

## 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-2019.pdf](https://www.eqc.govt.nz/sites/public_files/documents/publications/EQC-SoPE-2019.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 Southern Response under the MOU are not included.

### Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. 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, landslide, flood or storm damage).

### 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. This section also summarises call volume data.

Due to timing, the customer satisfaction results are reported a month in arrears.

### Section 5 - Media

This section monitors EQC's coverage in both traditional and social 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 - Official Information Act (OIA) Requests

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.

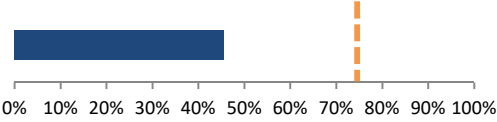

### Section 8 - HR Operations

This section tracks EQC's average annual leave balance and sick leave usage and compares them to the Public Service Benchmark. Information in this section also includes a broad profile of EQC's workforce.

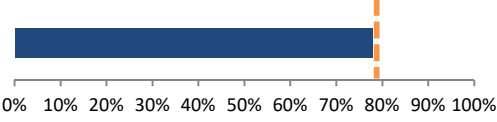

## Section 1 - Statement of Performance Expectation measures - monthly monitoring

## Output Two - Event Response

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

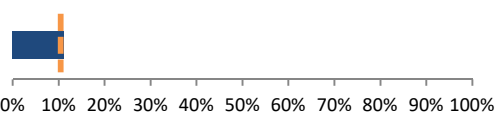

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.1	Outstanding claims over six months old, on hand at 30 June 2019, are settled by 31 December 2019	75%	46%		

**Commentary:** To date we have closed 46% of claims that were outstanding (over 6 months old) at EOM June 2019. This puts us ahead of target - by about 2% - and tracking well toward settlement of 75% of these claims by 31 December 2019.

2.1.2	Inflow of reopened claims lodged post 1 January 2019 will be settled within six months of reopened date*	80%	78%		
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**Commentary:** So far this financial year, 78% of claims that were reopened during January-through-April 2019 have been settled within 6 months of their reopened date, slightly below target.

\*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"

2.1.4	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months	<10%	11.2%		
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**Note:** this is a reverse target

**Commentary:** So far this financial year we have reopened 11.2% of settled claims within 6 months of closure., This is a slight improvement on last month (11.6%).

## Key:



Result not available for the month



Potential risk of not achieving target



Performance trend increase



On track for delivery



Target highly unlikely to be achieved



No change in performance trend

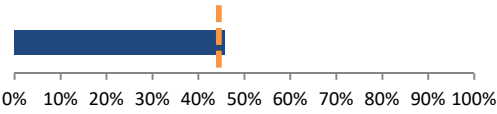
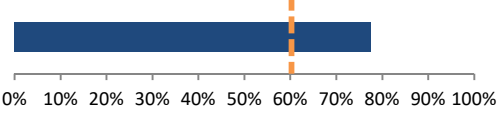
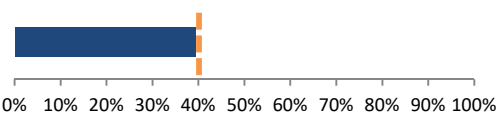
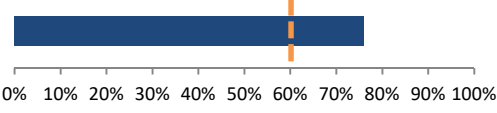
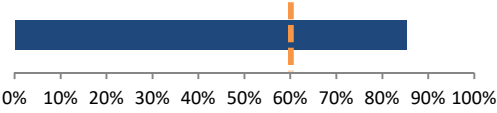


Performance trend decrease

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

## Output Two - Event Response


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


Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process	≥ 45%	46%		On track for delivery ↑
2.1.6	The proportion of surveyed customers who agree or strongly agree that the overall quality of the service received while making the claim (during recent claim experience) was good	≥ 60%	78%		On track for delivery ↑
2.1.7	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process	≥ 40%	39%		Potential risk of not achieving target ↔
2.1.8	The proportion of surveyed customers who agree or strongly agree that they were kept well informed during their recent claim experience	≥ 60%	76%		On track for delivery ↔
2.1.9	The proportion of surveyed customers who agree or strongly agree that the overall manner of the people they had contact with (during your recent claim experience) was good	≥ 60%	85%		On track for delivery ↑

**Commentary:** 'Overall Satisfaction' (2.1.5) amongst Canterbury customers increased slightly with a result of 46% (vs. 45% for Sep-19). This was also the case with how satisfied our Canterbury customers were with how well they were 'Kept Informed' (2.1.7) with a result of 39% (vs. 38% for Sep-19). Satisfaction of Canterbury customers with their recent experiences across the measures of 'Satisfaction' (2.1.6), 'Kept Informed' (2.1.8) and 'Overall Manner' (2.1.9) remain well above their respective targets.


**Note:** Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 September 2019.


## Key:


 Result not available for the month


 Potential risk of not achieving target

 Performance trend increase

 On track for delivery

 Target highly unlikely to be achieved

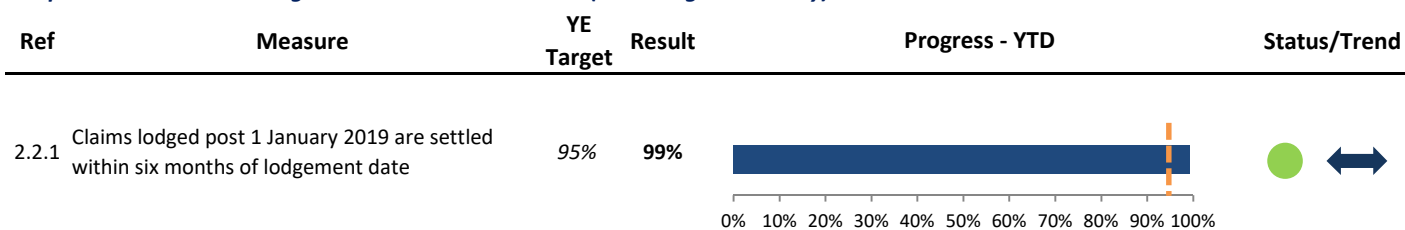
 No change in performance trend

 Performance trend decrease

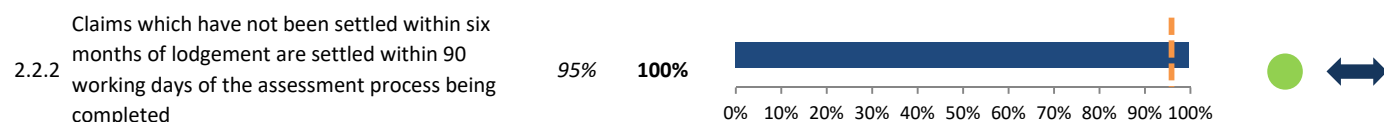
## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response

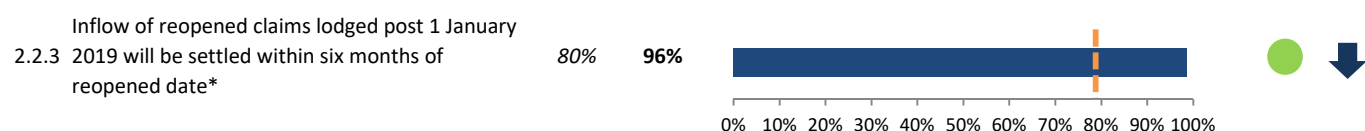
## Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)



**Commentary:** As at the end of the reporting period, 99% of claims lodged post 1 January 2019 have been settled within 6 months of lodgement, meeting the required standard.

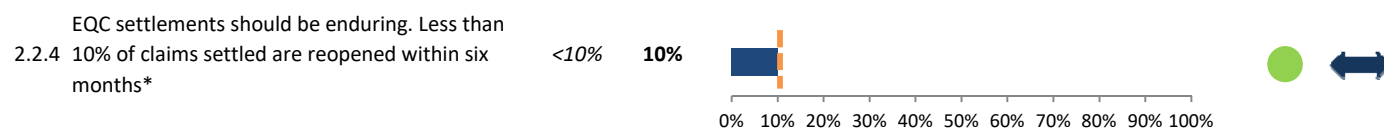


**Commentary:** So far this financial year, 100% of claims that were not settled within 6 months, have subsequently been settled within 90 working days of the completion of the assessment process.



**Commentary:** So far this financial year, 96% of claims that were reopened in January-to-April 2019 have been settled within 6 months of being reopened, a slight reduction in performance since last September (99%).

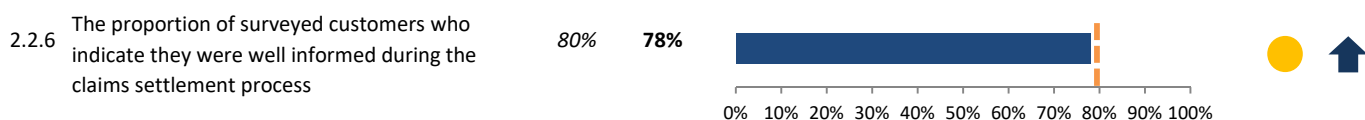
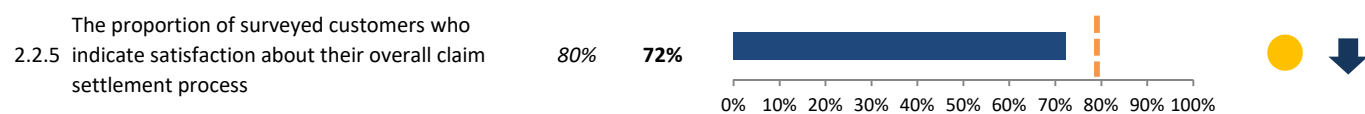
\*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"



**Note:** this is a reverse target

**Commentary:** As of October month end, the rate of enduring settlement measures 10%, in line with target.

\* The start date for this rolling measure is 1 January 2019



**Commentary:** 'Overall Satisfaction' (2.2.5) amongst our customers impacted by other natural disaster decreased with a result of 72% (vs. 74% for Sep-19). Customer satisfaction with how well they were 'Kept Informed' (2.2.6) experienced a partial recovery from last month with a result of 78% (vs. 74% for Sep-19).

**Note:** Customer satisfaction is reported one month in arrears, therefore the results reported are as at 30 September 2019.

Key:

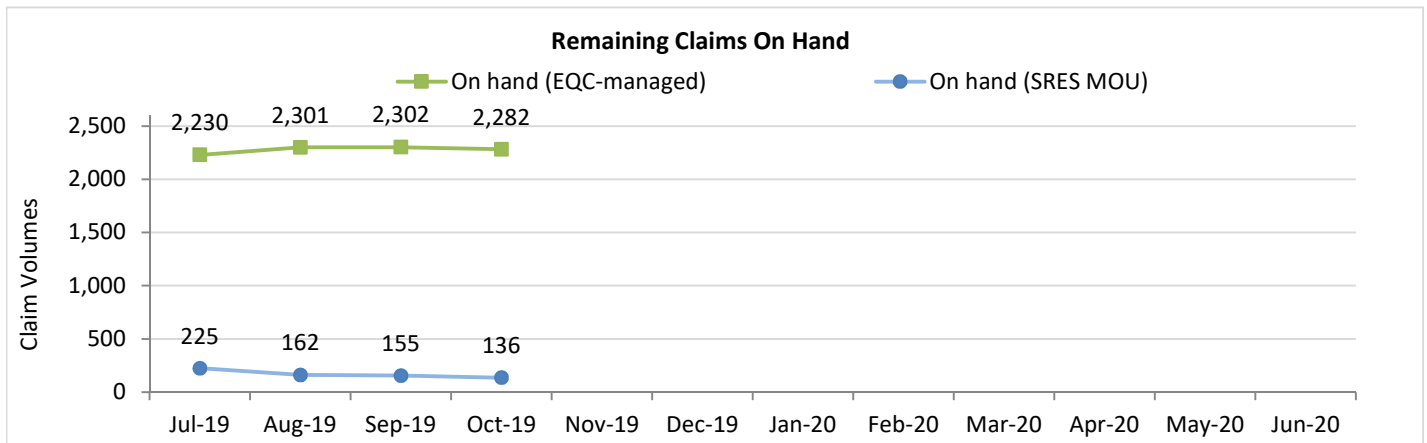
● Result not available for the month  
● On track for delivery

● Potential risk of not achieving target  
● Target highly unlikely to be achieved

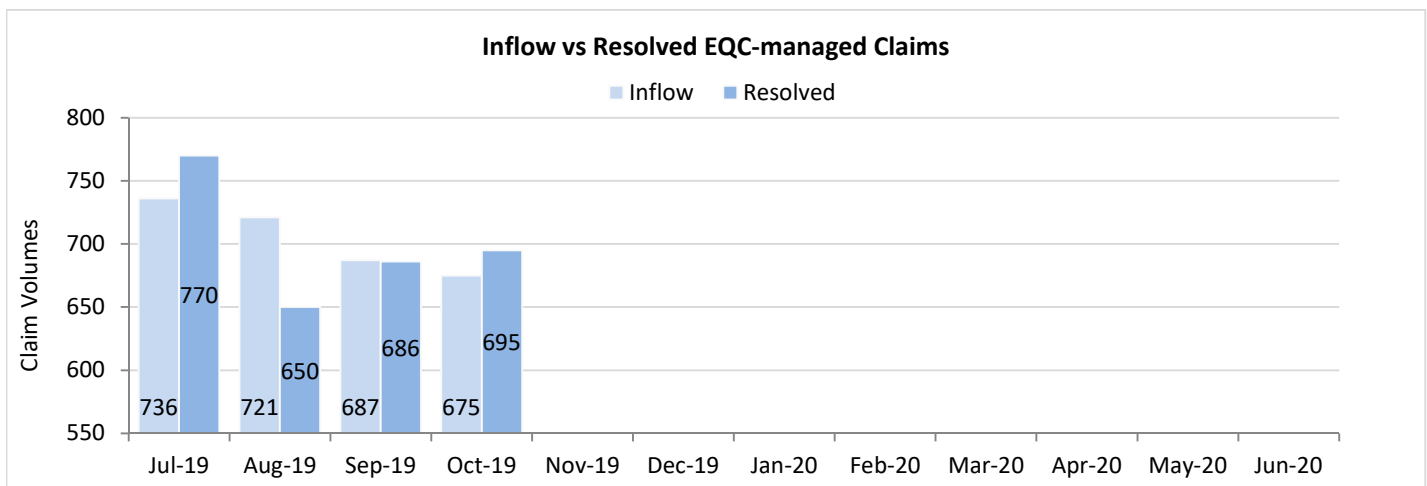
↑ Performance trend increase  
↔ No change in performance trend  
↓ Performance trend decrease

## Section 2 - Canterbury

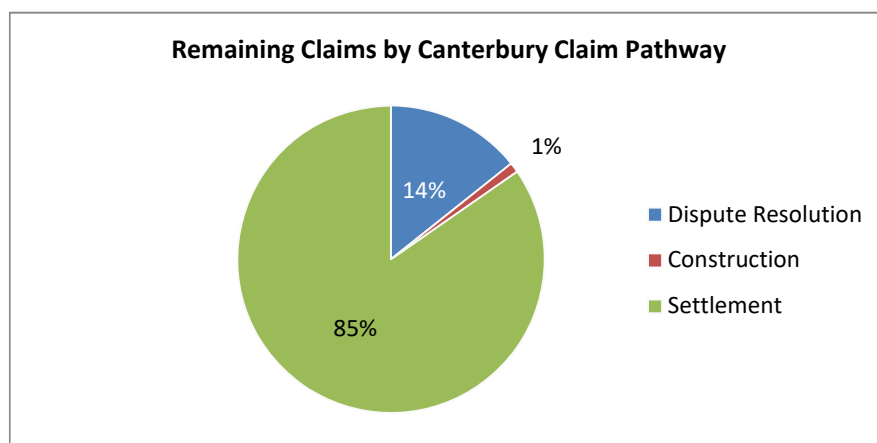
The total number of open Canterbury-event claims on hand reduced by 39 during October. We resolved 729 claims, offset by inflow of 690 reopened claims.



In total, 2,418 open claims remain on hand, of which 2,282 are being managed by EQC and 136 by Southern Response under the MOU arrangement ('SRES MOU').



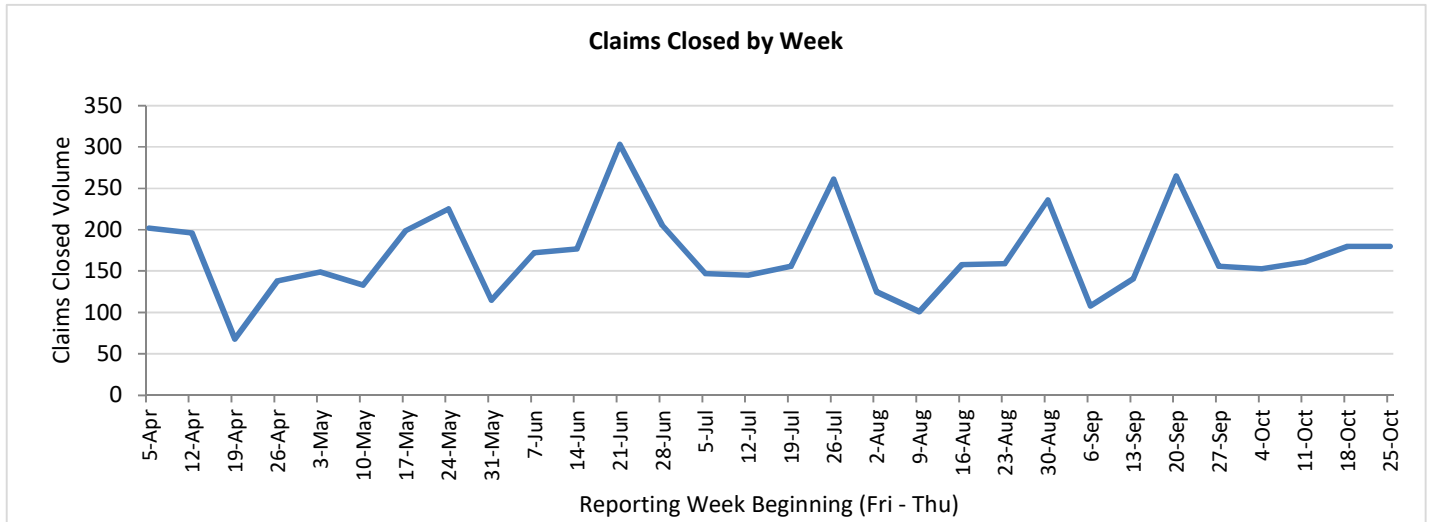
There were 695 claim closures (on 680 distinct EQC-managed claims) during October 2019. Total claim inflow during October was 675 - the sum of 480 CMS4 claims reopened in CMS8 for the first time, and previously closed CMS8 claims reopened 194 times during the month. Transfer of claims (e.g. Southern Response-management and EQC) accounted for an additional net increase of 1 EQC-managed claim, leaving 2,282 EQC-managed claims on hand.



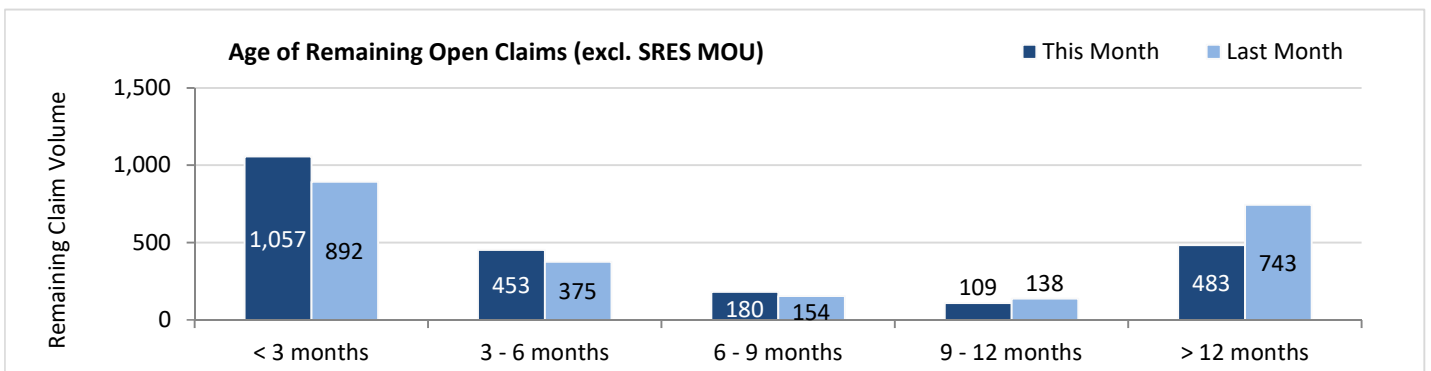
Of the 2,282 EQC-managed claims remaining on hand, 85% are being managed by Settlement teams, 14% are with Dispute Resolution, and 1% are in physical repair.

*Inflow refers to CMS4 claims reopened first time in CMS8, previously closed CMS8 claims that have been reopened again, and claims transferred back in from external consideration.*

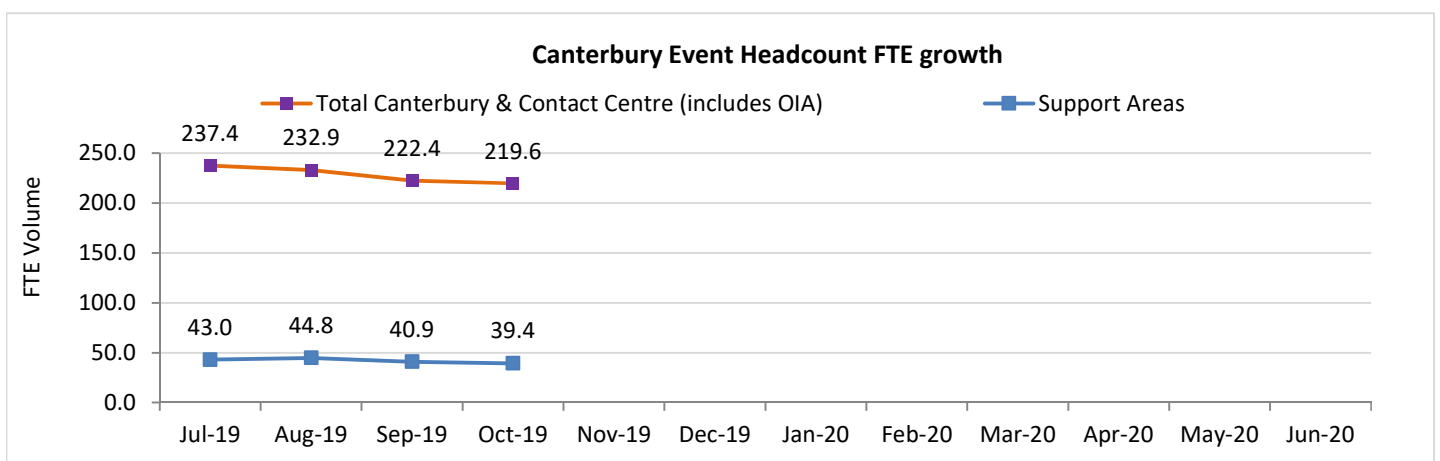
## Section 2 - Canterbury (cont.)



On average, we closed 166 EQC managed claims per week in October, up slightly from a weekly average of 161 in September. This resulted in a total of 695 claims closed during October.



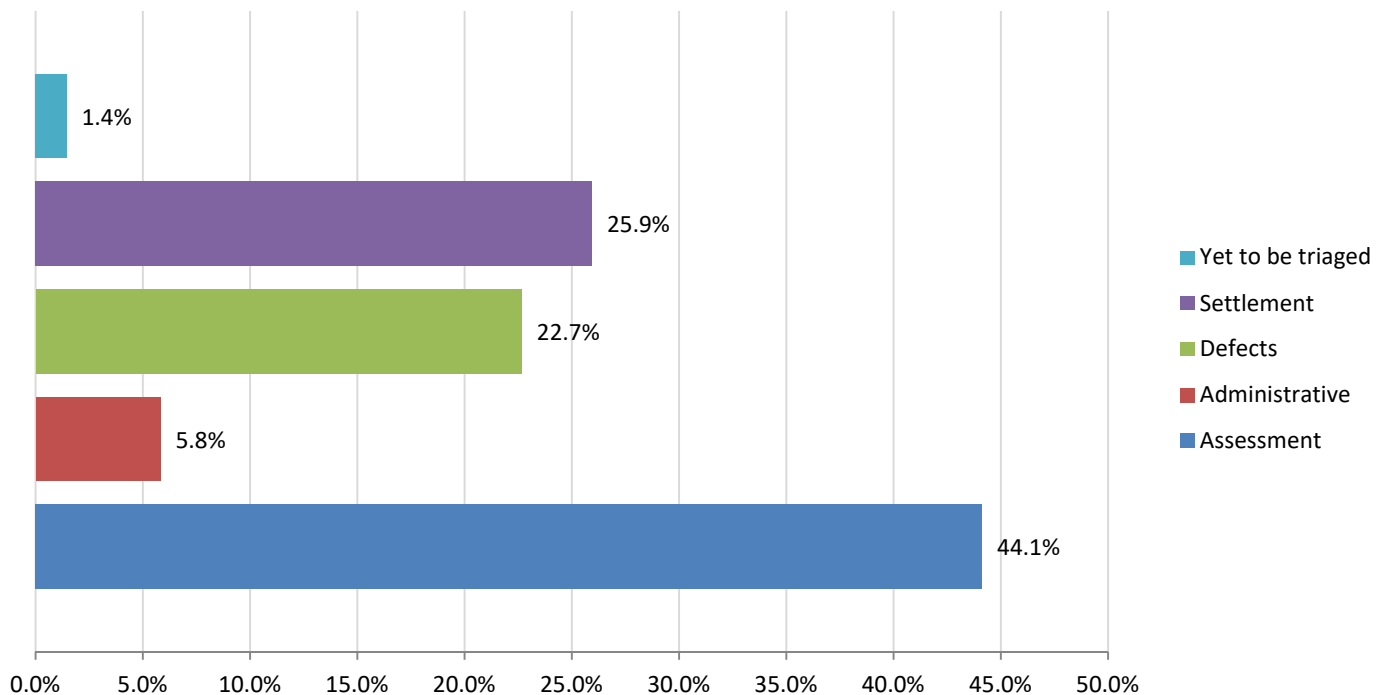
We made solid progress resolving historical claims in October. The volume of EQC-managed claims open more than 9 months was 592 at the end of October, down from 881 at the end of September.



Our headcounts for both 'Canterbury & Contact Centre including OIA' and 'Support Areas' experienced marginal reductions during the reporting period with reductions of 2.8 and 1.5 respectively.

## Section 2 - Canterbury (cont.)

Reopened Canterbury Claims - by Triaged Tier 2 Profile (Year to Date)



## Our profile of remaining open claims includes claims that are:

**Assessment related** - these claims encompass previously undetected damage to scoped repair elements, together with new damage identified on previously unscoped elements.

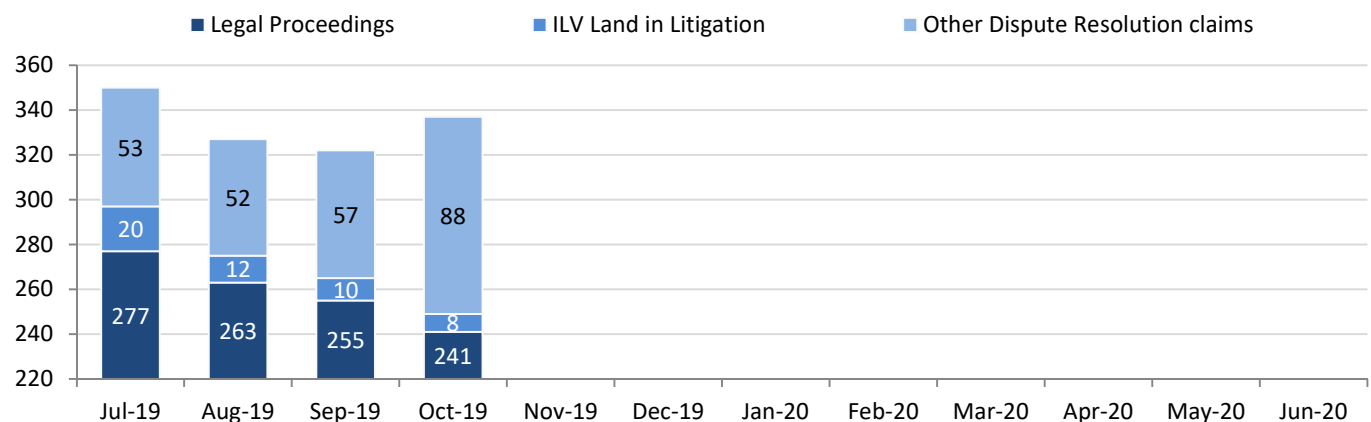
**Settlement related** - these open claims most commonly relate to requests to review the settlement approach or to address additional costs associated with scoped repair elements.

**Defect related** - these claims relate to issues with the quality of repairs undertaken.

**Administrative related** - these claims encompass a range of scenarios, many of which relate to interactions with third parties (e.g. the insurer of the property, contractors involved in the repair) rather than with the customer.

**Note:** The breakdown of reopened claims is for remaining open claims. This is a departure from the previous basis which profiled claim inflow for the reporting period.

Claims in Dispute

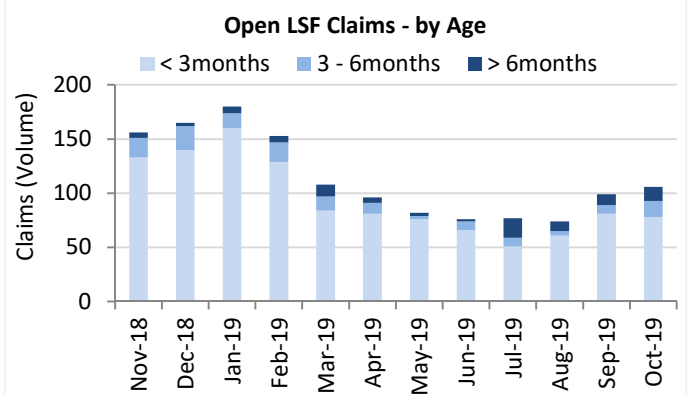
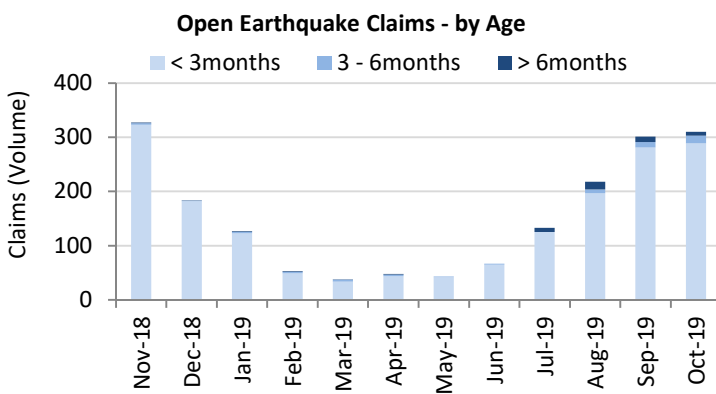
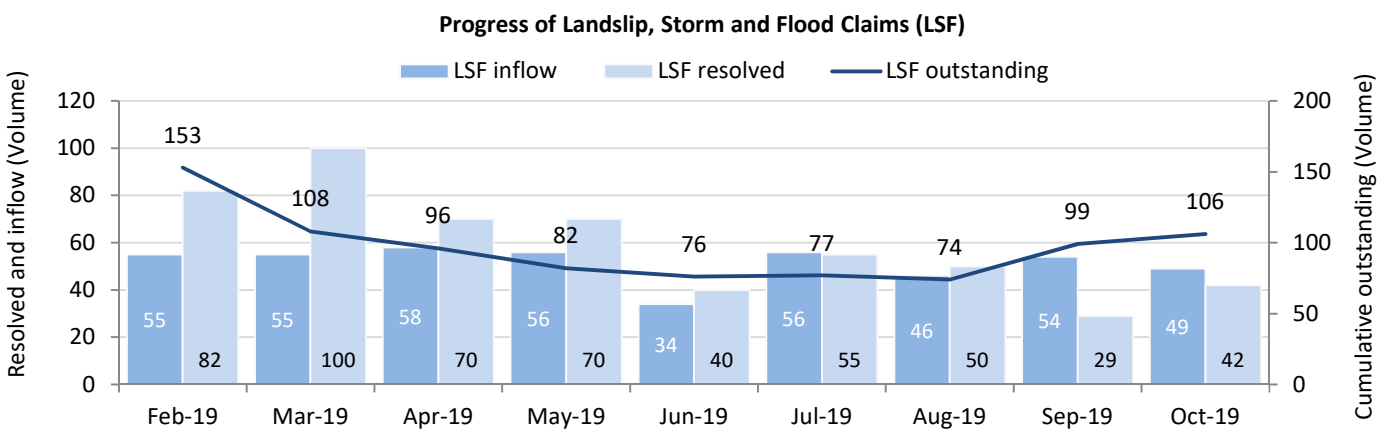
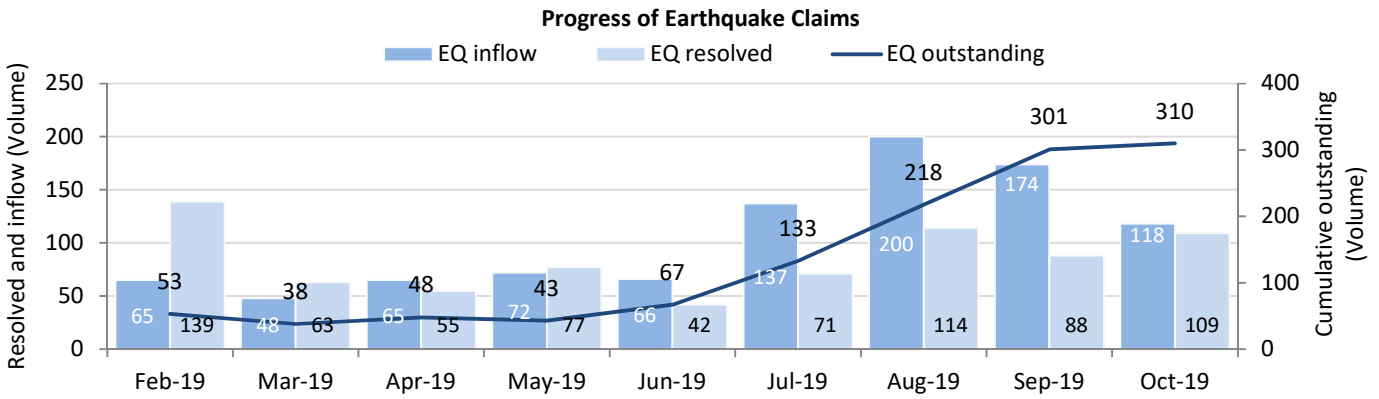


The total volume of claims in dispute increased by 15 to 337 this month. We resolved 14 litigation claims in October, which was offset by an inflow of 6 litigation claims leaving 255 remaining on hand. The growth in the 'Other Dispute Resolution' claim population is primarily due to two key factors, firstly the undertaking of an internal litigation status review resulting in the shifting of a number of claims out of 'Legal Proceedings'. The second factor relates to the redirection of claims from the wider team back into Disputes Resolution where lawyers have been engaged or settlement has proven to be difficult.

## Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section provides details of claims that did not result from the Canterbury or Kaikōura earthquake events.

During the reporting period 167 new claims were lodged. Of these lodgements, 71% (118) were earthquake claims, while the balance were landslip, storm and flood ('LSF') related claims. The M5.7 earthquake, 30km east of Wairoa, on 1 October resulted in the lodgement of 22 earthquake claims with 11 additional claims relating to the M5.3 Earthquake on 7 October 15 KM north-west of Matawai.



*Inflow refers to claims lodged as well as reopened.*



## Section 4 - Customer Satisfaction

**Overall Customer Satisfaction** - Overall customer satisfaction improved this month with 58% of surveyed customers satisfied with the quality of service received. A higher proportion of customers also agreed they were kept well informed throughout the claim process, up 7 percentage points to 54%.

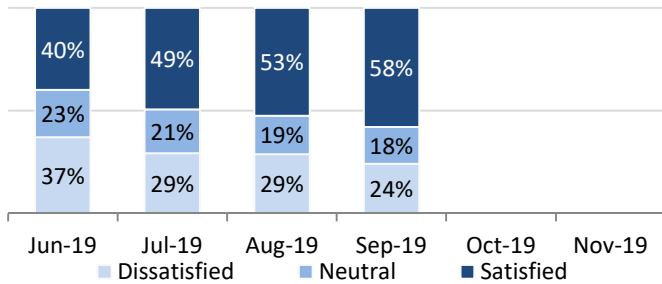
### Service Quality

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

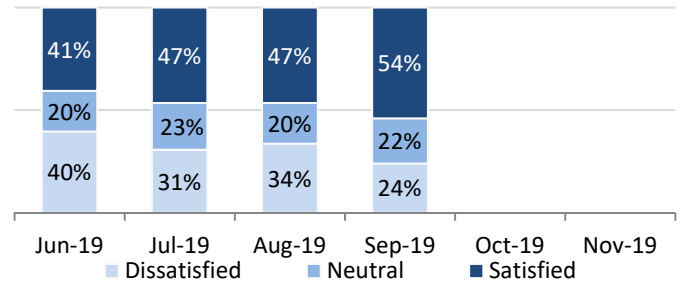
### Kept Informed

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

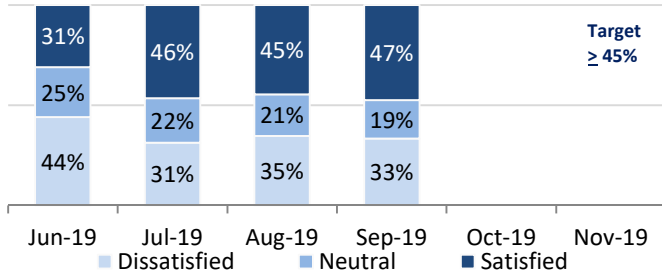
#### Service Quality - All



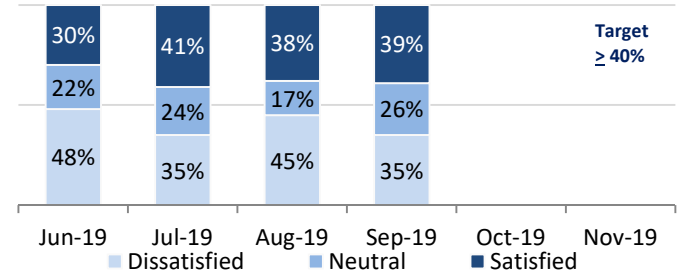
#### Kept Informed - All



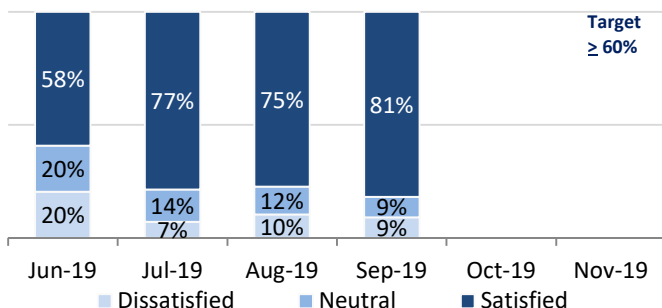
#### Canterbury (SoPE 2.1.5)



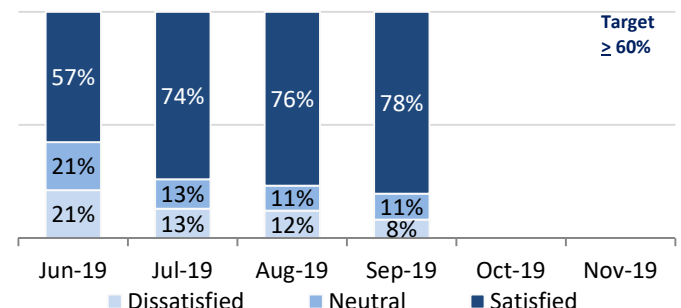
#### Canterbury (SoPE 2.1.7)



#### Comparative Recent Experience (SoPE 2.1.6)



#### Comparative Recent Experience (SoPE 2.1.8)



**Canterbury Customers** - Customer satisfaction improved this month with 47% of surveyed customers satisfied with the quality of service received. This increasing satisfaction aligns with uplifts in time taken from assessment to finalising claim and improvement in a previously highlighted area of development, assessors perceived as 'appeared to what they were doing/ expert'.

Satisfaction amongst Canterbury customers with their recent claim experience also improved from last month with 81% of surveyed customers satisfied with the service quality of their recent claim experience (SoPE 2.1.6), well above the 60% target. This theme continues through to satisfaction with how well our customers thought they were kept informed during their recent claim experience (SoPE 2.1.8) with a result of 78%, again above the corresponding target of 60%.

#### Notes:

- The top two graphs are an amalgamation for all events and are indicative only i.e. they are not SoPE measures.
- Due to the nature of this information it is presented a month in arrears.

## Section 4 - Customer Satisfaction (cont.)

**Other Events Customers** - Overall satisfaction among Response & Recovery BAU ('BAU') customers held steady at 74% this month, below our SoPE target of 80%. Overall satisfaction amongst our 'BAU' customers with the quality of service we provided (SoPE 2.2.5) and how well they felt they were kept informed (SoPE 2.2.6) has bounced back from lower results last month. Significant improvement in satisfaction of our assessor's explanation of assessment process and outcome has contributed strongly to this result. The top mentioned reason for this was 'good details on why the claim wasn't accepted'.

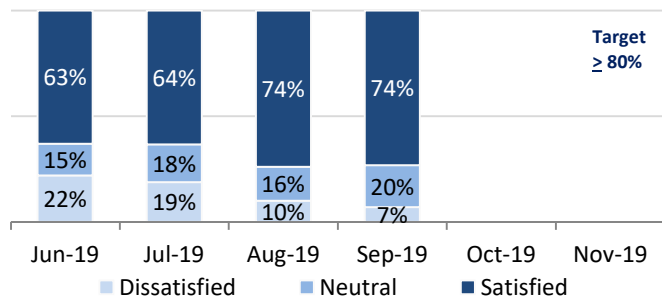
### Service Quality

*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?*

Natural Disaster Events Excluding Canterbury  
(SoPE 2.2.5)



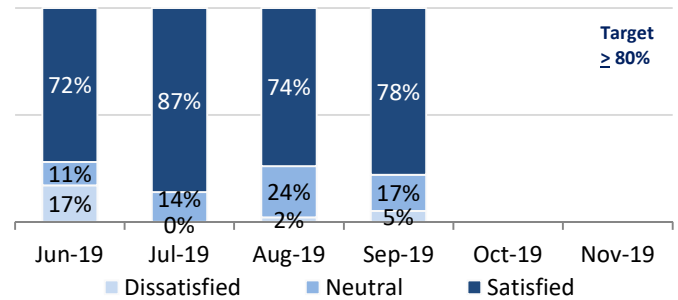
YTD = 63%

YTD target:  $\geq 80\%$

Trend



Natural Disaster Events Excluding Canterbury  
(SoPE 2.2.6)



YTD = 72%

Target:  $\geq 80\%$

Trend



### Total Call, Email and Post Volume

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Trend
Outbound - Inbound Ratio	10:90	20:80	32:68	25:75			
Grade of Service	98%	96%	97%	94%			
Abandonment Rate	1%	2%	1%	1%			
Roll Over No Answer	31	42	27	49			
Total Calls	2,371	3,248	3,789	3,941			
Total Email and Post	1830	1902	1853	2140			

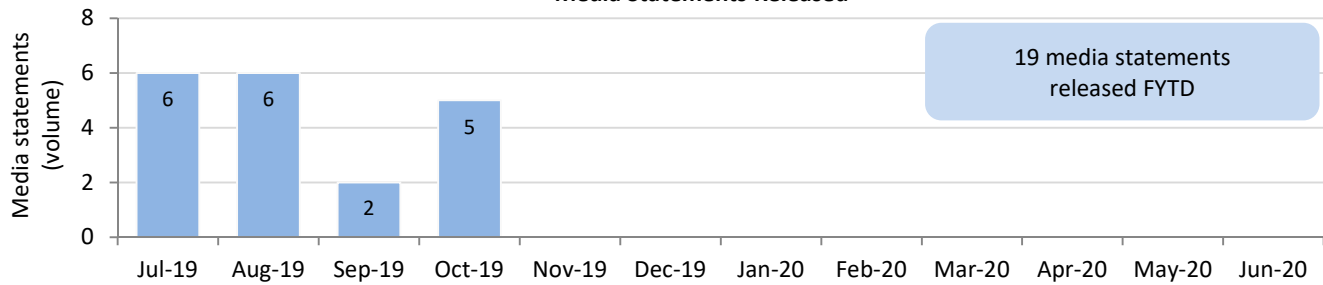
## Section 5 - Media

EQC featured less frequently in traditional media coverage in October reaching a low of 60 reports. This corresponded to an increase in average favourability to 52.3%.

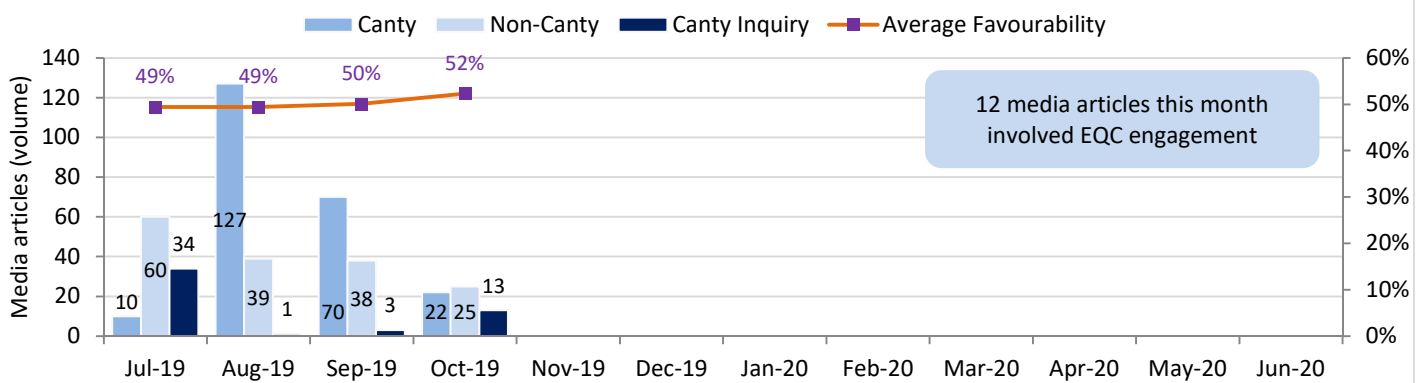
Coverage of Dr Ian Schipper's expedition and drone mission to Bagana volcano in Papua New Guinea continued to drive favourable reporting, highlighting the role EQC plays in improving knowledge about natural hazards. EQC was also favourably positioned (most notably by EQC Minister Grant Robertson and Greater Christchurch Regeneration Minister Megan Woods) in reporting on the transfer of 300 unsettled claims from Southern Response.

However, we were subject to strong criticism on two fronts: the release of a brief summary of the public feedback on EQC as part of the Inquiry (which cast EQC as 'combative, stressful to deal with and not trusted' - Northern Outlook, 2 October) and a lengthy feature article by The Press into the 'hidden issues affecting thousands of Christchurch homes' (5 October).

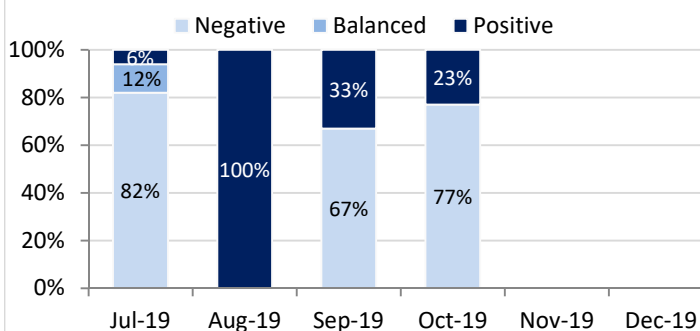
Media Statements Released



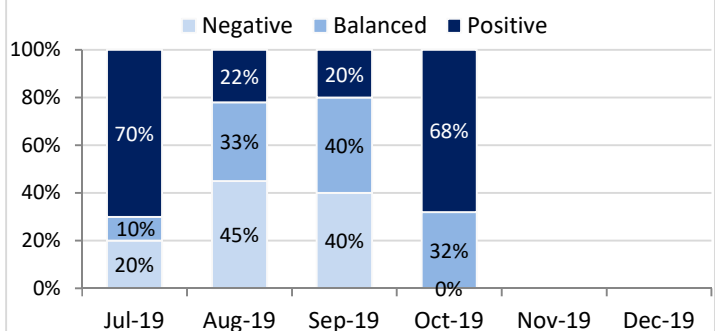
Media Articles and Favourability



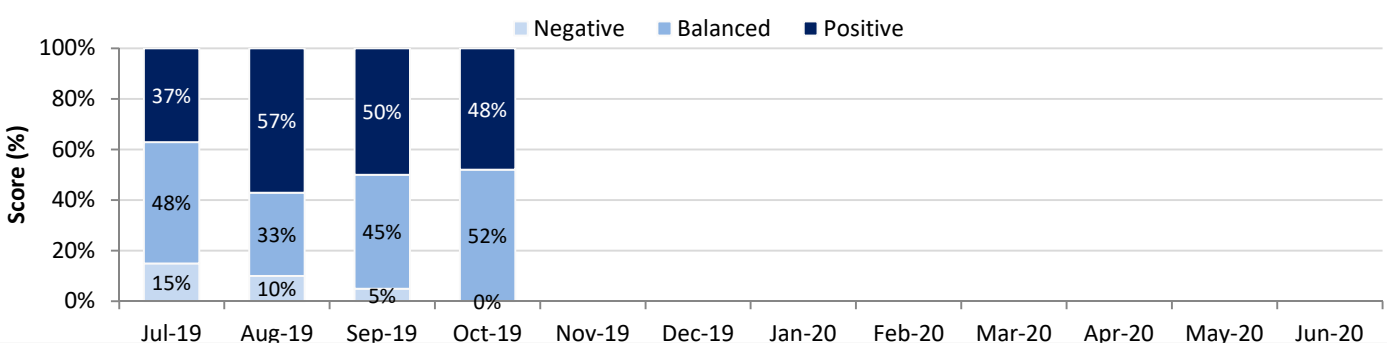
Media Score - Canterbury/ Public Inquiry



Media Score - Other Canterbury



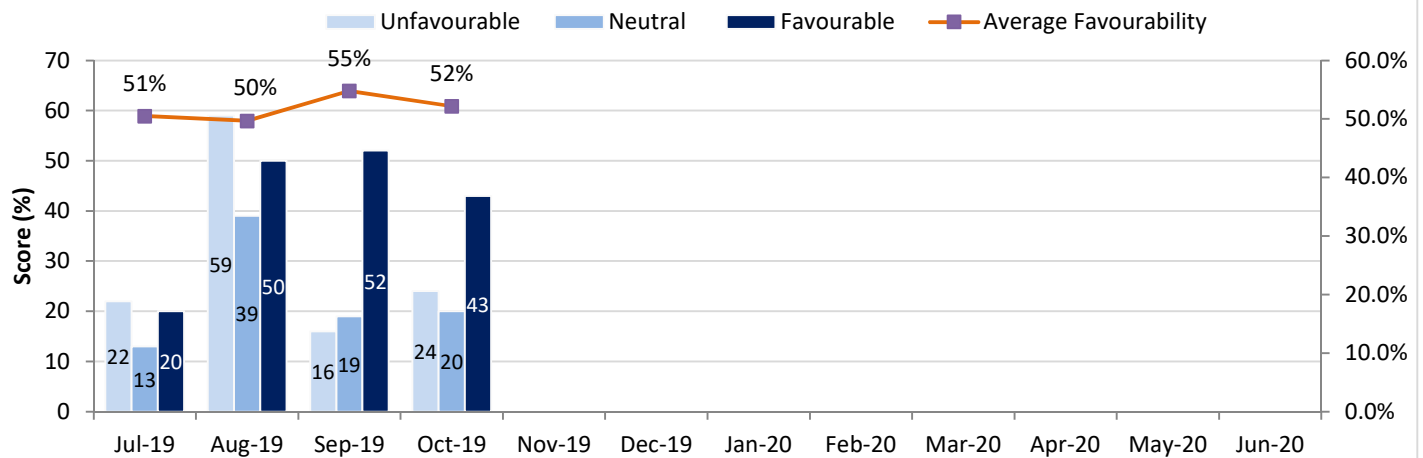
Media Score - Non Canterbury



## Section 5 - Media (cont.)

The volume of social media posts discussing EQC was steady month on month at 87. Despite a 2.6 point drop, the average favourability of these discussions remain slightly favourable at 52.2%.

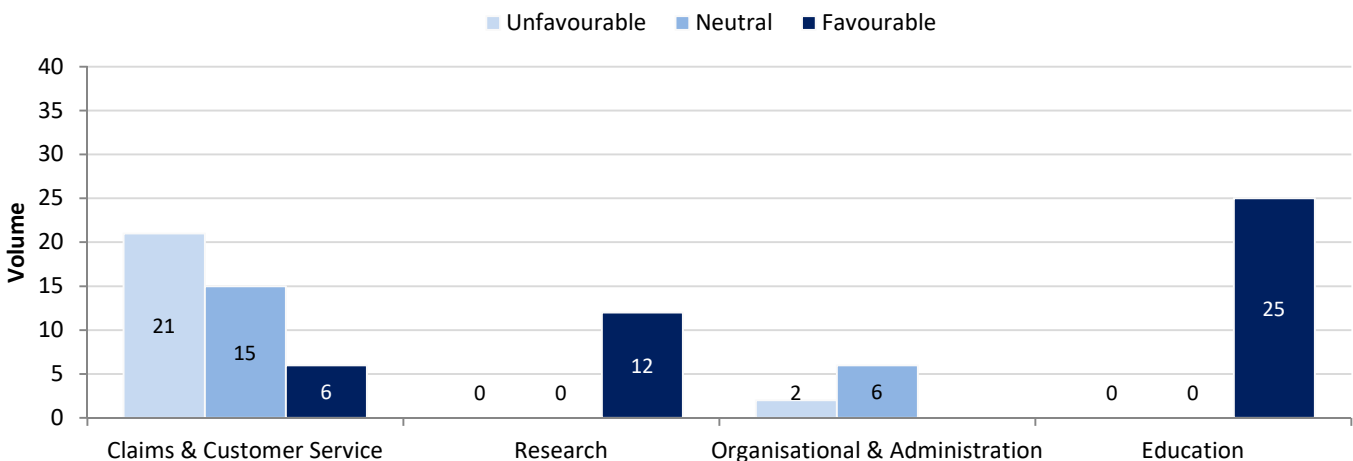
### EQC on Social Media - Volume by Favourability



Our public education function continued to be a key driver of favourable social discussion this month.

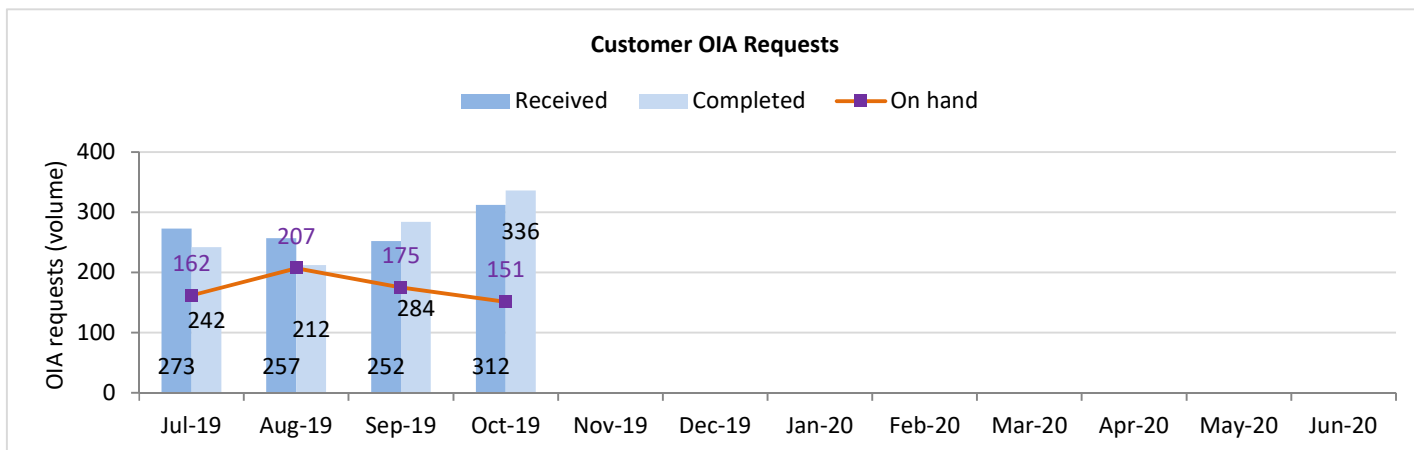
Similar to traditional media, the release of a short summary of public feedback on EQC and concerns regarding unchecked and poorly-repaired foundations generated unfavourable social media discussion.

### Story Focus this Month

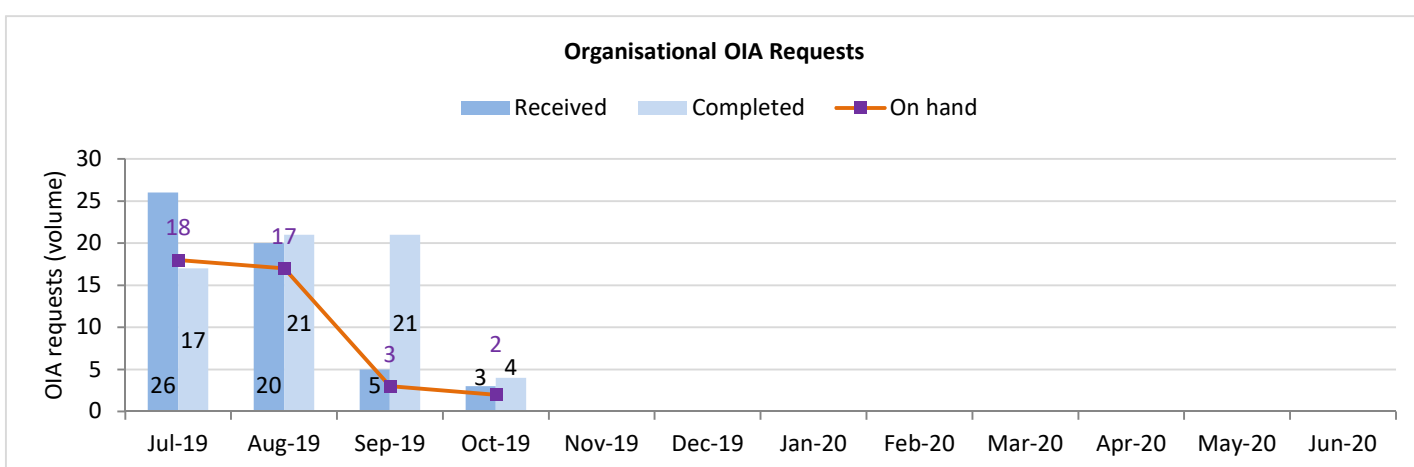


Our public education function continued to be a key driver of favourable social media discussion this month. Posts on ShakeOut 2019, International Day for Disaster Risk Reduction 2019, and Halloween-themed earthquake preparedness advice generated a considerable level of engagement on social media.

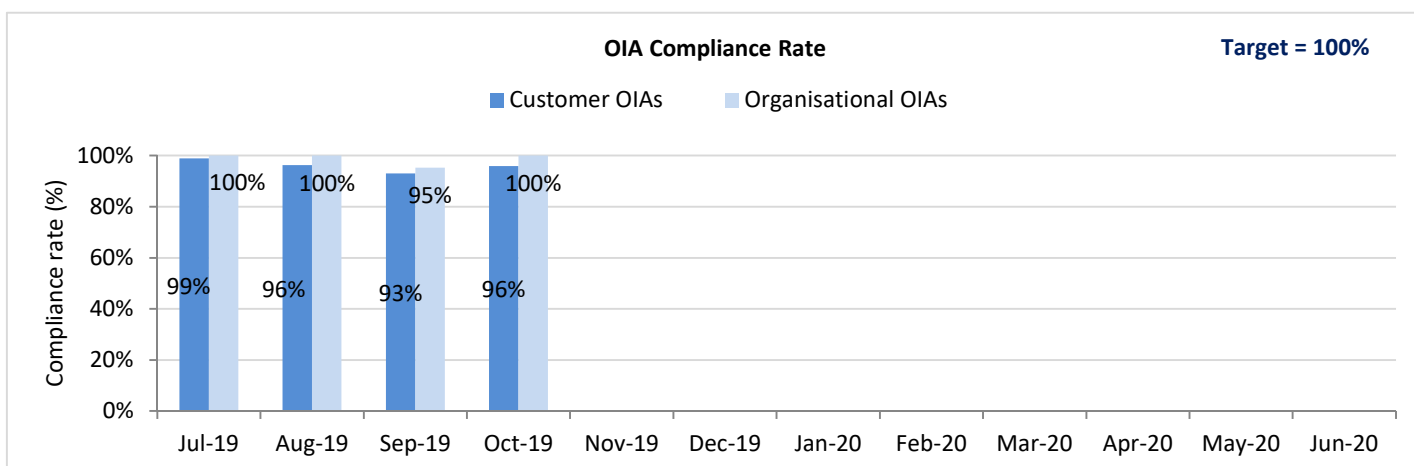
## Section 6 - Official Information Act (OIA) Requests



During the reporting period our Customer OIA team received 312 new requests from customers this month (vs. 252 received in Sep-19). Coupled with the 175 on hand from the end of Sep-19 and 336 requests resolved this month, the team have 151 open requests on hand.



During the reporting period our Government Relations Team received 3 new high level requests (vs. 5 received in Sep-19). Coupled with the 3 on hand from the end of Sep-19 and 4 requests resolved this month, the team have 2 open requests on hand.



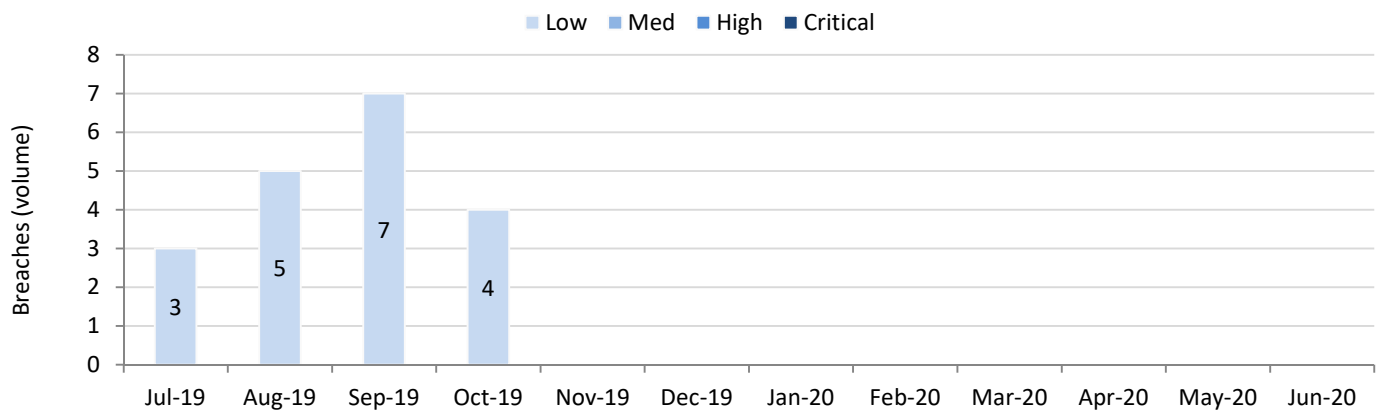
The compliance rate for Customer OIAs improved slightly in October with a result of 96% (vs. 93% for Sep-19) while the level of compliance within the Government Relations Team is back on target at 100%.

There were 16 instances of Customer non-compliance contributing to the 96% result and while two instances were outside of the team's control, the balance were either procedural related or due to non-execution. These issues have since been addressed. There were no instances of Organisational OIA non-compliance during the reporting period.

## Section 7 - Privacy Breaches

Four privacy breaches, all classified as low severity, were recorded by the Risk and Compliance Team this month. All incidents were assessed against EQC's guidelines. All reported instances were contained and no harm appears to have arisen.

Privacy Breaches



### Privacy Breaches

Causal factors for the reported breaches consist of 'Incorrect email address used' (1), 'Information disclosed during a phone call' (1) and 'other' (2). The 'other' breaches relate to a document containing customer personal information saved in an open share area of SharePoint; and contractor payment details left on a presentation document displayed during a team training session.

It was reported last month that our Risk and Compliance Team were investigating an incident reported at the end of Sep-19 to determine whether a breach had occurred. The result of this investigation was that a low severity breach had occurred. This breach has been included in this month's figures.

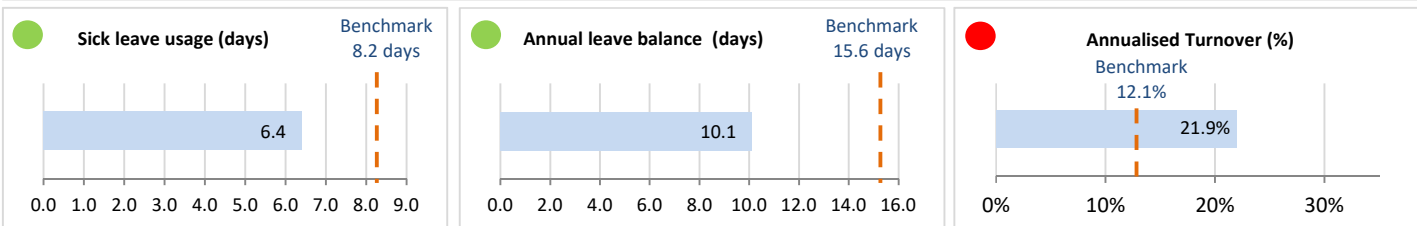
### Severity Scale

Critical	High	Medium	Low
<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Systems integrity compromised</li> <li>• Disclosure of large amount of personal information</li> <li>• Harm caused to individual/s</li> <li>• Significant media or reputational damage likely</li> <li>• Not contained and/or unresolved</li> </ul>	<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Multiple person repeat or continued failure</li> <li>• Harm caused or likely to be caused to individuals</li> <li>• Not contained</li> </ul>	<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure</li> <li>• Single or few (less than 10) individuals affected</li> <li>• Harm unlikely</li> <li>• Not contained, or contained and possible complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure;</li> <li>• Single person affected</li> <li>• No harm arising</li> <li>• Contained and resolved</li> </ul>

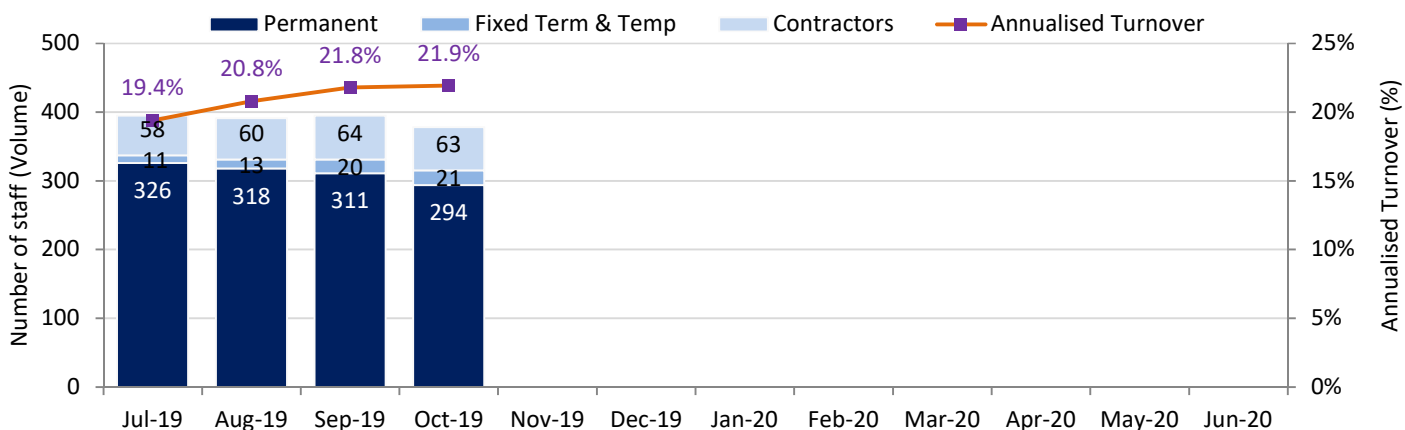
## Section 8 - HR Operations

Average sick leave usage and annual leave balance remain favourable in comparison to their respective Public Sector Benchmarks ('benchmark'). Annualised turnover held steady at 21.9% in comparison to Sep-19, but remains above the benchmark of 12.1%.

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



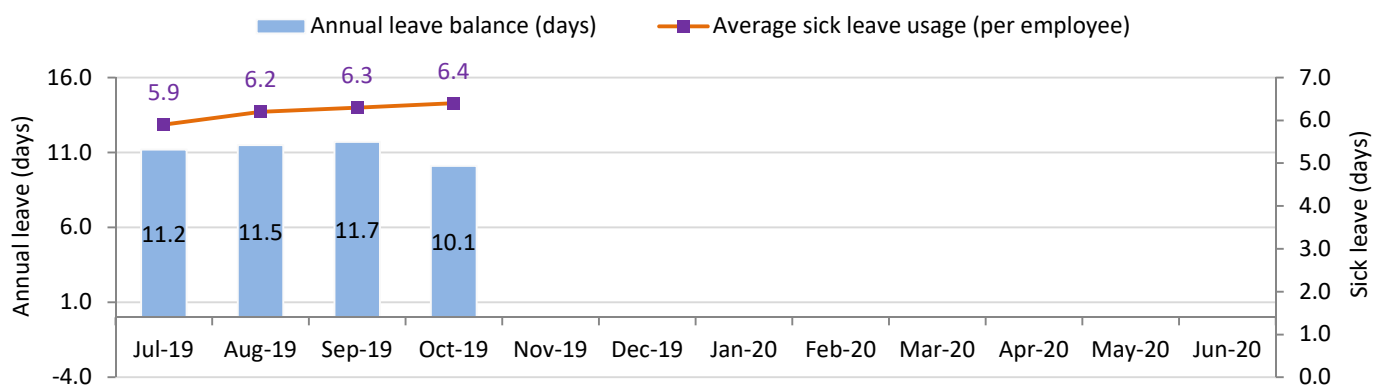
### Headcount and Annualised Turnover



Our total headcount decreased by 17 people to 378 this month, mainly attributable to the reduction in 'Permanent' employees. The volumes of both 'Fixed term & Temp' employees and 'Contractors' remained relatively unchanged from the previous month.

**Note:** This number will differ from Financial reporting, where consultants / outsourced service providers may be engaged to fill vacant budgeted positions.

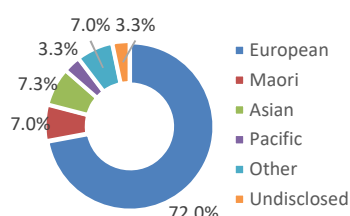
### Annual and Sick Leave



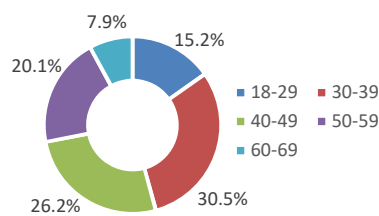
Average annual leave balance decreased to 10.1 days against the benchmark of 15.6. Average sick leave usage at 6.4 days remains below the corresponding benchmark of 8.2.

### Workforce Profile

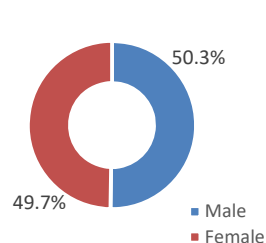
#### Ethnicity



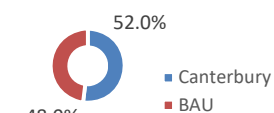
#### Age



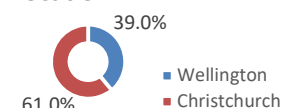
#### Gender



#### Event Focus



#### Location



EQC continues to benefit from diversity in our workforce.