

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 - Customer Care

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

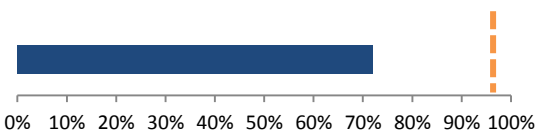

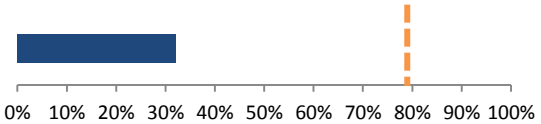

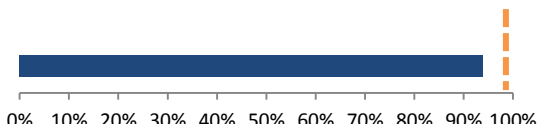

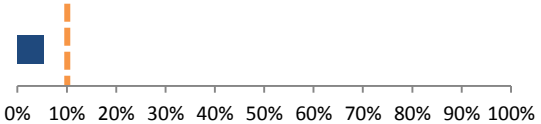

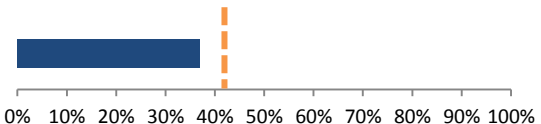

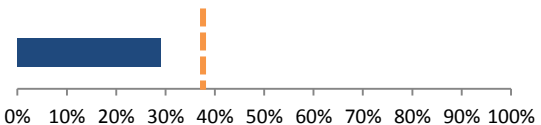

This section tracks EQC's annual and sick leave usages and compares them to the Public Service Benchmark.

*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	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%	72%		
Commentary: This month, a further 218 claims have been either fully settled or are in the process of being repaired, which brings the cumulative month to date results to 72% of the claims on hand as at 30 June 2018.					
<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>					
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%	32%		
Commentary: At this stage of the financial year it is difficult to determine performance in regards to this measure as no reopened claims post 30 June 2018, have been open for more than the six months target yet. Inflow post 30 June currently sits at 3,416, of which 1,096 have either been settled or are under repair.					
<i>*Where EQC potentially has outstanding liability under the EQC Act. Excludes new litigation cases.</i>					
2.1.3	The frequency of our communications to provide customer certainty in the progress of their claims settlements	100%*	94%		
<i>*All customers with an outstanding claim are provided with a personalised communication from EQC. Excludes litigation.</i>					
Commentary: For the month of November, 96% of customers with an outstanding claim received a personalised monthly communication. This brings the year to date result to 94%.					
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%	5%		
Note: this is a reverse target					
Commentary: Our enduring settlement rate has improved to 5.3%. A deep dive analysis into reopened claims reasons took place last month which has resulted in improved accuracy and clearer definitions.					
2.1.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum	≥ 42%	37%		
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%	29%		
Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 October 2018. The year to date results are based on the cumulative monthly results. During the month, overall satisfaction (2.1.5) increased to 44% (up from 40% last month); and Kept Informed (2.1.6) increased to 38% (up from 34% last month).					

Key:



Result not available for the month



On track for delivery



Potential risk of not achieving



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%	54%		
2.2.2	Reopened Kaikōura claims lodged post 30 June 2018 will be settled within 6 months of reopening.	90%	0%		

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 31 October. There were 868 outstanding claims as at 30 June 2018. Of those, 461 claims (54%) across both EQC and private insurers have been settled, leaving the other 407 (45%) outstanding claims on hand. Note, this month we are missing data from one private insurer.

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 31 October. Since the beginning of the financial year, EQC has three reopened claims and private insurers reported 156 reopened claims. These claims have not been settled yet.

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%		
2.3.2	The frequency of our communications to provide customer certainty in the progress of their claims settlements	100%*	97%		
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%		

Commentary: The percentage of claims settled within 90 days of assessment for November was 98%, bringing the YTD result to 97% (no change from October). This is an interim result based on 90 calendar days which may affect stated performance slightly.

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

Commentary: For the month of November, 98% of customers with an outstanding claim received a personalised monthly communication. This brings the year to date result to 97%.

Note: this is a reverse target

Commentary: As at 30 November, the year to date reopen rate is maintained at 3.1% (no change from last month). This represents 98 claims reopened out of 3,129 claim closures.

Key:



Result not available for the month



On track for delivery



Potential risk of not achieving



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%	75%		
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%	70%		

Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 October 2018. The year to date results are based on the cumulative monthly results. During the month, overall satisfaction (2.3.4) increased to 78% (up from 76% last month); and Kept Informed (2.3.5) decreased to 72% (down from 76% last month).

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

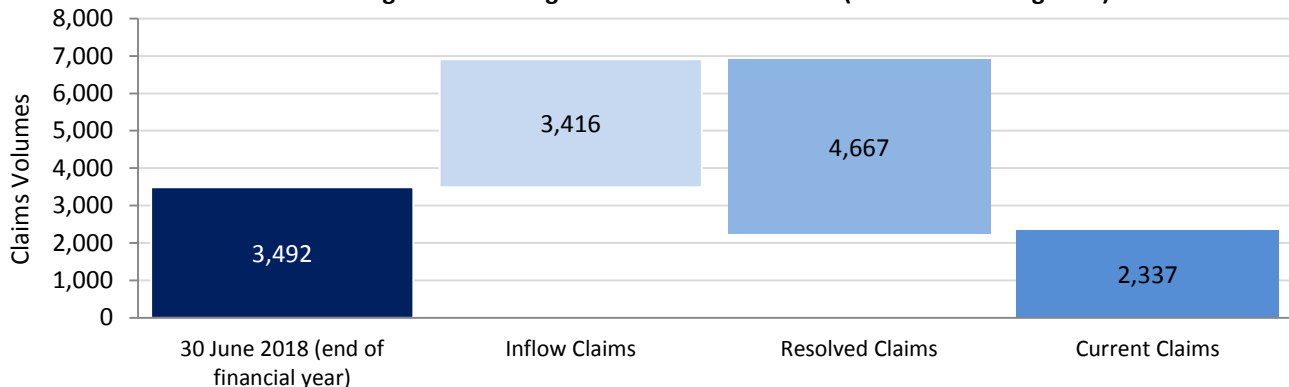


Performance trend decrease

Section 2 - Canterbury

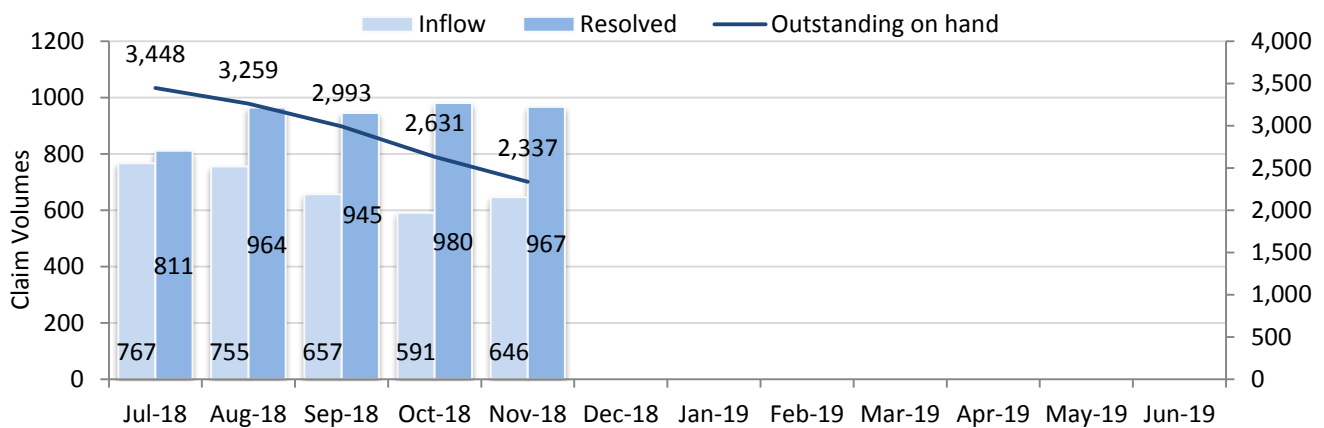
Progress on Canterbury claims continues to improve. Since the beginning of the financial year, more claims are being resolved and less claims are left on hand at the end of the month.

Overall Managed Claims Progress - 2019 Financial Year (excl claims in litigation)



Our year to date performance continues to improve as we continue to see a further reduction in the claims reported on hand and a steady increase in claims resolved. As at the end of the November, we have resolved 4,667 claims leaving 2,565 claims to be resolved. This will be a mixture of claims on hand at 30 June 2018 and subsequent inflow. Note, this excludes any claims with litigation flags.

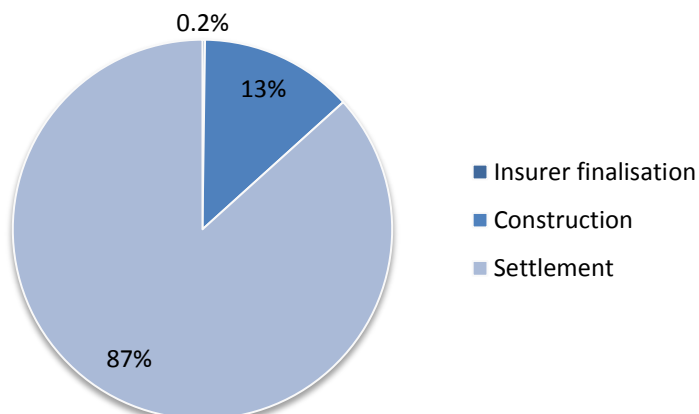
Progressed of Managed Claims



Note - There are currently 929 claims in litigation.

During the month of November, we have reopened 646 claims in addition to the 2,631 claims we had on hand last month. Of these, 967 have been resolved.

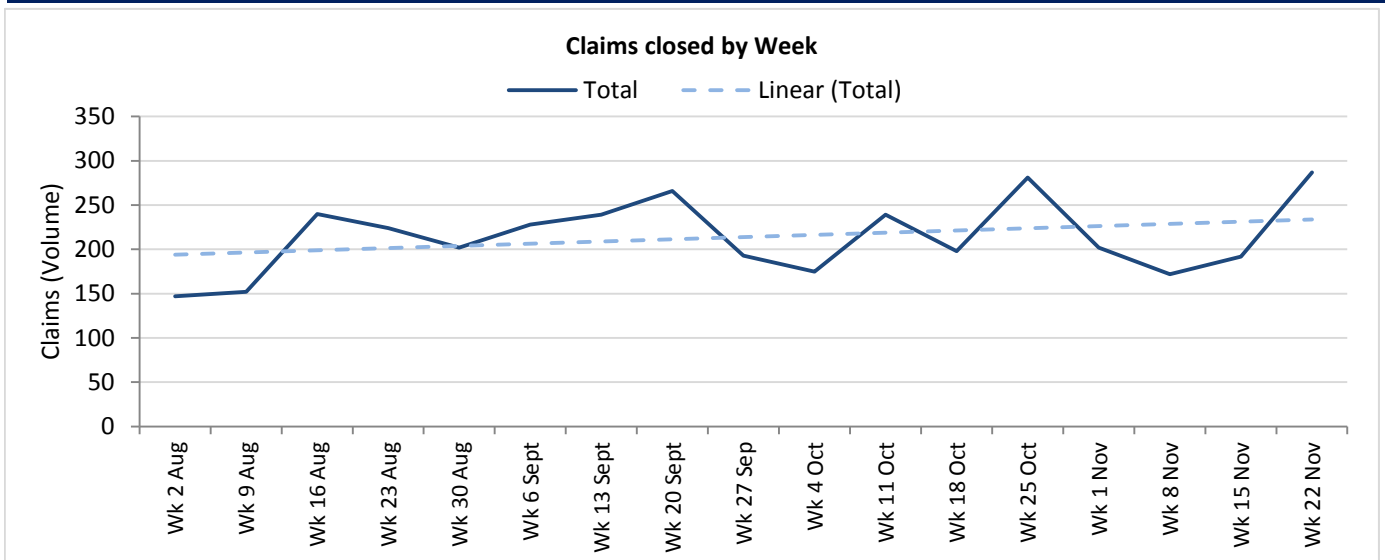
Open claims by Group



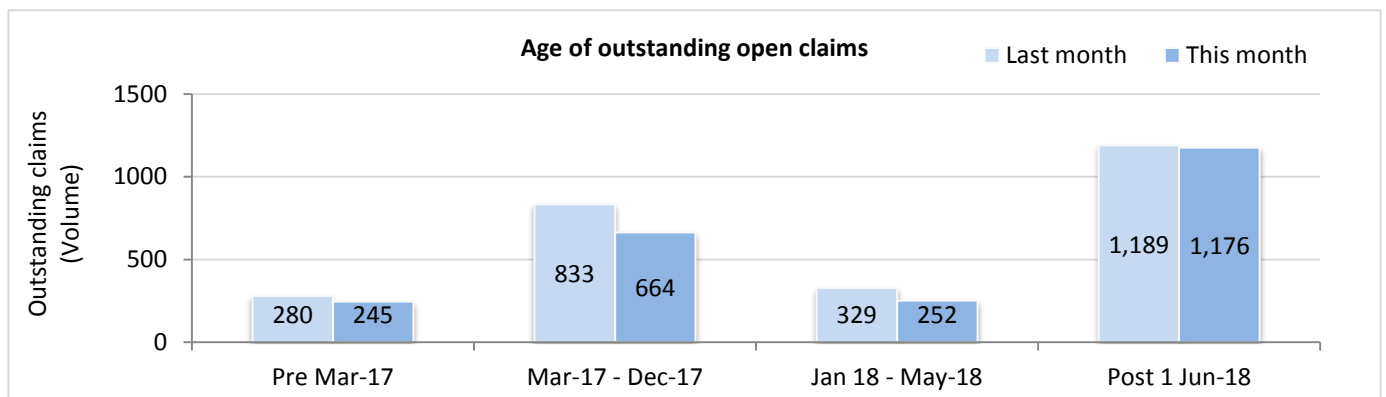
As at 30 November 2018 there are 2,337 open internally managed claims on hand. 87% of these claims are being managed by the Settlement teams, 13% are under repair and with the Construction teams and less than 1% is currently with the Insurer Finalisation team. Note, this excludes any claims with litigation flags.

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

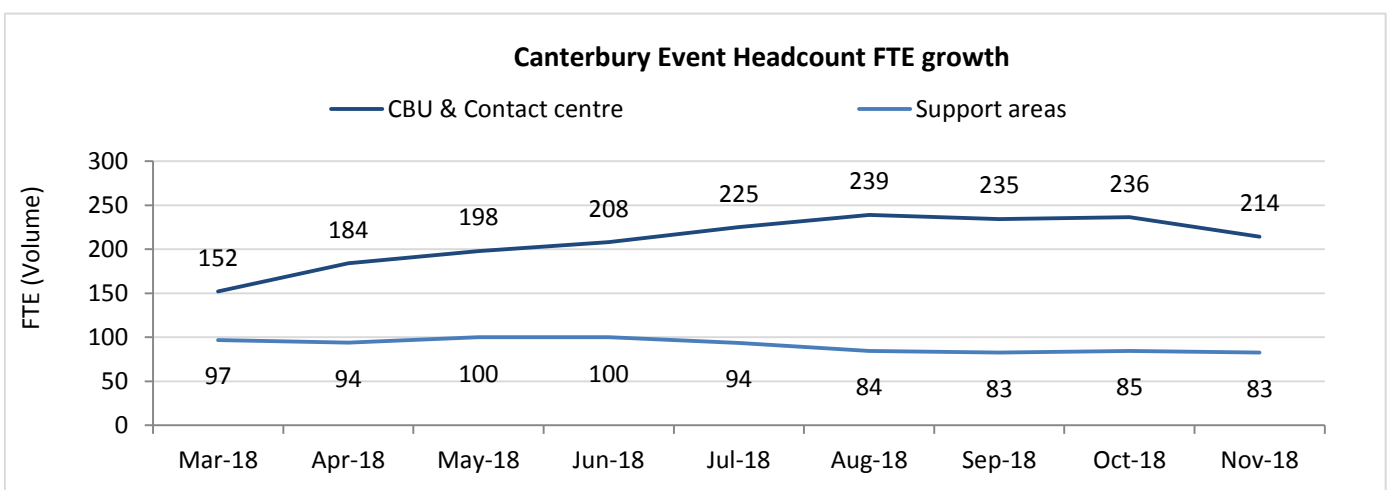
Section 2 - Canterbury (cont.)



The weekly closure rate continues its upwards trend and follows normal weekly fluctuations.

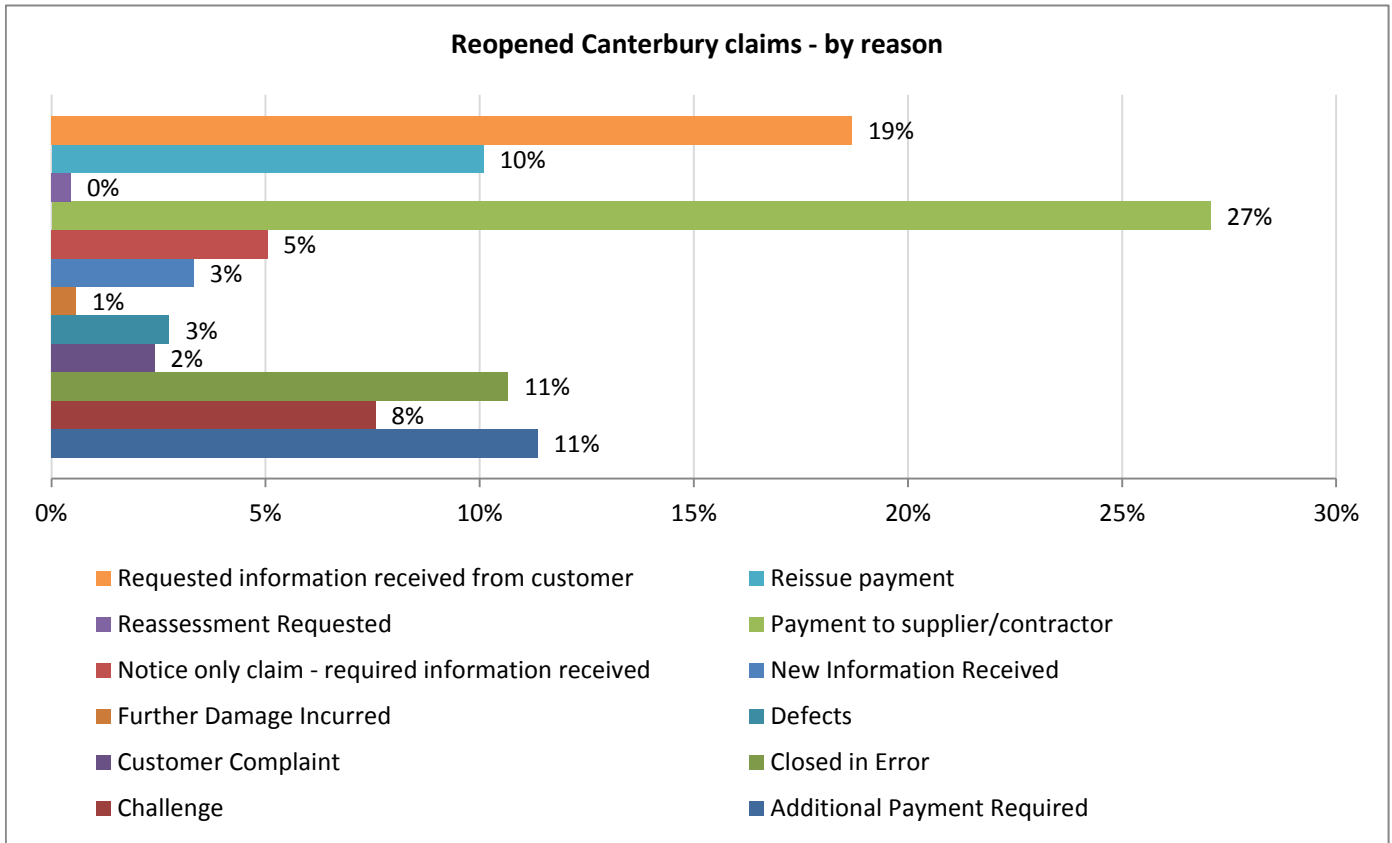


During November we see a reduction of open claims across all age buckets. The Canterbury team continues to focus on aged claims with the aim to decrease the average days open rate for all open claims.



Resources utilised for Canterbury reduced during November by 24 FTE. This reduction was primarily driven by FTE that transferred to other events (16 FTE), resignations where roles have not yet been filled and lower utilisation of support staff (3 FTE).

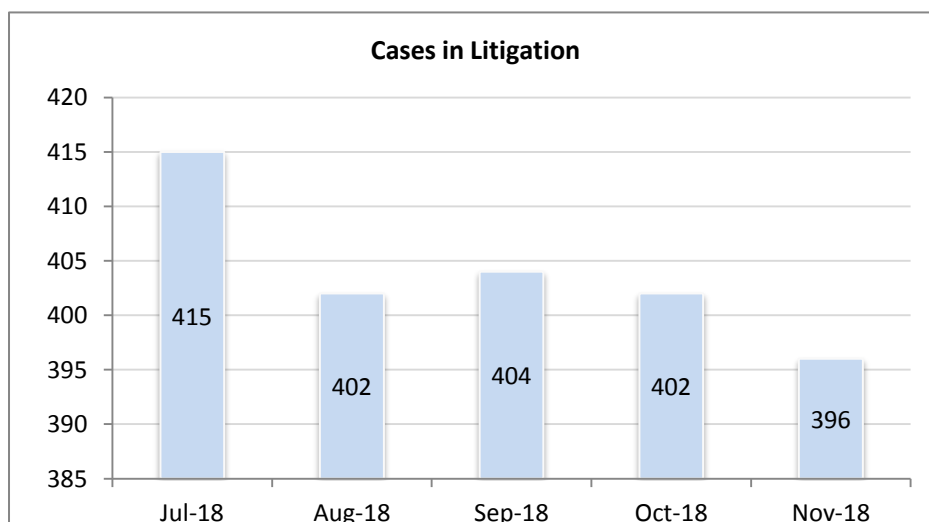
Section 2 - Canterbury (cont.)



The graph represents 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 26% 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.

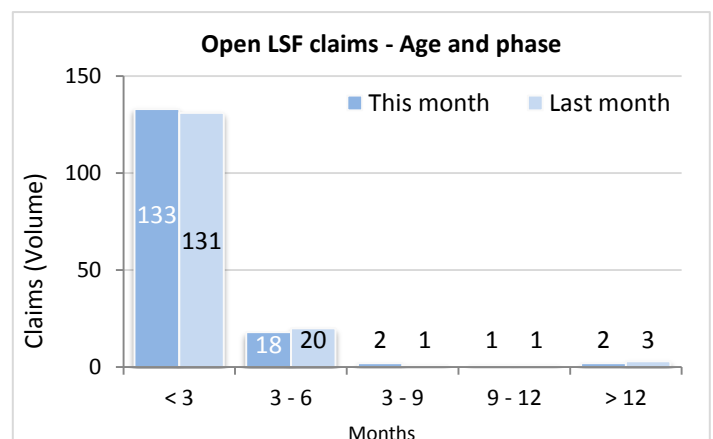
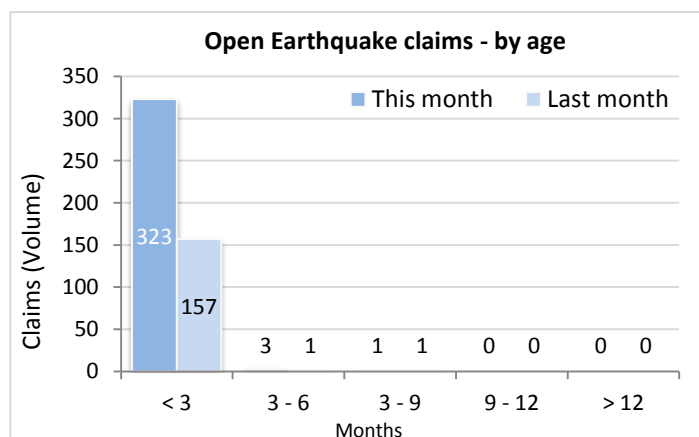
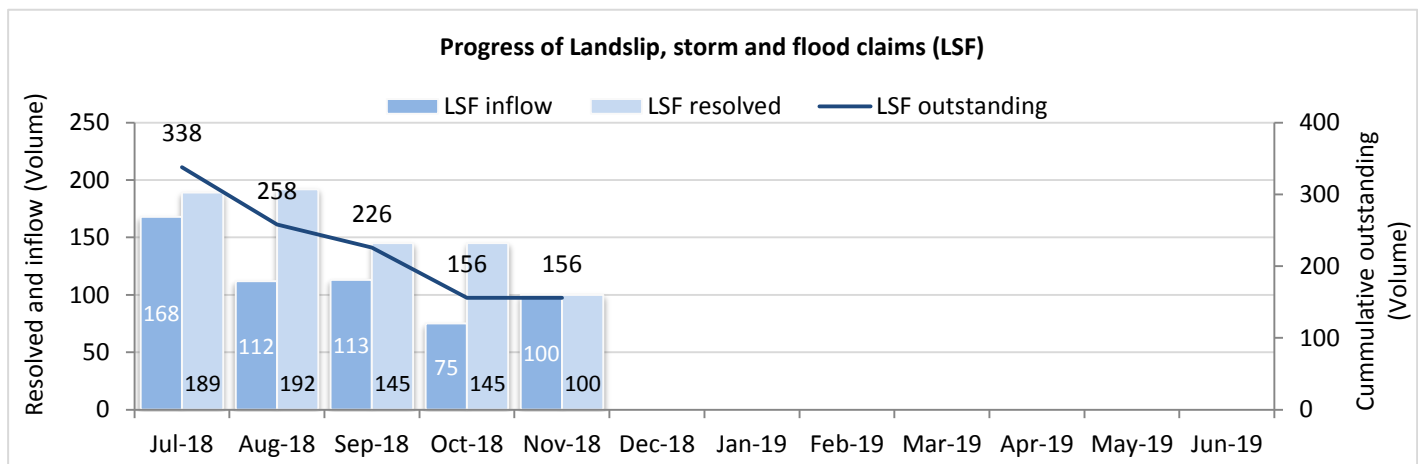
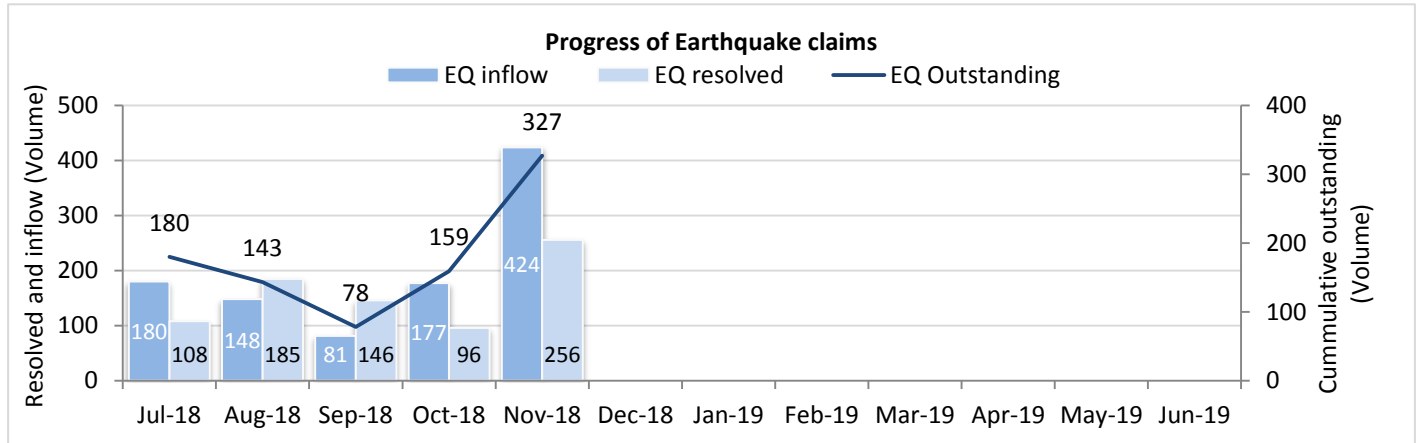
Note, where a claim has been settled in CMS v4 and then subsequently opened in CMS v8 is excluded for the above population. Work is ongoing to understand better the reasons behind why these claims are being reopened, however, it is expected that these are of a more substantial nature.



The graph represents the total number of litigation cases currently open. This is all events, however, predominantly relates to the Canterbury event. Note, that one case can hold multiple claims.

Section 3 - Customer Care

Customer Care performance this month is largely being driven by the 6.2 magnitude earthquake that hit Taumaranui on 30 October. To date, 470 claims have been lodged for the Taumarunui earthquake, of which 202 have already been closed.



Total Call Volume

Since mid November, EQC uses a new telephony system. As this month has a mix of data from the old and new telephone systems, we are not in an advisable position to report on telephony performance. We will resume reporting on total calls from next month when a full data set (from the same source) is made available to us.

Section 4 - Customer Satisfaction

The customer satisfaction results below are for October 2018, as we report one month in arrears. The Customer Satisfaction measures (both Overall Satisfaction and Kept Informed) have been increasing each month so far this financial year. Most notably, Canterbury Overall Satisfaction (2.1.5) is only 5 percentage points below target, and Customer Care satisfaction measures (2.3.4 and 2.3.5) continue to be above target.

*Service Quality**Kept Informed*

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

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



n refers to the survey sample size, ie the number of people surveyed for the month

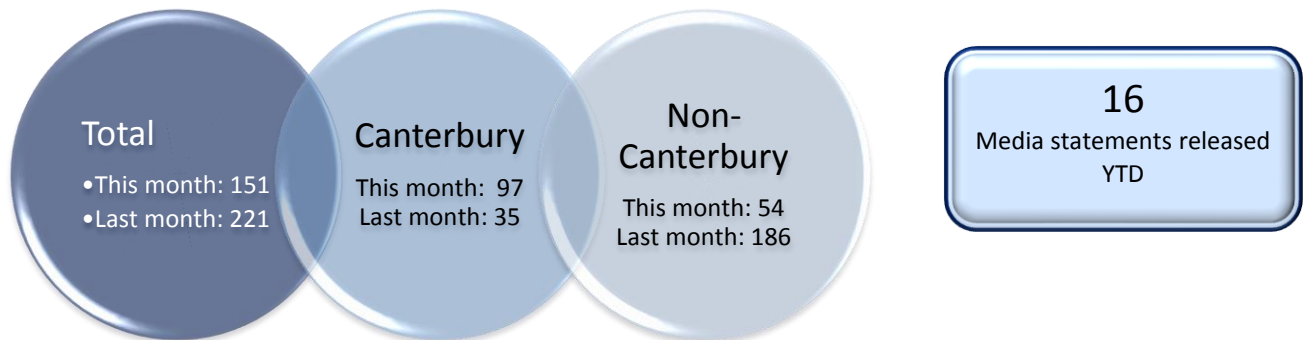
The top two graphs are an amalgamation for all events and are indicative only (not SoPE measures)

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.

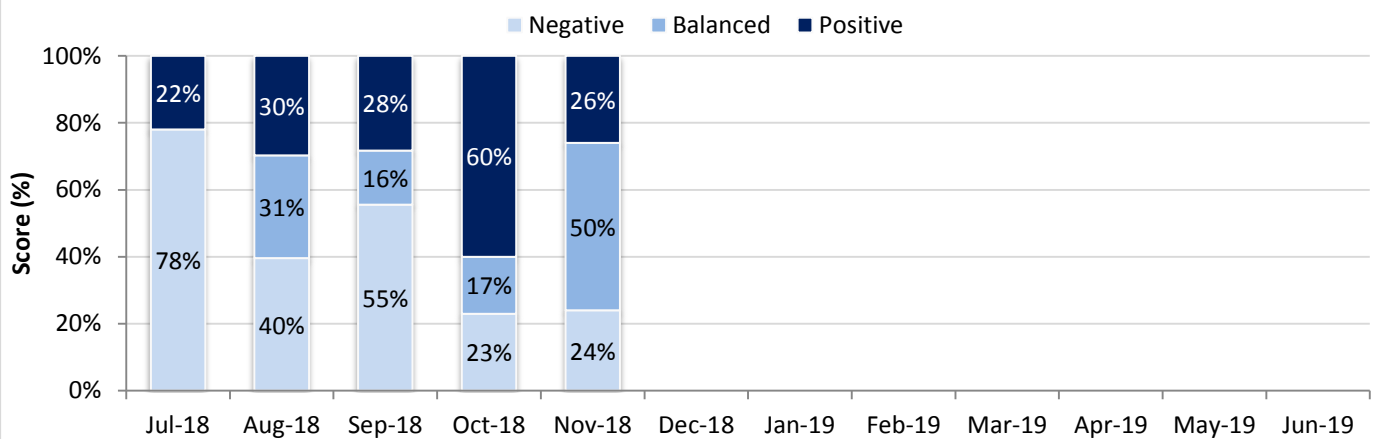
Section 5 - Media

The coverage dominating the announcement of the public inquiry into EQC, generated neutral/balanced media scores this month. The total number of media articles has also decreased this month, however the number of media statements released increased by five, bringing the year to date result to 16 media statements.

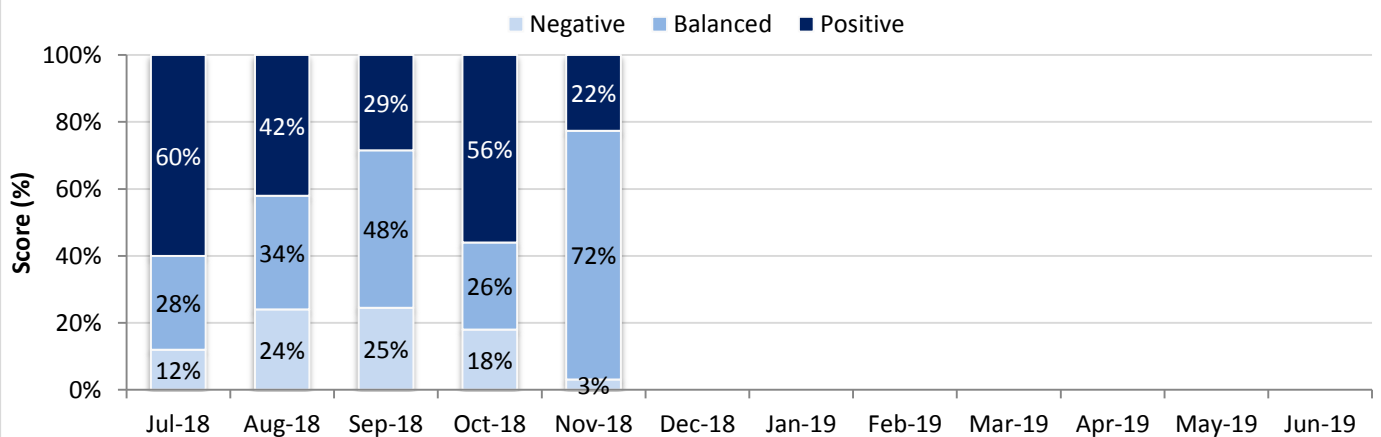
Media articles



Media Score - Canterbury



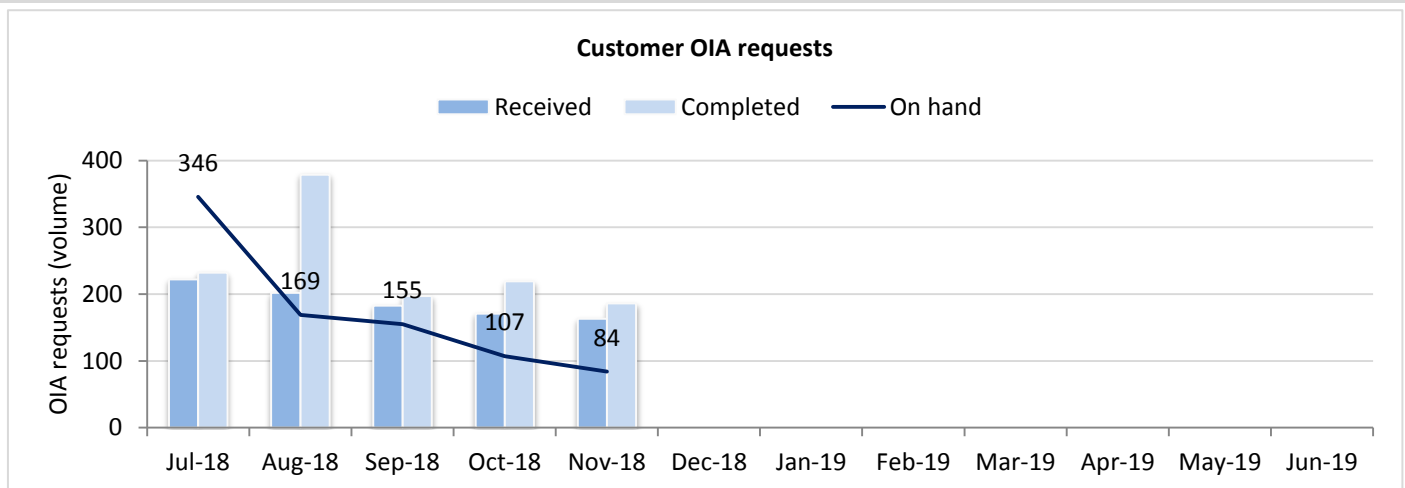
Media Score - Non Canterbury



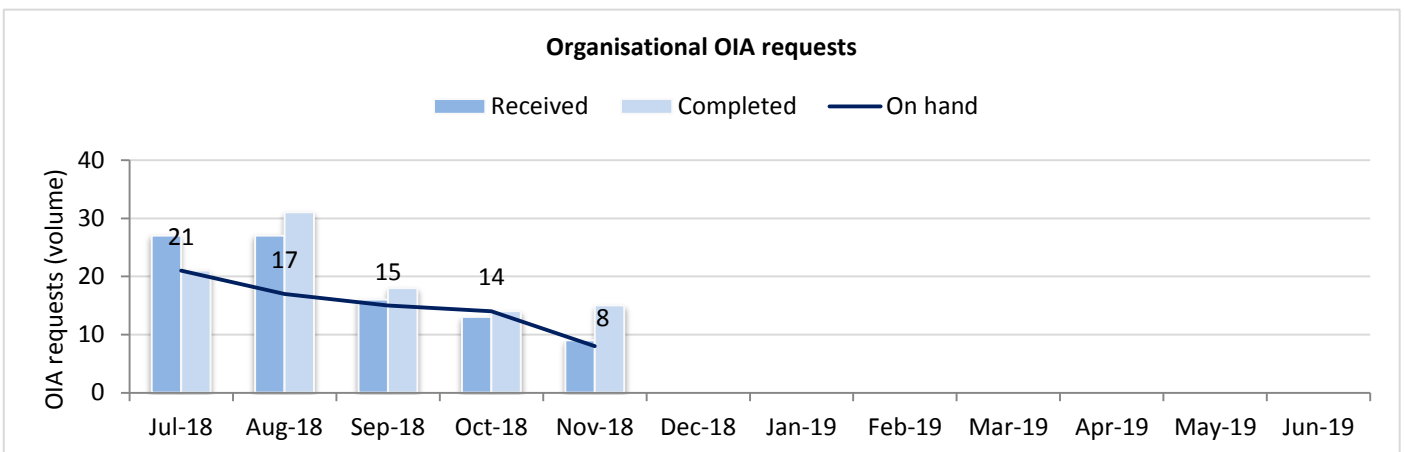
Media issues relating to EQC this month were: Sir Michael Cullen's statement on EQC's support for Public Inquiry, EQC-sponsored meeting of international earthquake experts in Oamaru, EQC's advice for residents impacted by November storms, EQC recognising the 2nd anniversary of the Kaikōura earthquake, and the High Court hearing for on-sold properties test case to be heard next year.

Section 6 - Official Information Act (OIA) Requests

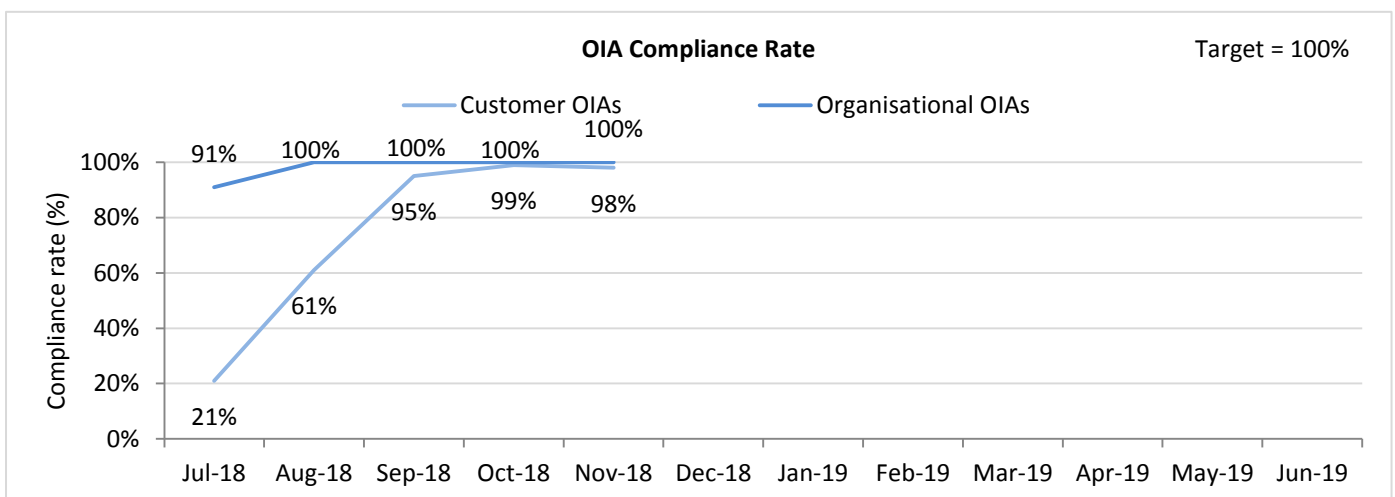
The two OIA teams continue to show high productivity and efficiency as they finish the month with record low numbers of OIAs on hand (for this financial year). OIA compliance rates continue to show a strong trend.



The Customer OIA team received 163 OIAs this month, in addition to the 107 OIAs on hand from last month. They have completed 67% of these, leaving 84 on hand at the end of October.



The Organisational OIA Team received 9 new OIAs (in addition to the 14 OIAs on hand from last month). This month they have resolved over 65% of all OIAs, leaving 8 OIAs on hand. A data cleansing exercise revealed a few minor inconsistencies in previously reported figures - the numbers have now been updated.

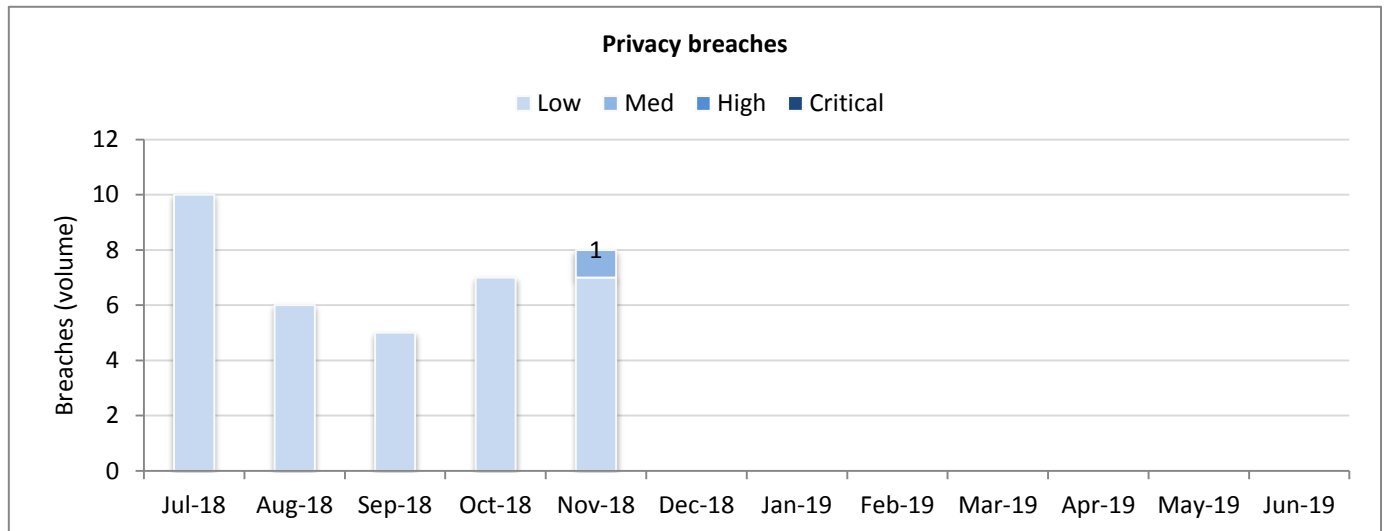


The Organisational OIA Team maintains its 100% compliance rate this month and expect this rate to be ongoing.

A high level of compliance was achieved with only three non-compliant cases this month.resolved. Complainece rate for the customer OIA team slightly reduced to 98% at the end of the month (down from 99% last month). The team continues its focus on reducing the numbers of cases on hand.

Section 7 - Privacy breaches

The number of privacy breaches increased to eight this month (an increase of one from last month). For the first time in 15 months we have identified a Medium level privacy breach; it was duly contained and no harm is anticipated.



For the month of November, the Risk and Compliance Team recorded eight privacy breaches (seven low level breaches and one medium level).

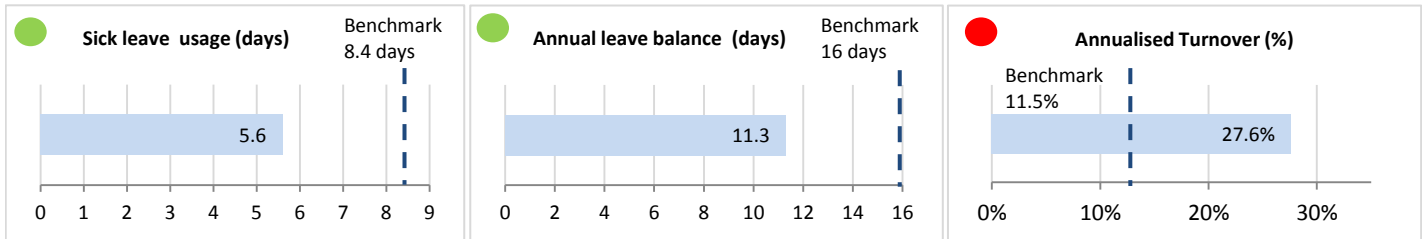
Breaches this month consist of: incorrect documents sent out (4); incorrect email addresses used (2); incorrect document uploaded (2).

Low	Medium	High	Critical
<ul style="list-style-type: none"> • Non-sensitive information disclosure; • Single person affected 	<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"> • 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"> • 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 • No harm arising • Contained and resolved

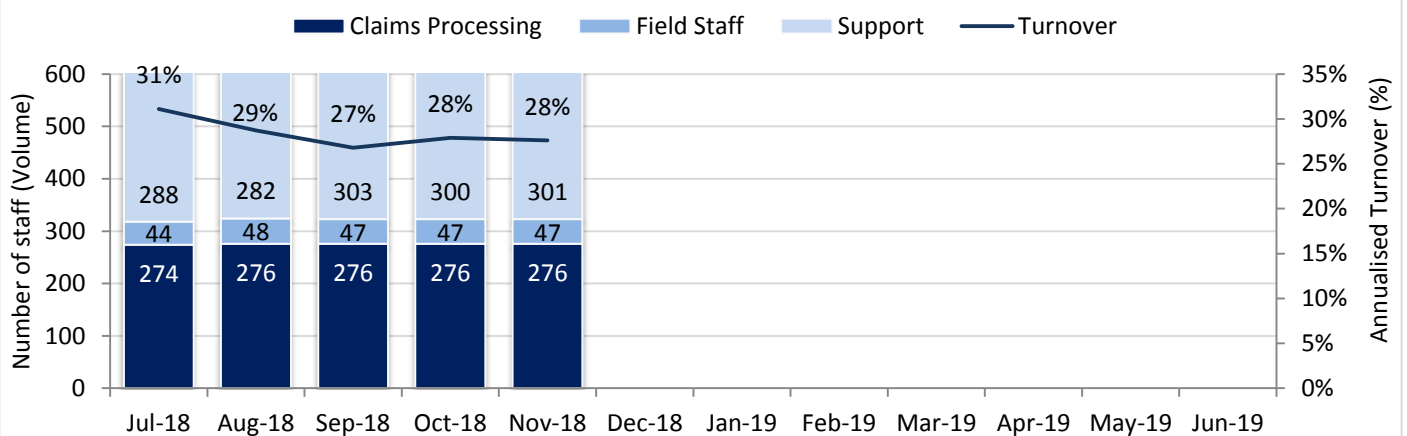
Section 8 - HR Operations

EQC is nearing the end of its organisational restructure journey and as such expecting turnover to decrease in the coming months. Turnover had minimal change since August which could be explained by uncertainty associated with the change. Annual Leave balances have continued to grow but should start to decrease as employees start taking holiday leave over summer.

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

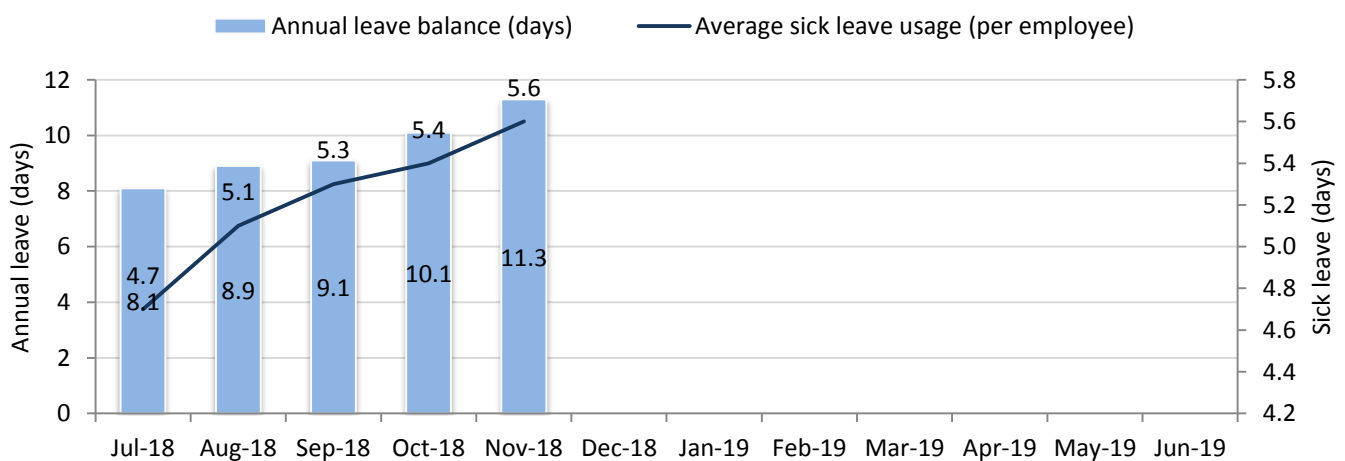


Headcount and Annualised Turnover



Turnover has plateaued around 28% for the last 4 months. As the organisation nears the end of its planned restructures, this trend is expected to continue for a few more months and then start to decrease as the volatility subsides.

Annual and Sick leave



The average sick leave usage increased to 5.6 days (up from 5.4 days in October) and tracks below the public sector benchmark of 8.4 days. Similarly, the average annual leave balance increased to 11.3 days (up from 10.1 days in October) and is well below the 16 days benchmark. Annual leave balances are expected to decrease over the next few months as employees start taking holiday leave over the summer break.