

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 - *not available for Dec-18*

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 - 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

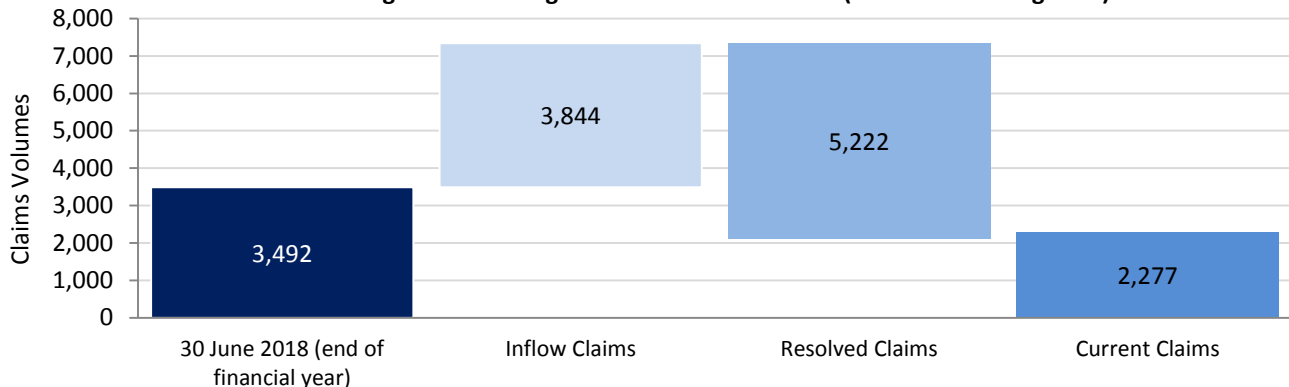
This section tracks EQC's annual and sick leave usages and compares them to the Public Service Benchmark.

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

Section 2 - Canterbury

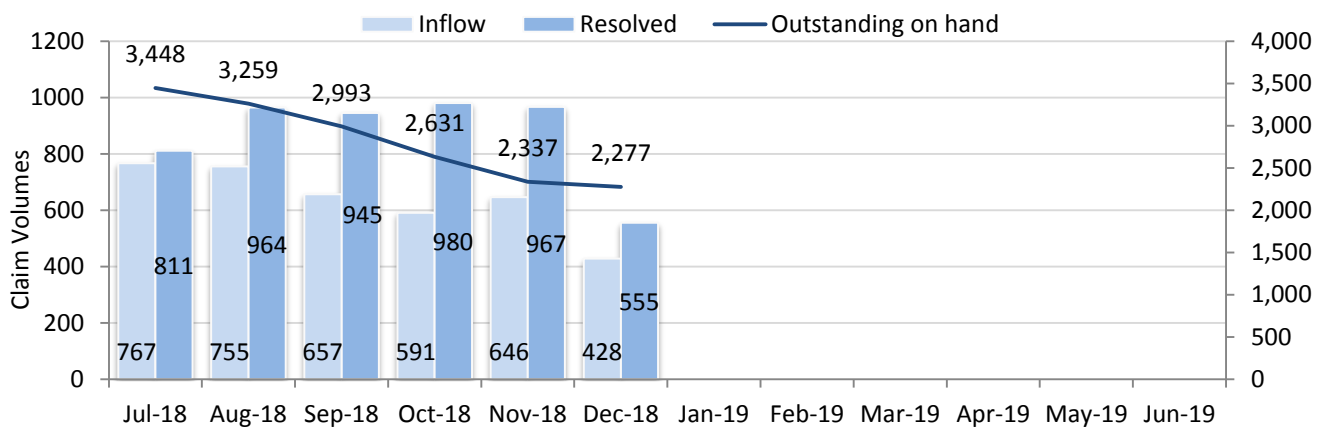
Progress on Canterbury claims continues to improve. With claim closure rate at around 1000 claims a month, claims on hand continue to decrease and there is a consistent positive trend where more claims are being resolved than reopened.

Overall Managed Claims Progress - 2019 Financial Year (excl claims in litigation)



Our year to date performance continues to improve as we continue to see a further reduction in the claims reported on hand and a steady increase in claims resolved. As at the end of the December, we have resolved 5,222 claims leaving 2,277 claims to be resolved. This will be a mixture of claims on hand at 30 June 2018 and subsequent inflow. Note, this excludes any claims with litigation flags.

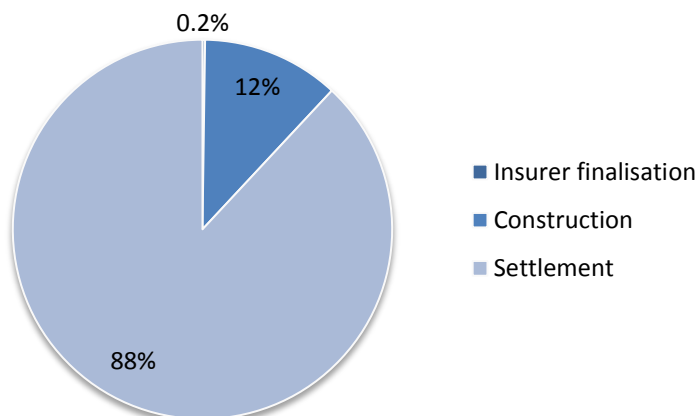
Progressed of Managed Claims



Note - There are currently 865 claims in litigation.

During the month of December, we have reopened 428 claims (down 218 claims from last month) in addition to the 2,337 claims we had on hand at the end of November. Of these, 555 have been resolved. (Note, inflow and resolved include both externally and internally managed claims.)

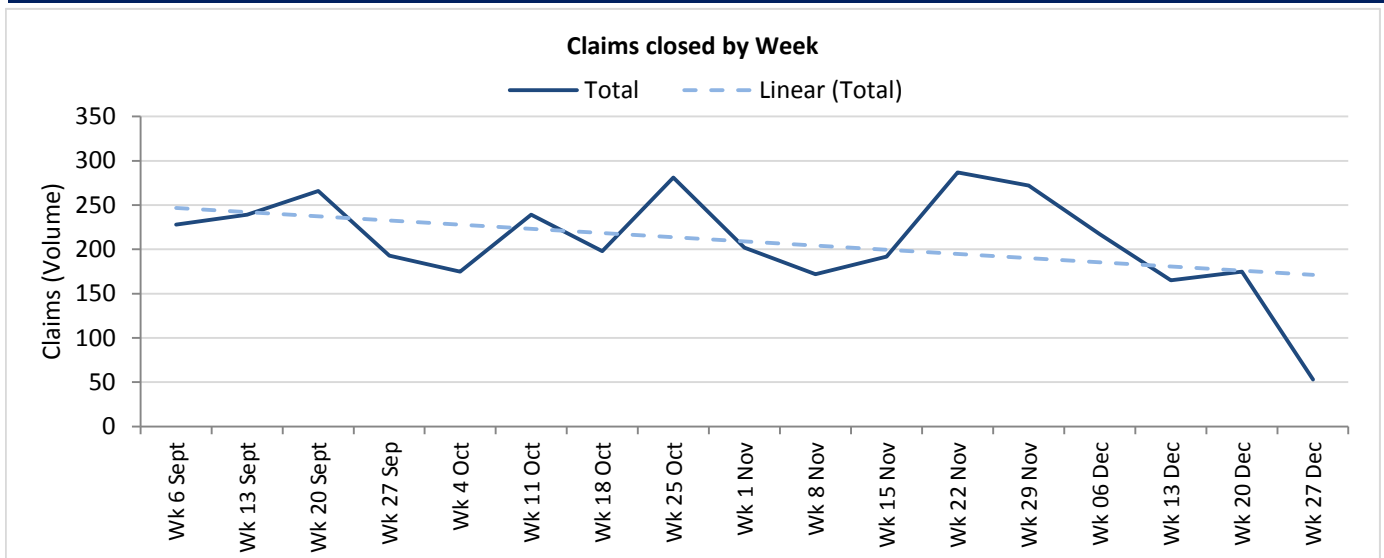
Open claims by Group



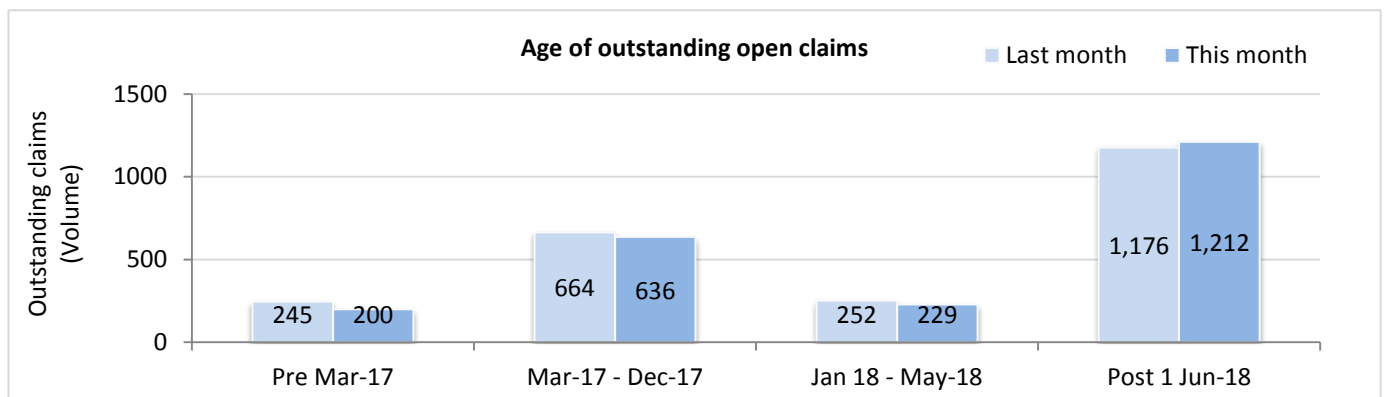
As at 31 December 2018 there are 2,277 open internally managed claims on hand. 88% of these claims are being managed by the Settlement teams, 12% are under repair and with the Construction teams and less than 1% is currently with the Insurer Finalisation team. Note, this excludes any claims with litigation flags.

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

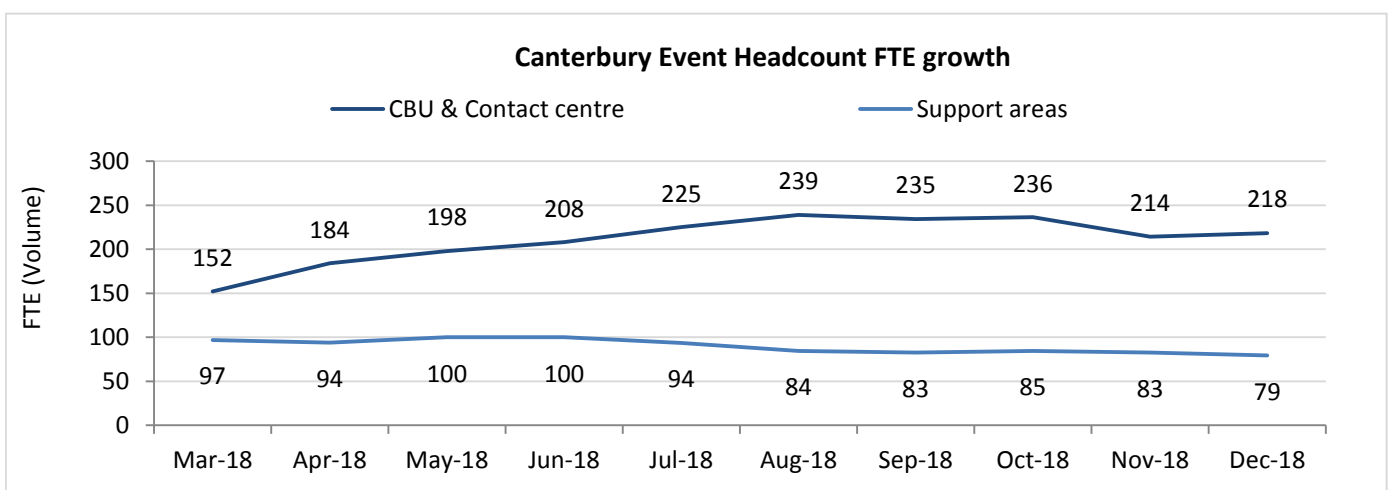
Section 2 - Canterbury (cont.)



Closure rate decreased this month, due to the holidays during December and office shutdown period between 26 December 2018 and 2nd January 2019.



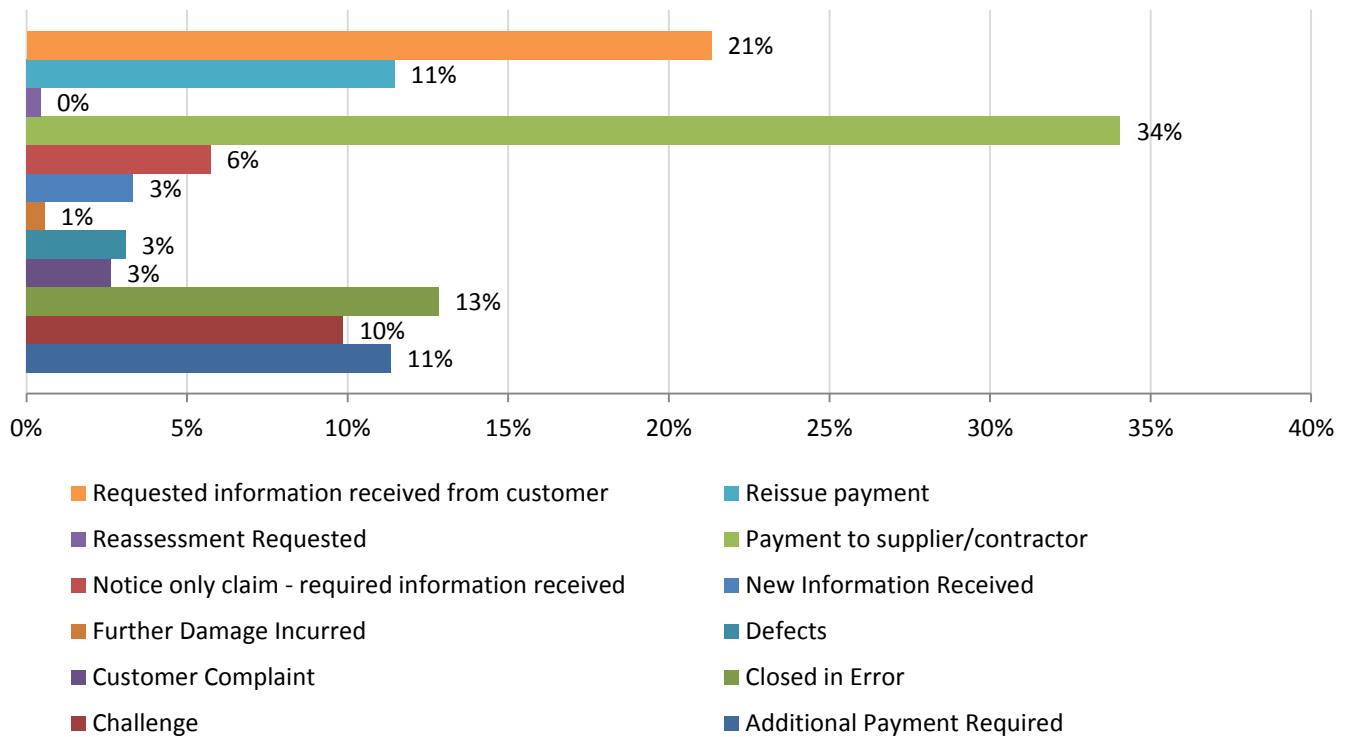
We continue to close aged claims, this is shown by a decrease in outstanding open claims on hand in claims pre-1 June 2018. The Canterbury team continues to focus on aged claims with the aim to decrease the average days open rate for all open claims.



With the Canterbury business group finishing its restructuring, the number of headcount and FTEs have stabilised over the month. This trend is expected to continue over time (notwithstanding the natural attrition movement).

Section 2 - Canterbury (cont.)

Reopened Canterbury claims - by reason

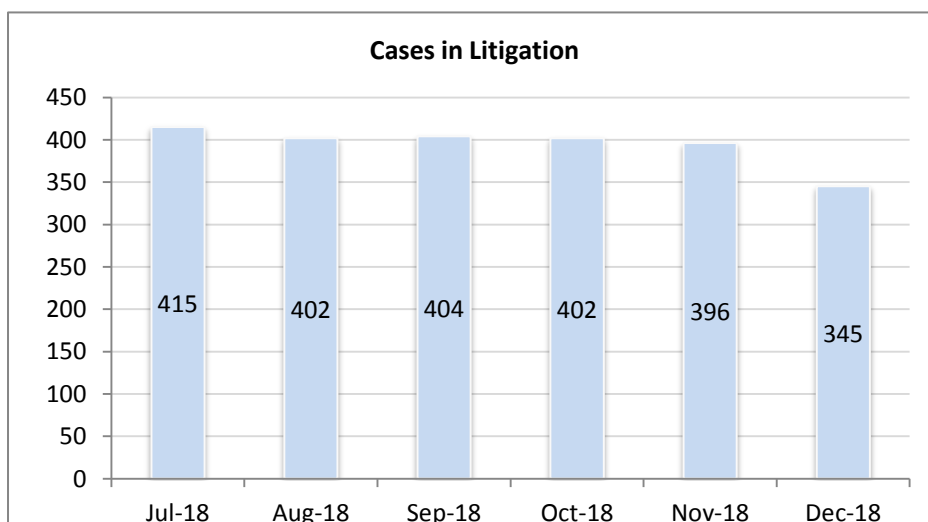


The graph represents a year-to-date view of claims that have been opened in CMS v8, closed and then subsequently reopened. When this occurs, a reason for the reopening is captured and this group represents about 26% of the reported reopened claims in the 2018/19 financial year.

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 is excluded for 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.

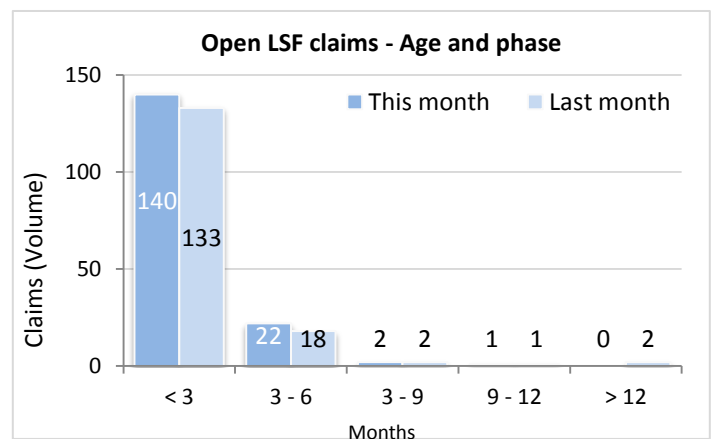
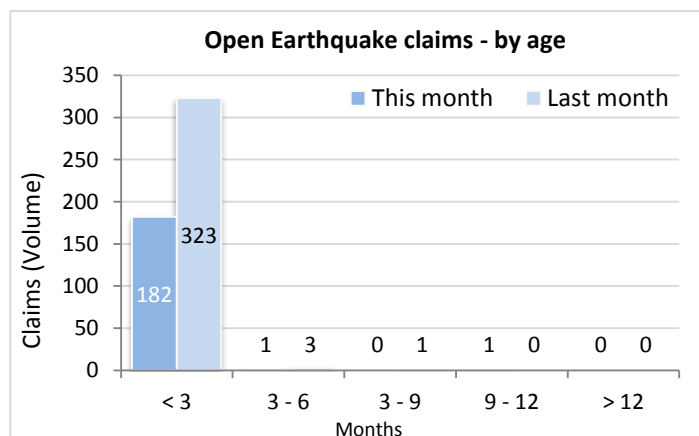
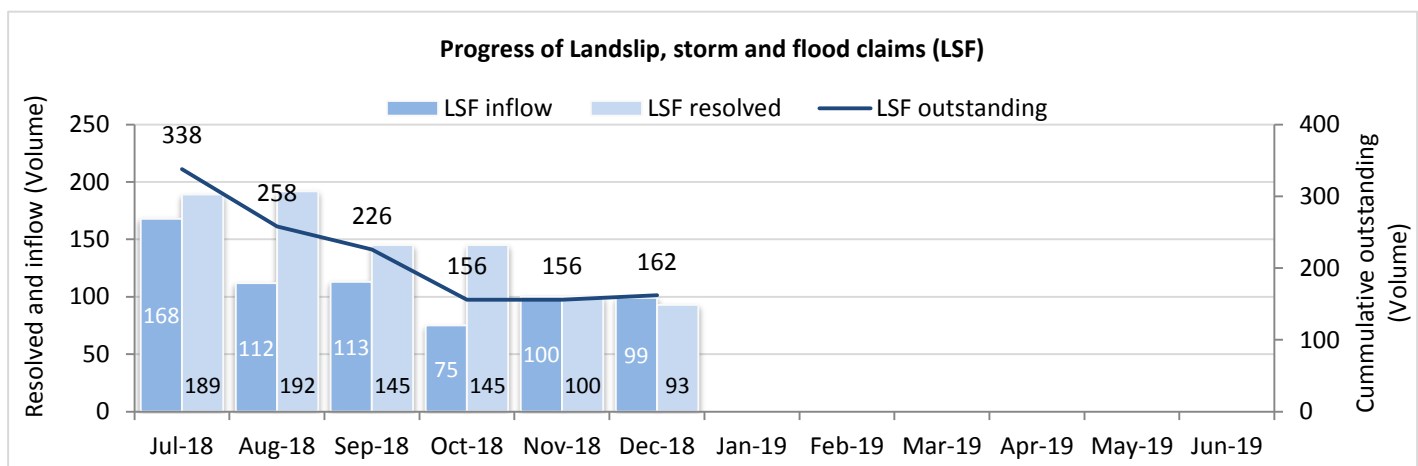
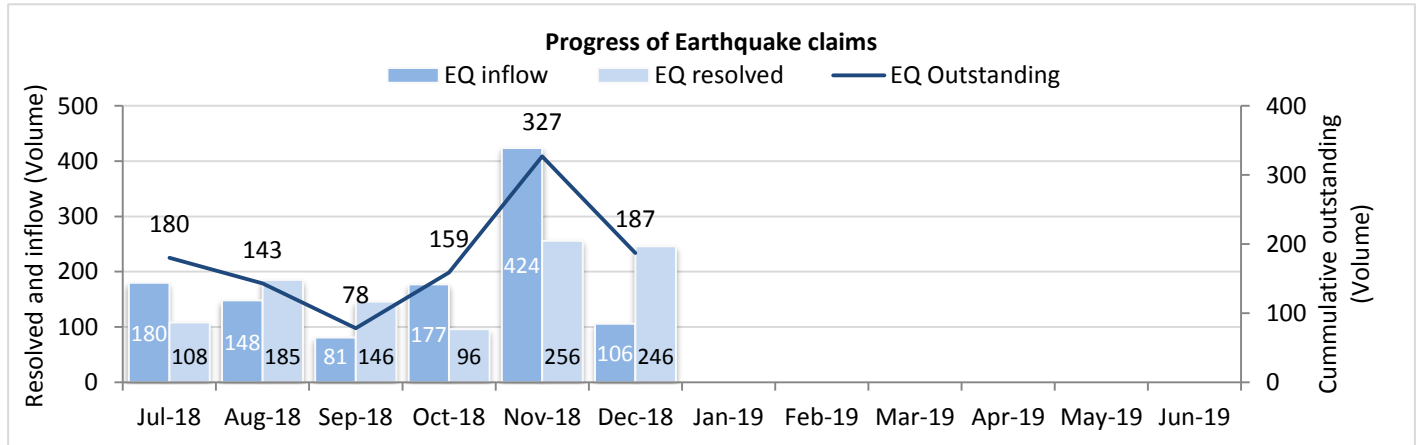
Cases in Litigation



The EQC Board endorsed a change in our approach to resolving the Canterbury claims that were previously in litigation. We are seeing early success with returning to negotiations and mediations options, as the homeowners drop their legal disputes against EQC and opting instead to restart direct negotiations. Note, the Dec-18 result represents the number of cases managed by EQC that were previously in litigation. From next month on, we will be reporting on the progress of claims rather than cases.

Section 3 - Customer Care

As inflow of claims from the Taumarunui event in October declines, the total number of open claims at month end has decreased. The Christmas shutdown period has slightly increased the average age of open claims.



Total Call Volume		
	This month	EQC is using a new telephony system (implemented mid-November). Monthly comparisons will only be available from next month.
Outbound - Inbound Ratio	68:32	
Grade of Service	93%	
Abandonment Rate	4%	
Roll Over No Answer	52	
Direct Calls	30%	
Total calls	1,921	

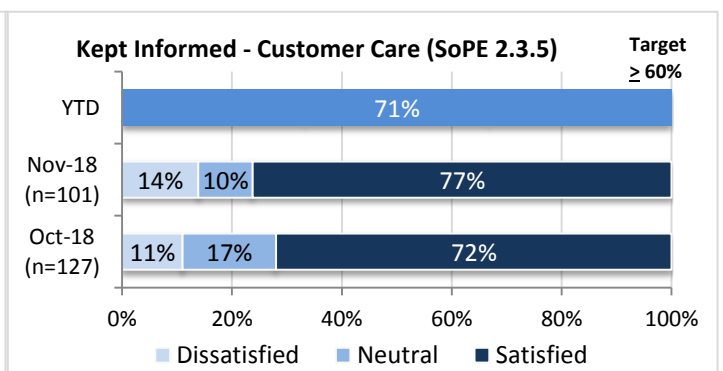
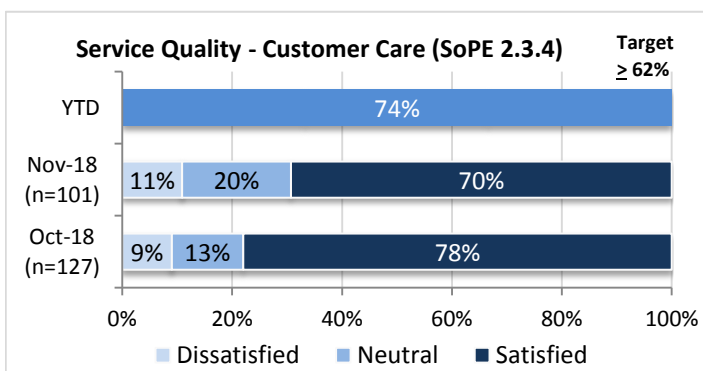
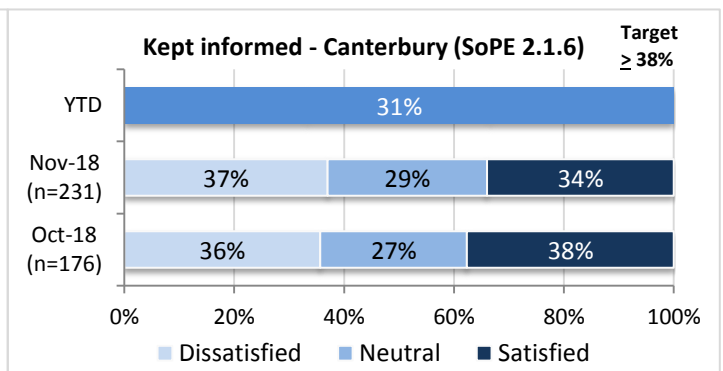
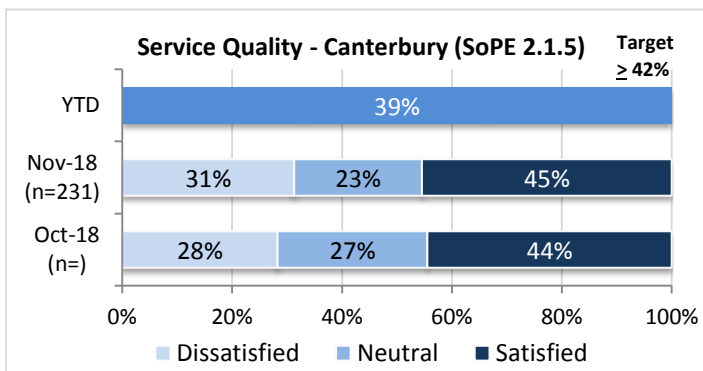
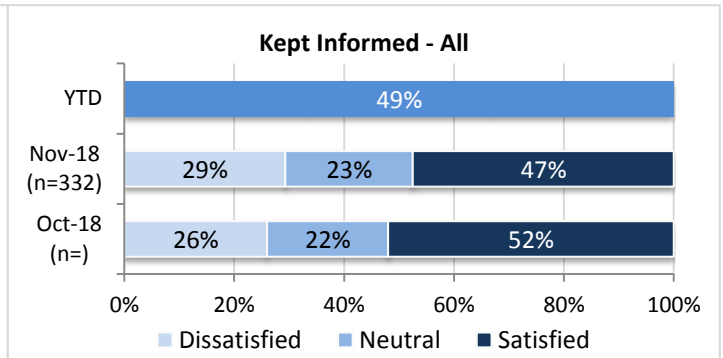
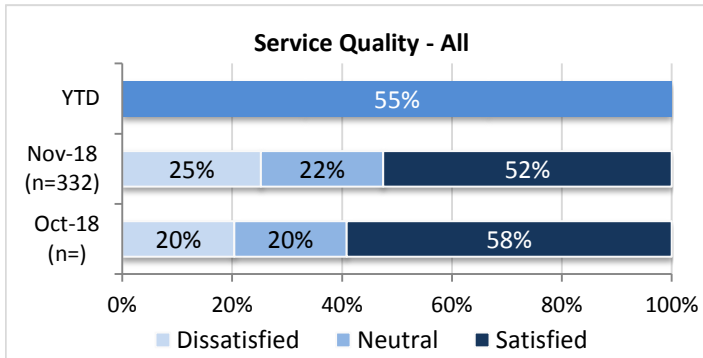
Section 4 - Customer Satisfaction

With marginal in-month movements, the year to date (YTD) satisfaction results continue to show increased performance trends. Most notably, Canterbury overall satisfaction (2.1.5) is now only three percentage points under target; and satisfaction for the Customer Care customers (2.3.4) still remains well above target.

*Service Quality**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?



n refers to the survey sample size, ie the number of people surveyed for the month

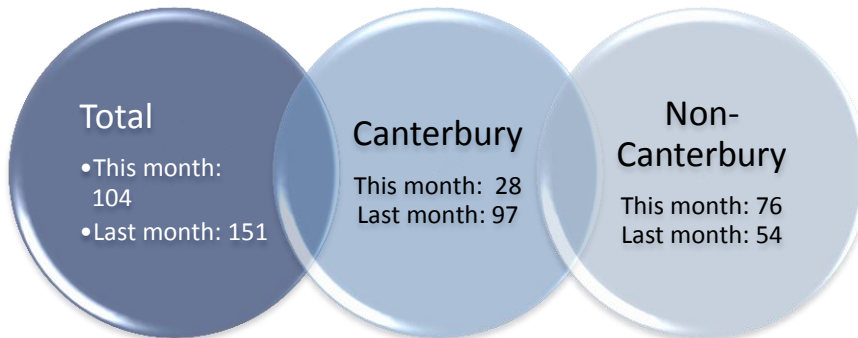
The top two graphs are an amalgamation for all events and are indicative only (not SoPE measures)

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

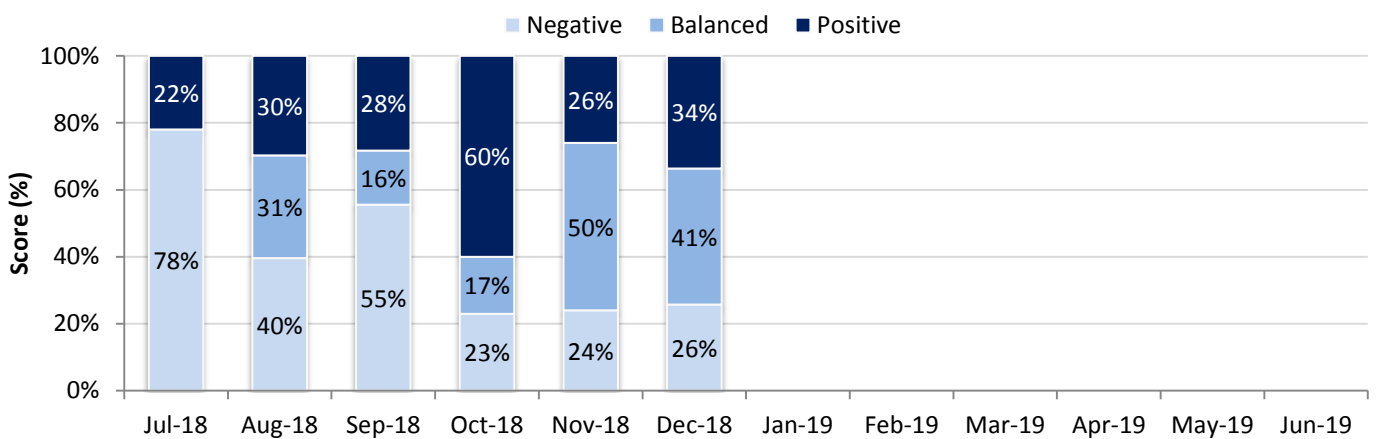
December was a quiet month for EQC in the media: less media articles were issued; only one media statement was released and the media monitoring score remains strong for both the coverage of Canterbury issues and around the country.

Media articles

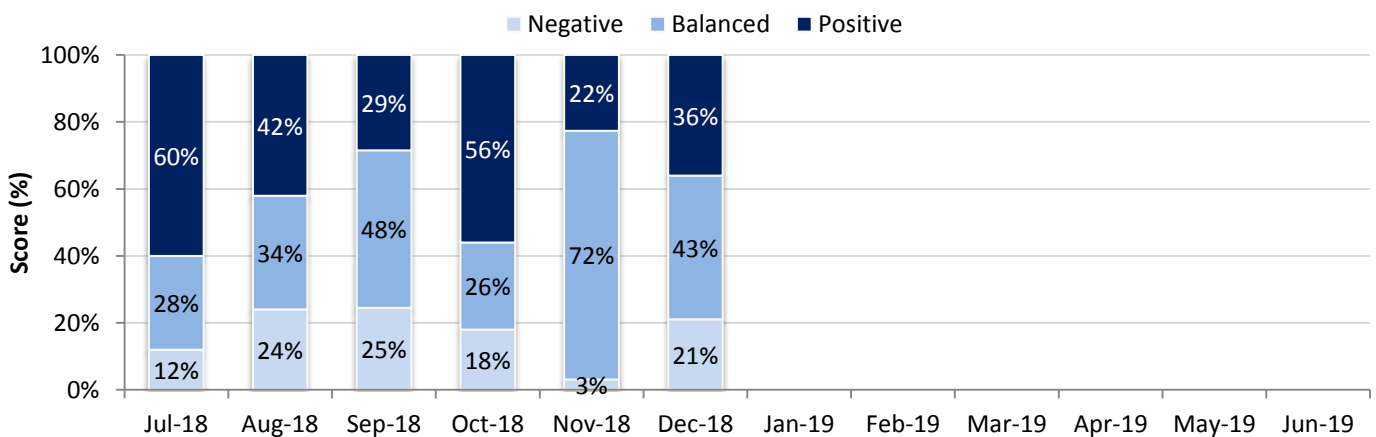


17
Media statements released
YTD

Media Score - Canterbury



Media Score - Non Canterbury

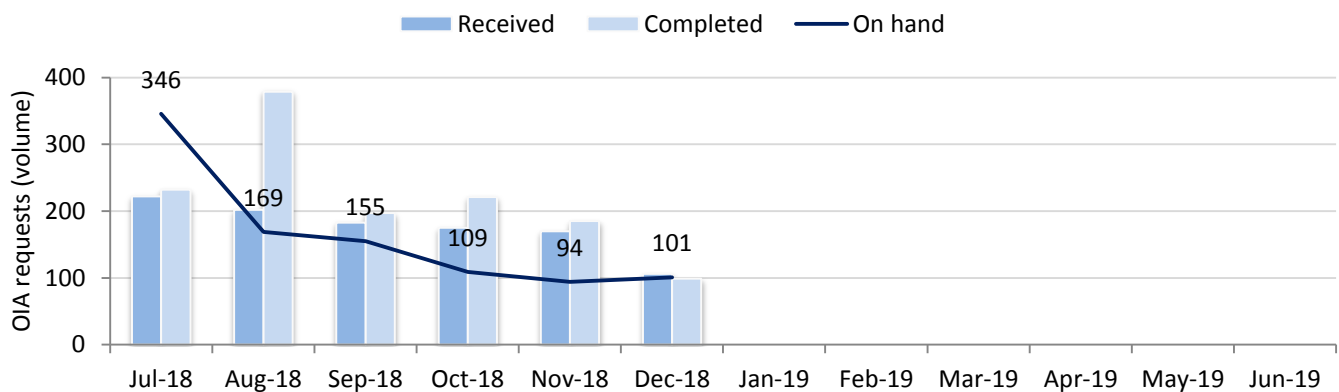


Media issues relating to EQC this month were: the launch of the National Geohazards Monitoring Centre, the Dunedin landslip and EQC's update on implementing the Independent Ministerial Advisor Report which followed Deputy Chief Executive Canterbury and External Affairs Renee Walker's interview with the Press.

Section 6 - Official Information Act (OIA) Requests

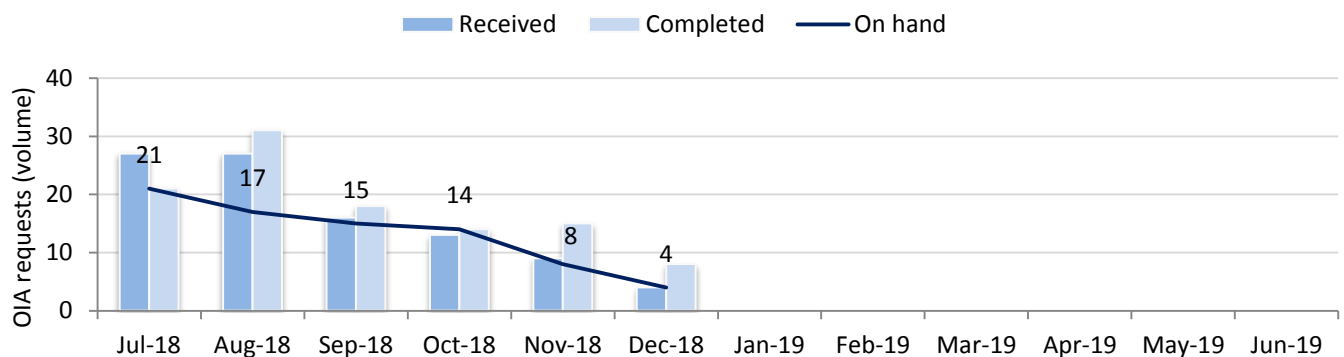
Both teams received low levels of new OIAs this month. Given December is a shorter working month the completion rate was not as high as previous months. Organisational OIA compliance rates continue to show a strong trend, however Customer OIAs had a few non-compliant cases which impacted their compliance rate.

Customer OIA requests



The Customer OIA team received 106 OIAs this month, in addition to the 94 OIAs on hand from last month. They have completed 50% of these, leaving 101 on hand at the end of December. A data cleansing exercise revealed a few minor inconsistencies in previously reported figures - the numbers have now been updated.

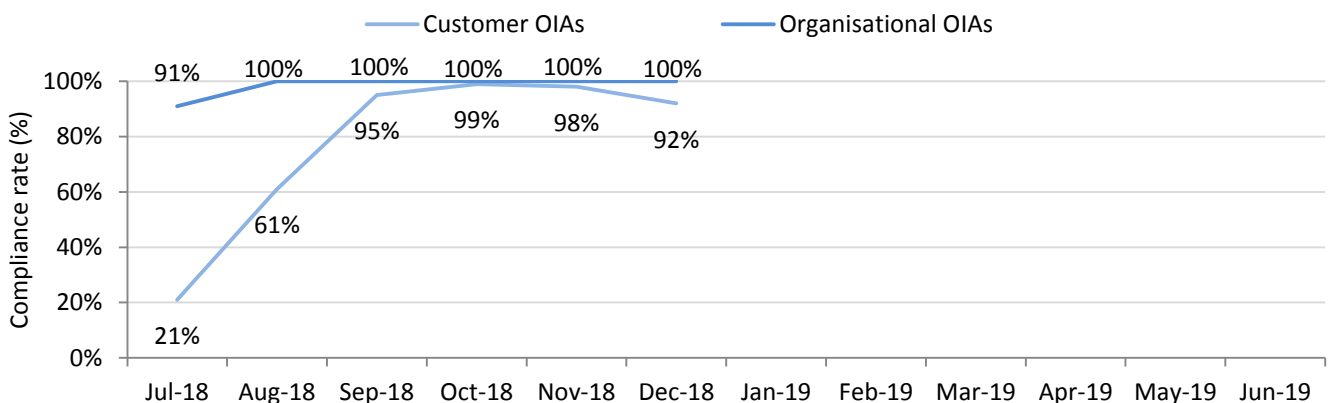
Organisational OIA requests



The Organisational OIA Team received 4 new OIAs (in addition to the 8 OIAs on hand from last month). This month they have resolved over 67% of all OIAs, leaving 4 OIAs on hand.

OIA Compliance Rate

Target = 100%

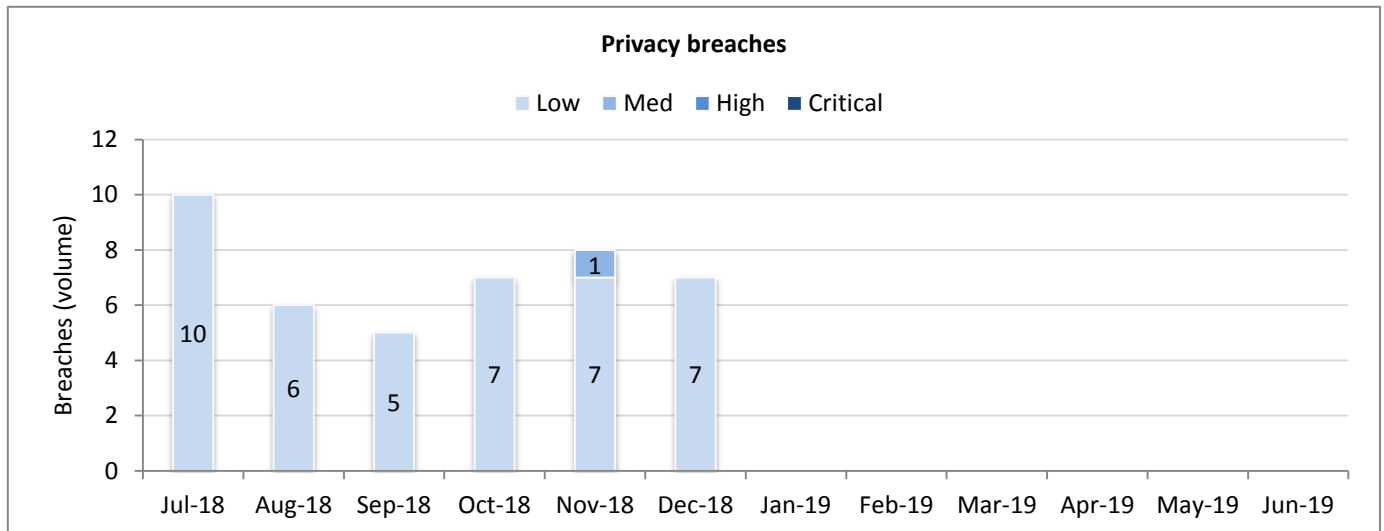


The Organisational OIA Team maintains its 100% compliance rate this month and expect this rate to be ongoing.

Compliance rate for Customer OIAs decreased to 92% in December (compare to 98% in Nov-18). Eight cases were non-compliant during December, all of which have since been sent to customers. The reasons for non-compliance have been investigated to ensure they do not repeat in the future.

Section 7 - Privacy breaches

The number of privacy breaches decreased to seven (down one from last month) and have all been rated low.



For the month of December, the Risk and Compliance Team recorded 7 privacy breaches (all low level) .

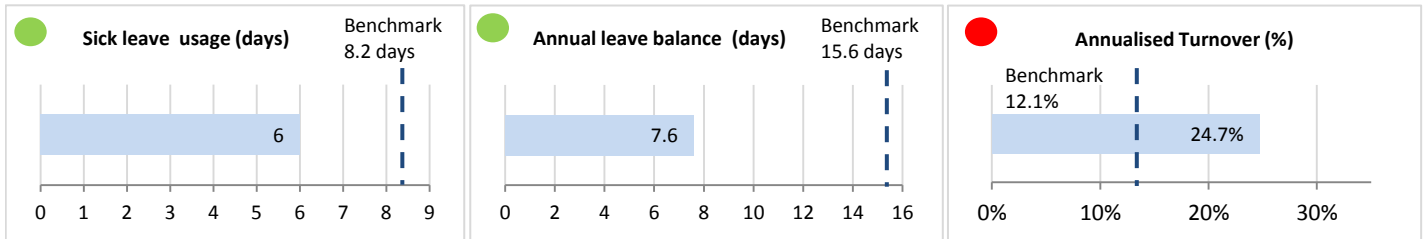
Breaches this month consist of: incorrect documents sent out (3); incorrect email addresses used (1); incorrect email or letter content (1); information sent to third party with no documented authorisation (1); personal information redaction not secure (1).

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

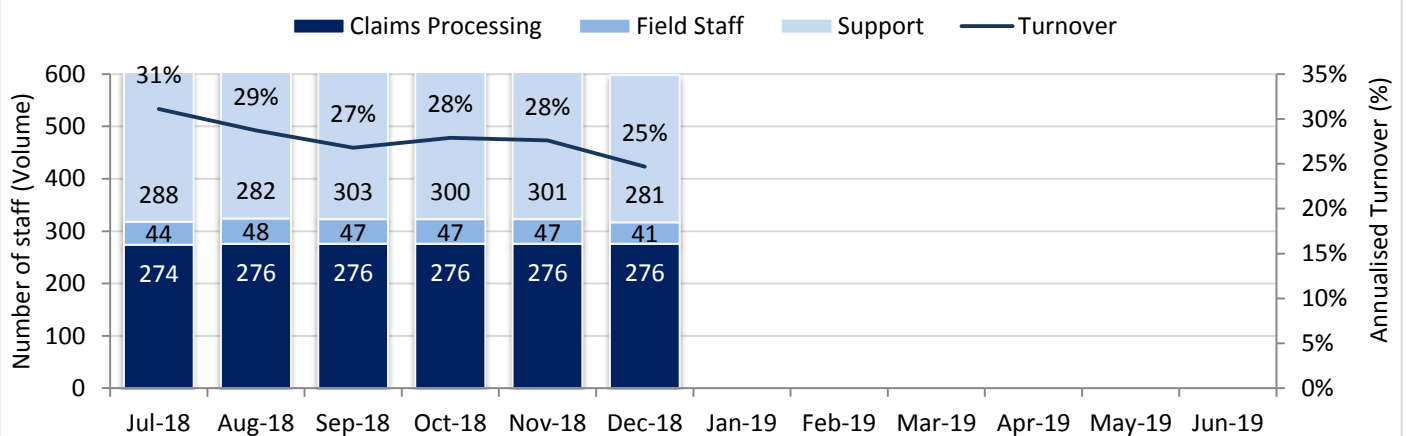
Section 8 - HR Operations

EQC has reached the end of its planned restructures which should maintain the decreasing turnover rate. The December holidays have impacted both annual and sick leave. And the State Services Commission revised and updated the Public Service Benchmarks, however EQC's position remains the same.

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

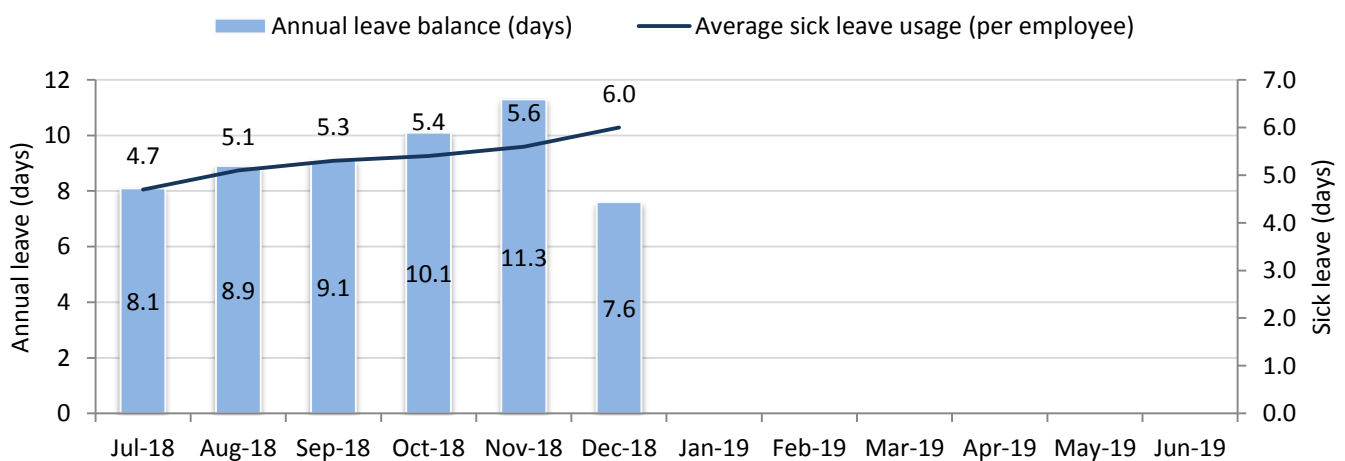


Headcount and Annualised Turnover



Turnover has decreased by three percentage points and currently sits at the lowest it has been for three years. With planned restructures now at an end, we expect to see the turnover rate to keep decreasing in the coming months.

Annual and Sick leave



The average sick leave usage increased to 6.0 days (up from 5.6 days in November) and tracks below the new public sector benchmark of 8.2 days. Predictably, the average annual leave balance dropped due to the holiday season and finished the month below the new benchmark of 15.6 days with 7.6 days (down from 11.3 in November). Annual leave balance is expected to keep decreasing during the summer months as people take time off to enjoy the weather.