

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](#).

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 Southern Response under the MOU are not included.

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

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. 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).

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. This section also summarises call volume data.

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

Section 5 - Media

This section monitors EQC's coverage in both traditional and social 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 - Official Information Act (OIA) Requests

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.

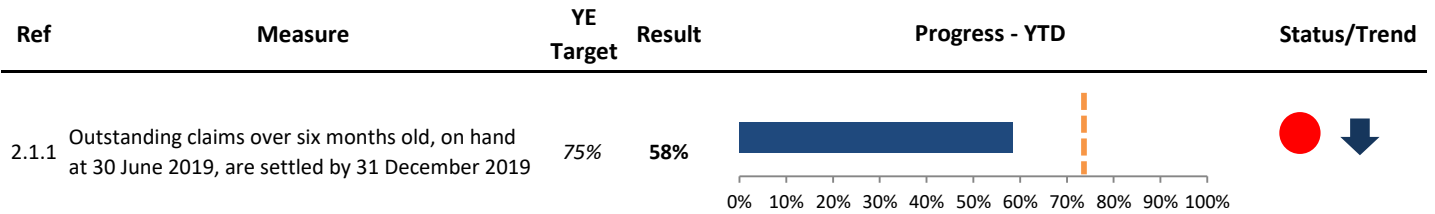
Section 8 - HR Operations

This section tracks EQC's average annual leave balance and sick leave usage and compares them to the Public Service Benchmark. Information in this section also includes a broad profile of EQC's workforce.

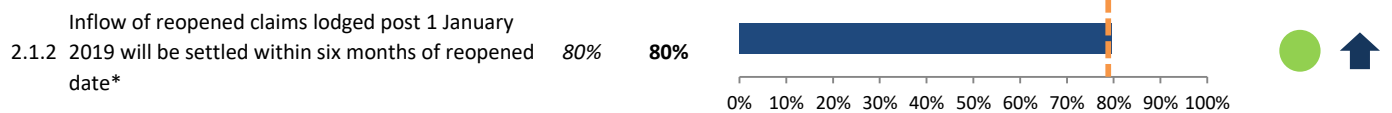
Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response

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

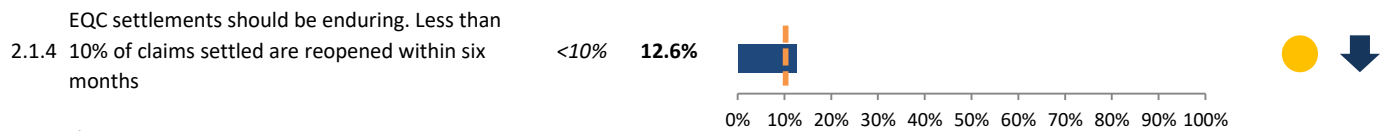


Commentary: By EOM December 2019, we had closed 58% of claims that were outstanding (over 6 months old) at EOM June 2019. Consequently we did not achieve the target for this measure.



Commentary: So far this financial year, 80% of claims that were reopened during January-through-June 2019 have been settled within 6 months of their reopened date, right on target.



*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"








Note: this is a reverse target

Commentary: So far this financial year we have reopened 12.6% of settled claims within 6 months of closure. This is a deterioration since last month (11.6%).

Key:

-  Result not available for the month
-  On track for delivery

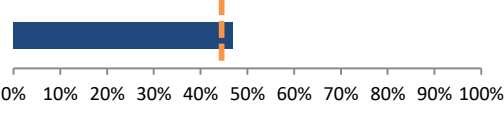
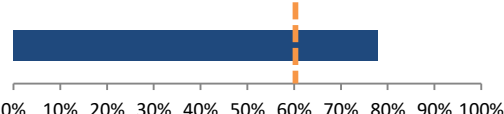
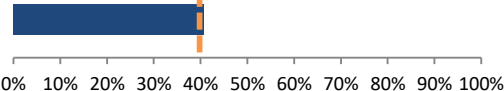
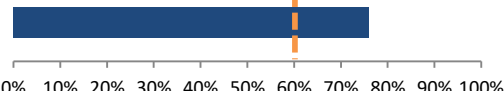
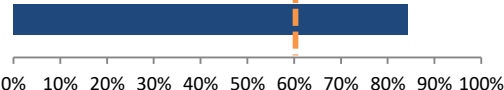
-  Potential risk of not achieving target
-  Target highly unlikely to be achieved

-  Performance trend increase
-  No change in performance trend
-  Performance trend decrease

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

Output Two - 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%	47%		● ↑
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%	78%		● ↑
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%	76%		● ↑
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%	84%		● ↔

Commentary: 'Overall Satisfaction' (2.1.5) amongst our Canterbury customers improved this month to 47% (vs. 45% last month). A higher proportion of Canterbury customers thought they were 'Kept Informed' (2.1.7) with a result of 41% (vs. 39% last month). 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) remain well above their respective targets.

Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 November 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

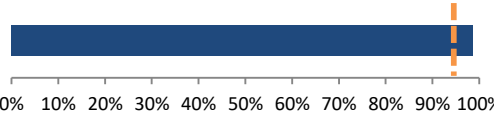

↓ Performance trend decrease

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

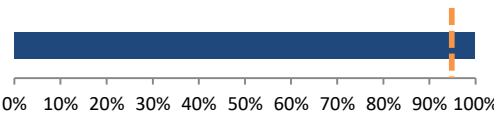

Output Two - Event Response

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

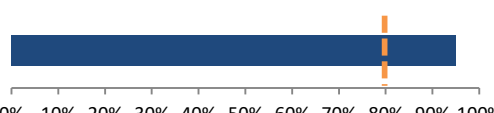

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
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2.2.1	Claims lodged post 1 January 2019 are settled within six months of lodgement date	95%	99%		
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Commentary: As at 31 December, 99% of claims lodged post 1 January 2019 have been settled within 6 months of lodgement, meeting the required standard.

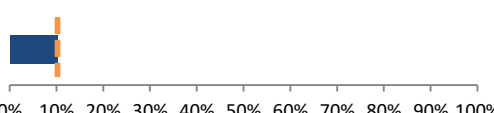

2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	100%		
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Commentary: So far this financial year, all claims that were not settled within 6 months, 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%	94%		
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Commentary: So far this financial year, 94% of claims that were reopened in January-to-June 2019 have been settled within 6 months of being reopened, a slight reduction in performance since end of November (95%).

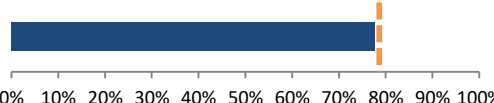

*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"

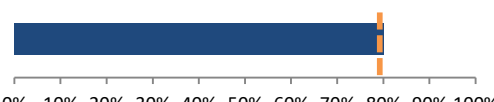

2.2.4	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months*	<10%	10%		
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Note: this is a reverse target

Commentary: As at December 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%	78%		
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2.2.6	The proportion of surveyed customers who indicate they were well informed during the claims settlement process	80%	80%		
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Commentary: 'Overall Satisfaction' (2.2.5) amongst our customers impacted by other natural disasters improved to 78% (vs. 75% last month). Customer satisfaction with how well they were 'Kept Informed' (2.2.6) also improved to 80% (vs. 79% last month).

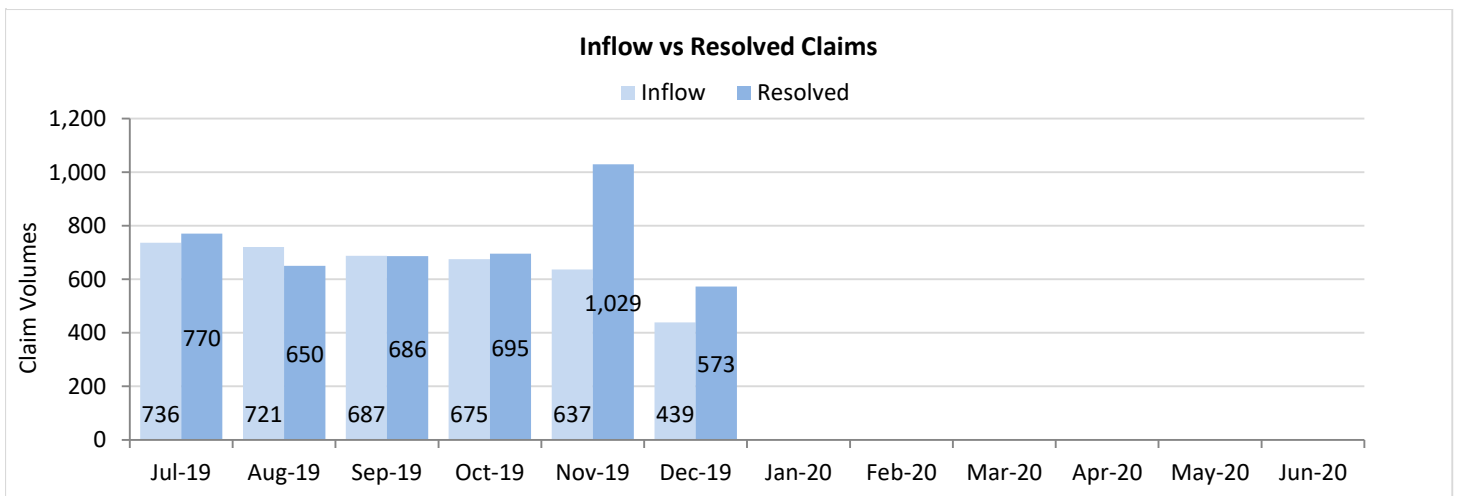
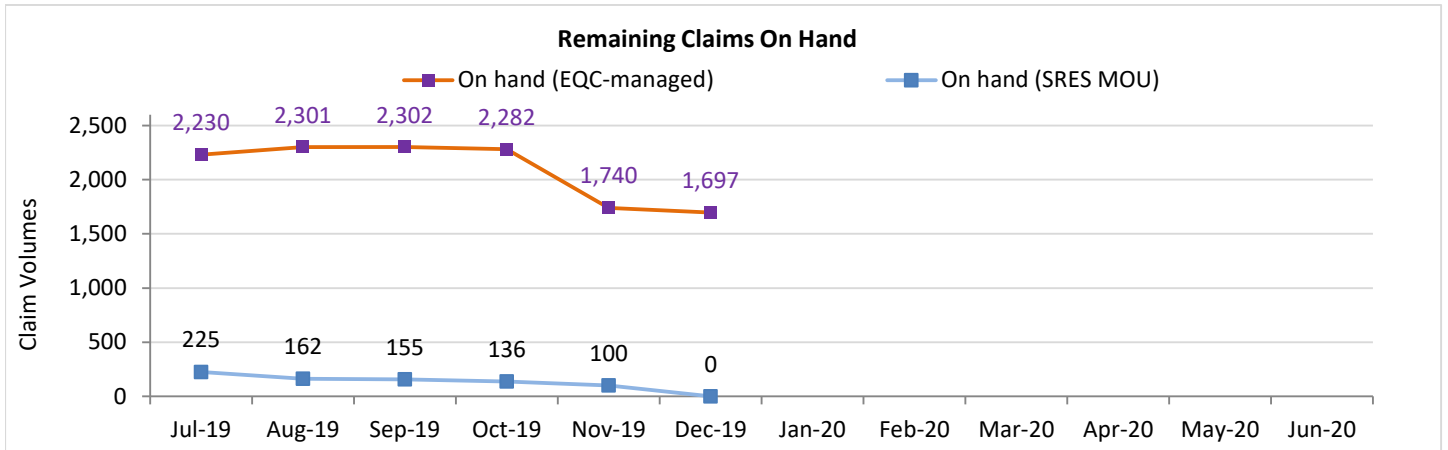
Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 November 2019.

Key:

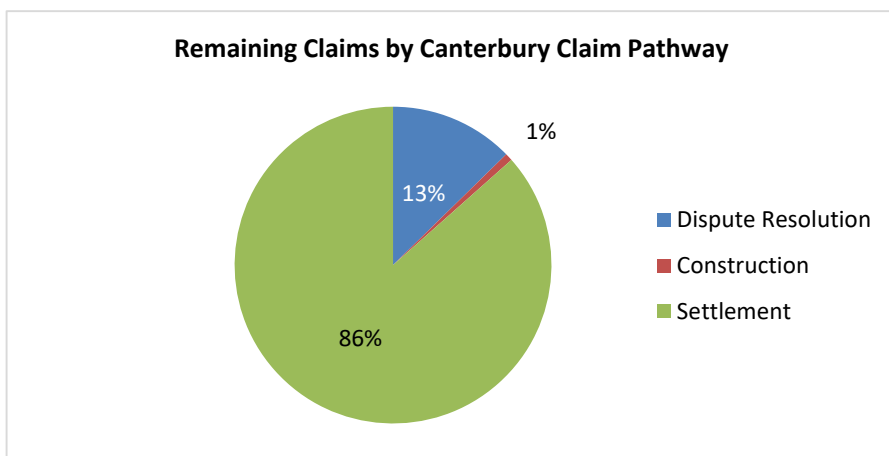
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

Section 2 - Canterbury

We resolved 573 claims in December, offset by inflow of 439 reopened claims. This left 1,697 open claims on hand at month end. All of these claims are EQC-managed following the return of 92 remaining open claims previously managed by Southern Response under the MOU. A total of 393 open claims, subject to an application for settlement under the Government support package for on-sold over-cap properties, are excluded from the total (refer <https://www.eqc.govt.nz/canterbury/on-sold-over-cap-properties>).



There were 573 claim closures (on 559 distinct claims) during December 2019. Total claim inflow during December was 439 - the sum of 263 CMS4 claims reopened in CMS8 for the first time and previously closed CMS8 claims reopened 176 times during the month.

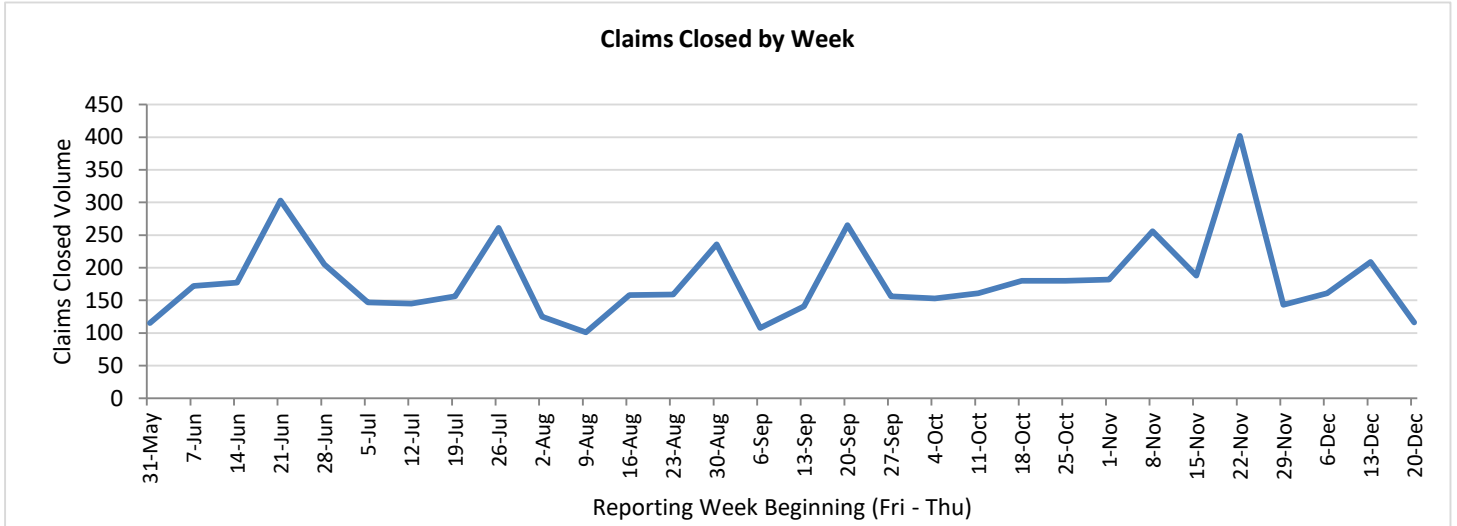


Of the 1,697 claims remaining on hand, 87% are being managed by Settlement teams, 13% are with Dispute Resolution, and 1% are in physical repair.

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.

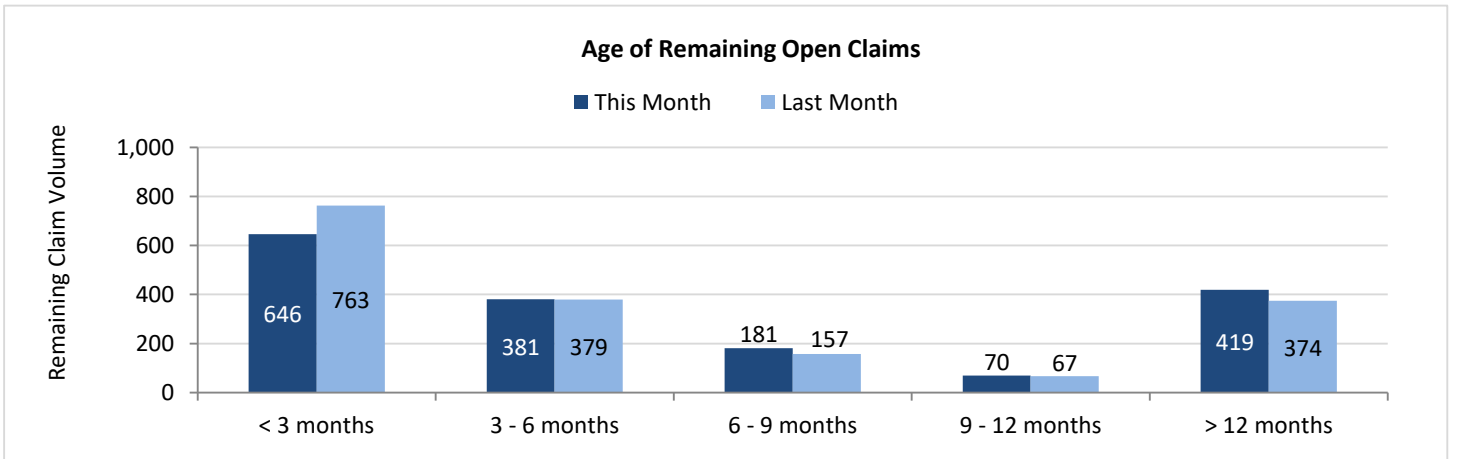
Section 2 - Canterbury (cont.)

Claims Closed by Week



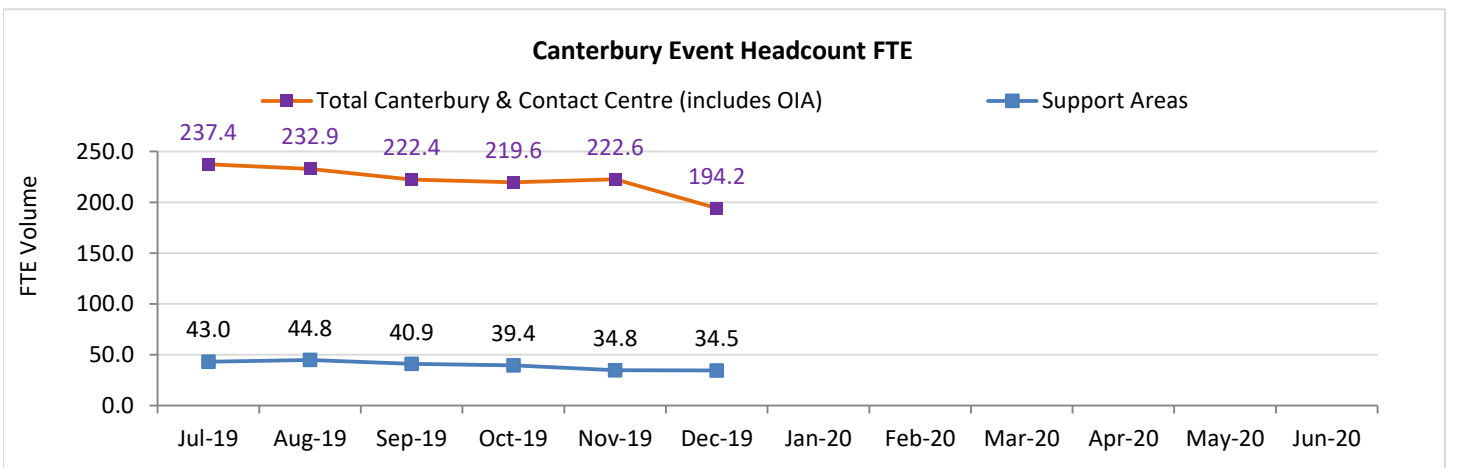
On average, we closed 169 claims per week in December, down from a weekly average of 257 in November. This decrease was influenced by December being a part month. This resulted in a total of 573 claims closed during December (which exceeded the Canterbury aspirational target of 550).

Age of Remaining Open Claims



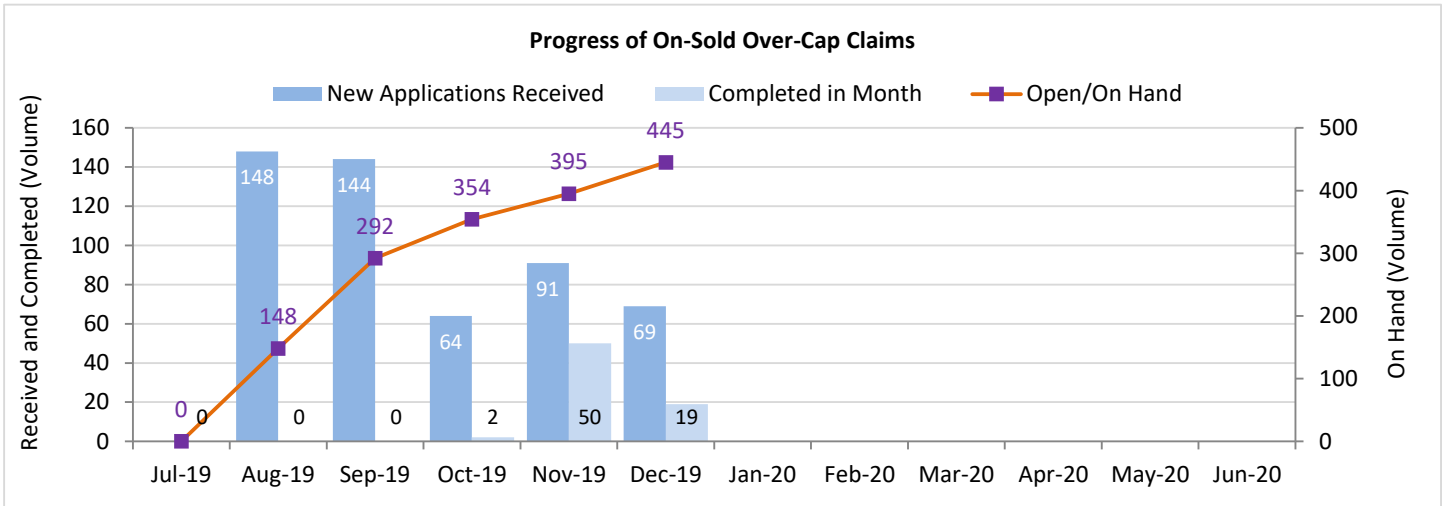
We continued to make good progress resolving historical claims in December. The volume of EQC-managed claims open more than 9 months decreased by a net 44 claims after adjusting for the inclusion of 92 claims previously managed by Southern Response under the MOU.

Canterbury Event Headcount FTE

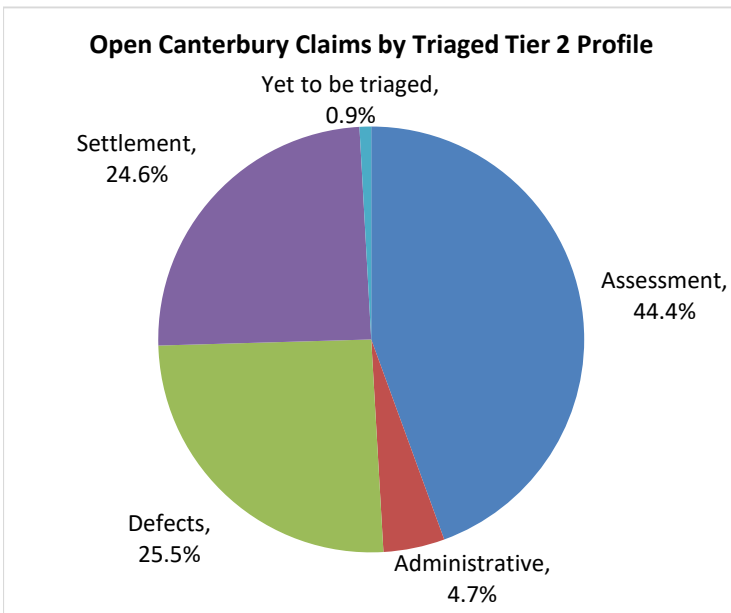


Canterbury Event Headcount decreased this month reflecting recent organisational changes.

Section 2 - Canterbury (cont.)



We received 69 applications for government support to repair on-sold over-cap properties in December. This was offset by completion of the assessment of 19 applications leaving 445 open applications on hand at month end.



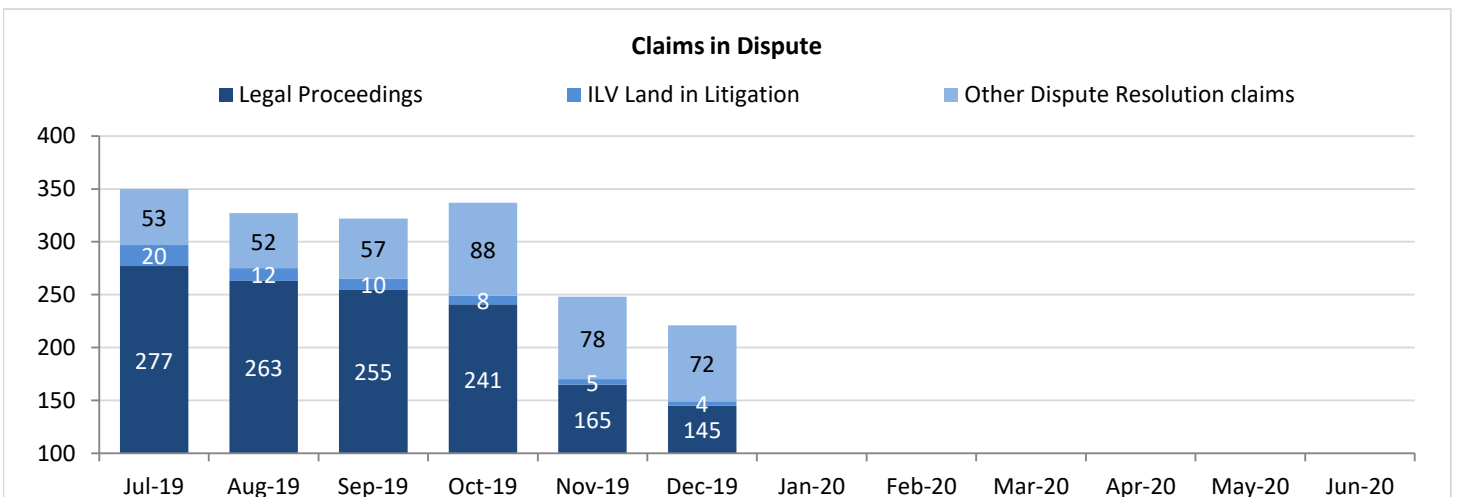
Our profile of remaining open claims includes claims that are:

Assessment related - these claims encompass previously undetected damage to scoped repair elements, together with new damage identified on previously unscoped elements.

Settlement related - these open claims most commonly relate to requests to review the settlement approach or to address additional costs associated with scoped repair elements.

Defect related - these claims relate to issues with the quality of repairs undertaken.

Administrative related - these claims encompass a range of scenarios, many of which relate to interactions with third parties (e.g. the insurer of the property, contractors involved in the repair) rather than with the customer.

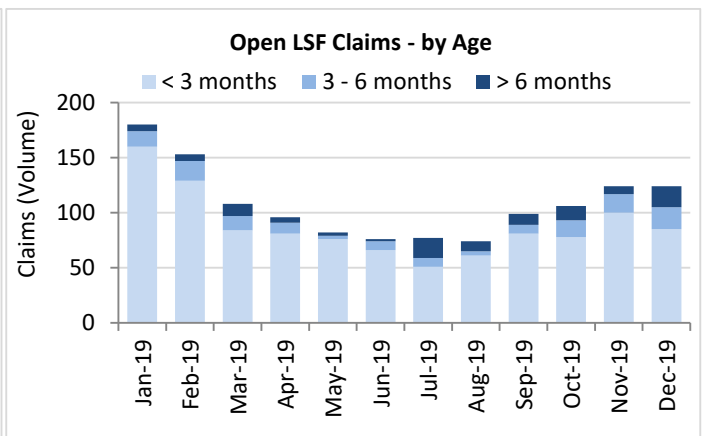
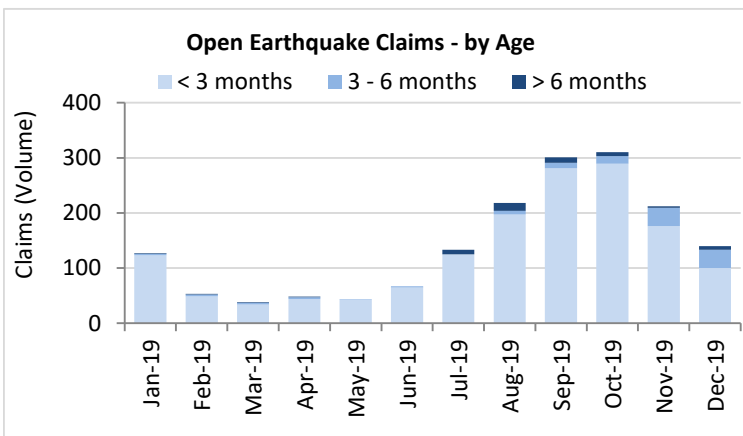
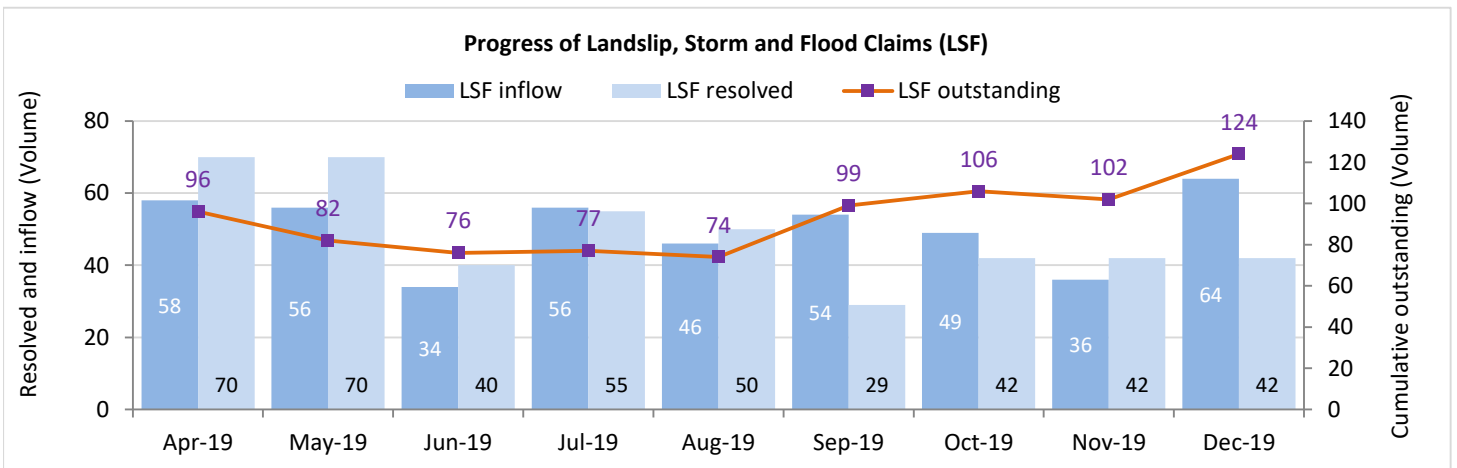
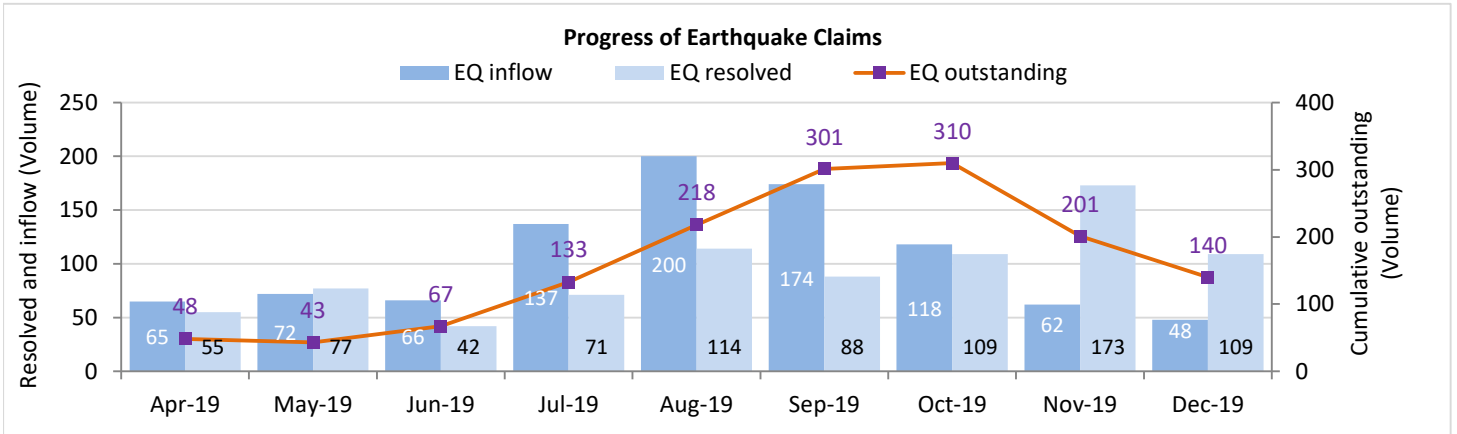


The total volume of claims in dispute decreased by 27 to 221 in December.

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

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

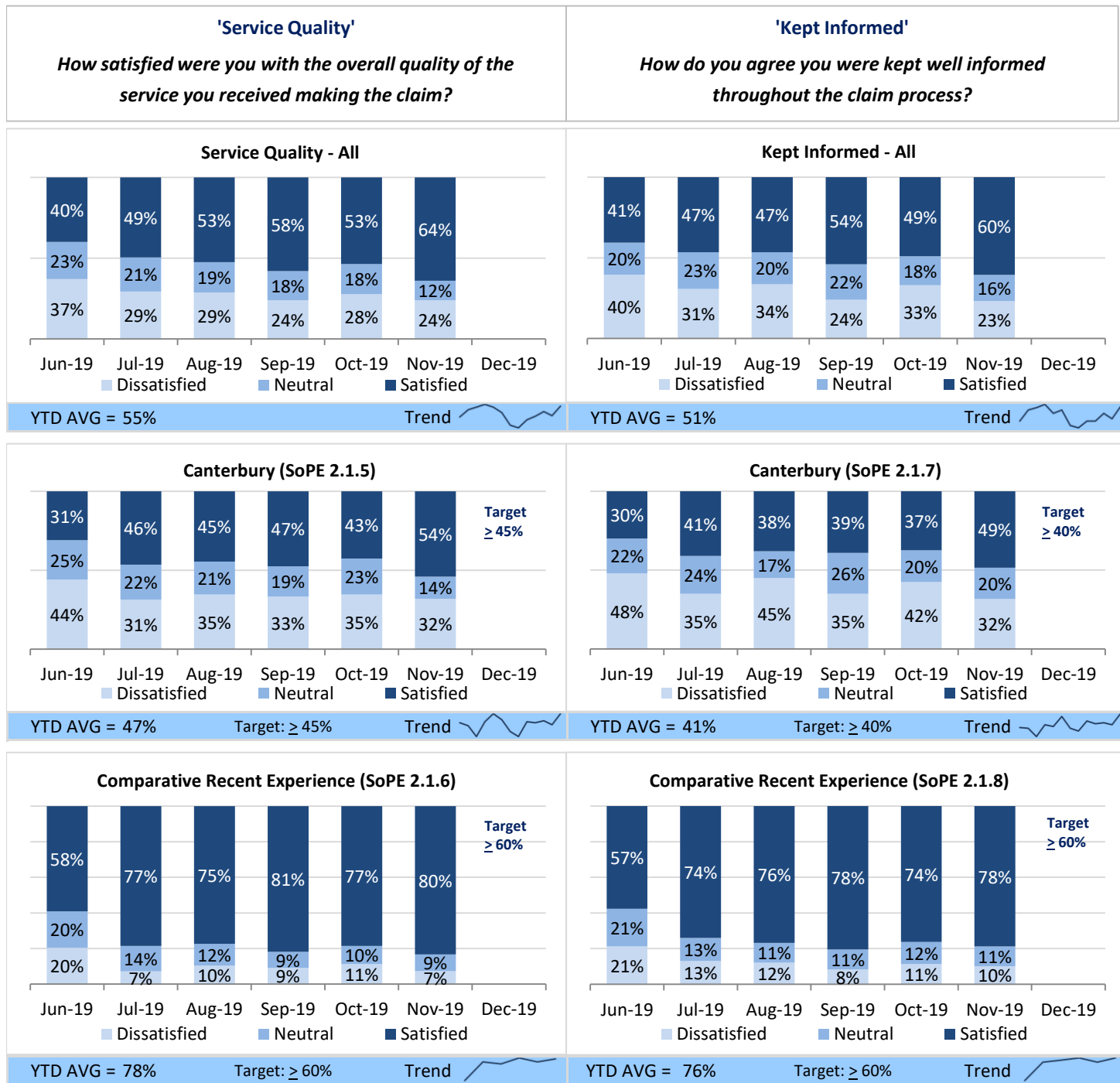
During the reporting period 112 new claims were lodged. Of these lodgements, 57% (64) were landslip, storm and flood ('LSF') related claims, while the balance were earthquake claims. Severe weather on 7-8 December resulted in 32 LSF claims (many in the Lower Hutt area) while a M 5.4 Earthquake on 10 December near Gisborne resulted in 22 earthquake claims.



Note: Inflow refers to claims lodged as well as reopened

Section 4 - Customer Satisfaction

Overall Customer Satisfaction - November 2019 was a strong month of improvements for our key measures of 'Overall Satisfaction' and 'Kept Well Informed'. More than half of our customers who have recently finalised their claim were satisfied with the overall service provided by us and felt they were kept well informed throughout their claim process.



Canterbury customers - we recorded a further improvement in overall satisfaction among Canterbury customers, 54% of surveyed customers were satisfied with the overall 'Service Quality'. This builds on improved results recorded over the last 6 months and reflects changes to operational processes in response to customer feedback. Satisfaction with the time to settle contributed to the improvement with more customers strongly agreeing compared to previous results.

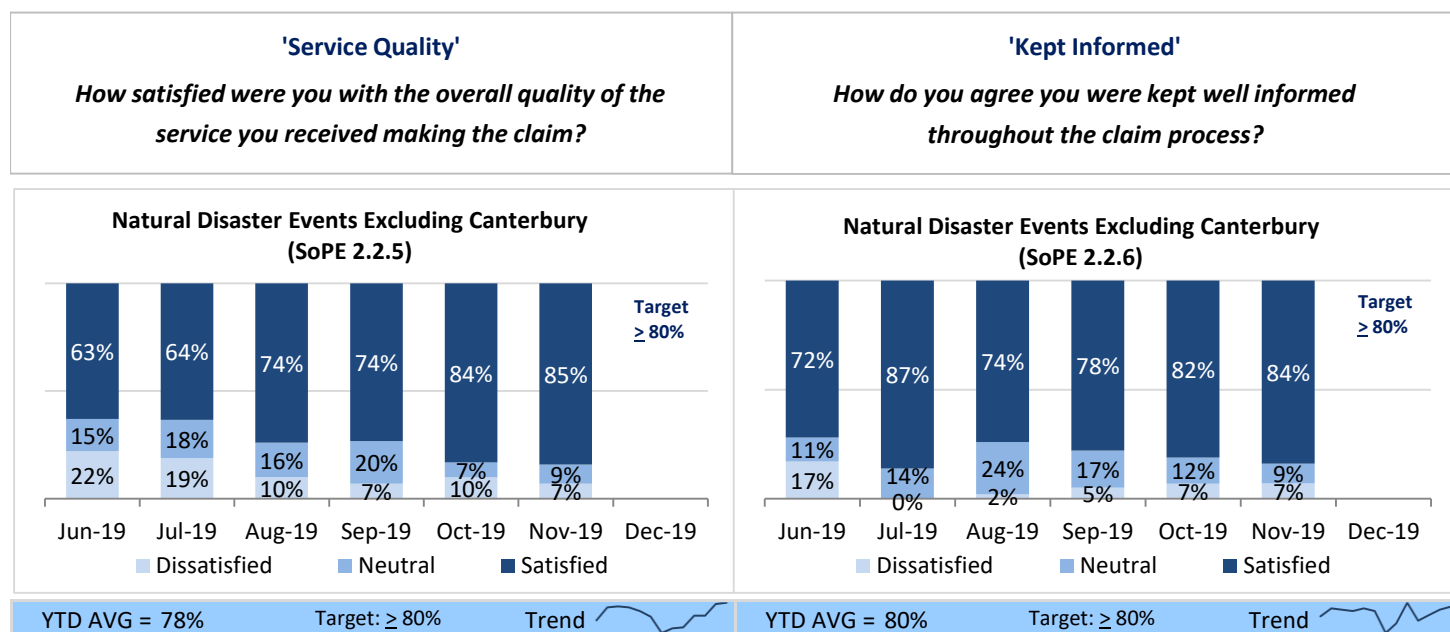
Satisfaction with recent claim experience increased slightly for Canterbury customers with a year-to-date average (YTD AVG) of 78% of surveyed customers satisfied with the 'Service Quality' of their recent claim experience (SoPE 2.1.6). Satisfaction with how well our customers thought they were 'Kept Informed' during their recent claim experience (SoPE 2.1.8) also increased slightly to a YTD AVG of 76% this month. Both YTD results remain well above their respective targets.

Notes:

- The top two graphs are an amalgamation for all events and are indicative only i.e. they are not SoPE measures.
- Due to the nature of this information it is presented a month in arrears.

Section 4 - Customer Satisfaction (cont.)

Other Events Customers - Overall satisfaction among our 'Other Events' customers has remained stable with four out of five customers satisfied with our overall claims process. Assessor's understanding of individual circumstances has seen the largest improvement this month. Verbatim sentiment reinforces this improvement as our customers increasingly felt explanations given were informative and personal.



Total Call, Email and Post Volume

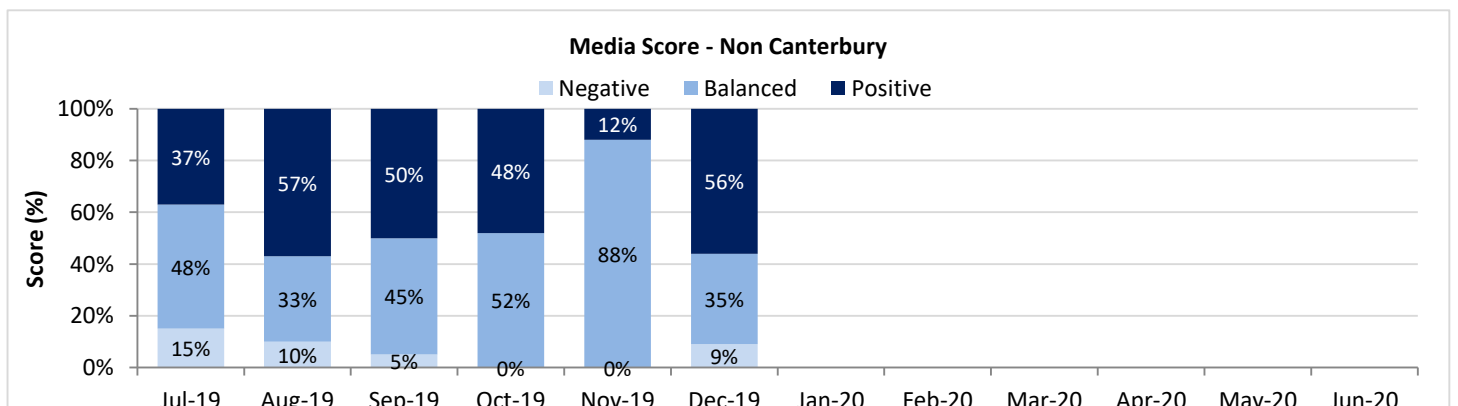
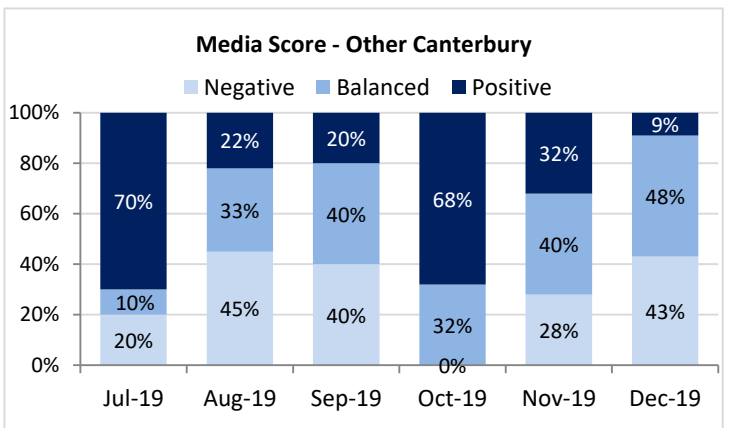
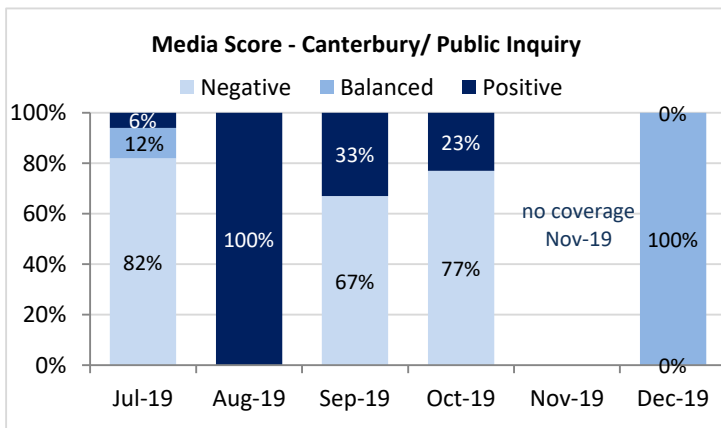
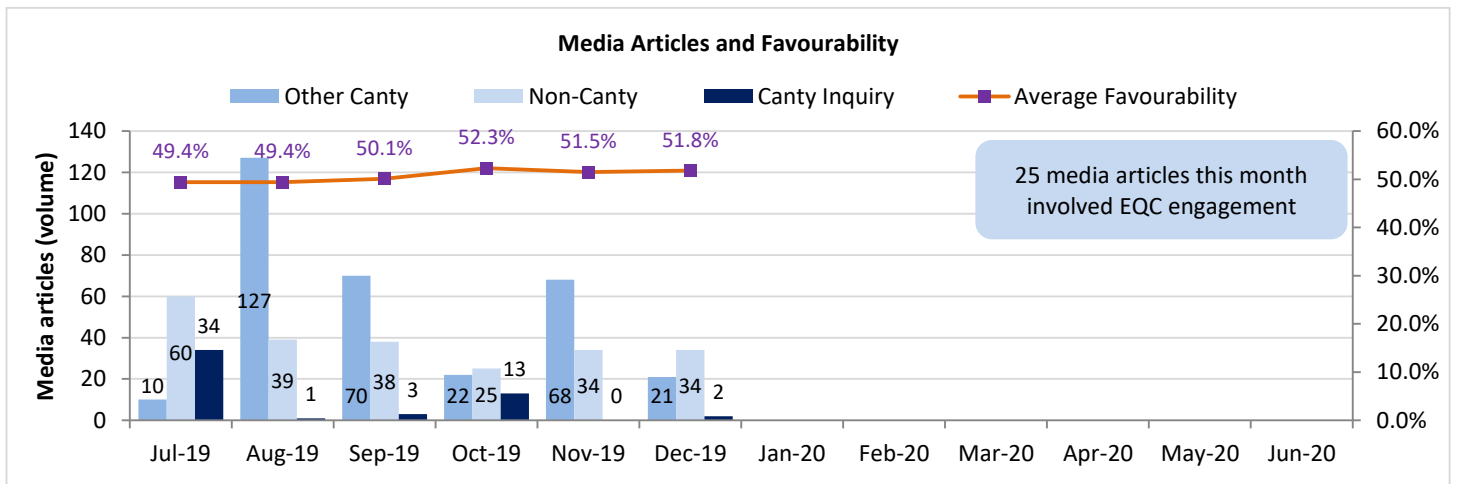
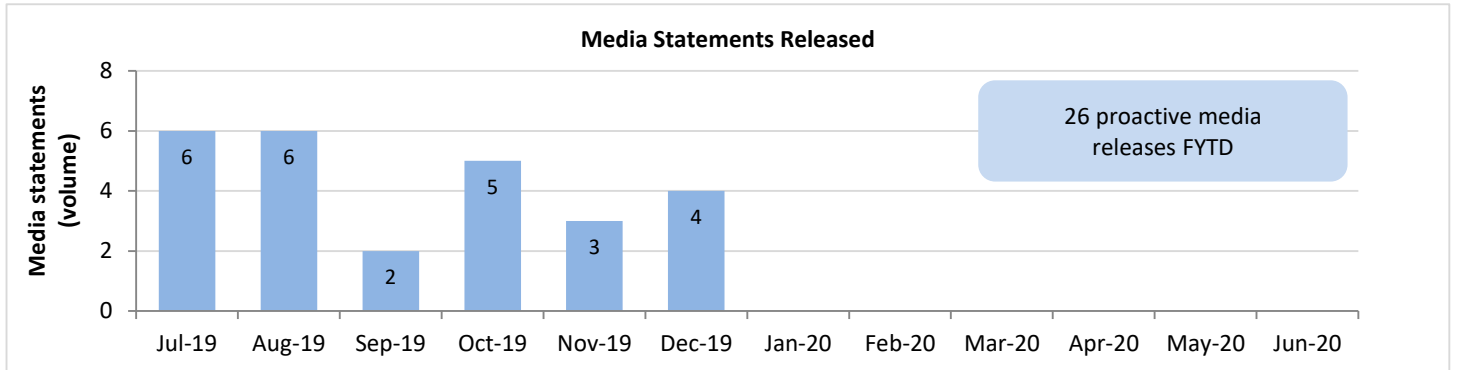
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Trend
Outbound - Inbound Ratio	10:90	20:80	32:68	25:75	18:82	16:84	
Grade of Service	98%	96%	97%	94%	95%	99%	
Abandonment Rate	1%	2%	1%	1%	2%	1%	
Roll Over No Answer	31	42	27	49	66	12	
Total Calls	2,371	3,248	3,789	3,941	3,455	2,144	
Total Email and Post	1,830	1,902	1,853	2,140	2,211	1796	

Section 5 - Media

The volume of EQC media coverage fell to 57 reports this month following frequent media coverage in November. This corresponded to a small improvement in favourability to 51.8%.

Favourable coverage often related to our research capacity and focus on gaining a better understanding of seismic and volcanic risks, highlighting our commitment to *improve knowledge about NZ's natural hazards*.

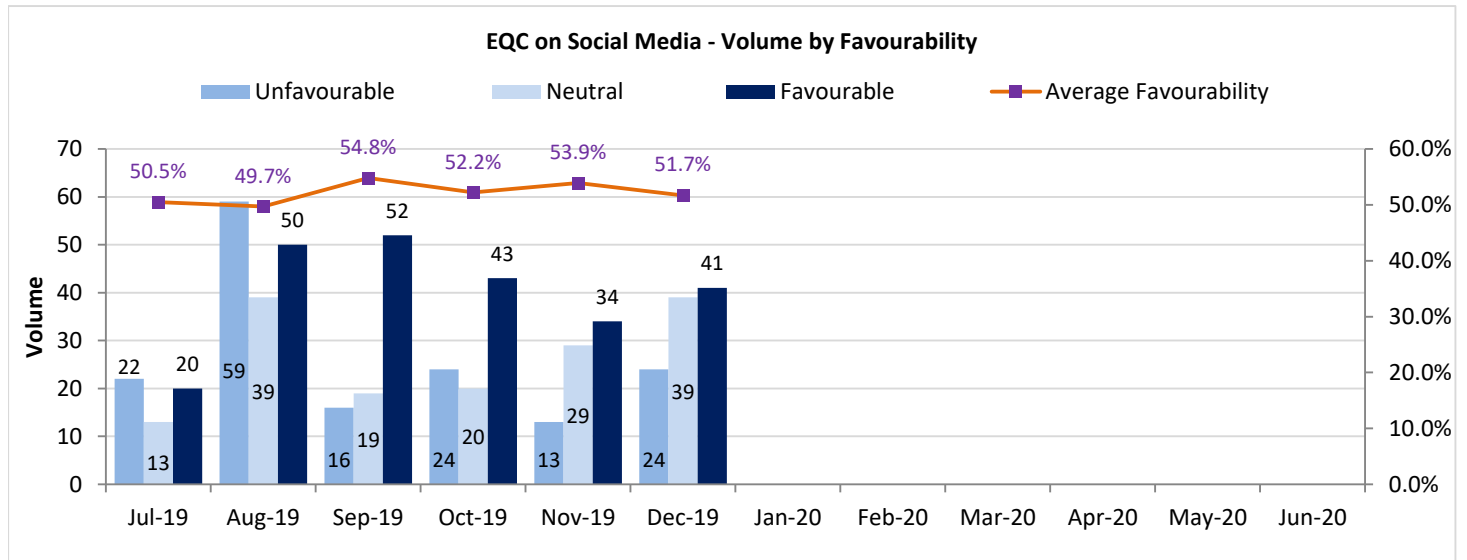
Unfavourable coverage this month included a *CoverNote* piece on the "all-time low" confidence in the insurance industry (stating that EQC's handling of Canterbury claims "have done nothing to improve the perception of insurance in New Zealand").



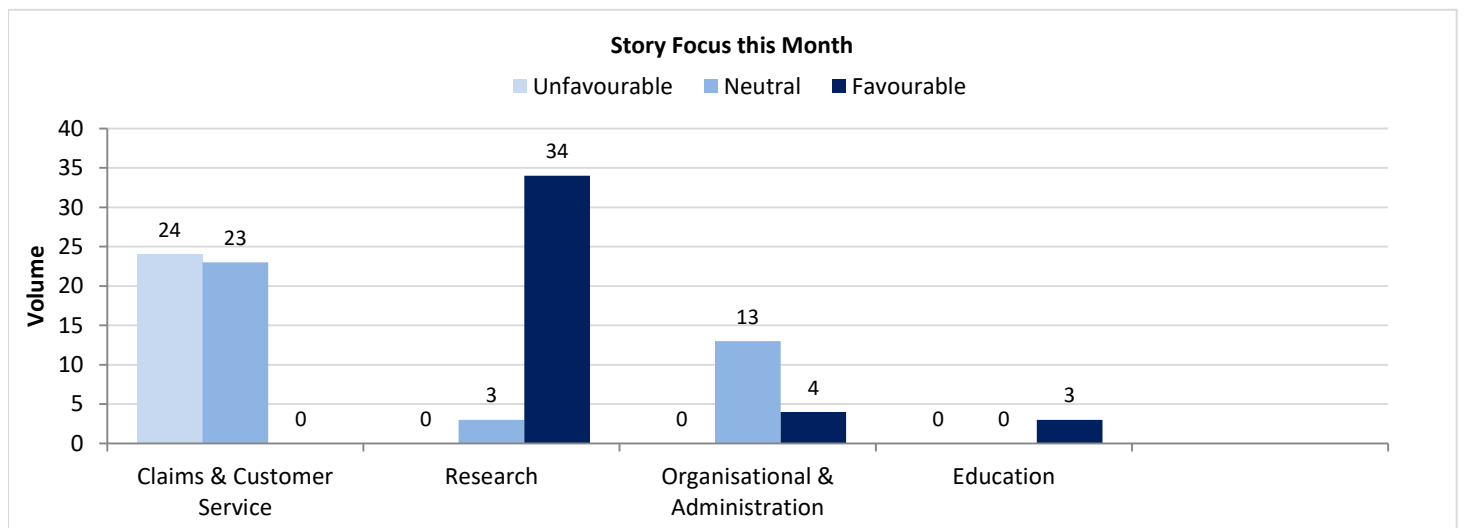
Section 5 - Media (cont.)

The favourability of our social media coverage dipped to 51.7% in December with an increase in the both the volume and proportion of unfavourable posts.

Whilst EQC's research and education capacity continues to be a key source of favourable social media, the key story focus driving unfavourability was 'claims and customer service'.

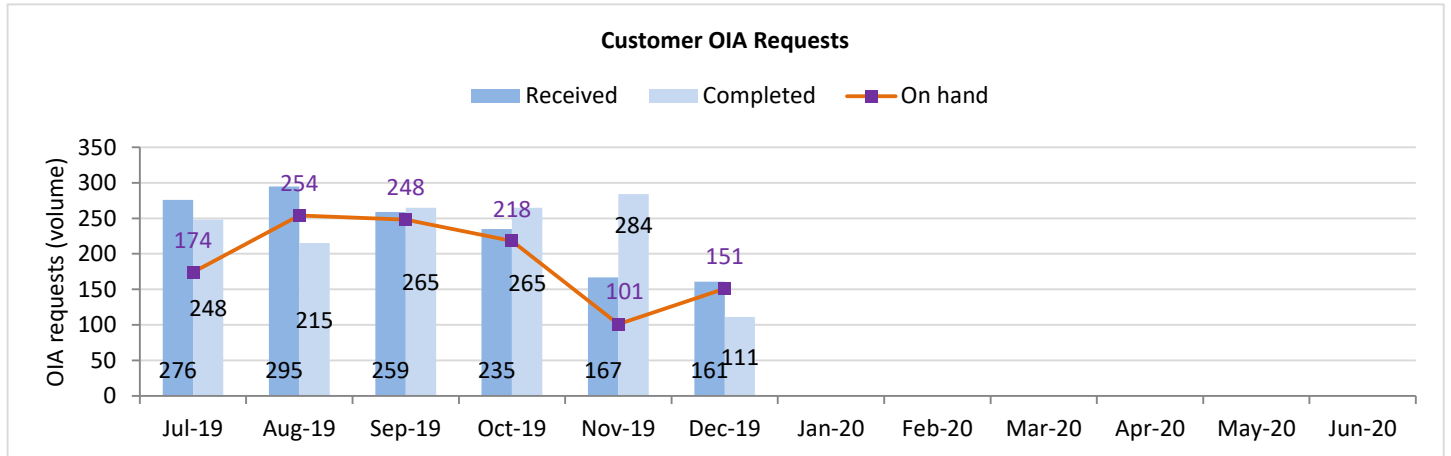


EQC's research and education capacity continues to drive favourable social media conversations. Most prominently, these included posts celebrating the recipients of the EQC Biennial Awards and the latest round of the Science Journalism Fund, as well as posts from participants and attendees of the EQC Science-To-Policy Fora.

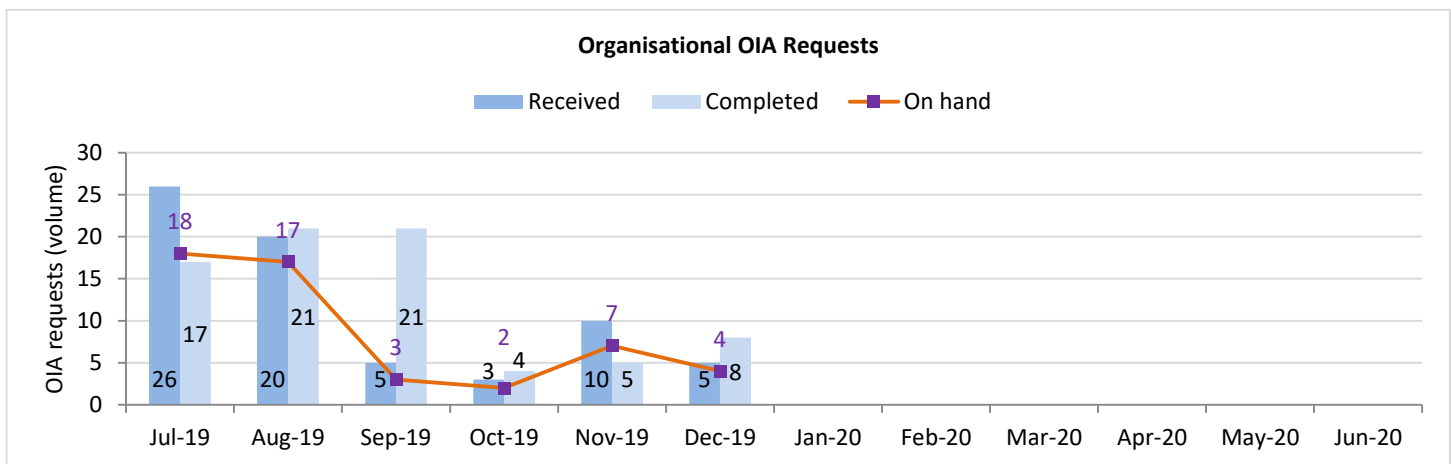


As mentioned above, the story focus of 'claims and customer service' has driven the increase in the volume and proportion of unfavourable posts. The emergent message was *customers are frustrated by EQC customer service*.

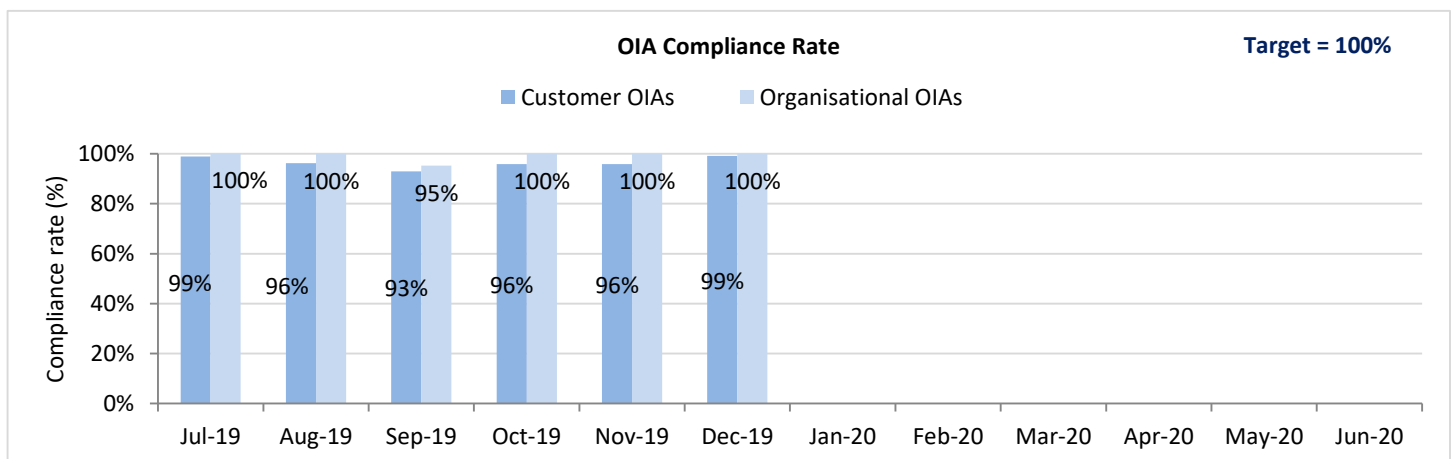
Section 6 - Official Information Act (OIA) Requests



The inflow of Customer OIA requests remained similar to last month with 161 new requests received from our customers (vs. 167 received in Nov-19). Coupled with the 101 on hand from the end of Nov-19 and 111 requests resolved this month, the team have 151 open requests on hand.



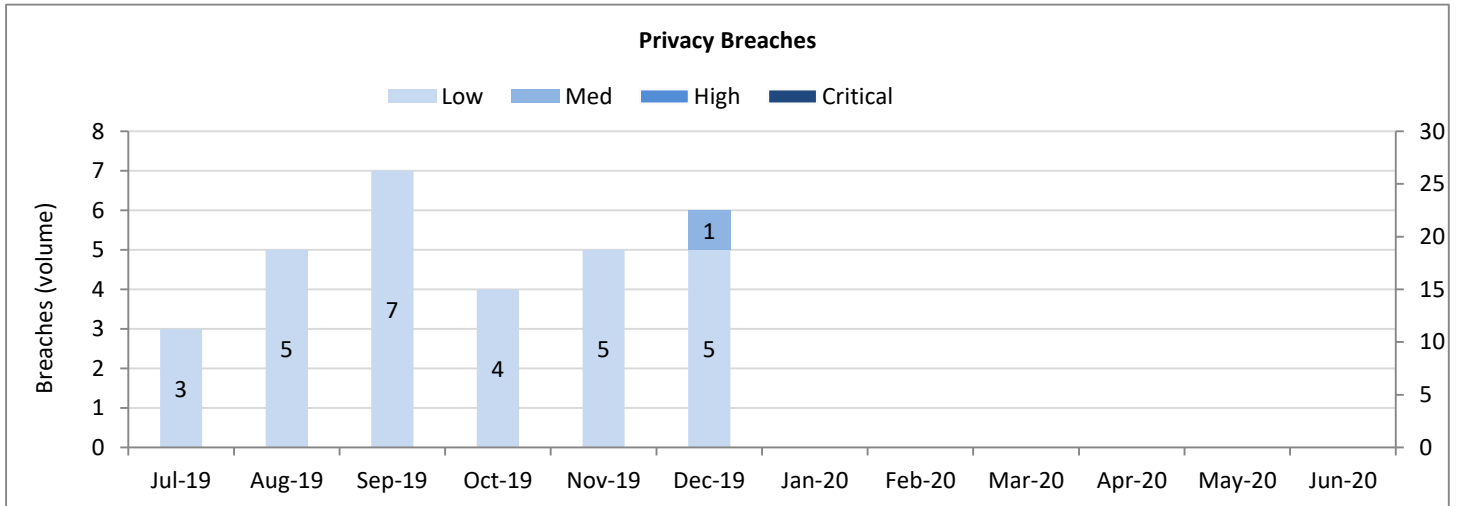
Our Government Relations Team received 5 new high level OIA requests (vs. 10 received in Nov-19). Coupled with the 7 on hand from the end of Nov-19 and 8 requests resolved this month, the team have 4 open requests on hand.



Improved performance within the Customer OIA Team resulted in a 99% compliance level this month, a 3% improvement from last month. The Government Relations Team continues to maintain a 100% compliance level for organisational/ high level OIA requests. One instance of non-compliance led to the 99% compliance result for the Customer OIA Team. The source of this non-compliance was an internal miscommunication, which has since been addressed.

Section 7 - Privacy Breaches

Six privacy breaches, five classified as low severity and one of medium severity, were recorded by the Risk and Compliance Team this month. All reported incidents were assessed against EQC's guidelines, have been contained and no harm appears to have arisen as a result.



Privacy Breaches

Causal factors for the 5 reported breaches this month include 'Incorrect email address used' (3), 'incorrect document content' (1), and 'claim processing error' (1).

The medium breach related to the scanning of six staff expense claim forms to an incorrect email address (directed to the claims inbox instead of the accounts inbox).

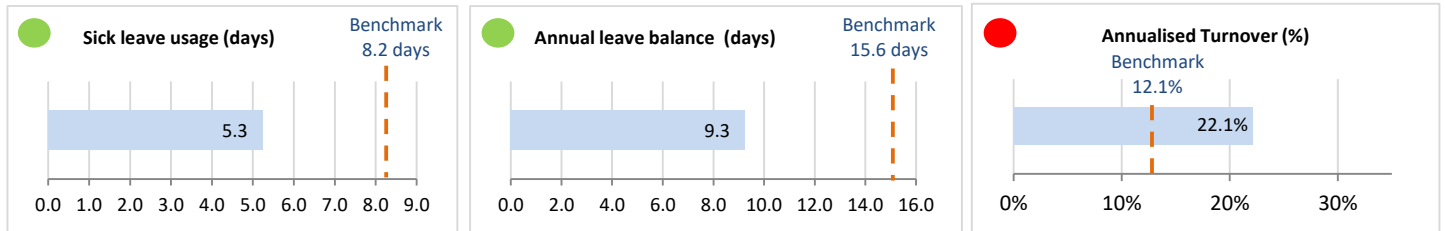
Severity Scale

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

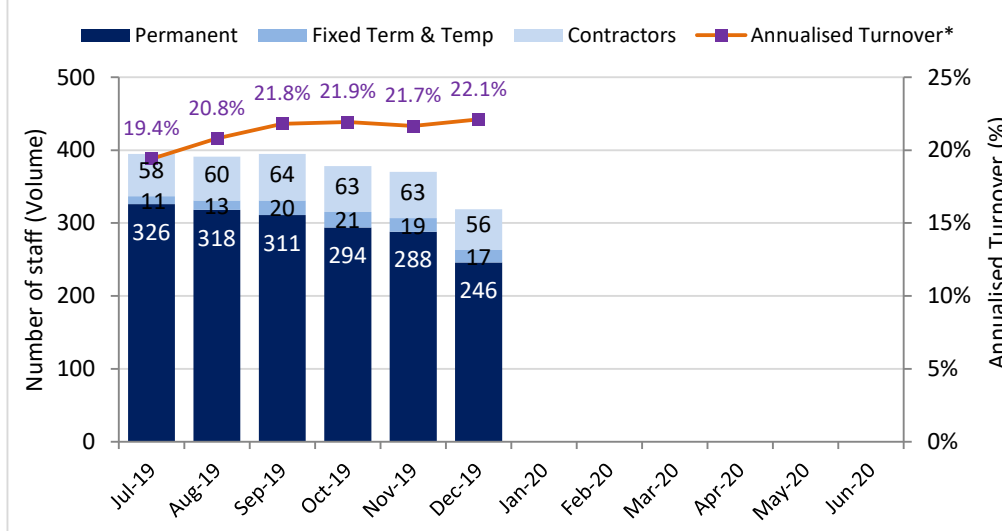
Section 8 - HR Operations

Permanent staff numbers continue to reduce as recent organisational changes take effect. This reduction, along with the Christmas shutdown, contributed to reduced average annual leave balances and sick leave usage. These reduced averages continue to compare favourably with their corresponding Public Sector Benchmarks ('benchmark'). Annualised turnover increased slightly to 22.1% (vs. 21.7% for Nov-19), and remains above the respective benchmark. We expect the turnover rate will begin to flatten and eventually reduce as major organisational changes are completed.

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



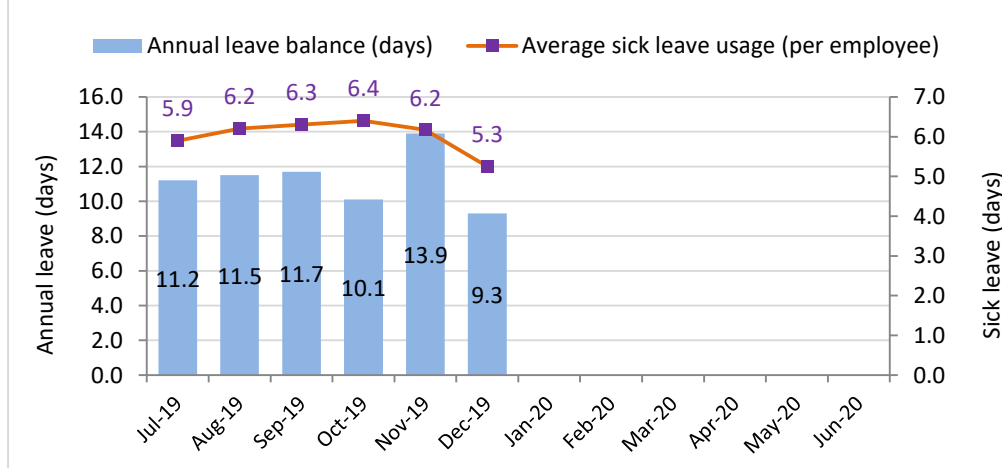
Headcount and Annualised Turnover



Our total headcount decreased by 51 people to 319 this month. This reduction is primarily attributed to organisational changes taking effect, as can be seen in the reduction in permanent staff numbers, and unplanned turnover. Small reductions in the volumes of both 'Fixed Term & Temp' employees and 'Contractors' also occurred during the period.

Note: The reported headcount differs from Financial reporting, where consultants/outsourced service providers may be engaged to fill vacant budgeted positions.

Annual and Sick Leave



Influenced by the drop in our permanent headcount to 246 and the Christmas shutdown period, our average annual leave balance decreased to 9.3 days against the corresponding benchmark of 15.6. Similarly, our average sick leave usage decreased to 5.3 days. Both leave averages continue to remain below their respective benchmarks of 15.6 and 8.2 days.

Our Workforce Profile

