

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

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

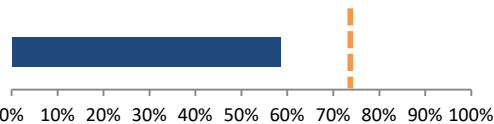

This section tracks EQC's average annual leave balance and sick leave usage and compares them to the Public Service Benchmark. Information in this section also includes a broad profile of EQC's workforce.

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

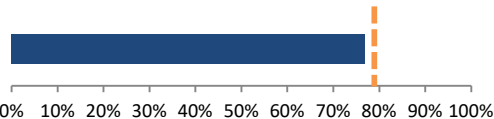

Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response

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

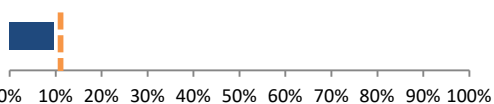

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.1	Outstanding claims over six months old, on hand at 30 June 2019, are settled by 31 December 2019	75%	58%		

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.

2.1.2	Inflow of reopened claims lodged post 1 January 2019 will be settled within six months of reopened date*	80%	77%		
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Commentary: So far this financial year, 77% of claims that were reopened during March-through-August 2019 have been settled within 6 months of their reopened date, slightly adrift of target. This is a minor drop from 78% 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%	9.7%		
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Note: this is a reverse target

Commentary: So far this financial year we have reopened 9.7% of settled claims within 6 months of closure. This is an improvement since last month (10.7%).

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

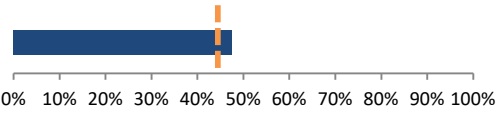
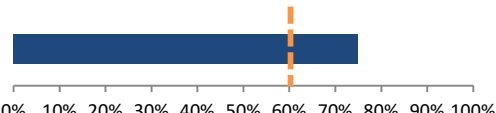
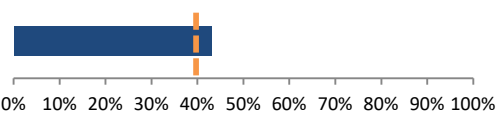
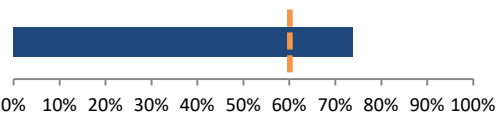
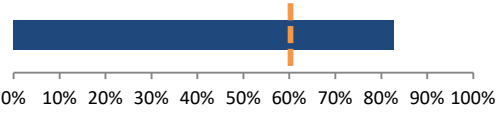


Performance trend decrease

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%	47%		● ↓
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%	43%		● ↑
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%	74%		● ↔
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 fell slightly this month to 47% (vs. 48% last month). Our performance in ensuring our Canterbury customers were 'Kept Informed' (2.1.7) improved with a result of 43% (vs. 42% last month). 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) continue to remain well above their respective targets.

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

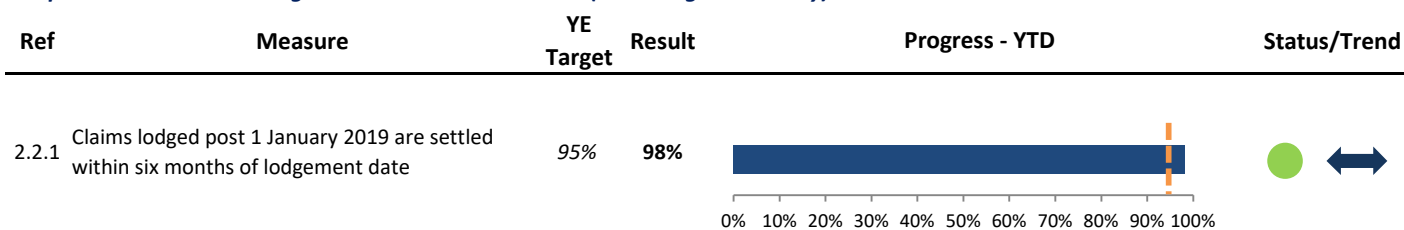
↔ No change in performance trend

↓ Performance trend decrease

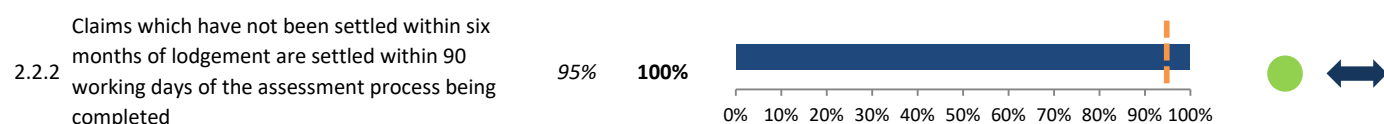
Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Event Response

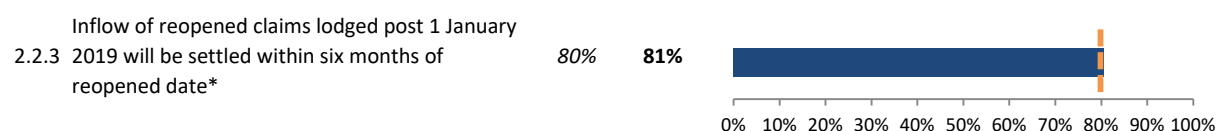
Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)



Commentary: As at 29 February, 98% of claims lodged post 1 January 2019 have been settled within 6 months of lodgement, meeting the required standard.

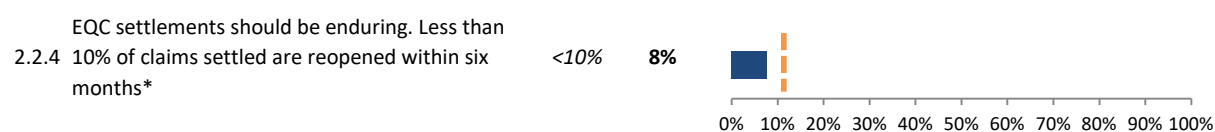


Commentary: So far this financial year, all claims that were not settled within 6 months, have subsequently been settled within 90 working days of the completion of the assessment process.



Commentary: So far this financial year, 81% of claims that were reopened in March-to-August 2019 have been settled within 6 months of being reopened, a drop in performance since end of January (84%), but still above standard.

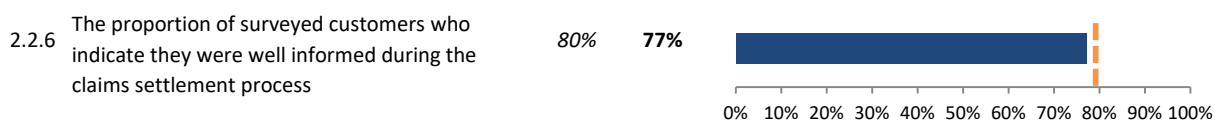
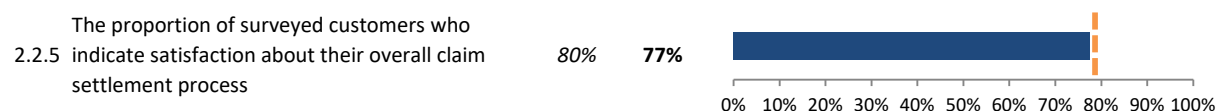
*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"



Note: this is a reverse target

Commentary: As at February month end, the rate of enduring settlement measures 8%, improving from last month (9%).


* 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 rose to 77% (vs. 76% last month). Conversely, customer satisfaction with how well they were 'Kept Informed' (2.2.6) dipped to 77% (vs. 78% last month).


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

Key:

 Result not available for the month

 On track for delivery

 Potential risk of not achieving target

 Target highly unlikely to be achieved



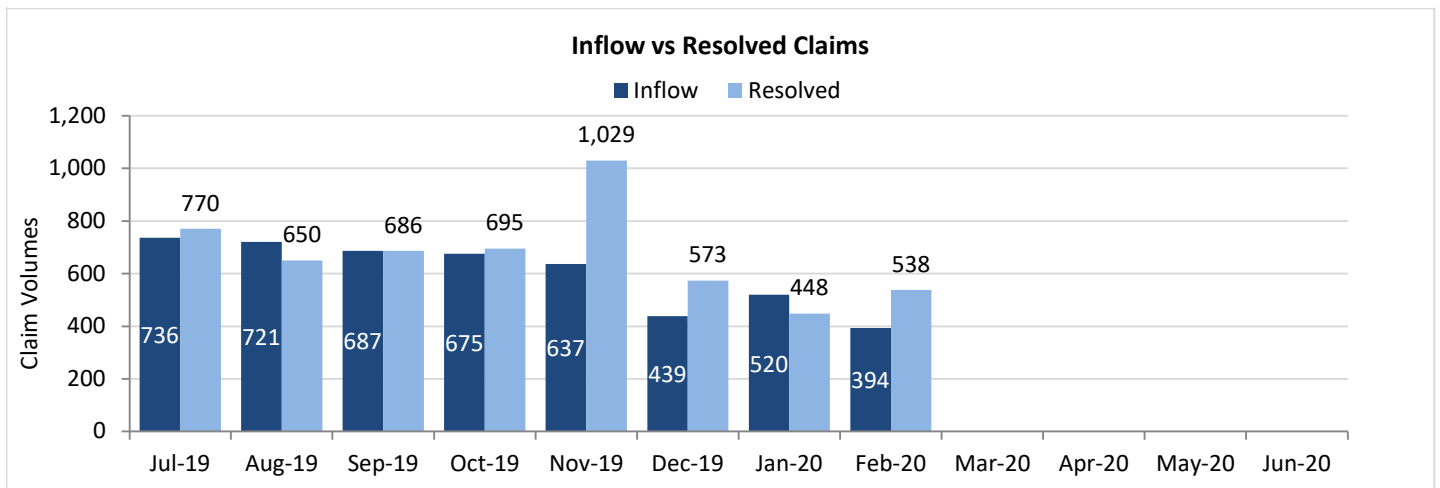
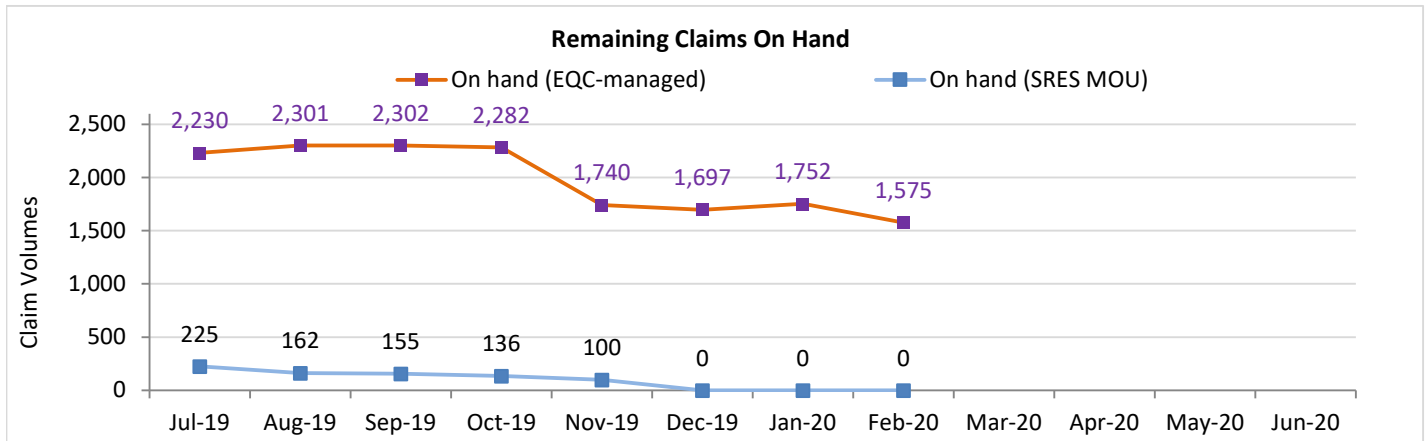
Performance trend increase

No change in performance trend

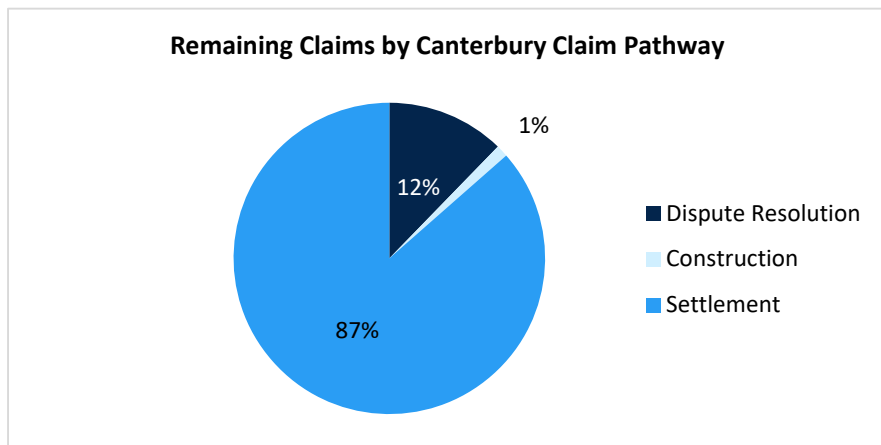
Performance trend decrease

Section 2 - Canterbury

We resolved 538 claims in February, offset by inflow of 394 reopened claims. Thirty three claims, open at 1 February, 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 1,575 open claims on hand at month end, a reduction of 177 since the end of January.



There were 538 claim closures (on 522 distinct claims) during February 2020. This compares with an average of 730 claims closed per month over the past year. The lower volume of closures this month was mainly attributable to seasonal effects, including the operational impacts of recent public holidays. Total claim inflow of 394 was well below the 12 month average of 620 reopened claims per month. This reduced claim inflow was also influenced by improved triaging of claims undertaken by our recently established 'Claim Assurance' team. The Claim Assurance team is tasked with claim validation and collection of deeper insights to inform improvements to processes and procedures. We expect these activities to result in lower volumes of inflow and closures in coming months with fewer claims reopened and closed with no change to the settlement outcome.

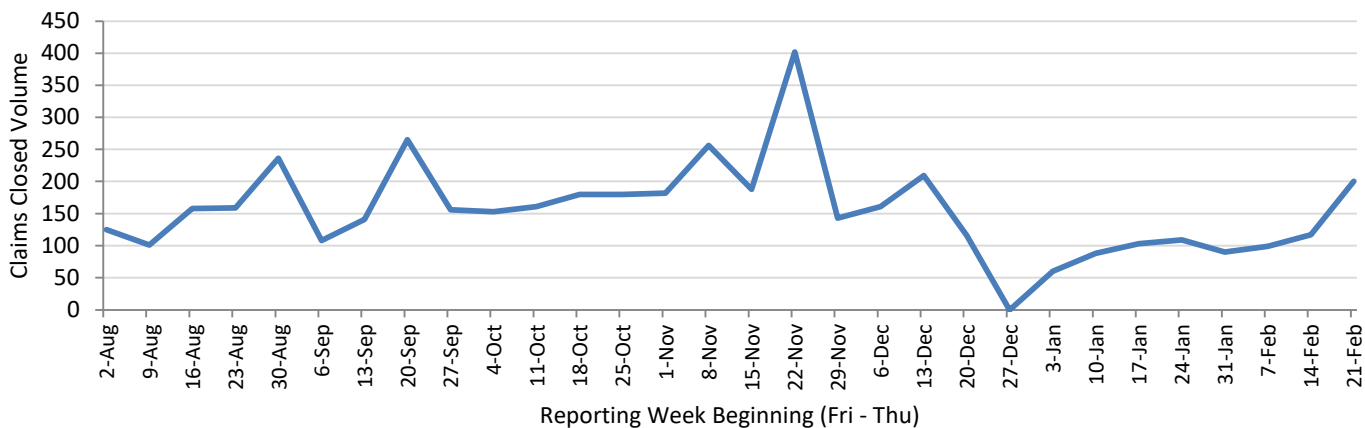


Of the 1,575 claims remaining on hand, 87% are being managed by Settlement teams, 12% are with Dispute Resolution, and 1% are in physical repair.

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.

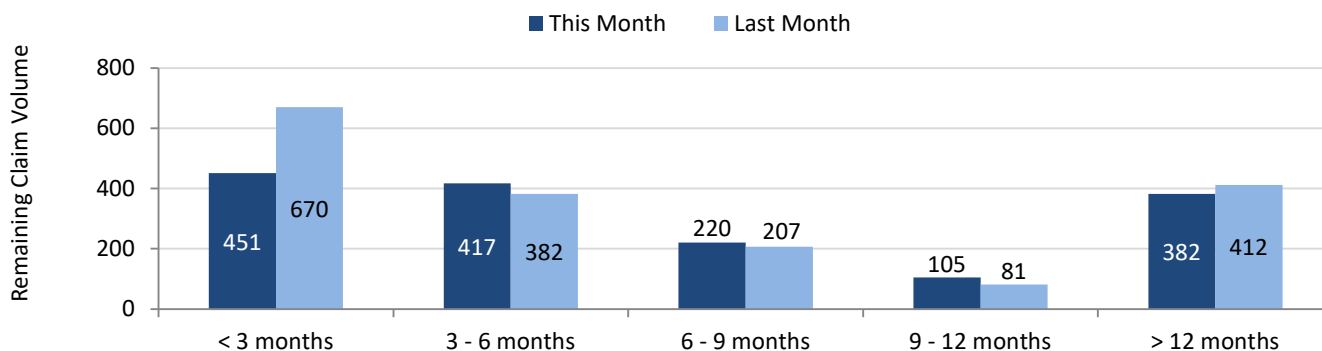
Section 2 - Canterbury (cont.)

Claims Closed by Week



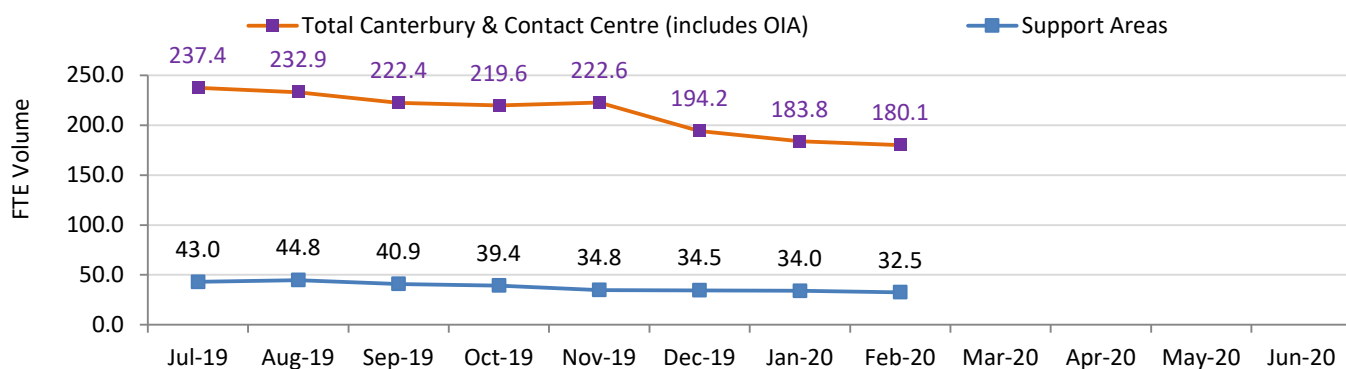
On average, we closed 141 claims per week during February, up from 112 in January. There were a total of 538 claim closures in February.

Age of Remaining Open Claims



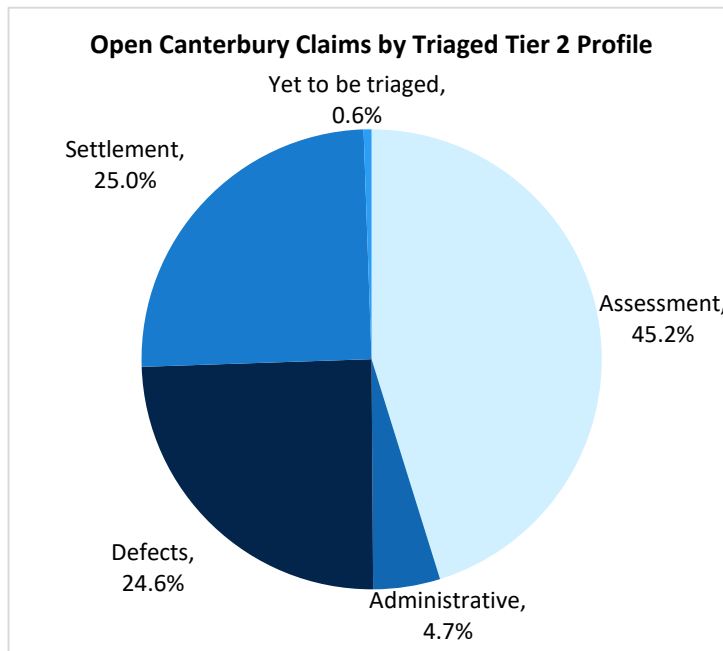
There was a small improvement in the age profile of remaining claims this month, with a 7% reduction in the volume of claims open for more than 12 months (30 fewer claims). Seasonal impacts of public holidays contributed to small increases in each of the earlier aging groups with the exception of claims open less than 3 months (which reduced by 219 due to lower claim inflow this month).

Canterbury Event Headcount FTE



During the month, the Canterbury Event Headcount decreased slightly, which is an ongoing reflection of recent organisational changes.

Section 2 - Canterbury (cont.)



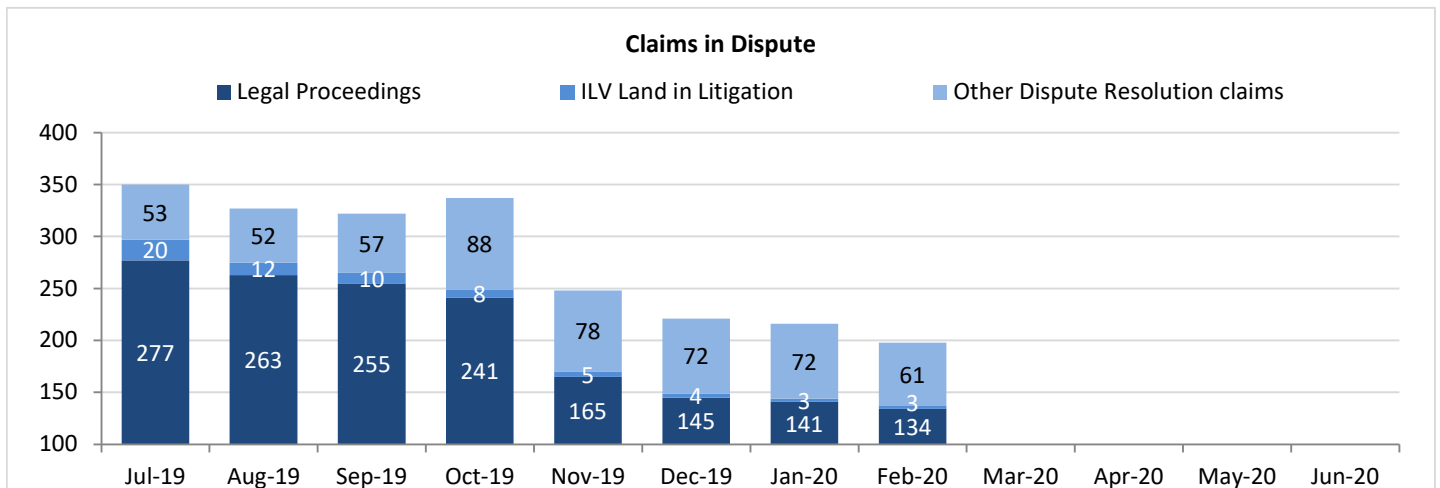
Our profile of remaining open claims includes claims that are:

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.

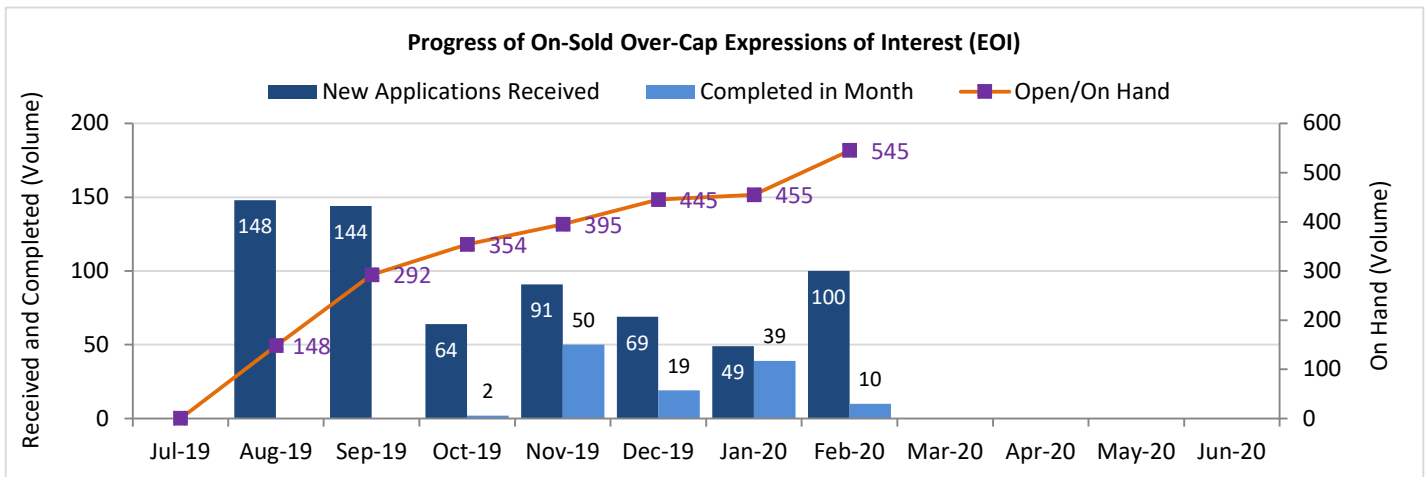
Defect related - these claims relate to issues with the quality of repairs undertaken.

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. In February we resolved seven claims that were subject to legal proceedings and eleven other dispute resolution claims. In total, 198 open Canterbury claims remain in dispute.

Section 2 - Canterbury (cont.)



We received 100 applications for government support to repair on-sold over-cap properties in February. This was offset by completion of the assessment of 10 applications leaving 545 open applications on hand at month end.

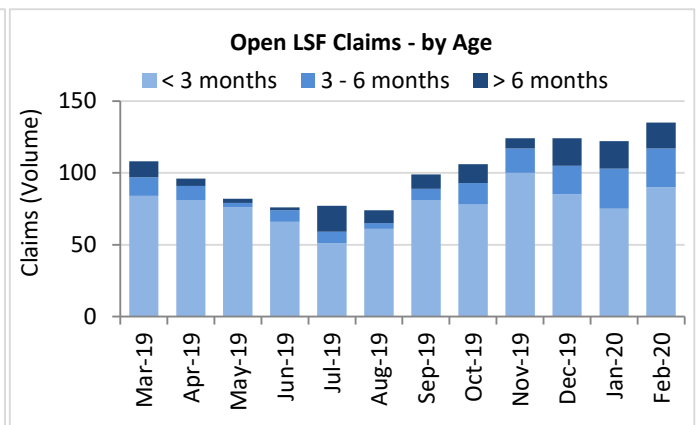
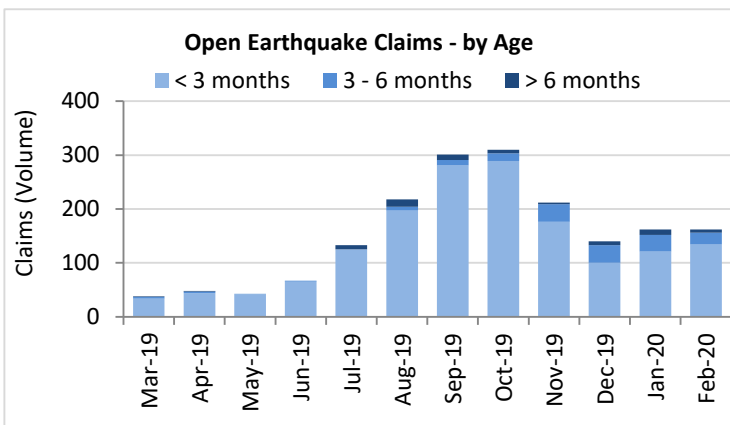
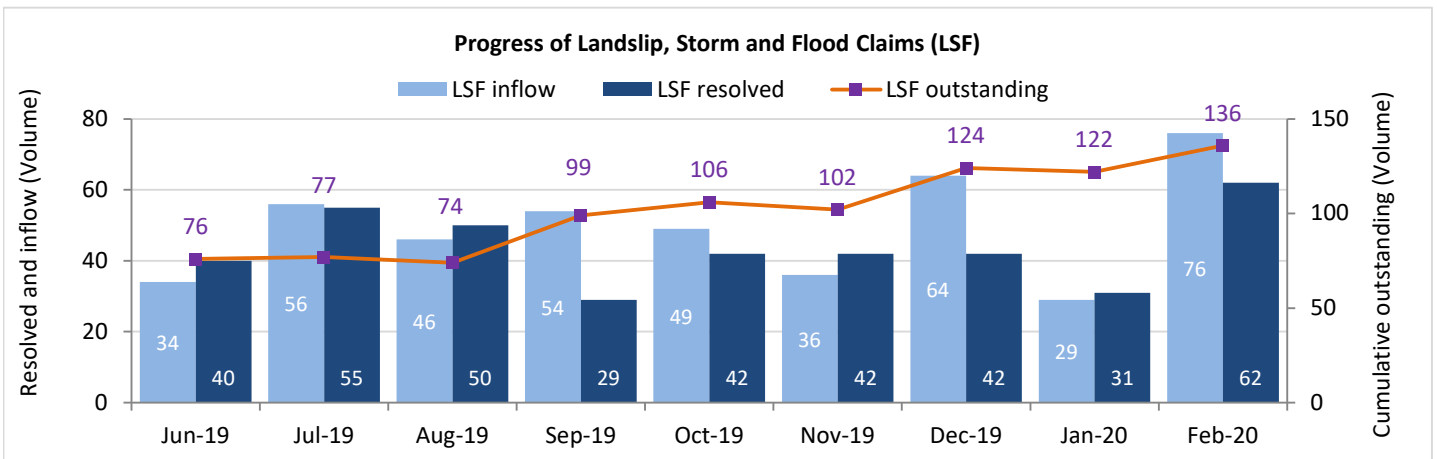
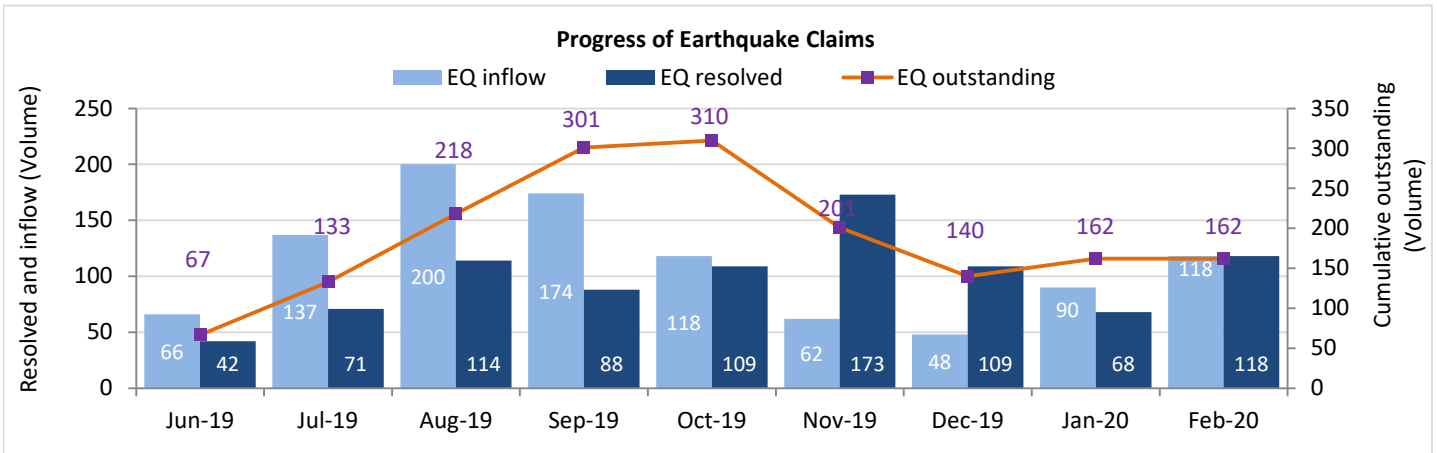
Performance results against measures defined in Schedule 3 of the [On-Sold Canterbury Properties Services Agreement](#) are set out below.

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.

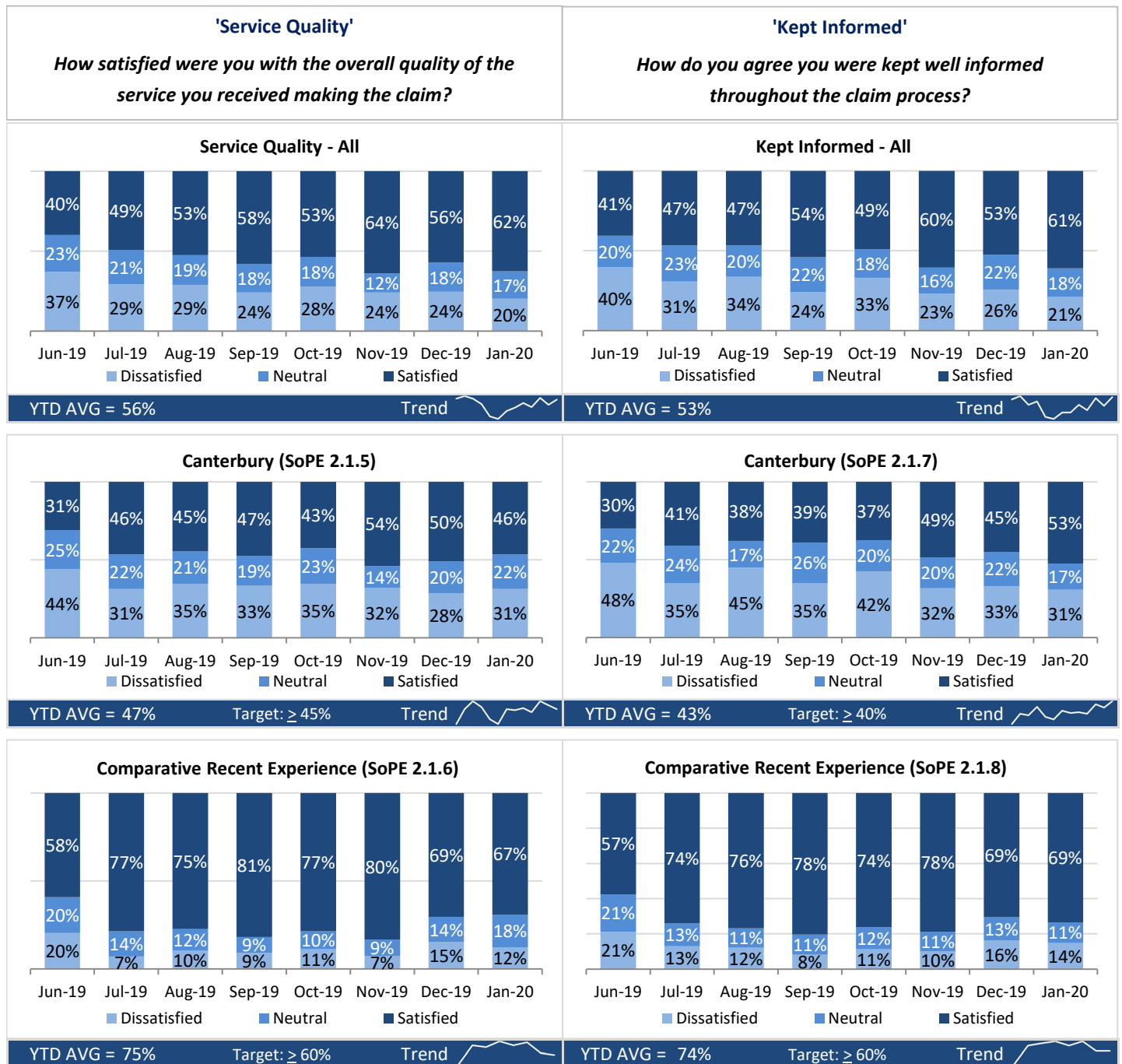
During the reporting period we recorded inflow of 194 new and reopened claims. Of these lodgements, 61% (118) were earthquake claims, while the balance related to landslip, storm and flood damage ('LSF'). We received 21 LSF claims following flooding in Southland on 4-5 February. We also received 35 additional earthquake claims this month in relation to the M 5.4 Earthquake that occurred on 25 January near Paraparaumu.



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

Section 4 - Customer Satisfaction

Overall Customer Satisfaction - Results this month clearly point toward a healthy level of overall satisfaction, and a strong sentiment that our customers are being kept well informed. These themes are reinforced by results that place January 2020 within the top five strongest months for overall satisfaction.



Canterbury customers - The overall satisfaction of Canterbury claimants remains in step with performance over the previous quarter. Service compared to expectation continues to improve in line with perceptions of being kept well informed, timeliness of settlement, and outcome clearly explained. Many of these improvements had been critical areas of focus in previous years.

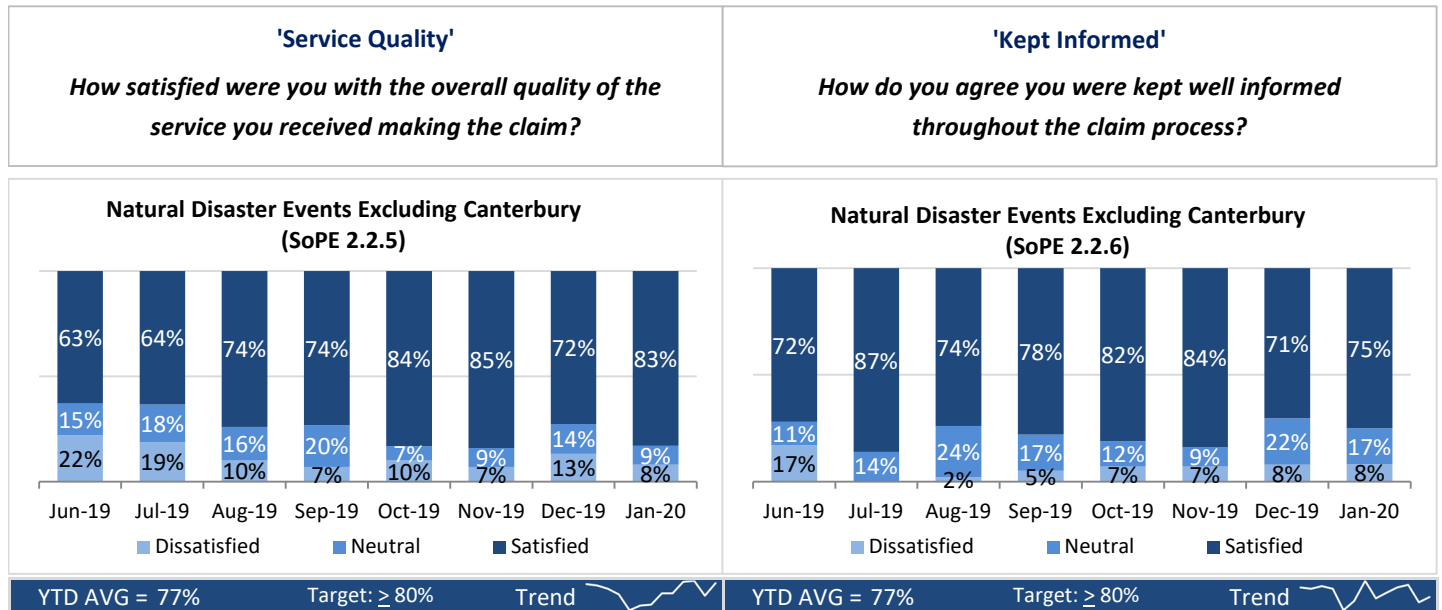
Satisfaction with recent claim experience dipped slightly for 'Service Quality' (SoPE 2.1.6) resulting in a 1% drop in our year-to-date average to 75%. Satisfaction with how well our customers thought they were 'Kept Informed' during their recent claim experience (SoPE 2.1.8) remains steady with an unchanged YTD AVG of 74%. Both YTD results remain well above their respective targets.

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 our 'Other Events' customers has remained in step with performance over the previous quarter. Particularly evident has been the significant improvement in satisfaction with settlement. Verbatim themes highlight 'efficiency', and 'when the payment would arrive' as top examples given when an assessment explanation is done well.



Total Call, Email and Post Volume

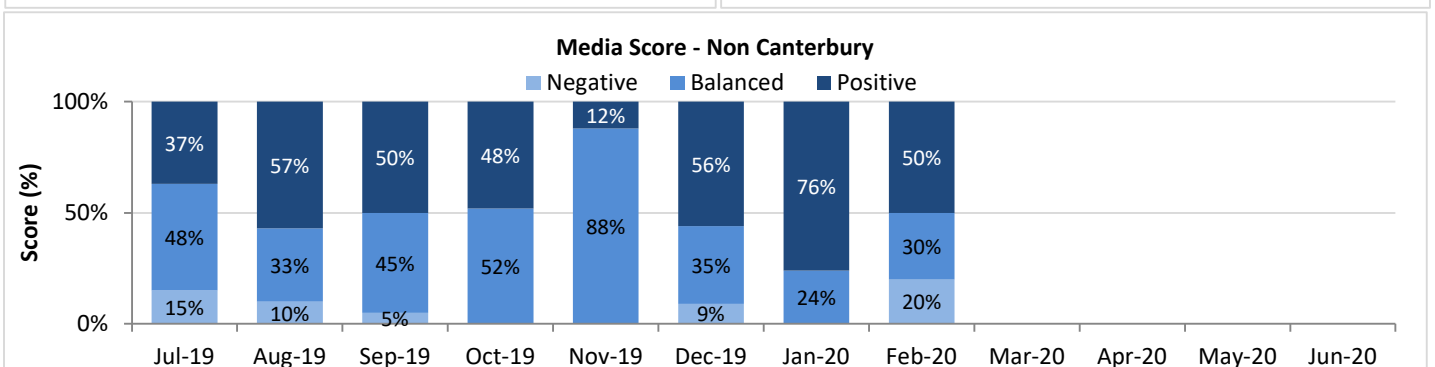
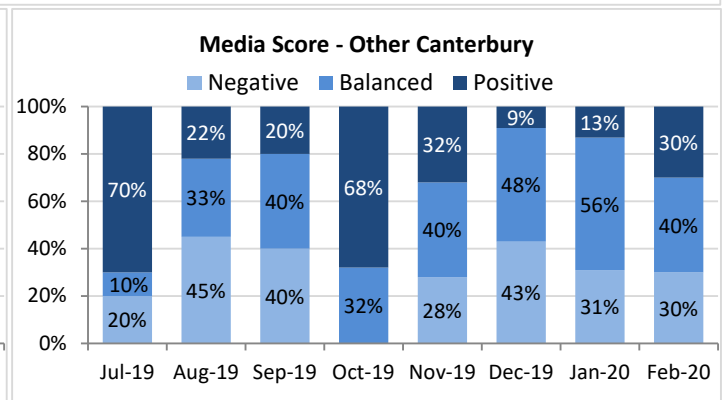
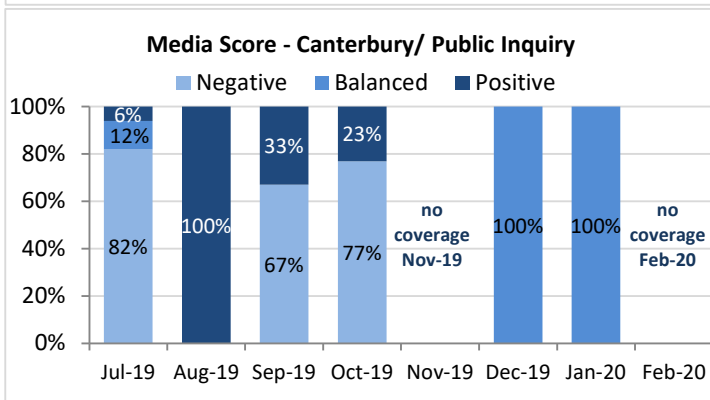
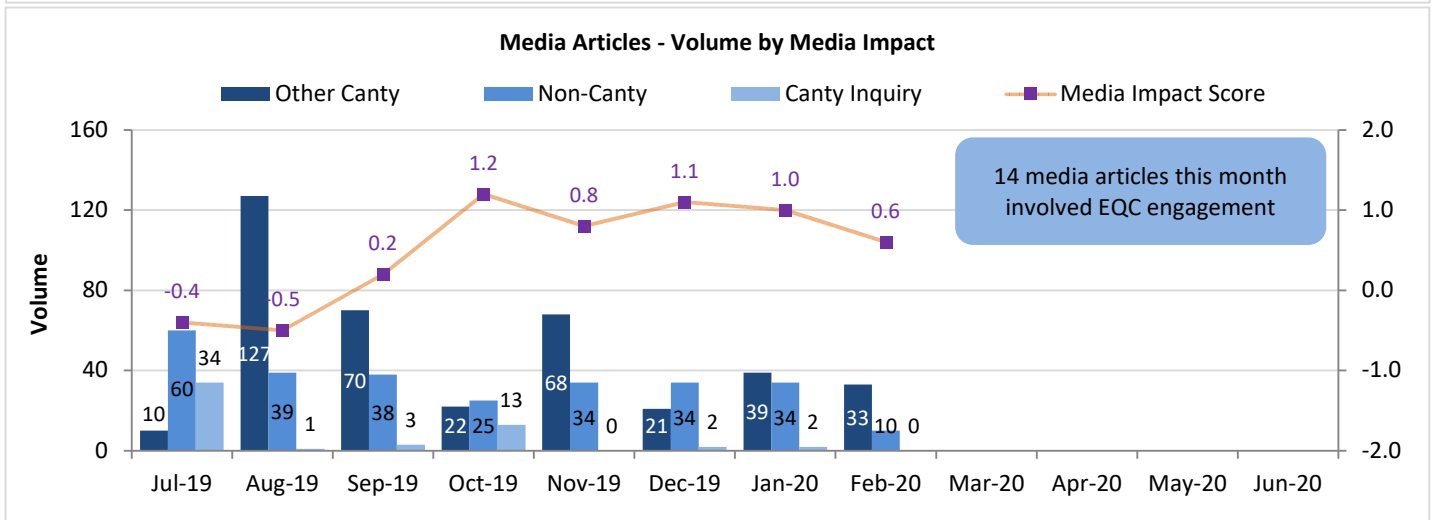
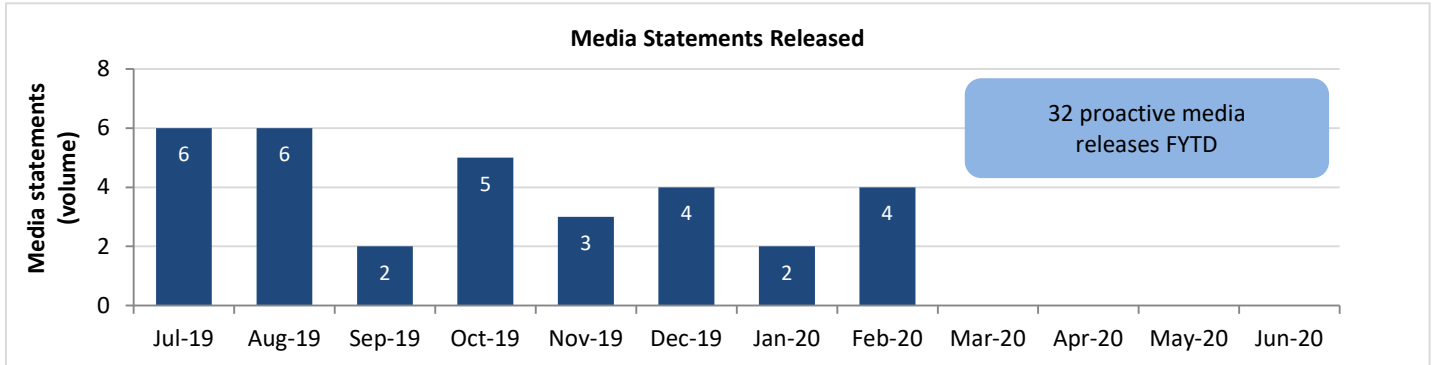
	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Trend
Outbound - Inbound Ratio	32:68	25:75	18:82	16:84	18:82	16:84	
Grade of Service	97%	94%	95%	99%	99%	99%	
Abandonment Rate	1%	1%	2%	1%	1%	1%	
Roll Over No Answer	27	49	66	12	19	13	
Total Calls	3,789	3,941	3,455	2,144	2,641	2,966	
Total Email and Post	1,853	2,140	2,211	1796	2145	2192	

Section 5 - Media

Our volume of traditional media coverage dropped by 43% this month to 43 reports while our **Media Impact Score*** (refer to section end for further explanation) also declined to 0.6 (just above neutral).

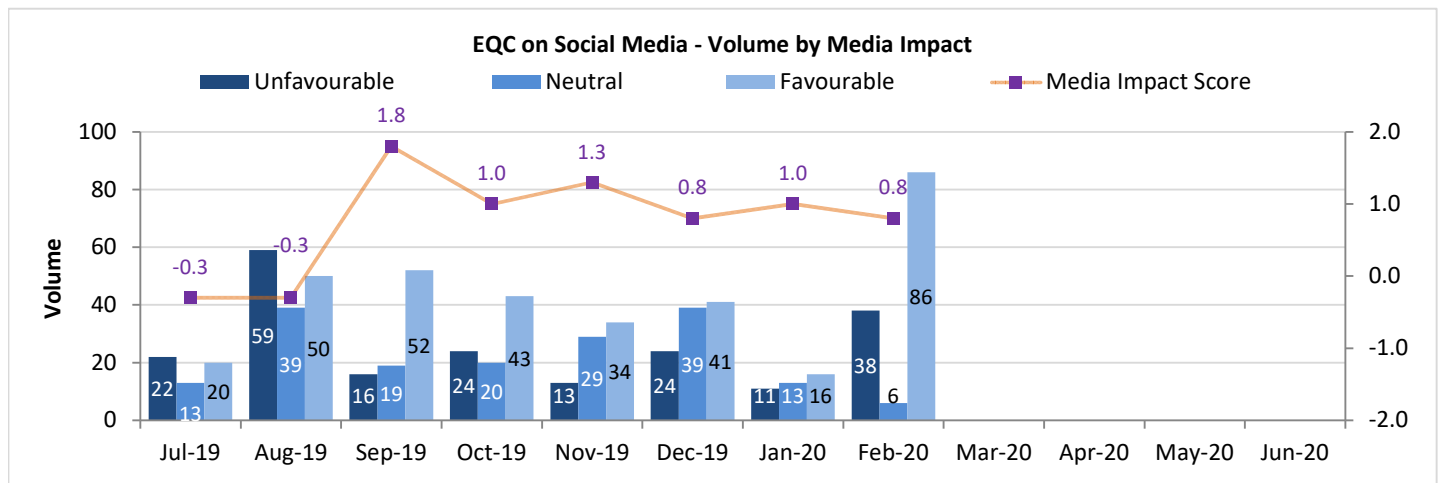
This month the progression of our on-sold over-cap properties programme was a key driver of positive coverage, in particular, reports on the news that we have reached a settlement agreement with 50 on-sold properties since its launch. Though modest in volume, EQC's council roadshows, which aim to help communities prepare for natural disasters, and the announcement of deputy CEO Renée Walker's resignation were also reported positively.

Conversely, negative coverage was primarily driven by a *Manawatu Standard* report (also published on stuff.co.nz) on Mark and Nicola Goodier's five year 'battle' with EQC and IAG, and reporting coming out of Tower Insurance's AGM, in which the chair reiterated that the company will not be 'squeezed' by EQC. (NBR)

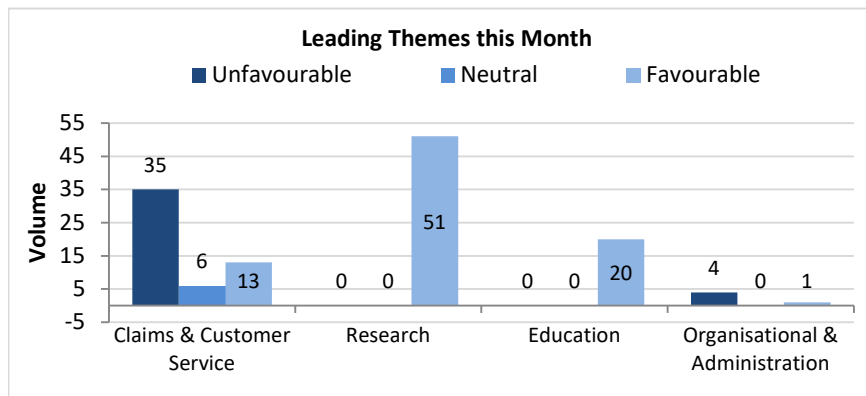


Section 5 - Media (cont.)

Despite a notable rise in the volume and proportion of positive posts, our social **Media Impact Score*** (refer to section end for further explanation) dipped slightly to 0.8 (vs. 1.0 for Jan-20). This can be attributed to an increase in negative (and very negative) conversations, the majority of which were driven by individuals commemorating the anniversary of the 2011 Canterbury earthquake and recounting their experience and frustrations with us. While our posts commemorating the event also generated some positive conversations, these were well outnumbered by the negatives.



In addition to conversations driven by the commemoration of the 2011 Canterbury earthquake, our research and education capacity continues to drive favourable social media conversations. Most prominently, these included our commemoration of the 1931 Hawke's Bay earthquake as well as tweets from attendees of the Disastrous Doctorate 2020 conference regarding our Director of Resilience Strategy and Research, Jo Horrocks.



Our education and research capacity continues to drive favourable coverage, with our leading positive message this month of *'engages in high quality research programmes'*. Conversely the leading message, driven primarily by commemoration of the 2011 Canterbury earthquake, was *'customers are frustrated by EQC customer service'*.

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.

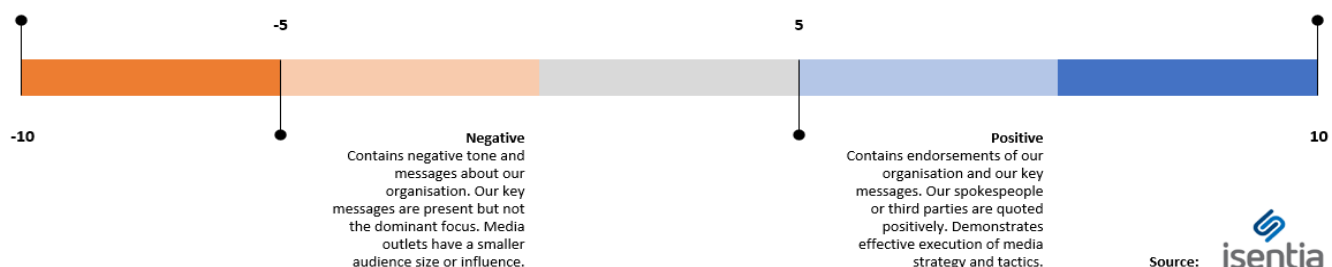
The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the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

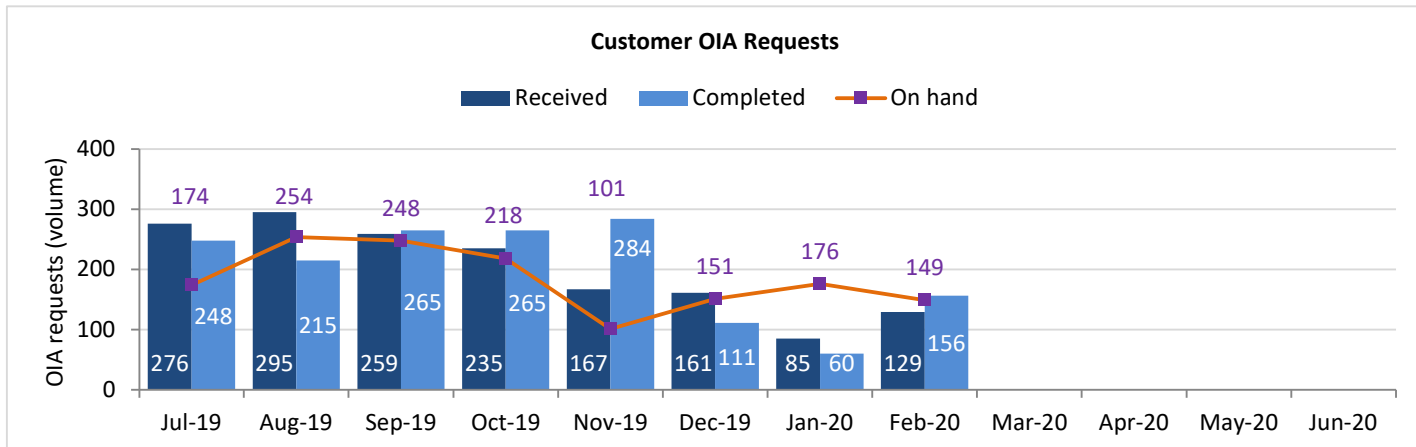
Very Negative
Contains heavy criticism and negative key messages about our organisation. Coverage is likely to be seen by our target audience, and we are the focus of the story.

Balanced or neutral
Reporting is neutral or balanced towards our organisation

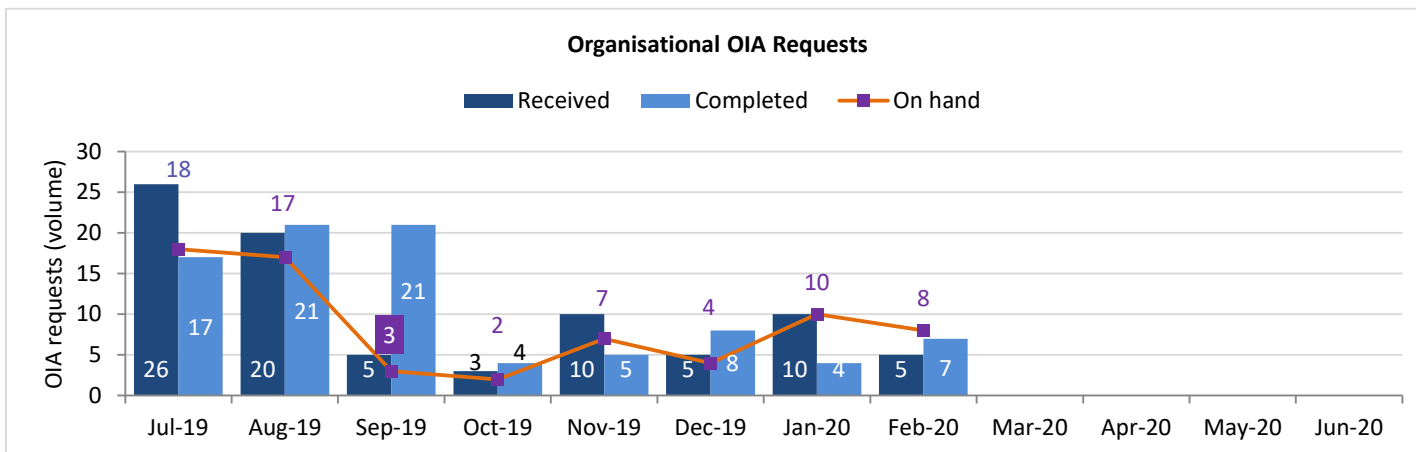
Very Positive
Contains strong endorsements and advocacy, as well as our key messages. Media items appear in our target outlets. Demonstrates excellence in effectiveness.



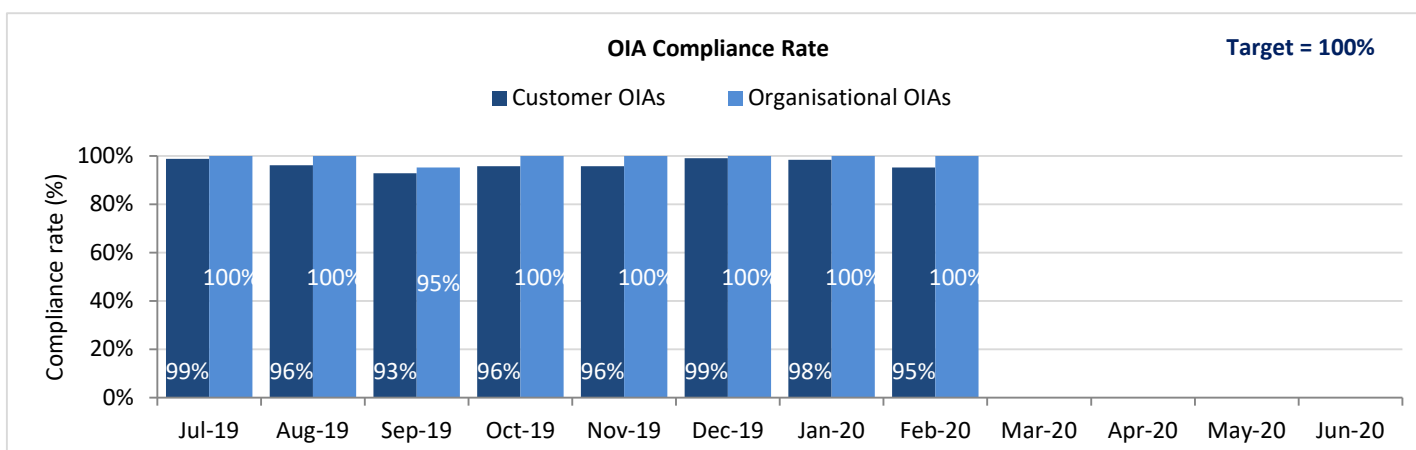
Section 6 - Official Information Act (OIA) Requests



This month, our receipt of Customer OIA requests rose to 129 (vs. 85 received in Jan-20) while the team resolved 127 requests. We migrated reporting to a new system this month to provide more real-time visibility of requests. In the process we identified 29 requests that had been resolved but were included in previous months' total on hand. As at the end of February the team have 149 open requests on hand.



Our Government Relations Team received 5 new high level OIA requests (vs. 10 received in Jan-20). Coupled with the 10 on hand from the end of Jan-20 and 7 requests resolved this month, the team have 8 open requests on hand.

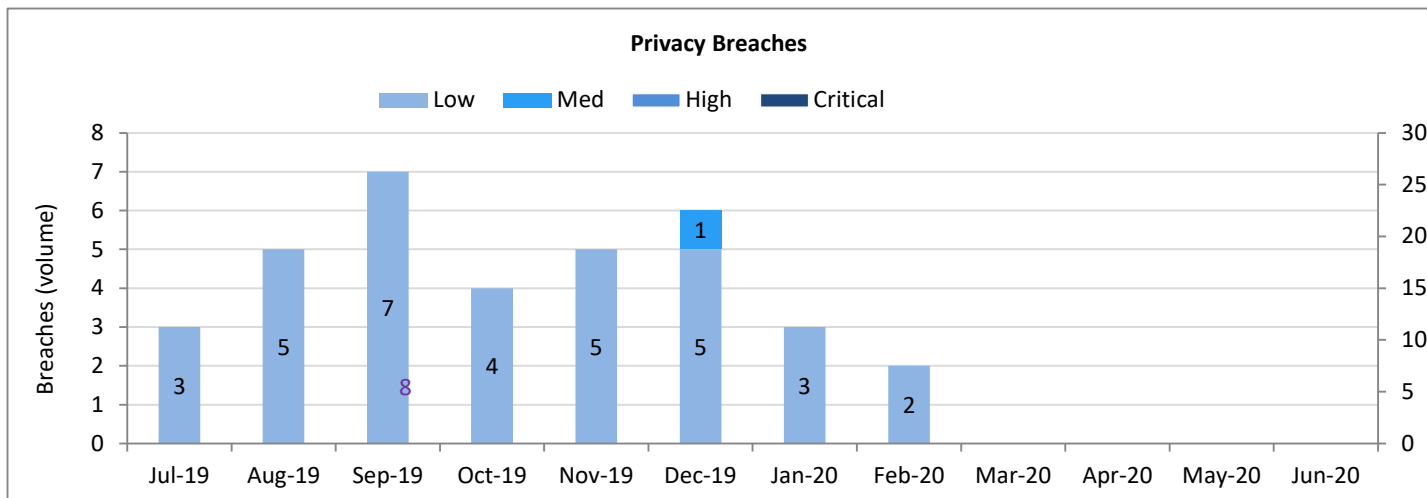


The Customer OIA Team achieved a compliance result of 95% this month while the Government Relations Team continues to maintain a 100% compliance level for organisational/ high level OIA requests.

Six instances of non-compliance contributed to the 95% compliance result for the Customer OIA Team. The source of all reported instances of non-compliance this month was systems/ tools related. This issue is being addressed with our vendor.

Section 7 - Privacy Breaches

Two privacy breaches, both classified as low severity, were recorded by the Risk and Compliance Team this month. All reported incidents were assessed against EQC's guidelines, have been contained, and no harm appears to have arisen as a result. The reduction in reported incidents continues to remain in line with seasonal trends.



Privacy Breaches

Of the two breaches reported this month, one was in relation to a document being forwarded to an incorrect claimant while the other breach related to personal contact details (details also used for business purposes) of a third party administrator being supplied a Geotech panel member. Both breaches were contained and no harm has arisen.

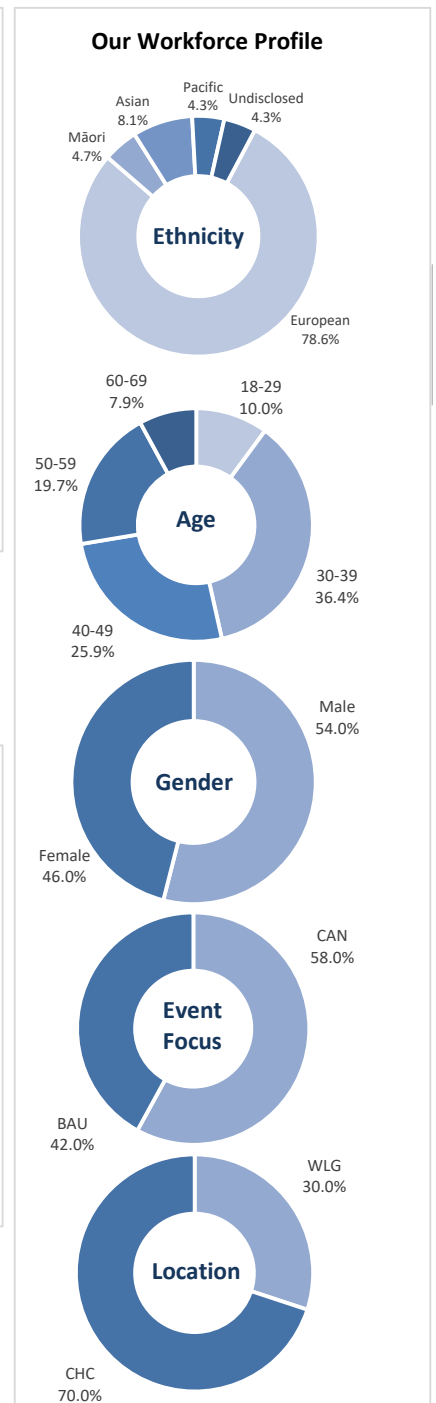
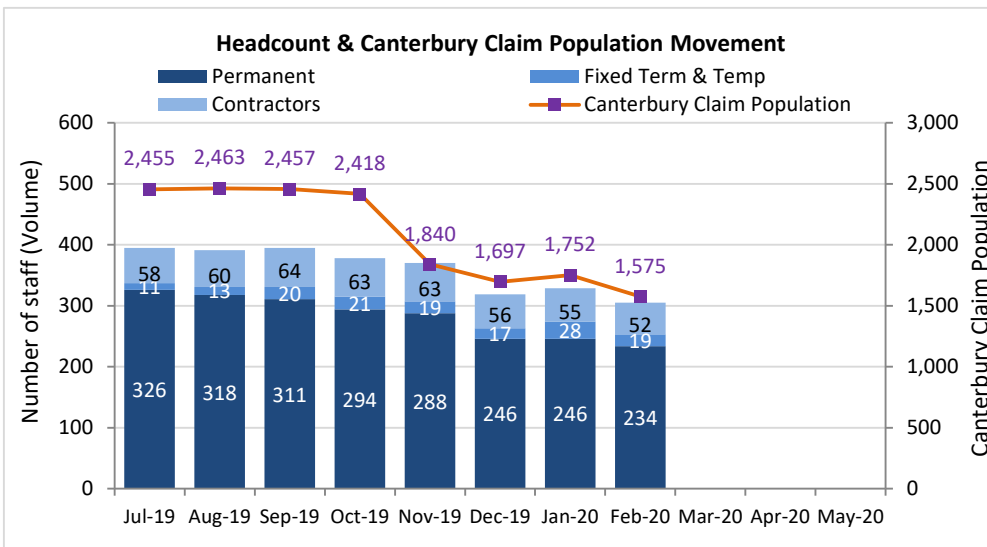
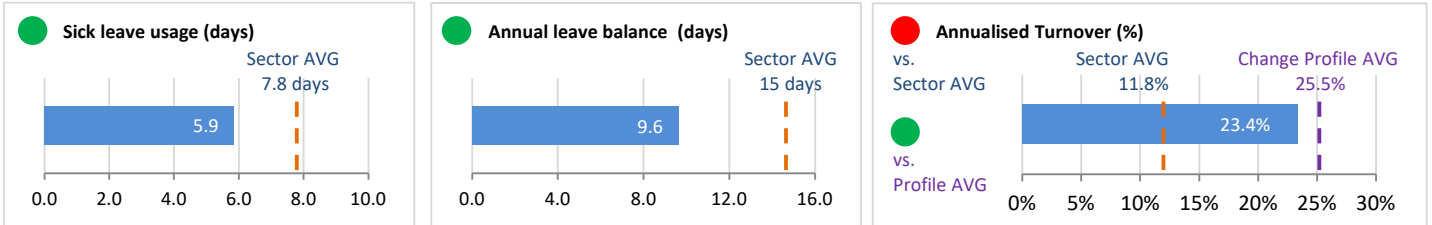
Severity Scale

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

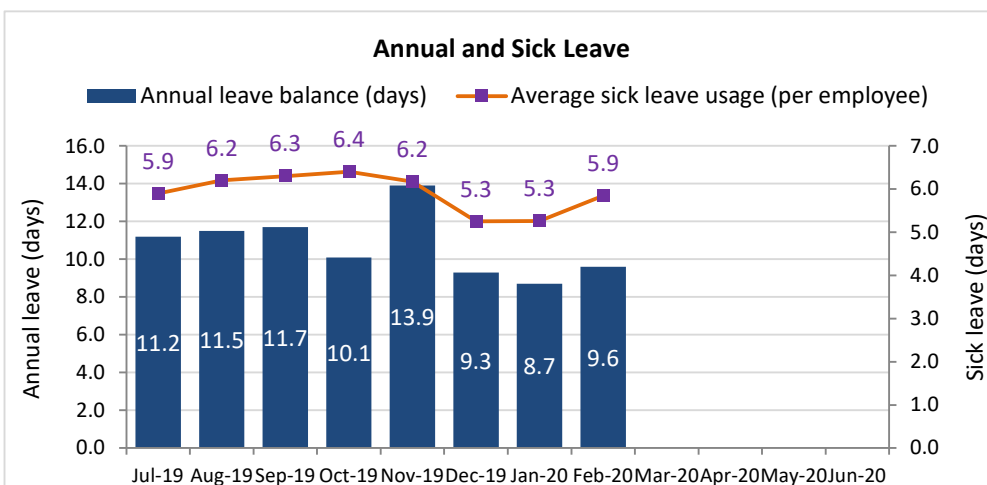
During the reporting period our workforce headcount decreased slightly, as expected, due to our ongoing Systems Transformation process. Our headcount will continue to reduce further in the first quarter of the calendar year as our Systems Transformation change process is completed and our recruitment freeze continues. Our averages for annual leave balance (9.6 days) and sick leave usage (5.9 days) continue to compare favourably to their corresponding Public Sector Averages. Annualised turnover ('voluntary turnover') continued its slight upward movement this month to 23.4% (vs. 22.4% for Jan-20). 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 23.4%.

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



As reported above our workforce headcount has decreased slightly. Our Systems Transformation process will continue to influence headcount reduction in coming months.

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



While our averages for both annual leave balance and sick leave usage rose slightly during the reporting period, both remain below their respective Public Sector averages of 15 days and 7.8 days respectively.

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