

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

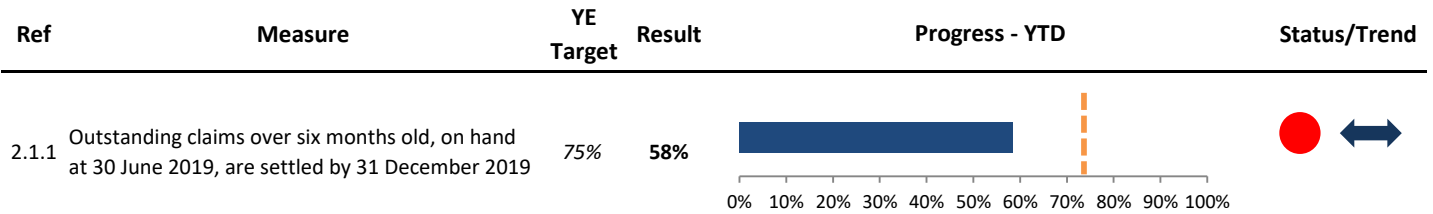
This section tracks EQC's average annual leave balance and sick leave usage and compares them to the Public Service Benchmark. Information in this section also includes a broad profile of EQC's workforce.

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

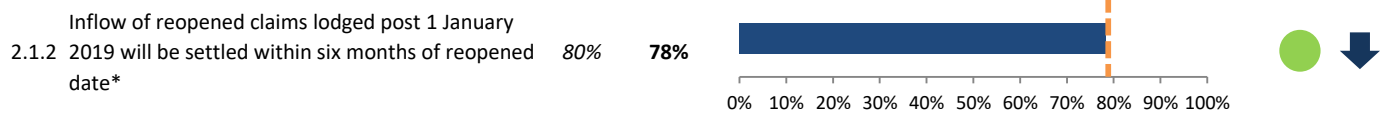
Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response

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

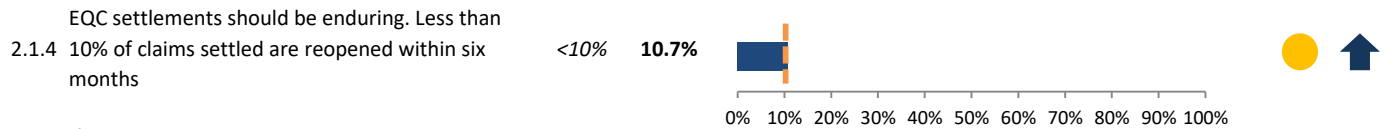


Commentary: By EOM December 2019, we had closed 58% of claims that were outstanding (over 6 months old) at EOM June 2019. Consequently we did not achieve the target for this measure.



Commentary: So far this financial year, 78% of claims that were reopened during February-through-July 2019 have been settled within 6 months of their reopened date, slightly adrift of target. This is a minor drop from 80% 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"



Note: this is a reverse target

Commentary: So far this financial year we have reopened 10.7% of settled claims within 6 months of closure. This is an improvement since last month (12.6%).

Key:

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

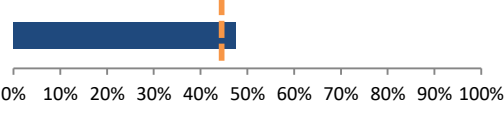
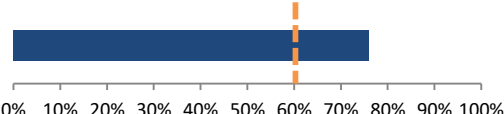
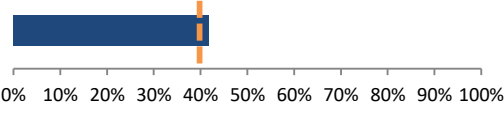
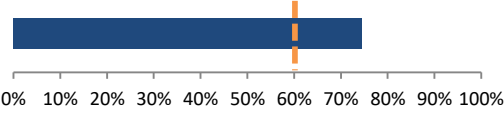
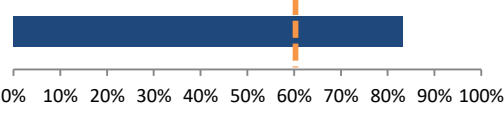
- Potential risk of not achieving target
- Target highly unlikely to be achieved

- 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 2.1 - 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%		On track for delivery ↑
2.1.6	The proportion of surveyed customers who agree or strongly agree that the overall quality of the service received while making the claim (during recent claim experience) was good	≥ 60%	76%		On track for delivery ↓
2.1.7	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process	≥ 40%	42%		On track for delivery ↑
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%		On track for delivery ↓
2.1.9	The proportion of surveyed customers who agree or strongly agree that the overall manner of the people they had contact with (during your recent claim experience) was good	≥ 60%	83%		On track for delivery ↓


Commentary: 'Overall Satisfaction' (2.1.5) amongst our Canterbury customers improved this month to 48% (vs. 47% last month). Our performance in ensuring our Canterbury customers were 'Kept Informed' (2.1.7) improved with a result of 42% (vs. 41% 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 December 2019.


Key:


 Result not available for the month


 Potential risk of not achieving target

 Performance trend increase

 On track for delivery

 Target highly unlikely to be achieved

 No change in performance trend

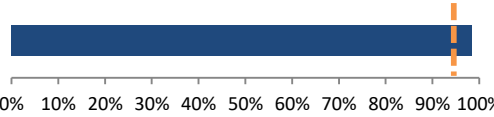

 Performance trend decrease

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

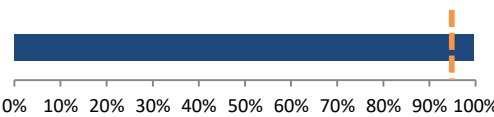

Output Two - Event Response

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

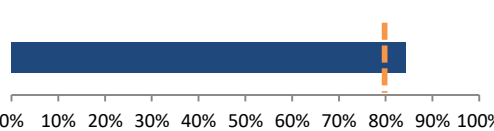

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
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2.2.1	Claims lodged post 1 January 2019 are settled within six months of lodgement date	95%	98%		
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Commentary: As at 31 January, 98% of claims lodged post 1 January 2019 have been settled within 6 months of lodgement, meeting the required standard.

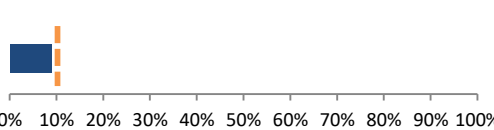

2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	100%		
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Commentary: So far this financial year, all claims that were not settled within 6 months, have subsequently been settled within 90 working days of the completion of the assessment process.

2.2.3	Inflow of reopened claims lodged post 1 January 2019 will be settled within six months of reopened date*	80%	84%		
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Commentary: So far this financial year, 84% of claims that were reopened in February-to-July 2019 have been settled within 6 months of being reopened, a drop in performance since end of December (94%), but still above than standard.

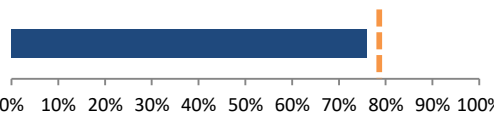

*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"

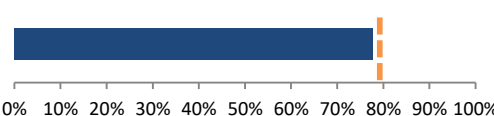

2.2.4	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months*	<10%	9%		
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Note: this is a reverse target

Commentary: As at January month end, the rate of enduring settlement measures 9%, improving from last month (10%).

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








2.2.5	The proportion of surveyed customers who indicate satisfaction about their overall claim settlement process	80%	76%		
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2.2.6	The proportion of surveyed customers who indicate they were well informed during the claims settlement process	80%	78%		
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Commentary: 'Overall Satisfaction' (2.2.5) amongst our customers impacted by other natural disasters decreased to 76% (vs. 78% last month). Similarly, customer satisfaction with how well they were 'Kept Informed' (2.2.6) also dipped below target to 78% (vs. 80% last month).

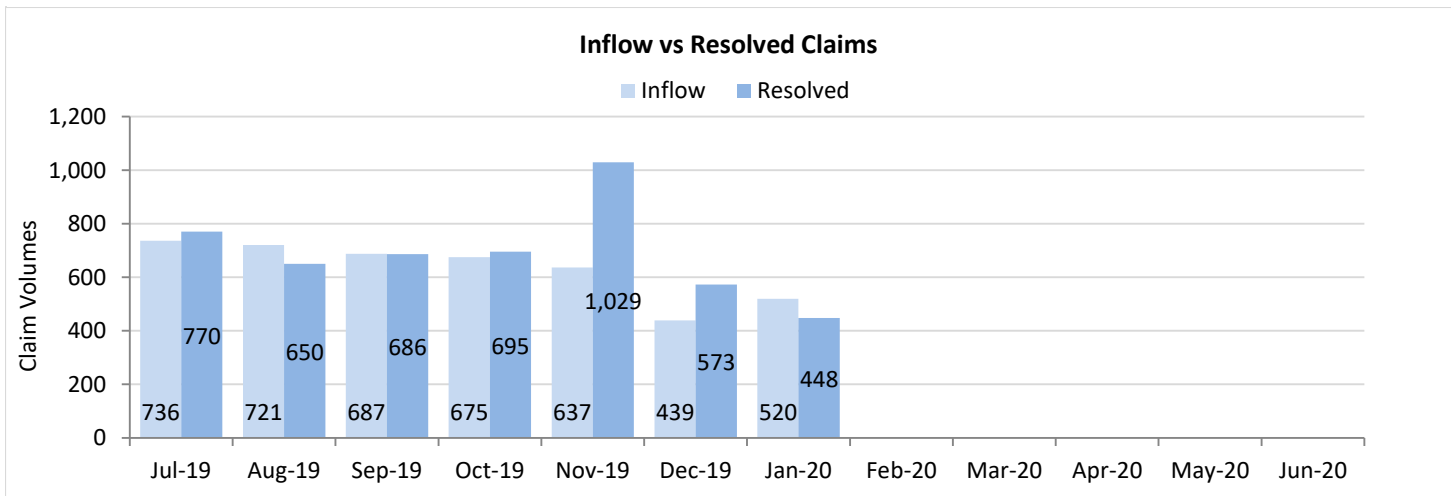
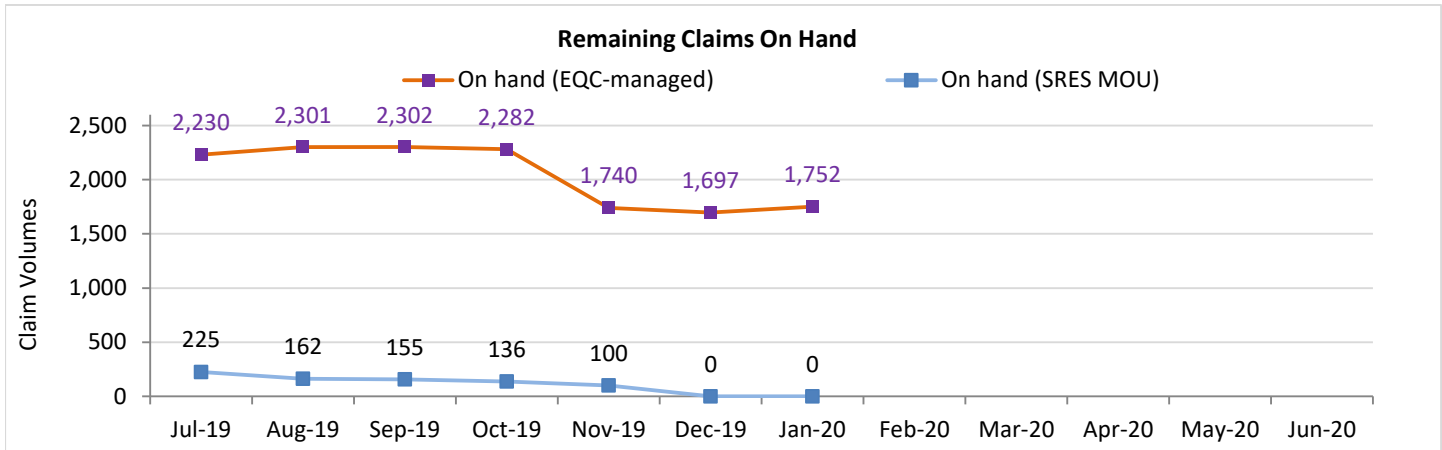
Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 31 December 2019.

Key:

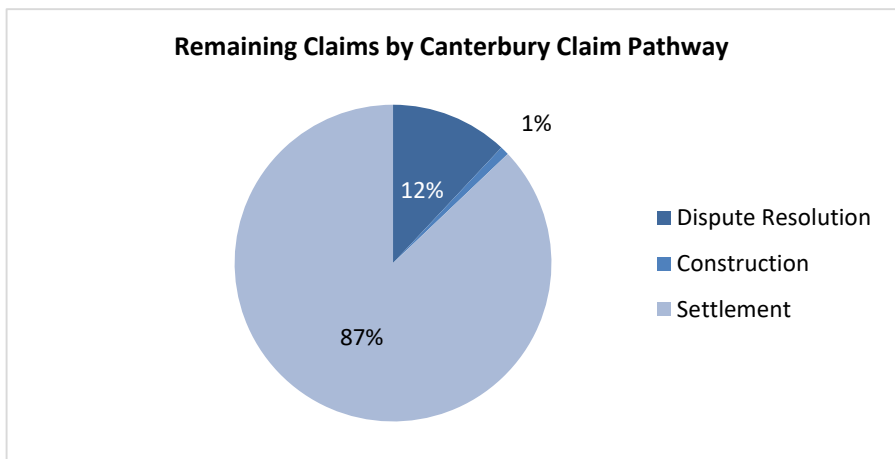
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

Section 2 - Canterbury

We resolved 448 claims in January, offset by inflow of 520 reopened claims. This left 1,752 open claims on hand at month end, an increase of 55 since the end of December. A total of 423 open claims, subject to an application for settlement under the Government support package for on-sold over-cap properties, are excluded from the total (refer <https://www.eqc.govt.nz/canterbury/on-sold-over-cap-properties>).



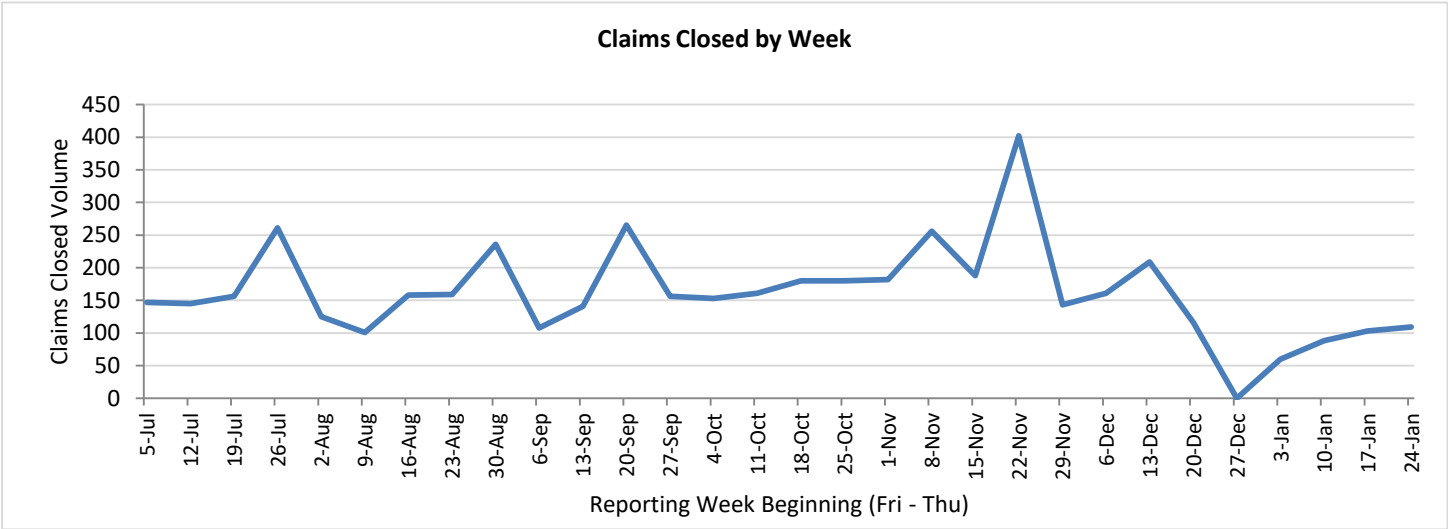
There were 448 claim closures (on 437 distinct claims) during January 2020. Total claim inflow during January was 520 - the sum of 345 CMS4 claims reopened in CMS8 for the first time, and previously closed CMS8 claims reopened 175 times during the month.



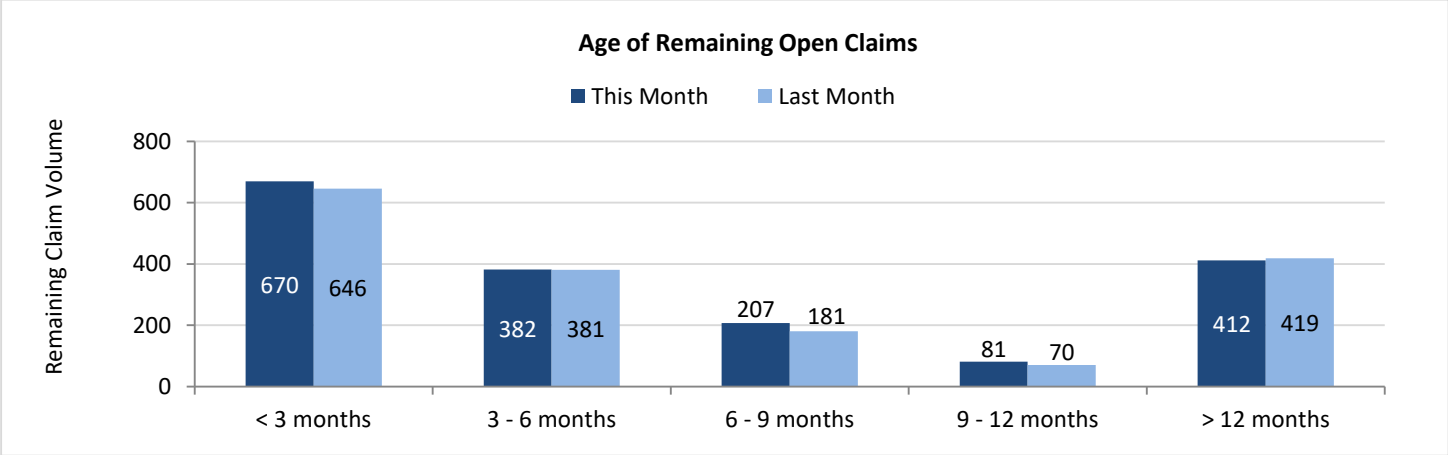
Of the 1,752 claims remaining on hand, 87% are being managed by Settlement teams, 12% are with Dispute Resolution, and 1% are in physical repair.

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.

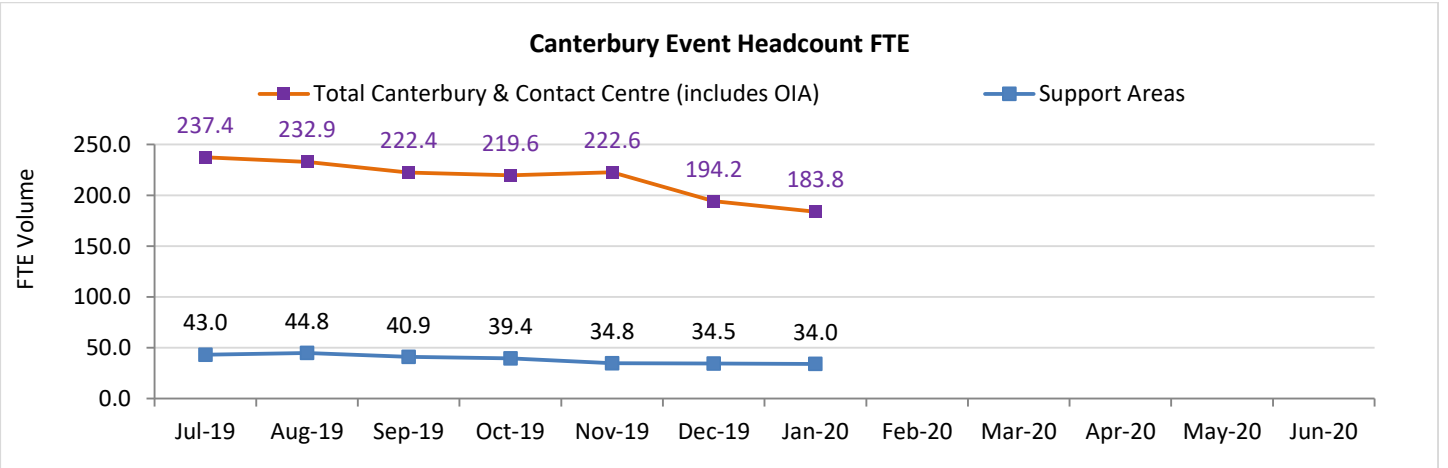
Section 2 - Canterbury (cont.)



On average, we closed 112 claims per week during January, down from 169 in December. This decrease can be attributed to January being a part month, and the staggered return to work of Operations FTE. This resulted in a total of 448 claim closures during January. Across December and January 1,021 claims were closed, exceeding the aspirational target of 1,000.

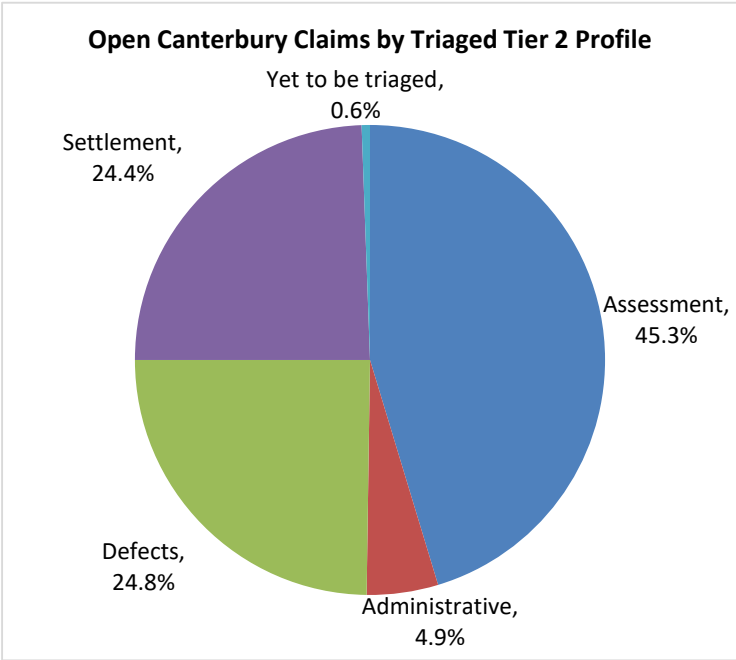


There was a small increase of 4 claims aged 9 months and older this month, attributable to the seasonal impacts of public holidays. We continue to progress the resolution of aged claims. For open claims aged under 9 months there was an increase of 51 claims.



Continuing the theme of the previous month, the Canterbury Event Headcount decreased during the reporting period. This further decrease is reflective of recent organisational changes.

Section 2 - Canterbury (cont.)



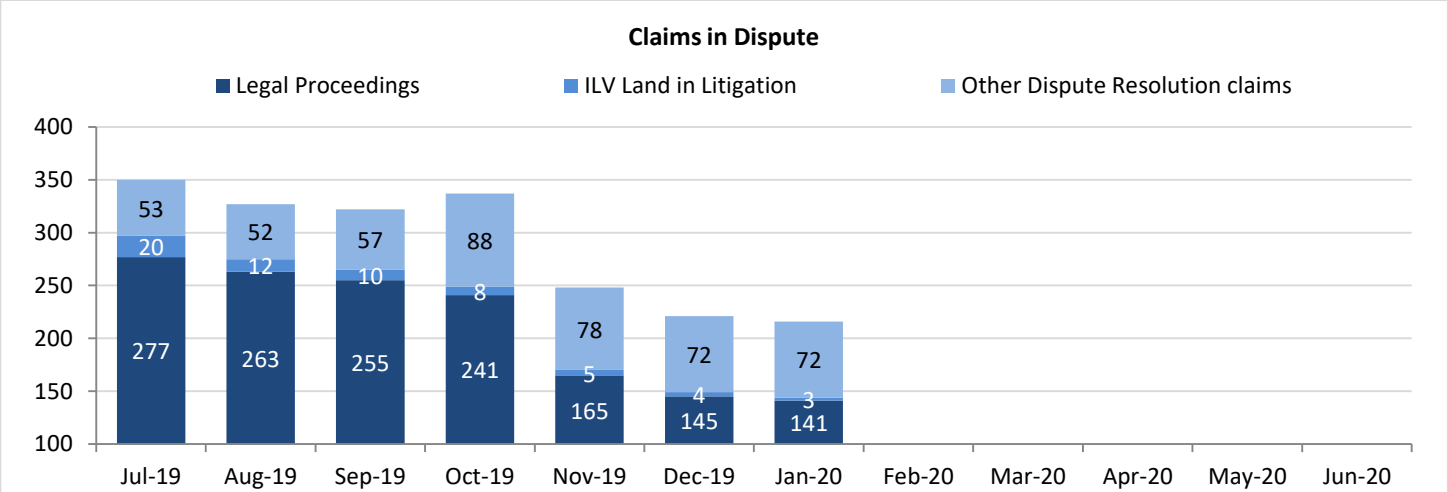
Our profile of remaining open claims includes claims that are:

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.

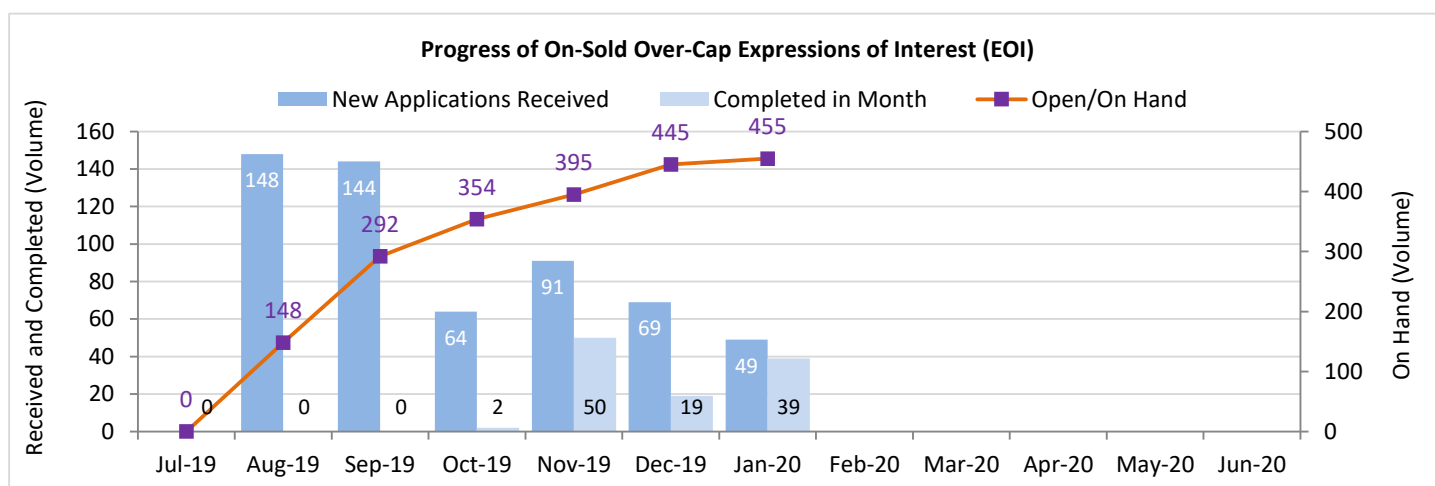
Defect related - these claims relate to issues with the quality of repairs undertaken.

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.



The total volume of claims in dispute decreased by 5 to 216 in January.

Section 2 - Canterbury (cont.)



We received 49 applications for government support to repair on-sold over-cap properties in January. This was offset by completion of the assessment of 39 applications leaving 455 open applications on hand at month end.

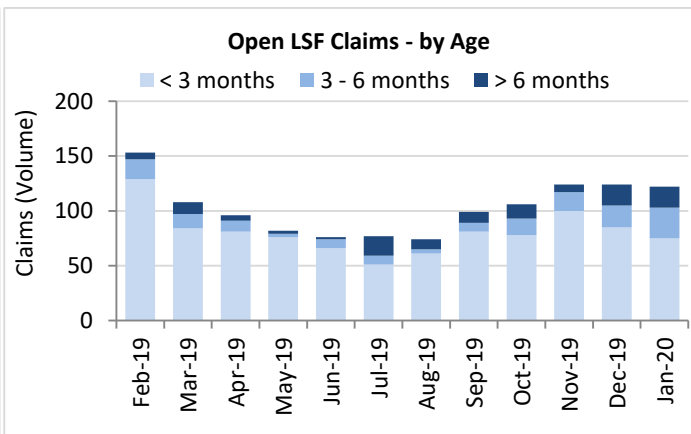
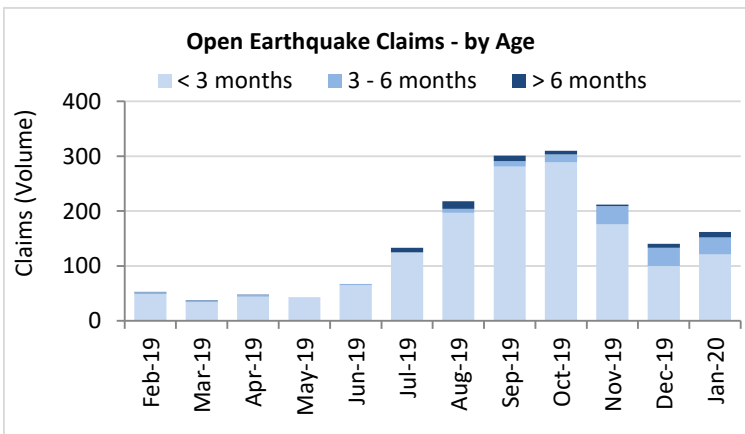
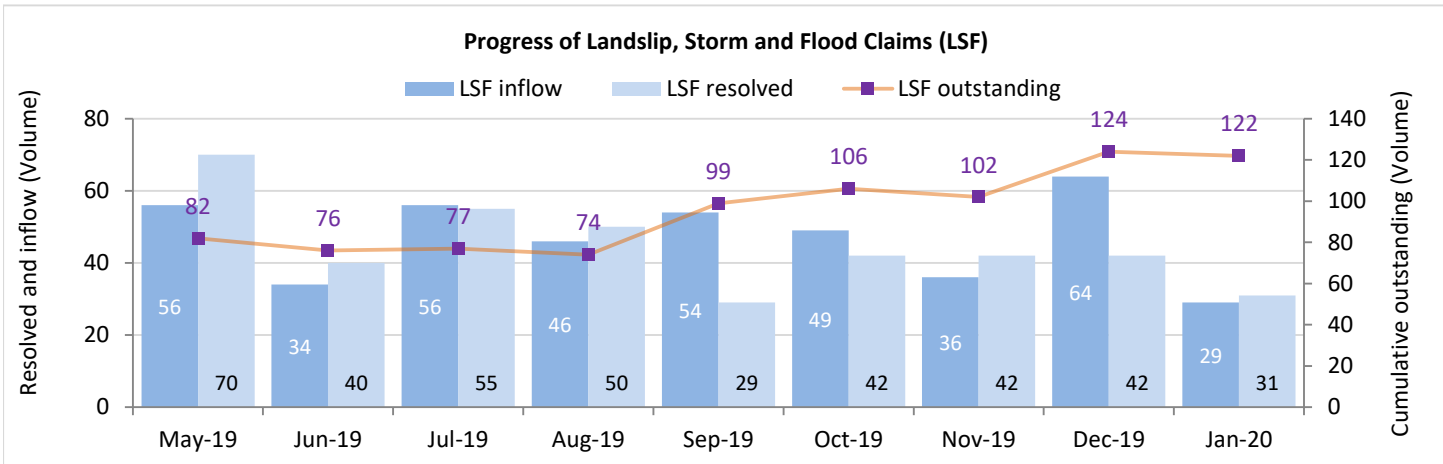
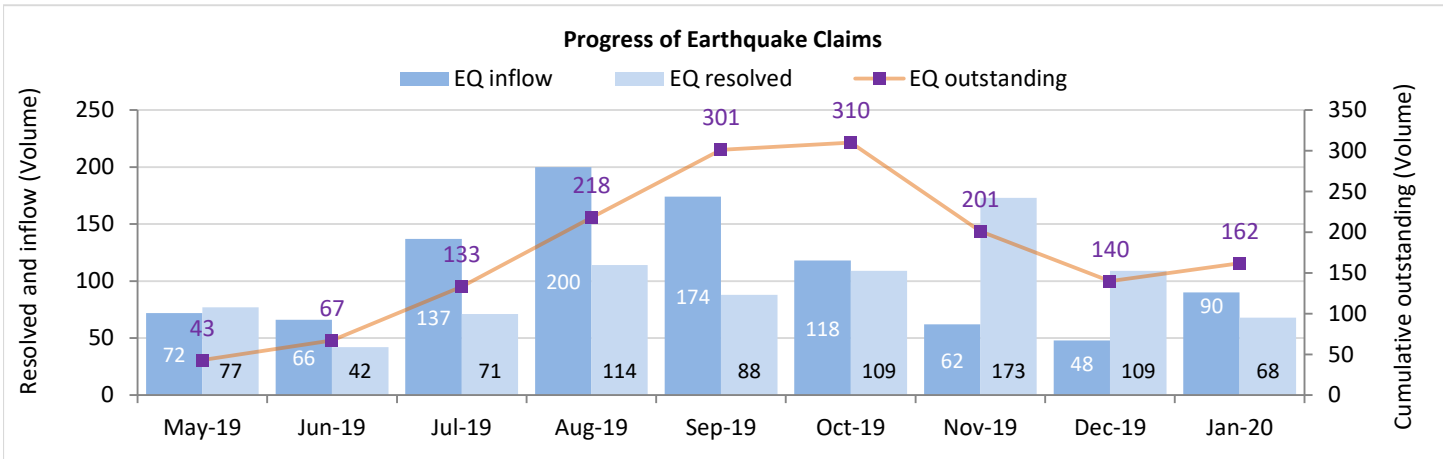
Performance results against measures defined in Schedule 3 of the On-Sold Canterbury Properties Services Agreement (<https://treasury.govt.nz/sites/default/files/2019-11/ocp-4190360.pdf>) are set out below

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.

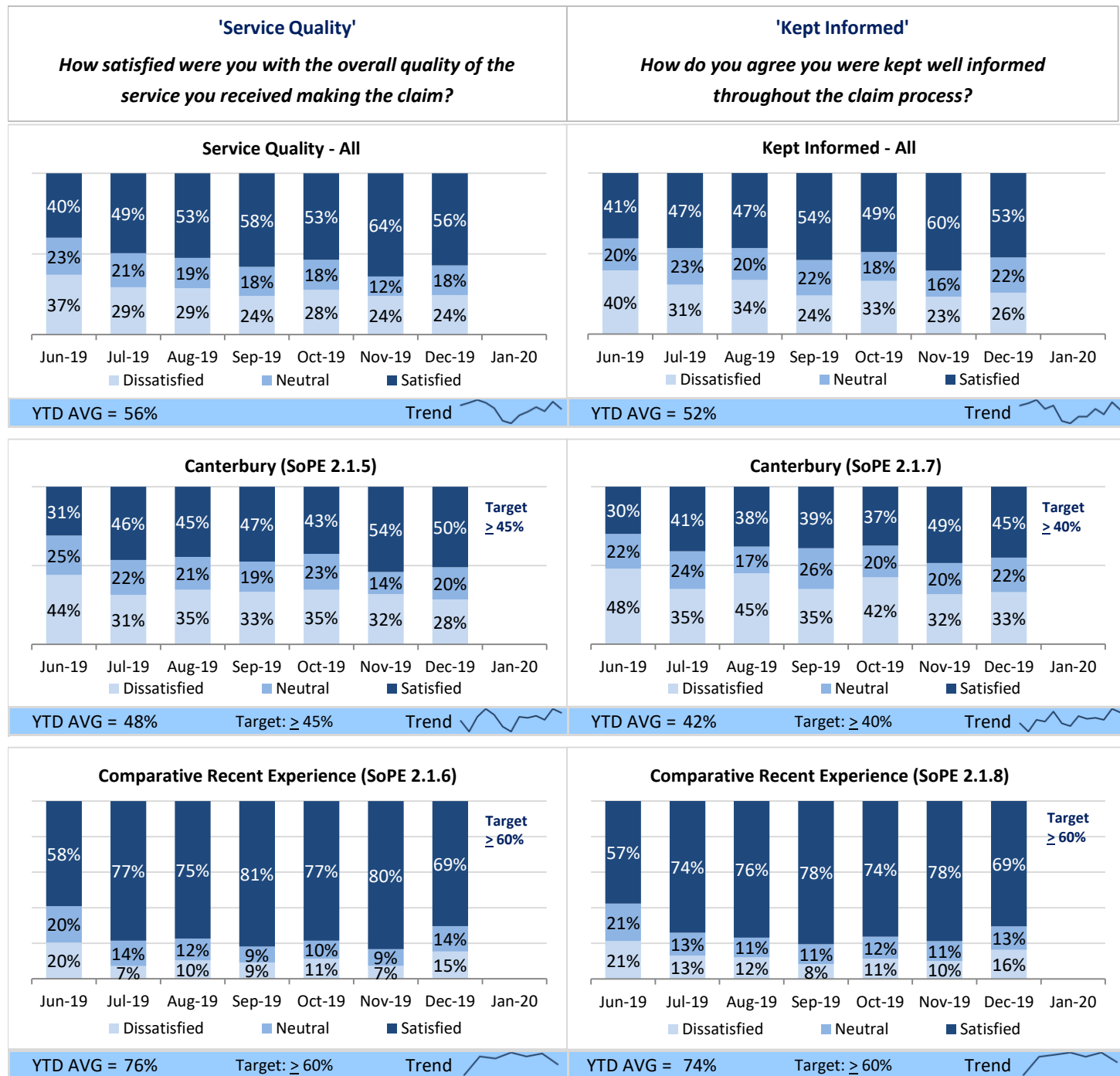
During the reporting period 119 new claims were lodged. Of these lodgements, 76% (90) were earthquake claims, while the balance related to landslip, storm and flood damage ('LSF'). Approximately 40% of the earthquake claims lodged this month were attributable to a M 5.4 Earthquake occurring on 25 January near Paraparaumu.



Note: Inflow refers to claims lodged as well as reopened

Section 4 - Customer Satisfaction

Overall Customer Satisfaction - In December, over half of surveyed customers were satisfied with the 'Service Quality' (56% satisfied) and how well they were 'Kept Informed' (53%). These results are in line with recent performance which illustrate ongoing improvement. From a quarterly perspective, our second quarter builds upon the gains made in the first quarter, with an increase in overall satisfaction evident from our customers.



Canterbury customers - Satisfaction continues to gradually improve, with a half now feeling satisfied with the overall claims process. Additionally, there has been a substantial uplift since last month in the level of agreement that we've kept our customers well informed, which had been one of the critical barriers to satisfaction. Customer verbatim continues to point towards time management as critical in the satisfaction or otherwise of our customers.

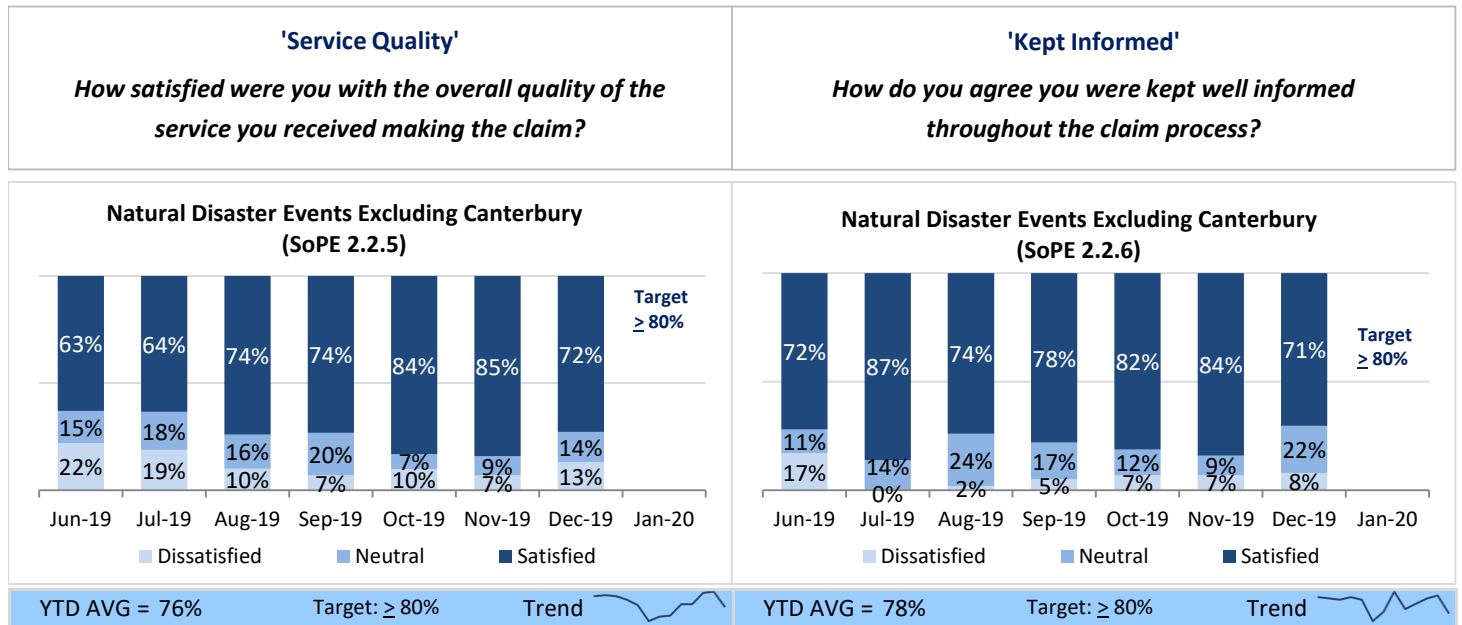
Satisfaction with recent claim experience dipped slightly for 'Service Quality' (SoPE 2.1.6) resulting in a 2% dip in our year-to-date average to 76%. Satisfaction with how well our customers thought they were 'Kept Informed' during their recent claim experience (SoPE 2.1.8) also dipped with a 2% decrease in our YTD AVG to 74%. However, both YTD results remain well above their respective targets. From a quarterly perspective, customer satisfaction with how well they were 'Kept Informed' continued to improve.

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 dipped in the last month of the quarter; however, at the quarterly level there has been an improvement. This improvement is most noticeable among earthquake damage claims. Earthquake claim's satisfaction with the overall assessment and the settlement processes appear to be driving this positive news. While time management and disappointment in result were key drivers of dissatisfaction, simplicity was a key driver of satisfaction. From a quarterly perspective, customer perceptions regarding how well they were 'Kept Informed' remain at a similar level to the previous quarter.



Total Call, Email and Post Volume

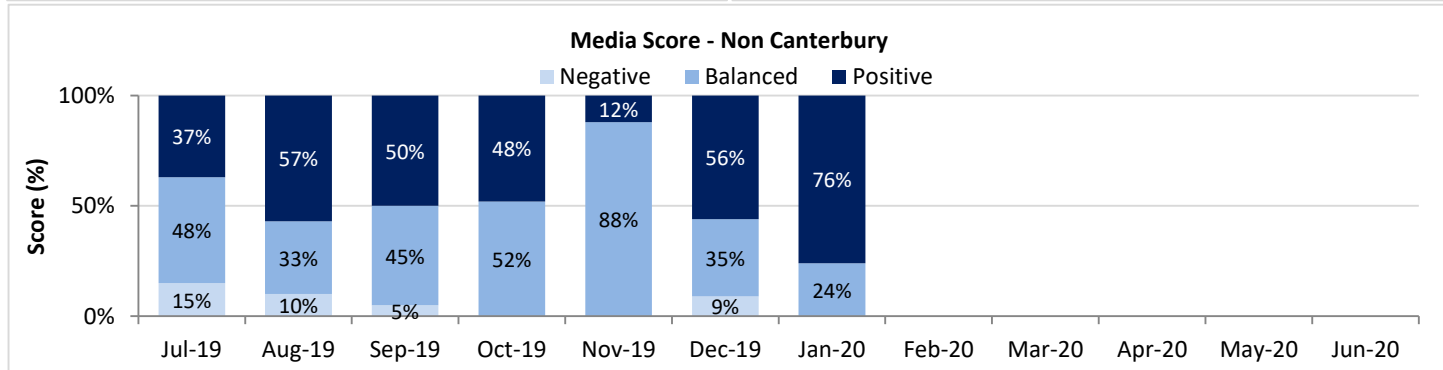
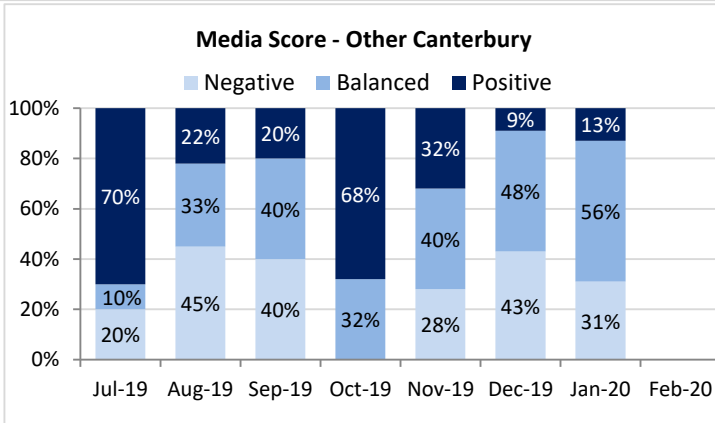
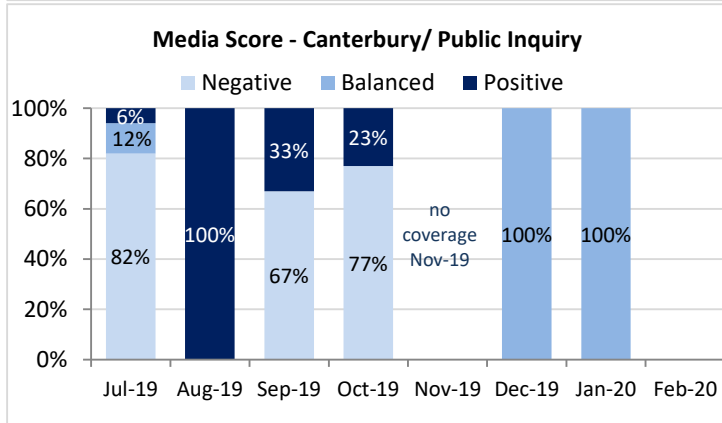
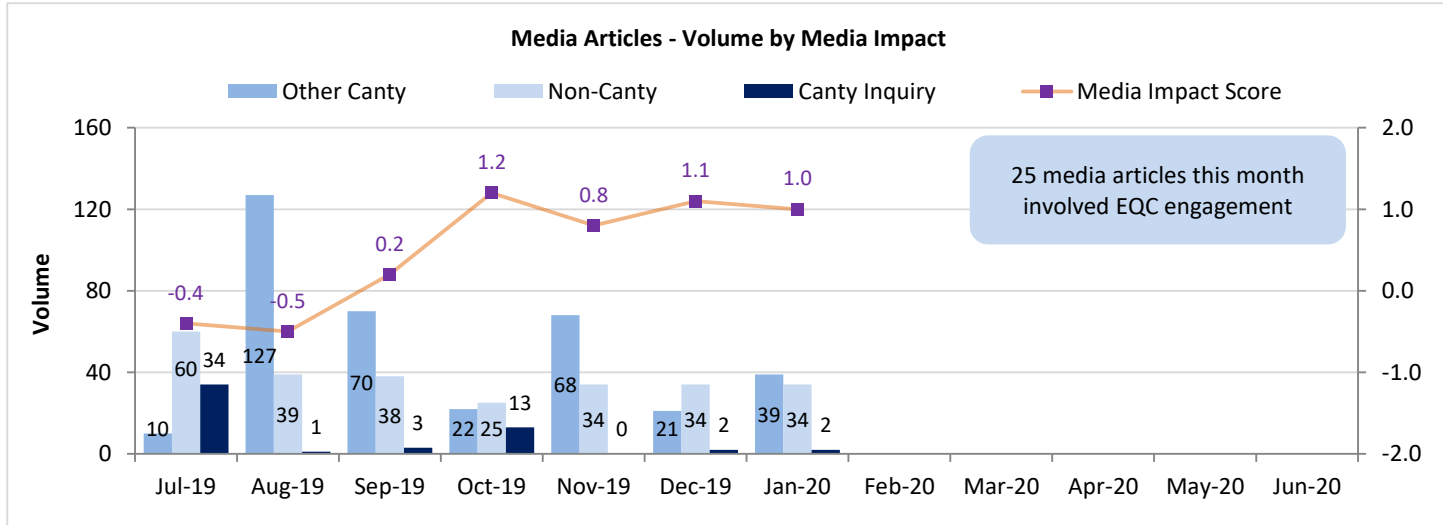
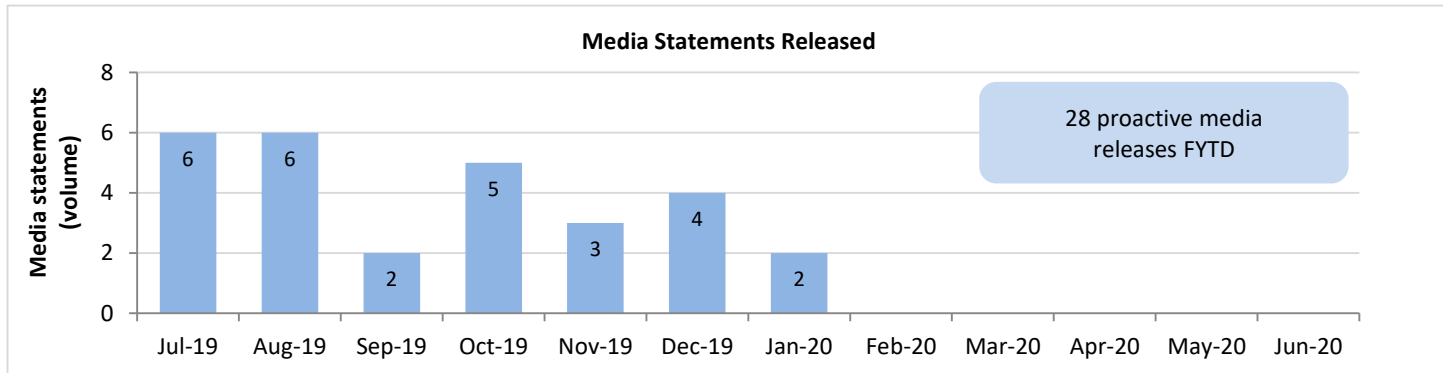
	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Trend
Outbound - Inbound Ratio	20:80	32:68	25:75	18:82	16:84	18:82	
Grade of Service	96%	97%	94%	95%	99%	99%	
Abandonment Rate	2%	1%	1%	2%	1%	1%	
Roll Over No Answer	42	27	49	66	12	19	
Total Calls	3,248	3,789	3,941	3,455	2,144	2,641	
Total Email and Post	1,902	1,853	2,140	2,211	1796	2145	

Section 5 - Media

Our volume of traditional media coverage increased by 32% this month to 75 reports. From an impact perspective our **Media Impact Score*** (refer to section end for further explanation) remained largely steady at 1.0 in comparison to last month's score of 1.1.

Research was once again a prominent driver of positive coverage, with reports largely focusing on the study into different foundation types and quake resistance conducted by our organisation and independent research organisation, the Building Research Association of NZ (BRANZ).

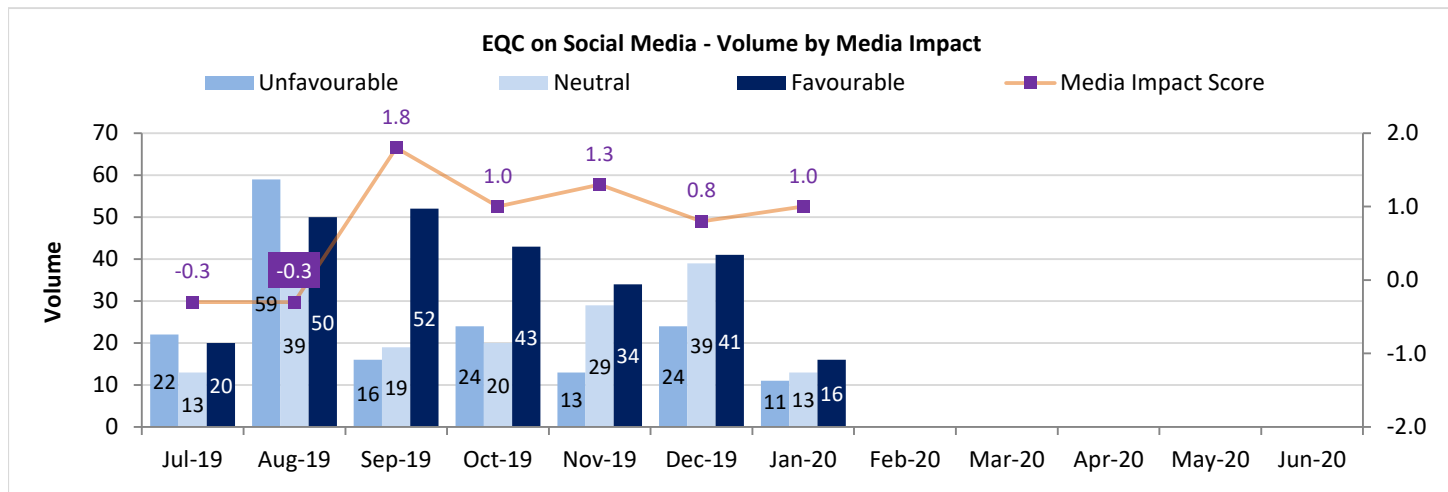
An apology issued mid-month by Southern Response GM, Casey Hurren, regarding the agency's failings garnered considerable media attention. While reporting was largely neutral, we were negatively implicated in a handful of reports focused on the number of outstanding claims.



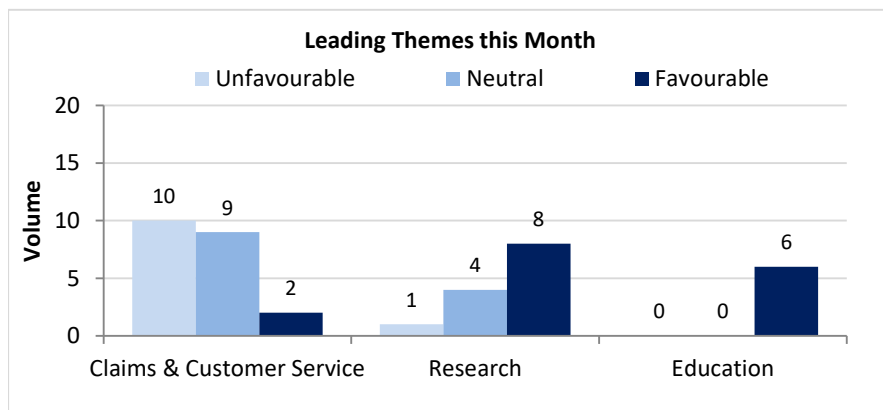
Section 5 - Media (cont.)

The volume of social media conversations dropped considerably, to 40 posts (vs. 104 for Dec-19). The tone of this coverage was slightly positive overall, resulting in a **Media Impact Score*** (refer to section end for further explanation) of 1.0 (vs. 0.8 for Dec-19).

Whilst the launch of *Building an Earthquake Ready Future* in partnership with Te Papa generated some highly positive social posts, one of the primary sources driving negative coverage was reaction to the Canterbury Earthquake Tribunal ruling on repairs conducted by IAG.



EQC's research and education capacity continues to drive favourable social media conversations. Most prominently, these included the partnership with Te Papa in the launch of *Building an Earthquake Ready Future* and our research collaboration with BRANZ on the impact of earthquakes on houses built on slopes.



As our education and research capacity continues to drive favourable coverage, the leading message this month of *'education/ research is appropriate/ is a good use of funding'* is in a similar vein to last month's predominant message of *'Improves knowledge about NZ's natural hazards'*.

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.

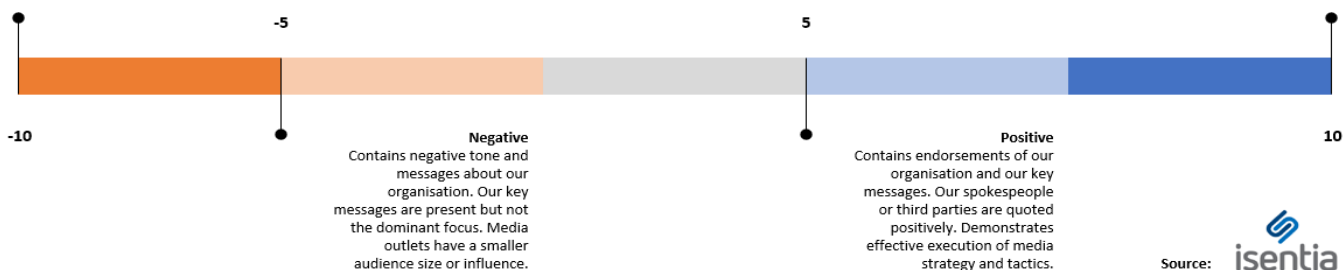
The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the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

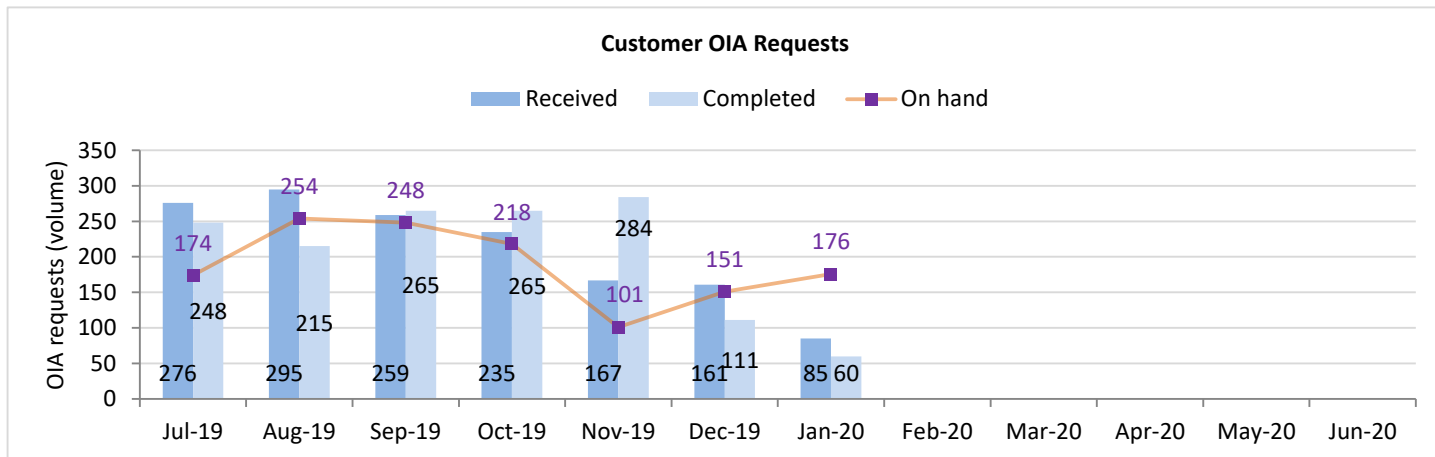
Very Negative
Contains heavy criticism and negative key messages about our organisation. Coverage is likely to be seen by our target audience, and we are the focus of the story.

Balanced or neutral
Reporting is neutral or balanced towards our organisation

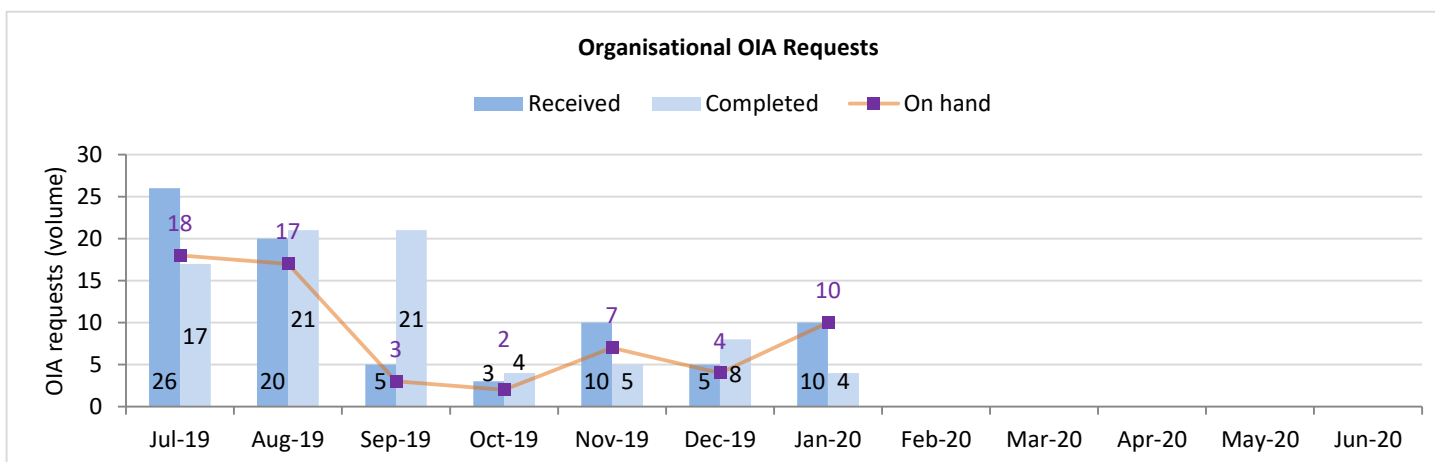
Very Positive
Contains strong endorsements and advocacy, as well as our key messages. Media items appear in our target outlets. Demonstrates excellence in effectiveness.



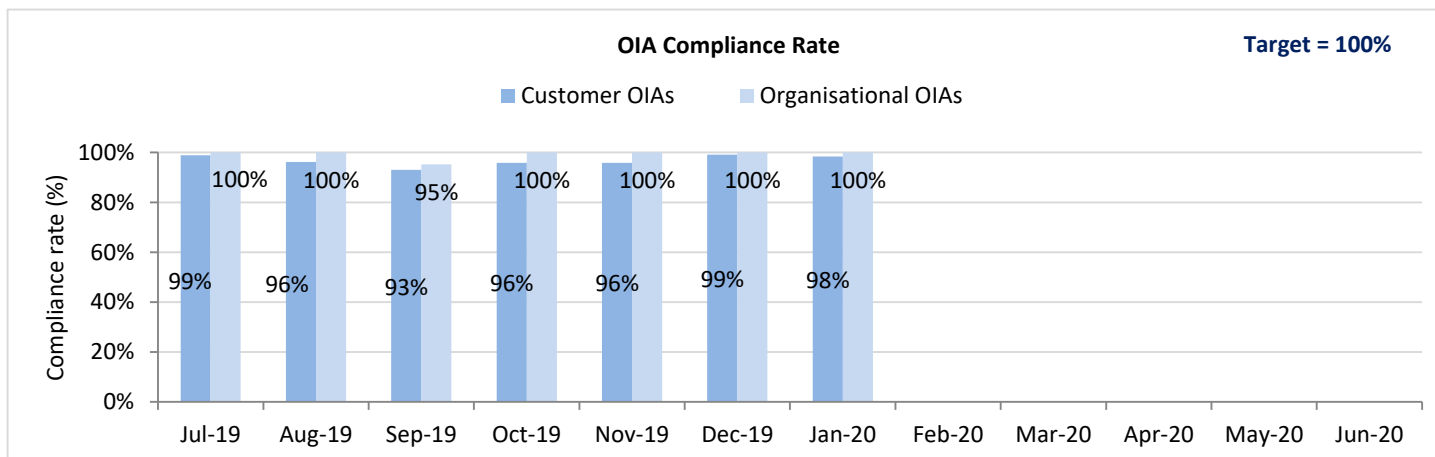
Section 6 - Official Information Act (OIA) Requests



In line with seasonal trends, the inflow of Customer OIA requests dropped to 85 new requests (vs. 161 received in Dec-19). Coupled with the 151 on hand from the end of Dec-19 and 60 requests resolved this month, the team have 176 open requests on hand. While seasonality is also a factor in the reduced number of requests completed this month, the other key consideration is a reduction in the size of the Customer OIA Team following a number of voluntary redundancies taking effect at the end of the 2019 calendar year.



Our Government Relations Team received 10 new high level OIA requests (vs. 5 received in Dec-19). Coupled with the 4 on hand from the end of Dec-19 and 4 requests resolved this month, the team have 10 open requests on hand.

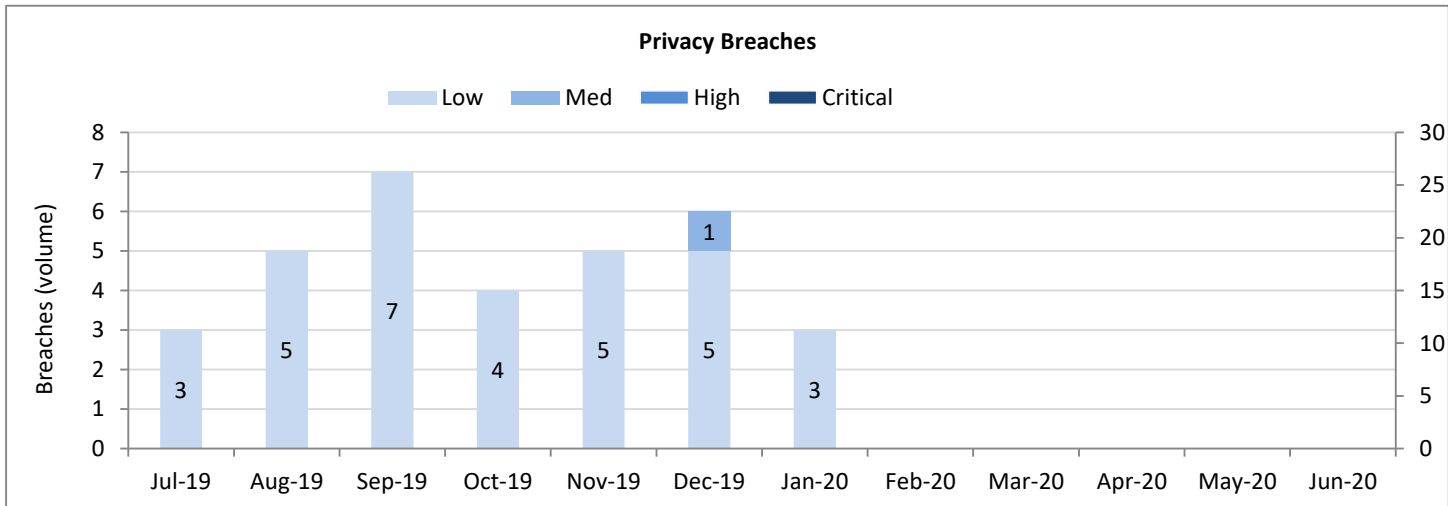


Similar to last month, the Customer OIA Team achieved a compliance result of 98% this month while the Government Relations Team continues to maintain a 100% compliance level for organisational/ high level OIA requests.

One instance of non-compliance led to the 98% compliance result for the Customer OIA Team. The source of this non-compliance was an internal workflow error. To mitigate the risk of future occurrence a new process has been implemented.

Section 7 - Privacy Breaches

Three privacy breaches, all 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 is in line with seasonal trends.



Privacy Breaches

The common trigger across the 3 reported breaches this month has been incorrect documents (documents belonging to other claimants) being forwarded to claimants, mostly as part of an OIA request.

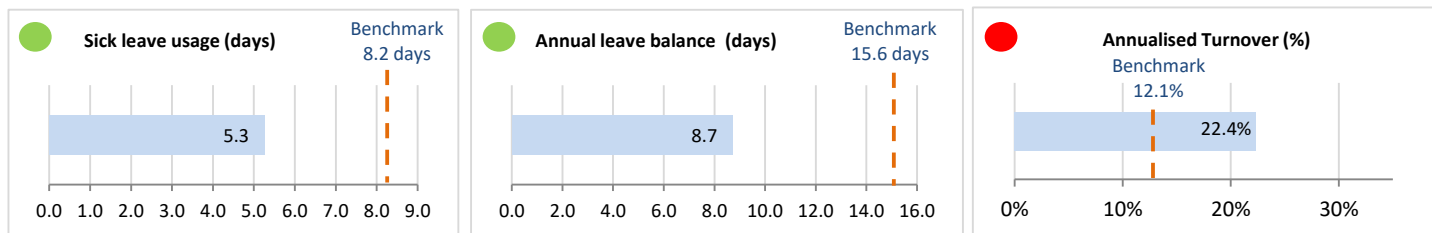
Severity Scale

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

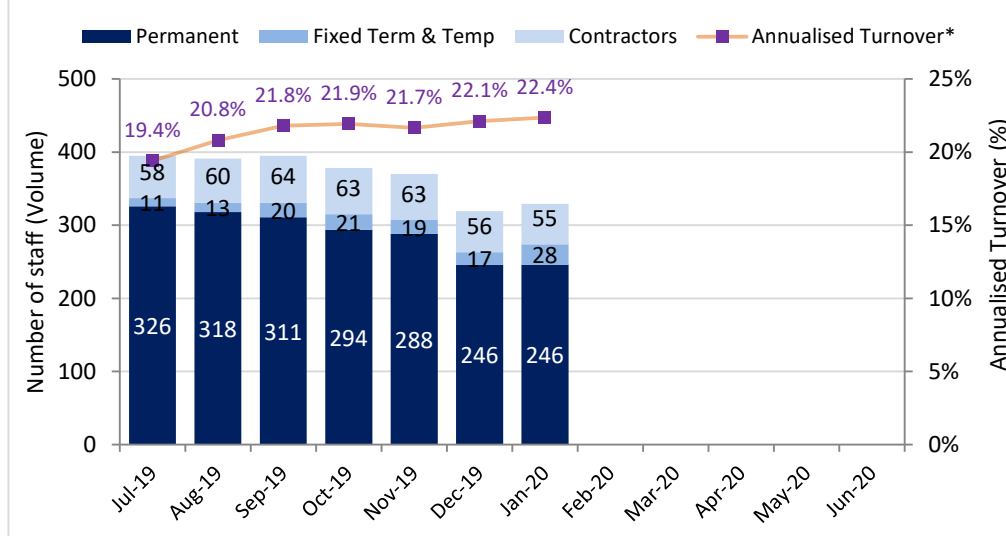
Section 8 - HR Operations

In line with a reporting period that is characterised by little change, permanent numbers remain unchanged from last month. Following last month's reduction in permanent headcount and the Christmas/ New Year shutdown period, the average annual leave balance and sick leave usage continue to reduce. These reduced averages continue to compare favourably with their corresponding Public Sector Benchmarks ('benchmark'). Annualised turnover continues its slight upward march to 22.4% (vs. 22.1% for Dec-19) and remains well above the corresponding benchmark. We expect the turnover rate will begin to flatten and eventually reduce as major organisational changes are completed.

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



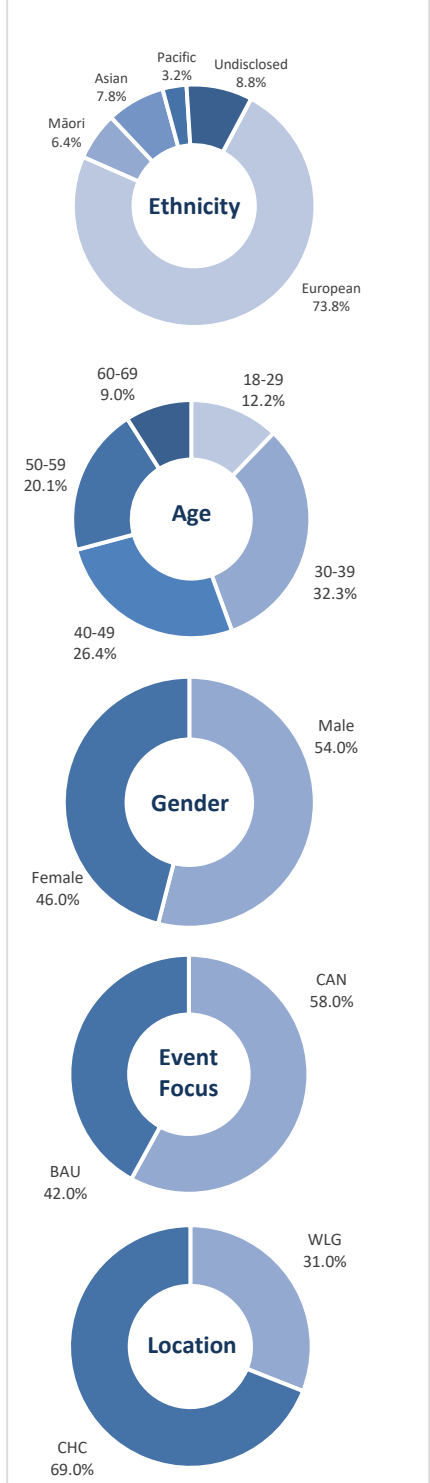
Headcount and Annualised Turnover



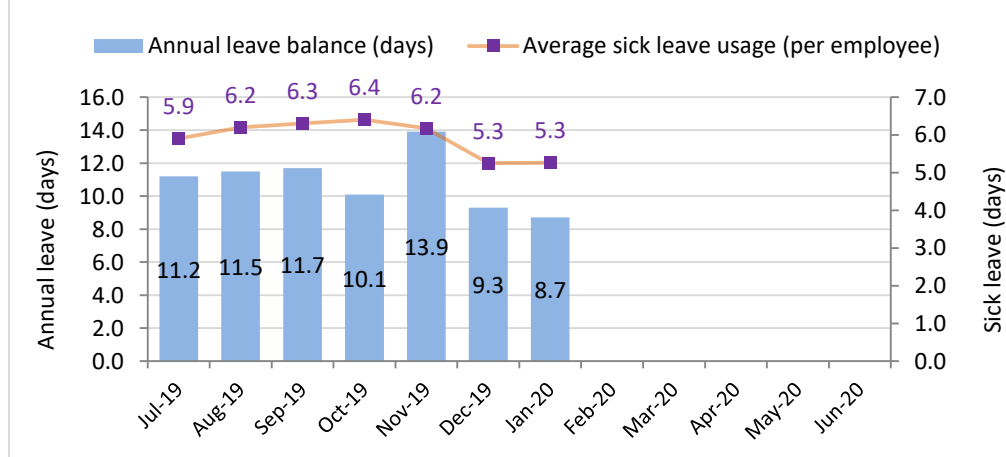
While our permanent headcount remained unchanged from last month our overall workforce headcount did increase slightly. This slight increase can be attributed to the hiring of 'Temporary' employees on short term contracts in the New Year.

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

Our Workforce Profile



Annual and Sick Leave



The ongoing influence of the recent drop in our permanent headcount to 246 coupled with the Christmas/ New Year shutdown period, resulted in another decrease in our average annual leave to 8.7 days (vs. 9.3 last month). On the other hand our average sick leave usage remains unchanged from last month at 5.3 days. Both leave averages continue to remain below their respective benchmarks of 15.6 and 8.2 days.