

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:

[<link not yet available>](#)

Section 2 - Canterbury

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

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

Section 3 - Response and Recovery

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

Section 4 - Customer Satisfaction

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

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

Section 5 - Media

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

Section 6 - 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

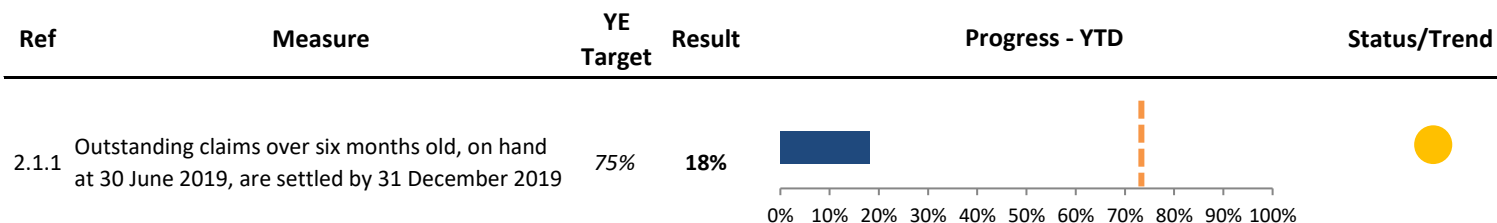
This section tracks EQC's annual and sick leave usages and compares them to the Public Service Benchmark.

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

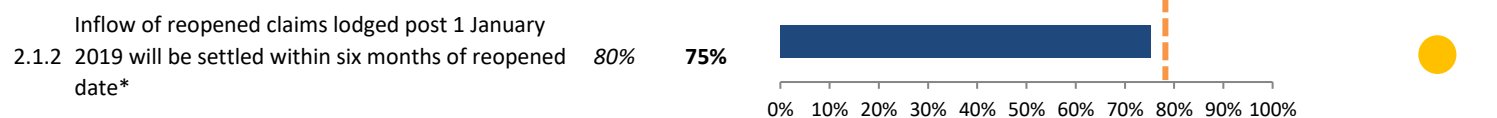
Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response

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

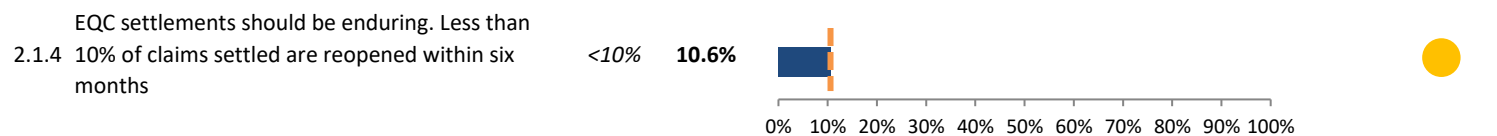


Commentary: This first month of the new financial year, 18.2% of the claims outstanding (over 6 months old) at EOM June 2019 are thus far closed (and remain closed).



Commentary: This first month of the new financial year, 75.2% of the claims that were reopened in January 2019 have been settlement 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"



Note: this is a reverse target

Commentary: This first month of the new financial year, 10.6% of settled claims have been reopened again with 6 months of closure.

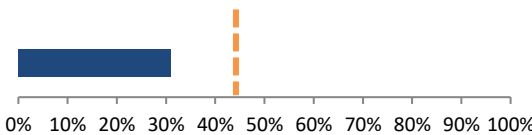

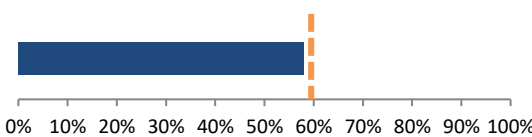

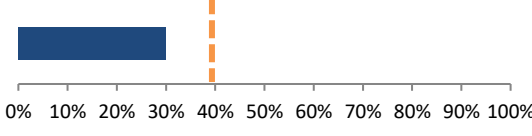

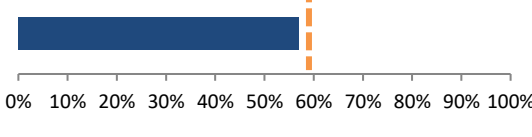

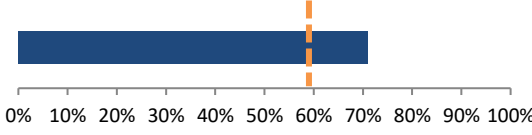

Key:

	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%	31%		
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%	58%		
2.1.7	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process	≥ 40%	30%		
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%	57%		
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%	71%		

Commentary: The year to date results are based on the cumulative monthly results which are: 'overall satisfaction' (2.1.5) continued to decline down to 31% (vs. 36% for last month). Downward movement was also evident against the 'kept informed' measure (2.1.7) down to 30% (vs. 33% for last month). Measures 2.1.6, 2.1.8 and 2.1.9 are measures newly introduced for FY19-20.

Key:



Result not available for the month



Potential risk of not achieving target



On track for delivery



Target highly unlikely to be achieved



Performance trend increase



No change in performance trend

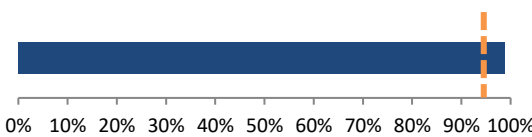

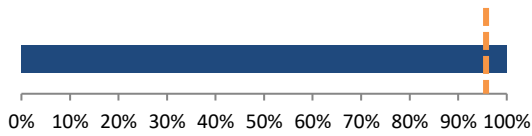

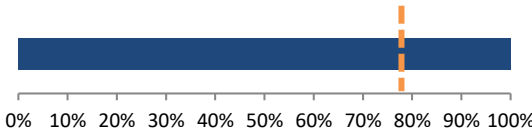

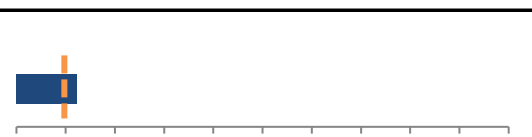



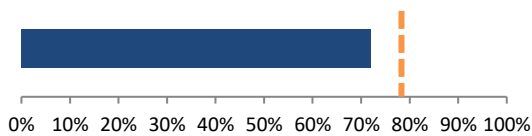



Performance trend decrease

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

Output Two - 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: This first month of the new financial year, settlement within 6 months of lodgement for claims lodged in January 2019 is at the required standard, recording 98.8%.					
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%		
Commentary: This first month of the new financial year, 100% of claims that were not settled within 6 months were subsequently 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%	100%		
Commentary: This first month of the new financial year, 100% of claims that were reopened in January 2019 have been settled within 6 months of being reopened.					
<i>*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"</i>					
2.2.4	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months*	<10%	12%		
Note: this is a reverse target					
Commentary: This first month of the new financial year, the rate of enduring settlement measures 12.3%, not meeting the desired standard.					
<i>* The start date for this rolling measure is 1 January 2019</i>					
2.2.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process	80%	63%		
2.2.6	The proportion of surveyed customers who indicate they were well informed during the claims settlement process	80%	72%		
Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 June 2019. Performance against the Service Quality measure (2.2.5) improved to 63% (vs. 59% for May 2019) whilst recovery was also evident against the 'Kept Informed' measure (2.2.6) with 72% (vs. 65% for May 2019).					

Key:



Result not available for the month



Potential risk of not achieving target



On track for delivery



Target highly unlikely to be achieved



Performance trend increase



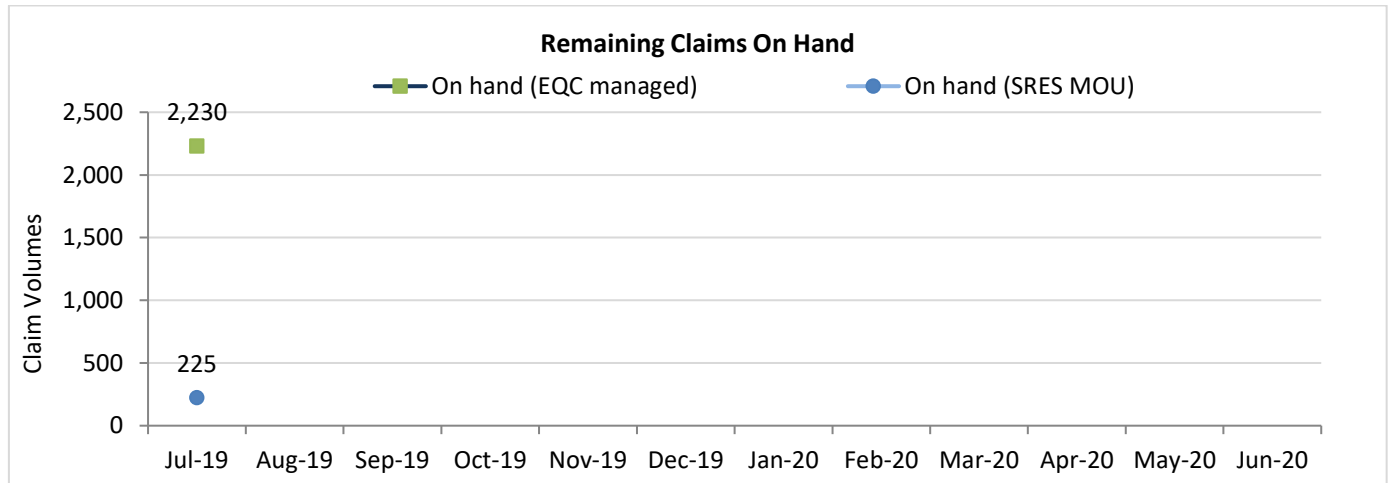
No change in performance trend



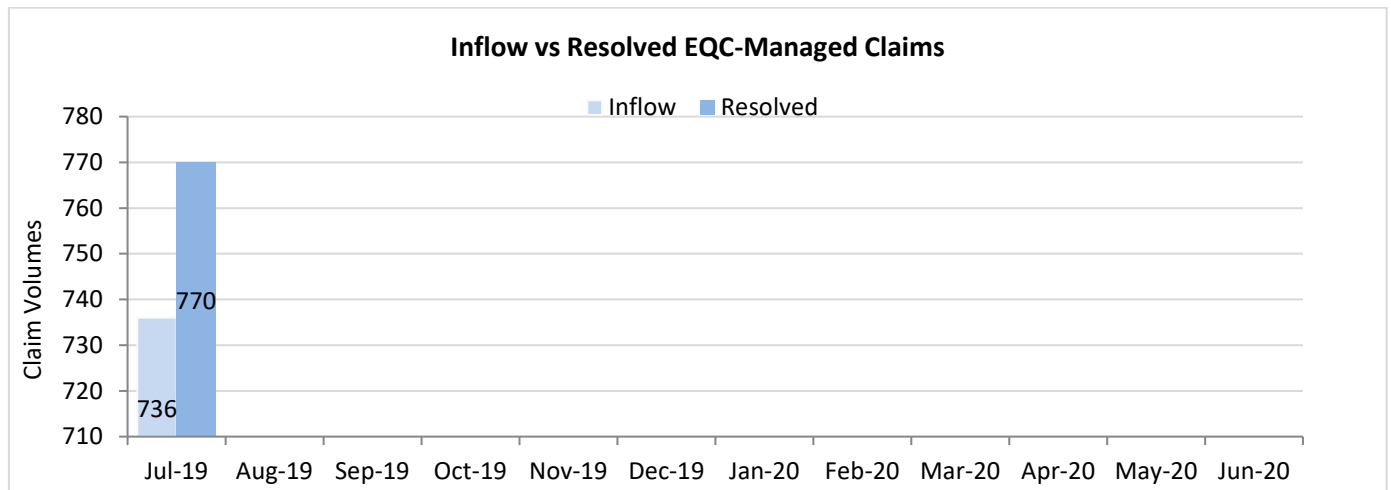
Performance trend decrease

Section 2 - Canterbury

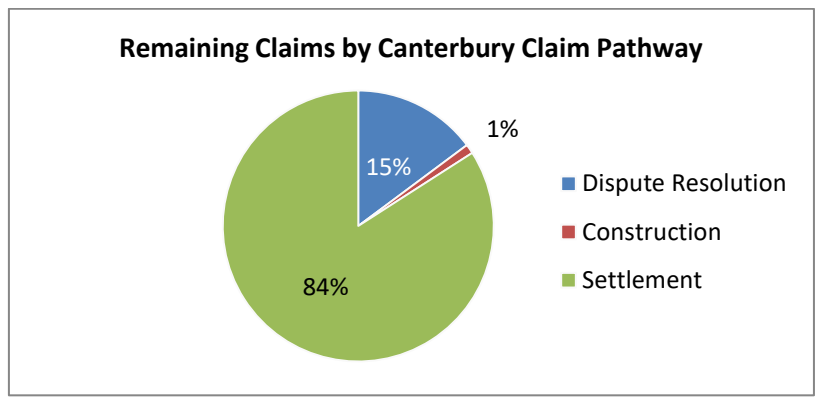
Canterbury claim closure continued the recent trend, increasing as month-end nears. Week-on-week, claim closure rates are trending upward (improving).



Remaining EQC-managed claims (which excludes those claims in Southern Response MOU) reduced by 29 during July (2,259 - 2,230). Remaining SRES MOU claims (ref: externally managed) have reduced by 52 claims (19%) since the end of June 2019.



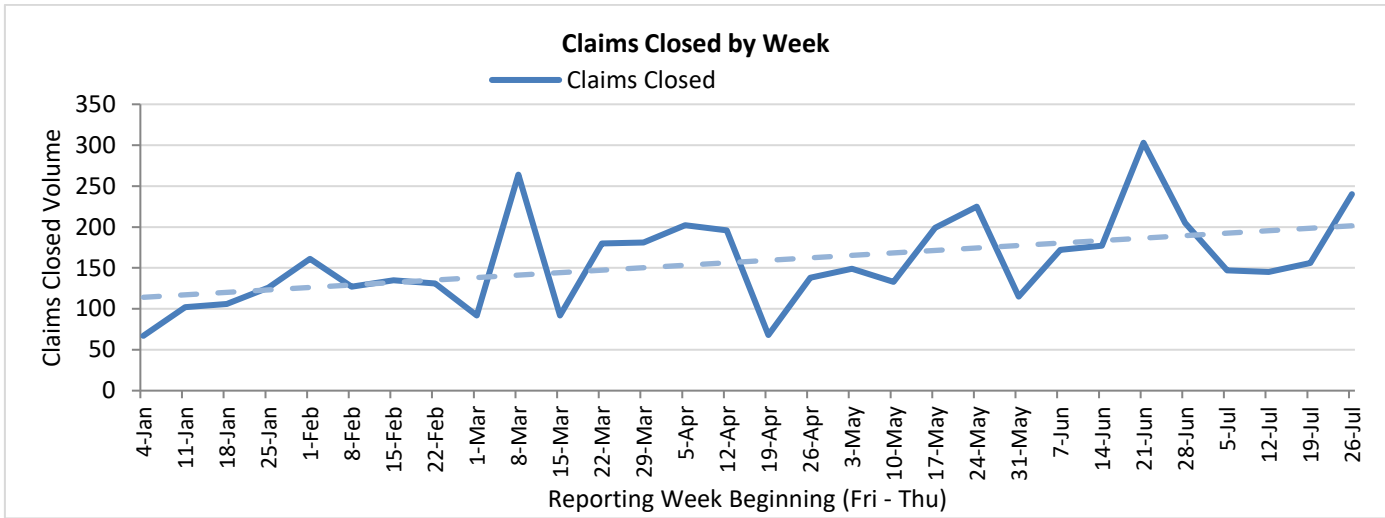
There were 770 claim closures (on 742 distinct claims) during July 2019. Total claim inflow during July was 736 - the sum of 503 CMS4 claims reopened in CMS8 first time, and previously closed CMS8 claims reopened 233 times during the month - leaving 2,230 EQC-managed claims on hand.



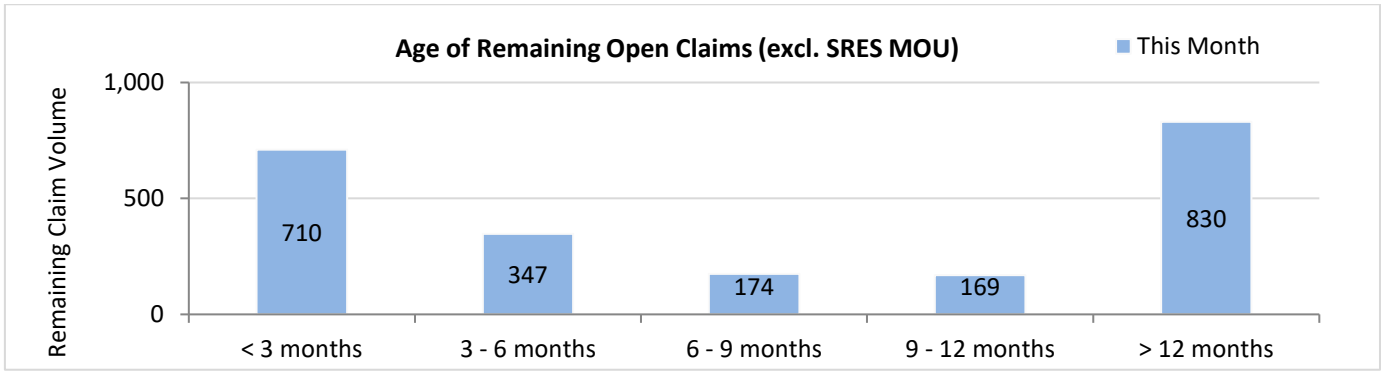
As at 31 July 2019 there were 2,230 EQC-managed claims left on hand. 84% of these claims are being managed by Settlement teams, 15% are with Dispute Resolution, and 1% are in physical repair.

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

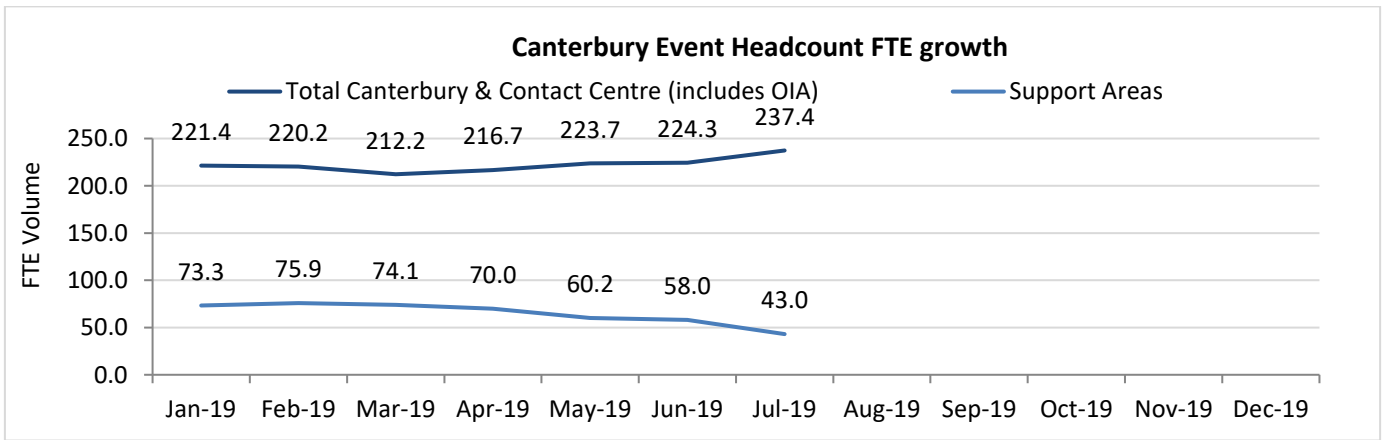
Section 2 - Canterbury (cont.)



Week-on-week, the trajectory of average weekly closures continued its upward trend. In the second half of recent months a bow wave of claim closures has been evident as month end approaches. The behaviour of this bow wave is such that claim closures tail off early into the following month. This bow wave behaviour is not representative at a team level as the cadence of claim closures for some teams is more consistent on a week-to-week basis.



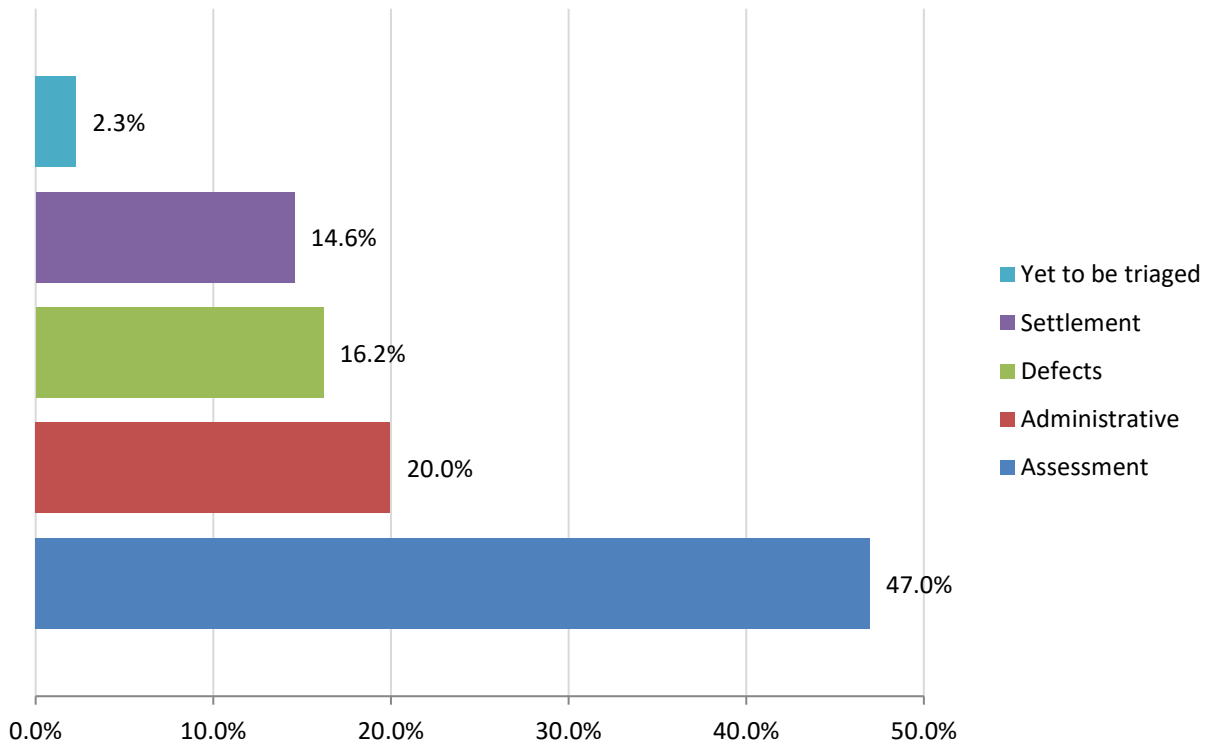
Canterbury have adopted a more meaningful expression of open claim age, divided into the brackets seen above. As we progress through the months of the new financial year, historical comparison will be provided, and a pattern for the average days open will emerge.



As part of the EQC Transformation, the patriation of Canterbury and Response and Recovery claim units along with other customer facing functions into a single customer and claims function has generated a number of internal personnel movements, departures and changes to the classification of 'support roles' associated with changes to cost centre codings.

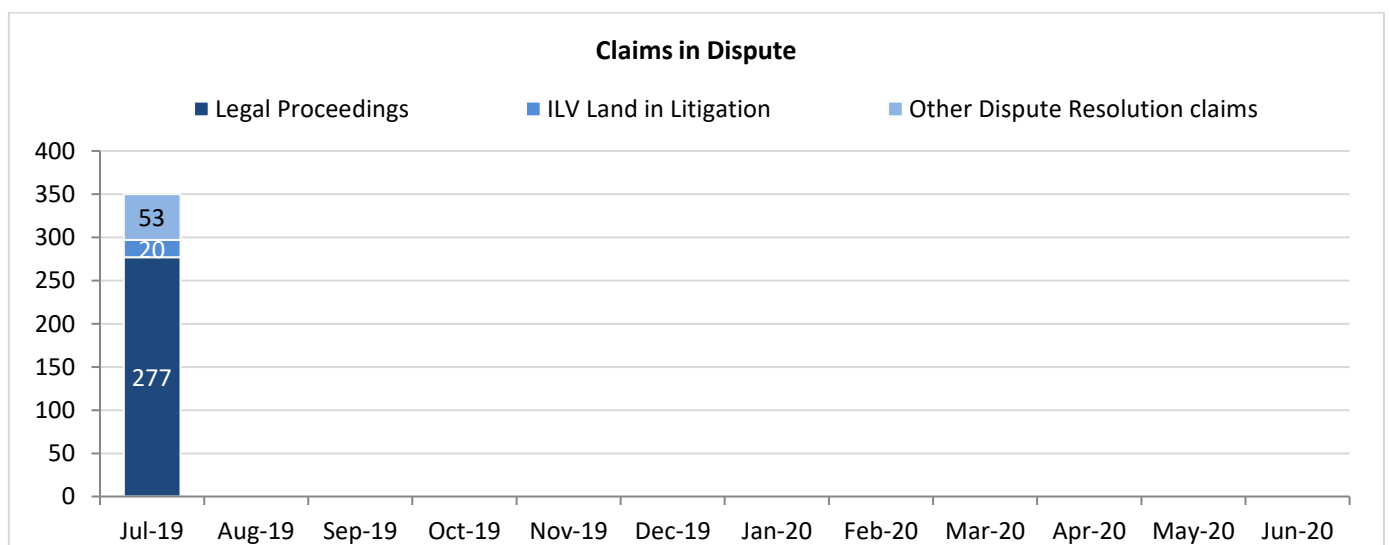
Section 2 - Canterbury (cont.)

Reopened Canterbury Claims - by Tier 2 Profile



This chart represents a comprehensive financial year-to-date view, beginning with July 2019, of reasons claims are reopened in CMS8. This comprises both CMS4 claims reopened in CMS8 first time, and previously closed CMS8 claims that are again reopened.

Almost half the claims reopened during July were for historical assessment shortcomings, for damage missed on scoped elements, and new damaged (e.g. drainage). Almost 1 in 5 claims were reopened for Administrative reasons, most often for customer payment reissue, or payments to suppliers/contractors.

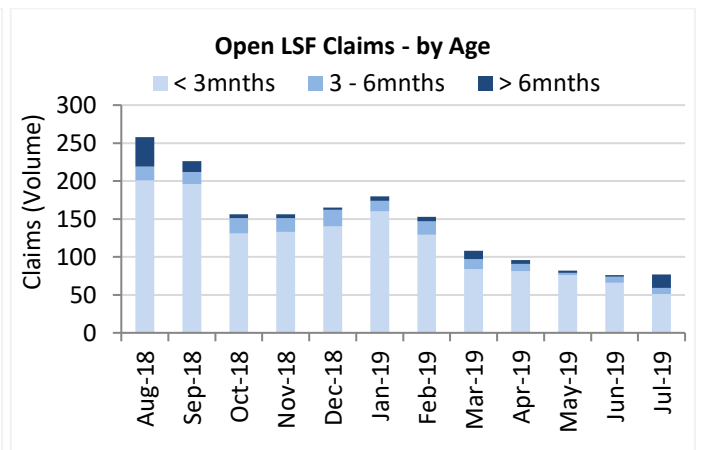
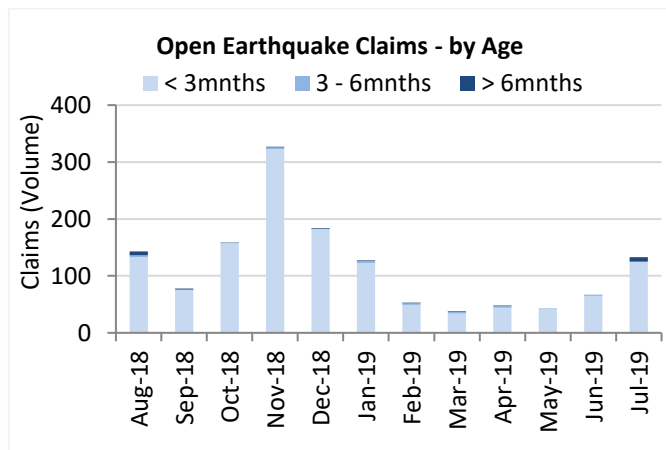
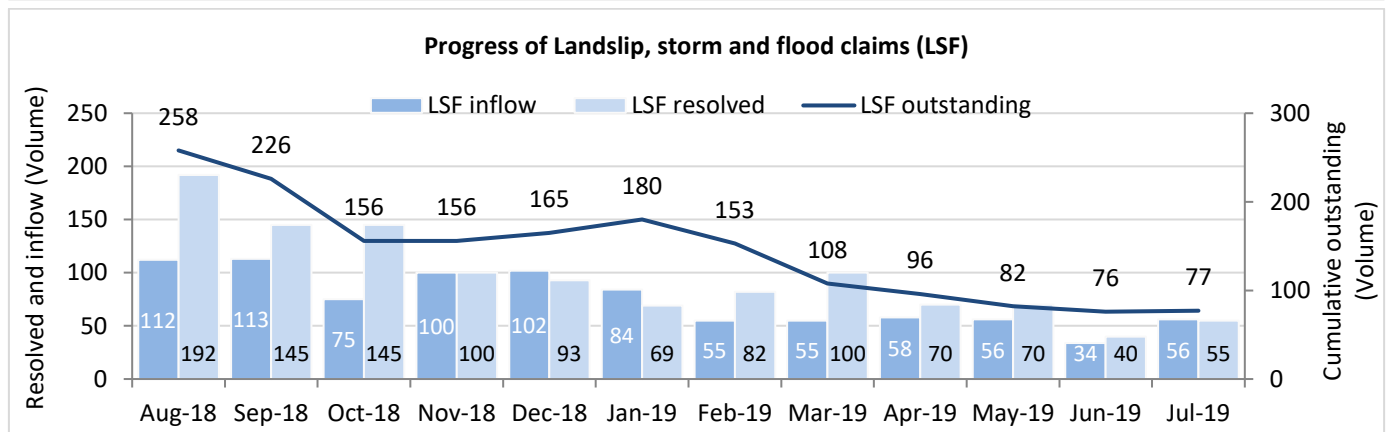
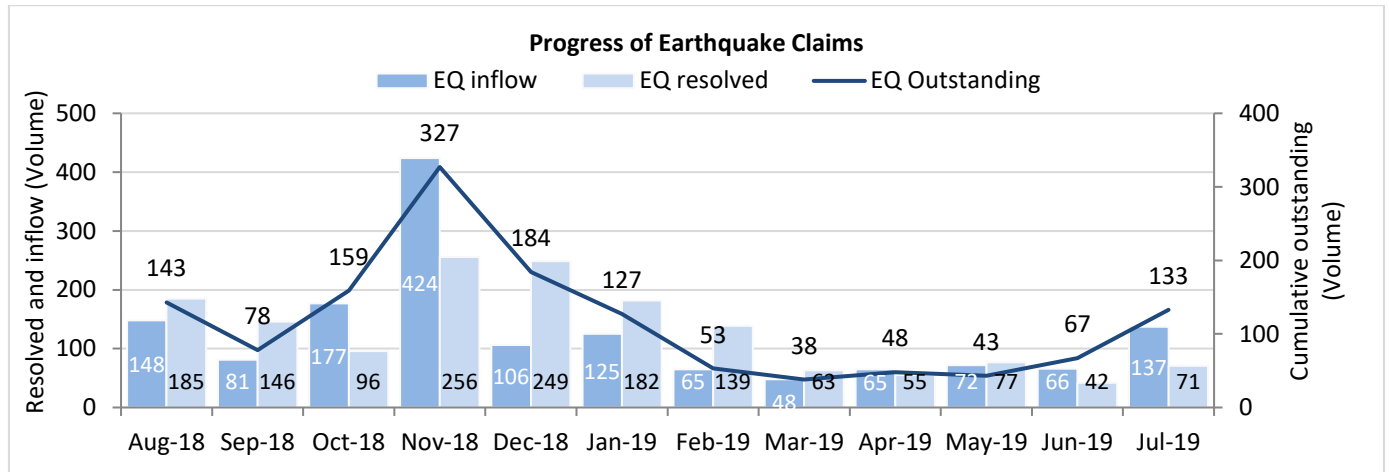


Claims with legal proceedings are all EQC-managed in Settlement by either Dispute Resolution, Solutions and Land (particularly IAG and Tower ILV Land), and a small volume with Escalations.

Section 3 - Response and Recovery

Response and Recovery manages all the claims that did not result from the Canterbury or Kaikoura earthquake events.

In the month of July, 168 new claims were lodged. A large proportion of claims lodged (130) were earthquake claims. The one Rotorua claim lodged during late June for hydrothermal activity was closed during July.



Total Call Volume							Trend
	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	
Outbound - Inbound Ratio	64:36	63:37	61:39	59:41	54:46	10:90	
Grade of Service	93%	92%	92%	94%	78%	98%	
Abandonment Rate	4%	4%	3%	1%	6%	1%	
Roll Over No Answer	21	28	39	27	45	31	
Total calls	1,518	1,560	1,799	1,041	608	2,371	

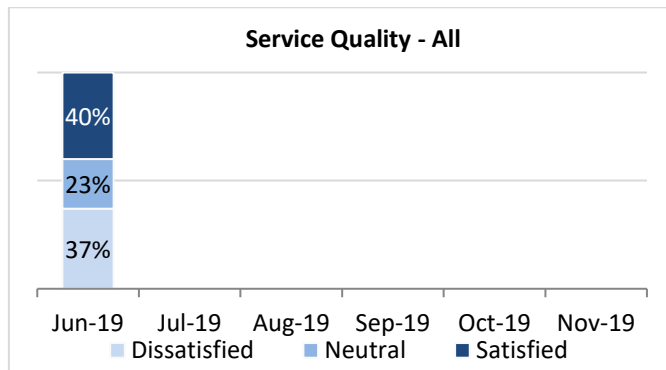
Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Satisfaction

Performance against the measures of 'Service Quality' and 'Kept Informed' for Jun-19 have stabilised in comparison to the large decreases reported in the previous period. Performance against the 'Service Quality' measure for Canterbury dropped from 36% to 31% while for Response and Recovery there was an improvement from 59% to 63%. Performance against the 'Kept Informed' measure shows Canterbury dropping to 30% (vs. 33% for May-19) while Response and Recovery improved to 72% (vs. 65% for May-19). EQC will use these results to inform the continual improvement of its customer service.

Service Quality

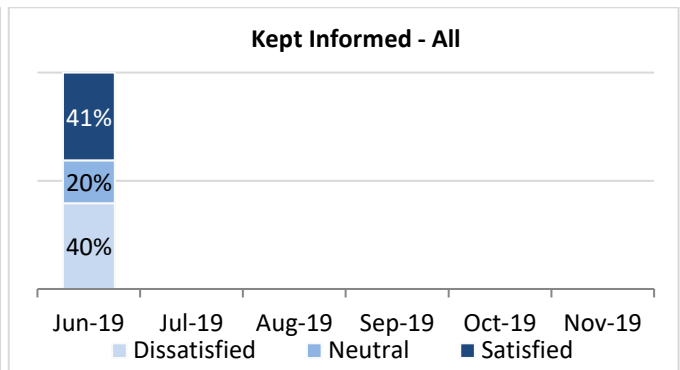
How satisfied were you with the overall quality of the service you received making the claim?



YTD = 40% Trend

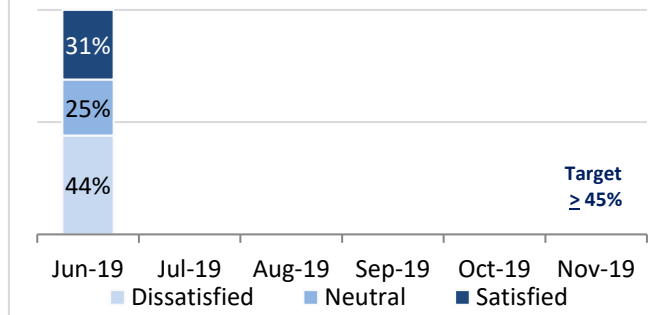
Kept Informed

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



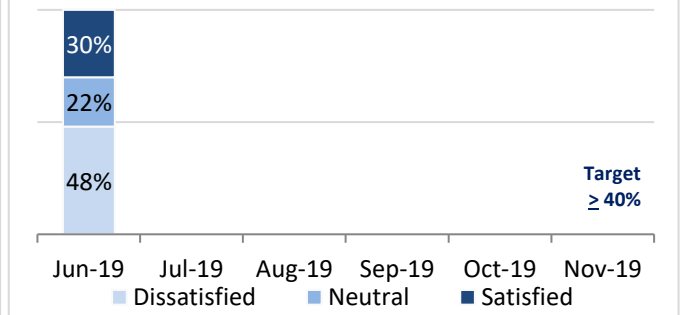
YTD = 41% Trend

Canterbury (SoPE 2.1.5)



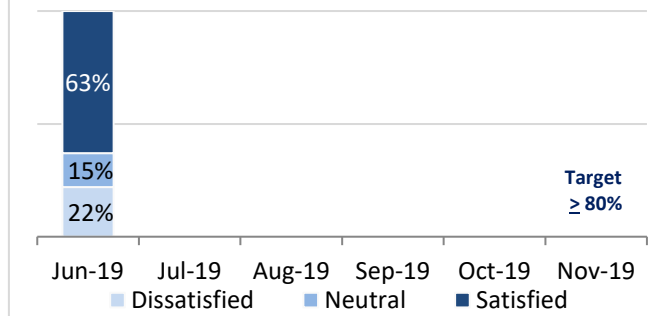
YTD = 31% Target: ≥ 45% Trend

Canterbury (SoPE 2.1.7)



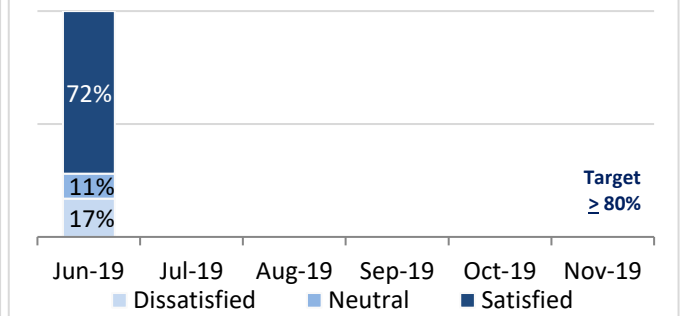
YTD = 30% Target: ≥ 40% Trend

Response and Recovery (SoPE 2.2.5)



YTD = 63% YTD target: ≥ 80% Trend

Response and Recovery (SoPE 2.2.6)



YTD = 72% Target: ≥ 80% Trend

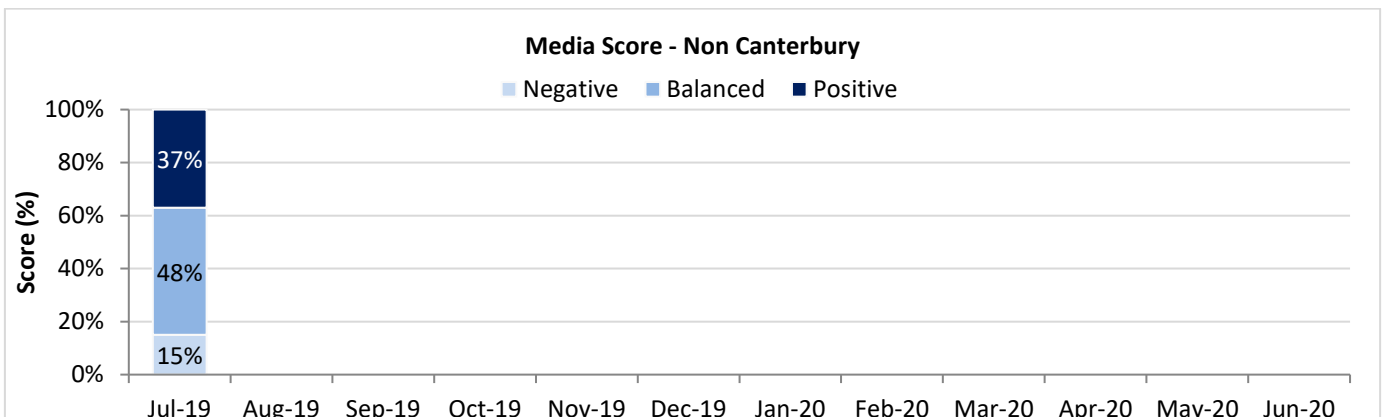
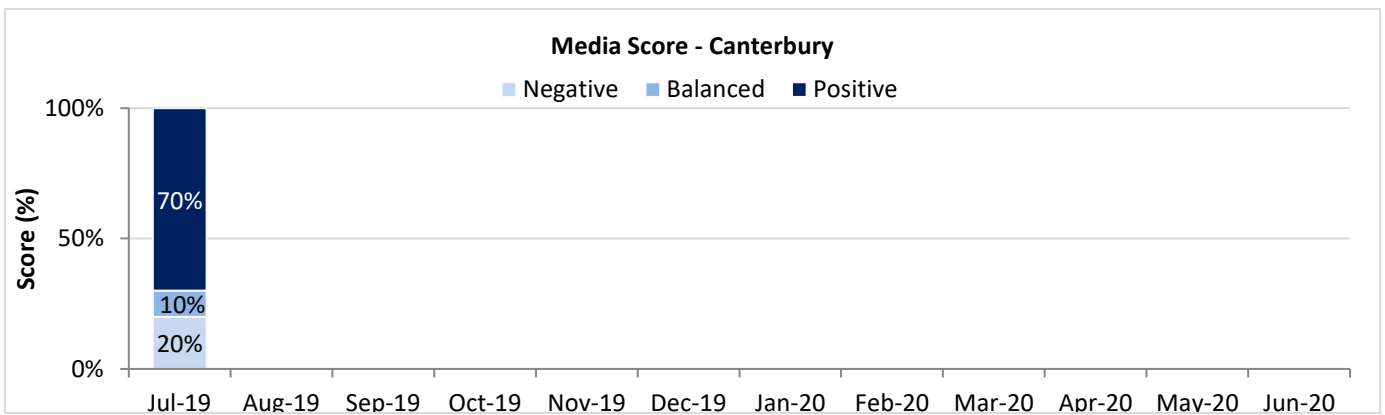
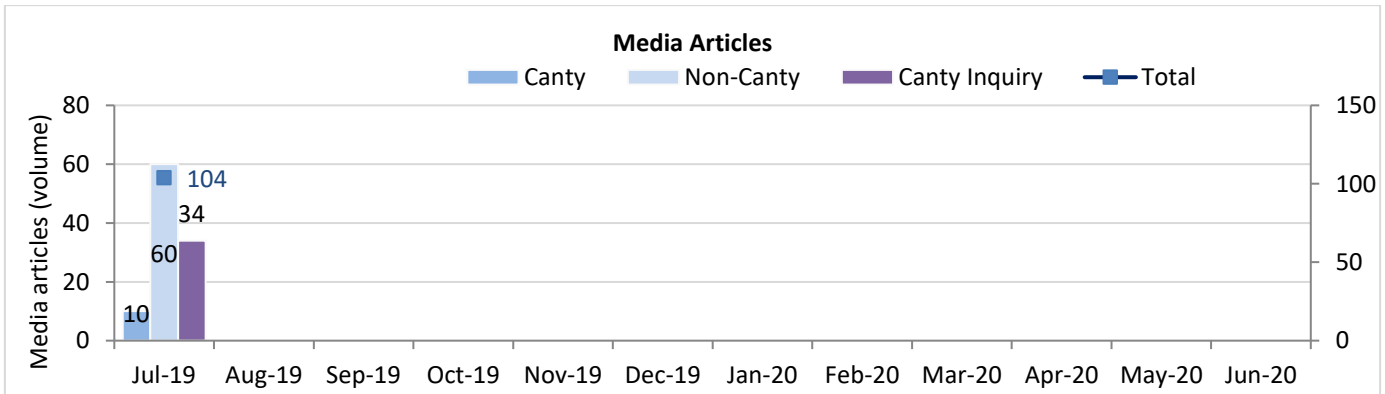
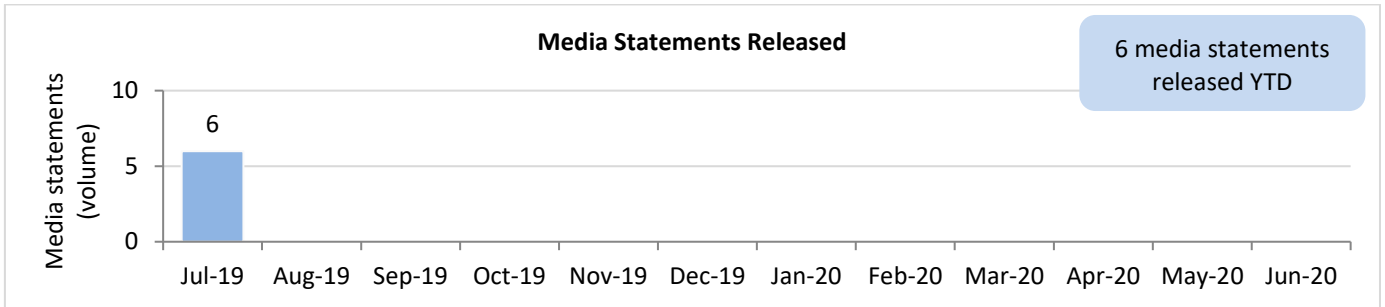
Notes:

- The top two graphs are an amalgamation for all events and are indicative only ie. 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

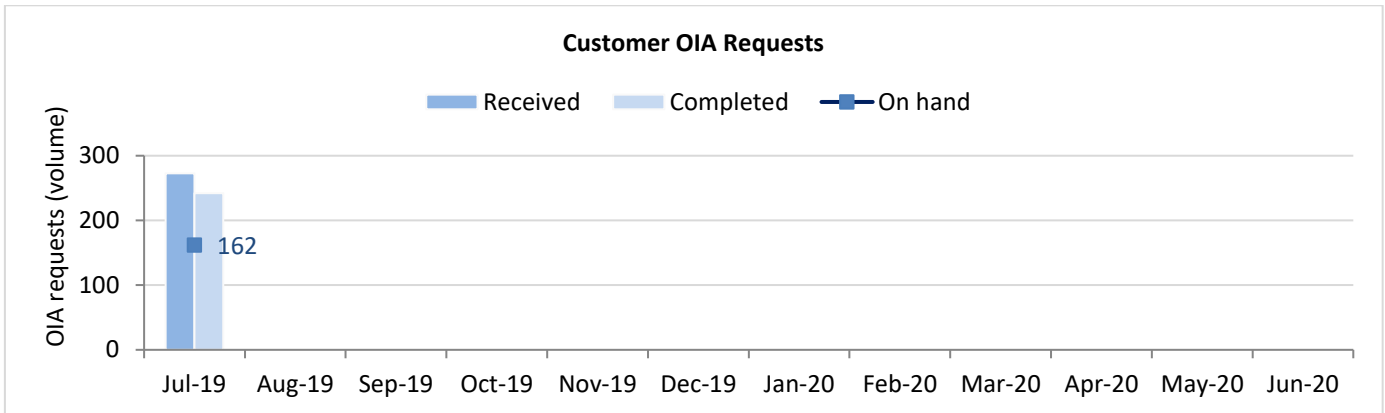
In contrast to the upward trajectory of traditional media coverage of EQC in recent months, coverage fell away sharply by 33% to 104 in Jul-19 (vs. 156 for Jun-19). While there was a sharp decline in coverage, articles related to the Canterbury Inquiry increased to 34 (vs. 15 for Jun-19). From a media scoring perspective, average favourability dipped to just below neutral with a result of 49.4.

The volume of social conversations via social media channels also decreased significantly during the reporting period with 55 posts reported (vs. 193 for Jun-19). From a media scoring perspective, average favourability remains slightly above neutral with a result of 50.5 (vs. 51.4 for Jun-19).

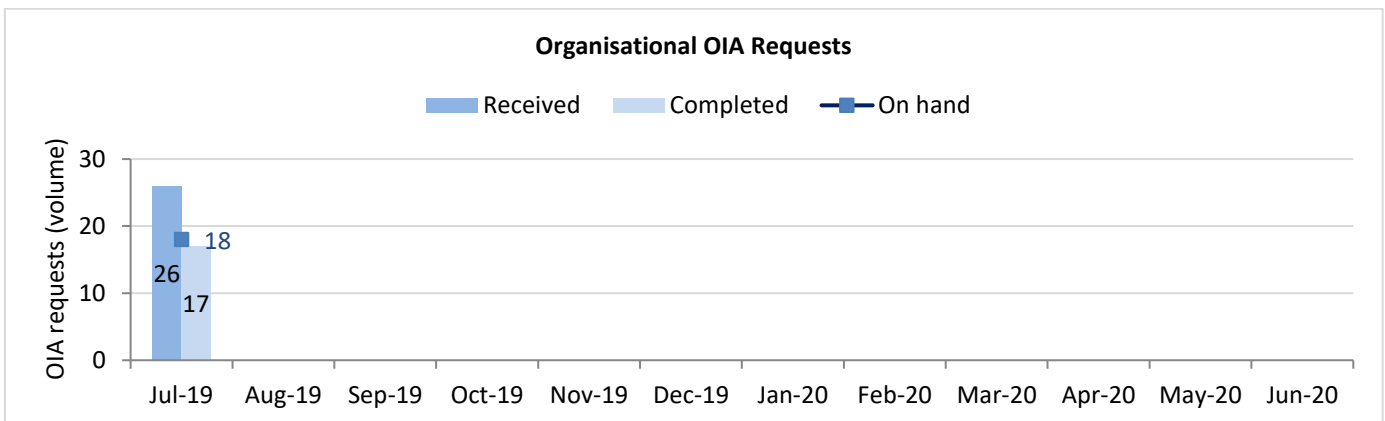


Section 6 - Official Information Act (OIA) Requests

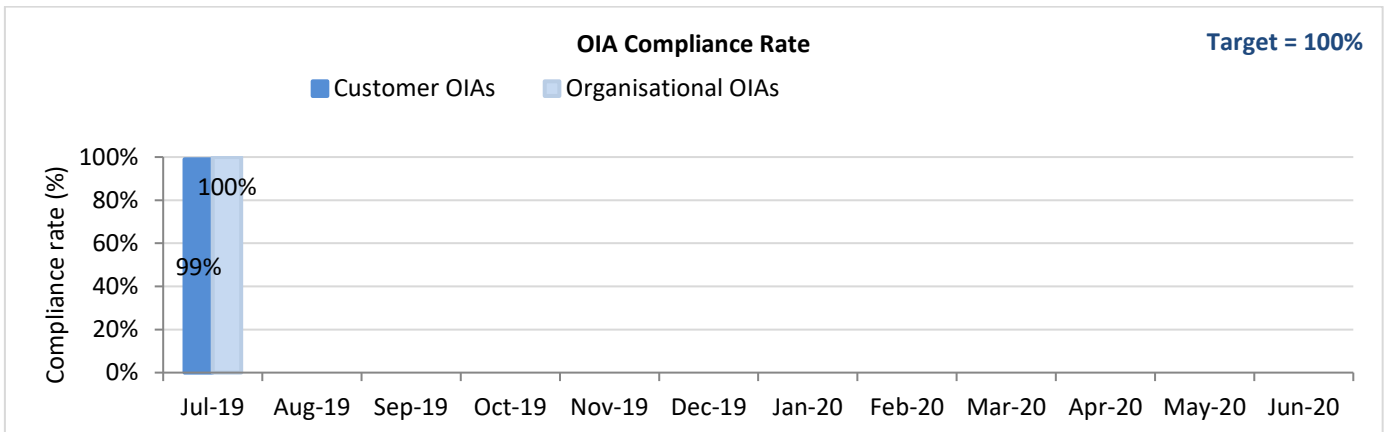
During the reporting period the volumes of both Customer and Organisational OIA requests received increased in comparison to the volumes encountered in Jun-19. Compliance rates across the respective teams remains stable and high.



An inflow of 273 new requests were received from customers (vs. 166 for Jun-19), with 131 on hand from Jun-19 and 242 requests resolved during the reporting period, the team have 162 open requests on hand. There were three instances of non-compliance reported, one due to technical issues while the other two were late due to timeframe miscommunication.



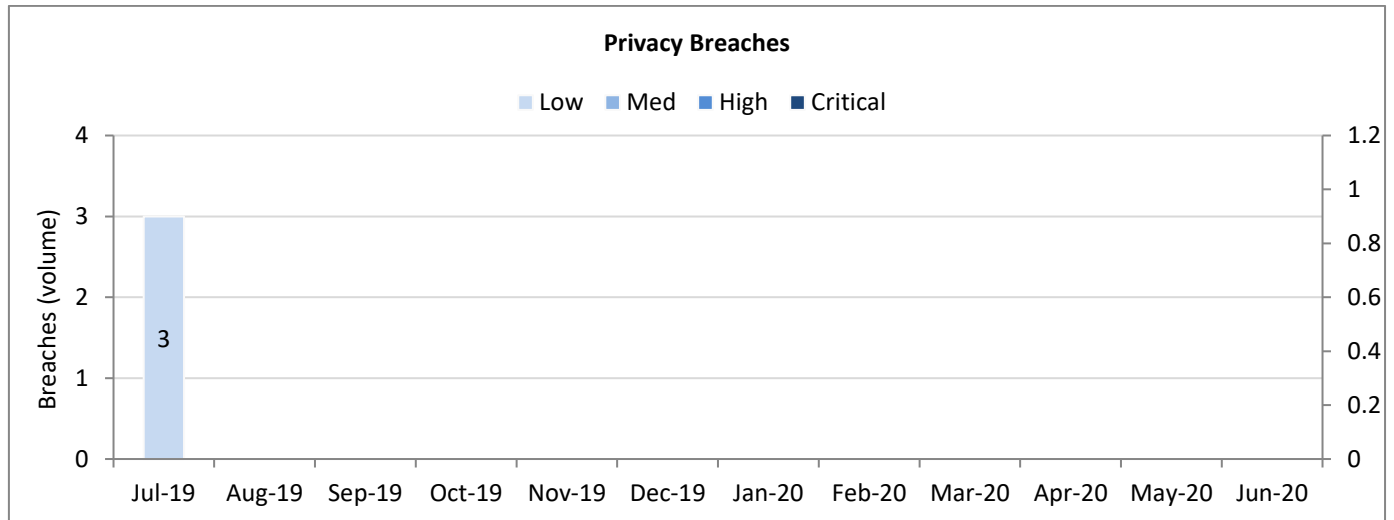
The Government Relations Team received 26 new high-level requests (vs. 11 for Jun-19), with 9 on hand from Jun-19 and 17 requests resolved during the reporting period, the team have 18 open requests on hand. There were no instances of non-compliance during the reporting period.



The compliance rate for Customer OIAs remains unchanged on 99% this month whilst the Government Relations Team increased their compliance rate for Organisational high-level OIAs to 100% (vs. 95% for Jun-19).

Section 7 - Privacy Breaches

Three privacy breaches, all classified as low severity, were recorded during the reporting period. All incidences were assessed against EQC’s guidelines and no harm appears to have arisen as a result of any reported incidents.



Causal factors for the incidences reported by the Risk and Compliance team include ‘wrong document sent’ (1); Incorrect email address used’ (1); ‘Lost/ misplaced’ (1).

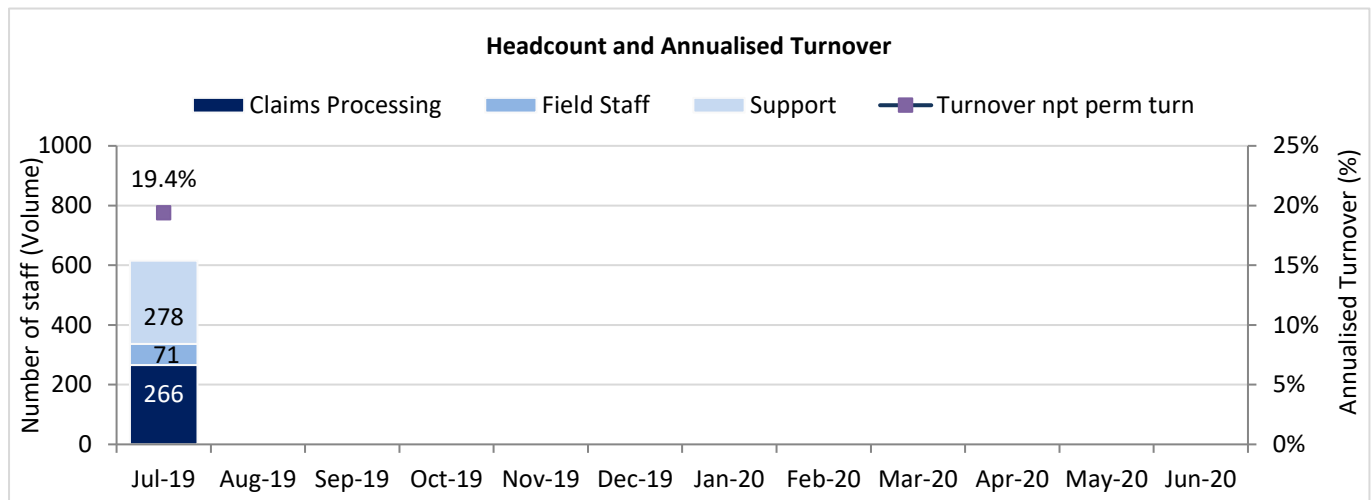
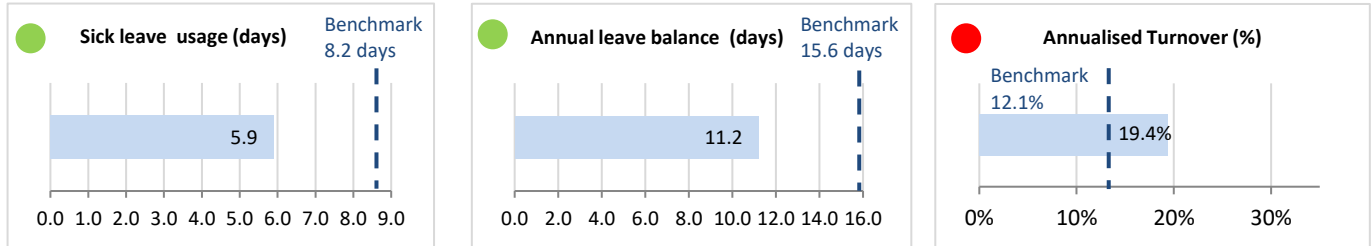
Severity Scale

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

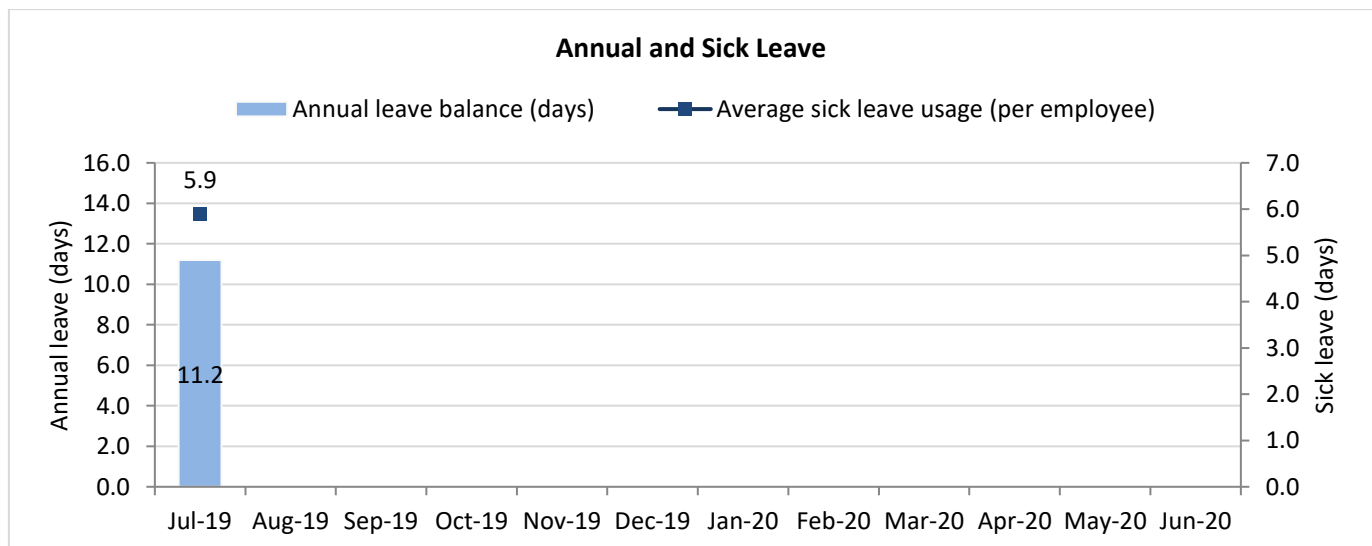
While an increase in annual leave balance is evident, average sick leave usage has decreased. In comparison to the wider Public Sector both annual and sick leave remain well below their respective Public Sector Benchmarks ('benchmark').

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



Turnover of 19% during the reporting period remains in step with levels evidenced over the previous quarter. Whilst the trajectory has flattened out, turnover remains above the benchmark of 12.1%. It is expected that unplanned turnover will maintain similar levels while embedment of organisational change continues. The numbers reported are inclusive of consultants, contractors and temporary staff.

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



Average annual leave balances rose to 11.2 (vs. 10.5 for Jun-19) against a benchmark of 15.6 while average sick leave usage is currently tracking at 5.9 (vs. 6.4 for Jun-19). While it is expected that the seasonality risk regarding increased sick leave usage will be realised, the decrease in average sick leave usage during the reporting period is contrary to this expectation.