

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 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Claims management

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

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.1	Outstanding* claims on hand at 30 June 2018, are settled or in the process of being physically repaired by 30 June 2019	98%	85%		
<p>This month, further claims have been either fully settled or are in the process of being repaired, bringing the year to date result to 85% of the claims on hand as at 30 June 2018.</p> <p><i>*Where EQC potentially has outstanding liability under the EQC Act. Excludes any claims that are subject to litigation or managed by Southern Response under the agreed Memorandum of Understanding</i></p>					
2.1.2	New inflow of accepted reopened claims* lodged post 30 June 2018 will be settled, or in the process of being physically repaired, within six months of reopened date.	80%	74%		
<p>Inflow post 30 June currently sits at 5,357, of which 3,970 have either been settled or are in the process of being physically repaired.</p> <p><i>*Where EQC potentially has outstanding liability under the EQC Act. Excludes new litigation cases.</i></p>					
2.1.3	The frequency of our communications to provide customer certainty in the progress of their claims settlements	100%*	89%		
<p><i>*All customers with an outstanding claim are provided with a personalised communication from EQC. Excludes litigation.</i></p> <p>Of the 2,507 customer with outstanding claims 2,231 have received personalise contact throughout the month.</p>					
2.1.4	EQC settlements should be enduring. Less than 10% of claims settled between 1 May 2018 and 1 January 2019 are reopened by 30 June 2019	<10%	7%		
<p>Note: this is a reverse target</p> <p>Our enduring settlement rate has increased to 7.2% during March 2019, but still remains within target.</p>					
2.1.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum	≥ 42%	39%		
2.1.6	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process increases by 15% per annum	≥ 38%	31%		
<p>Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 28 February 2019. The year to date results are based on the cumulative monthly results which are: overall satisfaction (2.1.5) increased from 31% to 46% within the month; and Kept Informed (2.1.6) also increased during the month (37% up from 24% last month).</p>					

Key:



Result not available for the month



Potential risk of not achieving



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 - Claims management

Output 2.2 - Settlement of Kaikōura 2016 Earthquake

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.2.1	Outstanding claims on hand at 30 June 2018, excluding any that are subject to litigation proceedings, are settled by 31 December 2018	95%	85%		

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 31 December - we are still awaiting February results. The target for this measure has expired and performance stands at 85%. Of the 868 exposures on hand as at 1 July, 725 were settled, leaving 143 on hand. We will continue to work with insurers to settle all claims by the end of the financial year.

2.2.2	Reopened Kaikōura claims lodged post 30 June 2018 will be settled within 6 months of reopening.	90%	92%		
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Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 31 December - we are still awaiting February results. This is the first time this measure can be reported on. There were 183 (16 for EQC and 167 for private insurers) reopened Kaikōura claims lodged post 30 June 2018 of which 168 were settled within 6 months of reopening, which equates to 92%.

Output 2.3 - Claims Relating to Other Natural Disaster Events (excluding Canterbury and Kaikōura)

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.3.1	Claims are settled within 90 working days of assessment.	80%	98%		

Commentary: The percentage of claims settled within 90 days of assessment for March was 99.2% leaving the YTD result at 97.5%. This result is based on 90 calendar days which may affect stated performance slightly.

2.3.2	The frequency of our communications to provide customer certainty in the progress of their claims settlements	100%*	98%		
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*All customers with an outstanding claim are provided with a personalised communication from EQC

Commentary: For the second month in a row 100% of customers with an outstanding claim received a personalised monthly communication. This brings the year to date result to 97.6%. Slight increase from last month's result of 97.4%

2.3.3	EQC settlements should be enduring. Less than 10% of claims resolved between 1 January 2018 and 1 January 2019 are reopened by 30 June 2019	< 10%	3%		
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Note: this is a reverse target

Commentary: The YTD claim reopen rate at the end of March was 3.4% (up from 3.3% last month) against the target of <10%. This represents 115 claims reopened out of 3,375 claim closures.

Key:



Result not available for the month



Potential risk of not achieving



On track for delivery



Target highly unlikely to be achieved



Performance trend increase



No change in performance trend

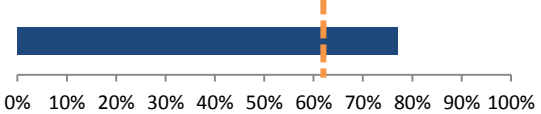

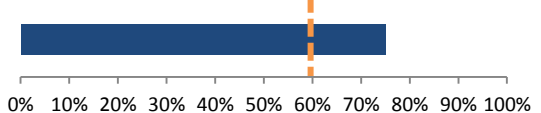



Performance trend decrease

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

Output Two - Claims management

Output 2.3 - Claims Relating to Other Natural Disaster Events (excluding Canterbury and Kaikōura) - cont.

Ref	Measure	YE		Progress - YTD	Status/Trend
		Target	Result		
2.3.4	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum.	≥ 62%	77%		
2.3.5	The proportion of surveyed customers who indicate they were well informed during the claims settlement process increases by 15% per annum.	≥ 60%	75%		

Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 28 February 2019. The year to date results are based on the cumulative monthly results, which are: overall satisfaction (2.3.4) slightly decreased to 81% (down from 82% last month); and Kept Informed (2.3.5) decreased to 81% (down from 82% last month).

Key:



Result not available for the month



Potential risk of not achieving



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 - Quarterly and Annually monitoring

Output One - Future Event Preparation

Output 1.1 - A Resilience Programme That Facilitates Improved Analysis And Public Understanding of Natural Hazard Risk

Ref	Measure	YE Target	Result	YE forecast
1.1.1	Stakeholders surveyed* agree or strongly agree that the outputs of EQC's resilience strategy (advice, analysis and modelling, and research findings): <ul style="list-style-type: none"> to be of good or excellent quality to be relevant and focussed on the right issues. 	75%	Measured annually	

*Stakeholders include Local Government and Design, Planning and Construction Professionals. The surveys are undertaken by an independent organisation

1.1.2	Stakeholders surveyed agree or strongly agree that the EQC's facilitation and engagement was a positive contribution toward: <ul style="list-style-type: none"> improved coordination and collaboration in natural hazards science and research; improved understanding of natural hazard risk ; and improved coordination and collaboration in natural hazards risk management. 	75%	Measured annually	
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1.1.3	There is a year on year increase in the proportion of New Zealanders who, when surveyed, confirm: <ul style="list-style-type: none"> that they have taken action to prepare their homes for natural disasters. 	>45%	46%		
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The proportion of respondents who have taken action to prepare their homes for natural disasters have increased from last quarter (44% in Dec-18) and now sits above target.

Output 1.2 Insurance Coverage Under the EQC act


Ref	Measure	YE Target	Result	Progress - YTD	YE forecast
1.2.1	Maintain the high proportion of New Zealand housing stock that has house insurance	98%*	Measured annually		

*There may be other factors, beyond EQC's control, which could affect the number of New Zealanders choosing to purchase house insurance. Percentage of New Zealand homeowners claiming to hold insurance. Source: Insurance Council of New Zealand, UMR Research, February 2018

Section 1 - Statement of Performance Expectation measures - Quarterly and Annually monitoring (cont.)

Output Two - Claims management



Output 2.3 - Claims Relating to Other Natural Disaster Events (excluding Canterbury and Kaikōura)

Measure	YE Target	Result	YE forecast
2.3.1 New natural disaster event* claims are resolved within Board approved claims handling expense budgets** for those events.	Within 10% of initial budget	No new events established to date in the 18-19 financial year.	


*A specific event budget may be established when there are 500 or more claims and/or the estimated total financial impact is anticipated to be above \$5m. **In the approval of budgets, the Board will consider the type of response required, previous costs of similar events and any available benchmarks.

Key Activity Measures

Key Activity Measure 1 - A reinsurance programme that supports EQC's delivery of affordable residential natural disaster insurance protection

Ref	Measure	YE Target	Result	YE forecast
KA1	The reinsurance programme continues to support delivery of affordable residential natural disaster insurance protection consistent with EQC's risk financing strategy	Reinsurance protection is obtained on terms that assure continuity of coverage for all perils, at rates that are lower than the Crown's cost of capital.	Measured annually	
		Annual Consultation with the Crown on risk appetite occurs.	Complete	


Key Activity Measure 2: Managing the Natural Disaster Fund

Ref	Measure	YE Target	Result	YE forecast
KA2	The long-term financial strategy of EQC enables a rebuild of the Natural Disaster Fund to reach \$1.75bn* by 2030.	An independently assessed model will demonstrate progress.	Initial model has been created	

Initial model has been created and is being reviewed and enhanced by our new in-house actuary. An independent review is to be scheduled.

*This represents the current deductible (excess) for EQC's reinsurance programme

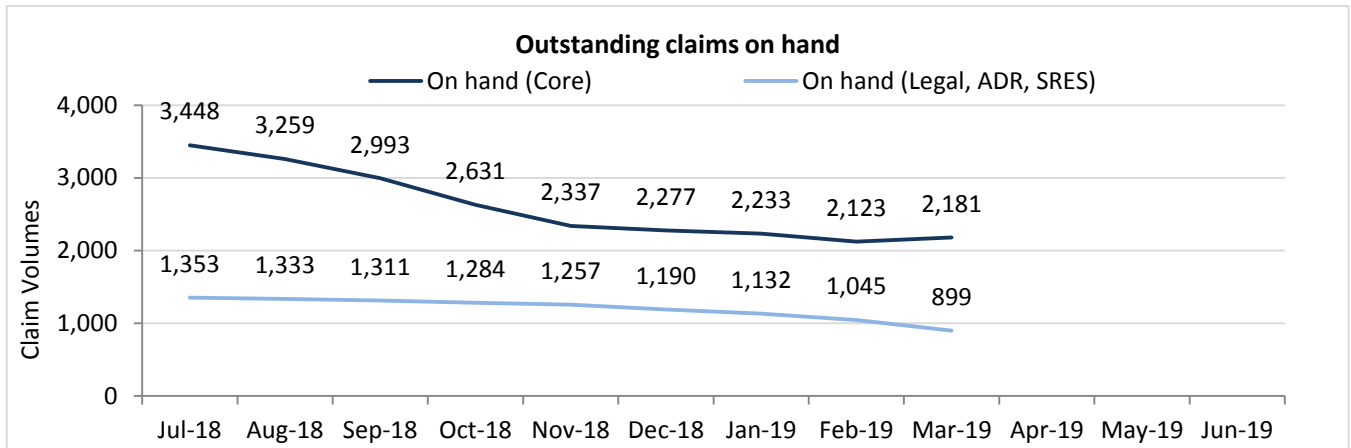
Key Activity Measure 3: Premium Collection

Ref	Measure	YE Target	Result	YE forecast
KA3	The level of premiums collected compared to annual financial budget.	>97.5%	100%	
		Measured Quarterly		

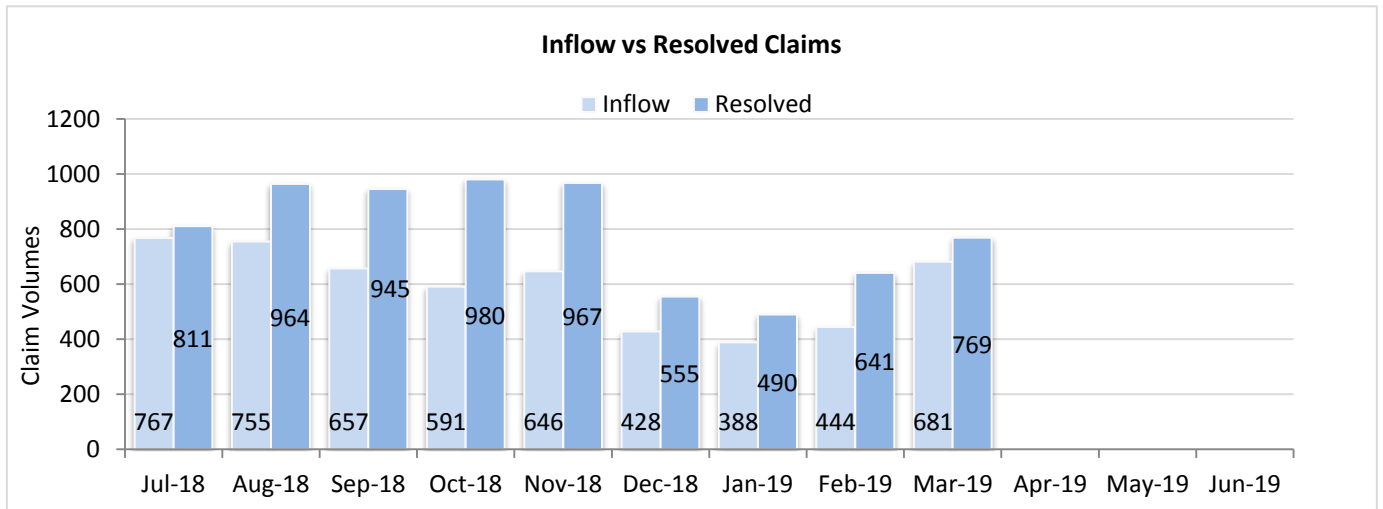
To date, we have collected \$288.3m in premiums compare to a budget of \$288.5m

Section 2 - Canterbury

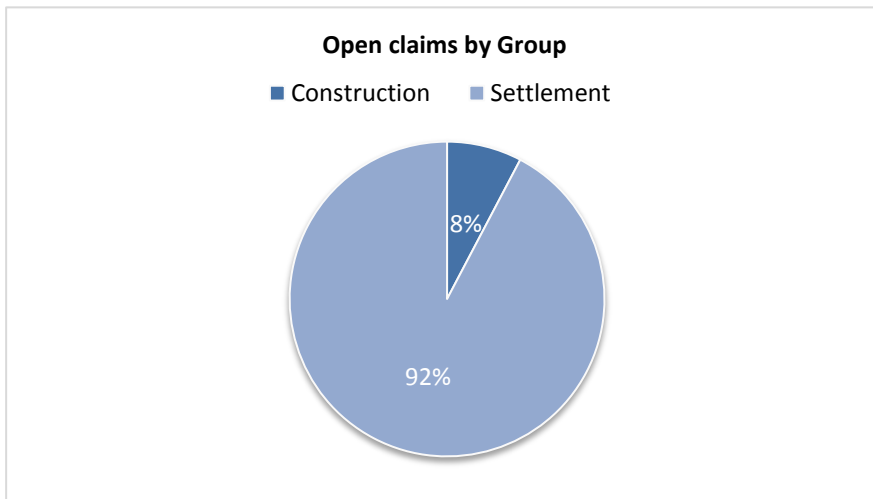
Performance for the Canterbury team continues to grow as claim closure rates increase, claims in litigation decrease as homeowners opt for EQC's Alternative Dispute Resolution option.



Outstanding (core) claims on hand have slightly increased this month from last month. Total Legal / ADR / SRES claims have continued to decrease and now sit at less than a 1,000.



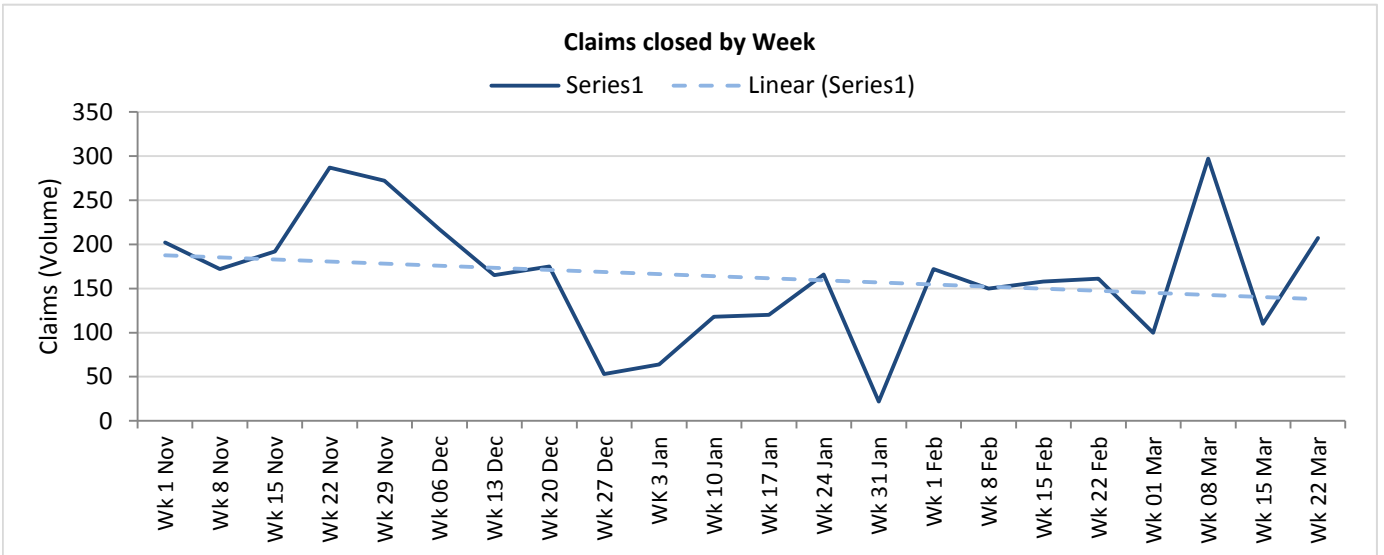
For the month of March 769 claims were resolved, while 681 claims were opened or reopened during the month, leaving 2,181 (core) claims on hand.



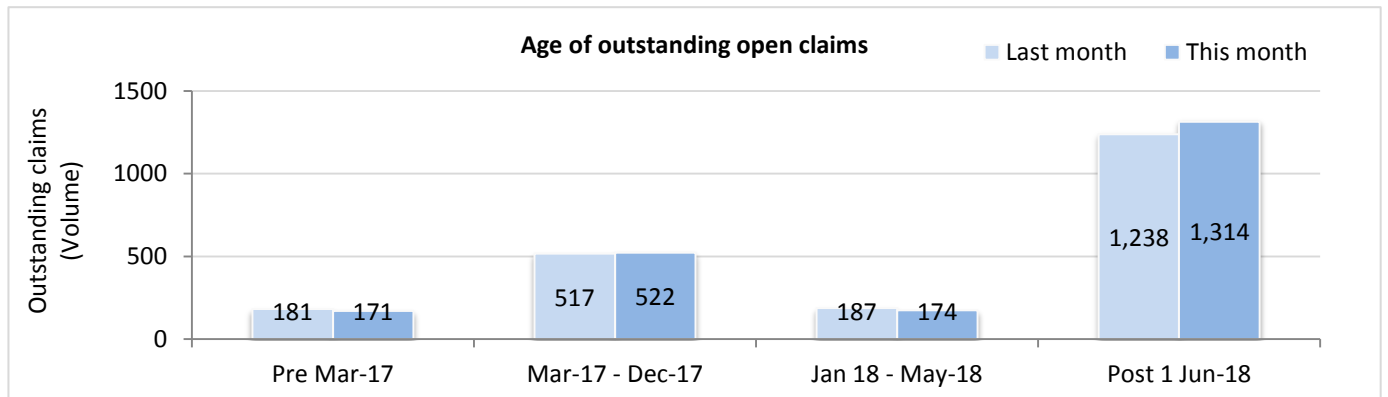
As at 31 March 2019 there are 2,181 open (core) claims on hand. 92% of these claims are being managed by the Settlement teams, with 8% under repair and with the Construction teams.

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

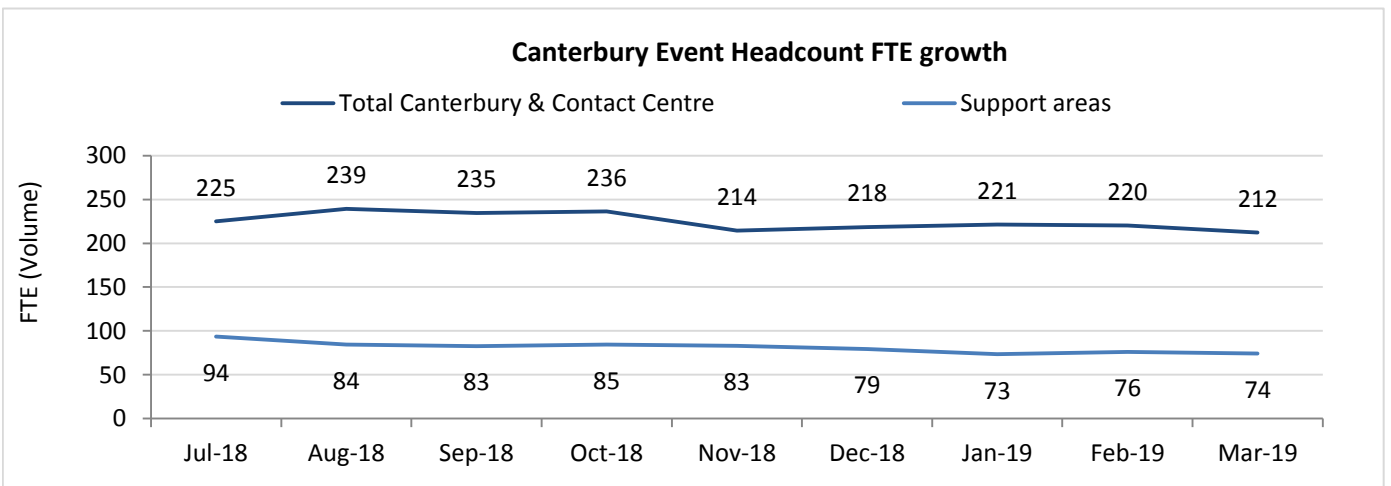
Section 2 - Canterbury (cont.)



During March the average weekly closure rate continues to trend upwards from the Christmas fall off. Spike in one week was due to an administrative tidy up. Overall resolution has started to increase as we progress into the year.



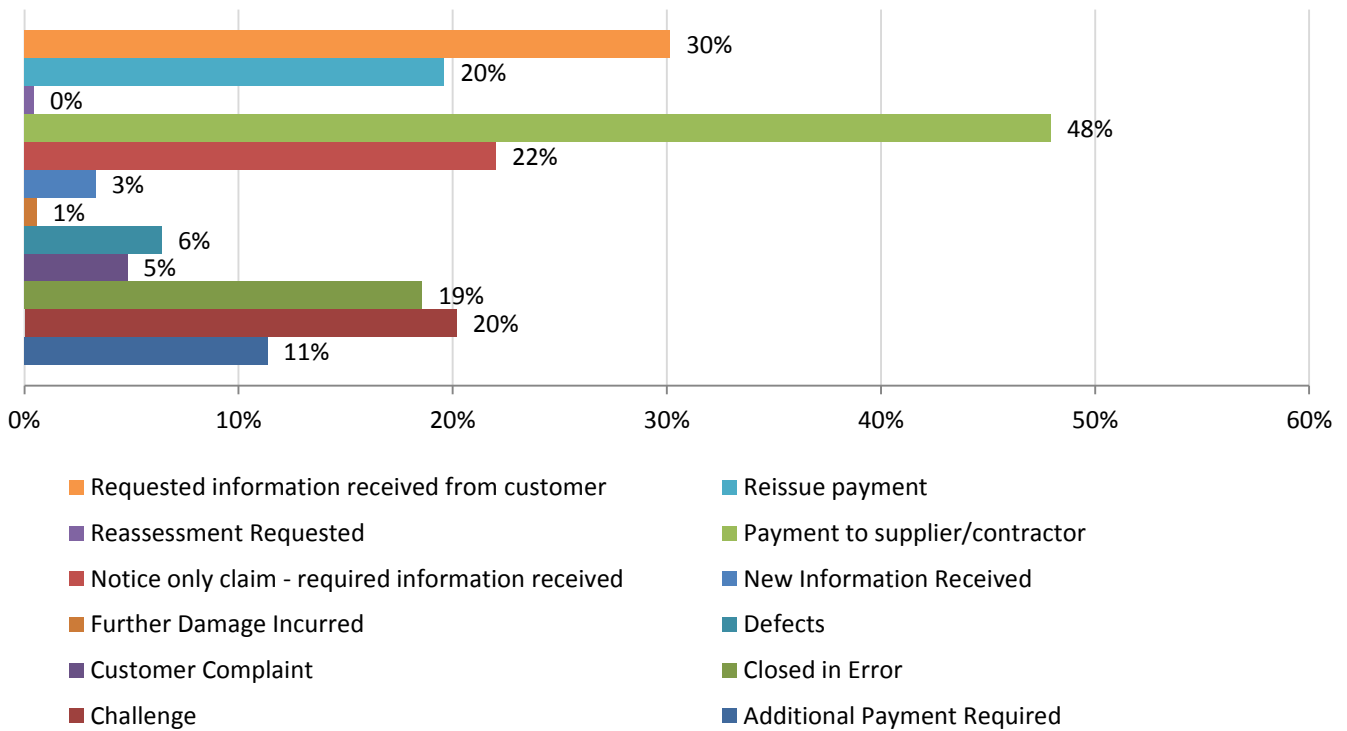
The Canterbury team continues to focus on aged claims with the aim to decrease the average days open rate for all open claims. The average number of days our claims are open as at 31 March 2019 is 248 days and is an improvement to the average in the beginning of the financial year of 334 days.



As mentioned in the previous month, with the business currently reviewing its optimal model, it is expected that both Claims and Support FTE levels will decline over time. This month we see a decline in both Support areas and Contact Centres.

Section 2 - Canterbury (cont.)

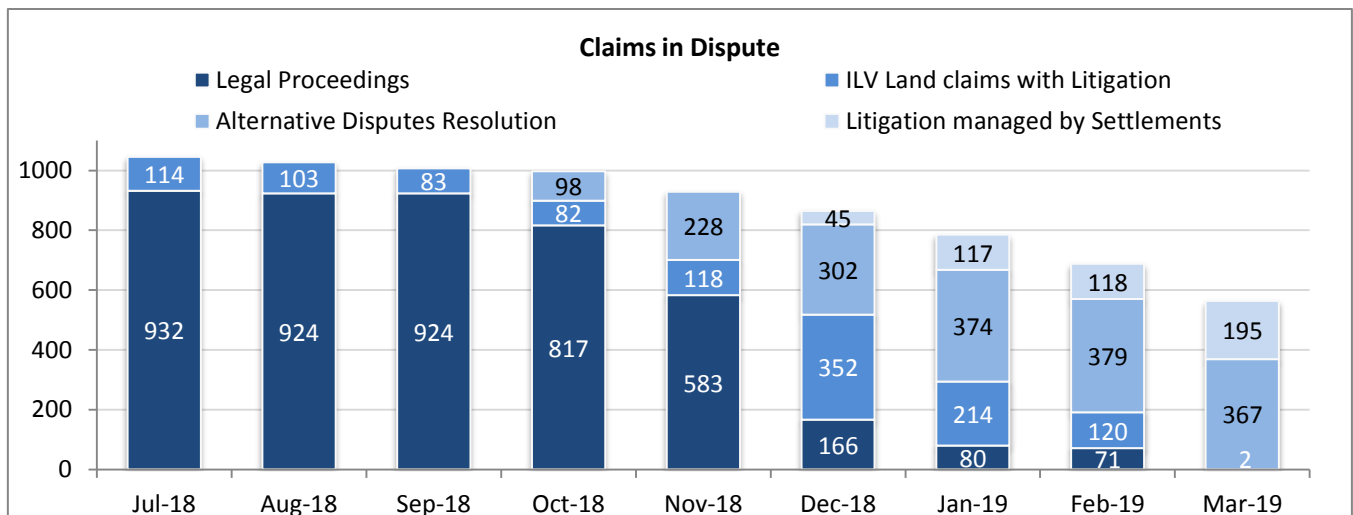
Reopened Canterbury claims - by reason



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 by receiving additional requested information from the customer.

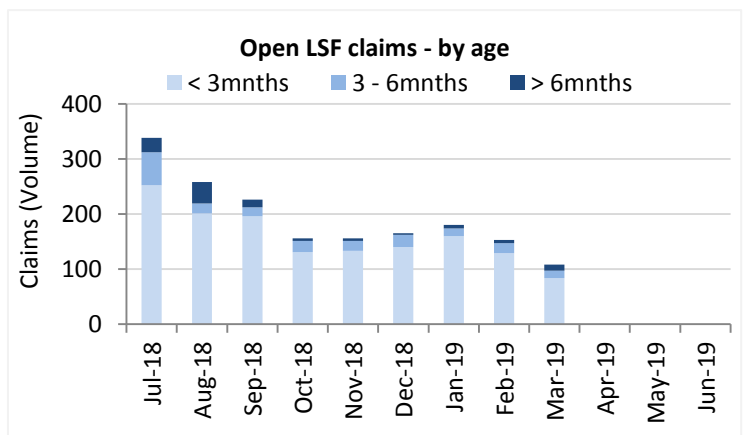
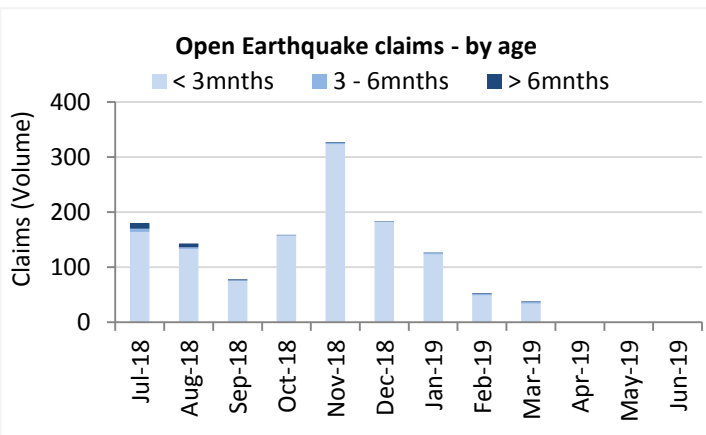
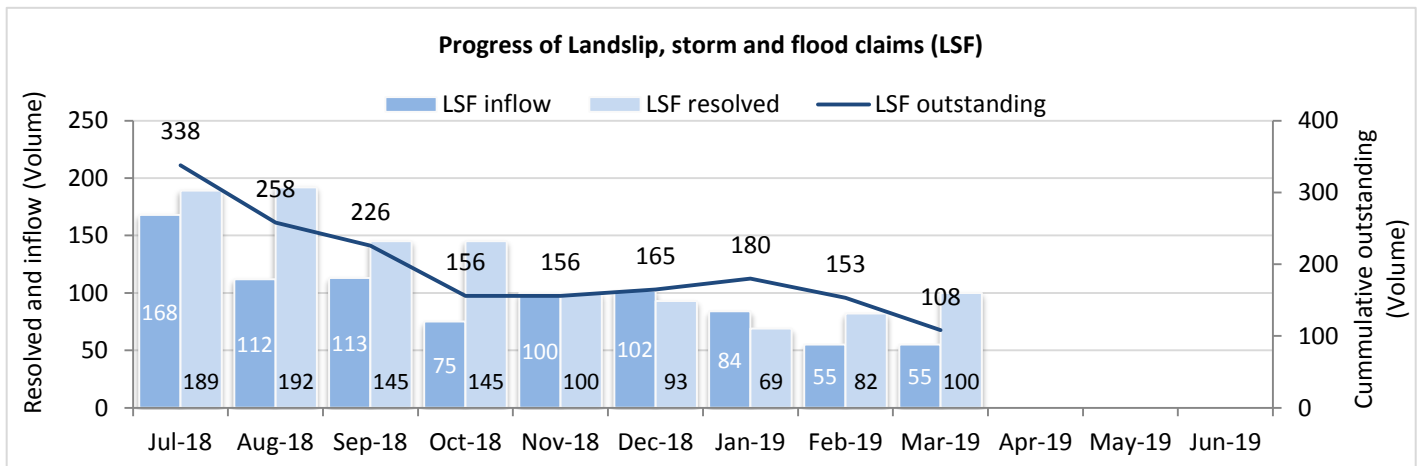
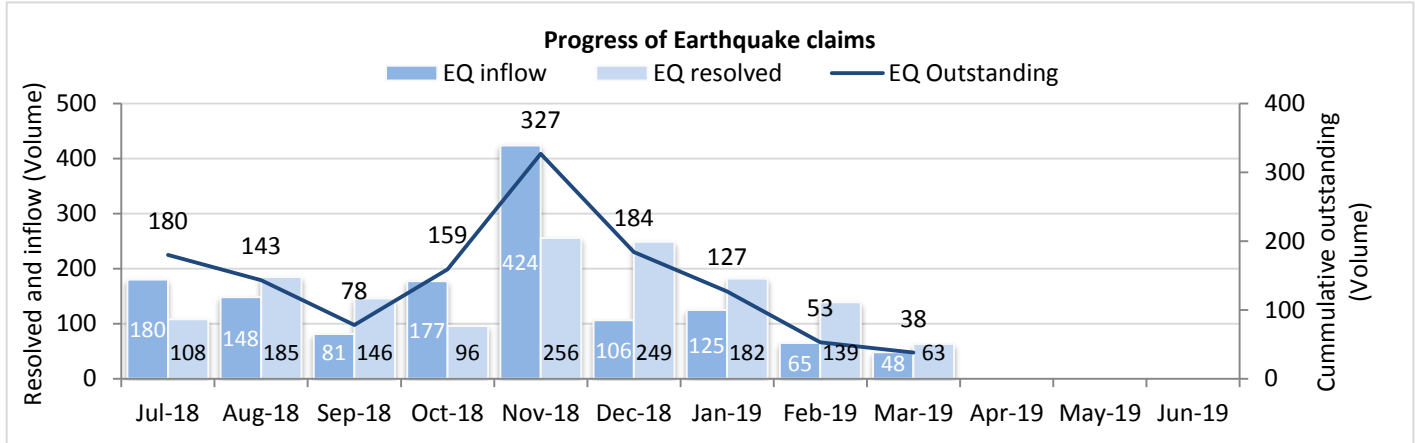
Note, where a claim has been settled in CMS v4 and then subsequently opened in CMS v8, it is excluded from the above population. Work is ongoing to understand better the reasons behind why these claims are being reopened, however, it is expected that these are of a more substantial nature.



During the month of March we see all but two claims with legal proceedings being moved to the Alternative Disputes Resolution (ADR) stream. One of the remaining litigation claims was moved into the Alternative Disputes Resolution stream after the end of March.

Section 3 - Response and Recovery

This month we see a record low of new claim lodgement volumes (72 claims). This has contributed to the total number of open claims at month end reducing by 60 claims. Of the open claims we have on hand, 80% are open for less than three months.



Total Call Volume

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Trend
Outbound - Inbound Ratio	73:27	73:27	68:32	70:30	64:36	63:37	
Grade of Service	70%	89%	93%	88%	93%	92%	
Abandonment Rate	4%	7%	4%	6%	4%	4%	
Roll Over No Answer	14	46	52	45	21	28	
Total calls	1,781	2,928	1,921	1,874	1,518	1,560	

Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Satisfaction

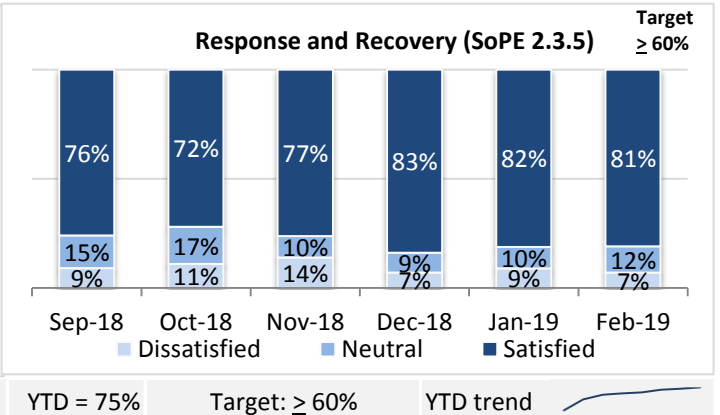
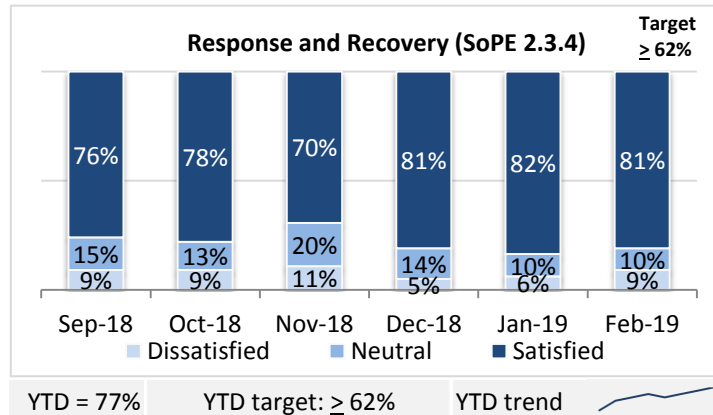
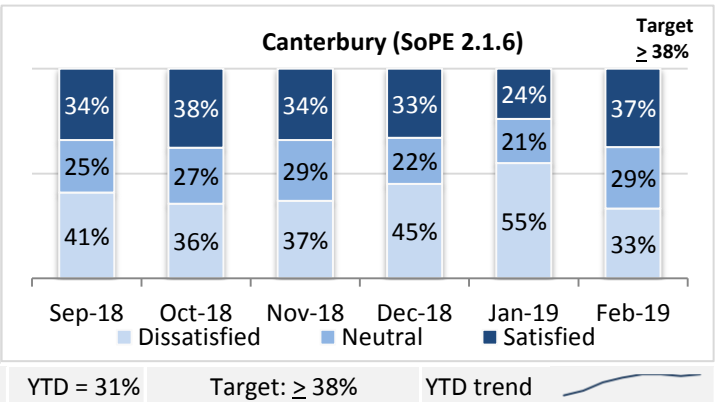
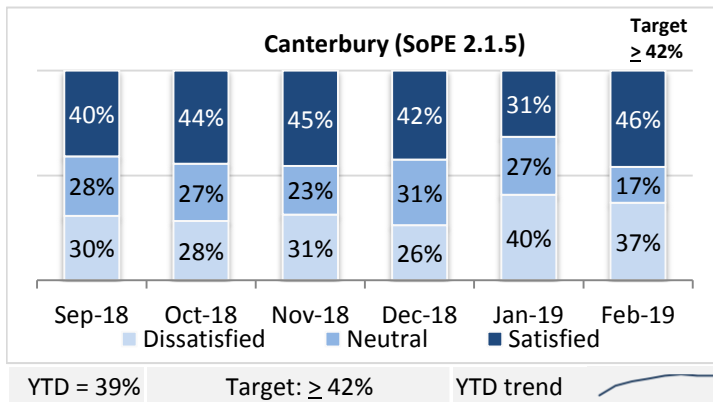
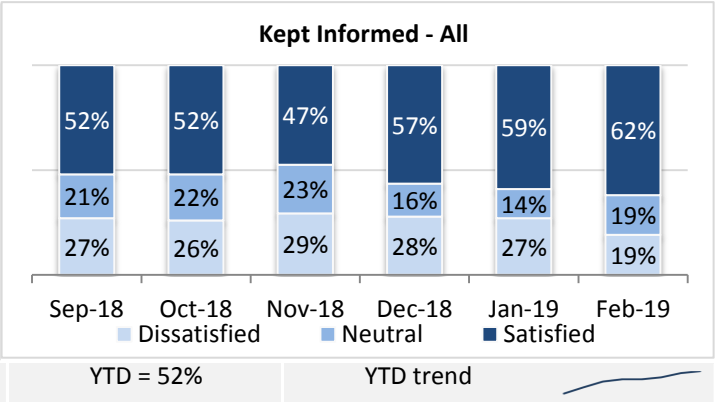
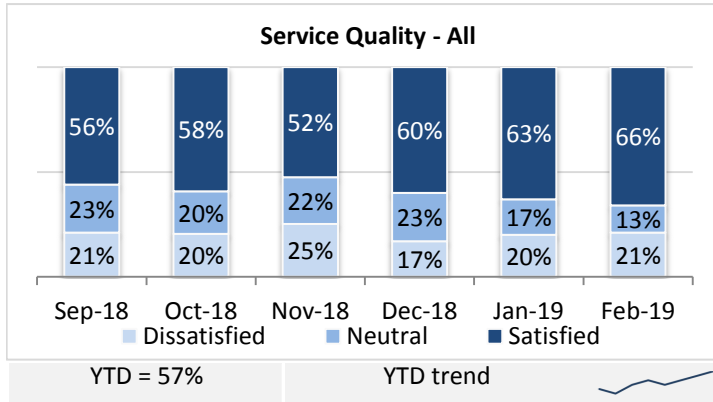
Customer satisfaction did not alter much for both metrics in each group. The overall satisfaction for Canterbury increased remained at 39% and the Kept Informed measure increased by one percentage point - both measures still below target; as with last month, the Response and Recovery metrics both increased by a percentage point - both measures remain well above the year-end target.

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?

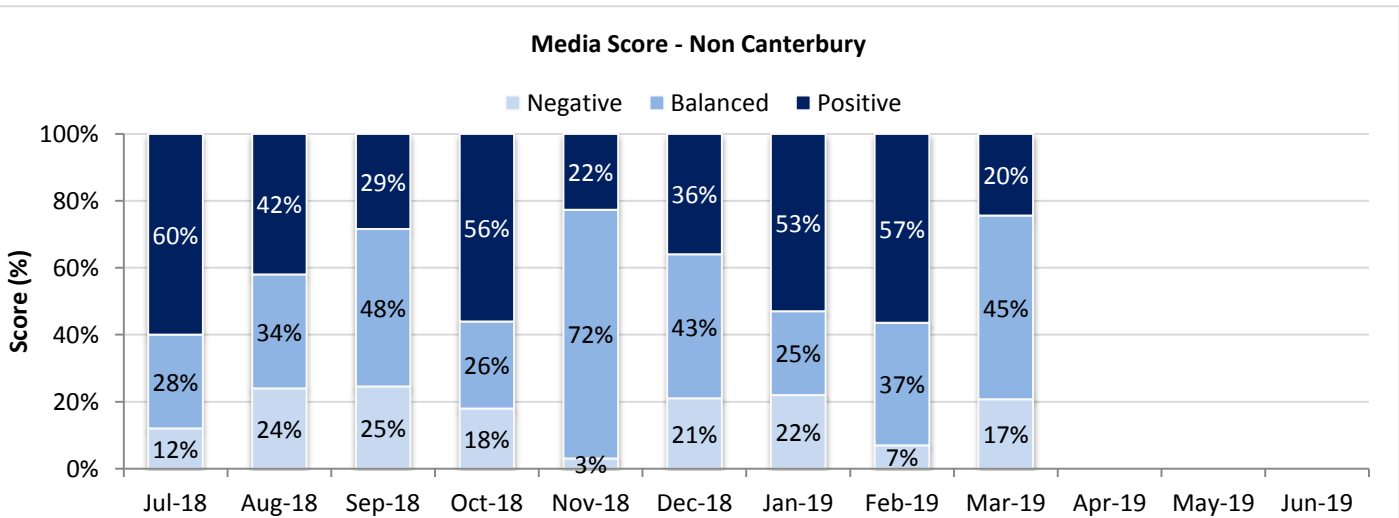
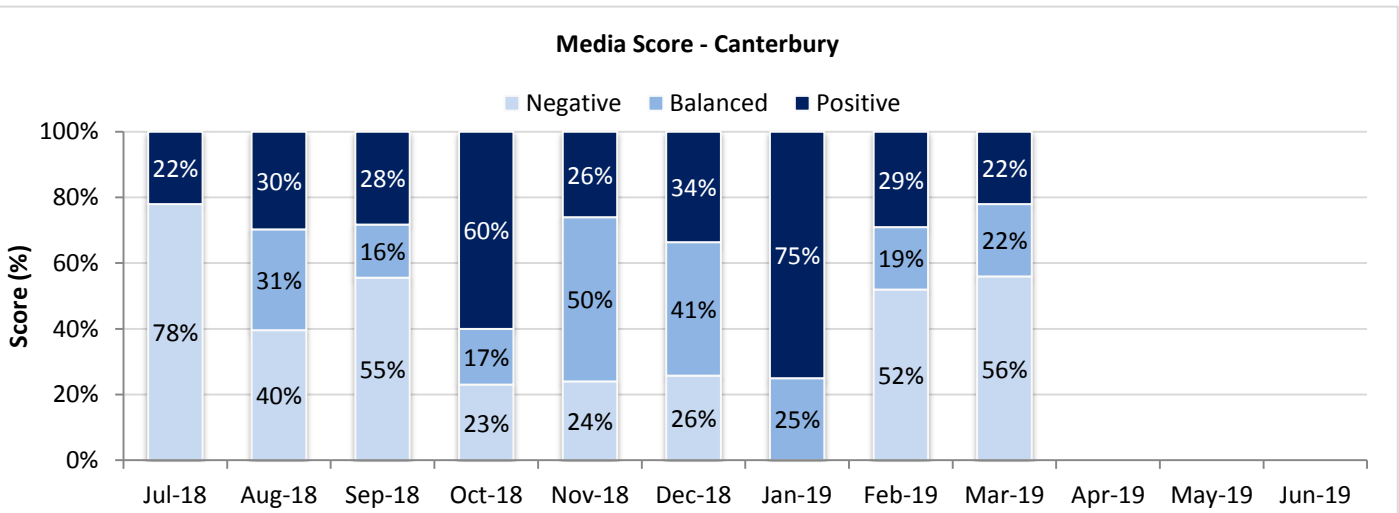
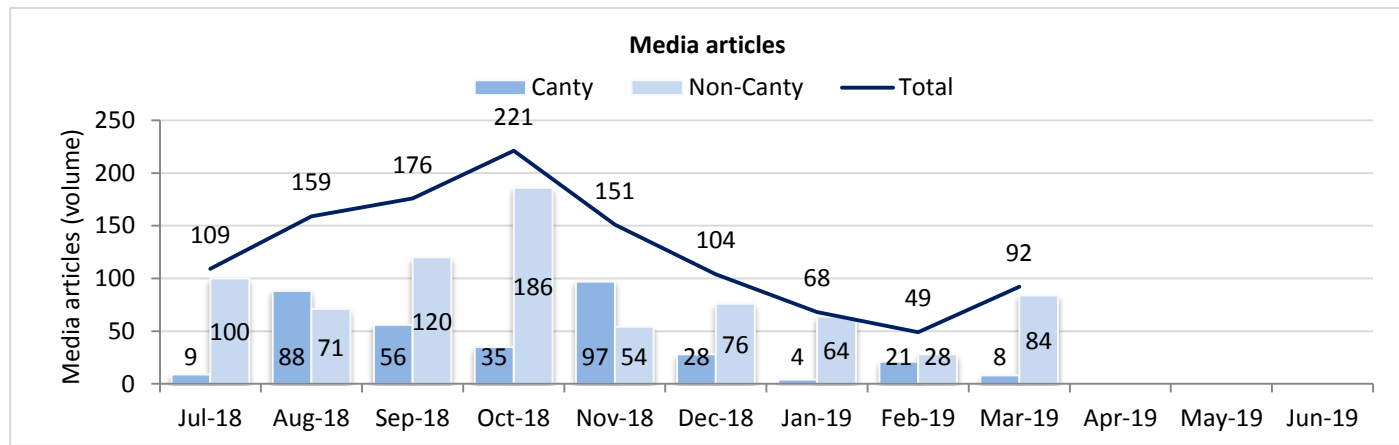
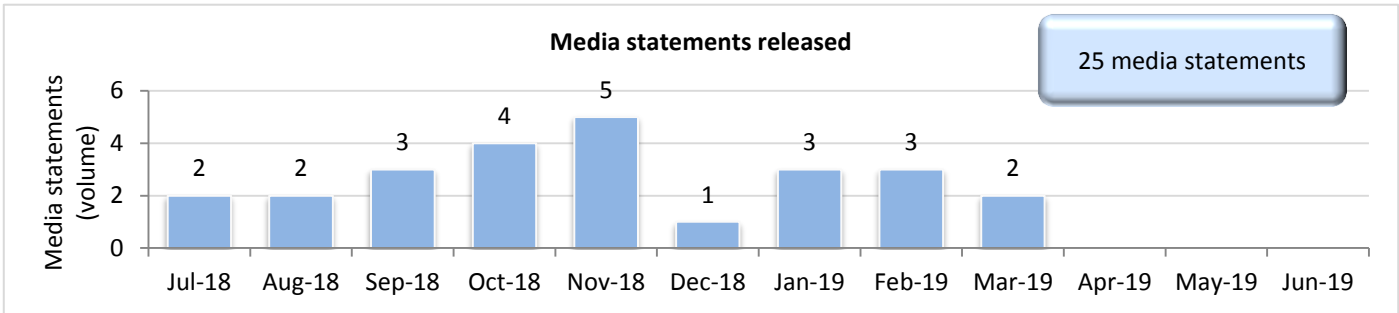


The top two graphs are an amalgamation for all events and are indicative only (not SoPE measures)

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.

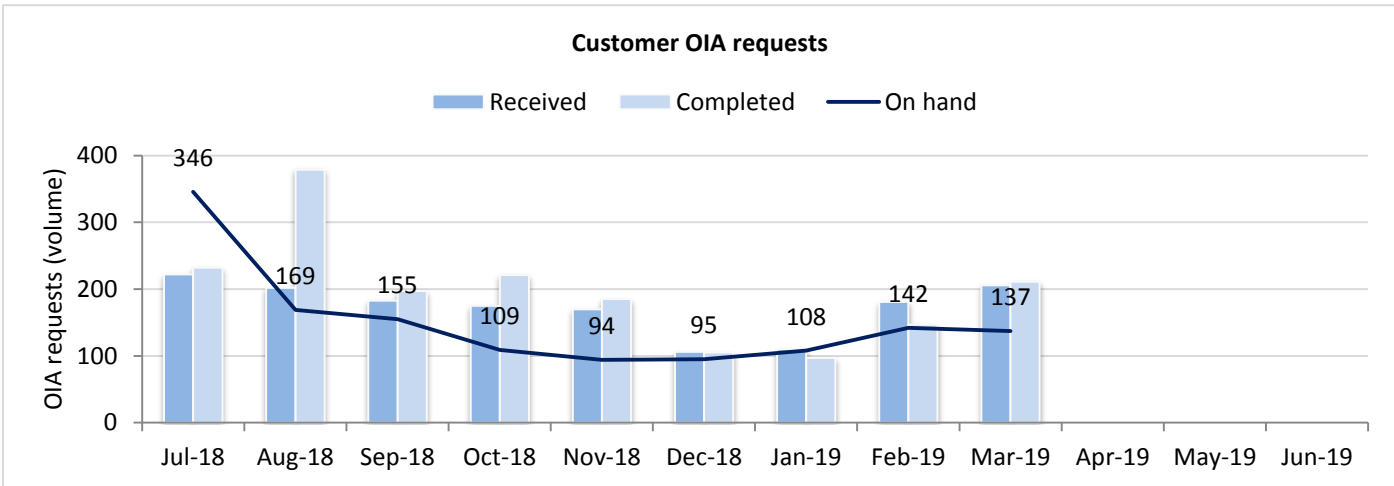
Section 5 - Media

EQC continues its proactive engagement with media in March issuing two media statements - Update on the settlement of Dunedin landslip claims and advice for homeowners effected by the March storms on lodging a claim. Both statements generated media coverage and for EQC was largely driven by the coverage of concerns that IAG and the private insurers may not accept claims from Wellington customers.

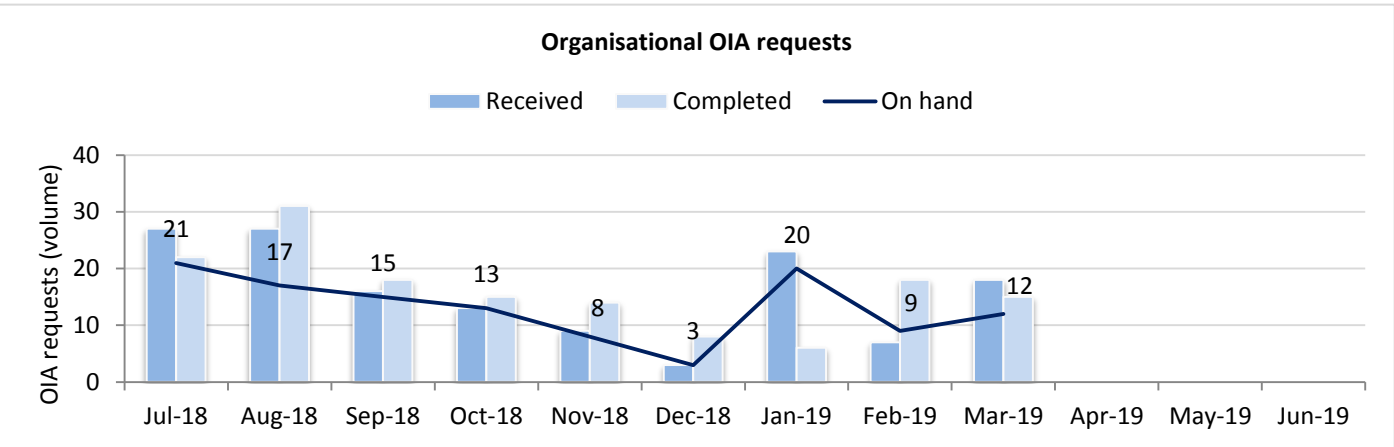


Section 6 - Official Information Act (OIA) Requests

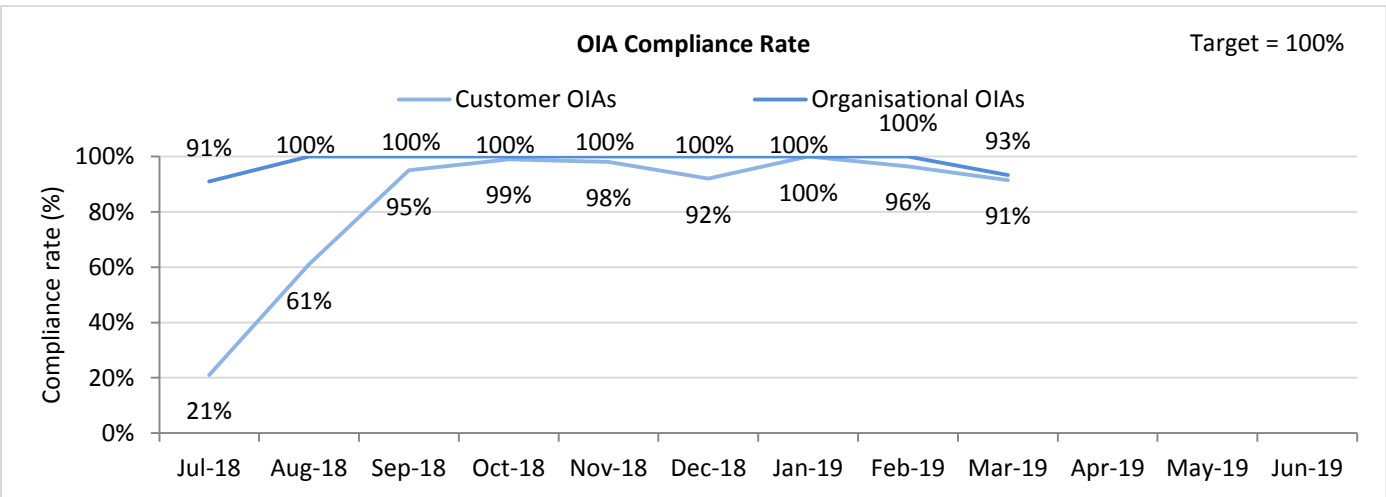
Both OIA team received larger quantities of OIAs this month compared to last month. Compliance rates decrease for both OIA teams mainly due to procedural gaps (already resolved).



The Customer OIA team received 206 OIAs this month, in addition to the 142 OIAs on hand from last month. They have completed around 60% of these, leaving 137 on hand at the end of March.



The Organisational OIA Team received 18 new OIAs (in addition to the 9 OIAs on hand from last month). The completion rate has decreased this month with the team resolving 15 OIAs leaving 12 on hand.

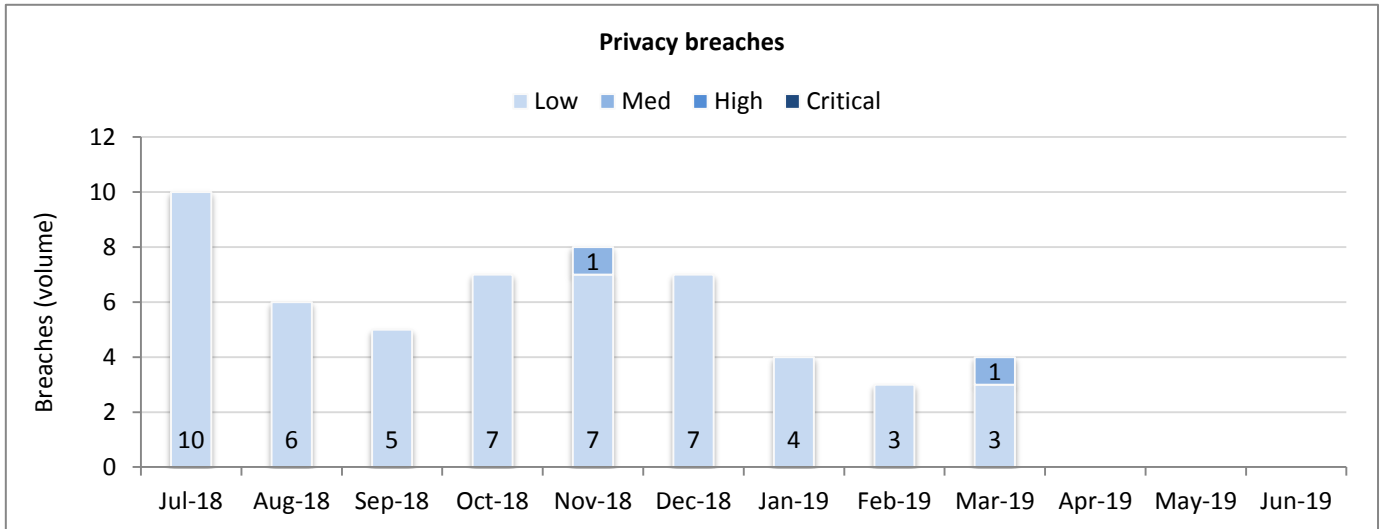


The compliance rate for Customer OIAs has slightly decreased to 91% from 96% last month. This is due to 18 cases being non-compliant during March.

For the first time in seven months, the organisational OIA team, did not reach 100% compliance. For March, compliance rate was at 93%.

Section 7 - Privacy breaches

The number of privacy breaches increased to four (up one from last month) of which three have been rated low and one has been rated medium. The medium breach was a result of incorrect claimant details being sent to the incorrect insurer. All parties were immediately informed and no harm arose of this incident.



For the month of March, the Risk and Compliance Team recorded 4 privacy breaches (3 low level and 1 medium).

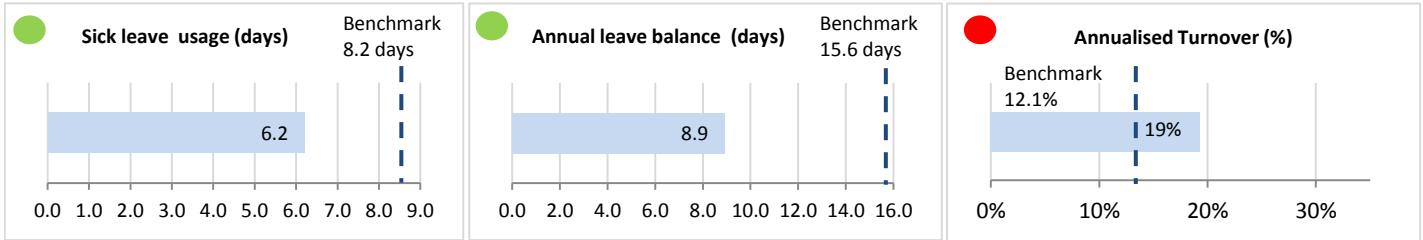
Breaches this month consist of: incorrect insurer details entered into CMS which resulted in Claimant details being sent to incorrect insurer (1); incorrect document content (1); wrong document sent (1); incorrect email address used (1). Where appropriate recipients of incorrect information were requested to delete or destroy the information and the correct information was sent.

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

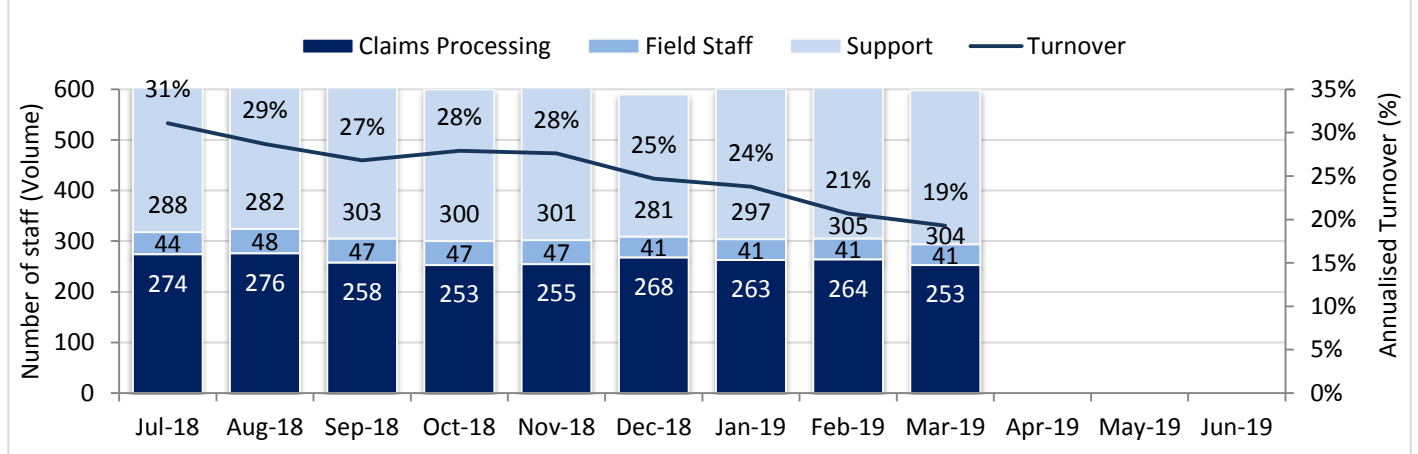
Section 8 - HR Operations

With the summer now over, annual leave balances have begun to rise again and is likely to continue to rise next month. The turnover rate is expected to continue to decrease going forward.

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

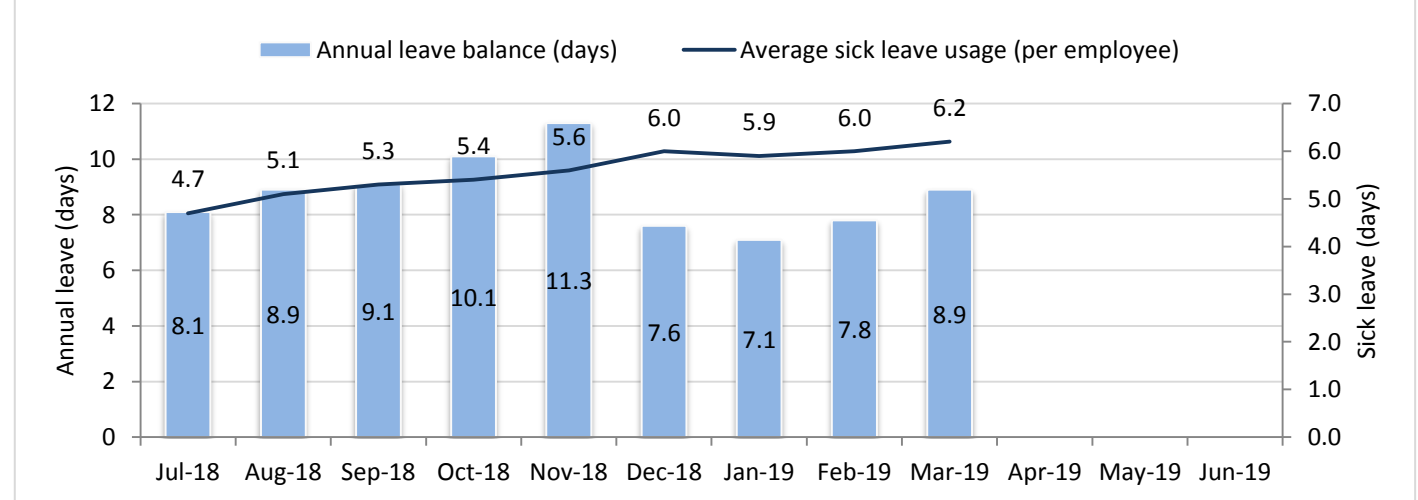


Headcount and Annualised Turnover



Turnover decreased again this month to 19% (from 21% last month). This trend is expected to continue going forward.

Annual and Sick leave



The average sick leave usage increased slightly and now sits at 6.2 days (up from 6.0 days in February) and tracks below the new public sector benchmark of 8.2 days. Annual leave balances have begun to rise again as summer concludes and is now at 8.9 days (up from 7.8 in February). This trend is expected to continue in the next few months.