

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).

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, landslip, 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

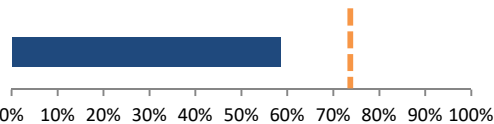

This section tracks EQC's average annual leave balance and sick leave usage and compares them to the Public Service Benchmark. Information in this section also includes a broad profile of EQC's workforce.

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

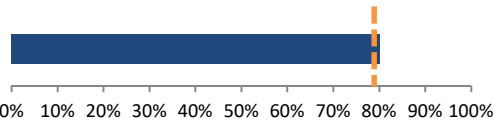

Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response

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

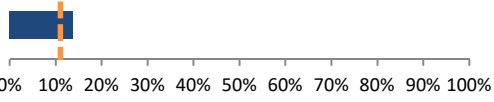

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.1	Outstanding claims over six months old, on hand at 30 June 2019, are settled by 31 December 2019	75%	58%		

Commentary: By EOM December 2019, we had closed 58% of claims that were outstanding (over 6 months old) at EOM June 2019. Consequently we did not achieve the target for this measure. As at 30 April 2020 we had closed 69% of these claims, up from 65% at the end of March.

2.1.2	Inflow of reopened claims lodged post 1 January 2019 will be settled within six months of reopened date*	80%	80%		
-------	--	-----	-----	--	---

Commentary: So far this financial year, 80% of claims that were reopened during January-through-October 2019 have been settled within 6 months of their reopened date, on target. This is an improvement from 76% last month.

*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%	13.8%		
-------	--	------	-------	---	---

Note: this is a reverse target

Commentary: So far this financial year we have reopened 13.8% of settled claims within 6 months of closure. This is a deterioration since last month (8.9%).

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

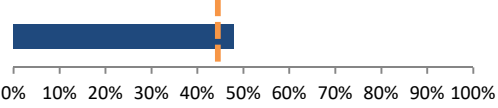

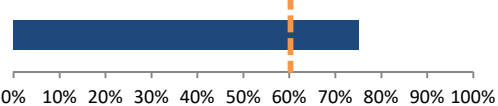

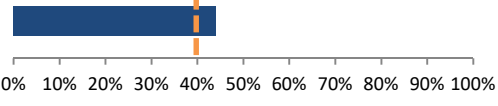

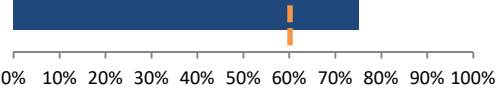

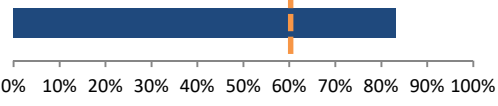



Performance trend decrease

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%	48%		
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%	44%		
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%	75%		
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%	83%		


Commentary: 'Overall Satisfaction' (2.1.5) amongst our Canterbury customers remains unchanged from last month on 48% as does our performance in ensuring our Canterbury customers were 'Kept Informed' (2.1.7) with 44%. 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 March 2020.


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

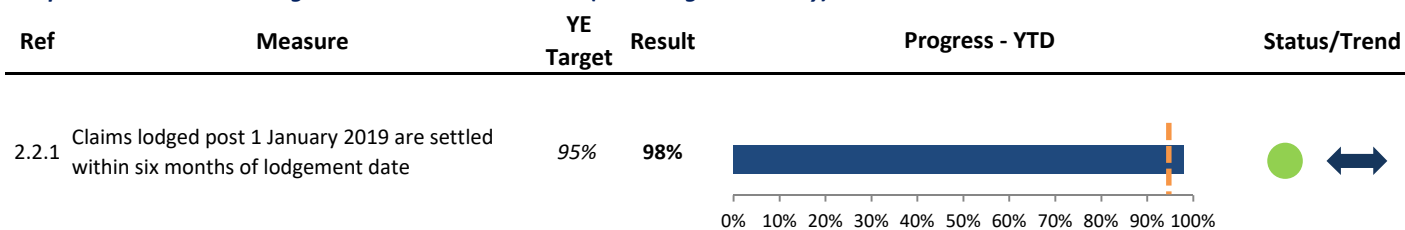
 No change in performance trend

 Performance trend decrease

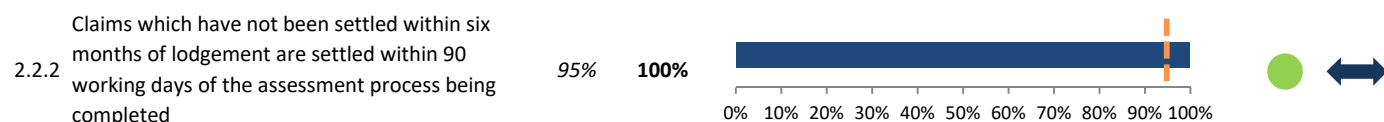
Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Event Response

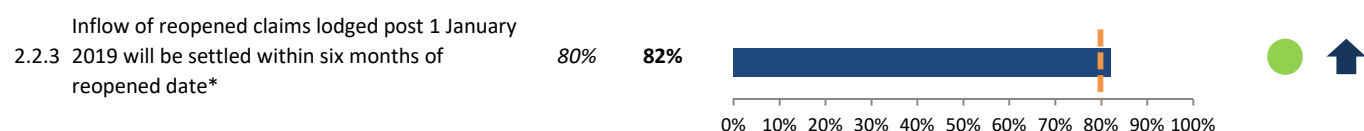
Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)



Commentary: As at 30 Apr, 98% of claims lodged post 1 January 2019 have been settled within 6 months of lodgement, meeting the required standard.

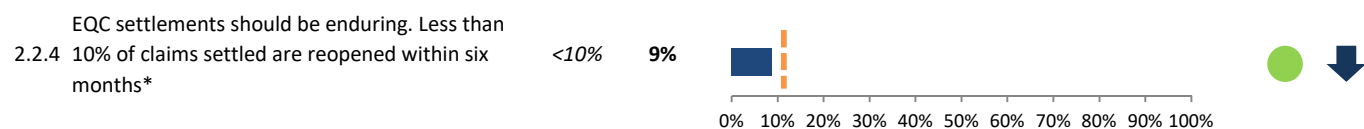


Commentary: So far this financial year, all claims that were not settled within 6 months, have subsequently been settled within 90 working days of the completion of the assessment process.



Commentary: So far this financial year, 82% of claims that were reopened in January-to-October 2019 have been settled within 6 months of being reopened, an improvement in performance since end of March (77%), and above standard.

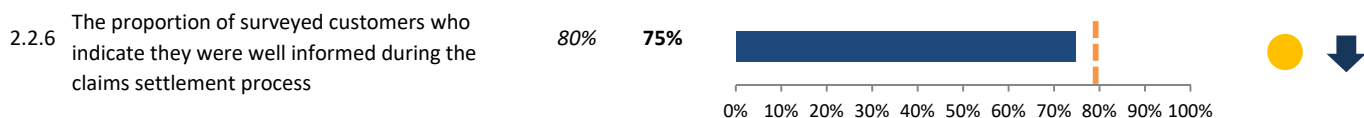
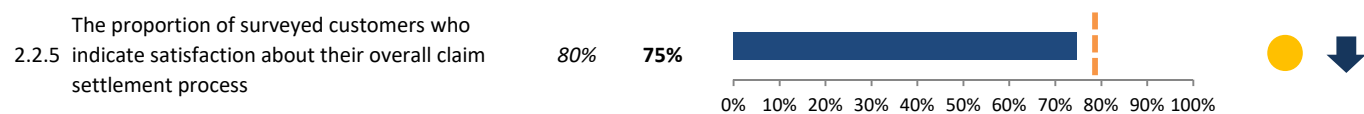
*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"



Note: this is a reverse target

Commentary: As at April month end, the rate of enduring settlement measures 9%, deteriorating from last month (7%).

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



Commentary: 'Overall Satisfaction' (2.2.5) amongst our customers impacted by other natural disasters continues to drop with a result of 75% (vs. 76% last month). A continued slide in our performance was also noted in the other key measure where customer satisfaction with how well they were 'Kept Informed' (2.2.6) dropped to 75% (vs. 76% last month).

Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 March 2020.

Key:

● Result not available for the month

● On track for delivery

● Potential risk of not achieving target

● Target highly unlikely to be achieved



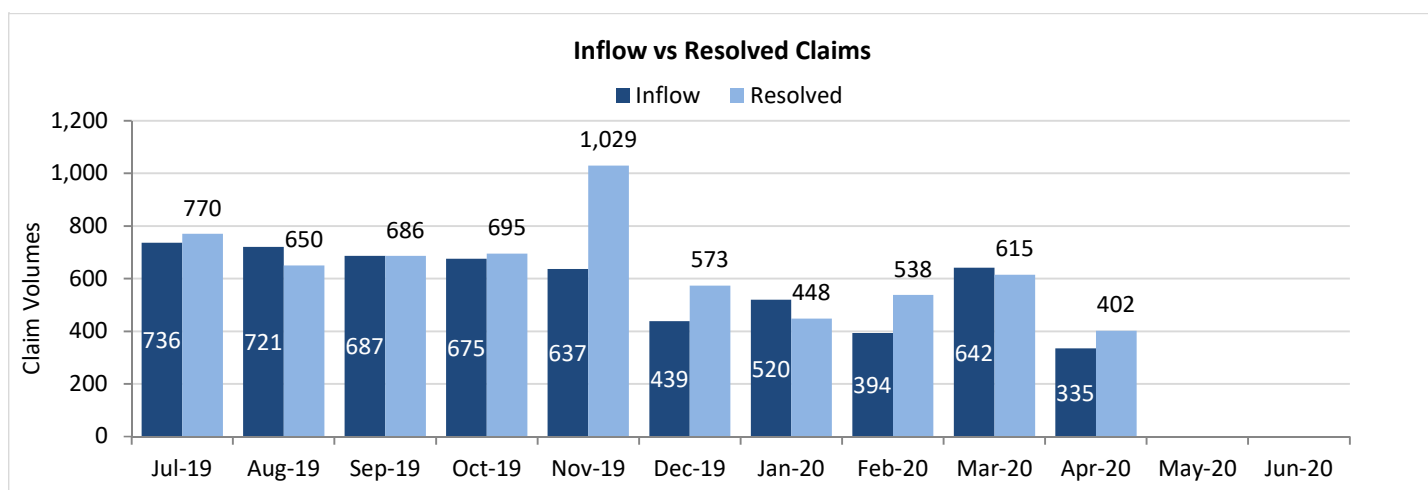
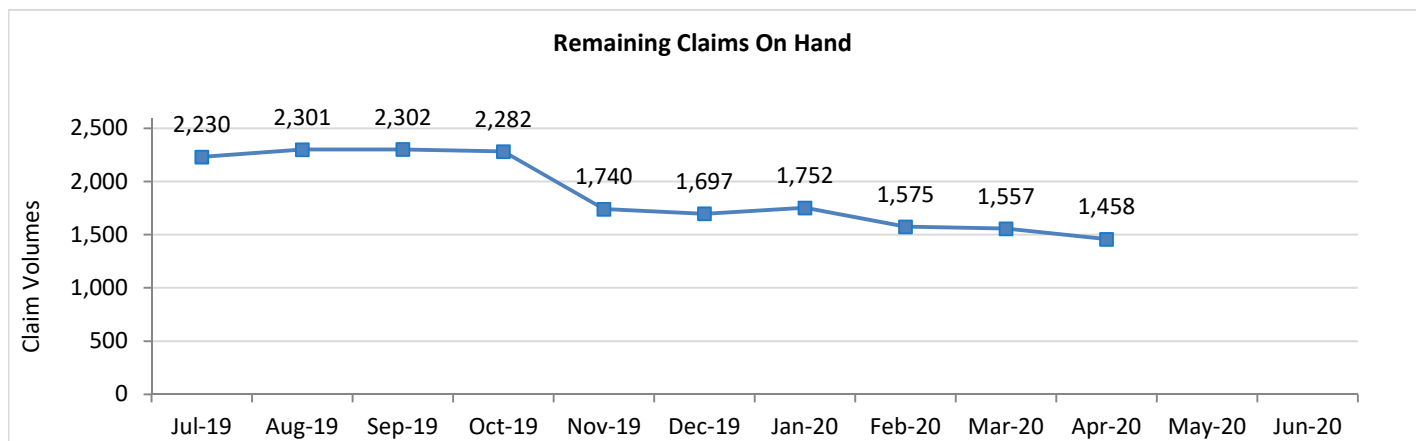
Performance trend increase

No change in performance trend

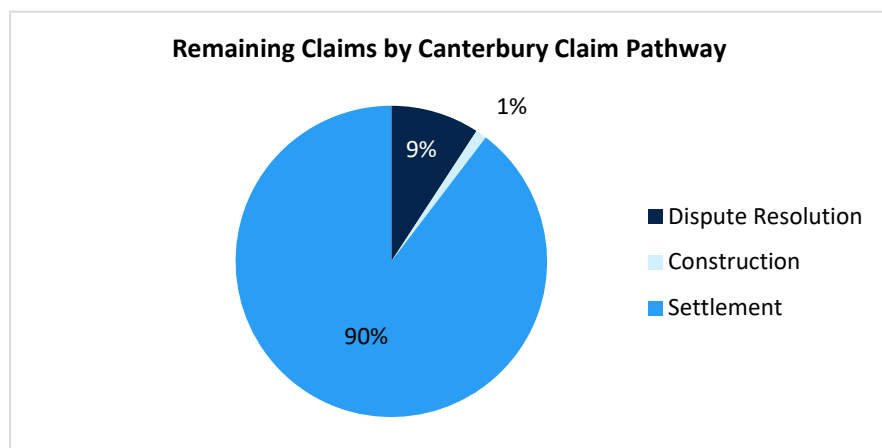
Performance trend decrease

Section 2 - Canterbury

We resolved 402 claims in April, offset by inflow of 335 reopened claims. Thirty two claims, open at 1 April, are now subject to an application for Government support for repair of on-sold over-cap properties and have been excluded from the total. This left 1,458 open claims on hand at month end, a reduction of 99 since the end of March.



We recorded inflow of 335 reopened Canterbury event claims in April 2020 a reduction of 48% compared with March. There were 402 claim closures (on 387 distinct claims) during April 2020, a monthly decrease of 35%. The reduced inflow and resolution of claims were attributable to improved triaging of claims, together with impacts of the Covid-19 lockdown on both inflow and resolution of claims.

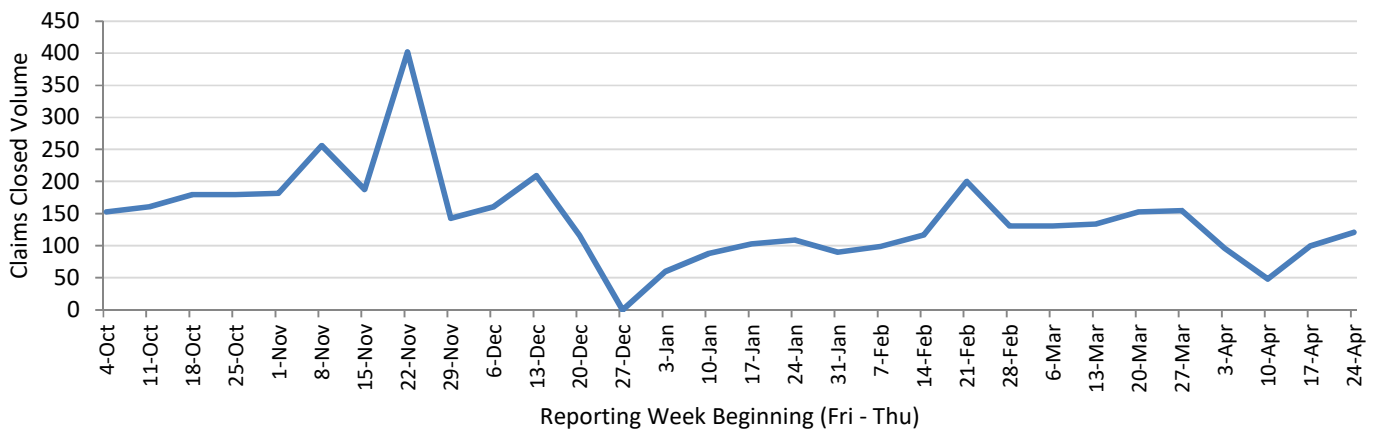


Of the 1,458 claims remaining on hand, 90% are being managed by Settlement teams, 9% are with Dispute Resolution, and 1% are in physical repair.

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.

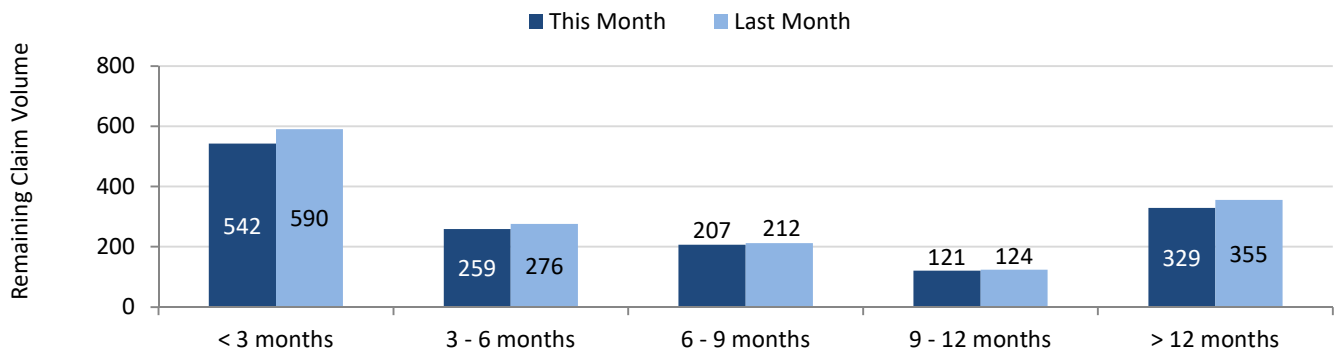
Section 2 - Canterbury (cont.)

Claims Closed by Week



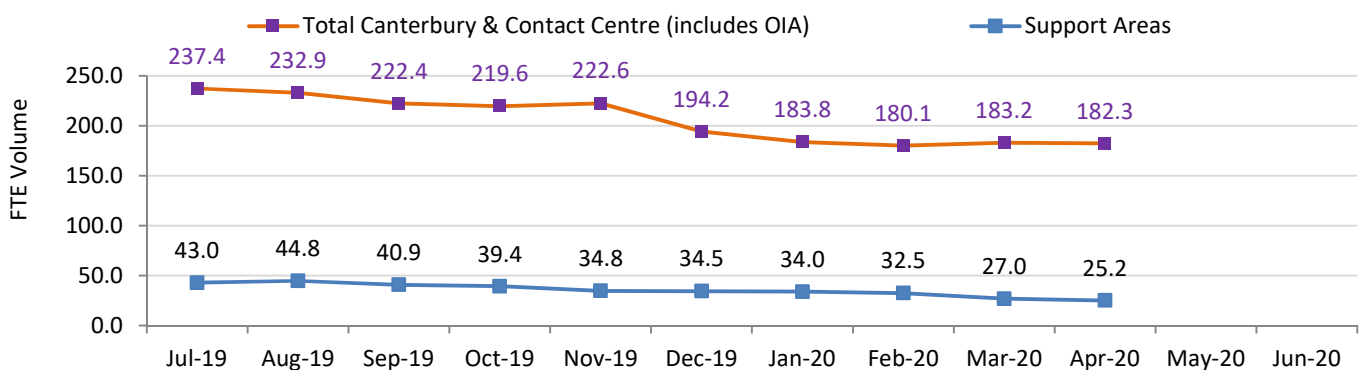
On average, we closed 106 claims per week during April, down from the 140 weekly average in March. There were a total of 402 claim closures in April.

Age of Remaining Open Claims



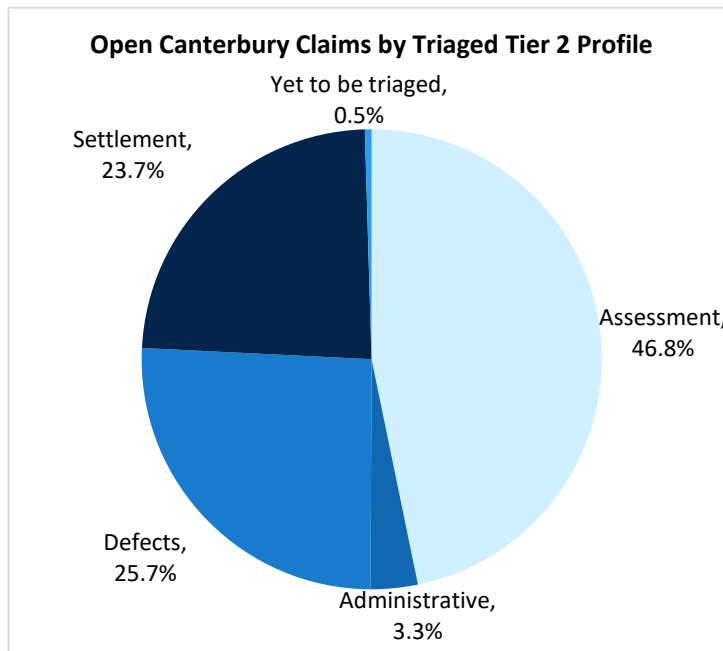
Resolution of aged claims remains a key priority for our settlement teams. At 30 April, 329 claims have been open for more than 12 months, a decrease of 26 (7%) in comparison with March.

Canterbury Event Headcount FTE



The Canterbury Event Headcount has stabilised following a period of recent organisational changes. It is expected that headcount will remain stable in coming months.

Section 2 - Canterbury (cont.)



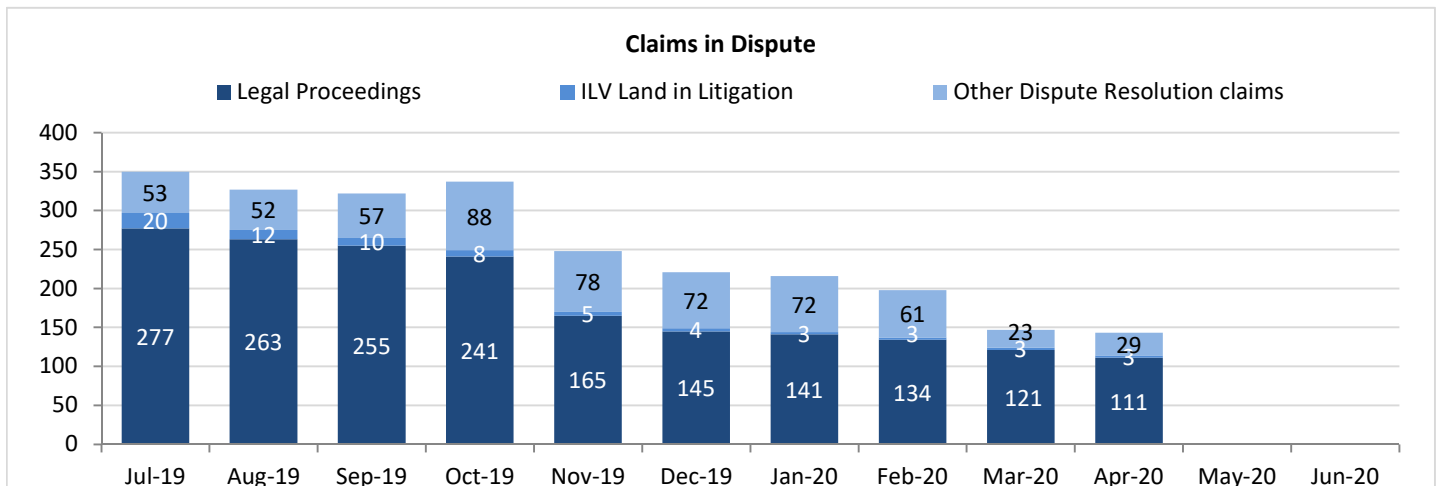
Our profile of remaining open claims includes claims that are:

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.

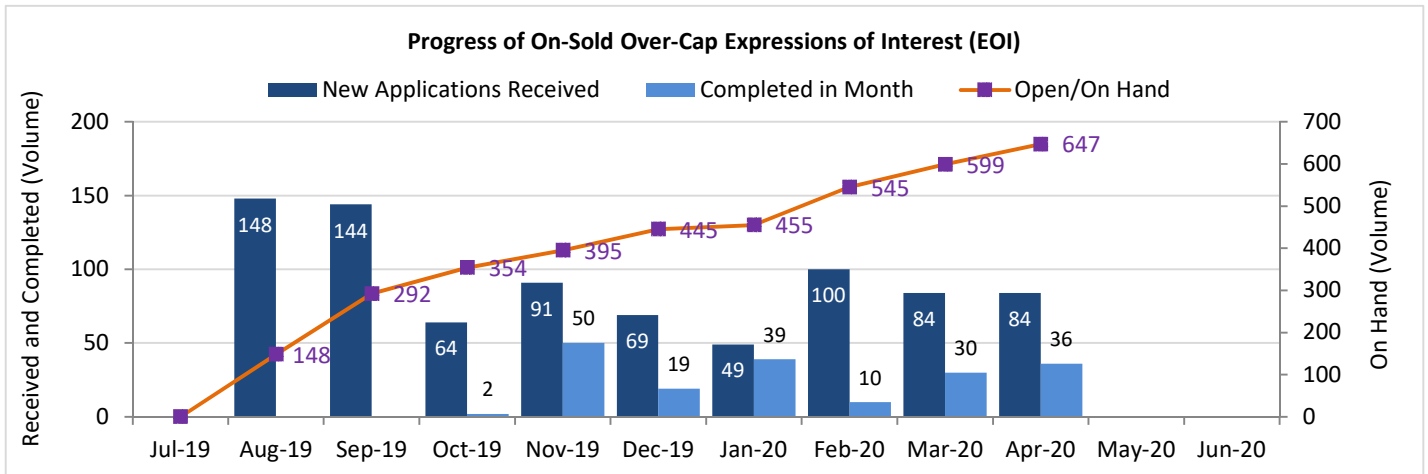
Defect related - these claims relate to issues with the quality of repairs undertaken.

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.



We have continued to make steady progress resolving disputed claims. At 30 April 2020, 111 Canterbury claims remain subject to legal proceedings compared with 121 in March. Our dispute resolution teams are currently managing 29 Canterbury claims up from 23 in March. In total, 143 open Canterbury claims remain in dispute at 30 April.

Section 2 - Canterbury (cont.)



We received 84 applications for government support to repair on-sold over-cap properties in April. This was offset by completion of the assessment of 36 applications leaving 647 open applications on hand at month end.

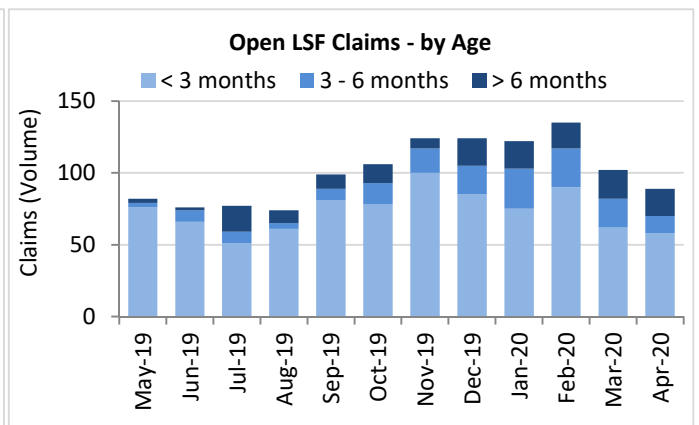
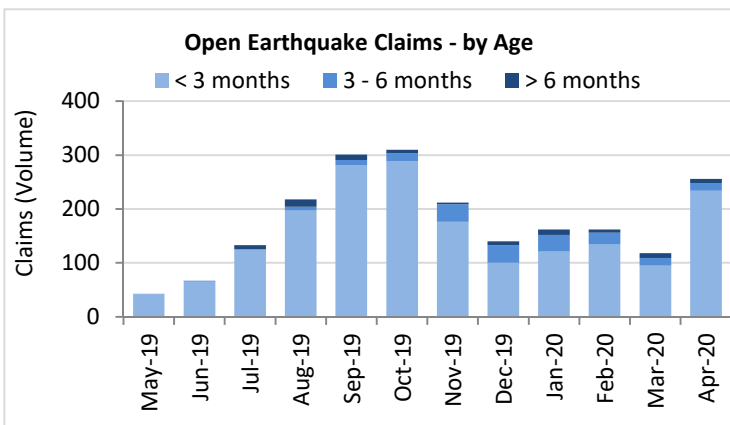
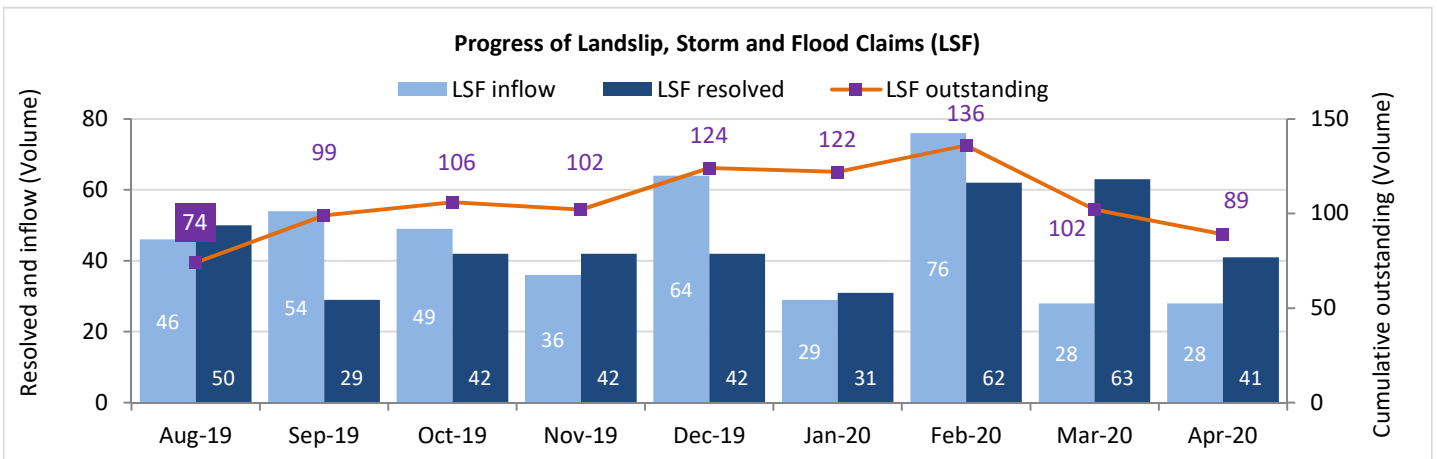
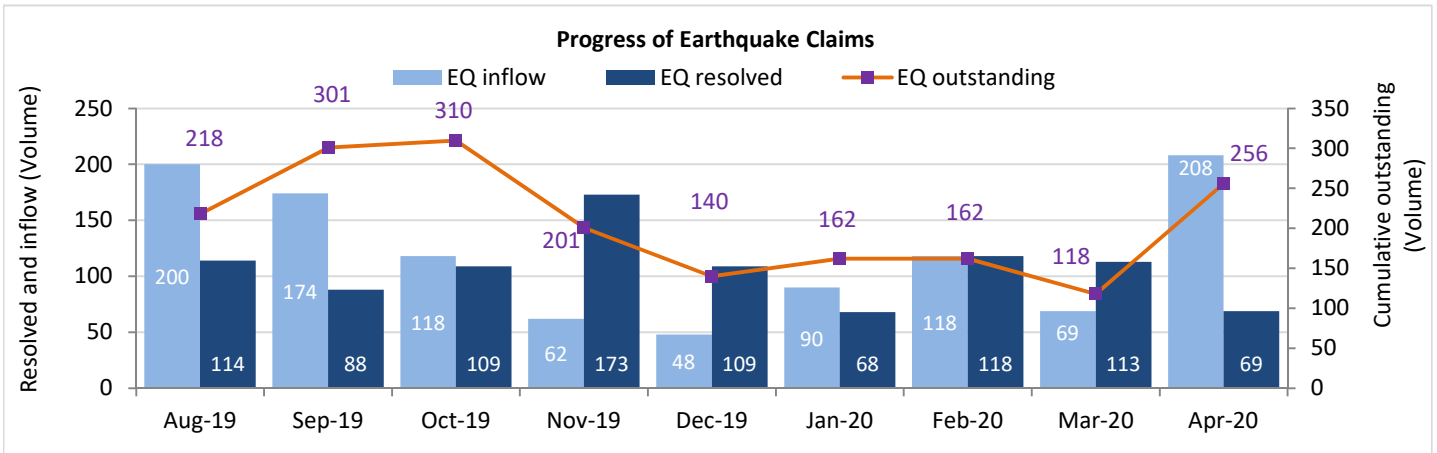
Performance results against measures defined in Schedule 3 of the [On-Sold Canterbury Properties Services Agreement](#) are set out below.

Measure	Standard	Result
EQC will initiate direct contact with the Applicant within 10 Business days of receipt of the Application.	100%	100%
A decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%
EQC will provide reporting to the Treasury as specified in Schedule 4 of the On-Sold Canterbury Properties Services Agreement.	Achieved	Achieved
Applications for ex gratia payments will be assessed against the criteria specified in the On-Sold Canterbury Properties Services Agreement and a decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%

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 we recorded inflow of 236 new and reopened claims. Of these lodgements, 88% (208) were earthquake claims, while the balance related to landslip, storm and flood damage ('LSF'). We have received 125 claims in the Canterbury area resulting from a M4.3 Earthquake on 9 April. A M3.6 earthquake on 18 April resulted in an additional 24 claims. Both earthquakes were located in the Canterbury region.



Note: Inflow refers to claims lodged as well as reopened.

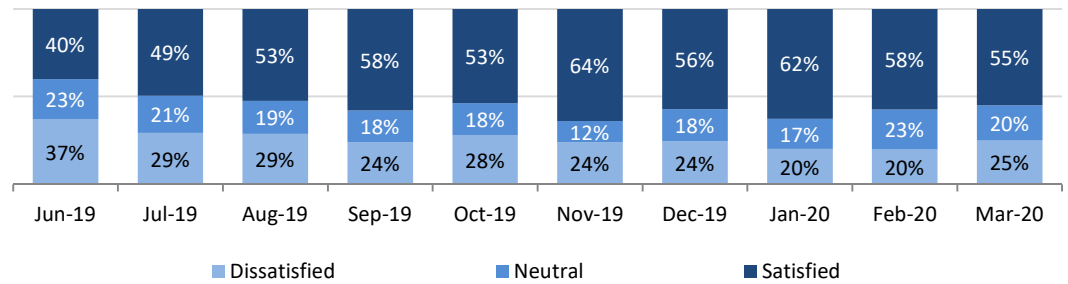
Section 4 - Customer Satisfaction

Our performance in March has remained stable in relation to previous months on our key measures of 'Service Quality' and ensuring our customers are 'Kept Well Informed'. Although the March result is lower than January, this is not statistically significant. The stability of our performance result is mainly among Canterbury claimants, with indications of a drop in overall satisfaction among Customer Care claims from January.

'Service Quality'

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

Service Quality - All



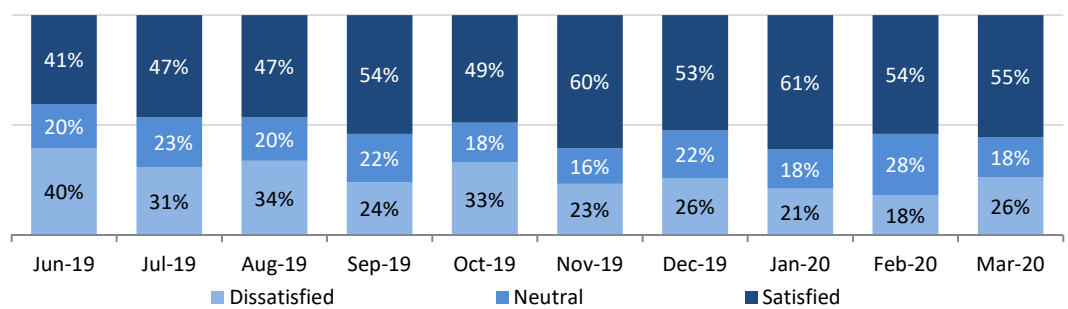
YTD AVG = 56%

Trend

'Kept Informed'

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

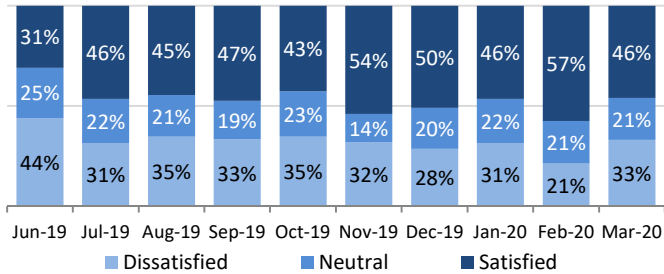
Kept Informed - All



YTD AVG = 53%

Trend

Canterbury (SoPE 2.1.5)

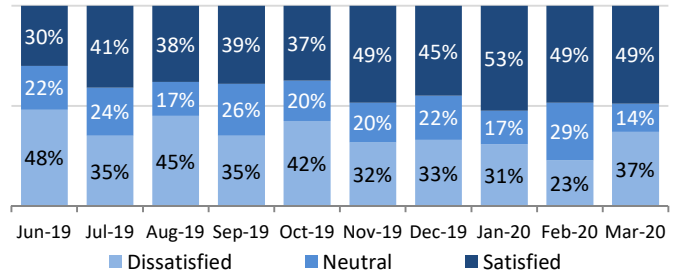


YTD AVG = 48%

Target: \geq 45%

Trend

Canterbury (SoPE 2.1.7)

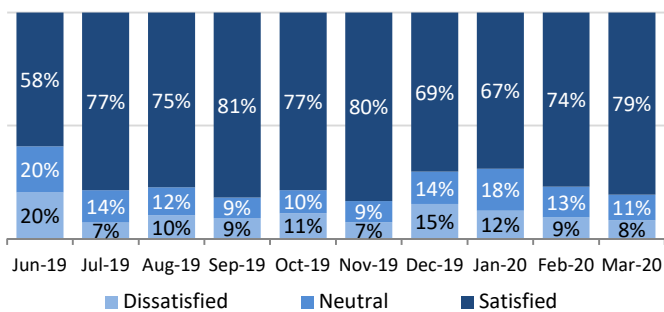


YTD AVG = 44%

Target: \geq 40%

Trend

Comparative Recent Experience (SoPE 2.1.6)

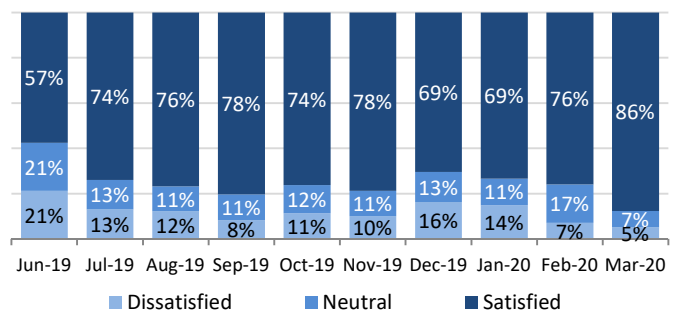


YTD AVG = 75%

Target: \geq 60%

Trend

Comparative Recent Experience (SoPE 2.1.8)



YTD AVG = 75%

Target: \geq 60%

Trend

Canterbury customers - In what was solid performance during March, a highlight of our performance was customer perceptions of how well 'EQC make clear what next and when'. Our result this month was the highest on record.

Notes:

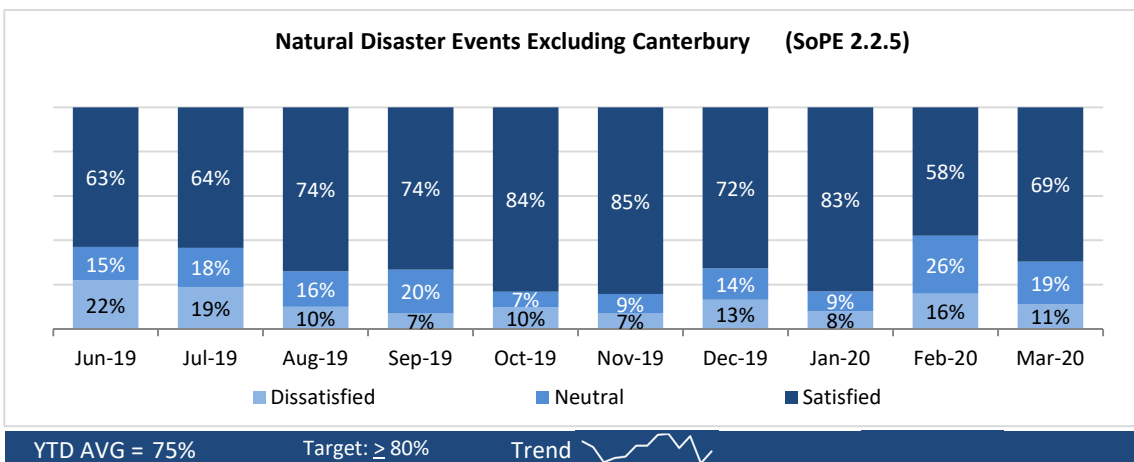
- The top two graphs are an amalgamation for all events and are indicative only i.e. they are not SoPE measures.
- Due to the nature of this information it is presented a month in arrears.

Section 4 - Customer Satisfaction (cont.)

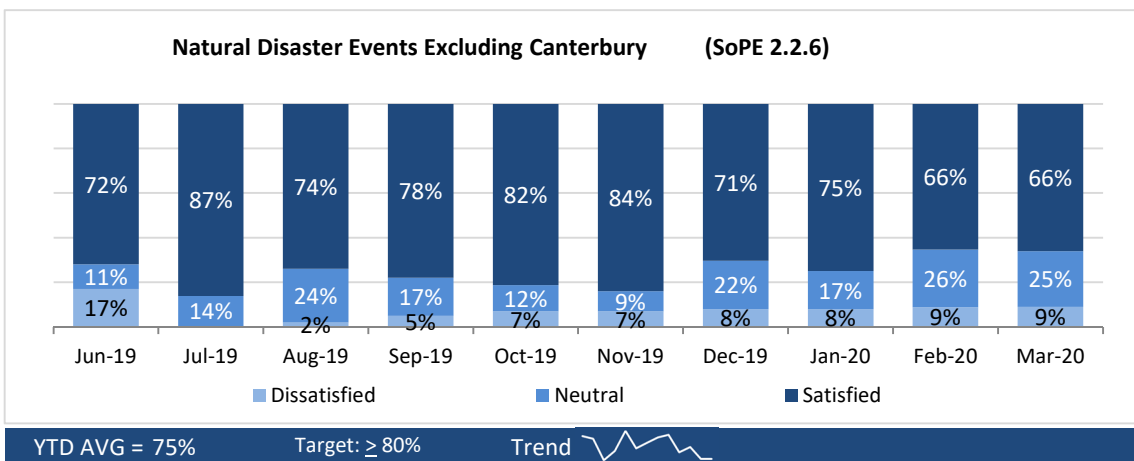
Other Events Customers - There is evidence to suggest this is a material downward shift in satisfaction. In addition to decreased satisfaction with our 'Service Quality', there is decreased satisfaction with our key touchpoints (lodgement, assessment, and settlement) as well as how the service compared to expectations. In contrast, satisfaction with the time to settle is steady, as are most more detailed indicators, so it is difficult to pinpoint where we can improve.

'Service Quality'

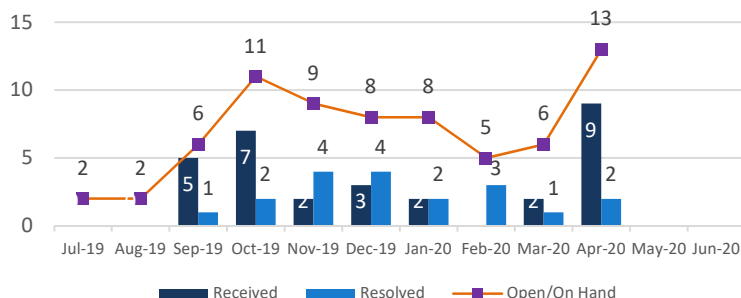
How satisfied were you with the overall quality of the service you received making the claim?

**'Kept Informed'**

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

**Total Call, Email and Post Volume**

	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	Trend
Outbound - Inbound Ratio	18:82	16:84	18:82	16:84	16:84	21:79	
Grade of Service	95%	99%	99%	99%	99%	98%	
Abandonment Rate	2%	1%	1%	1%	1%	2%	
Roll Over No Answer	66	12	19	13	30	14	
Total Calls	3,455	2,144	2,641	2,966	2,772	1,017	
Total Email and Post	2,211	1796	2145	2192	2613	1549	

Customer Complaints

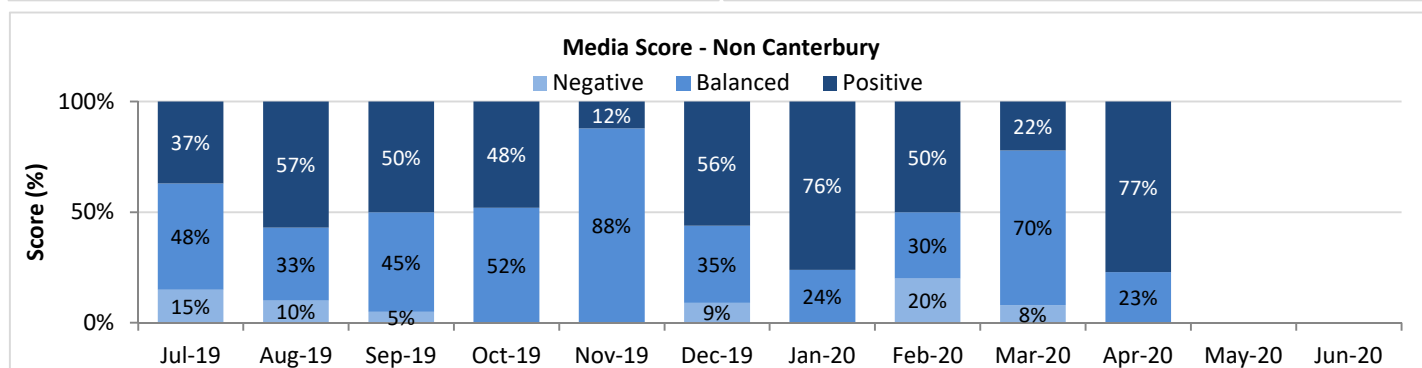
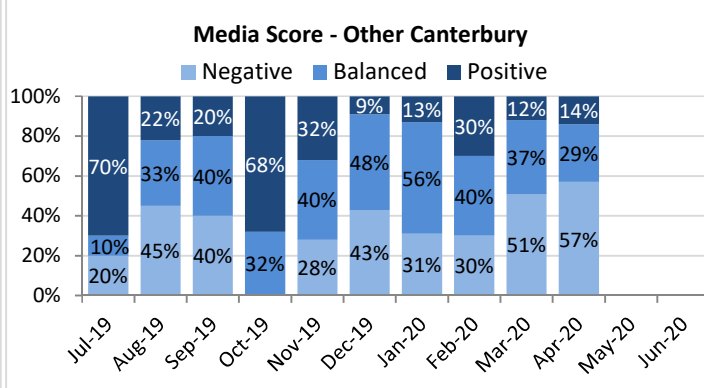
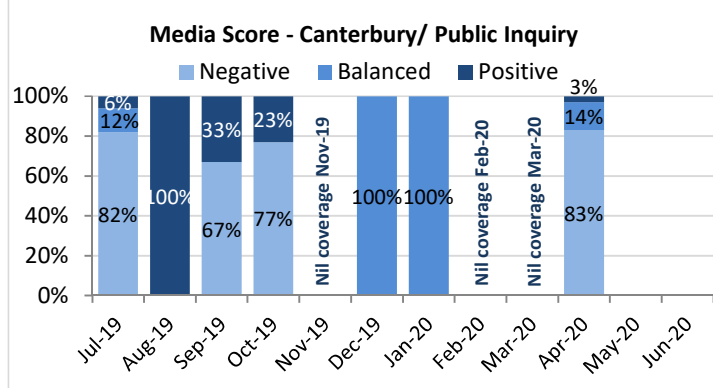
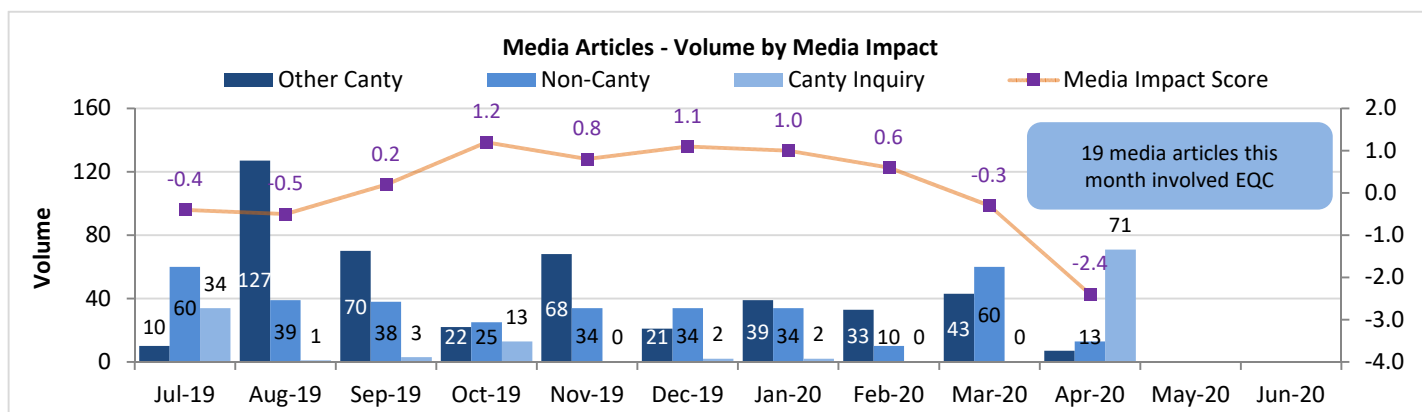
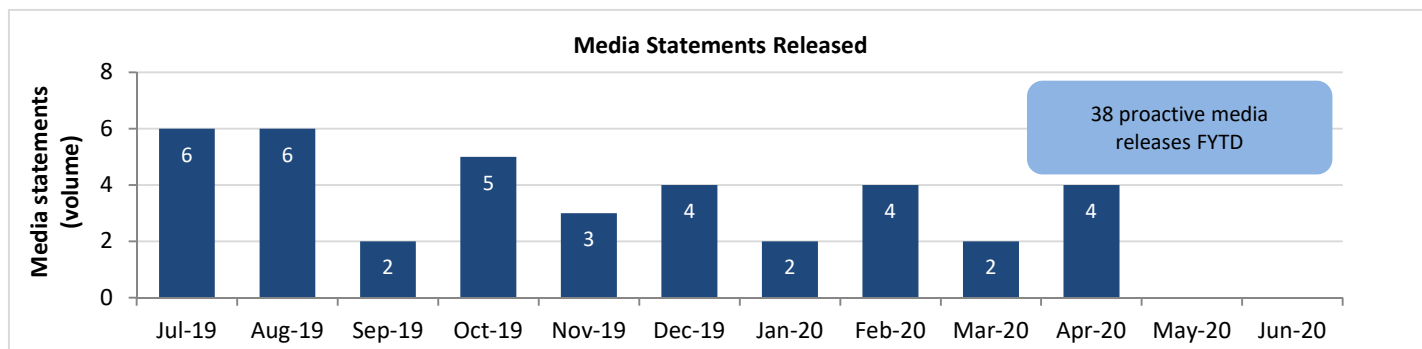
Customer Complaints - this month we received nine complaints and resolved one leaving thirteen on hand at month end. Complaints most commonly related to failed repairs. The process response for complaints of this nature involves reopening and review directly by our Contact Centre as a first port-of-call. Customers are generally happy when advised that the claim has been reopened for review and their Claims Manager will be in contact.

Section 5 - Media

Our traditional media coverage volume was slightly down on last month with 91 items compared with 103 items in March. Media coverage this month was dominated by the release of the public inquiry report into the Commission early in the month. The release generated a large volume of negative reporting, which has largely influenced a significant drop in our overall media impact score to -2.4 (vs. -0.3 for Mar-20).

Following the release of the public inquiry report, outlets frequently highlighted chair Dame Silvia Cartwright's finding that the Commission had been 'poorly prepared' for the Canterbury earthquakes, and that it has left people with a 'deep mistrust of government'. The public inquiry report also outlined other findings highlighting operational under performance largely shaping April's leading message of operational inefficiency. Notably, however, media interest in the report appeared to be concentrated and short-lived, with coverage subsiding swiftly in the following days.

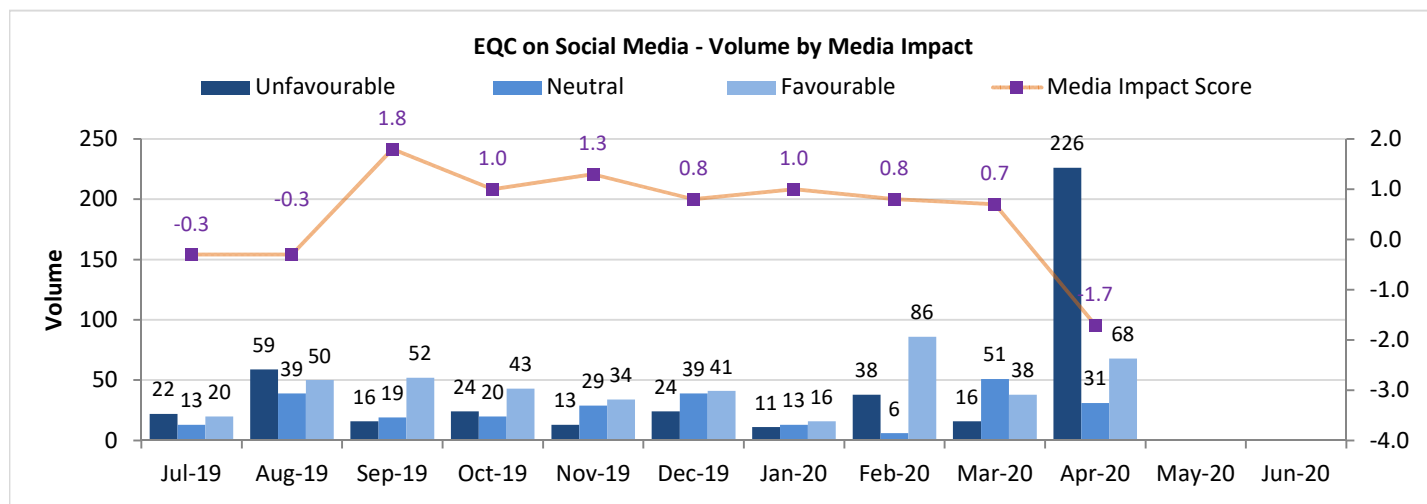
Conversely, we received some positive research-focused reporting late in the month that discussed the revelation that EQC-funded research showed that academics had voiced concerns and published evidence of the 'severe' risks at Whakaari before the December 2019 eruption.



Section 5 - Media (cont.)

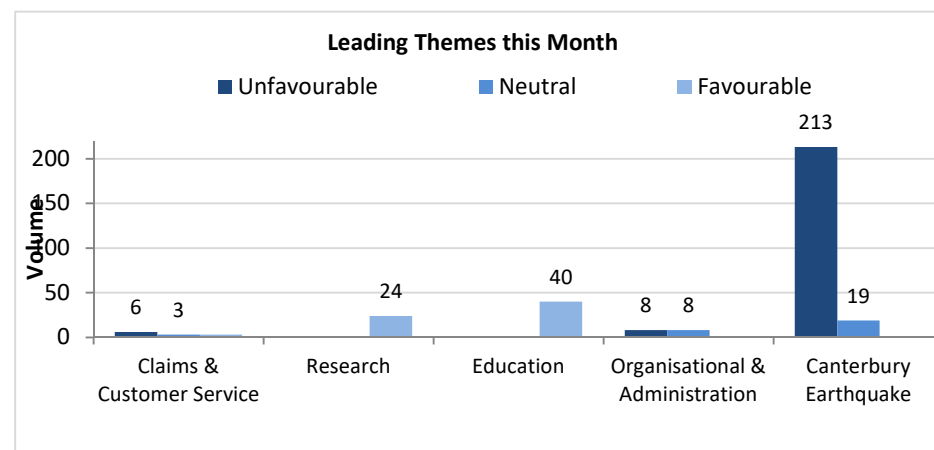
Similar to traditional media, social media conversations were dominated by the release of the public inquiry report, driving a sharp rise in the volume of posts (to triple March's total) and a notable drop in Media Impact Score to -1.7 (vs. -0.7 for Mar-20). Traditional media reporting on the report's release were frequently and widely circulated on social media (particularly reporting by stuff.co.nz). These posts were accompanied by strong criticism of quality of repairs and claims settlement, and questions about the EQC model and the legislation governing the Commission.

While comparatively modest in volume, our #StayHomeNZ programme continued to generate positive education and research-focused conversations throughout the month.



Prominent figures in conversions regarding the public inquiry report were John Campbell and political commentator Neale Jones. Campbell's tweets regarding the Commission's lack of 'leadership, empathy and fairness' and Jone's criticism of how 'horrendously the Christchurch Rebuild was botched' were widely shared.

The Commission's #StayHomeNZ programme continued to generate positive education and research-focused conversations throughout the month. These promoted EQC's focus on *improving knowledge about NZ's natural hazards*.



Driven by the release of the public inquiry report, the messaging landscape this month was dominated by 'demonstrates operational inefficiency'. The next leading message, though modest in comparison, was 'improves knowledge about NZ's natural hazards', which has featured consistently in leading messages in previous months.

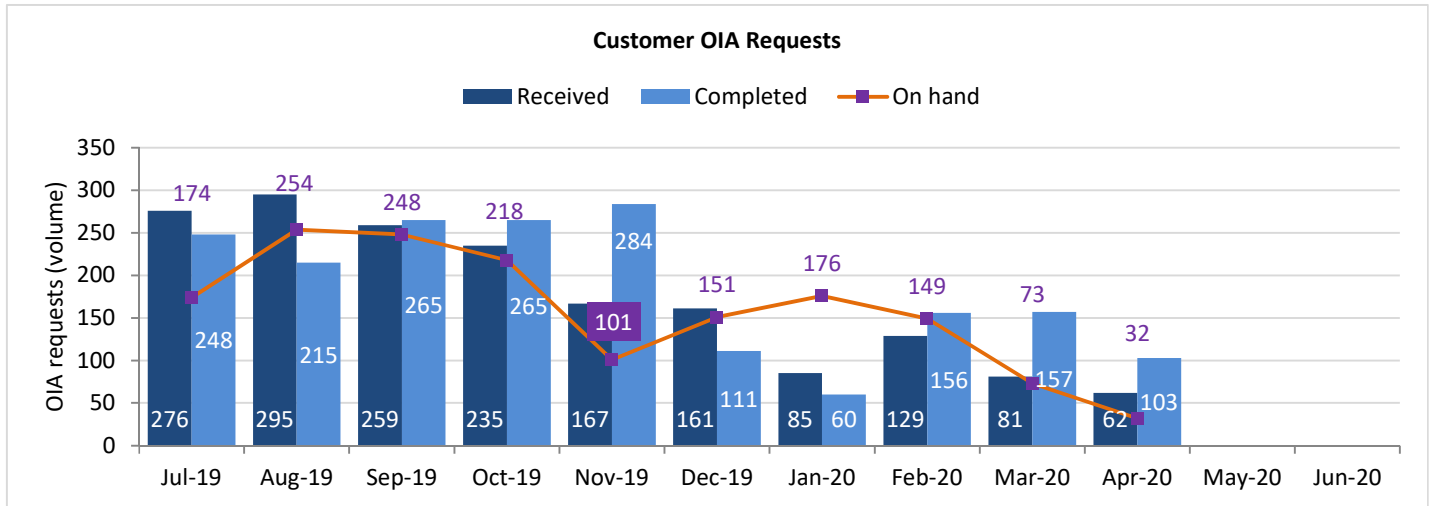
Understanding the Media Impact Score

The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

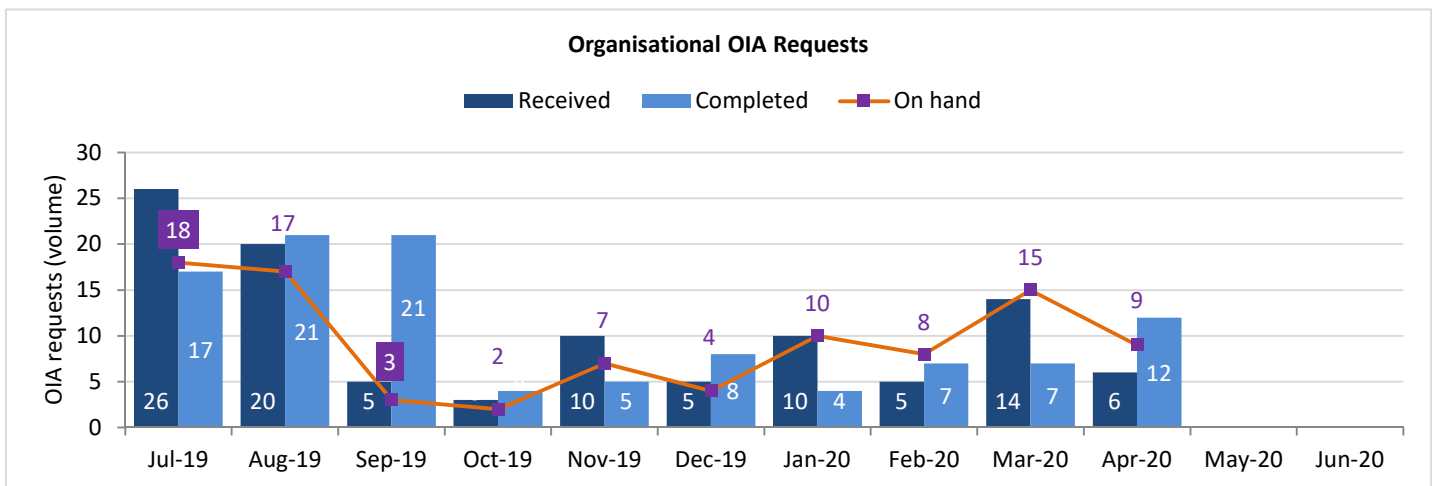
The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the level of engagement for social media) to assess **impact**.

Our score sits on a **scale of -10 to 10**, with 0 being the neutral or balanced point.

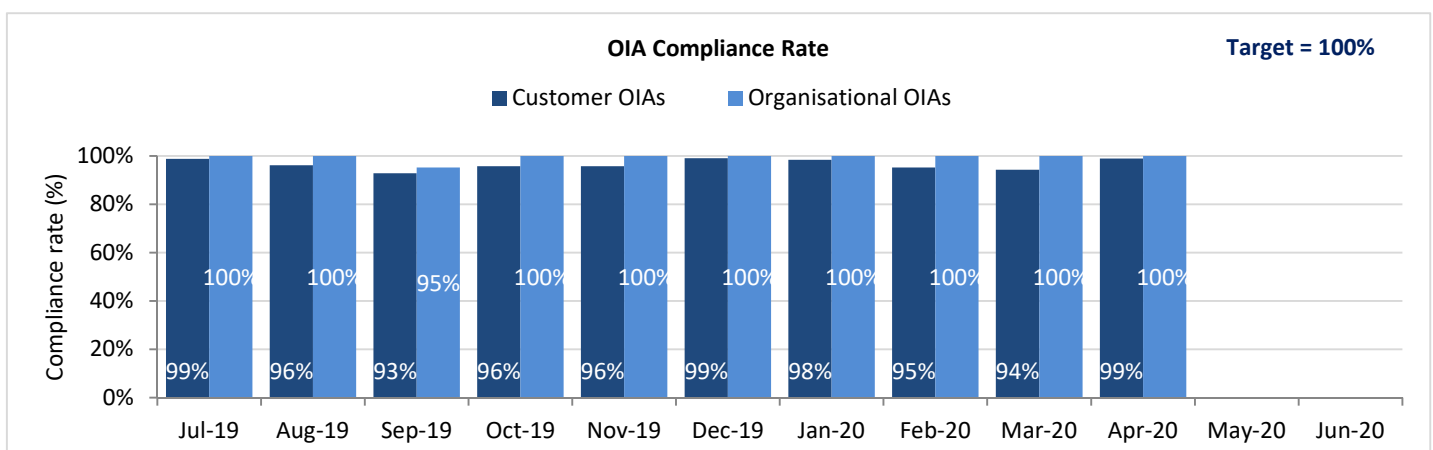
Section 6 - Official Information Act (OIA) Requests



This month, our Customer OIA Team received 62 new OIA requests (vs. 81 received in Mar-20) while the team resolved 103 requests. As at the end of this month the team have 32 open requests on hand.



Our Government Relations Team received 6 new high level OIA requests (vs. 14 received in Mar-20). Coupled with the 15 on hand from the end of last month and 12 requests resolved this month, the team have 9 open requests on hand.

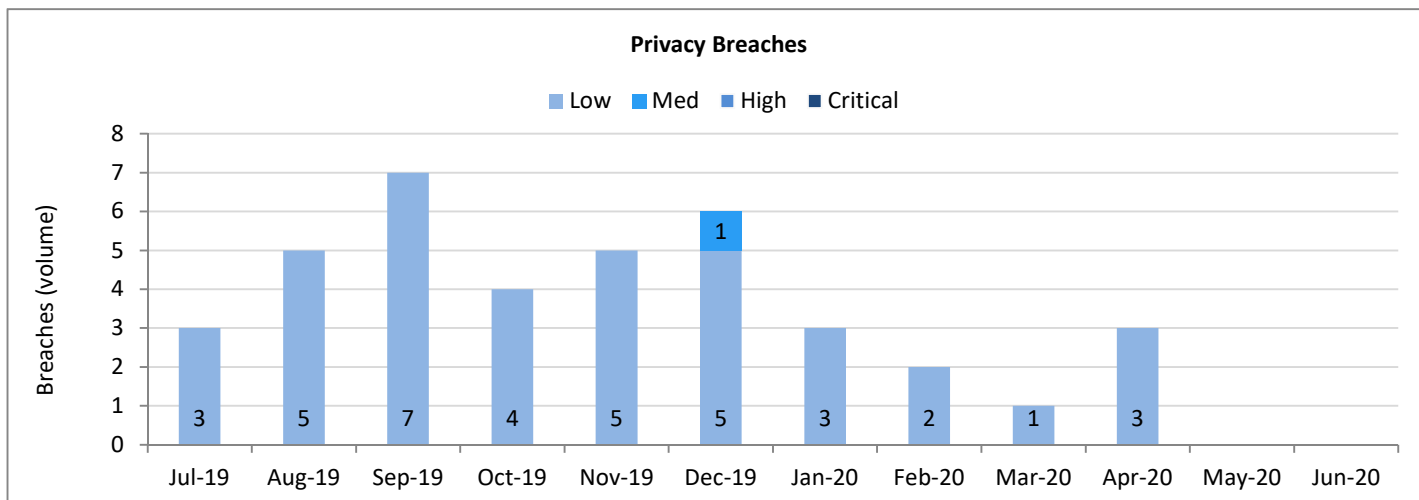


Our Customer OIA Team achieved an improved compliance result of 99% this month while our Government Relations Team continues to maintain a 100% compliance level for organisational/ high level OIA requests.

This month there was a single instance of non-compliance contributing to the improved compliance result of 99% for our Customer OIA Team.

Section 7 - Privacy Breaches

Three 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, have been contained, and no harm appears to have arisen as a result.



Privacy Breaches

The three breaches this month relate to 'incorrect email address used' (2) and 'wrong email or letter content' (1). The reported breaches were contained and no harm appears to have arisen as a result.

Severity Scale

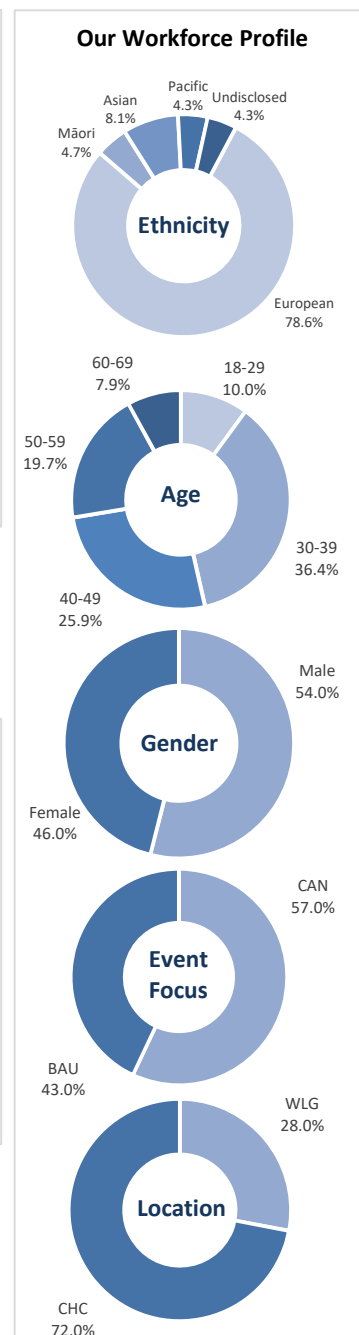
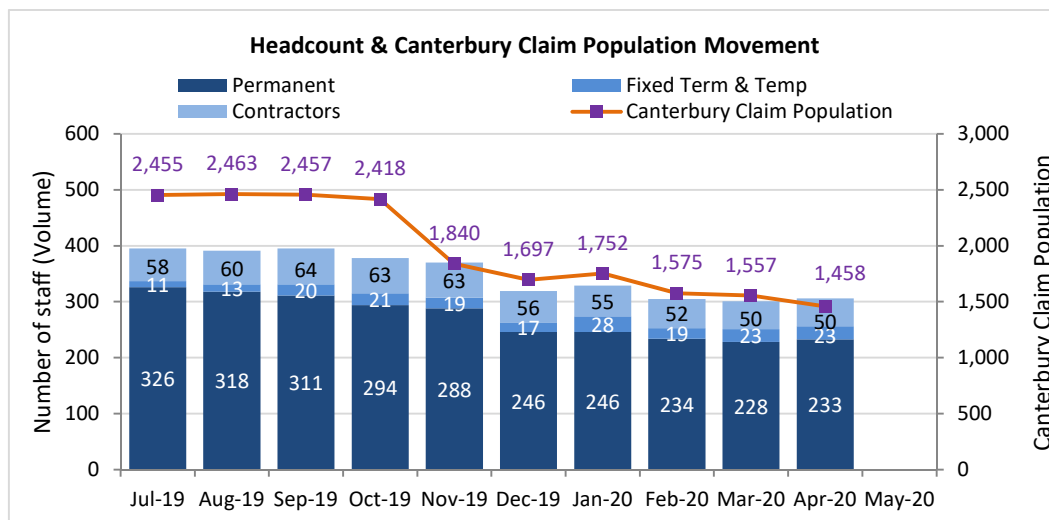
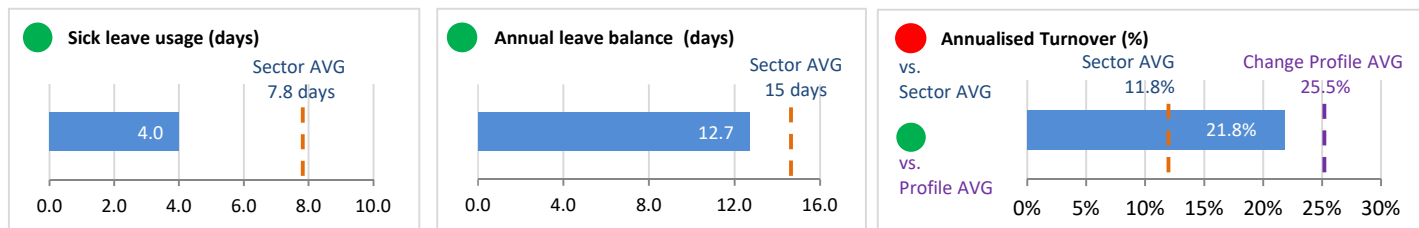
Critical	High	Medium	Low
<ul style="list-style-type: none"> • Sensitive information disclosure • Systems integrity compromised • Disclosure of large amount of personal information • Harm caused to individual/s • Significant media or reputational damage likely • Not contained and/or unresolved 	<ul style="list-style-type: 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

During the reporting period our workforce headcount increased slightly, due to onboarding for critical roles coupled with the fact that employees who were due to leave our organisation in April had their contracts extended until the Alert Level: 3 rating is lowered. Our average annual leave balance continues to increase (12.7 days vs. 11.0 days for Mar-20), while our average sick leave usage continues to decrease (4.0 days vs. 4.9 days for Mar-20). Both averages compare favourably to their corresponding Public Sector Averages. Annualised turnover ('voluntary turnover') continued its downward movement to 21.8% (vs. 22.1% for Mar-20). The movements reported this month are influenced by the advent of Covid-19.

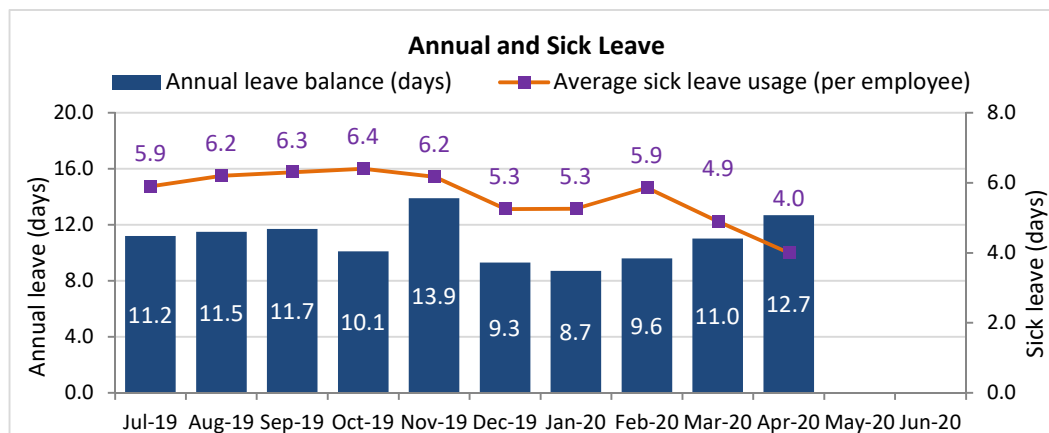
Based on statistics from the State Services Commission, we have a moderate rate of voluntary turnover compared to other Public Sector departments ('agencies') experiencing high volumes of change. In 2019, agencies with a similar volume of change profile reported annual turnover ranging from 19% to 51% with an average voluntary turnover of 25.5%. In comparison our voluntary turnover rate is 22.1%.

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



As reported above our workforce headcount has increased slightly due to onboarding for critical roles and employees due to leave our organisation in April having their contracts extended until the Alert Level: 3 rating is lowered.

Note: The reported headcount differs from Financial reporting, where consultants/ outsourced service providers may be engaged to fill vacant budgeted positions.



Average annual leave balances have continued to rise on the back of the Covid-19 Level: 4 and 3 conditions with employees cancelling future annual leave. Similarly, average sick leave usage continues its downward movement to 4.0 days (vs. 4.9 for Mar-20). Both averages remain below their respective Public Sector averages of 15 days and 7.8 days.

Regular reporting of leave balances is provided to our managers to encourage our people to take annual leave regularly for wellbeing purposes.