Our total headcount reduced by 93 people month on month to 522. This decrease was spread across Field Staff and Claims Processing operations with stable headcount in Support.

Footnote: Headcount reflects all persons captured in EQC's HR system. This will include permanent staff, contractors and consultants.

Annual and Sick Leave



Average annual leave increased marginally to 11.5 days against a Public Sector benchmark of 15.6. Average sick leave usage at 6.2 days remains favourable to the Public Sector benchmark of 8.2.