

How to use this dashboard

This dashboard shows a monthly snapshot of EQC's progress across its operational spectrum as well as how we track in relation to the performance measures in our Statement of Performance Expectations (SoPE). Below is a summary for each section.

Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly basis. The results are cumulative year to date results which reflect the year to date progress bar to reach the year-end target. The SoPE is one of our public accountability documents which can be found here:

https://www.eqc.govt.nz/sites/public_files/documents/publications/EQC-SoPE-2018-WEB.pdf

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 - 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.

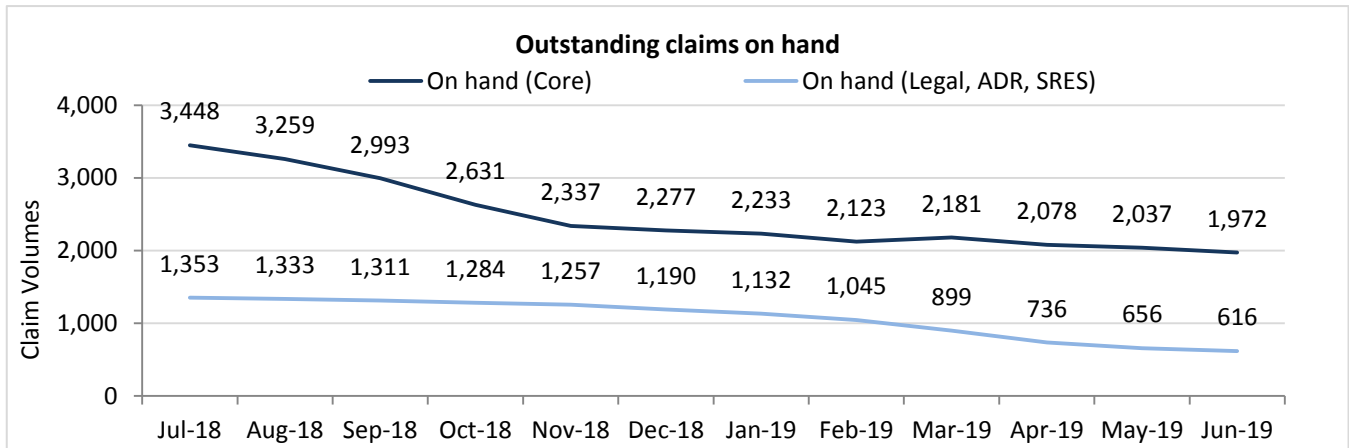
Section 8 - HR operations

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

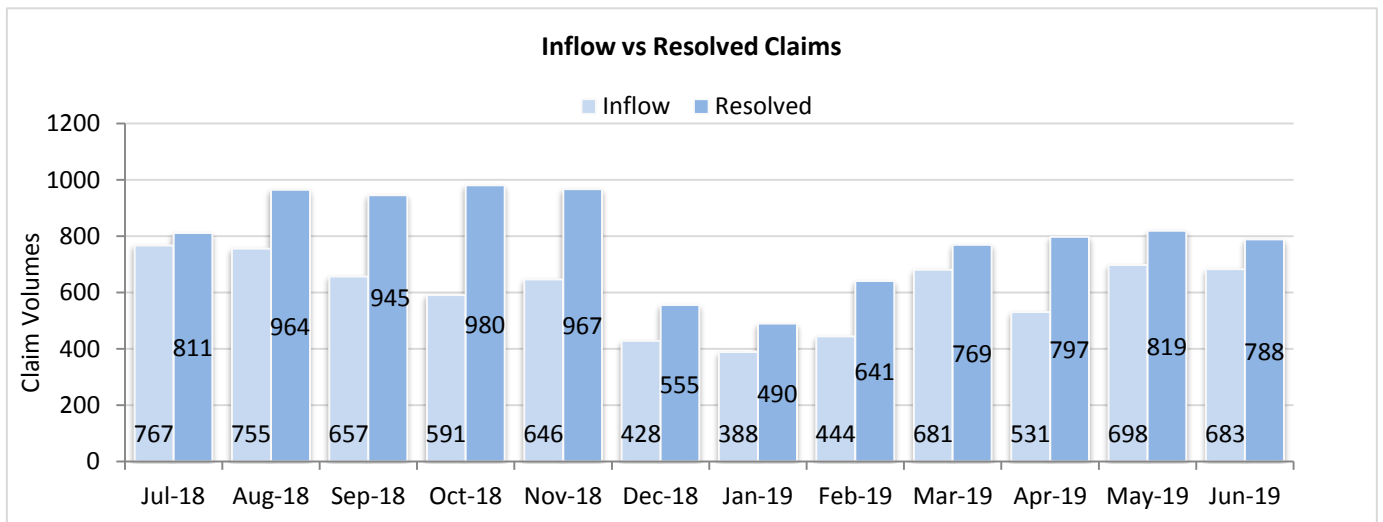
*A section on Kaikōura has been excluded as it includes private commercially sensitive insurer data.

Section 2 - Canterbury

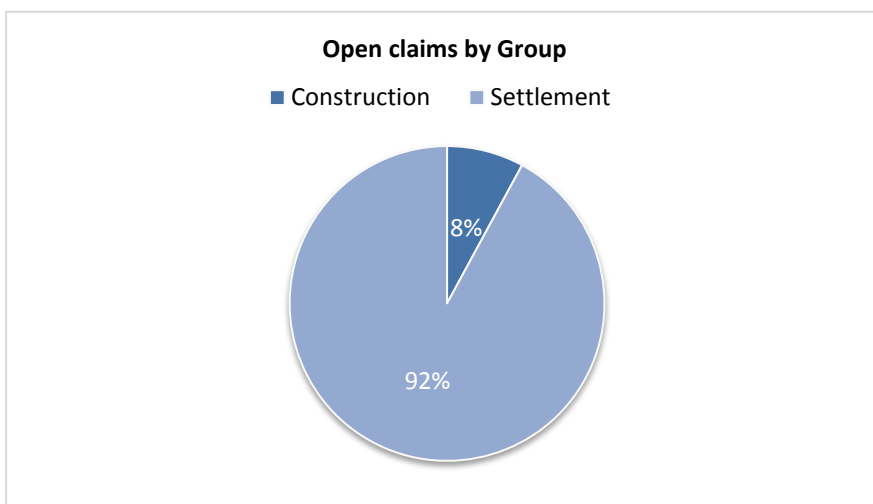
The Canterbury team's weekly claim closure rate increased during June, reducing the core claims on hand. Claims in litigation are also decreasing as homeowners opt for EQC's Alternative Dispute Resolution option.



Outstanding (core) claims on hand have decreased this month by 65. Legal / ADR / SRES claims have also continued to reduce, closing June at 616 which is a reduction of over 50% since the start of the financial year.



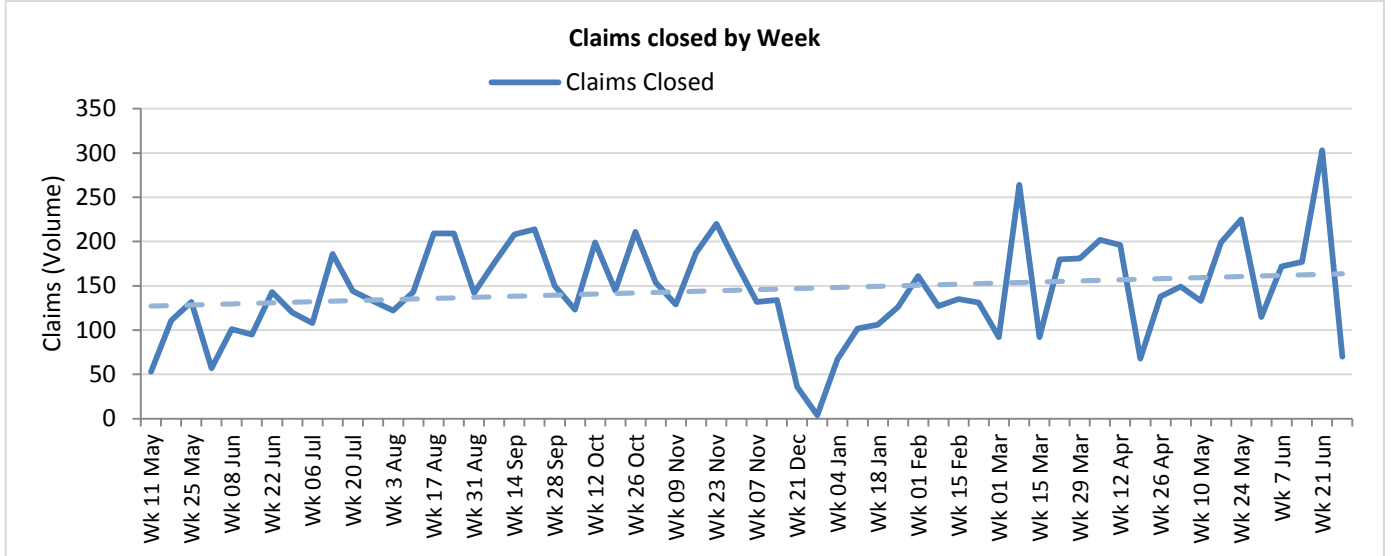
For the month of June 788 claims were resolved, while 683 claims were opened or reopened during the month, leaving 1,972 (core) claims on hand.



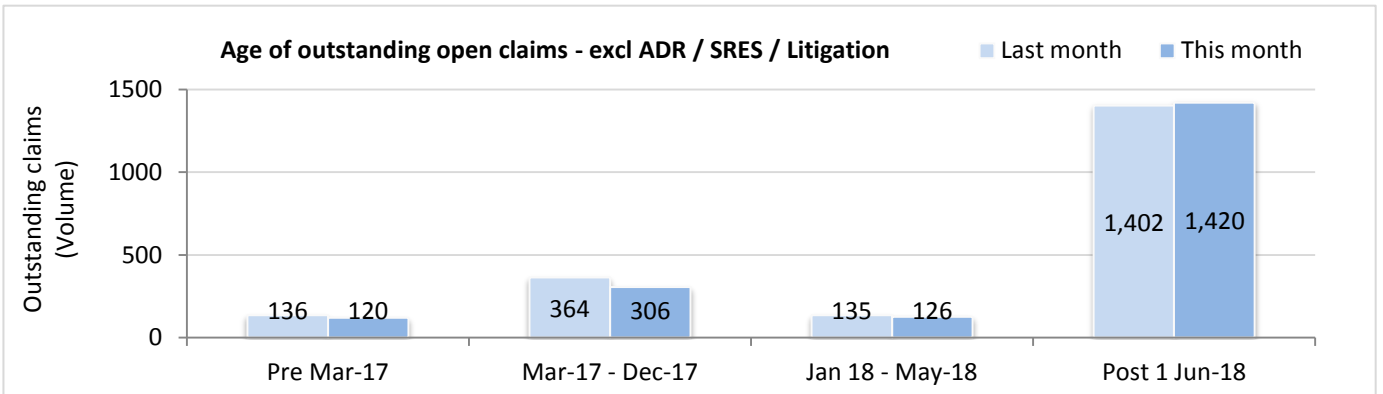
As at 30 June 2019 there are 1,972 open (core) claims on hand. 92% of these claims are being managed by the Settlement teams, with 8% under repair and with the Construction teams.

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

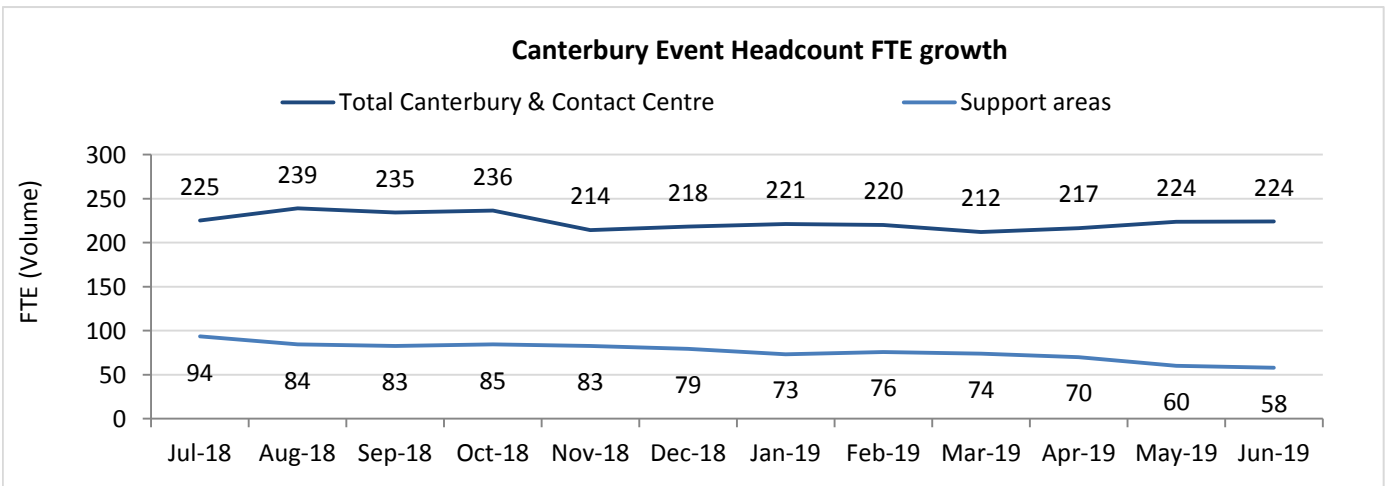
Section 2 - Canterbury (cont.)



During June the average weekly closure rate returned to an upward trend, with the drop signifying the short week that ended the financial year. The decreases towards the ends of months are typically due to shorter weeks. Overall resolution has started to increase as we progress into the year.



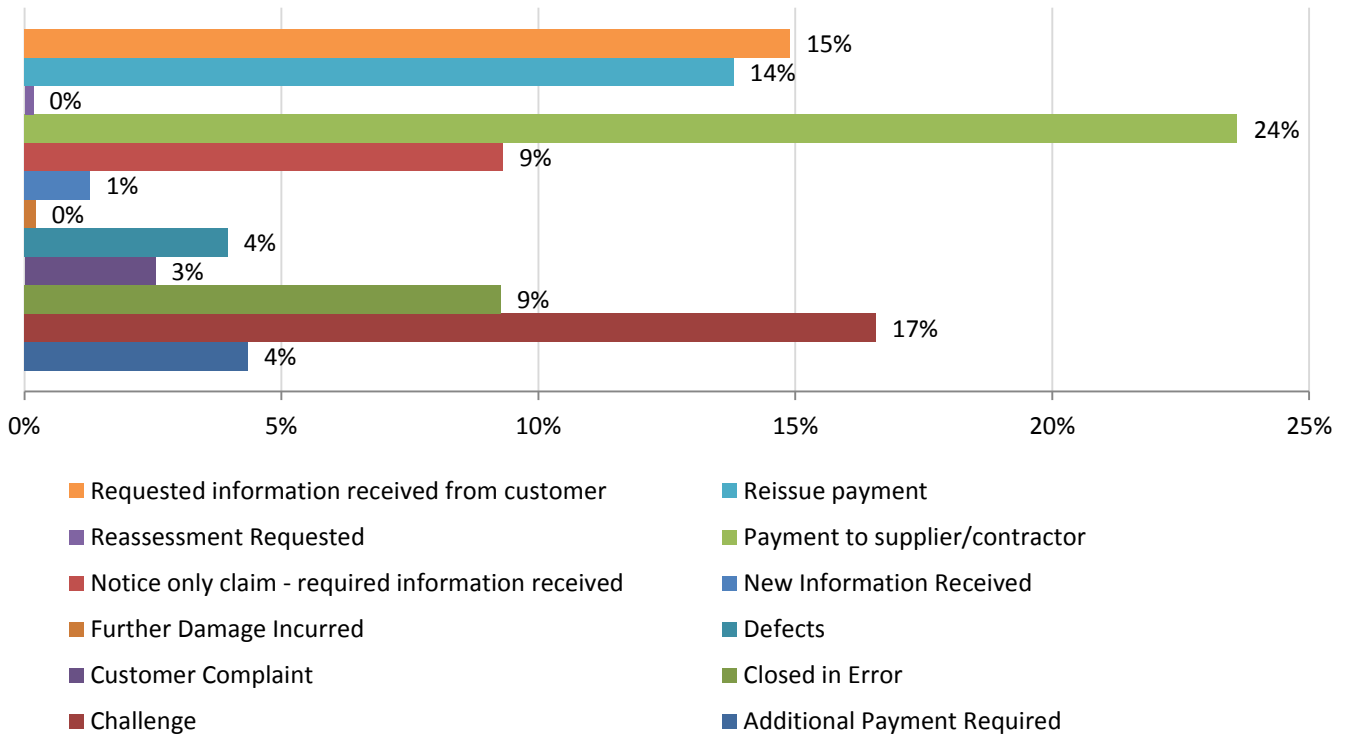
The Canterbury team continues to focus on aged claims with the aim to decrease the average days open rate for all open claims. The average number of days our claims are open as at 30 June 2019 is 222 days which is an improvement to the average in the beginning of the financial year of 334 days.



The impact of EQC's recent reorganisation will be seen more fully in the July dashboard.

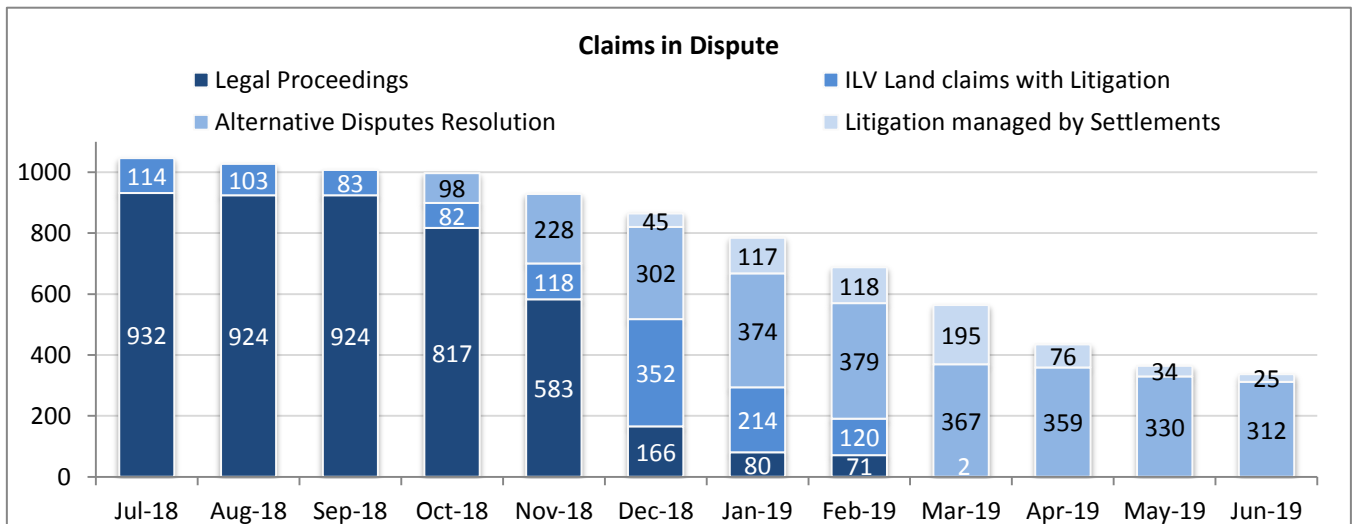
Section 2 - Canterbury (cont.)

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 30% 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 challenge of the settlement, then by receiving requests for additional information from the customer.

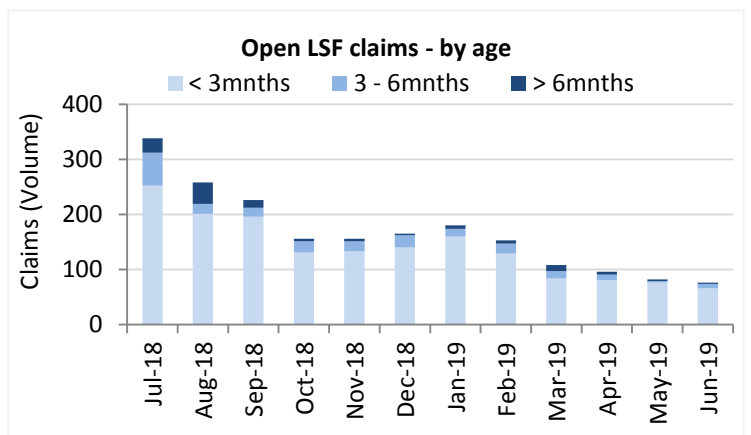
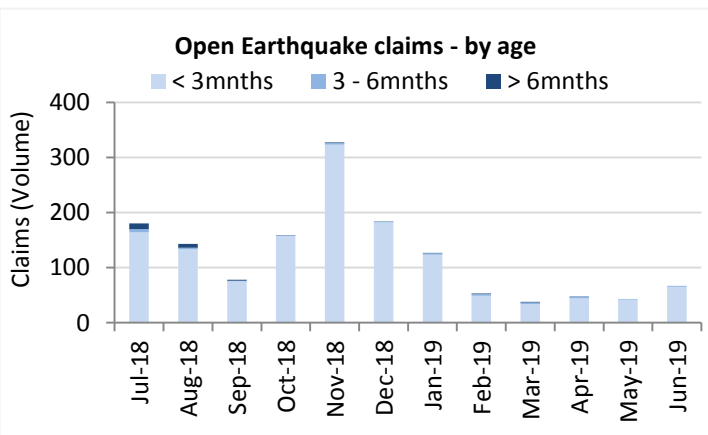
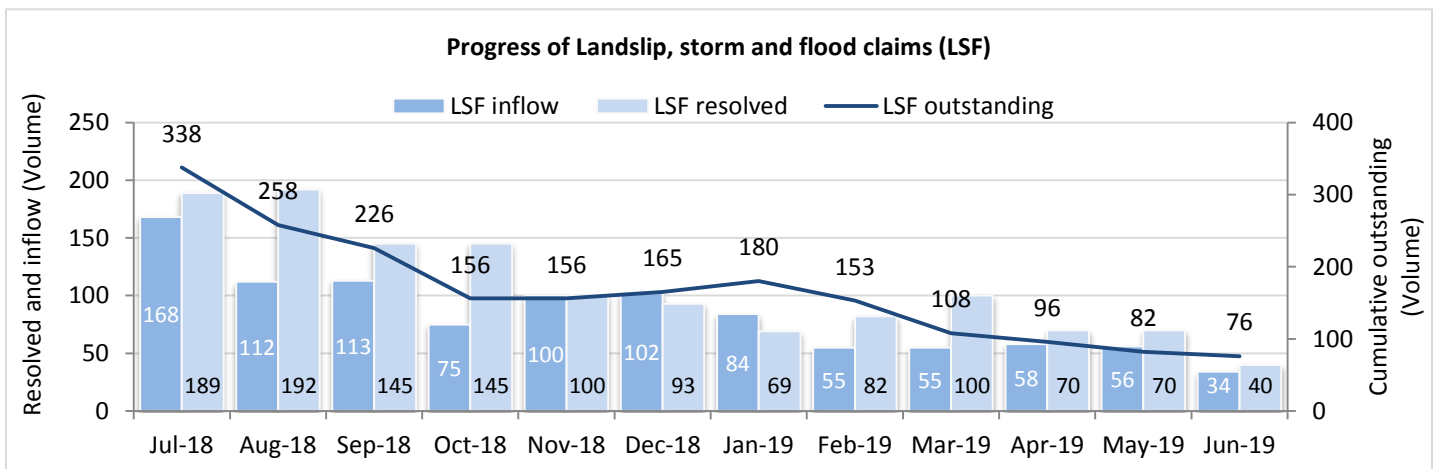
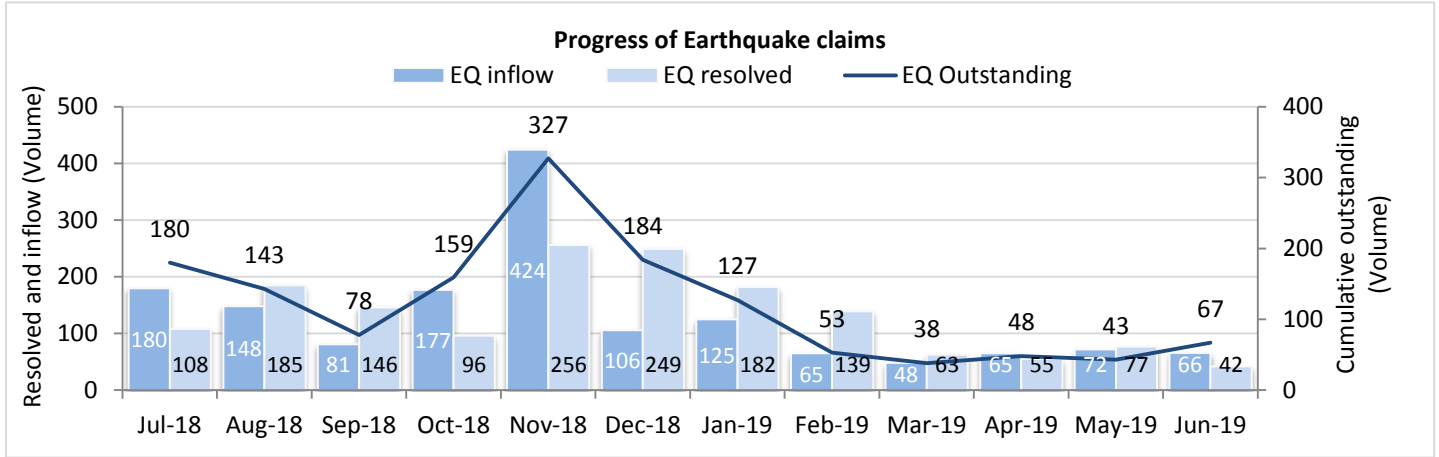


All claims with legal proceedings have moved to the Alternative Disputes Resolution (ADR) stream or are being managed by Settlements.

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 June 79 new claims were lodged. A large proportion of claims lodged (54) were earthquake claims; 13 of which related to the magnitude 4.3 earthquake near Milford Sound on 9 June. One claim in Rotorua was lodged during late June for hydrothermal activity; customer was proactively contacted by EQC before the claim had been lodged.



Total Call Volume

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Trend
Outbound - Inbound Ratio	70:30	64:36	63:37	61:39	59:41	54:46	
Grade of Service	88%	93%	92%	92%	94%	78%	
Abandonment Rate	6%	4%	4%	3%	1%	6%	
Roll Over No Answer	45	21	28	39	27	45	
Total calls	1,874	1,518	1,560	1,799	1,041	608	

Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Satisfaction

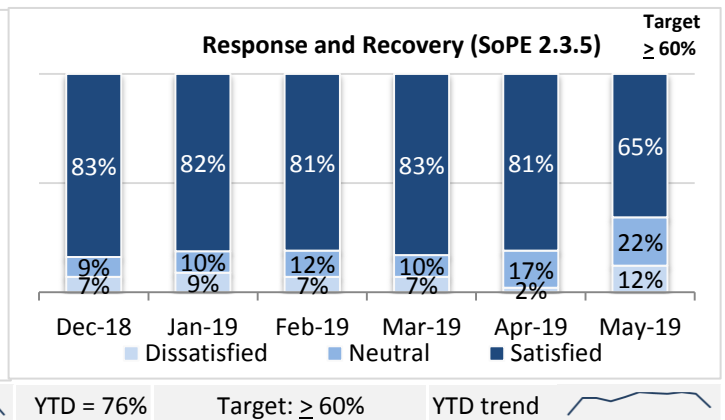
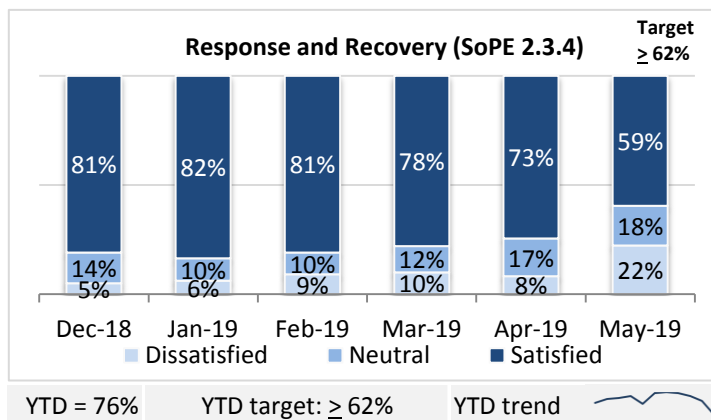
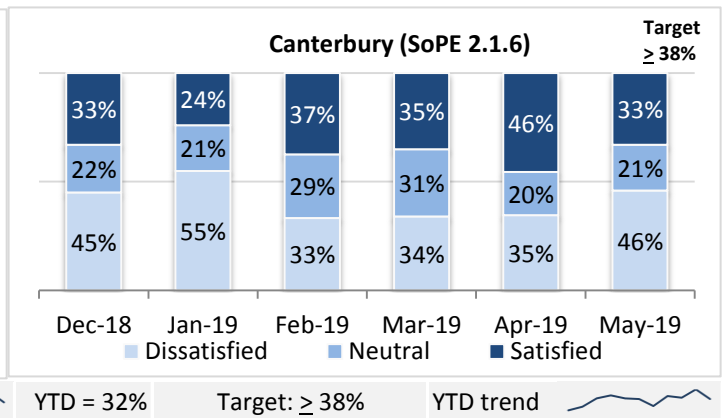
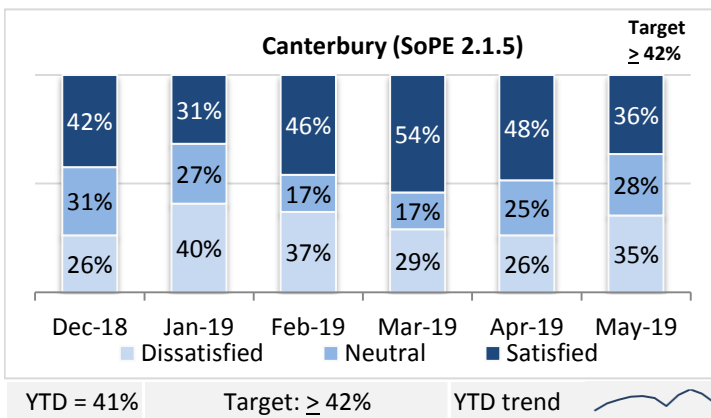
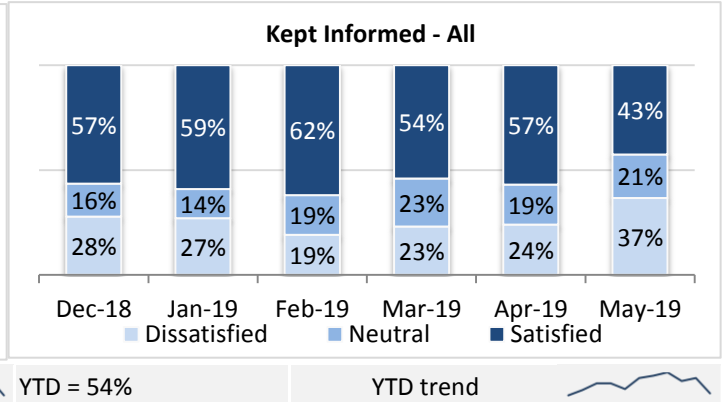
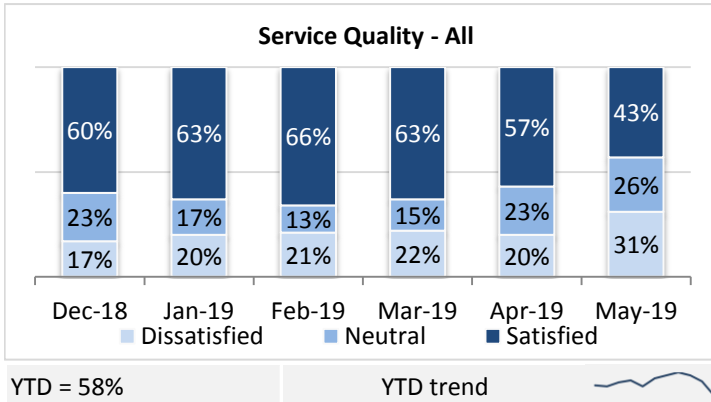
Compared to last month, many measures including key measures of overall satisfaction, and being kept well informed have decreased in May. Service quality for Canterbury has dropped from 57% to 43% and Response and Recovery 73% down to 59%. Similarly, Kept Informed satisfaction has also decreased in May, down 13% for Canterbury, and 16% for Response and Recovery. EQC will use this feedback as input into 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?

Kept Informed

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



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

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.

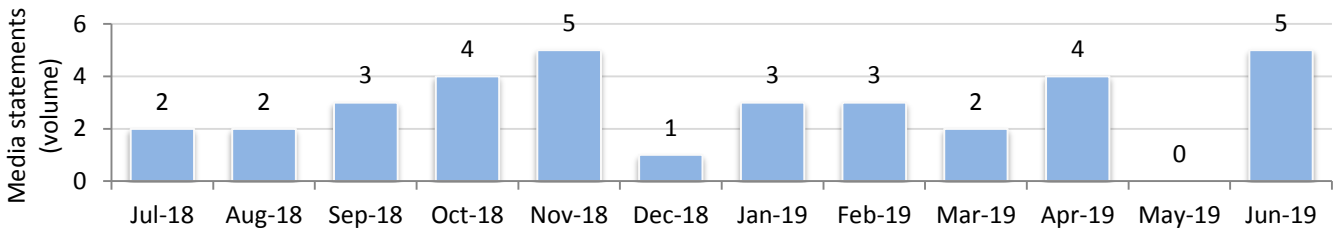
Section 5 - Media

EQC's volume of coverage in traditional media in June has increased compared with previous months, while there has been a decrease in social media coverage.

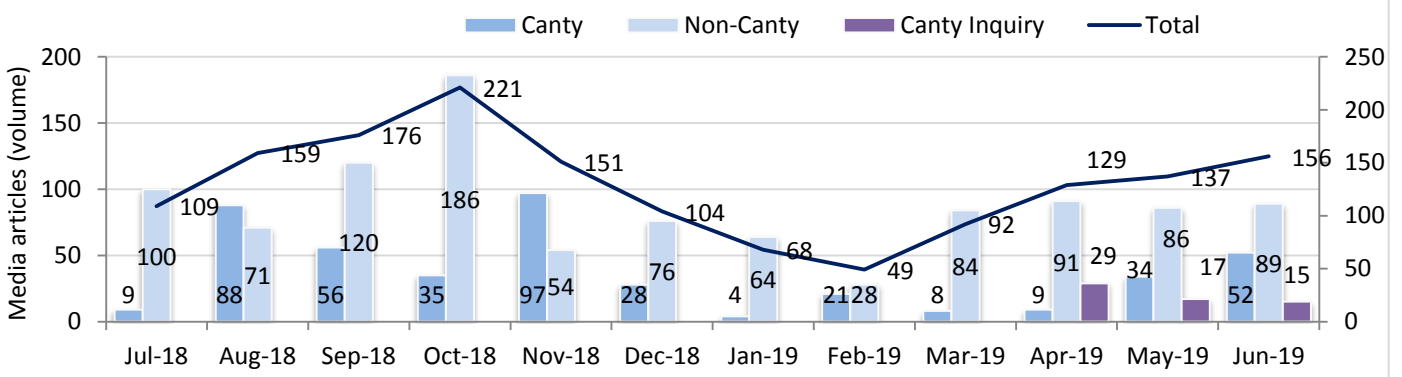
The number of media articles increased by 18 for Canterbury in June, but have remained reasonably static for non-Canterbury and the Canterbury Inquiry volumes. Positive coverage has improved for both Canterbury and non-Canterbury.

29 media statements

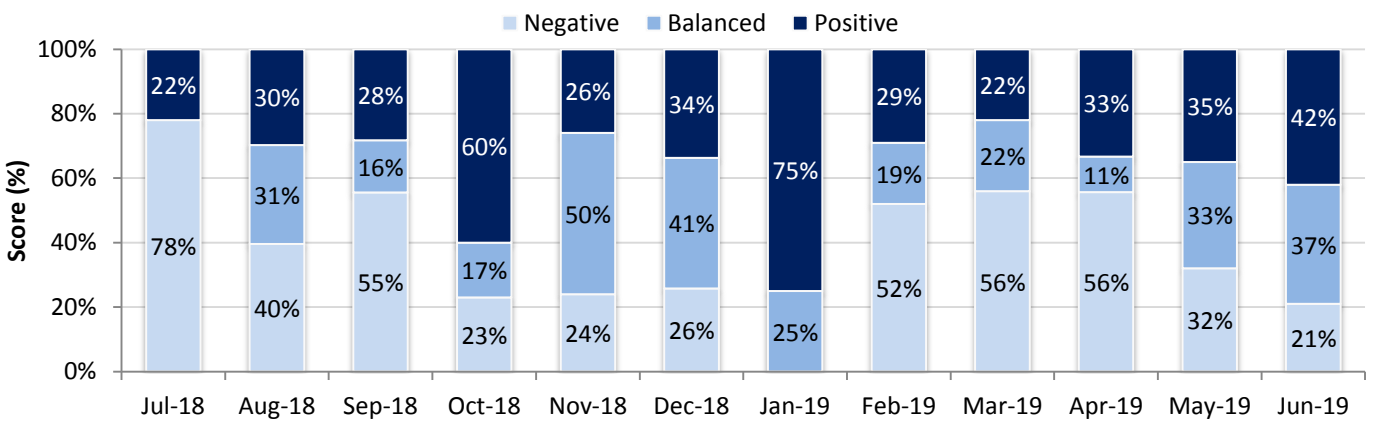
Media statements released



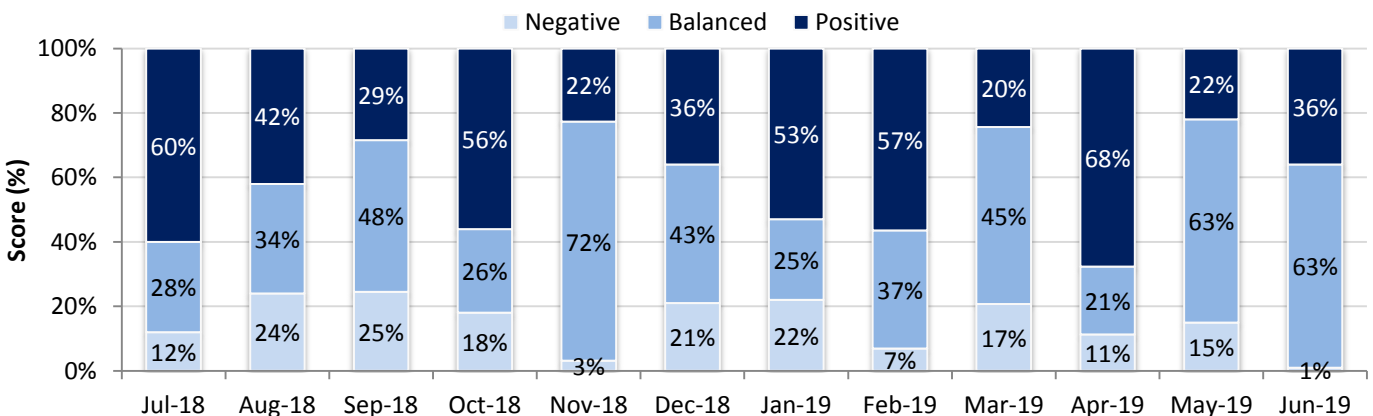
Media articles



Media Score - Canterbury

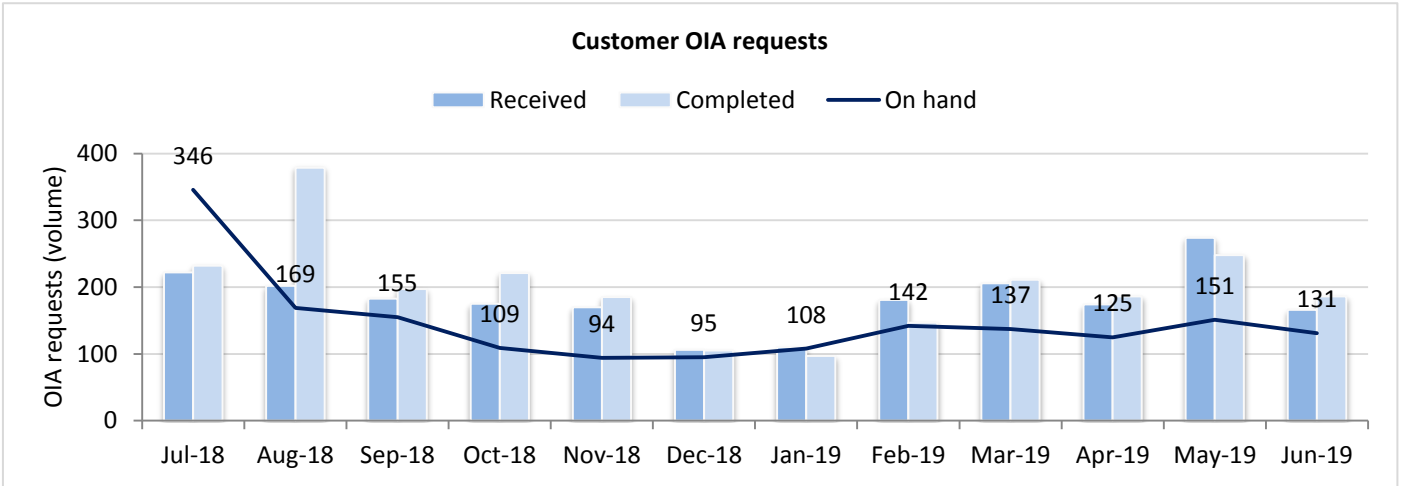


Media Score - Non Canterbury

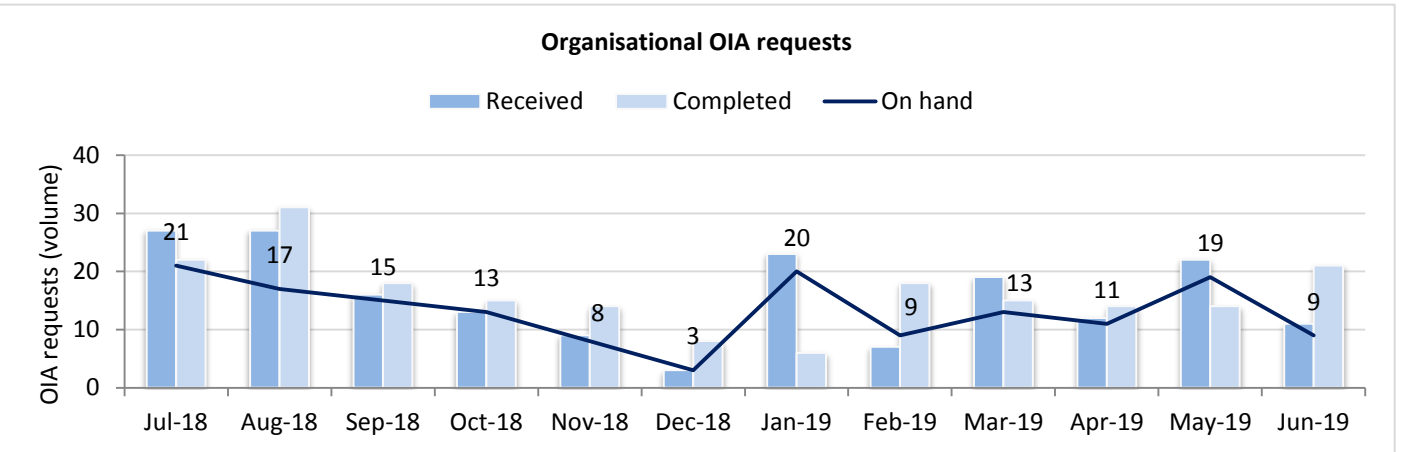


Section 6 - Official Information Act (OIA) Requests

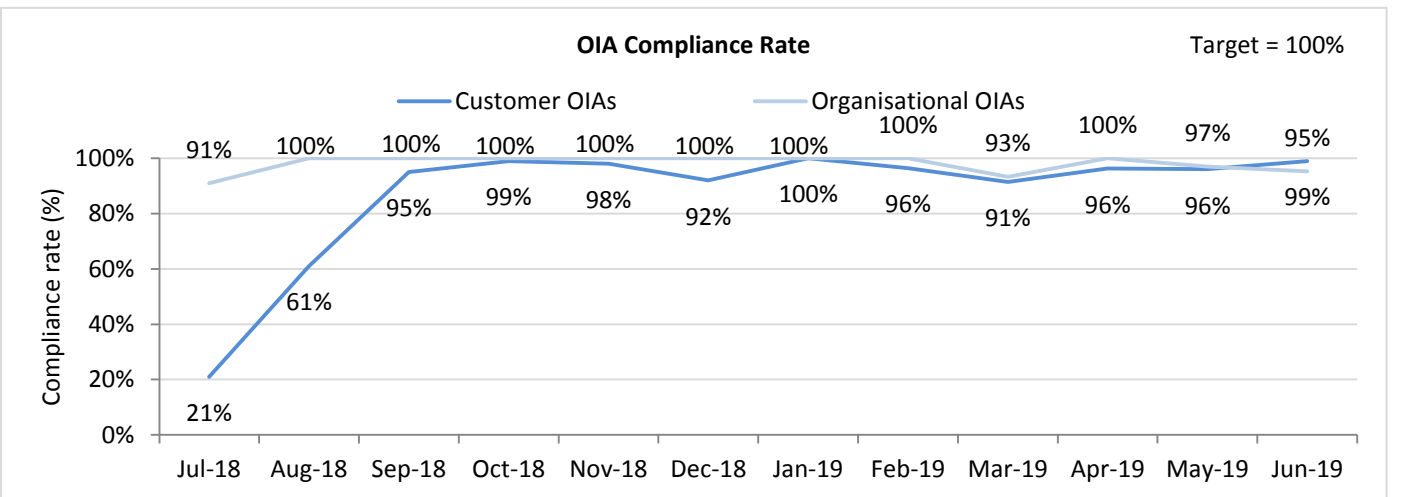
Both OIA teams received fewer OIAs this month compared with last month. Compliance rates are high and stable for both OIA teams.



There were 2 non-compliant requests this month: One was late due to an internal miscommunication, and the other was late because of an internal timing error and the team did not receive the OIA request until it had passed the 20 working day response time.



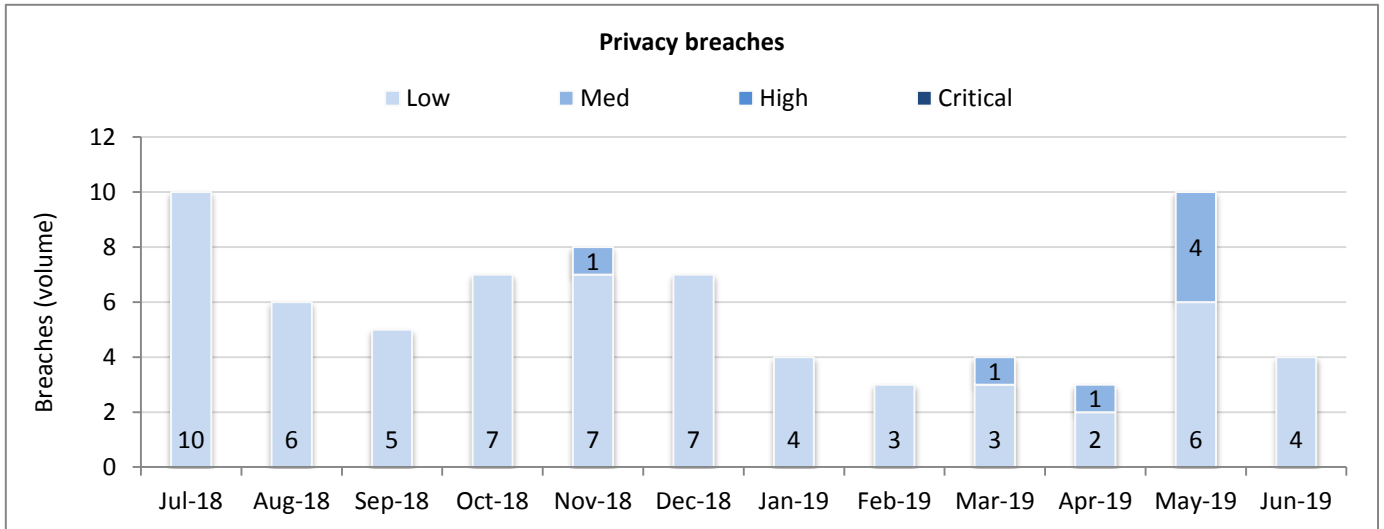
Government Relations Team received 11 new high level OIAs, in addition to the 19 on hand from May. We resolved 21, with 9 on hand. One response is overdue due to an administrative error as Government Relations did not receive the OIA request until it had passed the 20 working day response time.



The compliance rate for Customer OIAs has slightly increased from to 96% to 99% this month. The Government Relations Team achieved 95% compliance for Organisational high-level OIAs in May.

Section 7 - Privacy breaches

The number of privacy breaches in June has reduced to four low level breaches this month. This is two below the average breach count across the financial year.



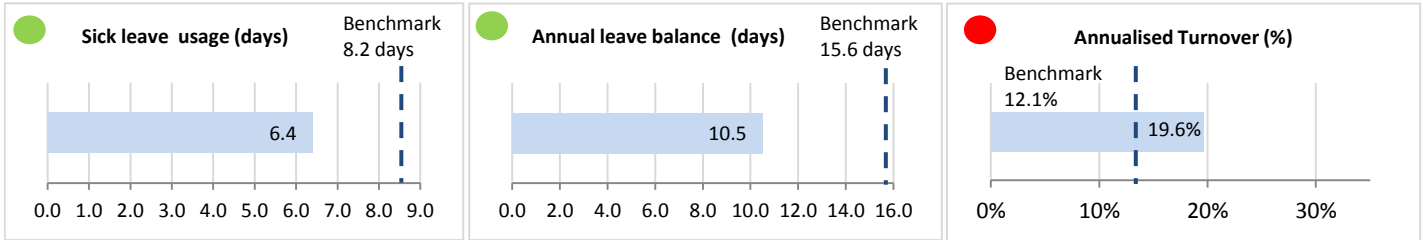
For the month of June, the Risk and Compliance Team recorded 4 privacy breaches (all rated low severity) . Breaches this month consist of: Wrong document sent (2); Incorrect email address used (1); Other (1). The 'Other' breach related to personal information (copy of claimants telephone account invoice) being inadvertently sent to an engineer as part of letter of engagement. No harm appears to have arisen as a result of any reported incidents.

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

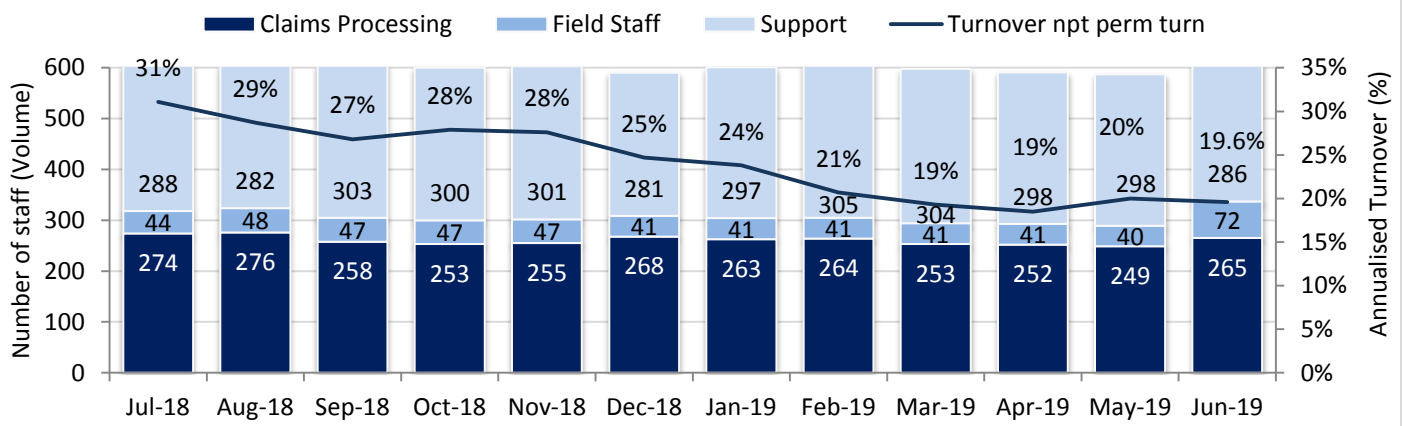
Section 8 - HR Operations

EQC's performance against the Public Service Benchmark continues to trend lower for sick leave usage and annual leave balances. We are continuing to trend higher in annualised turnover, which is forecast to continue while organisational change is implemented.

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

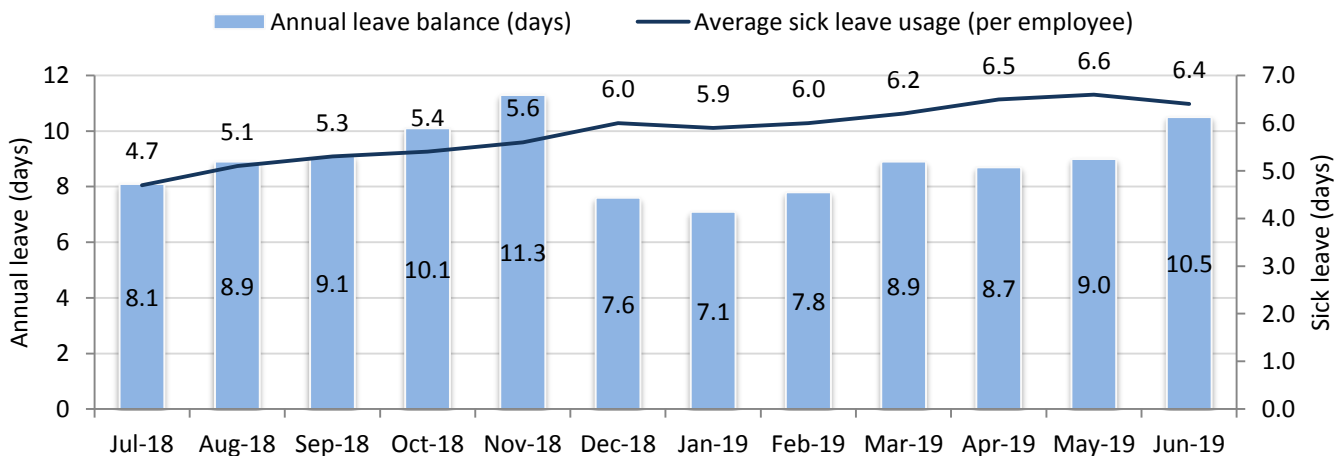


Headcount and Annualised Turnover



Turnover has flattened out over the last quarter, still tracking higher than the public sector average. We anticipate that unplanned turnover will maintain similar levels, or slightly higher, while we work through a period of organisational change. Note: These numbers include consultants, contractors and temp staff.

Annual and Sick leave



Annual leave balances continue to rise slightly, generally Leave usage is lower through winter months so this is not unexpected. June sees an increase in those with greater than 5 weeks leave and People and Capability will be following up on these. We expect to see sick leave usage increase as the winter months continue.