

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 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%	65%		
<p>Commentary: This month, a further 166 claims have been either fully settled or are in the process of being repaired, which brings the cumulative month to date results to 65% 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%	31%		
<p>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 2,770, of which 851 have either been settled or are under repair.</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%*	93%		
<p><i>*All customers with an outstanding claim are provided with a personalised communication from EQC. Excludes litigation.</i></p> <p>Commentary: For the month of September, 86% of customers with an outstanding claim received a personalised monthly communication. This brings the year to date result to 93%.</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%	10%		
<p>Note: this is a reverse target</p> <p>Commentary: Our reopened rate has increased to 9.8% which is just over the threshold of 10% for the year. Further analysis on this increase is currently being undertaken to understand the reasons behind reopened claims.</p>					
2.1.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum	≥ 42%	35%		
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%	26%		
<p>Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 September 2018. The year to date result reported is based on the cumulative monthly result. During the month, Overall Satisfaction (2.1.5) increased to 40% (up from 35% last month); and Kept Informed (2.1.6) increased to 34% (up from 23% 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

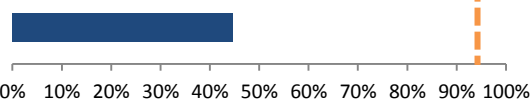



Performance trend decrease

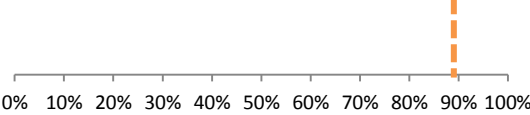

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Claims management

Output 2.2 - Settlement of Kaikōura 2016 Earthquake

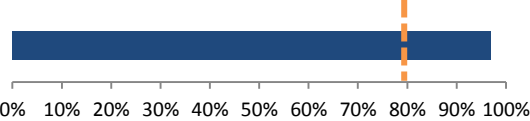

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.2.1	Outstanding claims on hand at 30 June 2018, excluding any that are subject to litigation proceedings, are settled by 31 December 2018	95%	45%		

Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 30 September. There were 868 outstanding claims as at 30 June 2018. Of those, 379 claims (45%) across both EQC and private insurers have been settled, leaving the other 489 (55%) outstanding claims on hand.

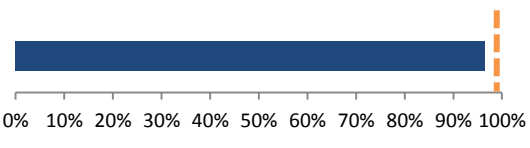

2.2.2	Reopened Kaikōura claims lodged post 30 June 2018 will be settled within 6 months of reopening.	90%	0%		
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Commentary: As Kaikōura measures are reported one month in arrears, the reported results are as at 30 September. Since the beginning of the 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)

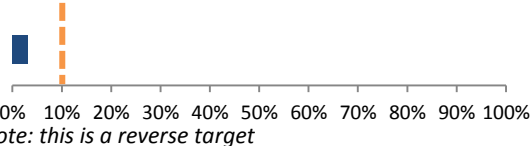

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.3.1	Claims are settled within 90 working days of assessment.	80%	97%		

Commentary: The percentage of claims settled within 90 days of assessment for September was 98%, bringing the YTD result to 97%. This is an interim result 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%*	97%		
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*All customers with an outstanding claim are provided with a personalised communication from EQC

Commentary: For the month of October, 100% of customers with an outstanding claim received a personalised monthly communication. This brings the year to date result to 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%		
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Note: this is a reverse target

Commentary: As at 31 October, the year to date reopen rate increased to 3.1% (up from 2.8% last month). This represents 90 claims reopened out of 2,867 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

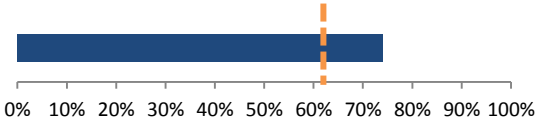

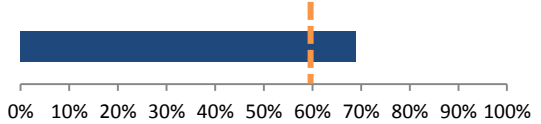



Performance trend decrease

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 Target	Result	Progress - YTD	Stauts/Trend
2.3.4	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process increases by 5% per annum.	≥ 62%	74%		
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%	69%		

Commentary: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 September 2018. The year to date result reported is based on the cumulative monthly result. During the month, overall satisfaction (2.3.4) increased to 76% (up from 75% last month); and Kept Informed (2.3.5) remained at 76%.

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



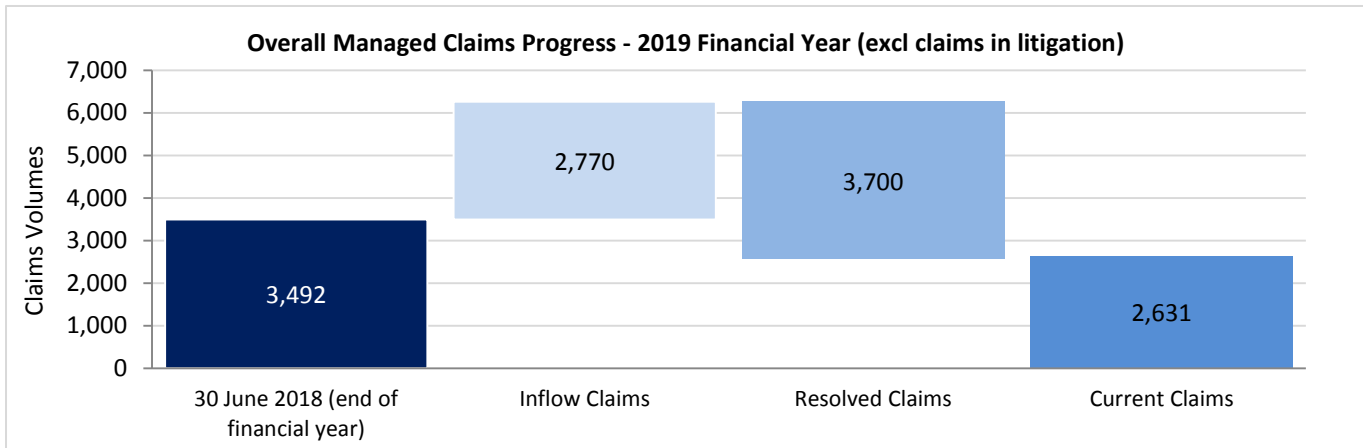
No change in performance trend



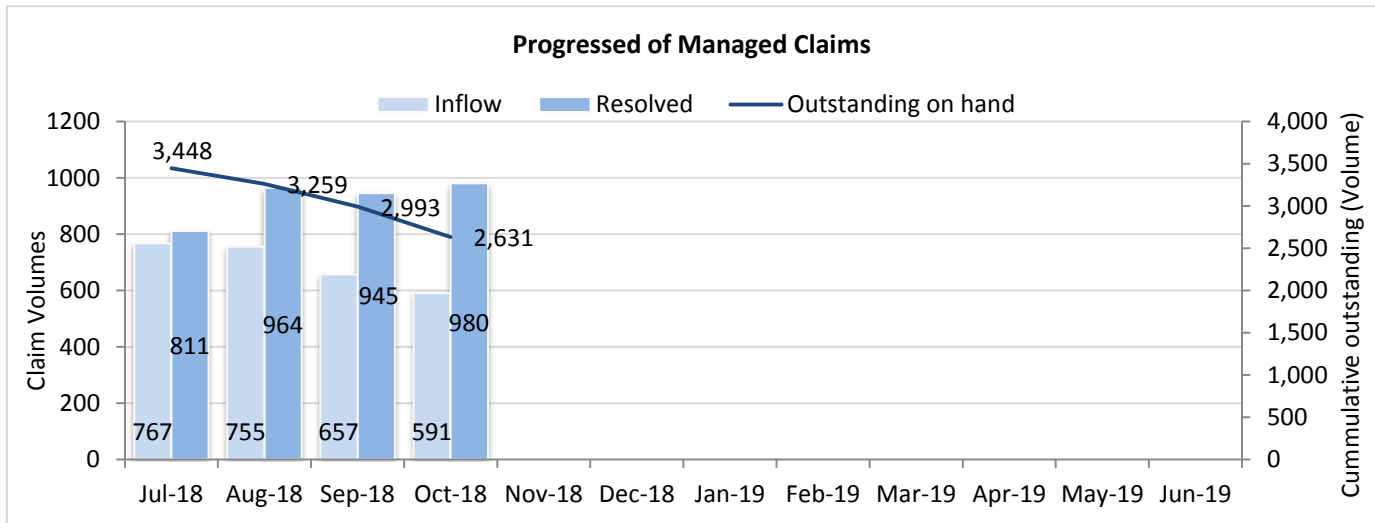
Performance trend decrease

Section 2 - Canterbury

Progress on Canterbury claims continues to improve. Since the beginning of the current financial year, the number of open/reopened claims decreases as well as the number of claims on hand at the end of the month.

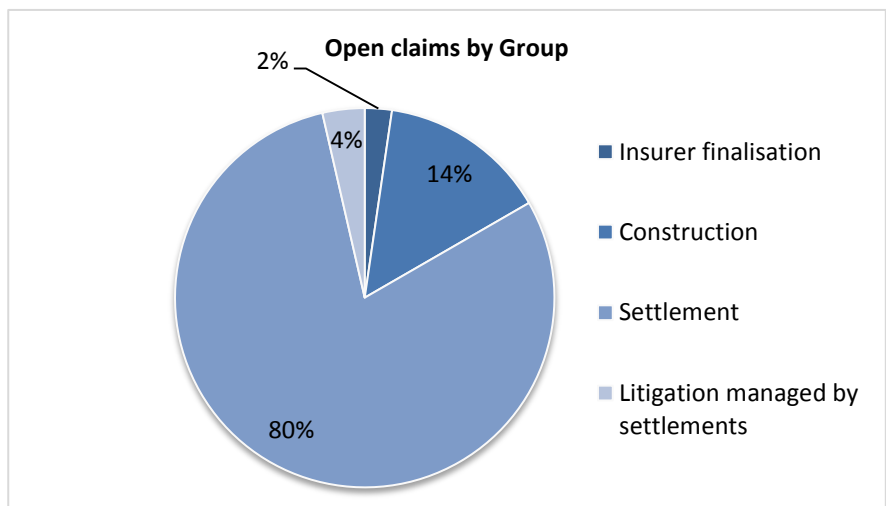


Our year to date performance continues to improve as we continue to see a further reduction in the claims reported on hand and a steady decline in claim inflow. As at the end of the October, we have resolved 3,700 claims leaving 2,729 claims to be resolved. This will be a mixture of claims on hand at 30 June 2018 and subsequent inflow. Note, this excludes 98 claims with litigation flags that are currently being managed by the Canterbury claim team.



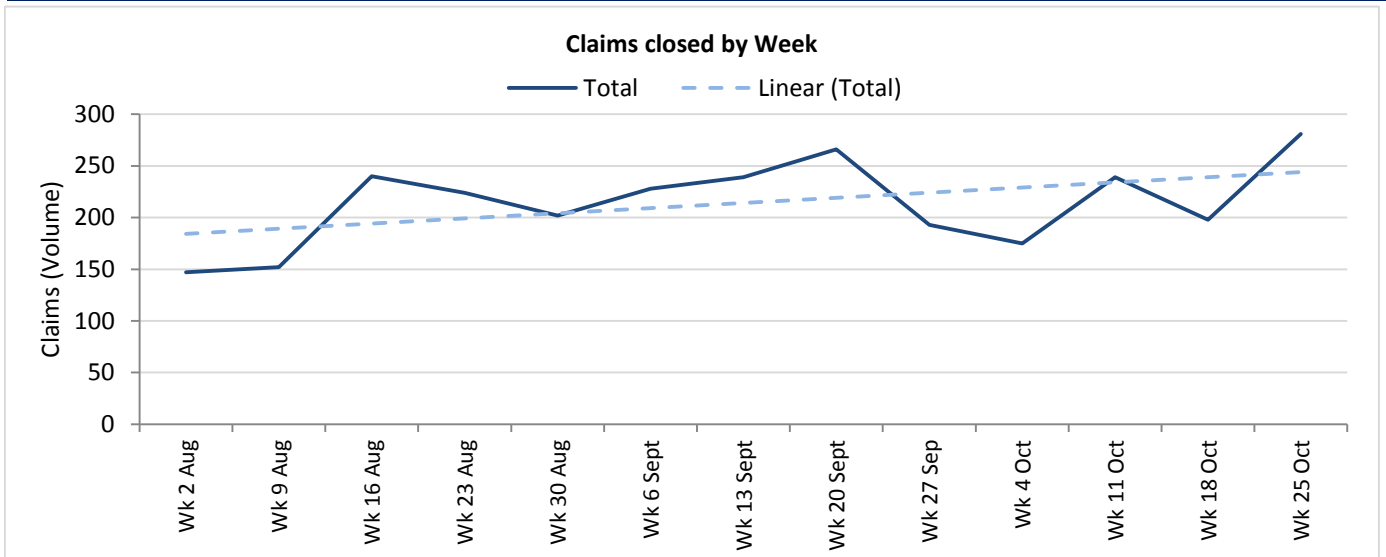
Note - There are currently 997 claims in litigation.

During the month of October, we have reopened 591 claims in addition to the 2,993 claims we had on hand last month. Of these, 980 have been resolved.

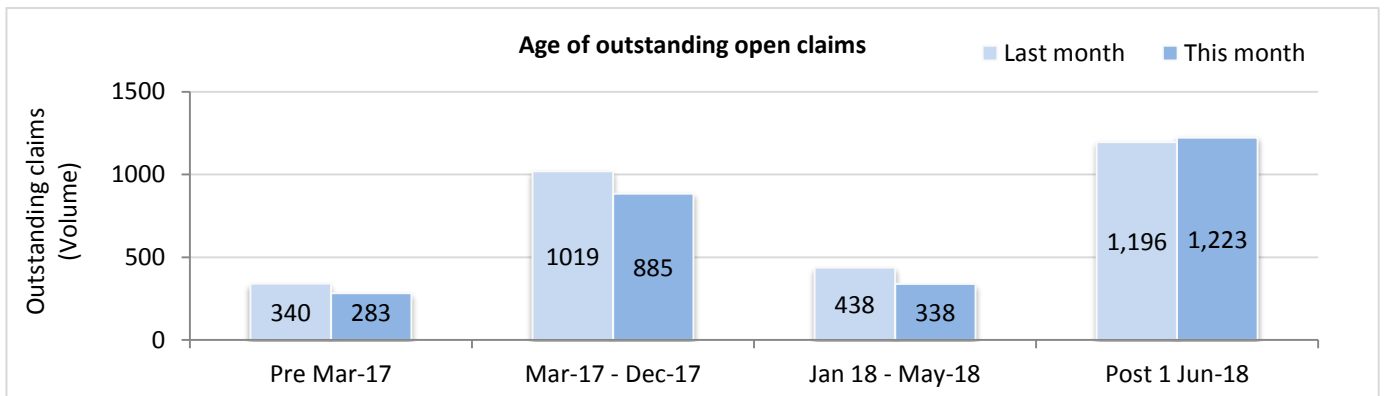


As at 31 October 2018 there are 2,729 open internally managed claims on hand. 84% of these claims are being managed by the Settlement teams (80% settlement claims and 4% litigation claims), 14% are under repair and with the Construction teams and 2% is currently with the Insurer Finalisation team. This month we can see a clear reduction in the Construction claims and increase of claims managed by Settlements as they manage 98 litigation claims.

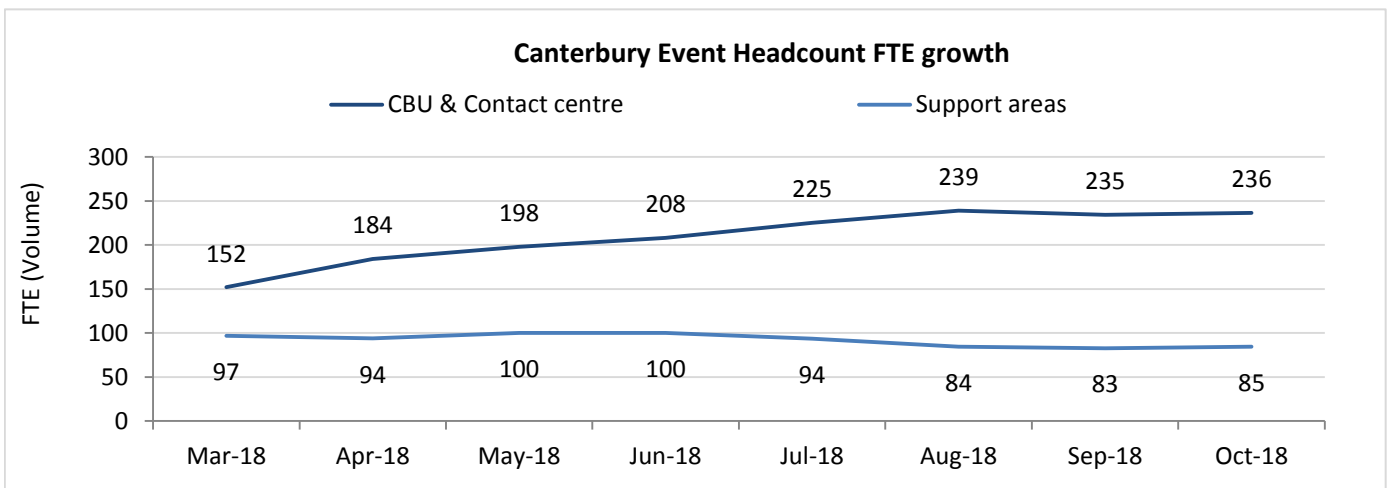
Section 2 - Canterbury (cont.)



The weekly closure rate continues its upwards trend.

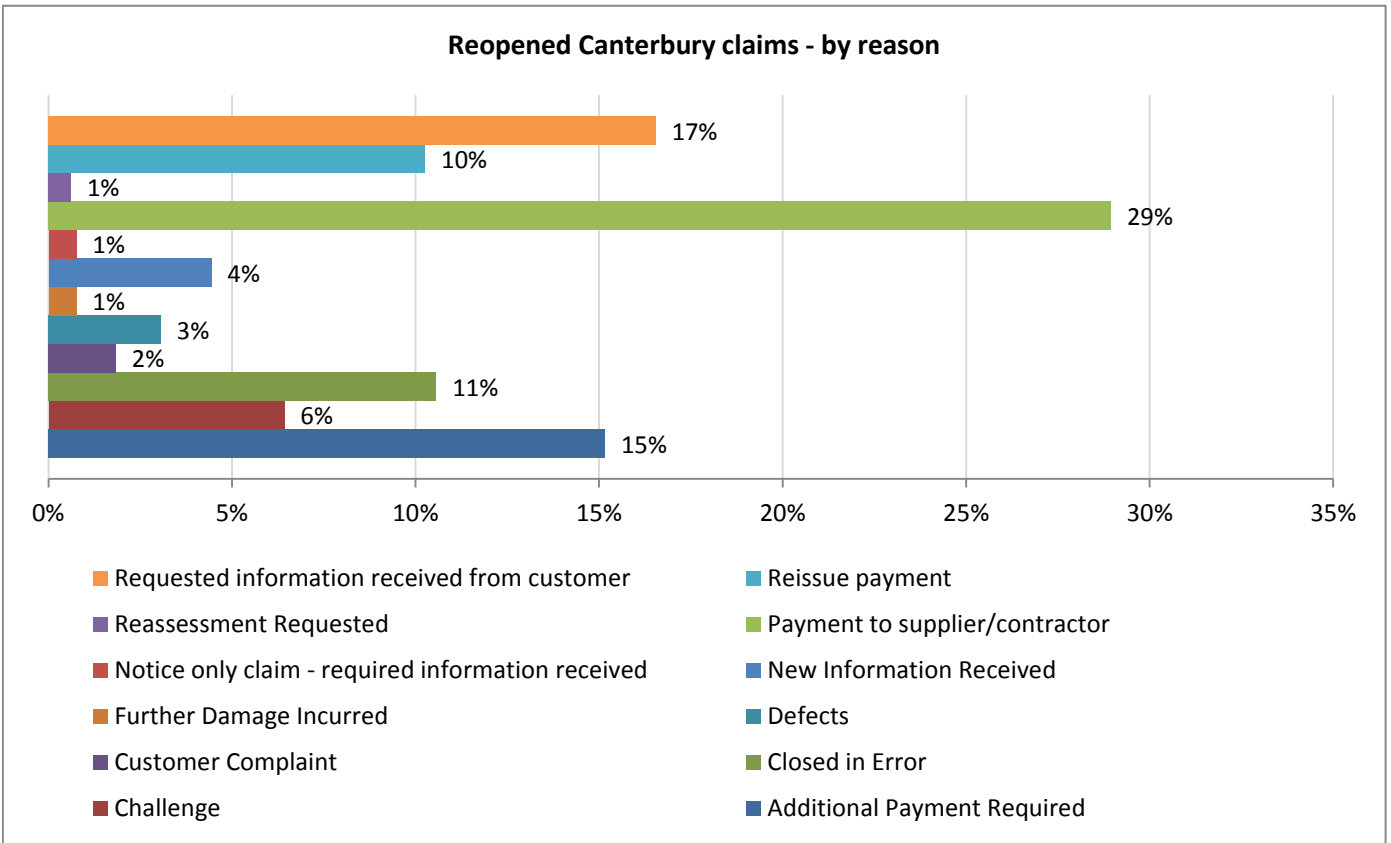


The age of outstanding open claims pre March 2017 until May 2018 continue to decrease as expected. The Canterbury team continues to focus on aged claims with the aim to decrease the average days open rate for all open claims.



The organisation continues to invest in resources to directly aid the resolution of Canterbury claims. This additional resource is helping to increase the rate of settlement. The small decrease in FTE growth is due to natural attrition movement.

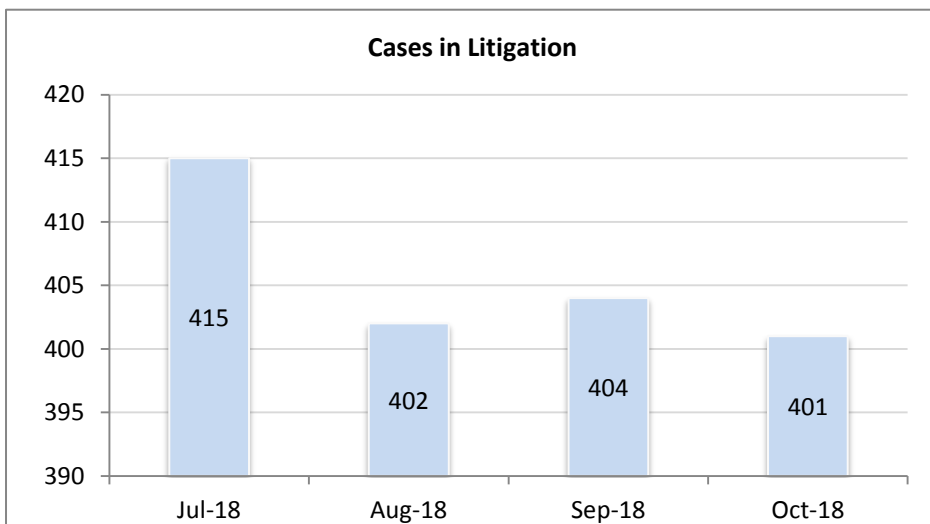
Section 2 - Canterbury (cont.)



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 24% of the reported reopened claims in the 2018/19 financial year.

Further analysis into reopened reasons took place last month, which resulted in better defining reopened reasons. However, it is still evident that a high proportion of claims in this group are being reopened to conduct administrative activities relating to the claim, with the biggest proportion being the need to finalise payment to a supplier / contractor.

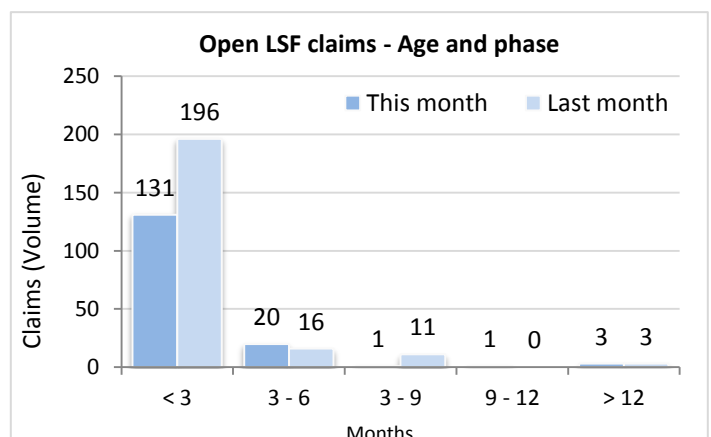
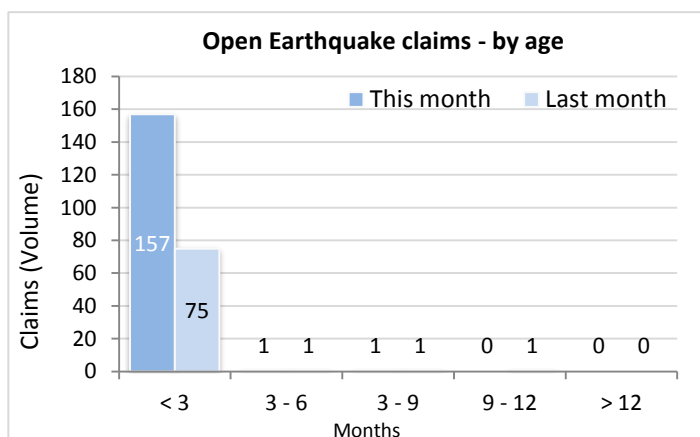
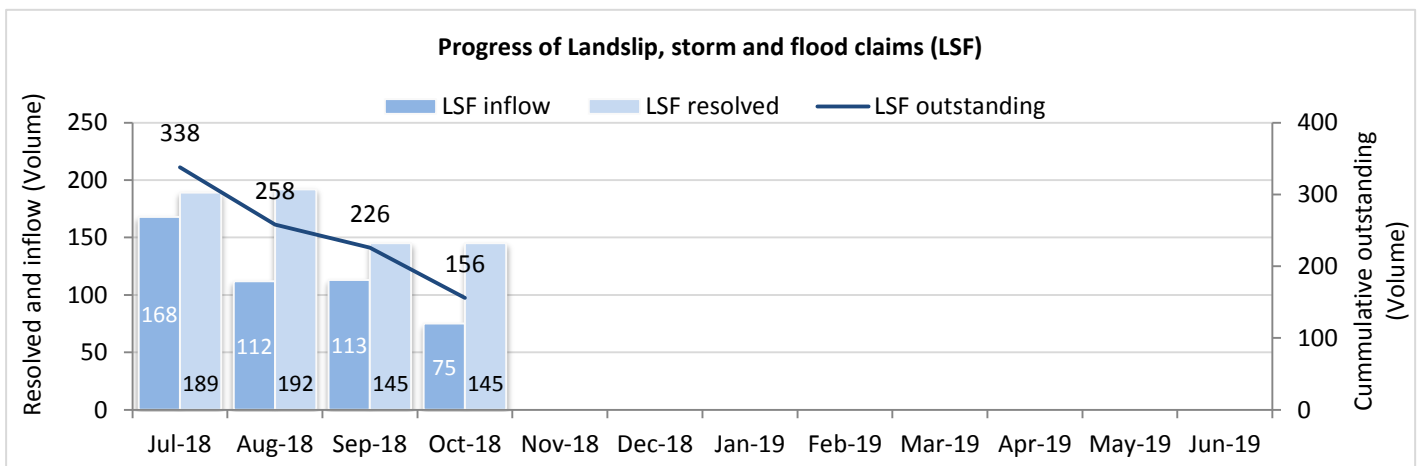
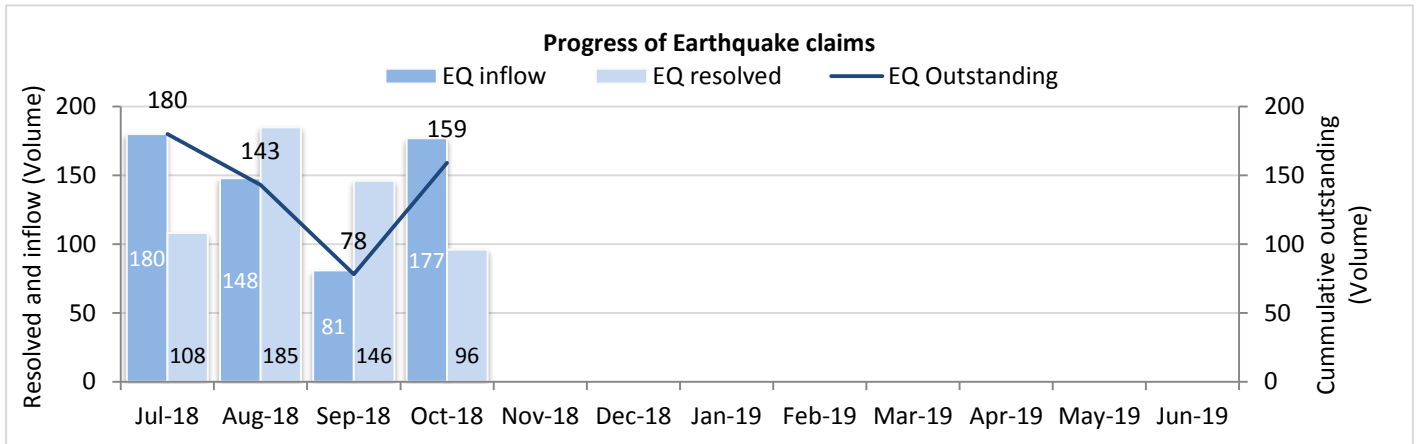
This analysis does not include where a claim has been settled in CMS v4 and then subsequently opened in CMS v8. Work is ongoing to understand better the reasons behind why these claims are being reopened, however, it is expected that these are of a more substantial nature.



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

The 6.2 magnitude earthquake near Taumaranui on 30th October generated just under 100 claims, as at 31 October. We are expecting to keep receiving claims in the next few months, as the claim lodgement deadline for this event is 30 January 2019.



Total Call Volume		
	This Month	Last Month
Outbound - Inbound Ratio	73:27	74:26
Grade of Service	70%	74%
Abandonment Rate	4%	3%
Roll Over No Answer	14	10
Direct Calls	91%	84%
Total calls received	1,781	1,921

Section 4 - Customer Satisfaction

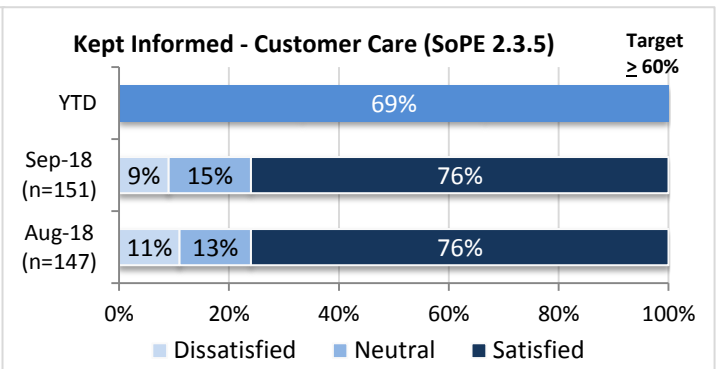
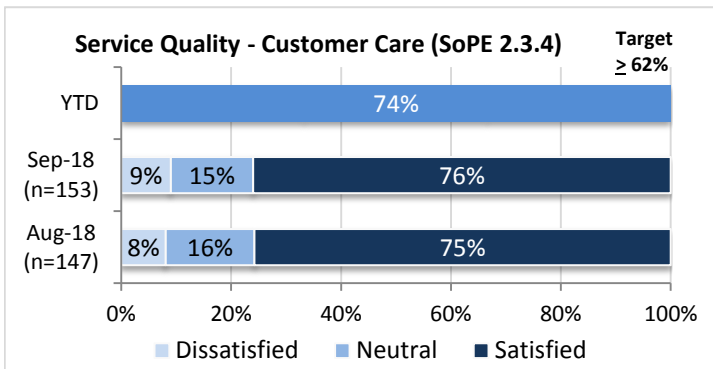
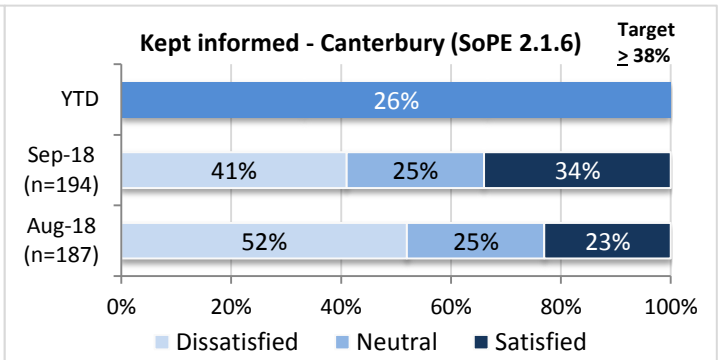
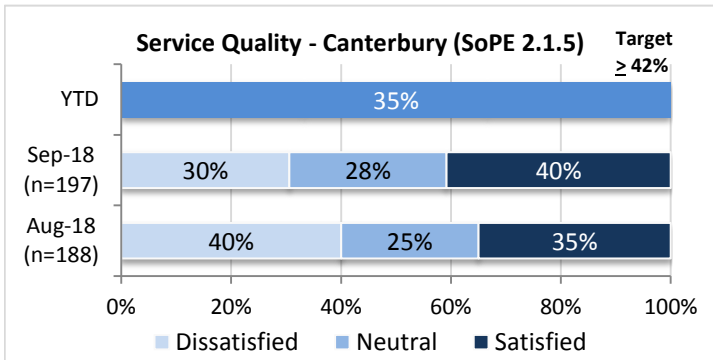
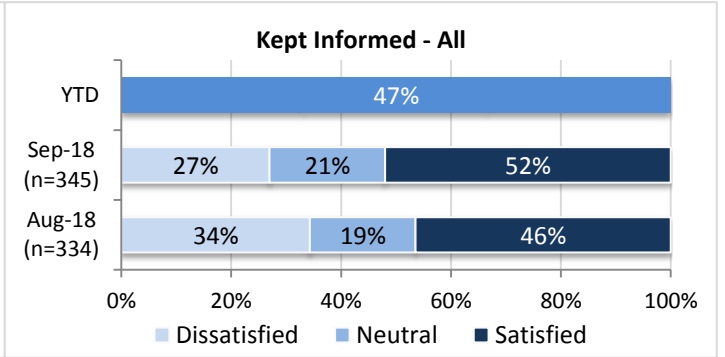
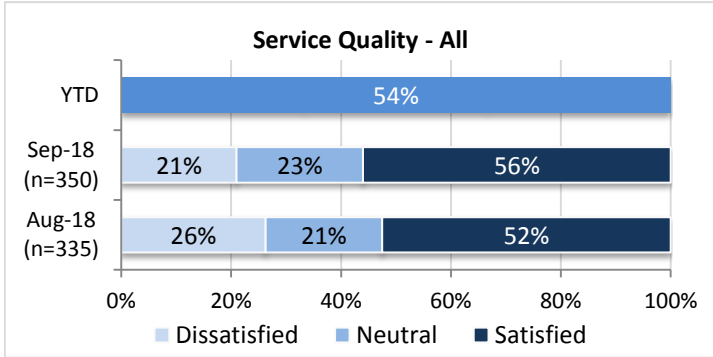
The customer satisfaction results below are for September 2018, as we report one month in arrears. Continuing its upward trend, customer satisfaction increased for both Canterbury and Customer Care during the month. The most notable change is with the Canterbury Kept Informed measure (2.1.6) which has increased seven percentage points.

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

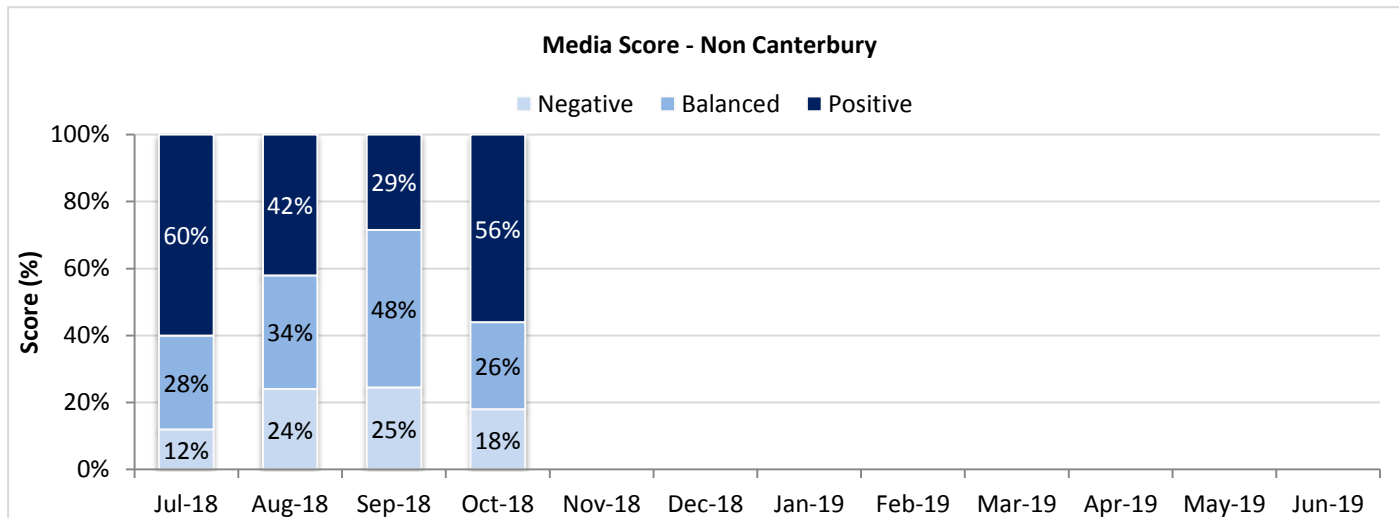
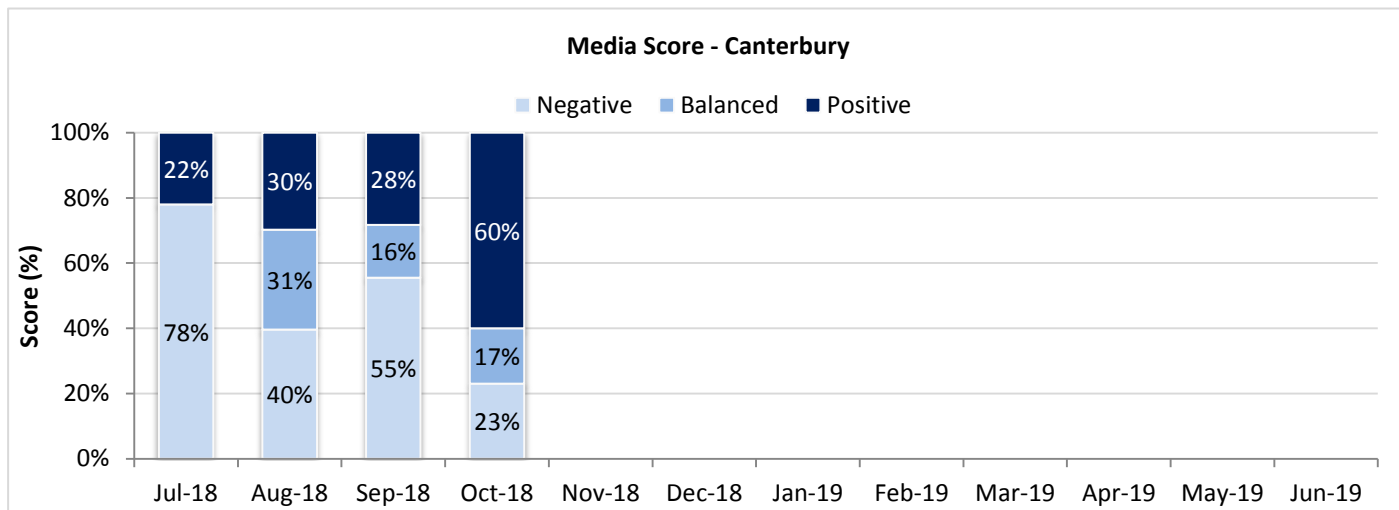
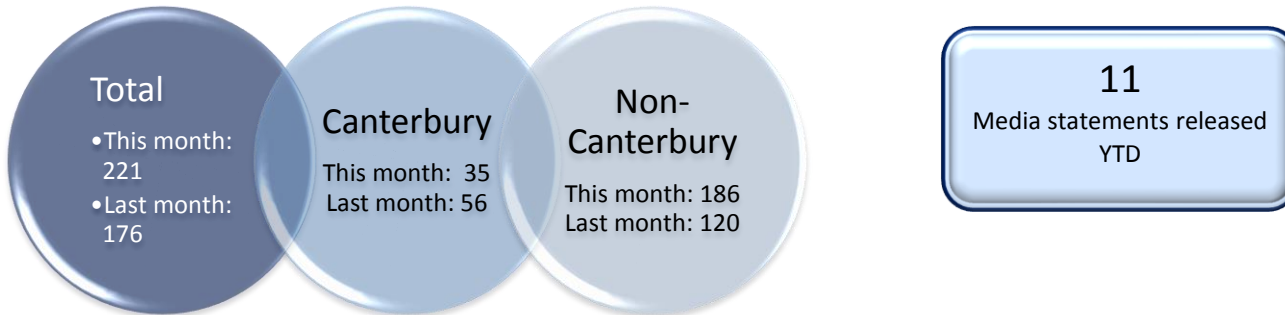
The top two graphs are an amalgamation for all events and are indicative only (not SoPE measures)

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

EQC’s positive scores for both Canterbury and Non-Canterbury have substantially increased this month, driven by a sharp increase in favourable reporting resulting from proactively-generated coverage. The total number of media articles increased to 221 (from 176 last month) with the majority of articles focussing on Non-Canterbury events. Four media statements were released this month, bringing the year to date to 11 media statements.

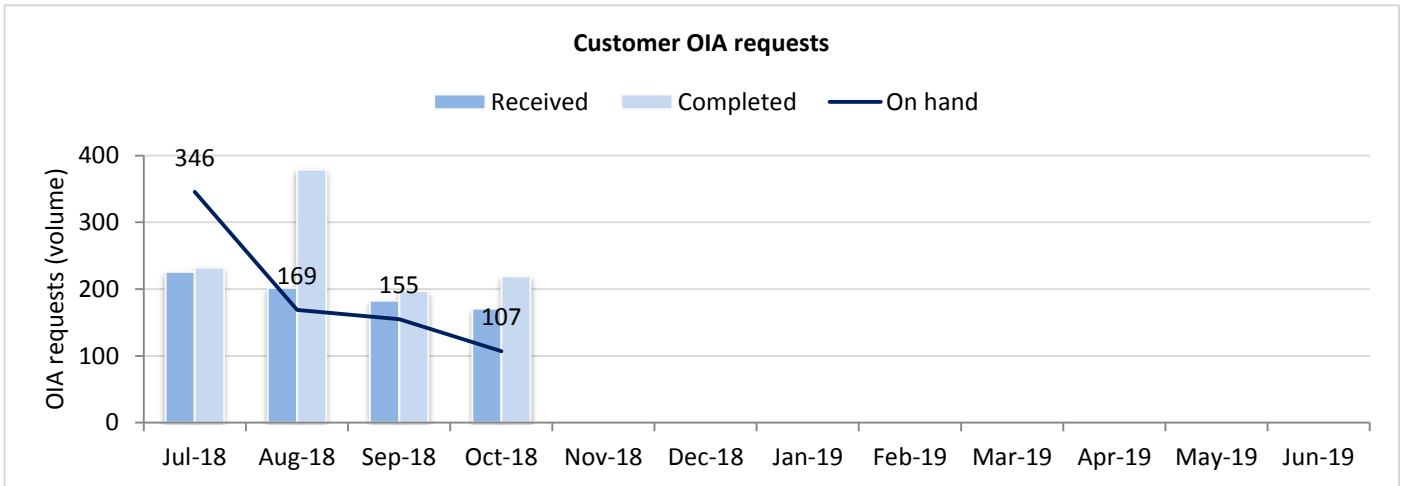
Media articles



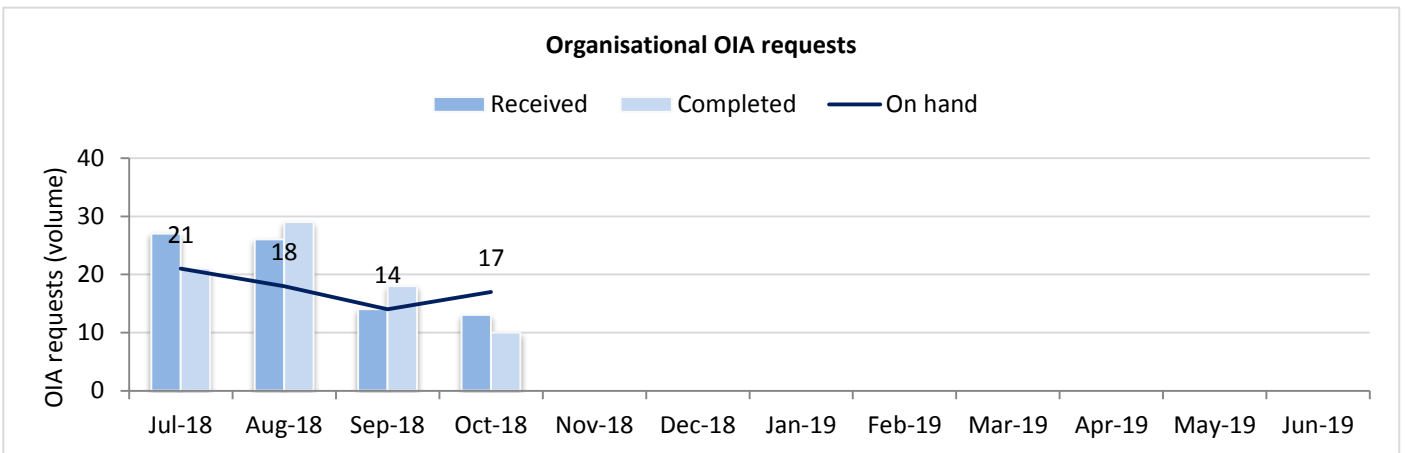
Media issues relating to EQC were the appointment of Sir Michael Cullen as EQC's new Chairman of the Board; the Taumaranui earthquake; the launch of the Greater Christchurch Claims Resolution Service; and EQC receiving \$50m (plus GST) Crown Guarantee funding.

Section 6 - Official Information Act (OIA) Requests

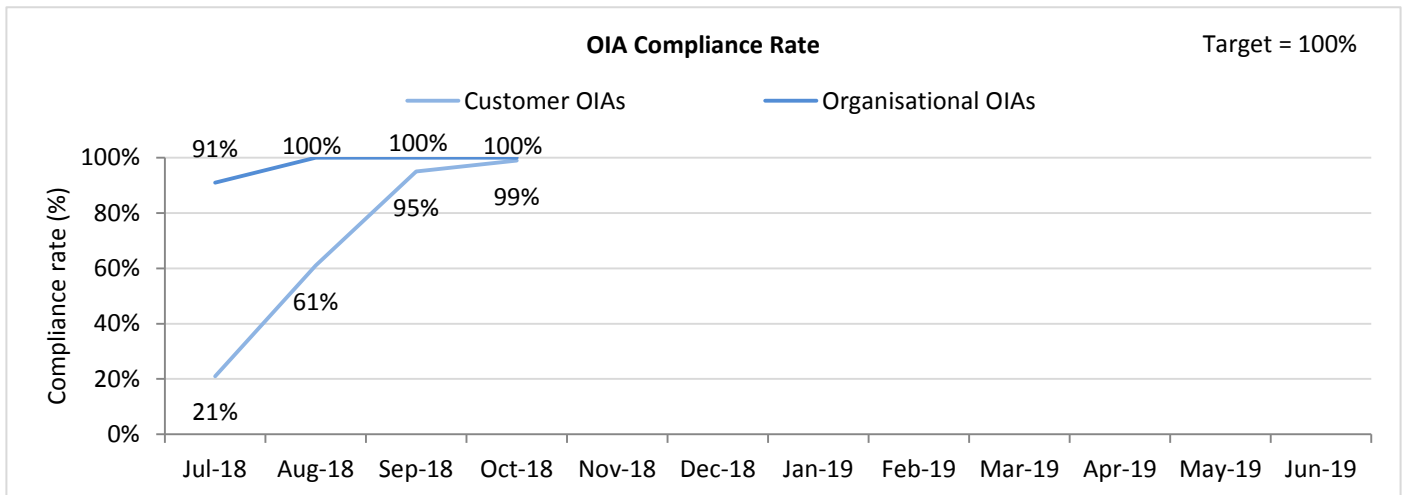
High productivity and efficiency contribute to high OIA completion rates, with Customer OIA requests reaching the lowest number of OIAs on hand at the end of the month (for the current financial year). Compliance for this group increased to 99% almost on par with the Organisational OIA compliance rate which remains at 100%.



The Customer OIA team received 171 OIAs this month, in addition to the 155 OIAs on hand from last month. They have completed 67% of these, leaving 107 on hand at the end of October.



The Organisational OIA Team received 13 new high level OIAs (in addition to the 14 OIAs on hand from last month). This month they have resolved over 37% of all OIAs, leaving 17 OIAs on hand.

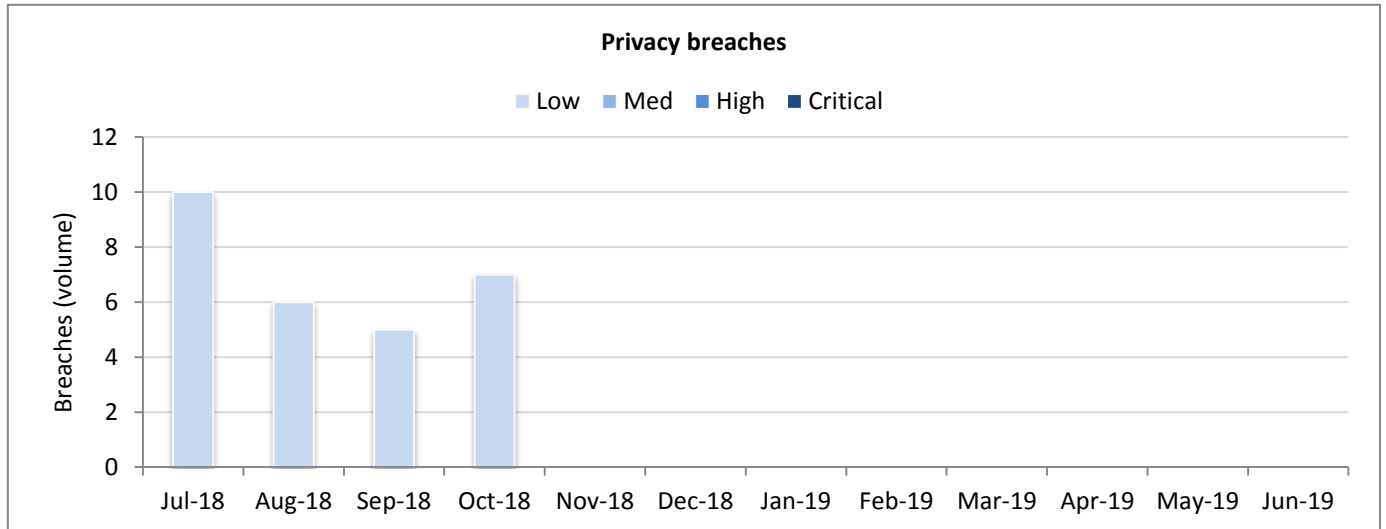


The Organisational OIA Team maintains its 100% compliance rate this month and expect this rate to be ongoing.

Only one percentage point shy of reaching 100%, compliance has increased significantly for the Customer OIA team finishing the month with a 99% compliance rate (up from 95% in August). There were three non-compliant cases which were sent out on day 21 (rather than day 20) due to an administrative error which has now been resolved.

Section 7 - Privacy breaches

The number of privacy breaches increased to seven this month (an increase of two).



For the month of October, the Risk and Compliance Team recorded 7 privacy breaches (all low level) and 46 near miss.

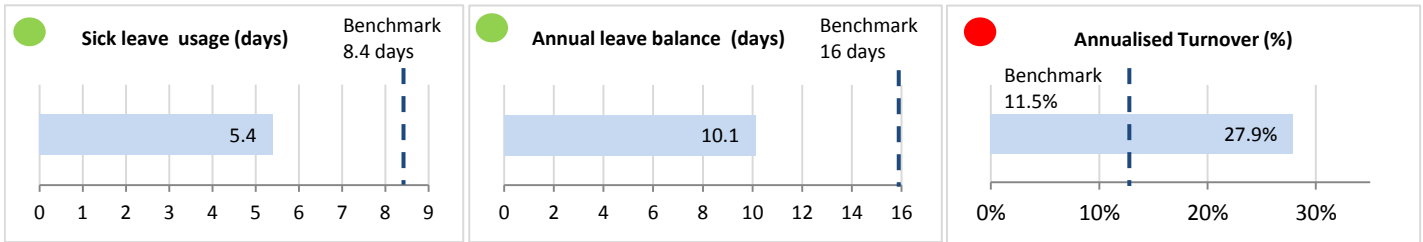
Breaches this month consist of: incorrect documents sent out (4); incorrect email addresses used (1); incorrect postal address used (1); information disclosed during a phone call (1). Where appropriate unauthorised recipients were asked to delete, destroy or return information they received in error and a request made to Service Desk to remove documents incorrectly uploaded to claims.

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

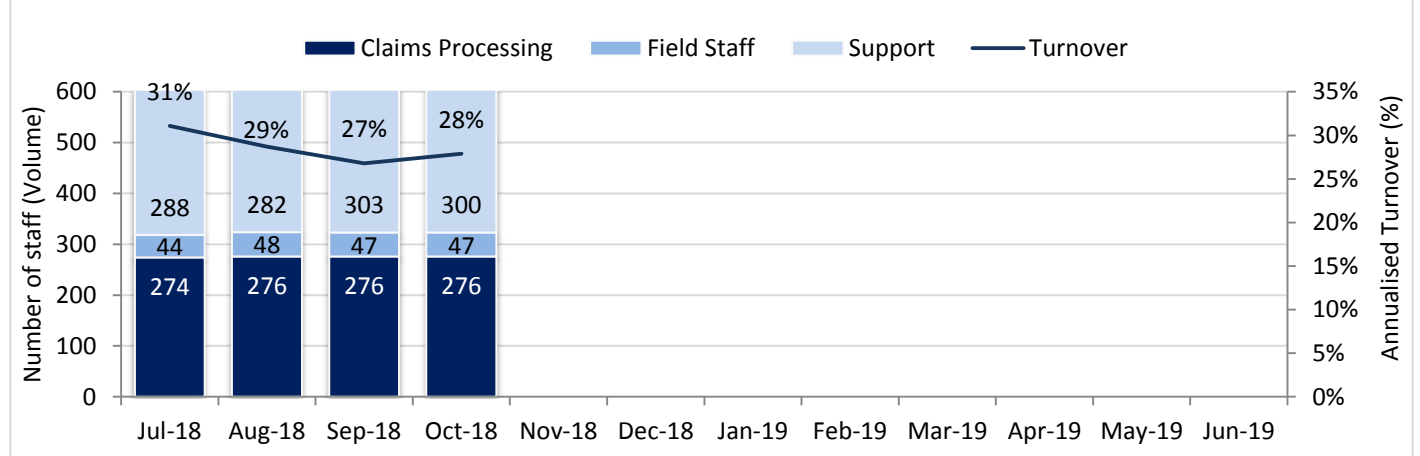
Section 8 - HR Operations

EQC is on a journey of change with several large change processes underway. These changes contributed to the percentage of turnover increasing by one percentage point. It is anticipated that turnover rates will stabilise in the new year. Both leaves (annual and sick) continue to slightly increase each month.

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

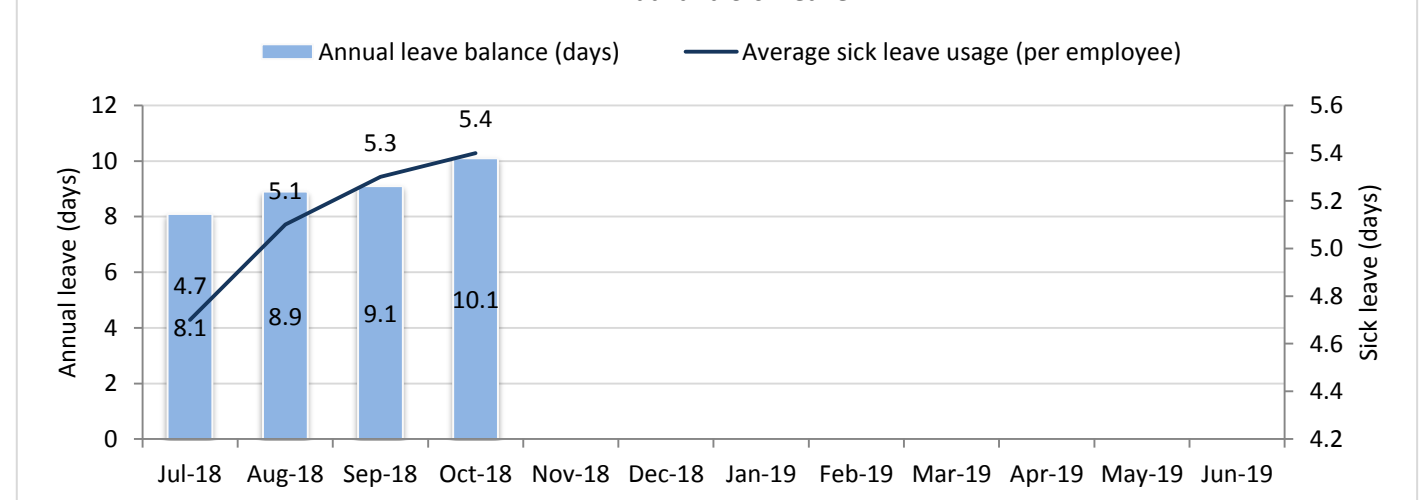


Headcount and Annualised Turnover



As per last month, headcount for the organisation holds steady, with only minor internal variations. However, unlike last month, turnover has increased due to several organisational restructures that are currently underway. The organisation should conclude with its restructure by December, and the turnover should stabilise in the beginning of the new year.

Annual and Sick leave



Both annual leave balance and sick leave usage have increased from last month. The average sick leave usage increased to 5.4 days (up from 5.3 days in September) and tracks below the public sector benchmark of 8.4 days. Similarly, the average annual leave balance increased to 10.1 days (up from 9.1 days in September) and is well below the 16 days benchmark.