

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

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/Kaikoura)

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, 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 - 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%	39%		

Commentary: To date we have closed 39% of claims outstanding (over 6 months old) at EOM June 2019. This leaves us ahead of target, 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, February and March 2019 have been settled within 6 months of their reopened date.

**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%	11.6%		
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Note: this is a reverse target

Commentary: So far this financial year we have reopened 11.6% of settled claims within 6 months of closure.

Key:



Result not available for the month



Potential risk of not achieving target



Performance trend increase



No change in performance trend



On track for delivery



Target highly unlikely to be achieved

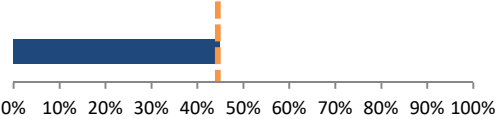

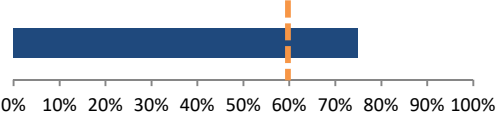

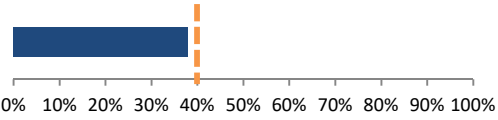

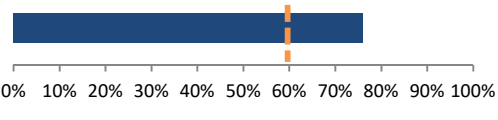

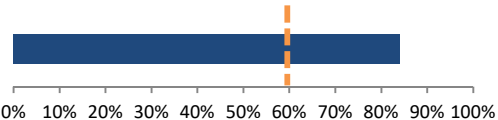



Performance trend decrease

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%	45%		
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%	75%		
2.1.7	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process	≥ 40%	38%		
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%		
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%	84%		


Commentary: 'Overall Satisfaction' (2.1.5) levels amongst Canterbury customers held steady with a result of 45% (vs. 46% for Aug-19), while satisfaction levels with how well they were 'Kept Informed' (2.1.7) declined with a result of 38% (vs. 41% for Aug-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 31 August 2019.


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

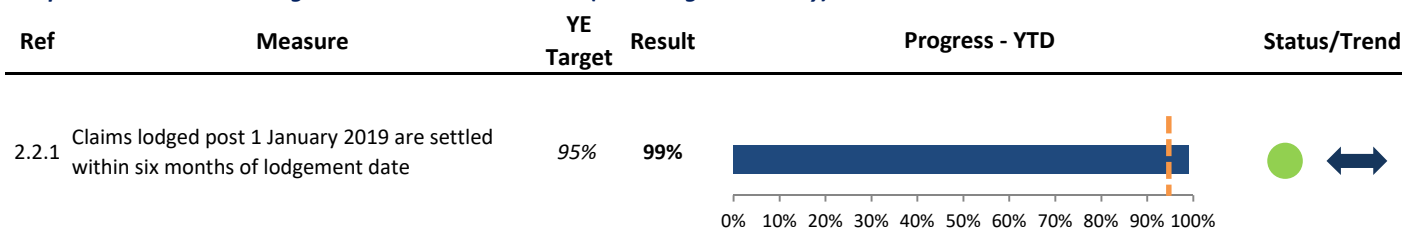
 No change in performance trend

 Performance trend decrease

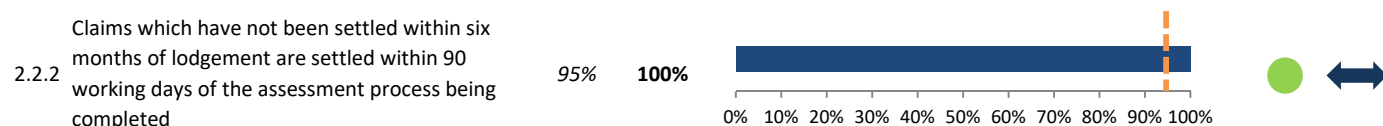
Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Event Response

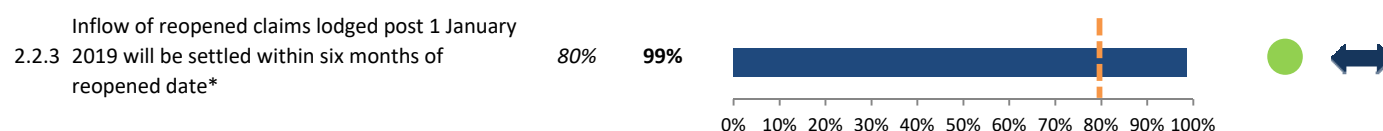
Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)



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.

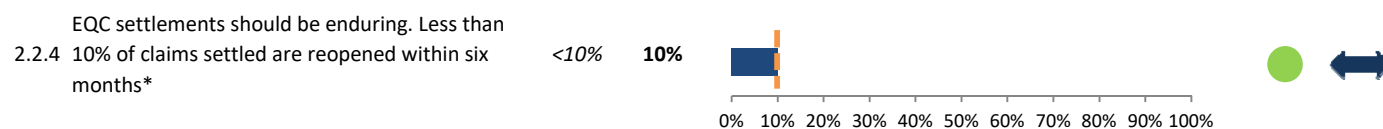


Commentary: So far this financial year, 100% of claims that were not settled within 6 months, have subsequently been settled within 90 working days of the completion of the assessment process.



Commentary: So far this financial year, 99% of claims that were reopened in January-to-March 2019 have been settled within 6 months of being reopened.

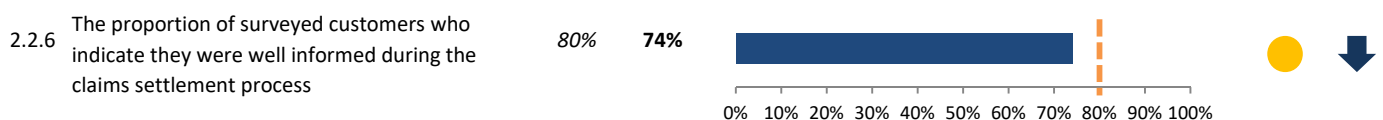
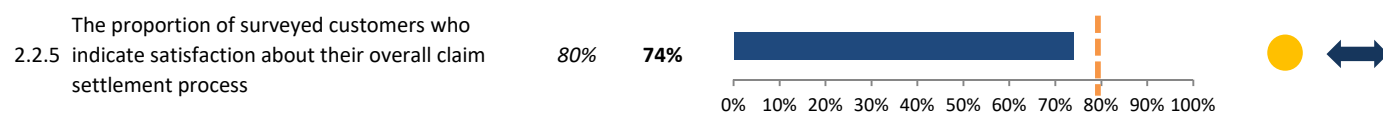
*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"



Note: this is a reverse target

Commentary: As of August 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: Customer satisfaction with 'Service Quality' (2.2.5) rose during the reporting period with a result of 74% (vs. 64% last month) while satisfaction with customers felt they were 'Kept Informed' (2.2.6) fell below the 80% target with a result of 74% (vs. 87% last month).

Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 August 2019.

Key:

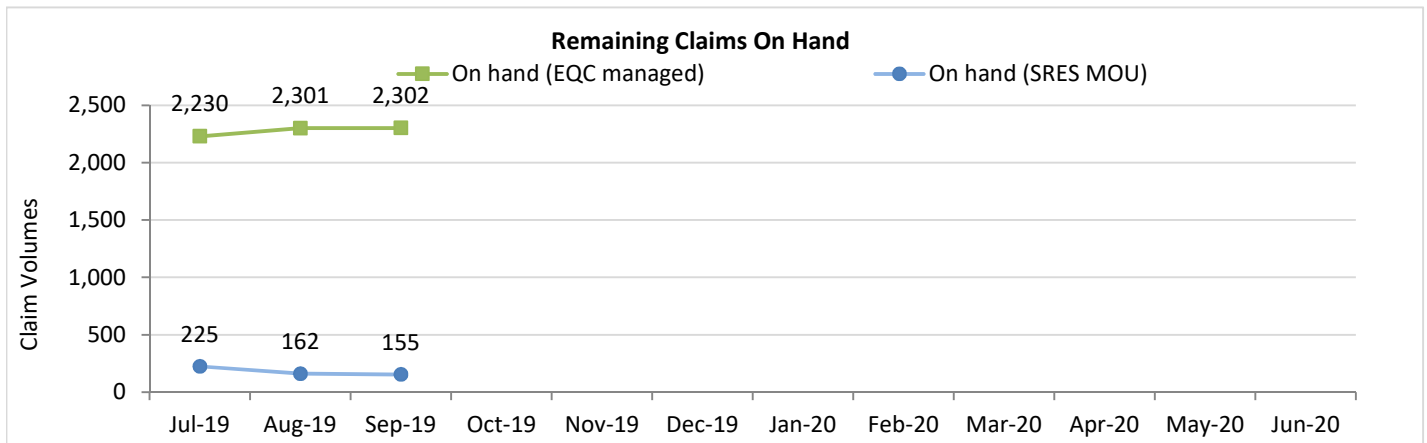
 Result not available for the month
 On track for delivery

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

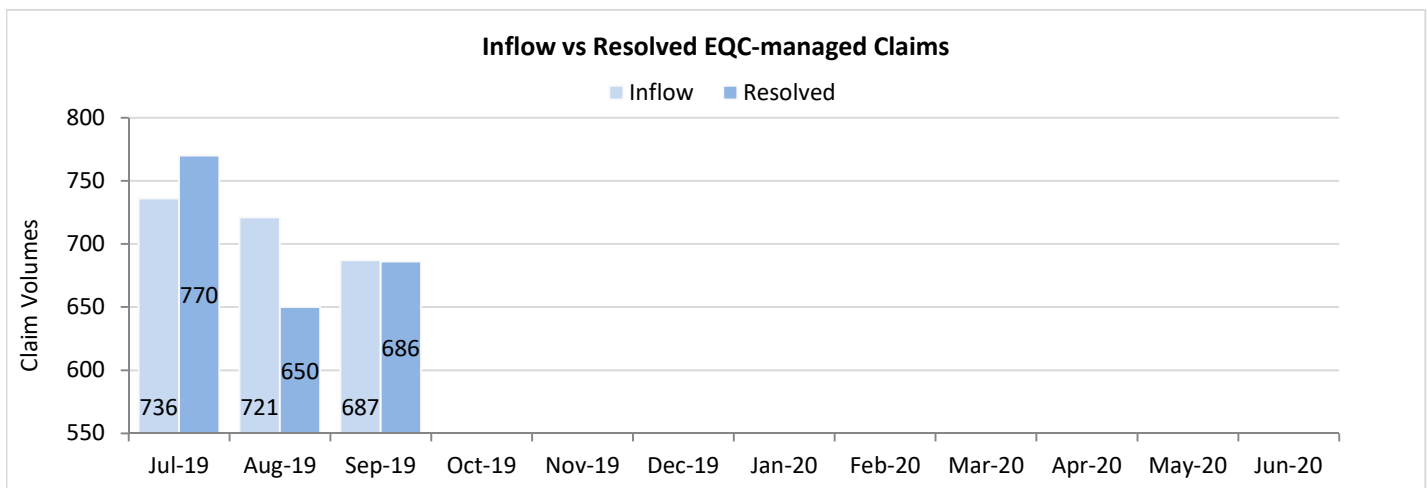
 Performance trend increase
 No change in performance trend
 Performance trend decrease

Section 2 - Canterbury

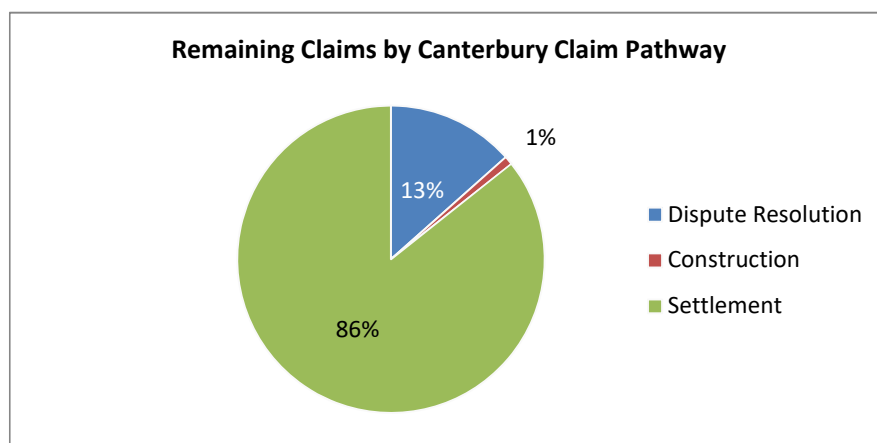
The number of open Canterbury-event claims on hand was almost unchanged in September with inflow of reopened claims offsetting closure of claims resolved in the month.



In total, 2,457 open claims remain on hand, of which 2,302 are being managed by EQC and 155 by Southern Response under the MOU arrangement ('SRES MOU').



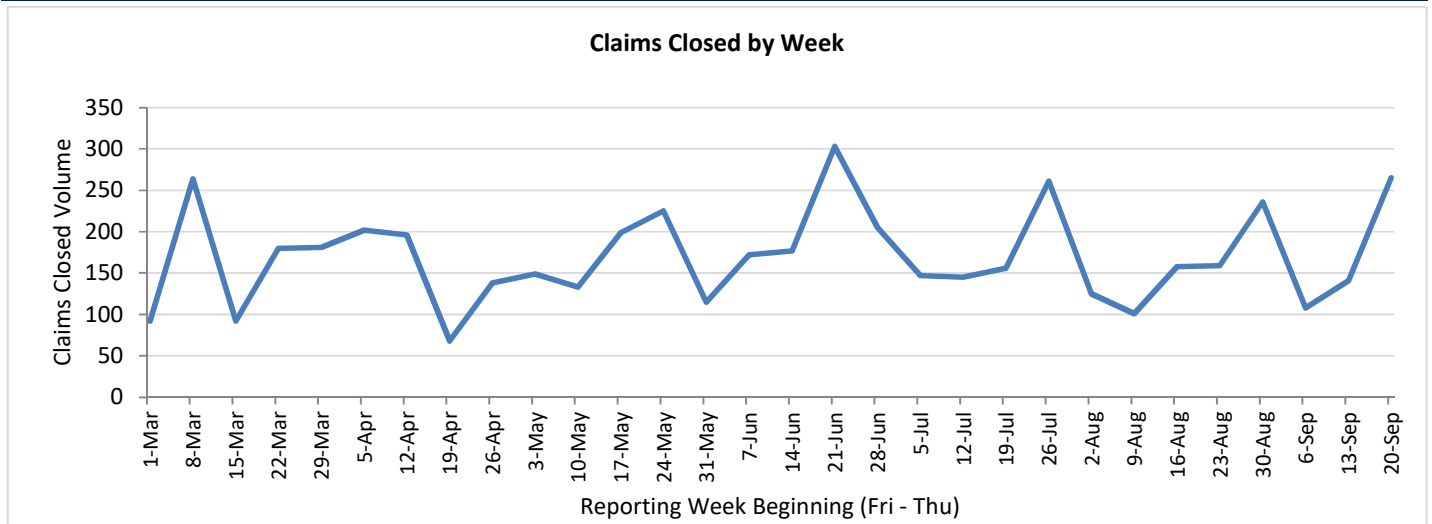
There were 686 claim closures (on 670 distinct EQC-managed claims) during September 2019. Total claim inflow during September was 687 - the sum of 484 CMS4 claims reopened in CMS8 for the first time, and previously closed CMS8 claims reopened 202 times during the month. Transfer of claims (e.g. between EQC and Southern Response Management) accounted for an additional net increase of 1 EQC-managed claim leaving 2,302 EQC-managed claims on hand.



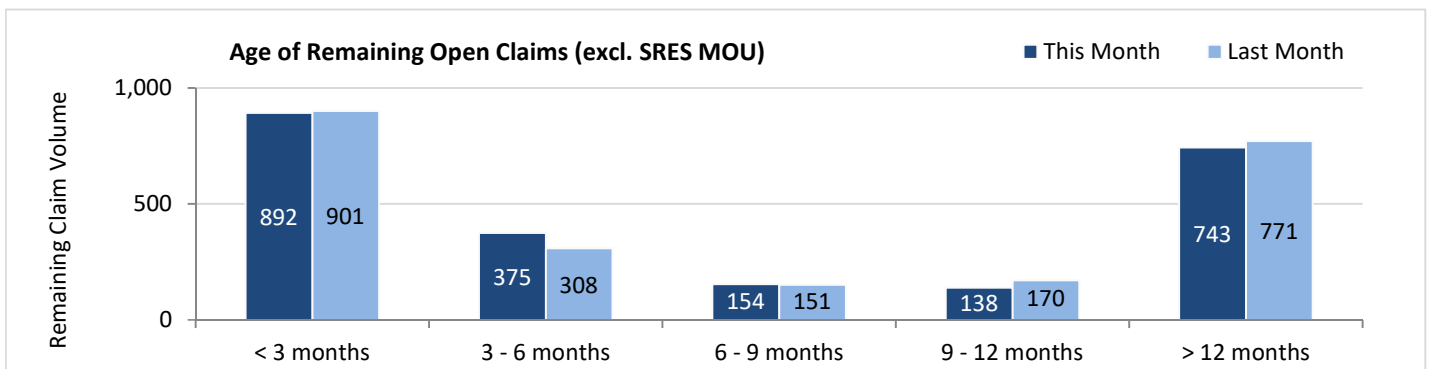
Of the 2,302 EQC-managed claims remaining on hand, 86% are being managed by Settlement teams, 13% are with Dispute Resolution, and 1% are in physical repair.

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.

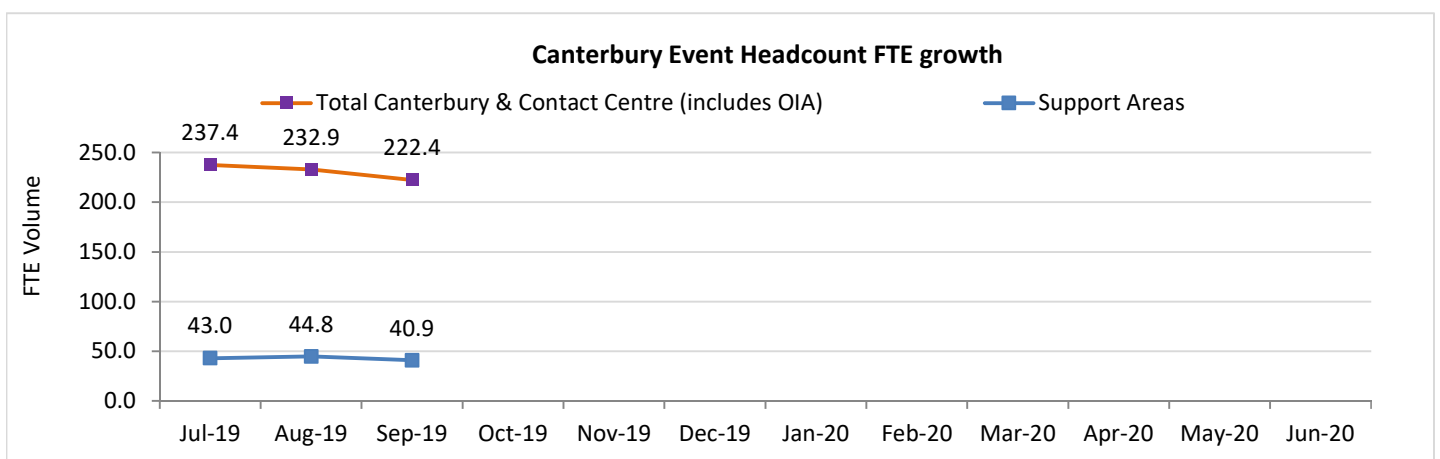
Section 2 - Canterbury (cont.)



On average we closed 163 EQC managed claims per week in September up from a weekly average of 141 in August. This resulted in a total of 686 claims closed in September.



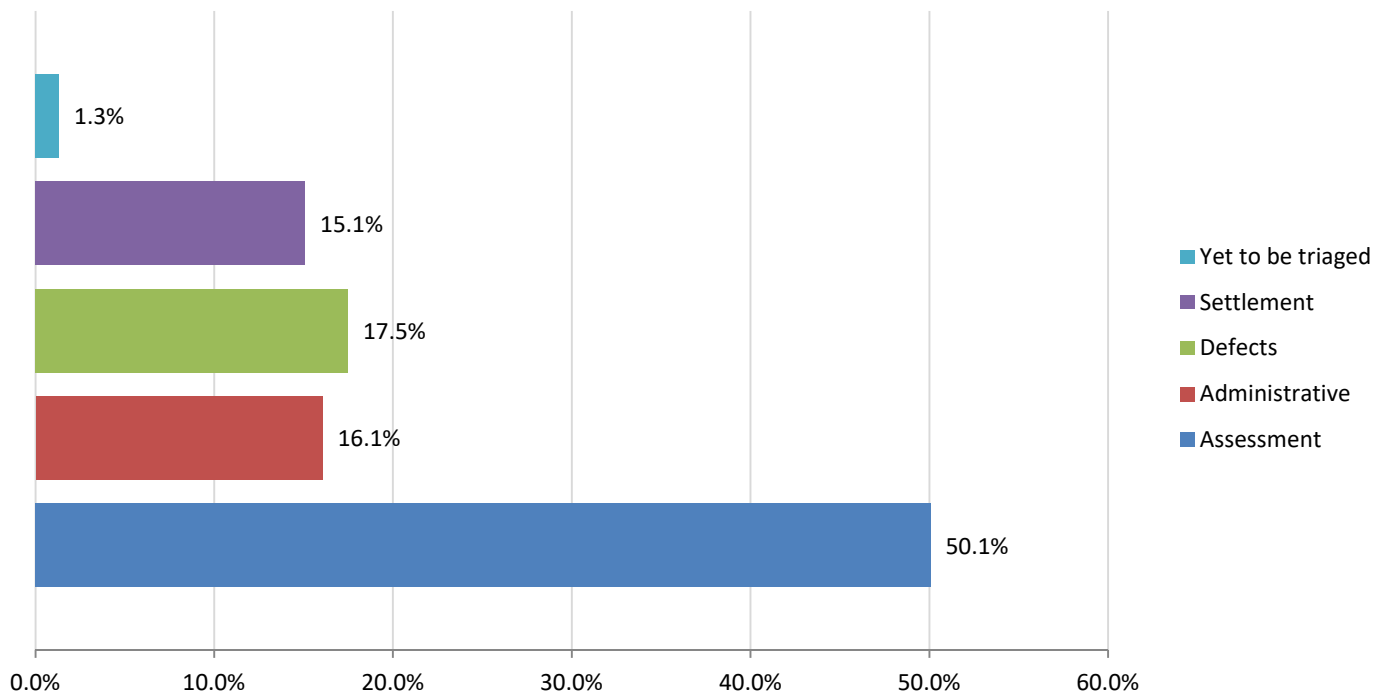
We made further progress resolving historical claims in September. The volume of EQC-managed claims open more than 9 months was 881 in September down from 941 in August.



The total Canterbury & Contact Centre including OIA ('Canterbury') headcount reduced by 10 people to 222 in September. Headcount in support areas also reduced, down 4 people to 41.

Section 2 - Canterbury (cont.)

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



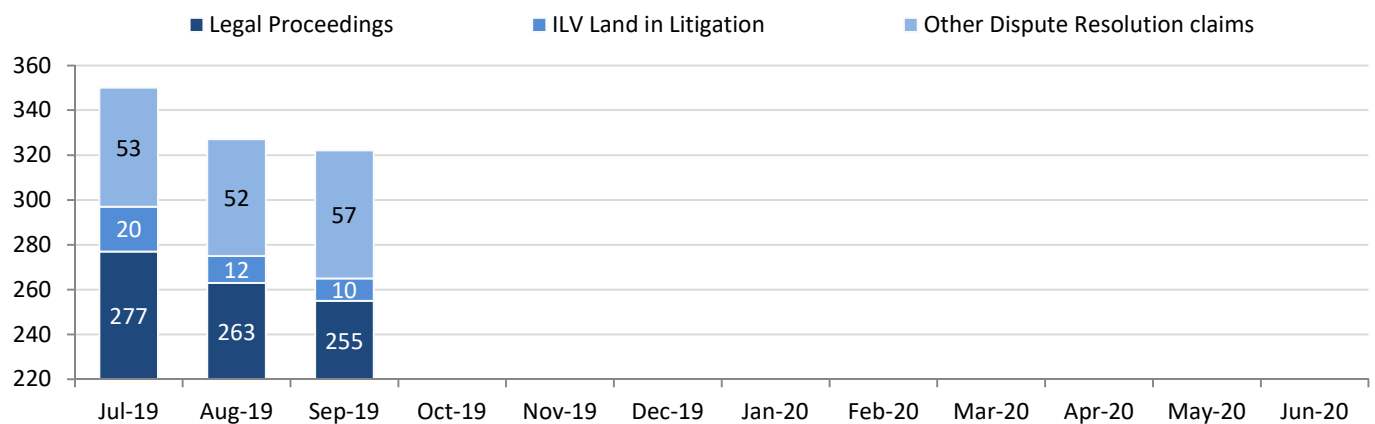
Claims reopened for Assessment encompass previously undetected damage to scoped repair elements, together with new damage identified on previously unscoped elements. Half of year to date claim inflow has resulted from these scenarios.

Claims reopened for Settlement most commonly relate to requests to review the settlement approach or to address additional costs associated with scoped repair elements.

Claims reopened for Defects are reopened to address issues with the quality of repairs undertaken.

Claims reopened for Administrative purposes 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.

Claims in Dispute

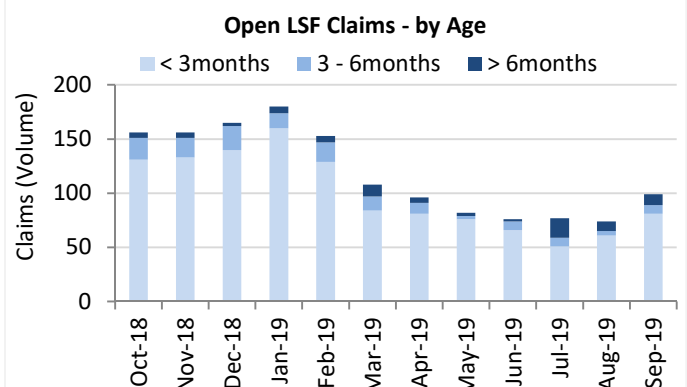
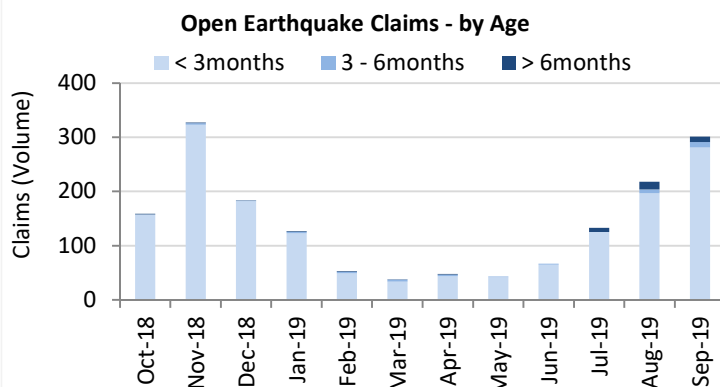
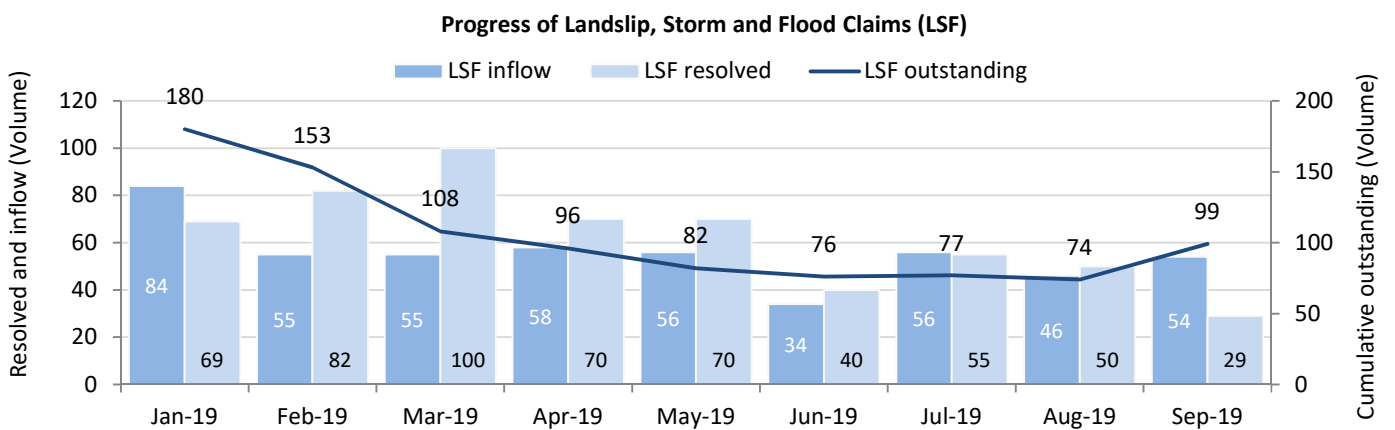
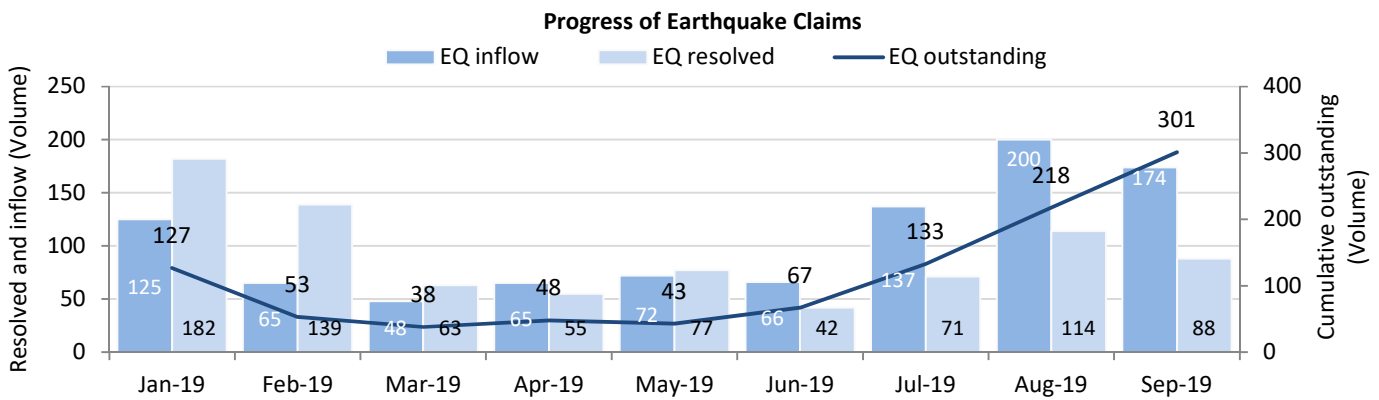


The total volume of claims in dispute reduced by 5 to 322 this month. We resolved 14 litigation claims in September. This was offset by inflow of 6 litigation claims leaving 255 remaining on hand. We resolved 5 claims through the dispute resolution process and received inflow of 10 claims leaving 57 claims on hand. We also resolved 2 ILV land litigation claims leaving 10 remaining on hand.

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

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

During the reporting period 228 new claims were lodged. Of these lodgements, 76% (174) were earthquake claims, while the balance were landslip, storm and flood ('LSF') related claims. The M5.0 earthquake, 15km north-east of Tūrangi, on 4 September resulted in the lodgement of 73 earthquake claims while the flooding on the Coromandel Peninsula on 10 September resulted in the lodgement of 11 LSF claims.



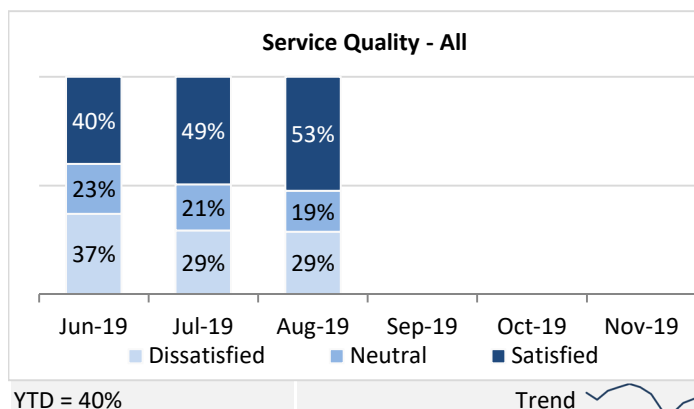
Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Satisfaction

Canterbury Customers - Customer satisfaction improved overall this month with 53% of surveyed customers satisfied with the quality of service received. This improvement reflects improved perceptions of our time management and professionalism, both of which were previously identified as driving dissatisfaction.

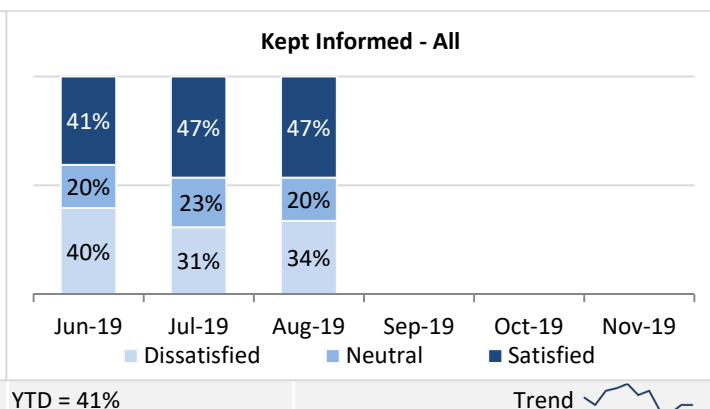
Service Quality

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

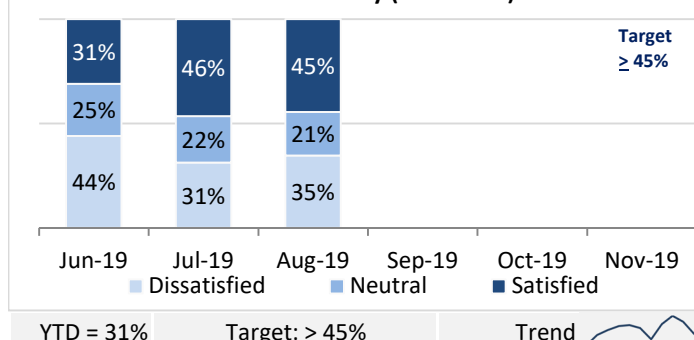


Kept Informed

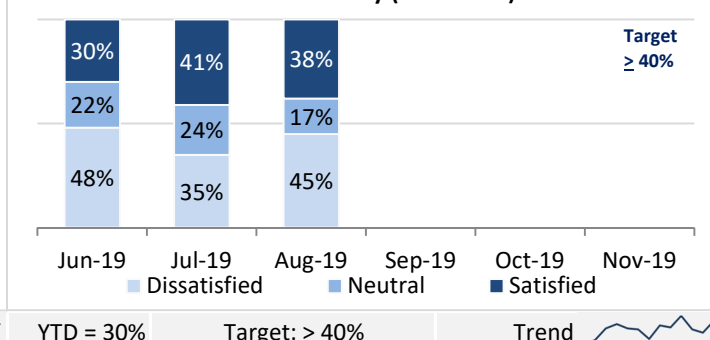
How do you agree you were kept well informed throughout the claim process?



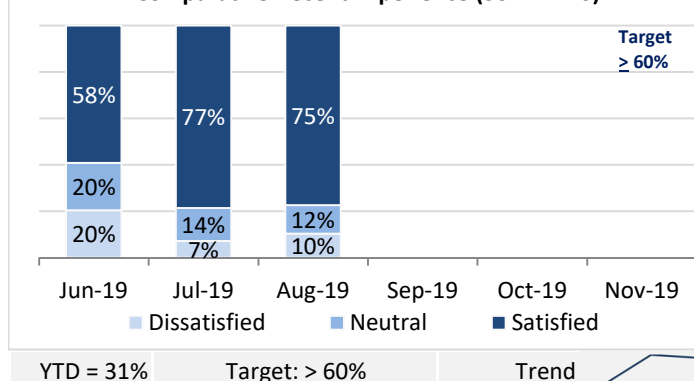
Canterbury (SoPE 2.1.5)



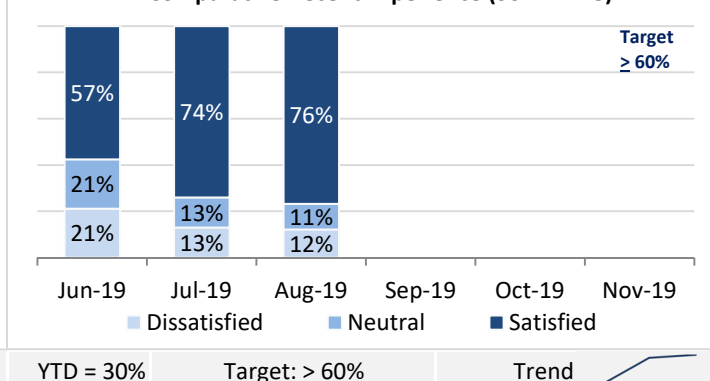
Canterbury (SoPE 2.1.7)



Comparative Recent Experience (SoPE 2.1.6)



Comparative Recent Experience (SoPE 2.1.8)



Comparative Recent Experience (Canterbury Customers)

75% of surveyed Canterbury customers were satisfied with their recent claim experience, well above the corresponding SoPE target of 60%. We recorded a similarly favourable result keeping customers informed during their recent claim experience with 76% of customers satisfied with our performance.

Notes:

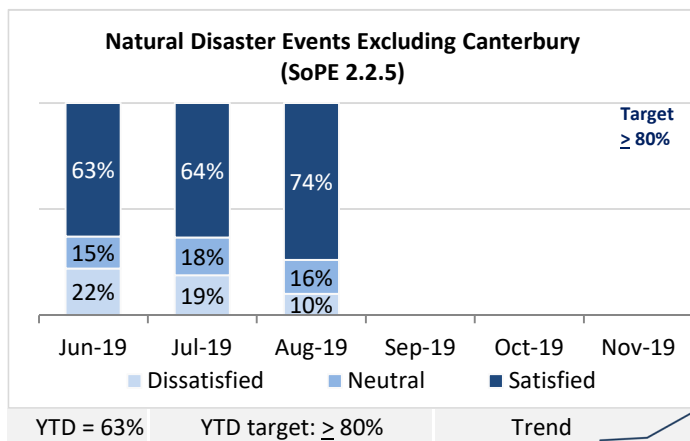
- The top two graphs are an amalgamation for all events and are indicative only i.e. they are not SoPE measures.
- The YTD (year-to-date) bars represent the cumulative year-to-date percentage of those respondents that are either satisfied with or agreed to the question asked.
- Due to the nature of this information it is presented a month in arrears.

Section 4 - Customer Satisfaction (cont.)

Response & Recovery BAU Customers - Overall satisfaction among Response & Recovery BAU ('BAU') customers improved to 74% this month but remains below our SoPE target of 80%. Satisfaction amongst BAU claimants with damage resulting from earthquakes has improved significantly from the last quarter particularly around the assessment process overall and time taken to settle, however samples are small. 'Appeared to know what they were doing/expert' is the predominant theme for reasons to be satisfied with assessment. Surveyed customers reported decreased satisfaction with our performance keeping them informed, dropping below our 80% target to 74% this month.

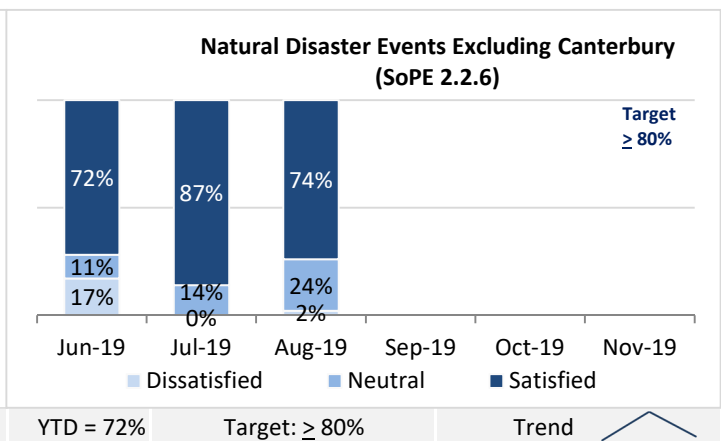
Service Quality

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?



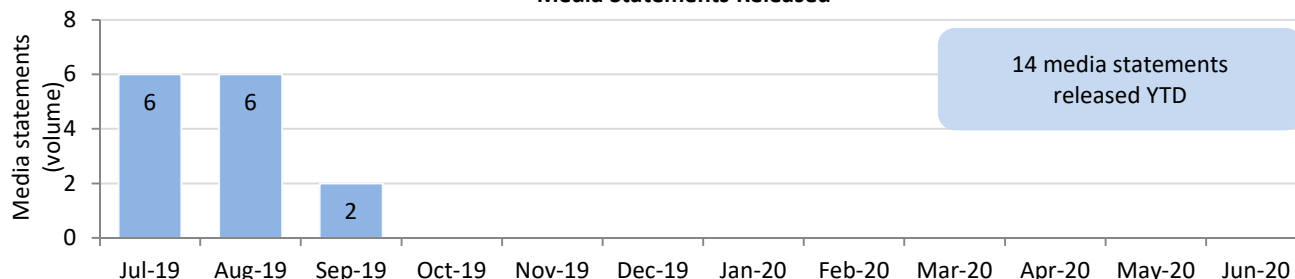
Total Call, Email and Post Volume

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

Section 5 - Media

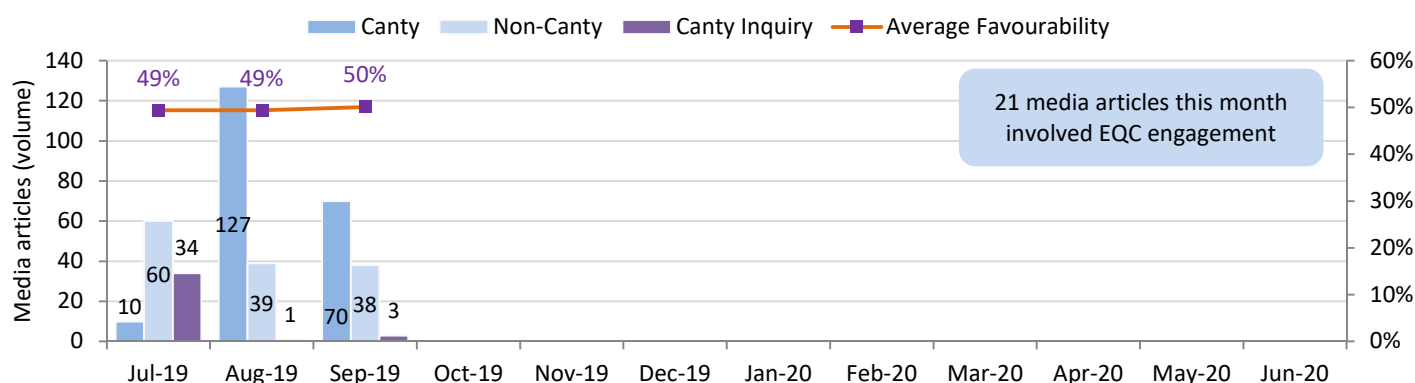
Traditional media - Media scrutiny of substandard repairs and on-sold properties subsided in September. Consequently the volume of traditional media coverage dropped to almost half its August total and favourability recovered to a balanced 50.1%. Reporting of plans by Tower Insurance to acquire Youi drove unfavourable coverage of EQC, frequently being accompanied by discussion of Tower's liability claim with the Commission. Conversely, the High Court ruling in a case between EQC and Mark and Nichola Goodier was reported favourably for the Commission. While modest in volume, EQC's focus on high quality research was highlighted in reports on a multinational drone mission to study volcanic craters. Almost 1 in 5 media articles involved some level of EQC engagement.

Media Statements Released

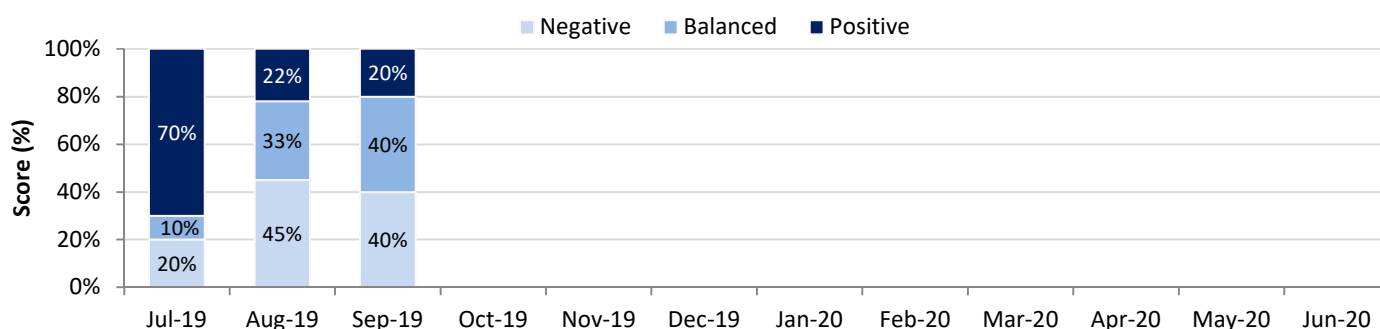


Correction: Last month it was incorrectly reported that we had released 41 media statements. The correct figure should have read 6 media statements. The visualisation and associated YTD call-out have been amended to reflect this correction.

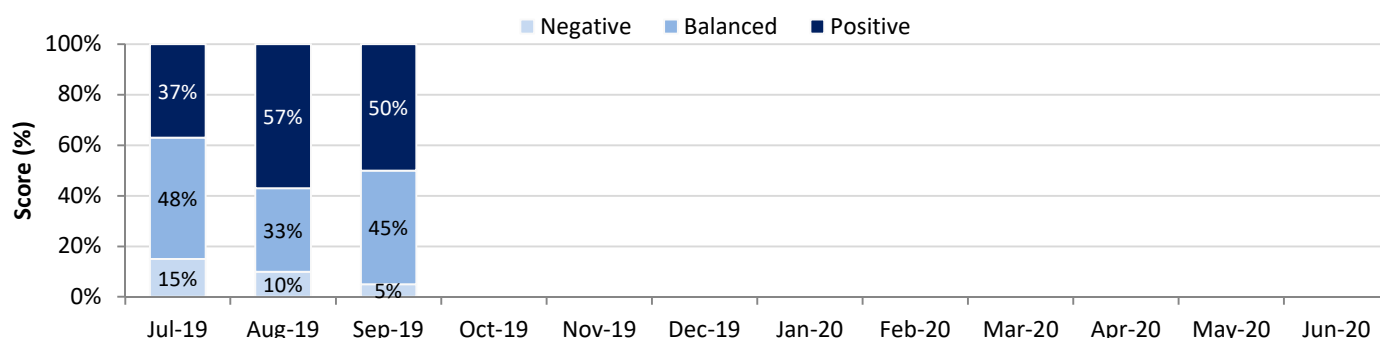
Media Articles and Favourability



Media Score - Canterbury



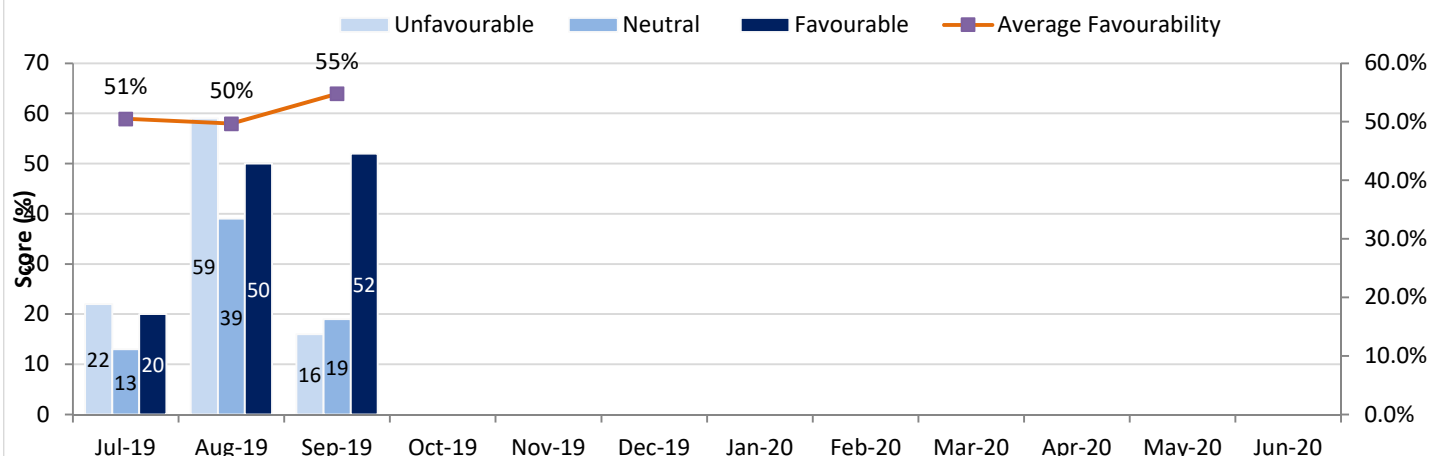
Media Score - Non Canterbury



Section 5 - Media (cont.)

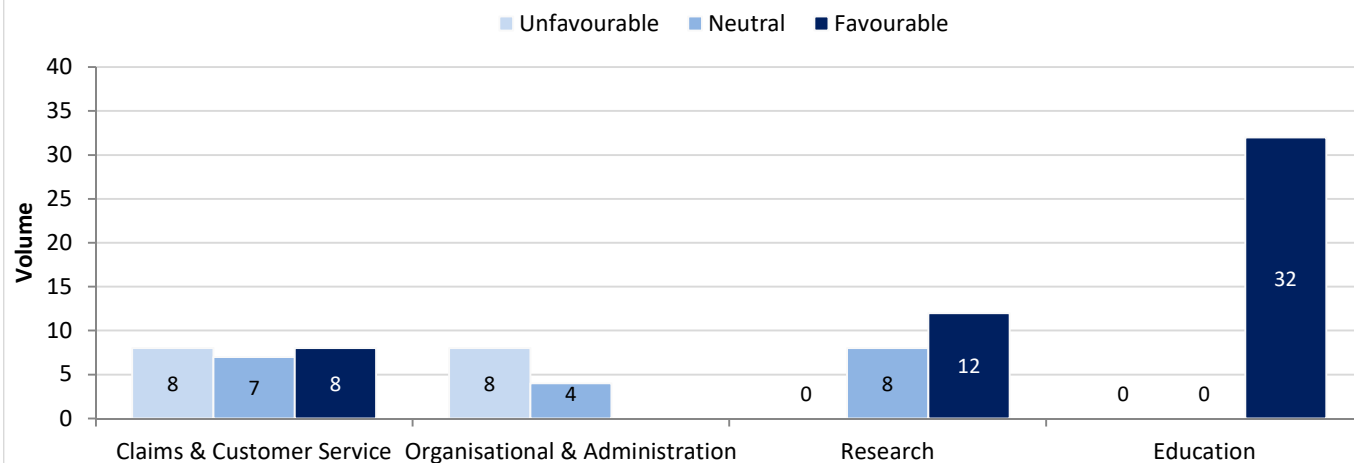
Similarly to traditional media, the volume of social media posts relating to EQC dropped sharply in September. This was accompanied by a notable rise in favourability, reaching a record high average of 54.8%.

EQC on Social Media - Volume by Favourability



Our increased favourability was largely attributed to EQC's proactive social media activity and a high level of engagement with its Education and Research-focused posts. Criticism of EQC on social media was primarily driven by reactions to a Checkpoint piece detailing Alison and Karl Dodds' "ordeal" with Southern Response (in which sources drew unfavourable comparisons between the two agencies) and the release of a summary of public submissions to the Inquiry.

Story Focus this Month

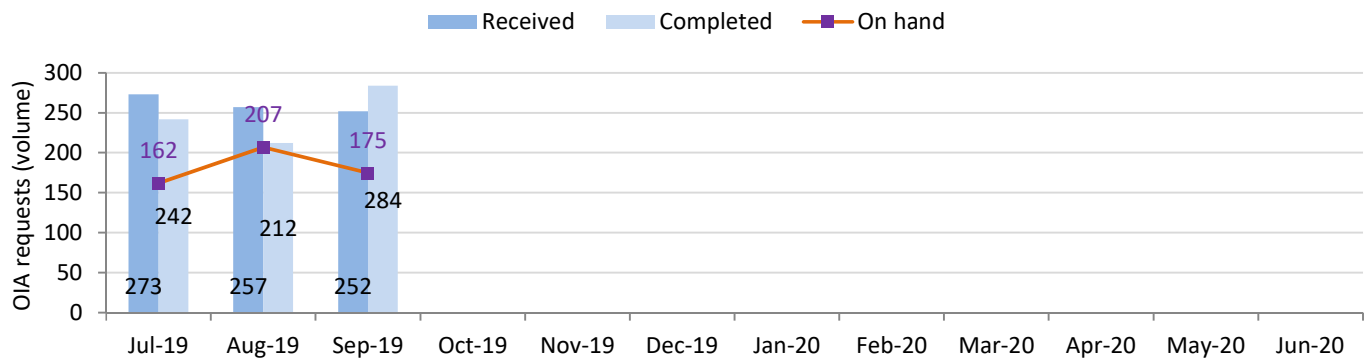


During the reporting period, the high level of engagement with our Education and Research-focused posts was a key driver of increased favourability. Our Education and Research posts included:

- Te Wiki o te Reo Māori videos on Aotearoa's natural hazards and tips on preventing damage and injury from earthquakes;
- Claims process advice provided to customers affected by the Tūrangi earthquakes early in the month;
- The Waka Lab drone mission led by Dr Ian Schipper to study volcanic gases; and

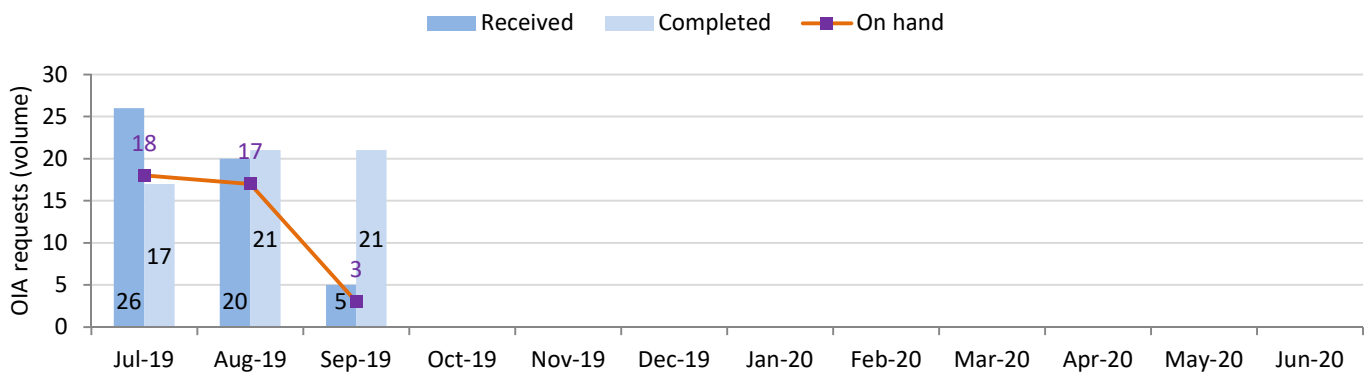
Section 6 - Official Information Act (OIA) Requests

Customer OIA Requests



We received 252 new OIA requests from customers in September (vs. 257 received in August). We resolved 284 requests in September leaving 175 open requests on hand (down from 207 in August).

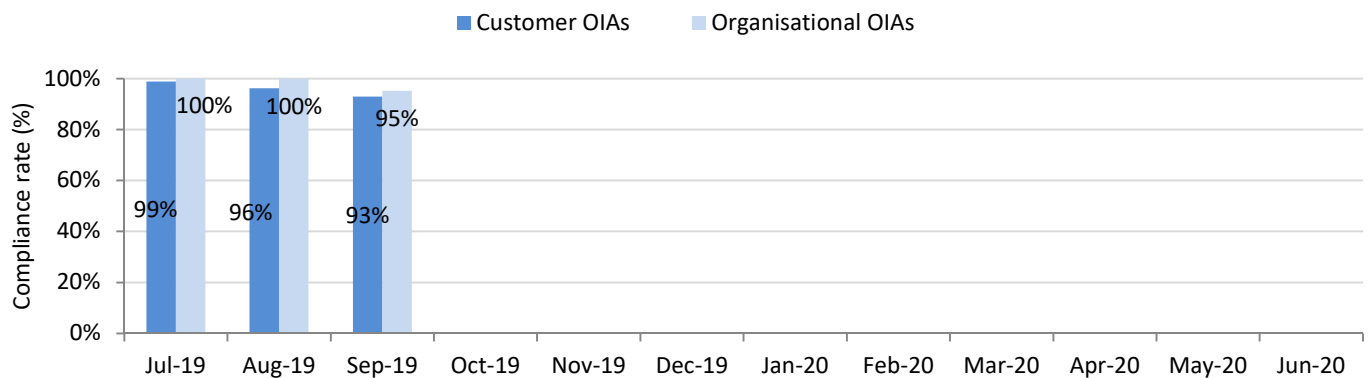
Organisational OIA Requests



During the reporting period the Government Relations Team received 5 new high level requests (vs. 20 received in August). Coupled with the 17 on hand from the end of August and 21 requests resolved this month, the team have 3 open requests remaining on hand.

OIA Compliance Rate

Target = 100%



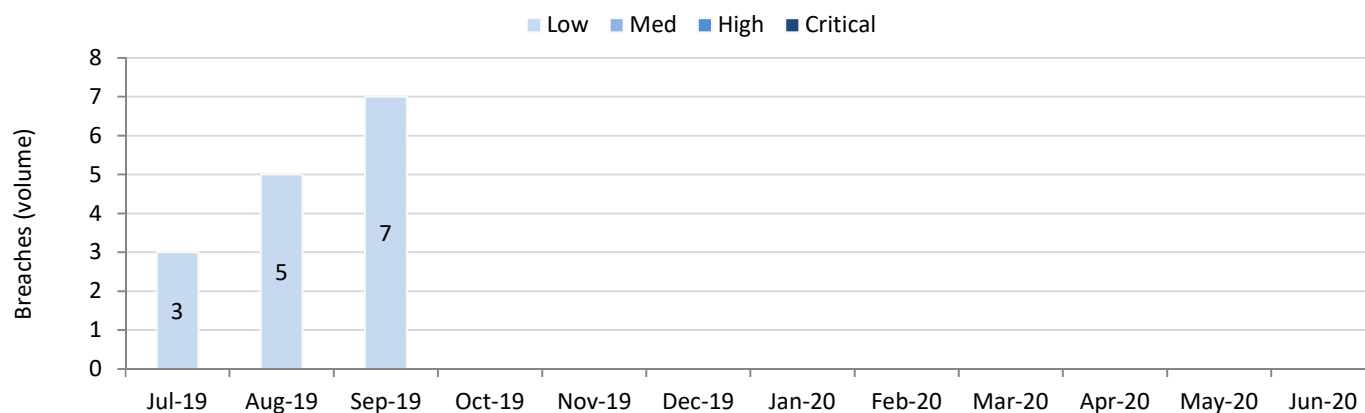
The compliance rate for Customer OIAs dipped to 93% in September down from 96% last month. The compliance rate for Organisational requested also decreased to 95%.

There were 19 instances of Customer non-compliance contributing to the 93% result, these instances were people and process related. The one instance of Organisational non-compliance was due to a late handover to the Government Relations Team who received the request after expiry of the 20 working day timeframe.

Section 7 - Privacy Breaches

Seven privacy breaches, all classified as low severity, were recorded by the Risk and Compliance Team this month. All incidences were assessed against EQC's guidelines and no harm appears to have arisen through any of these recorded instances.

Privacy Breaches



Privacy Breaches

Causal factors for the reported breaches during the period include 'Wrong document sent' (5), 'Incorrect email address used' (1), and 'Information disclosed during a phone call' (1).

Additionally, the Risk and Compliance Team are still investigating an incident reported at the end of the reporting period to determine whether a breach has occurred.

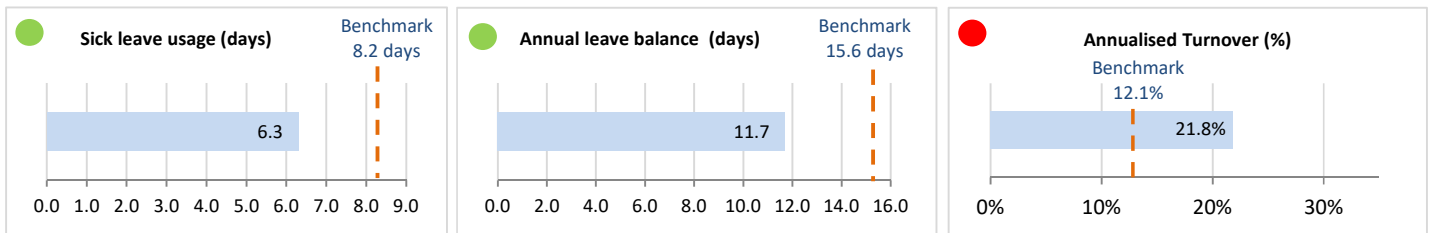
Severity Scale

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

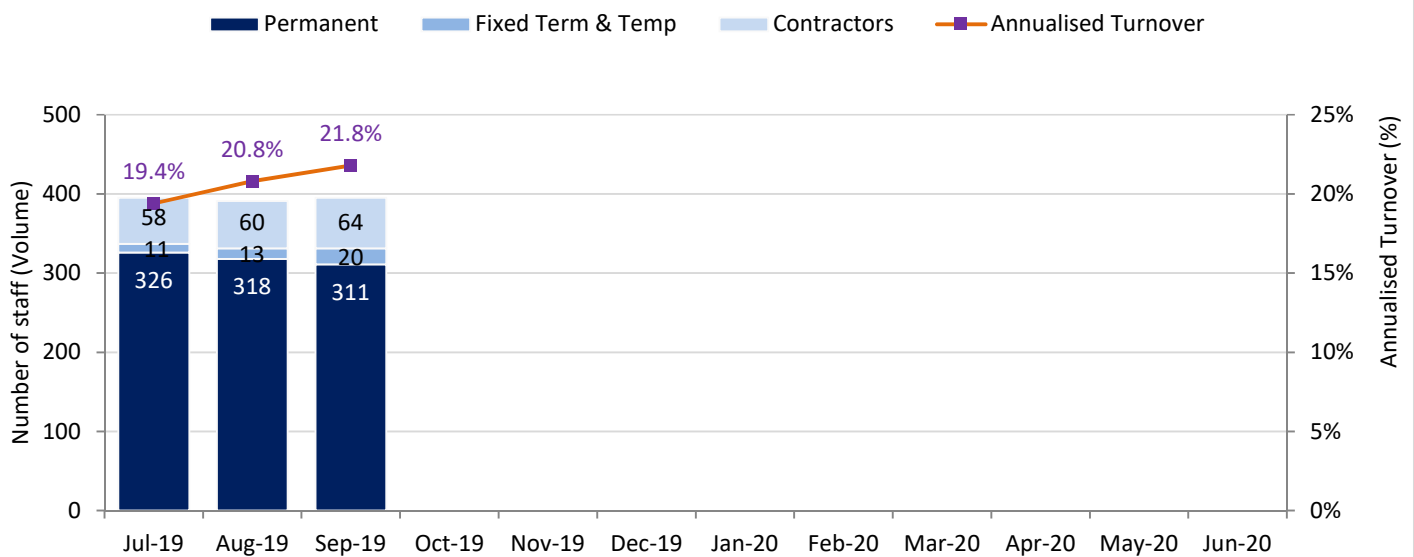
Section 8 - HR Operations

Average sick leave usage and annual leave both remain favourable in comparison to their respective Public Sector Benchmarks ('benchmark'). Annualised turnover at 21.8% remains above the benchmark of 12.1% reflecting the recent ongoing pace of change in our organisation.

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

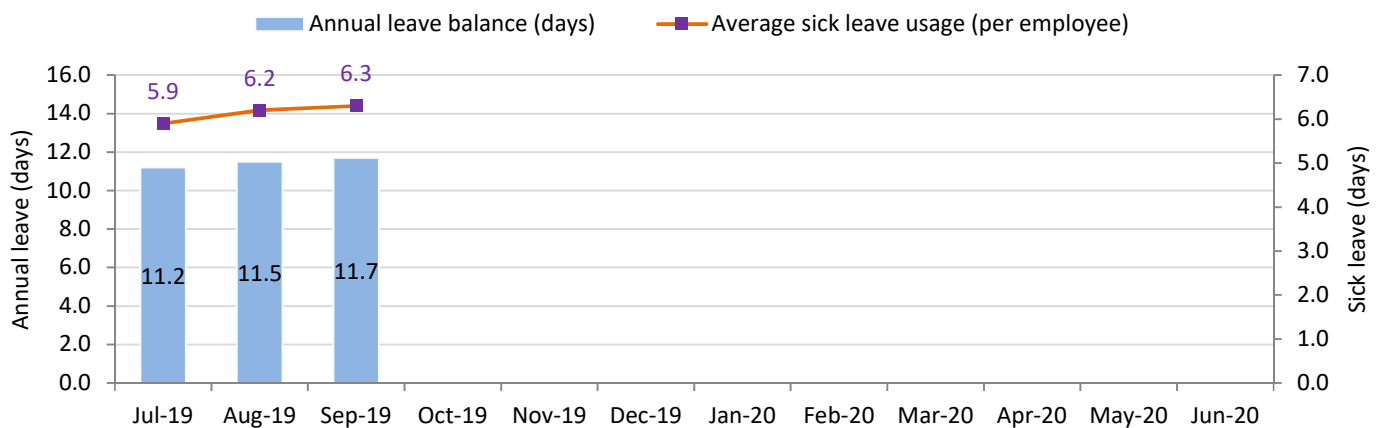


Headcount and Annualised Turnover



Our total headcount increased by 4 people to 395 this month. A small reduction in permanent employee volumes was offset by growth in fixed term, temp and contract employees.

Annual and Sick Leave



Average annual leave increased marginally to 11.7 days against the benchmark of 15.6. Average sick leave usage at 6.3 days remains below the corresponding benchmark of 8.2.