

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

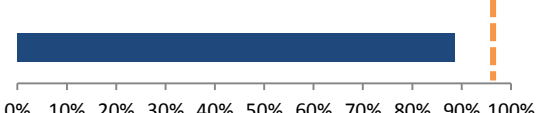


This section tracks EQC's annual and sick leave usages and compares them to the Public Service Benchmark.

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

Section 1 - Statement of Performance Expectation measures - monthly monitoring

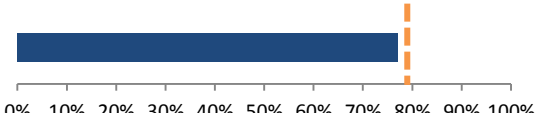


Output Two - Claims management

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%	89%		 

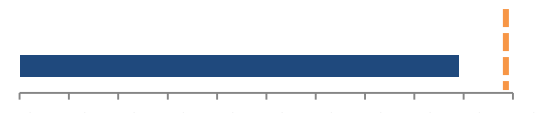


This month, further claims have been either fully settled or are in the process of being repaired, bringing the year to date result to 89% of the claims on hand as at 30 June 2018.

**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*

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%	77%		 
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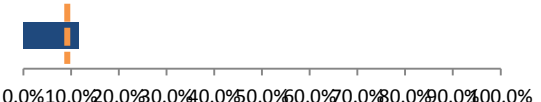


During May, the processing of reopened claims within six months improved from 75.8% in April to 77.2% at the end of May 19.

**Where EQC potentially has outstanding liability under the EQC Act. Excludes new litigation cases.*

2.1.3	The frequency of our communications to provide customer certainty in the progress of their claims settlements	100%*	89%		 
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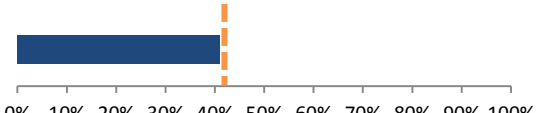


**All customers with an outstanding claim are provided with a personalised communication from EQC. Excludes litigation.*

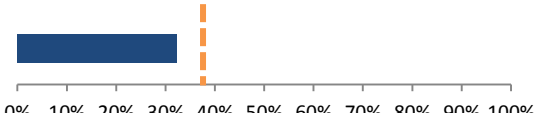


Of the 2,329 customers with outstanding claims 2,094 have received personalised contact throughout during May, bringing the monthly result to 89.9%.

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%	11.7%		 
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Note: this is a reverse target

Our enduring settlement rate decreased to 11.7% during May 2019, which is slightly over target.

2.1.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum	≥ 42%	41%		 
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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%	32%		 
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Commentary: The year to date results are based on the cumulative monthly results which are: overall satisfaction (2.1.5) increased from 46% to 54% within the month; and Kept Informed (2.1.6) we see a slight drop from 37% to 35%.

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 - 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%	81%	<p>As at Dec-18</p>	
2.2.2	Reopened Kaikōura claims lodged post 30 June 2018 will be settled within 6 months of reopening.	90%	94%		

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 30 April. The target for this measure has expired and performance stands at 82% following correction of reported numbers by IAG, who omitted MUBs from their last reporting. Of the 947 claims on hand as at 1 July, 753 were settled, leaving 194 on hand. We will continue to work with insurers to settle all claims by the end of the financial year.

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 30 April. There were 429 (22 for EQC and 407 for private insurers) reopened Kaikōura claims lodged post 30 June 2018 of which 403 were settled within 6 months of reopening, which equates to 94%.

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%	97%		

Commentary: Customer Care continues to perform well in the settlement of claims, with stable YTD performance at 97.4% against a target of 80%. The percentage of claims settled within one year of assessment continues to track at 100% as required by the EQC Act.

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: Personalised communication continues to be a focus area, with the YTD increasing by 0.7 percentage points over the last six months. As mentioned in previous commentary the target of 100% will not be met.

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%	4%		
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Note: this is a reverse target

Commentary: This measure, supporting enduring settlements, increased by 0.1 percentage points over the last month, this represents 118 claims re-opened out of 3,375. 3 of these claims were re-opened during May 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 - Claims management

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

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.3.4	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum.	≥ 62%	77%	 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	
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%	77%	 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	

Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 April 2019. The year to date results are based on the cumulative monthly results, which are: Service Quality Satisfaction (2.3.4) has decreased slightly from last month from 78% to 73%, Kept Informed has decreased slightly for the month from 83% to 81%.

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 - 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%		
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%		
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%		

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

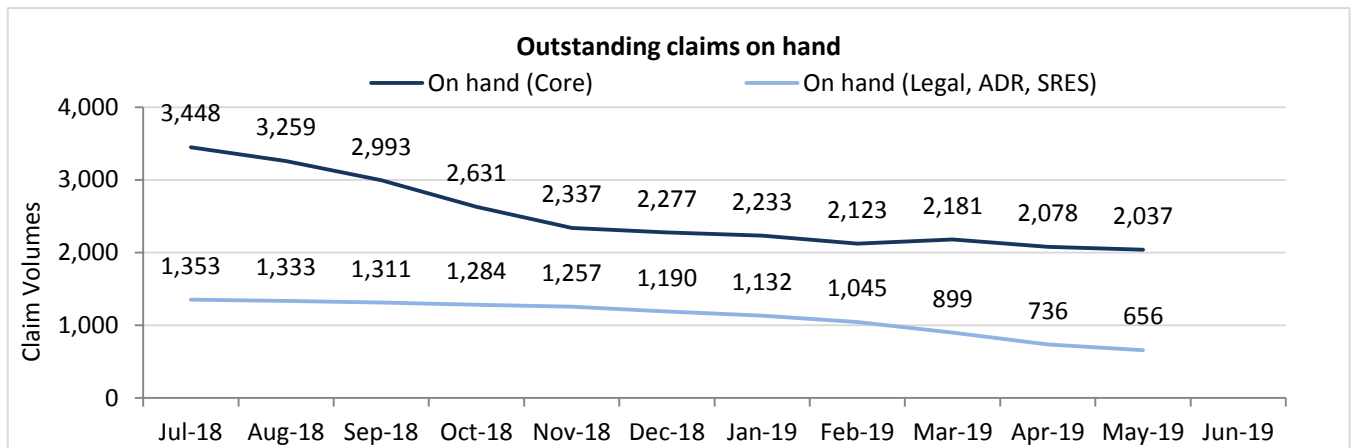
Key Activity Measure 3: Premium Collection

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

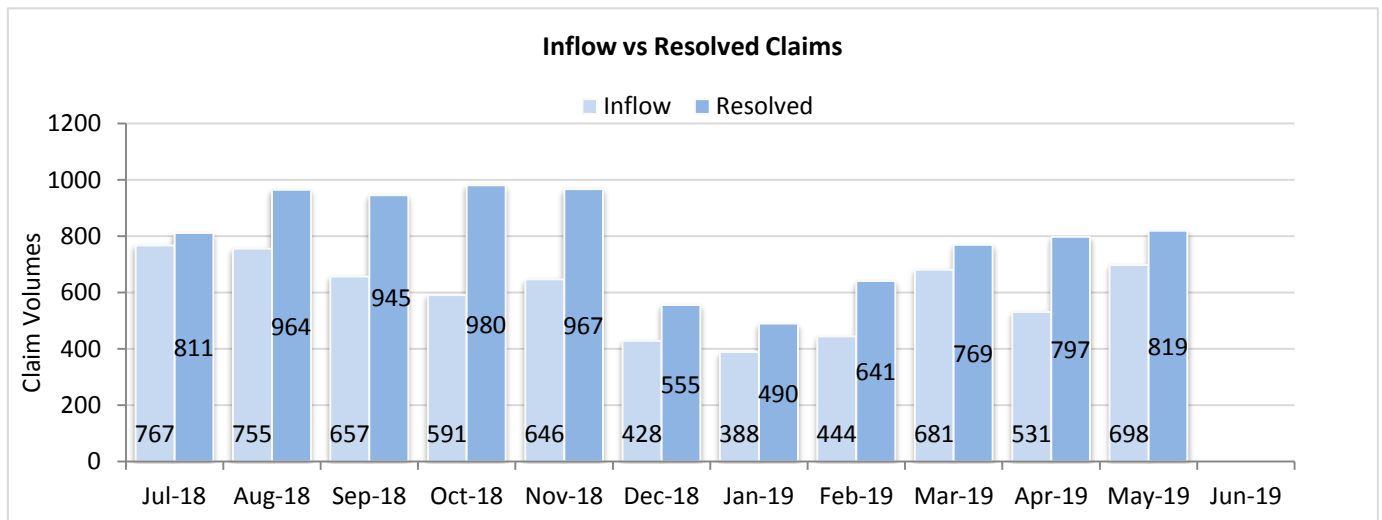
To date, we have collected \$288.3m in premiums compare to a budget of \$288.5m

Section 2 - Canterbury

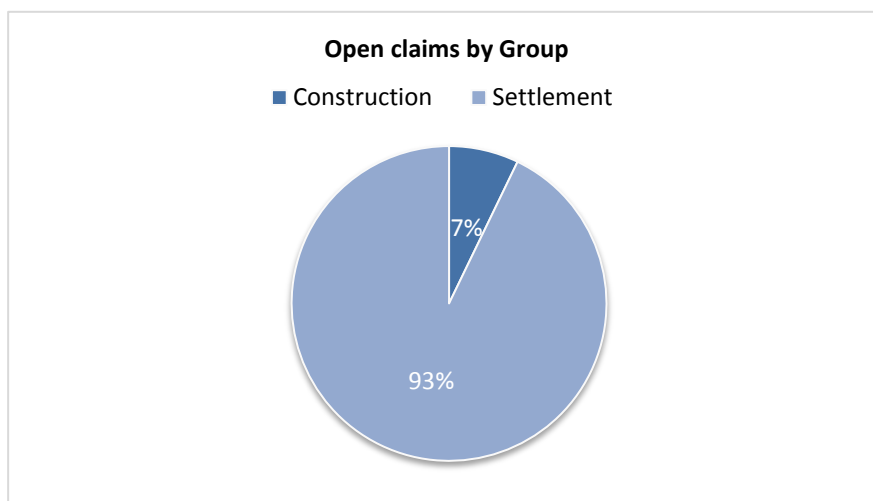
The Canterbury team's claim closure rate increased during May, reducing the core claims on hand. Claims in litigation are also decreasing as homeowners opt for EQC's Alternative Dispute Resolution option.



Outstanding (core) claims on hand have decreased this month by 80, and Legal / ADR / SRES claims have also continued to reduce, closing May at 656.

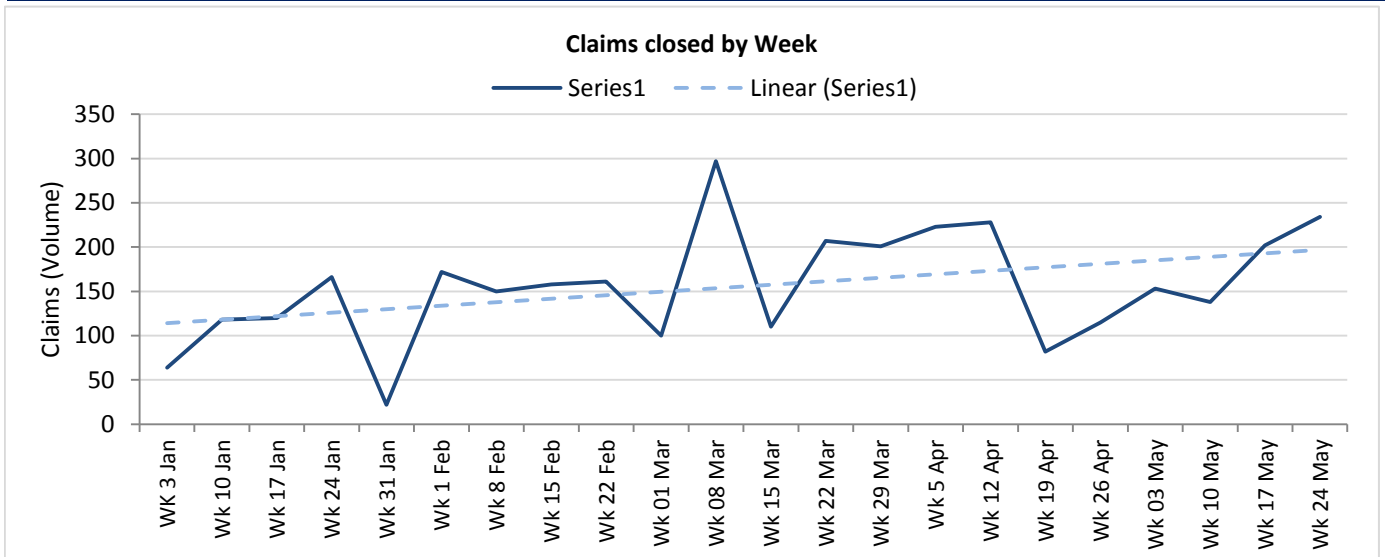


For the month of May 819 claims were resolved, while 698 claims were opened or reopened during the month, leaving 2,037 (core) claims on hand.

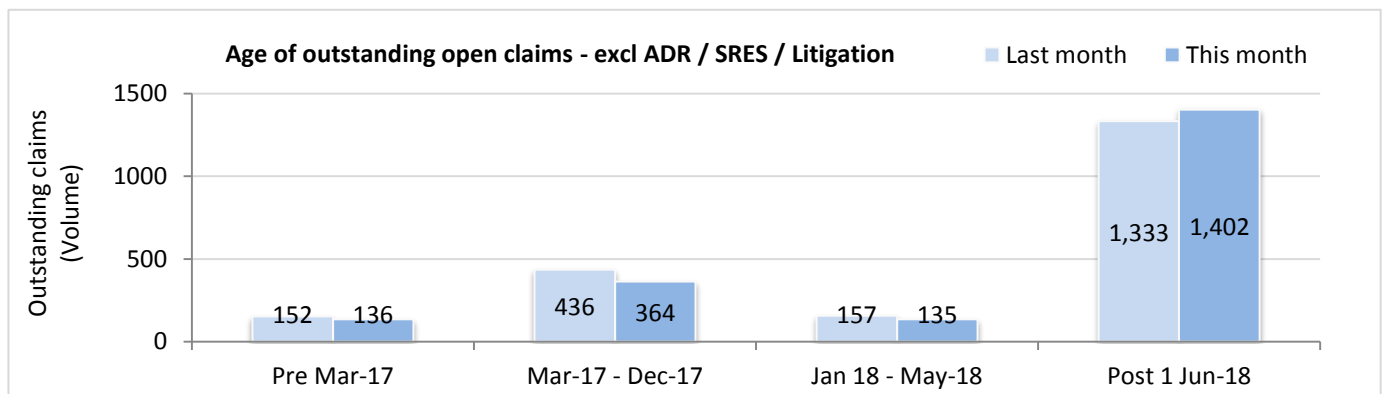


As at 30 May 2019 there are 2,037 open (core) claims on hand. 93% of these claims are being managed by the Settlement teams, with 7% under repair and with the Construction teams.

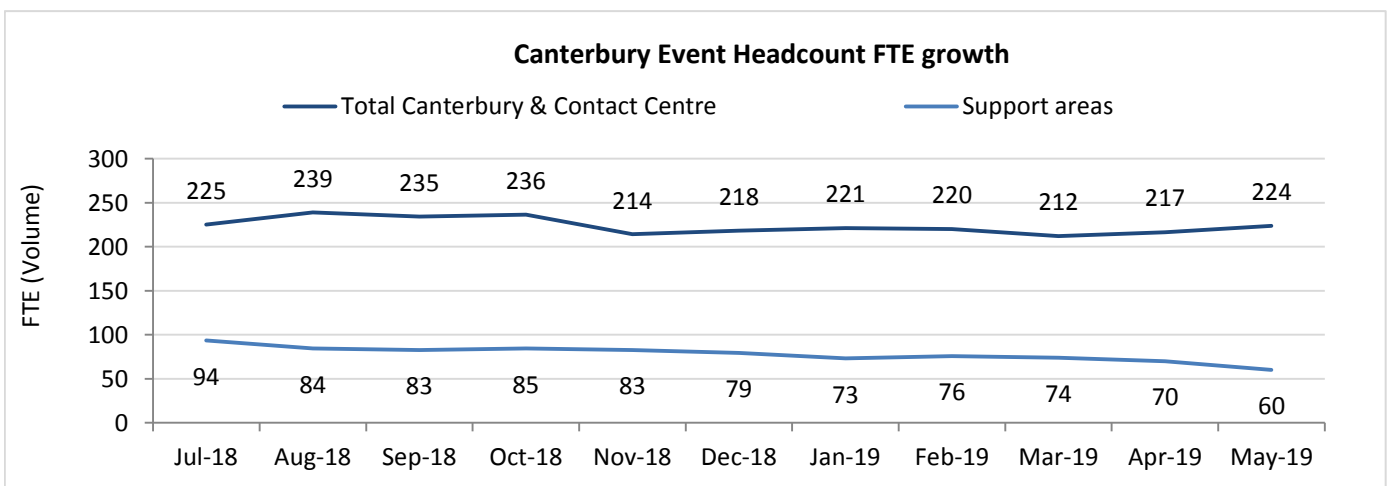
Section 2 - Canterbury (cont.)



During May the average weekly closure rate returned to an upward trend. The decrease in April was due to an administrative tidy up. Overall resolution has started to increase as we progress into the year.



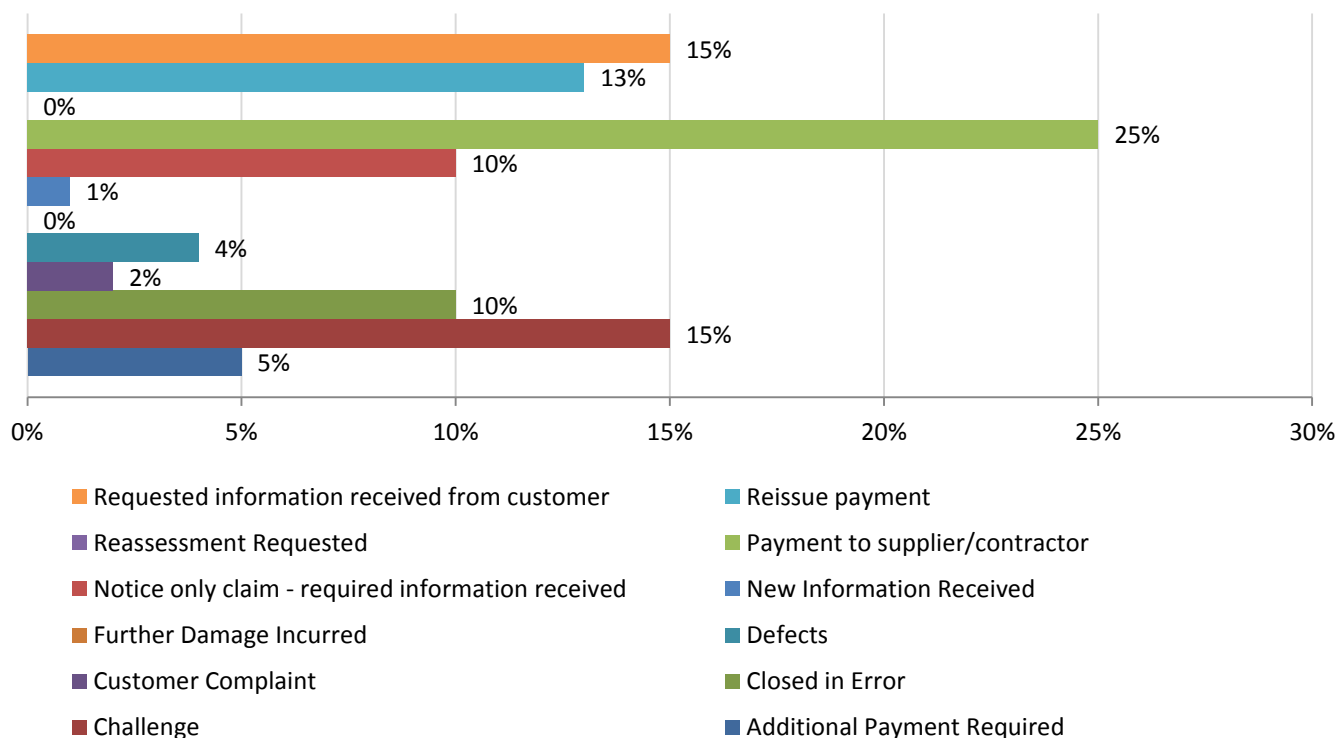
The Canterbury team continues to focus on aged claims with the aim to decrease the average days open rate for all open claims. The average number of days our claims are open as at 30 May 2019 is 245 days and is an improvement to the average in the beginning of the financial year of 334 days.



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.

Section 2 - Canterbury (cont.)

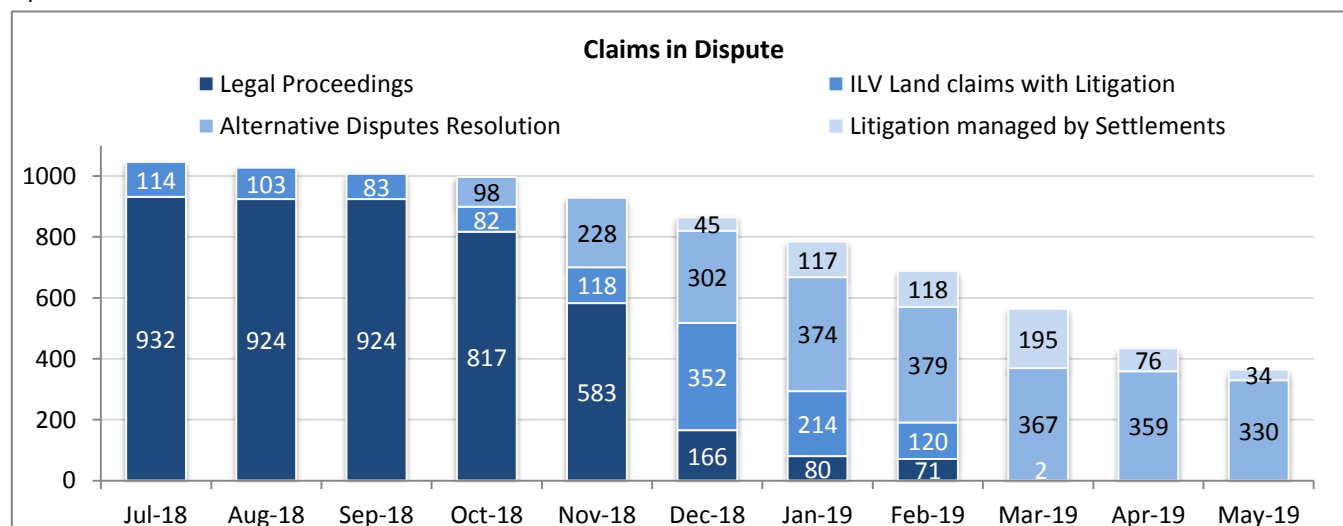
Reopened Canterbury claims - by reason



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.

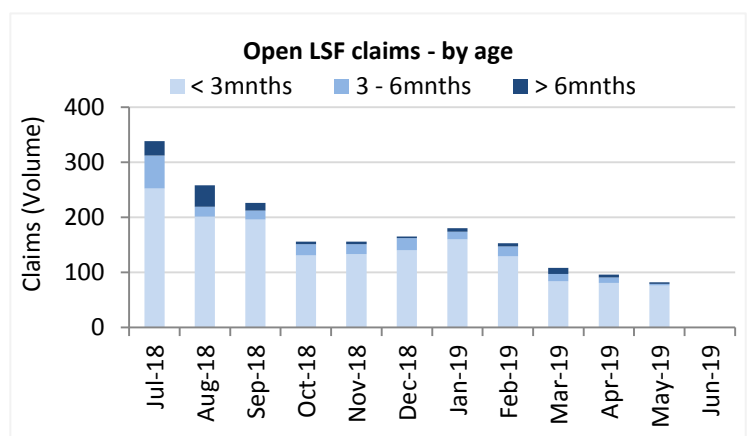
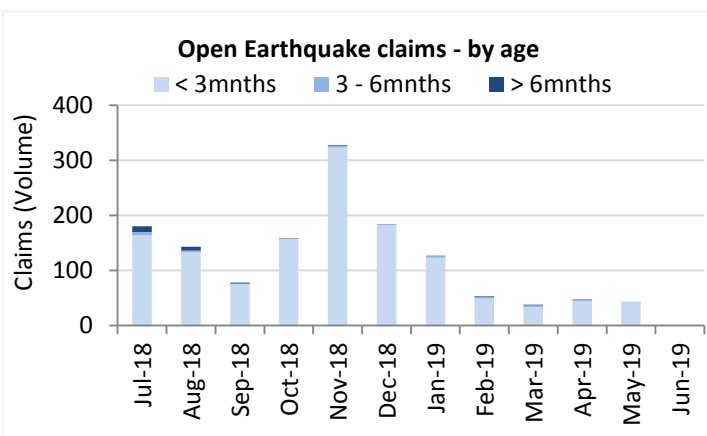
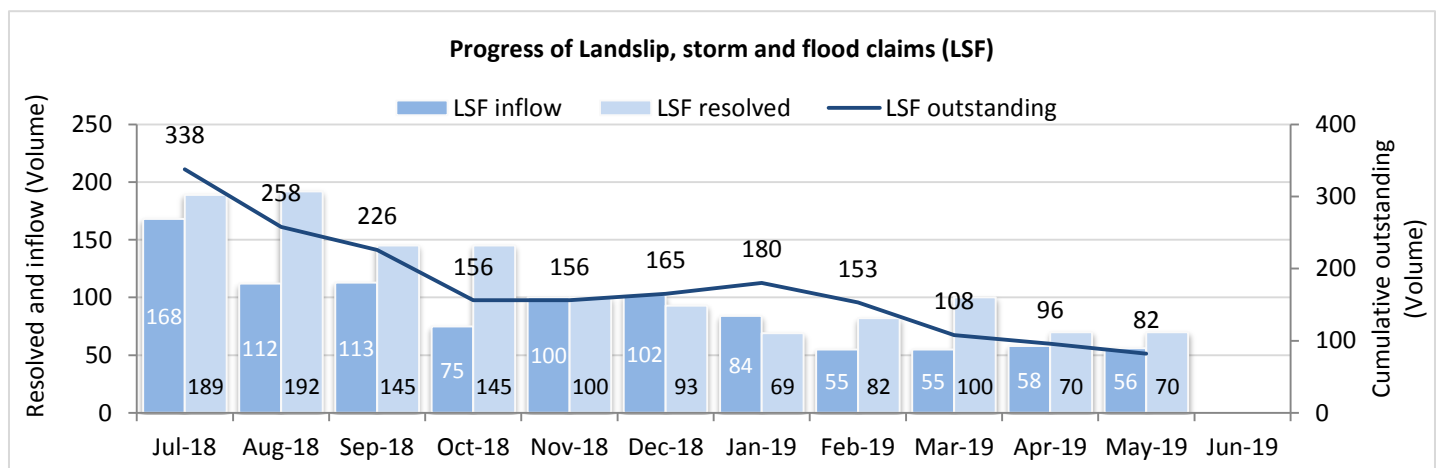
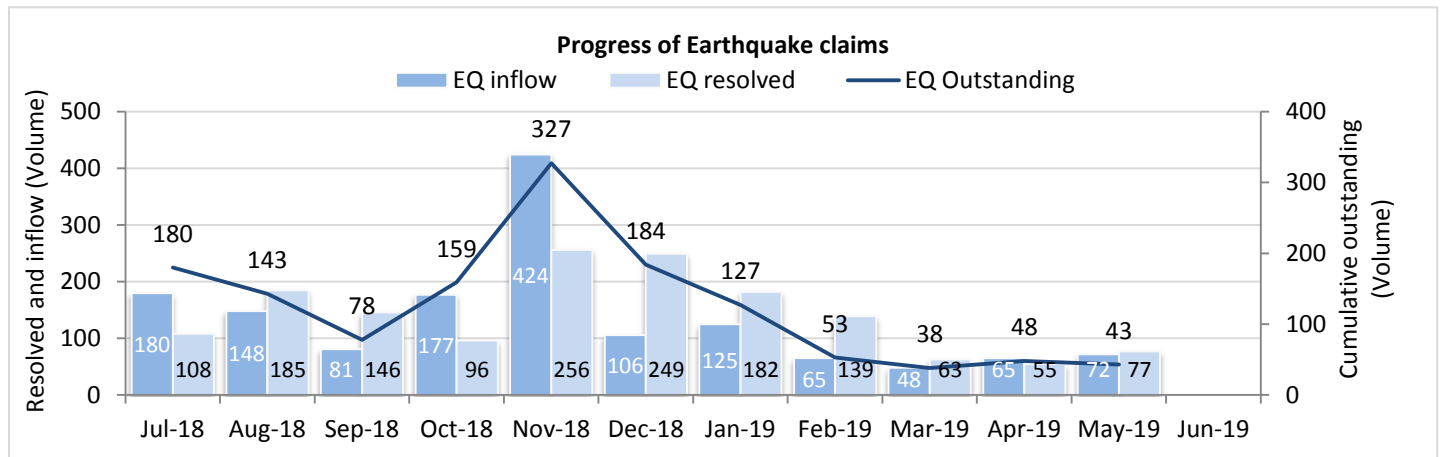
Note, where a claim has been settled in CMS v4 and then subsequently opened in CMS v8, it is excluded from the above population. Work is ongoing to understand better the reasons behind why these claims are being reopened, however, it is expected that these are of a more substantial nature.



We now see all claims with legal proceedings being moved to the Alternative Disputes Resolution (ADR) stream.

Section 3 - Response and Recovery

This month we again see low claim lodgement volumes of 72 claims. This has contributed to the open month end balance of 43 claims. Of the open claims we have on hand, 97% have been open for less than three months.



Total Call Volume

	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Trend
Outbound - Inbound Ratio	68:32	70:30	64:36	63:37	61:39	59:41	
Grade of Service	93%	88%	93%	92%	92%	94%	
Abandonment Rate	4%	6%	4%	4%	3%	1%	
Roll Over No Answer	52	45	21	28	39	27	
Total calls	1,921	1,874	1,518	1,560	1,799	1,041	

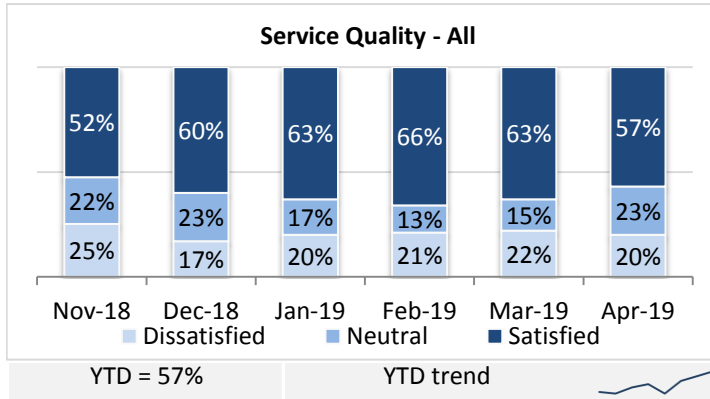
Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Satisfaction

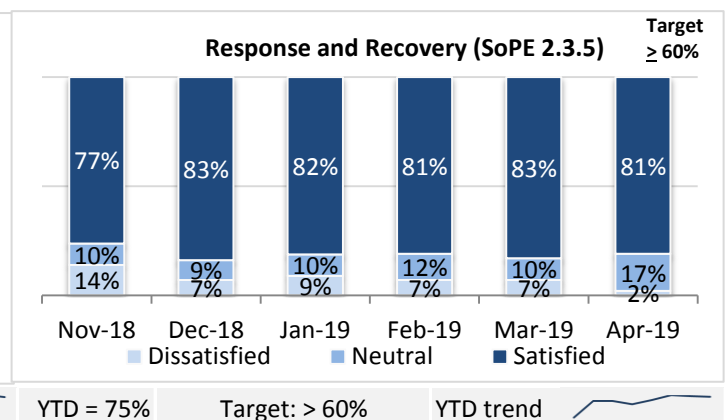
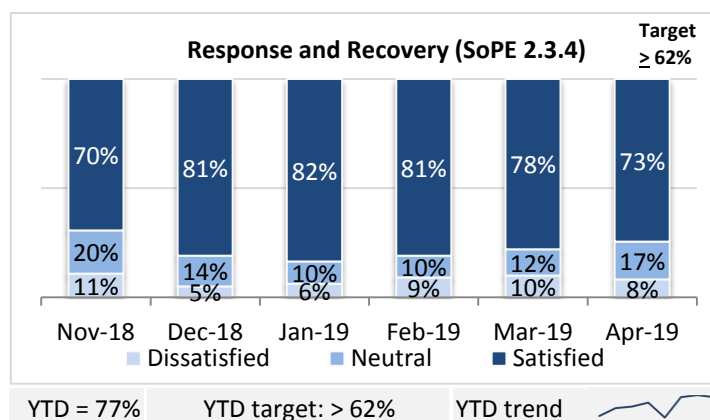
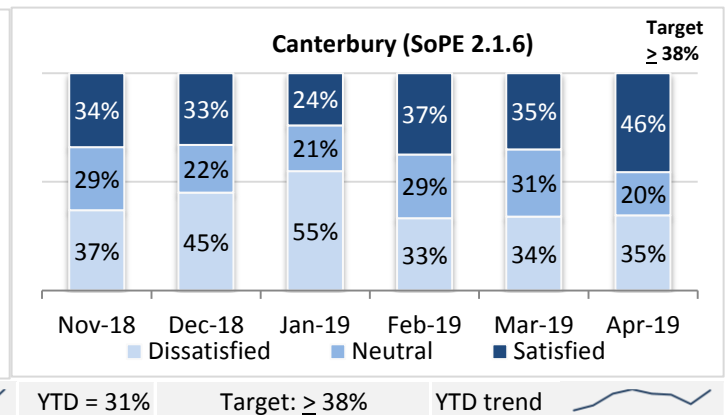
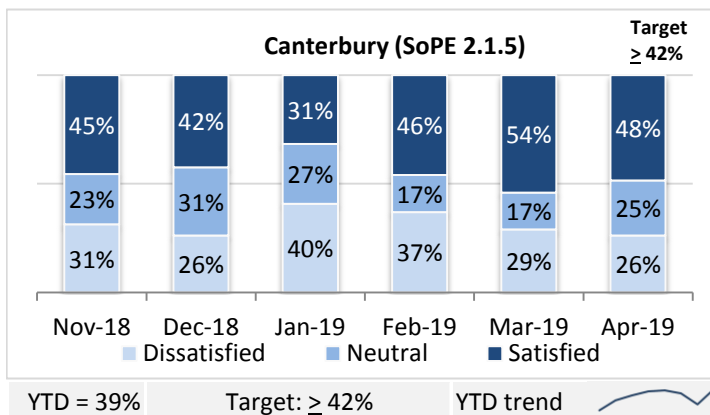
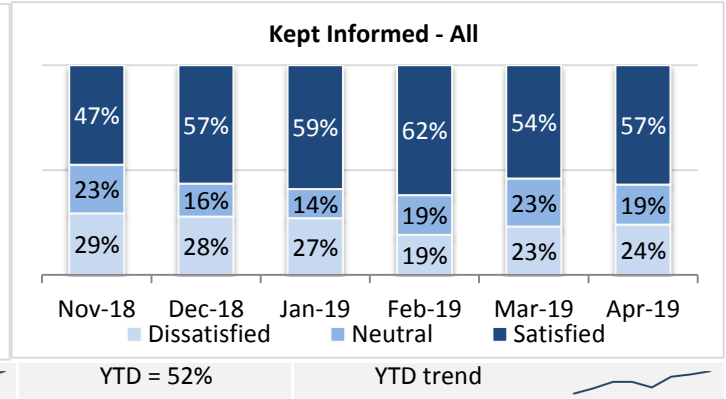
The overall monthly Service Quality satisfaction for Canterbury increased from 46% in February to 57% in April, which is a notable achievement. The Kept Informed satisfied measure increased to 57% from March's 37%.

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?

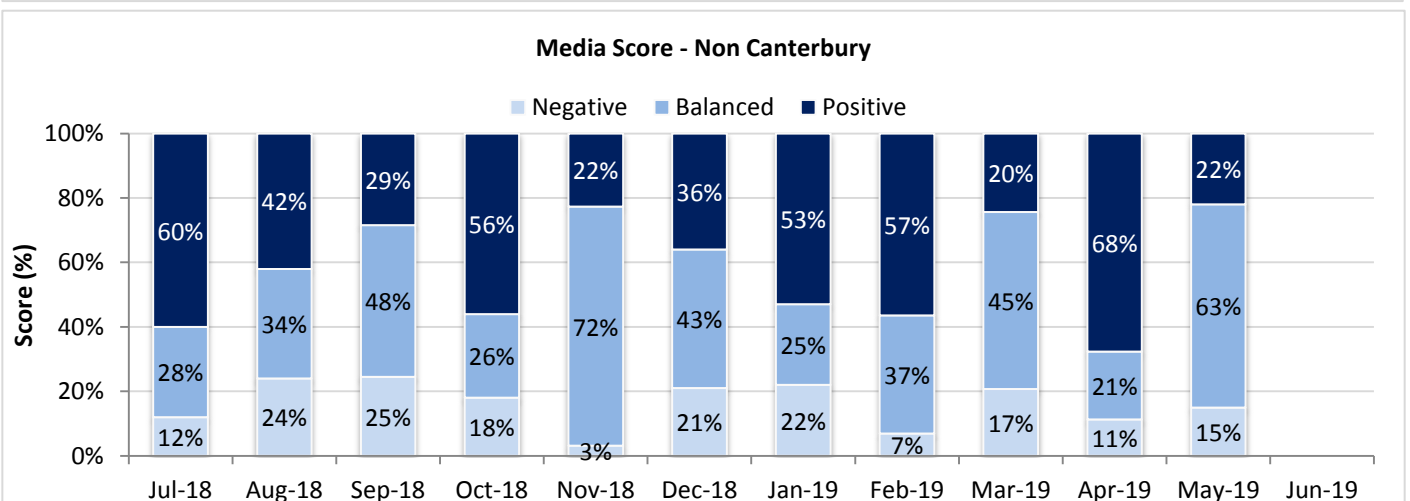
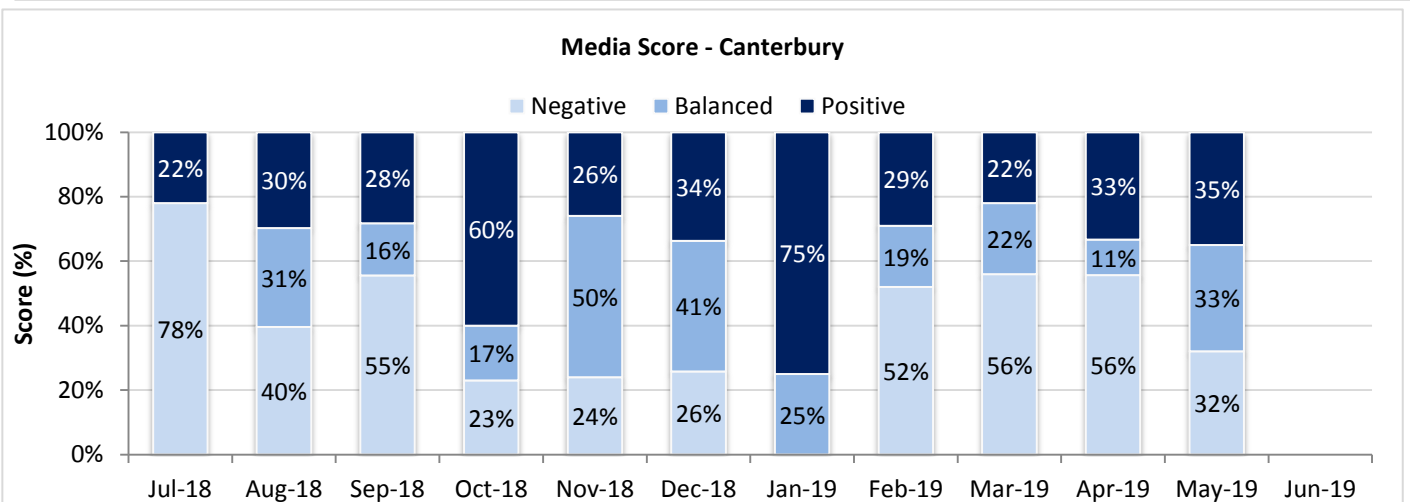
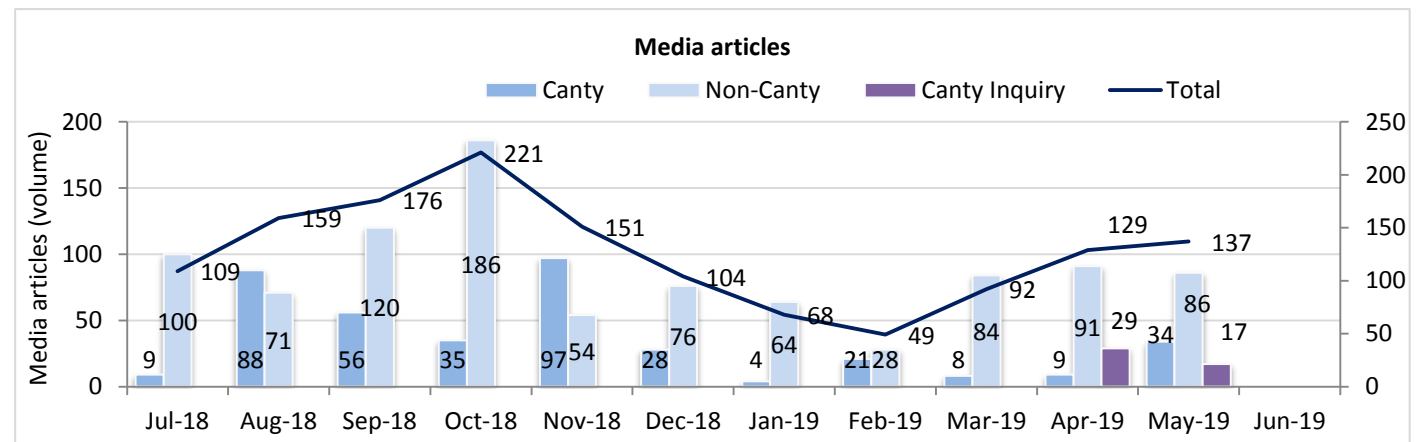
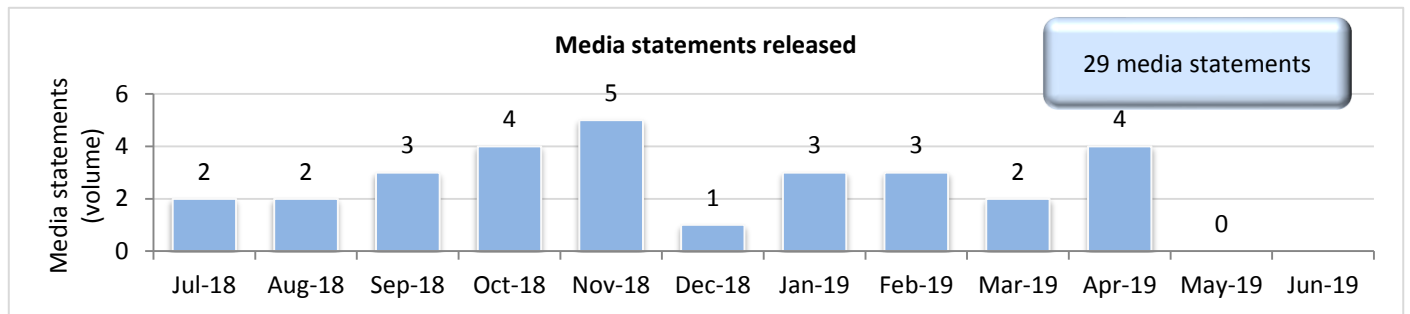


The top two graphs are an amalgamation for all events and are indicative only (not SoPE measures)

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

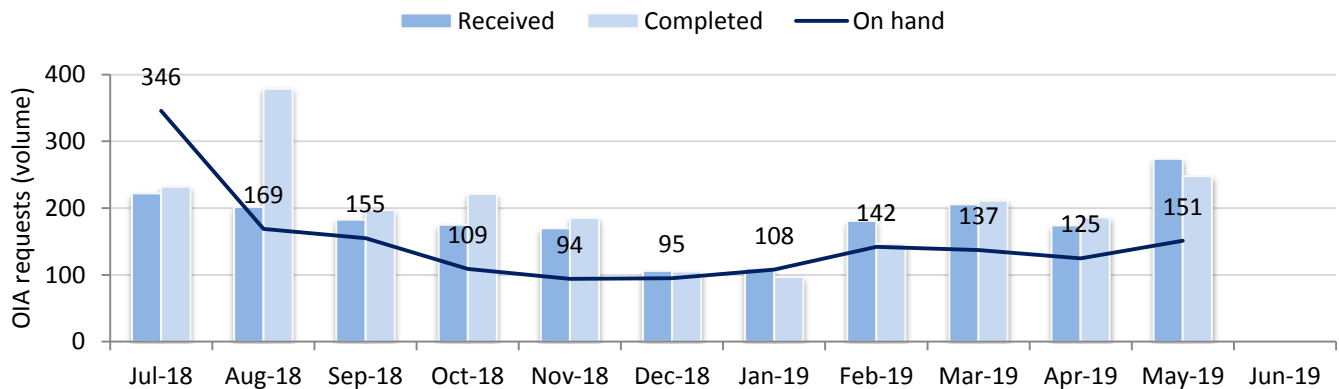
Our main stream media positive/neutral coverage is on par with our past month results (excluding the inquiry) and overshadows the negative social media spike. It has been our busiest month in the media since November last year and the early Inquiry coverage. The positive and neutral sentiment combined remains at a similar level to previous months for non-inquiry based stories. On social media and with Inquiry based stories there has been a spike in negative sentiment.



Section 6 - Official Information Act (OIA) Requests

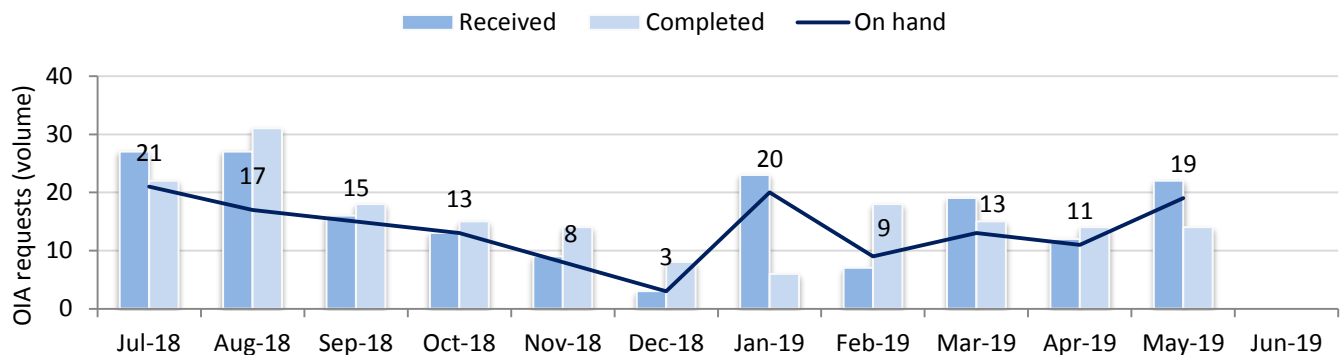
Both OIA teams received fewer OIAs this month compared with last month. Compliance rates increased for both OIA teams.

Customer OIA requests



The Customer OIA team received 274 OIAs this month, in addition to the 125 OIAs on hand from last month. They have completed 248 of these, leaving 151 requests on hand at the end of May.

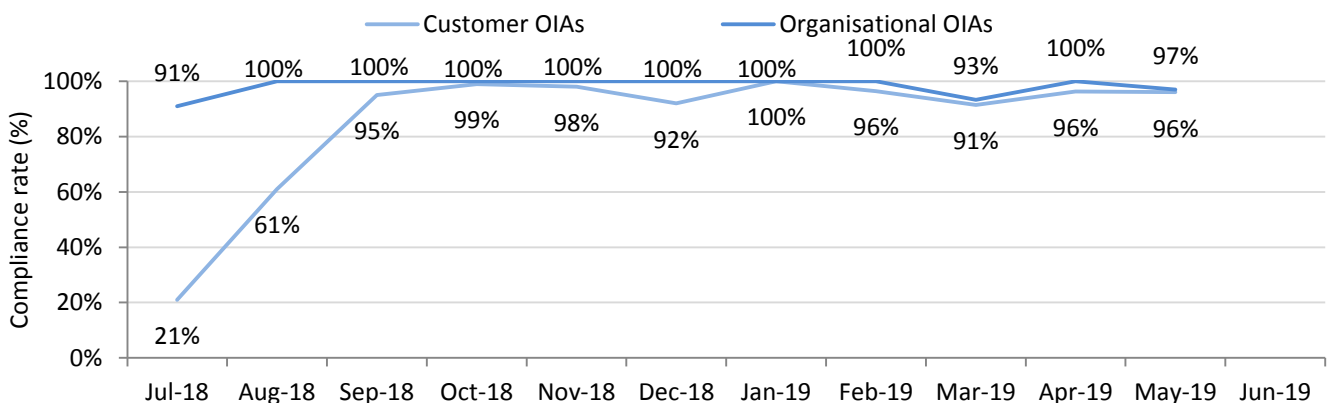
Organisational OIA requests



Government Relations Team received 22 new high level OIAs, in addition to the 11 on hand from April. Resolved 14, with 19 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. 97% overall compliance rate.

OIA Compliance Rate

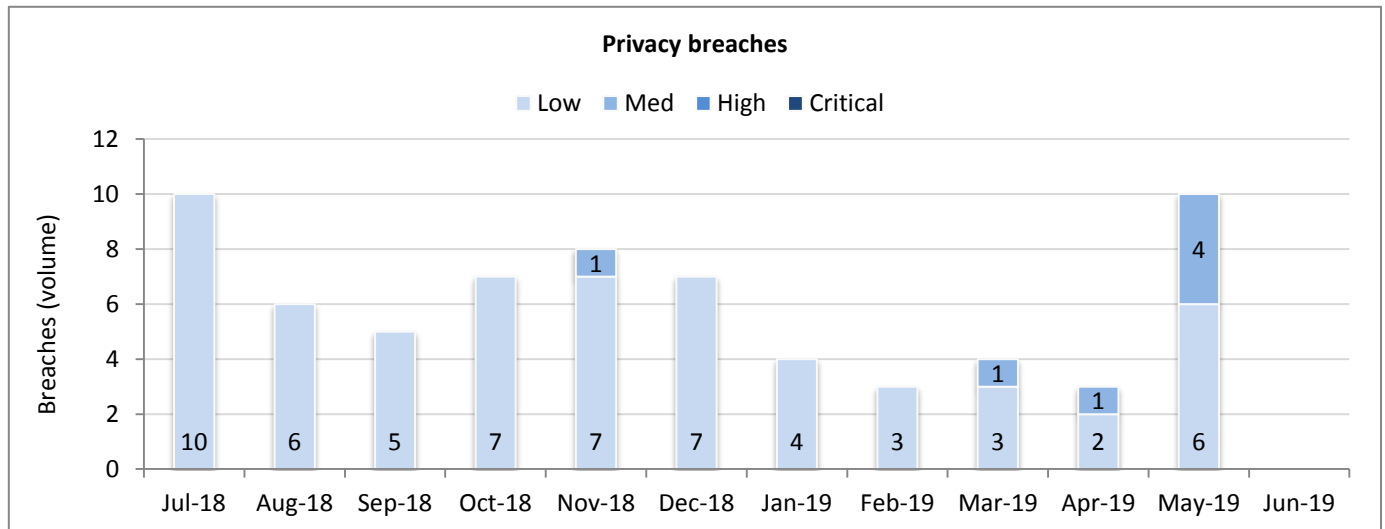
Target = 100%



The compliance rate for Customer OIAs has slightly increased from 91% to 96% this month. The Government Relations Team achieved 97% compliance for Organisational high-level OIAs in May.

Section 7 - Privacy breaches

The number of privacy breaches in May has increased to Ten this month, six low and 4 medium, the highest breach count year to date.



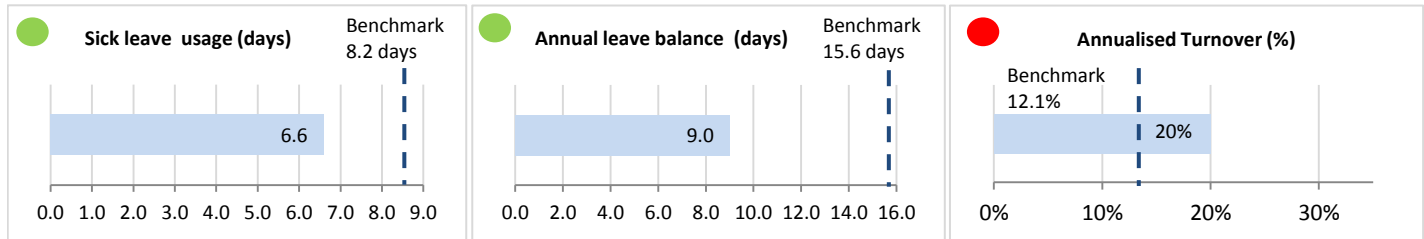
For the month of May, the Risk and Compliance Team recorded 10 privacy breaches (6 low level and 4 medium) . The breaches consist of: Wrong document sent (2); Incorrect postal address used (1); Incorrect email address used (1); Incorrect document content (1); During phone call (1); Other (4) . The root cause analysis in relation to the four medium breaches was ongoing at time of this report. No harm appears to have arisen as a result of any of these 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

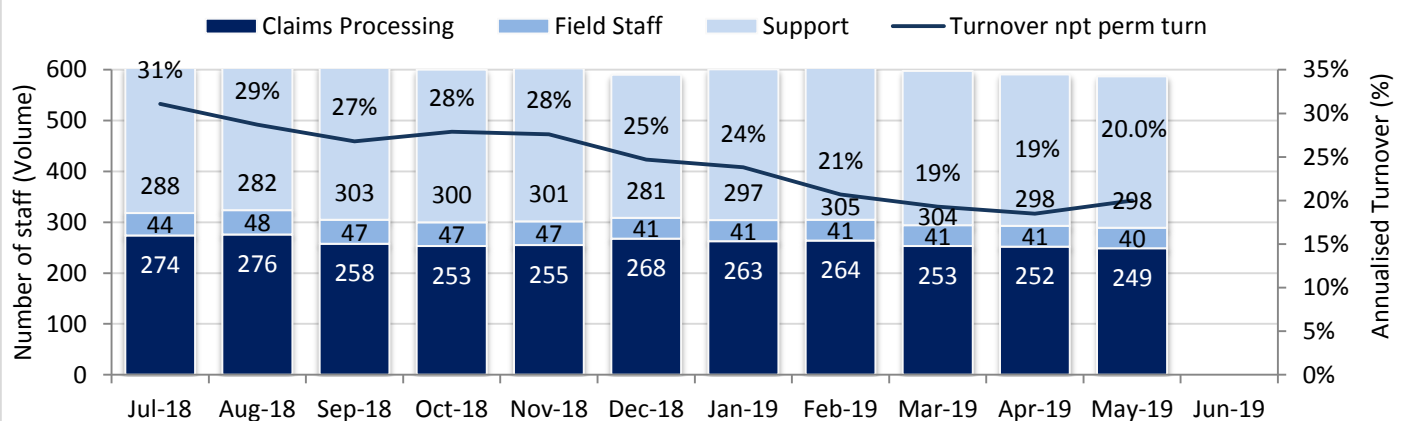
Section 8 - HR Operations

With the summer now over, annual leave balances had begun to rise again, but have reduced slightly in May due to the Easter break and school holidays. It is expected that this will rise again over the next few months. Sick leave usage increased slightly this month, and this trend may continue over winter as the usual illnesses take hold for both staff and their families. The turnover rate is expected to continue to fluctuate as further organisational changes occur.

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

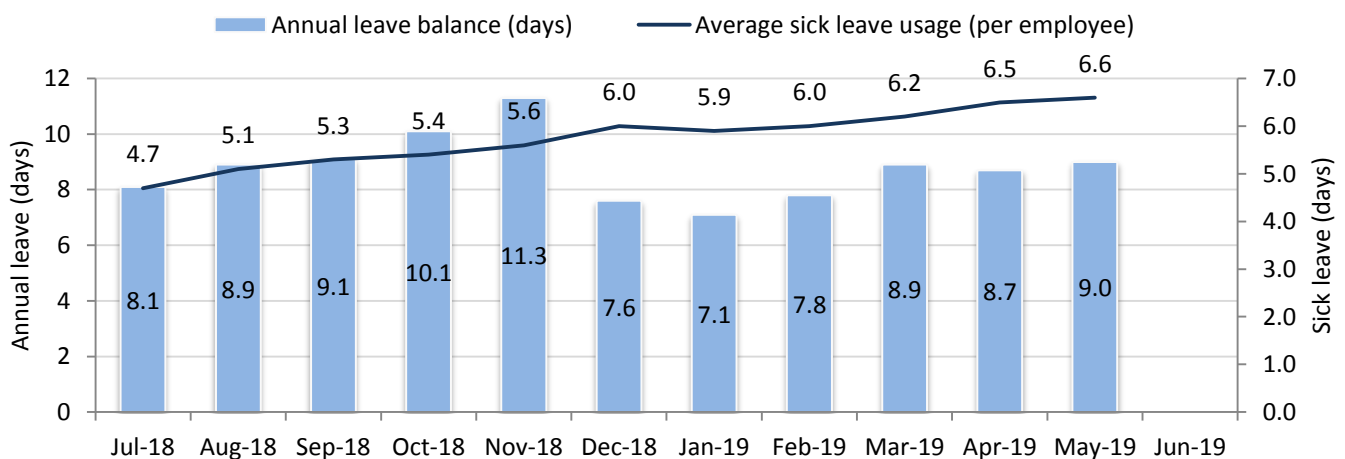


Headcount and Annualised Turnover



Turnover trended slightly upward to 19.5% this month. This trend is expected to grow over the coming months if the implementation of proposed changes goes ahead.

Annual and Sick leave



The average sick leave usage increased slightly and now sits at 6.6 days (up from 6.5 days in April) and tracks below the new public sector benchmark of 8.2 days. Annual leave is also slightly increased to 9 days, and growth may continue over winter if previous trends are repeated. Both of these are well below the Public Service Benchmark.