

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 of 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_2020_Web.pdf

Section 2 - Canterbury

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury'). It shows how many claims have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many are outstanding at the time of reporting (on hand). We also profile of our remaining on hand claims by age, and by reason for opening the claim. This section also provides visibility on our progress to resolve claims in dispute (claims subject to legal proceedings or other dispute resolution pathways).

Government on-sold support package

This section outlines our progress in the delivery of the Government on-sold support package, on behalf of the Government, to support owners of on-sold over-cap properties in Canterbury to access financial help to have their homes repaired.

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). In this section we also profile our remaining on hand claims by damage type.

Section 4 - Customer Focus

This section monitors the quality of our customer focus through customers' satisfaction with their interactions with EQC. There are three key strands which align to the customer focus metrics in the SoPE 2020-21:

- 'Service Quality' of their overall claims experience and, for Canterbury customers, reflection on their most recent experience;
- 'Timeliness and quality of 'Complaints Resolution'; and
- Enduring settlements.

The data comes from the customer satisfaction survey that TNS Kantar undertakes on our behalf each month. This section also summarises the volume of customer contacts by phone, email and post.

Note: Due to timing of the survey, the customer satisfaction results are reported a month in arrears.

Section 5 - Media

This section monitors the media impact of 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). The section also provides a view on what's driving our media impact and the leading messages and themes shaped by these drivers in both media formats.

Section 6 - Official Information Act (OIA) Requests

This section monitors the number of OIAs we've received, completed and have remaining on hand at the end of the month. Our OIAs are divided into two types: those in which our customers' request information and/or supportive information from us on their claim (Customer OIA), and OIA requests that relate directly to EQC and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

Section 7 - Privacy Breaches

This section provides a monthly update on EQC's compliance matters, in particular, severity and themes of privacy breaches.

Section 8 - HR Operations

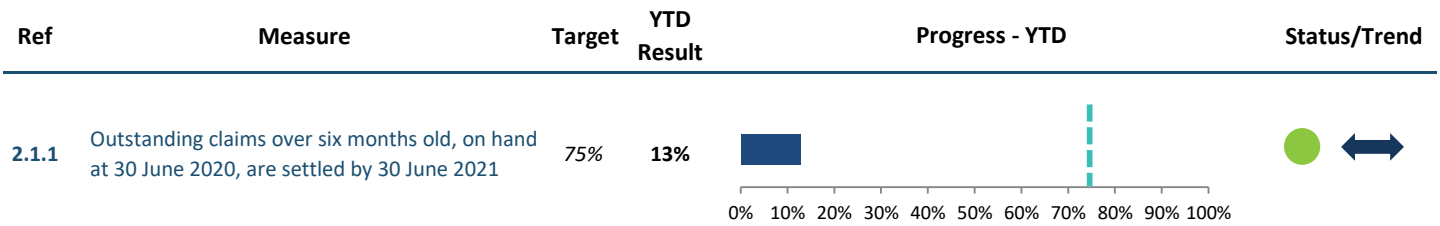
This section tracks EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement overlaid by claim population movement and a broad profile of our workforce, which is updated on a quarterly basis.

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

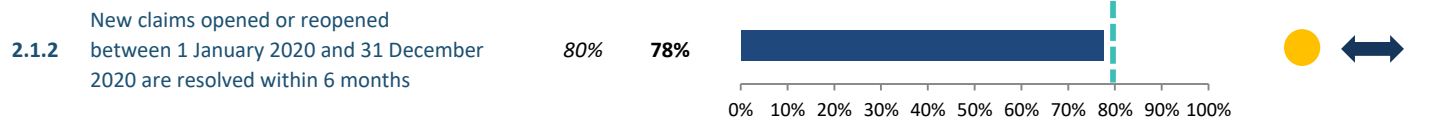
Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response | Timeliness

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

**Commentary:**


As at 31 July 2020, we have closed 83 of the 648 claims that were outstanding (over 6 months old) at 30 June 2020 (13%). This leaves us ahead of target to close 75% of these claims by 30 June 2021.


**Commentary:**


In the first month of the new financial year, 78% of claims that were reopened in January 2020 have been settled within 6 months of their reopened date, slightly behind target.


* Including claims opened from 1 January 2020 to 31 December 2020 will give a financial year (1 July 2020 to 30 June 2021) result for "settled within six months"


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

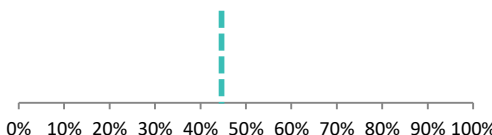

 No change in performance trend

 Performance trend decrease

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

Output Two - Event Response | Customer Focus

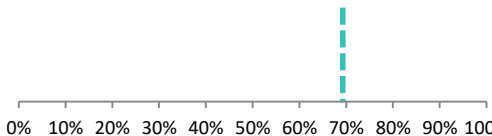

Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.1.4	More than 45% of surveyed customers are satisfied with their overall claims experience	>45%	0%		

Commentary:

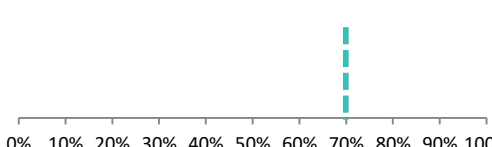

Customer satisfaction is reported one month in arrears, therefore performance results against this measure will be available from Aug-20.

Reflecting on their most recent experience:

2.1.5	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) were transparent and fair in all interactions	>70%	0%		
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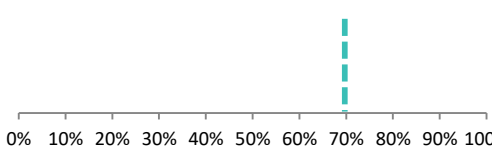

Commentary:

Customer satisfaction is reported one month in arrears, therefore performance results against this measure will be available from Aug-20.

2.1.6	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) was responsive to their individual needs and situation during their recent claim experience	>70%	0%		
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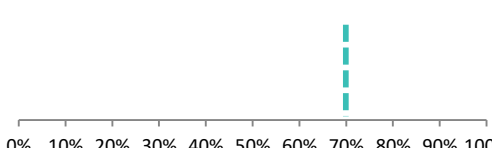

Commentary:

Customer satisfaction is reported one month in arrears, therefore performance results against this measure will be available from Aug-20.

2.1.7	More than 70% of surveyed customers indicate that all communications from EQC (or its partner) were clear, concise and confident, and that they were clear on next steps for their claim	>70%	0%		
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Commentary:

Customer satisfaction is reported one month in arrears, therefore performance results against this measure will be available from Aug-20.

2.1.8	More than 70% of surveyed customers agree or strongly agree that EQC (or its partner) acted as experts with the skills, knowledge and desire to help them	>70%	0%		
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Commentary:

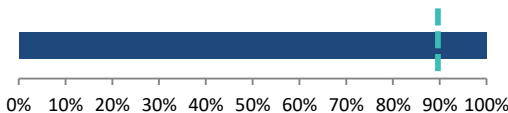

Customer satisfaction is reported one month in arrears, therefore performance results against this measure will be available from Aug-20.

	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.)

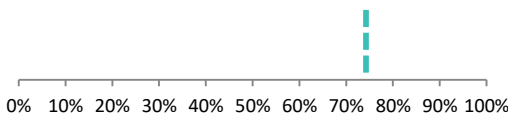

Output Two - Event Response | Customer Focus (cont.)

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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	Timeliness of complaints resolution:				
	• 90% simple complaints completed in 30 working days				
2.1.9	• 90% standard complaints completed in 60 working days	>90%	100%		
	• 90% complex complaints completed in 120 working days				

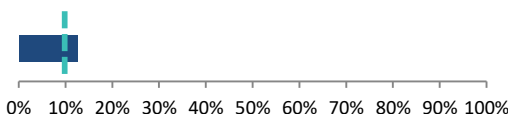

Commentary:

So far this financial year, all in-scope complaints have been resolved within targeted timeframes.

	Quality of complaints resolution:				
2.1.10	75% customer satisfaction with complaints process	>75%	0%		

Commentary:








Customer satisfaction is reported one month in arrears, therefore performance results against this measure will be available from Aug-20.

	EQC settlements should be enduring.				
2.1.11	Less than 10% of claims settled are reopened within six months	<10%	13%		

Commentary:

Of 358 in-scope claims closed in January 2020, 13% (45 claims) were reopened within six months.

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 | Timeliness

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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.2.1	Claims lodged between 1 Jan 2020 and 31 December 2020 are resolved within 6 months	90%	95%		
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%	99%		

Commentary:

Of 103 in-scope claims closed in January 2020, all by three (97%) were resolved within 6 Months (measure 2.2.1). All in-scope claims not settled within six months of lodgement, have subsequently been settled within 90 working days of the assessment process being completed.

Output Two - Event Response | Customer Focus

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

2.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	0%		
2.2.4	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) were transparent, fair and reasonable in all interactions	>70%	0%		
2.2.5	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) was responsive to their individual needs and situation during their recent claim experience	>70%	0%		
2.2.6	More than 70% of surveyed customers indicate that all communications from EQC (or its partner) were clear, concise and confident, and that they were clear on next steps for their claim	>70%	0%		
2.2.7	More than 70% of surveyed customers agree or strongly agree that EQC (or its partner) acted as experts with the skills, knowledge and desire to help them	>70%	0%		

Commentary:

Customer satisfaction is reported one month in arrears, therefore performance results against these measures will be available from Aug-20.

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 | Customer Focus (cont.)

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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	Timeliness of complaints resolution:				
2.2.8	<ul style="list-style-type: none"> 90% simple complaints completed in 30 working days 90% standard complaints completed in 60 working days 90% complex complaints completed in 120 working days 	>90%	100%		
2.2.9	Quality of complaints resolution: 75% customer satisfaction with complaints process	>75%	0%		

Commentary:

So far this financial year, all in-scope complaints have been resolved within targeted timeframes. Customer satisfaction is reported one month in arrears, therefore performance results measure 2.2.9 will be available from Aug-20.

2.2.10	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months	<10%	8%		
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Commentary:

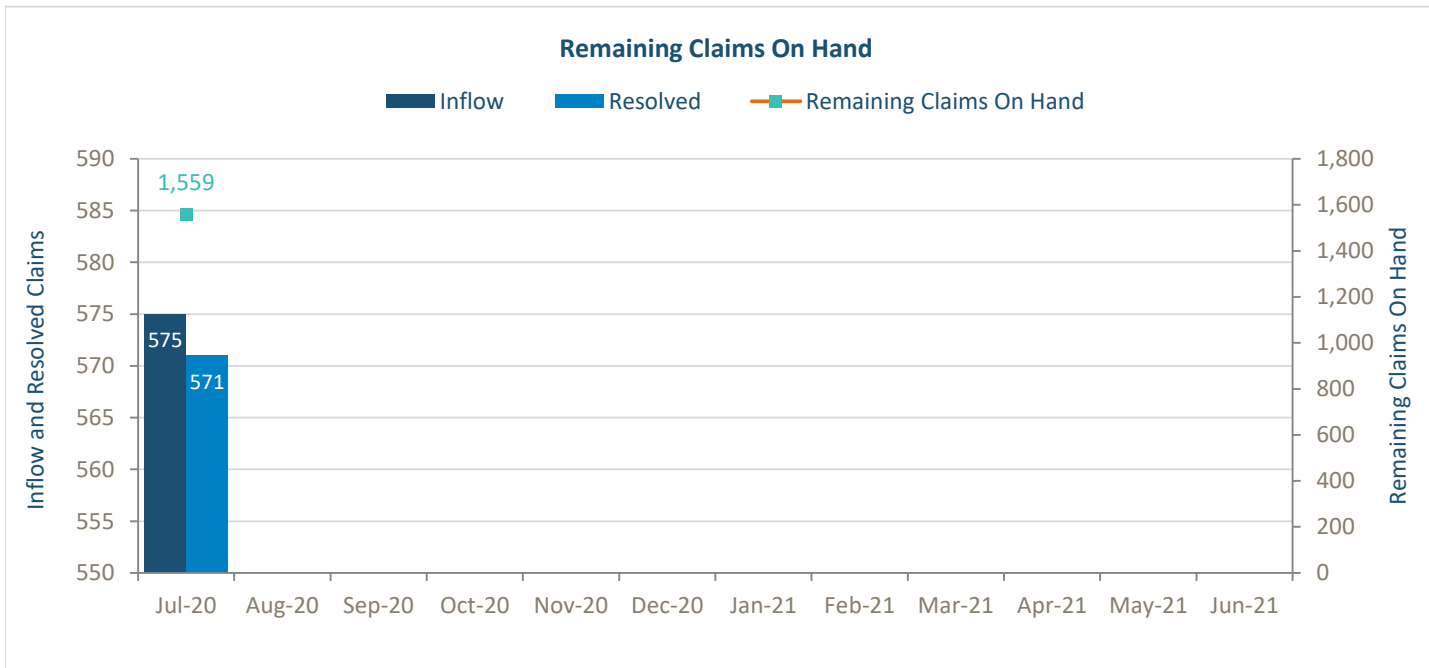
Of 143 in-scope claims settled in January 2020, 12 (8.4%) were reopened within six months.

Key:

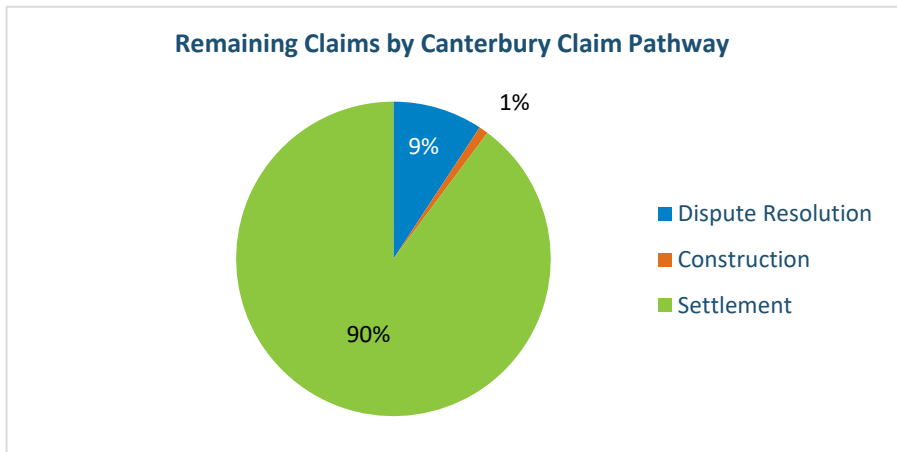
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

Section 2 - Canterbury

We resolved 571 claims in July, offset by inflow of 575 claims. This left 1,559 open Canterbury claims on hand at month end, a increase of 4 since the end of June.



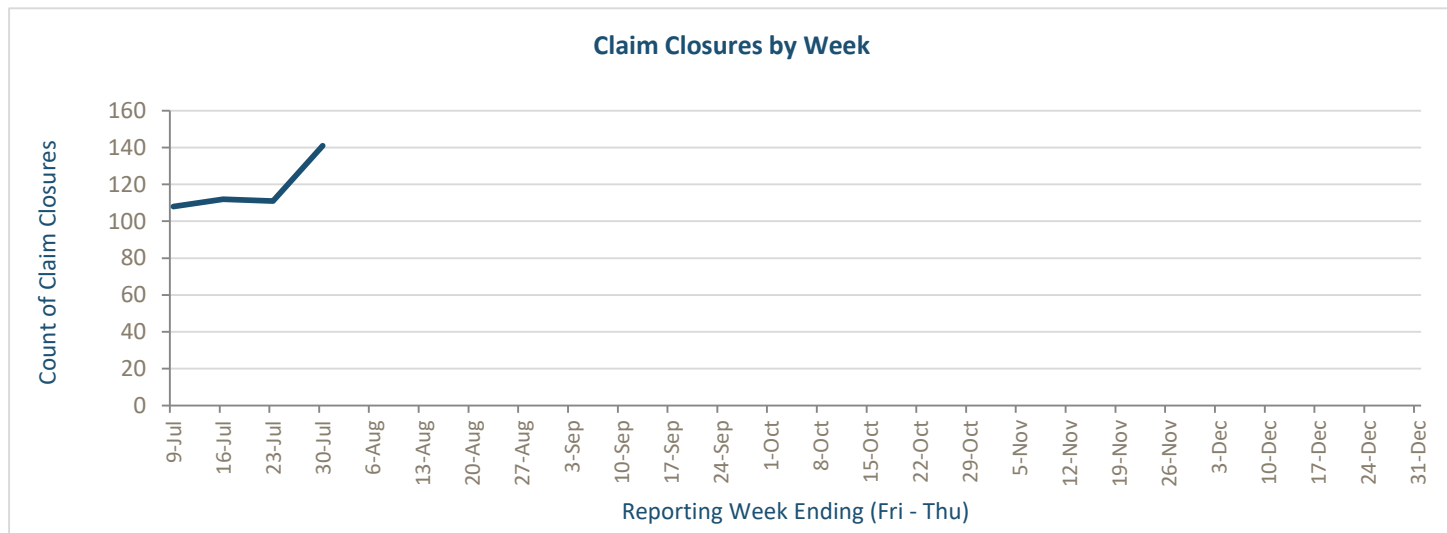
The 571 claims resolved this month includes 9 claims open at 1 July, that are now subject to an application for Government support for repair of on-sold over-cap properties ('on-sold claims'). In total, 720 on-sold claims are excluded.



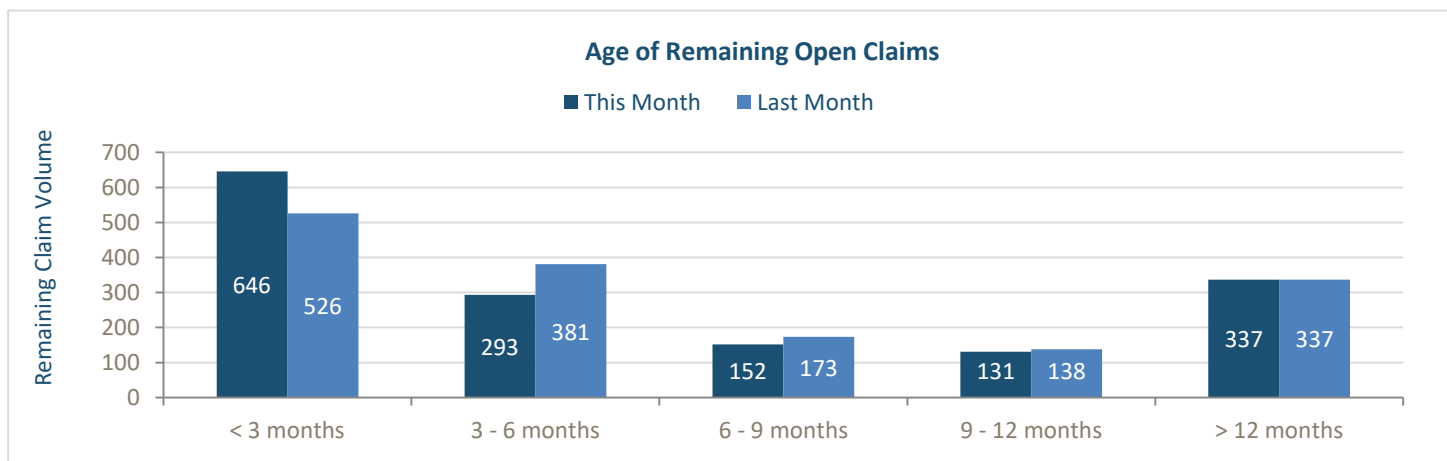
Of the 1,559 claims remaining on hand, 90% are being managed by Settlement teams, 9% are with Dispute Resolution, and 1% are in physical repair.

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.

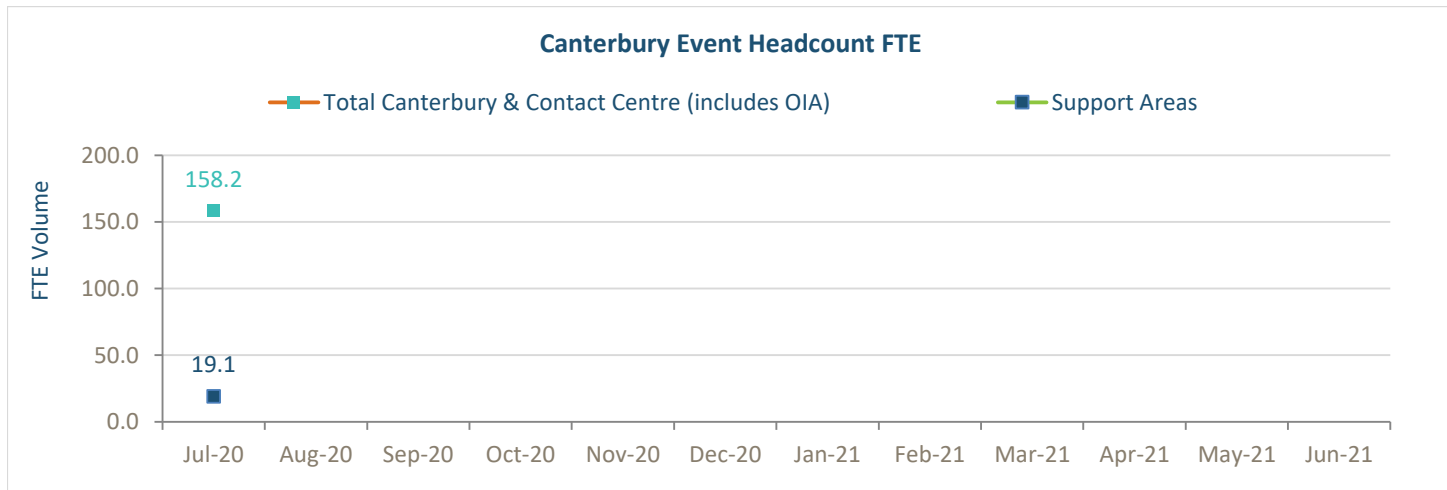
Section 2 - Canterbury (cont.)



On average, we closed 122 claims per week during July, up from the 111 weekly average in June. There were a total of 571 claim closures in July.



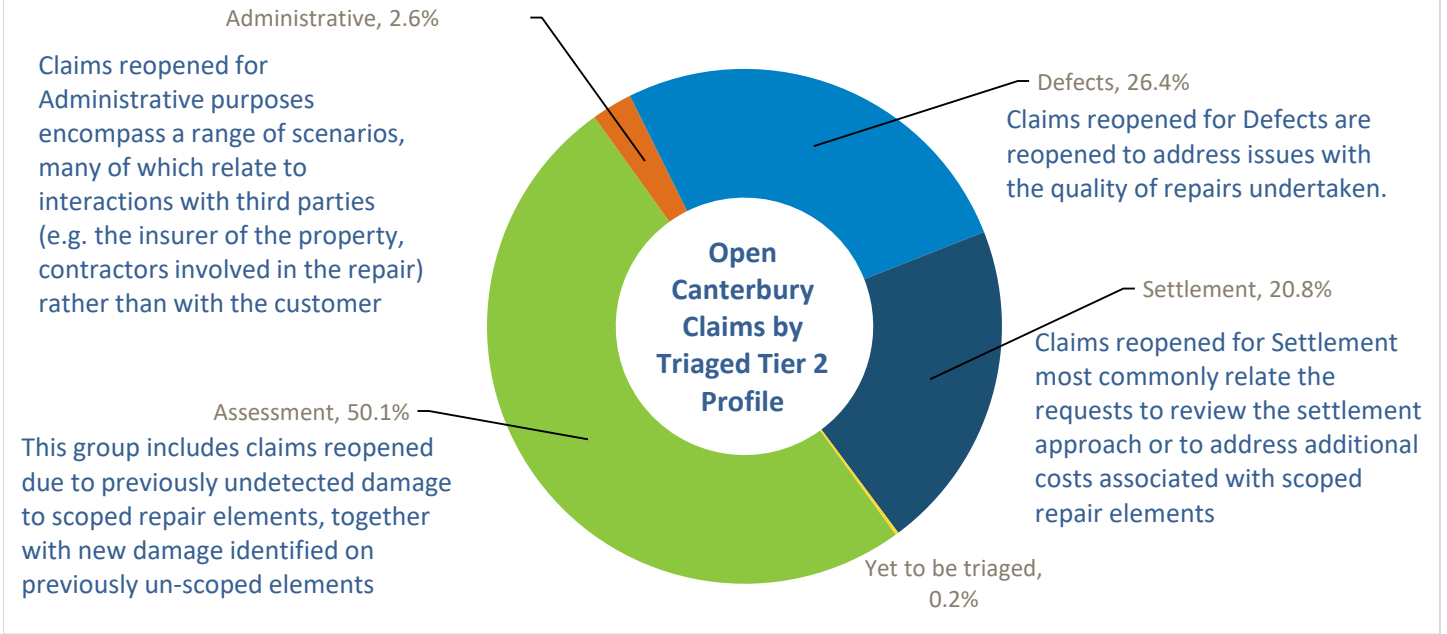
Resolution of aged claims remains a key priority for our settlement teams. While claims open for 12 months or longer remained steady, as at 31 July, claims aged 3 - 9 months reduced by 109 (20%) since June EOM. There was a 5% reduction for claims aged 9 - 12 months (138 down to 131).



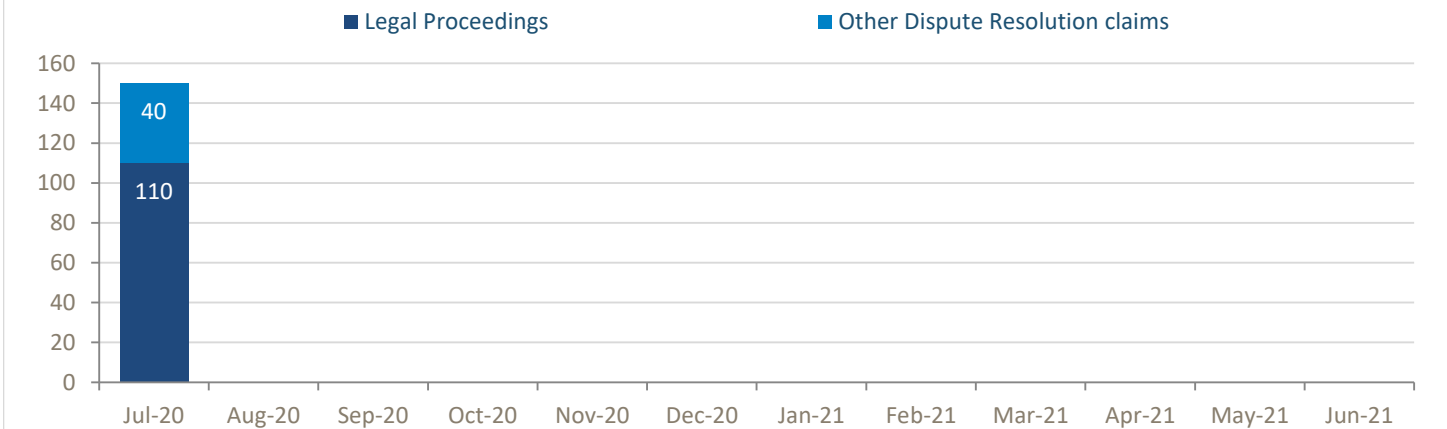
The Canterbury Event Headcount decreased by 11 FTE this month to 177 down from 191 in June. We expect the Canterbury Event Headcount to remain stable for the remainder of the calendar year.

Section 2 - Canterbury (cont.)

Open Canterbury Claims by Triaged Tier 2 Profile

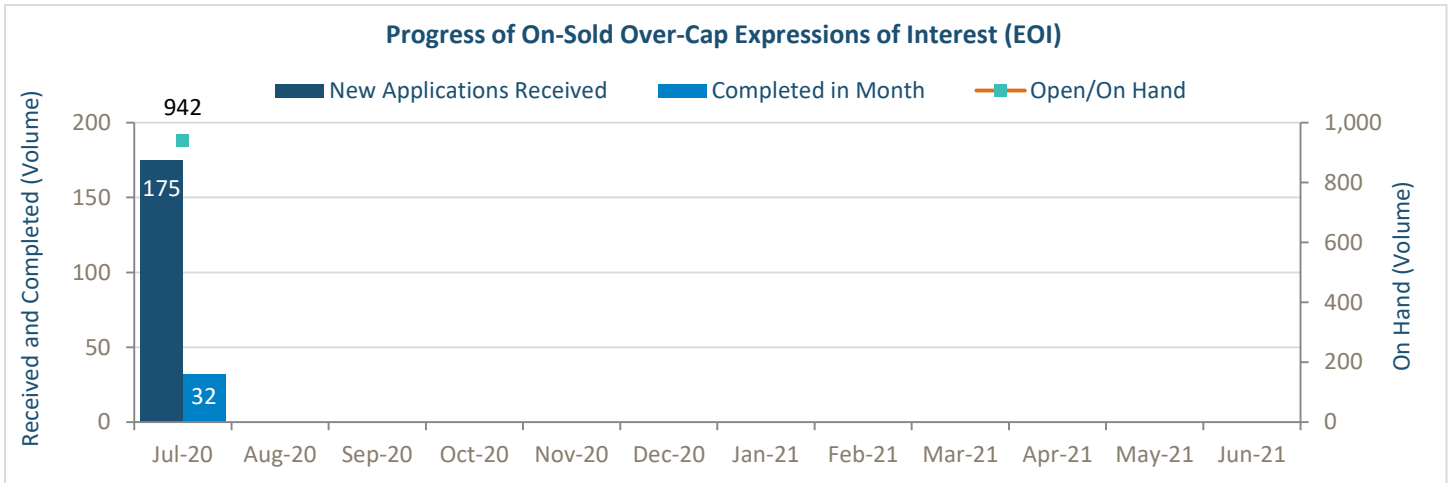


Claims in Dispute



We have continued to make steady progress resolving disputed claims. As at 31 July, 110 Canterbury claims remain subject to legal proceedings compared with 116 at the end of June. Our disputes team are currently managing 40 other Canterbury claims, up from 31 in June. In total, 150 open Canterbury claims remain in dispute as at 31 July.

Section 2 - Canterbury (cont.)



We received 175 applications for government support to repair On-Sold Over-Cap properties in July (vs. 155 in Jun-20). This was offset by the completion of assessment on 32 applications (vs. 57 in Jun-20) leaving 942 open applications on hand at month's end.

We continue to achieve the performance measures as defined in Schedule 3 of the On-Sold Canterbury Property Services Agreement as 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%

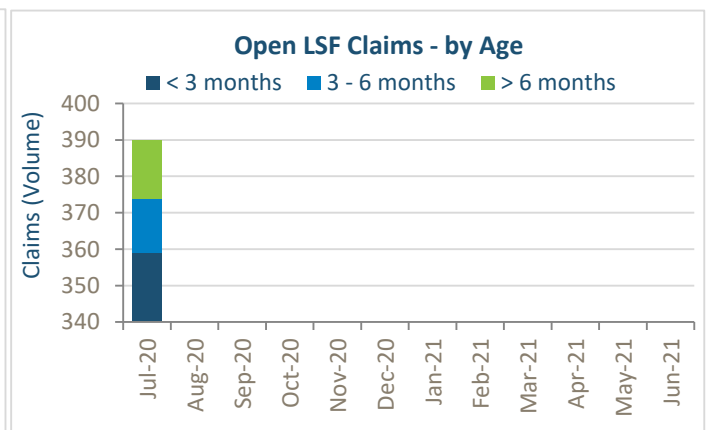
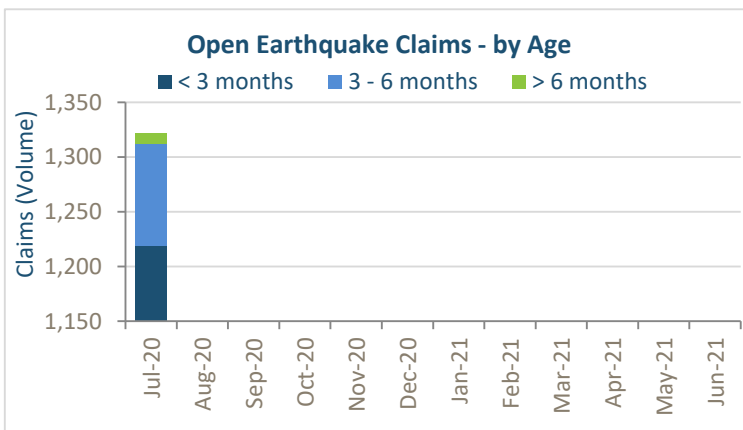
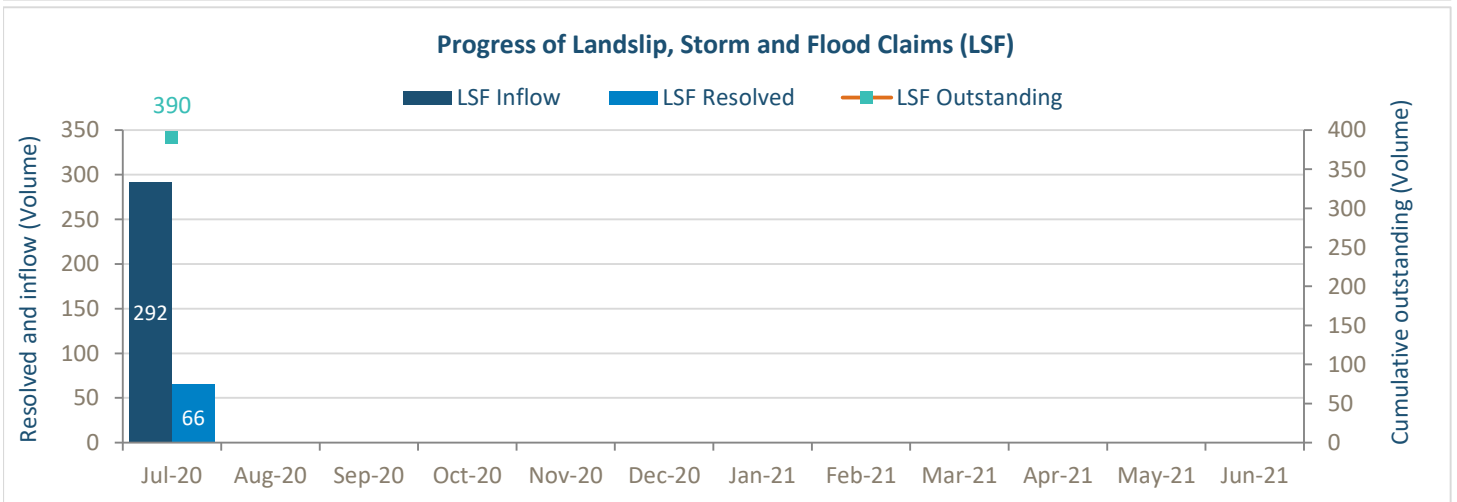
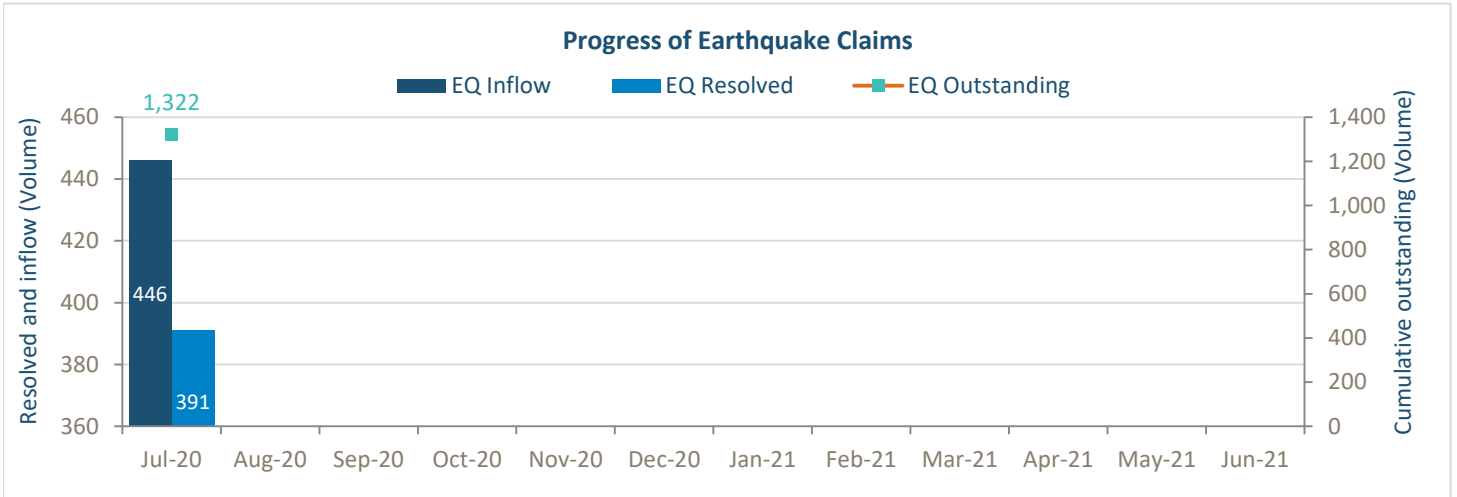
Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

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

We recorded inflow of 738 new and reopened claims in July. Of these lodgements, 60% (446) were earthquake claims, while the balance related to landslip, storm and flood damage ('LSF').

We received 133 additional claims this month resulting from the M5.8 earthquake on 25 May near Levin. We also received 86 earthquake claims from customers in the Christchurch area for damage caused by a M3.9 earthquake on 7 July.

Heavy rain and flooding in the upper North Island 17-18 July resulted in 214 LSF claims this month.



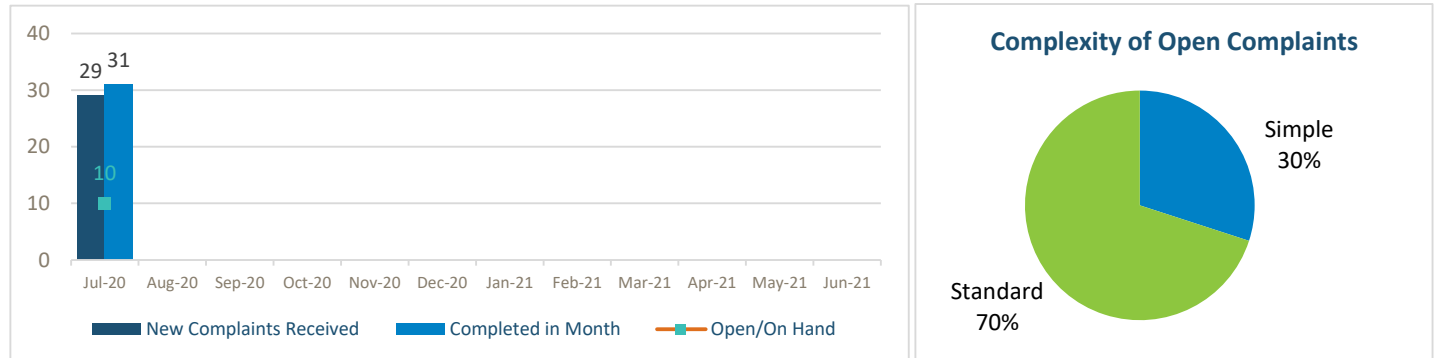
Note: Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Focus

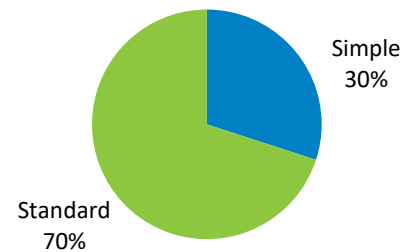
Customer satisfaction

Customer satisfaction is reported one month in arrears, therefore performance results for the 2020/21 financial year will be available from Aug-20.

Progression of customer complaints



Complexity of Open Complaints



We resolved 31 complaints in July (28 simple, 3 standard complexity), offset by inflow of 29 complaints. This left 10 open complaints on hand at month end down from 12 open at 30 June.

Seven of the 10 complaints open at month end were standard complexity and the remainder were simple complaints.

Total call, email and post volume

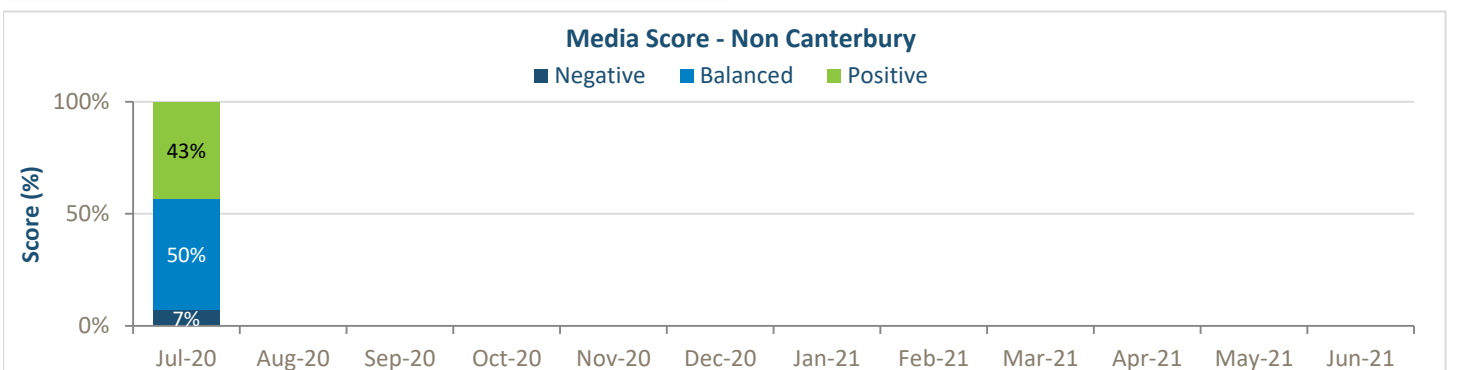
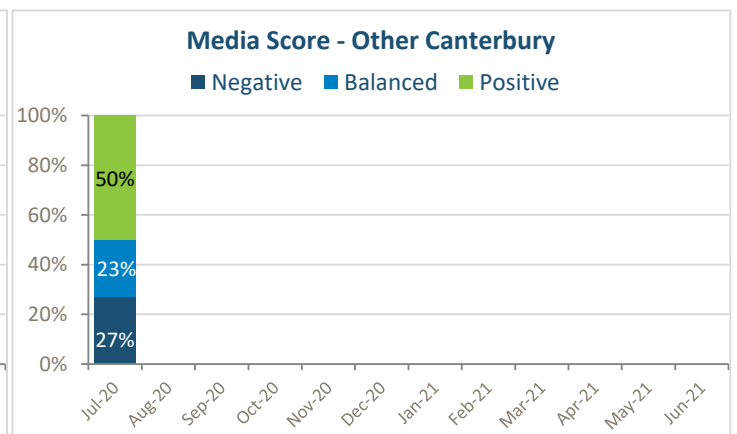
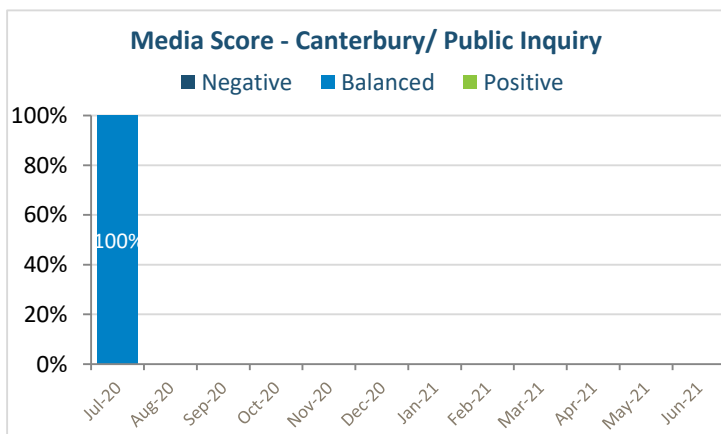
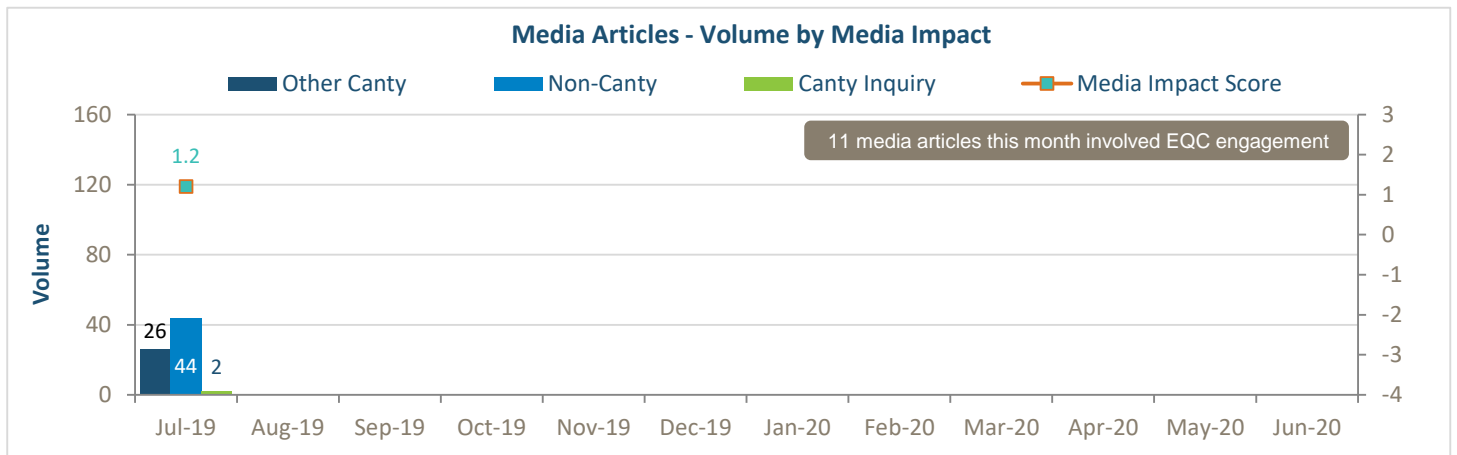
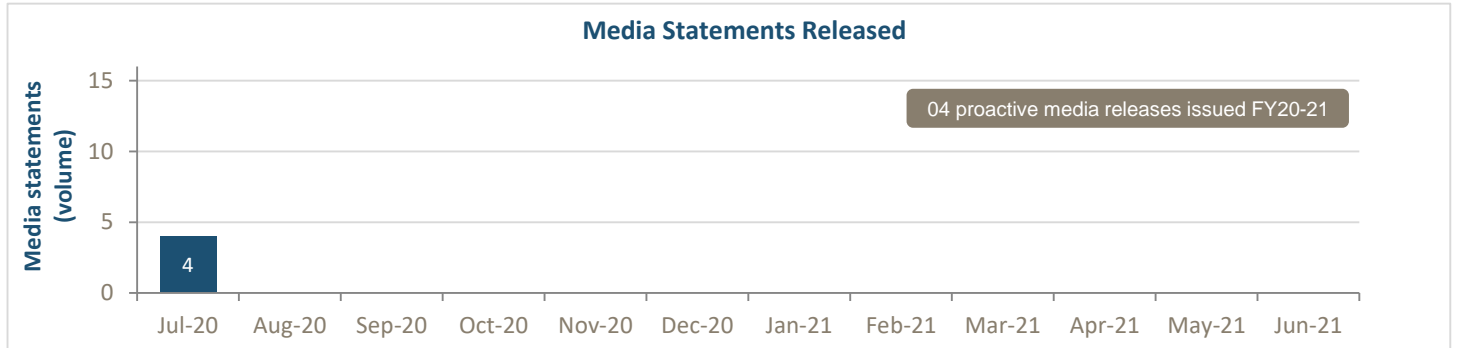
	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Trend
Outbound - Inbound Ratio	16:84	16:84	21:79	16:84	18:82	22:78	
Grade of Service	99%	98%	98%	100%	98%	98%	
Abandonment Rate	1%	1%	2%	1%	2%	1%	
Roll Over No Answer	13	30	14	12	80	33	
Total Calls	2,966	2,772	1,017	2,703	4,147	4,940	
Total Email and Post	2,192	2,613	1,549	2,377	2,960	2,280	

Section 5 - Media

EQC's Media Impact Score (MIS) within traditional media rose to 1.2 (vs. 0.6 in Jun-20), while our volume of coverage rose slightly to 72 reports (vs. 62 in Jun-20).

The rise in our MIS was linked to the dissipation of much of the fresh scrutiny of substandard repairs and the data breach. However, these two topics continued to drive negative coverage this month, albeit in lower volumes.

Elsewhere, positive reporting discussed the launch of research into major and complex multi-fault earthquakes, and research on the assessment of the seismic hazard and preparedness in Southland. This coverage highlighted and celebrated our research funding and function. We were also positively positioned in coverage of the Northland storm and flood recovery through reporting of our work with ICNZ and supporting private insurers.

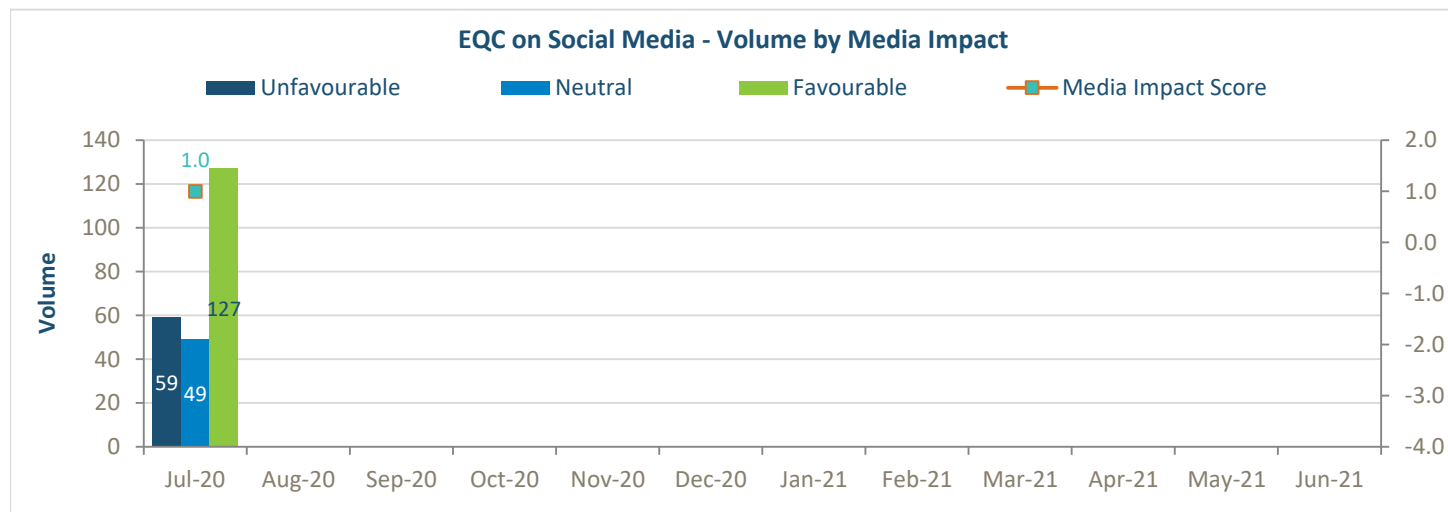


Section 5 - Media (cont.)

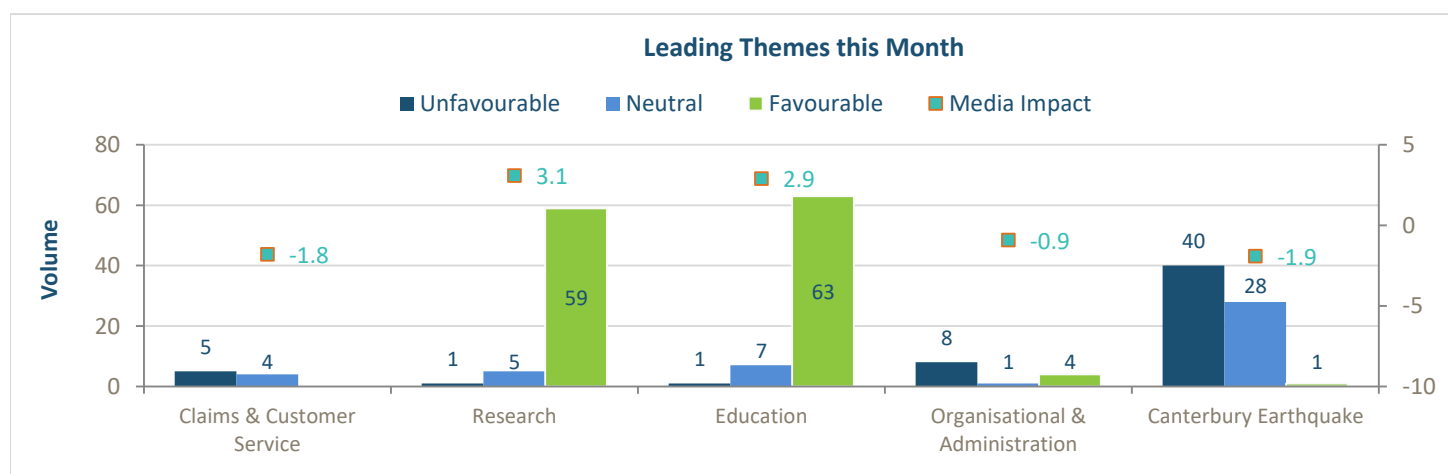
Social media conversations rose marginally in July, while our Media Impact Score (MIS) dipped slightly to 1.0. During the period our volume rose slightly to 235 posts (vs. 227 in Jun-20).

The slight dip in our MIS was due to a small increase (both in volume and proportion) in negative posts. Driving negative conversation was sources' reaction to comments from then-National leader Todd Muller about the party's "legacy" in Christchurch as he unveiled the party's "Plan to Get New Zealand Working". As part of this reaction we were subject to strong reproach over our *inefficient claims processes* and, to a lesser extent, our *subpar and substandard repairs*.

Conversely, the launch of a \$3M funding programme to support academic research into the impact of natural hazards in NZ generated some highly positive conversations about our focus on *improving knowledge*. Our education function also continued to be widely and frequently highlighted by the ongoing #ALotOnOurPlates campaign, and the launch of the #WhatsOnOurPlate learning modules.



The leading message this month of '*improves knowledge about NZ's natural hazards*' (115 posts) continues to be driven by our ongoing #ALotOnOurPlates campaign as well as the launch of the #WhatsOnOurPlate learning modules, and the launch of the \$3M funding programme to support academic research into the impact of natural hazards in NZ. As reported above, our subjection to strong reproach drove the second leading message of *inefficient claims processes* (37 posts).



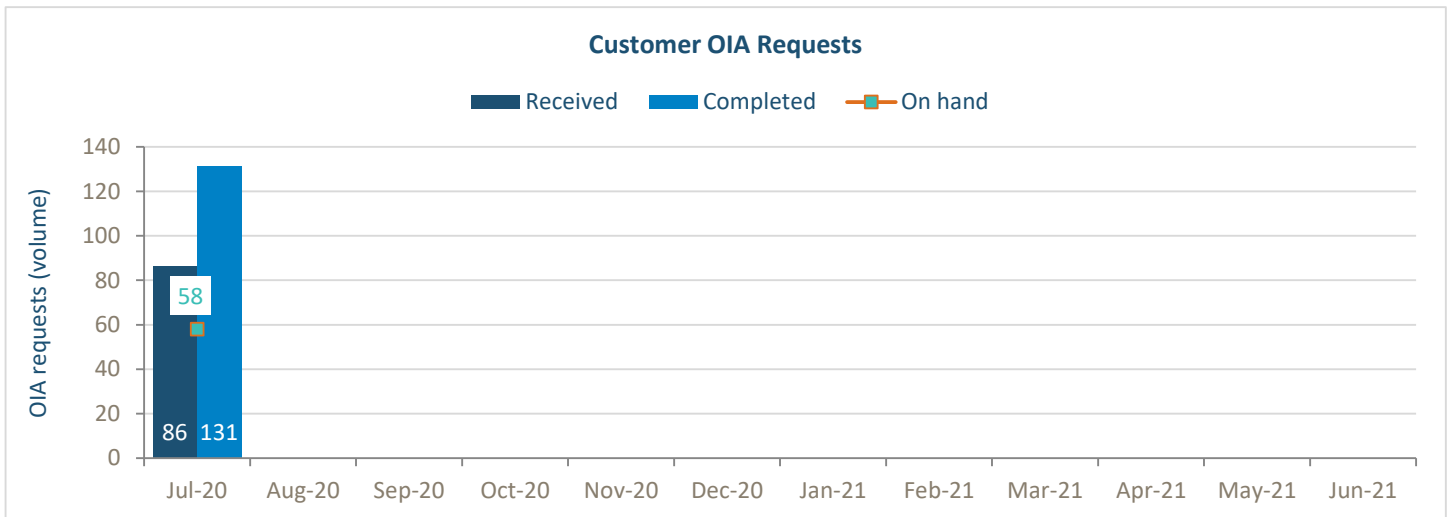
Understanding the Media Impact Score

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.

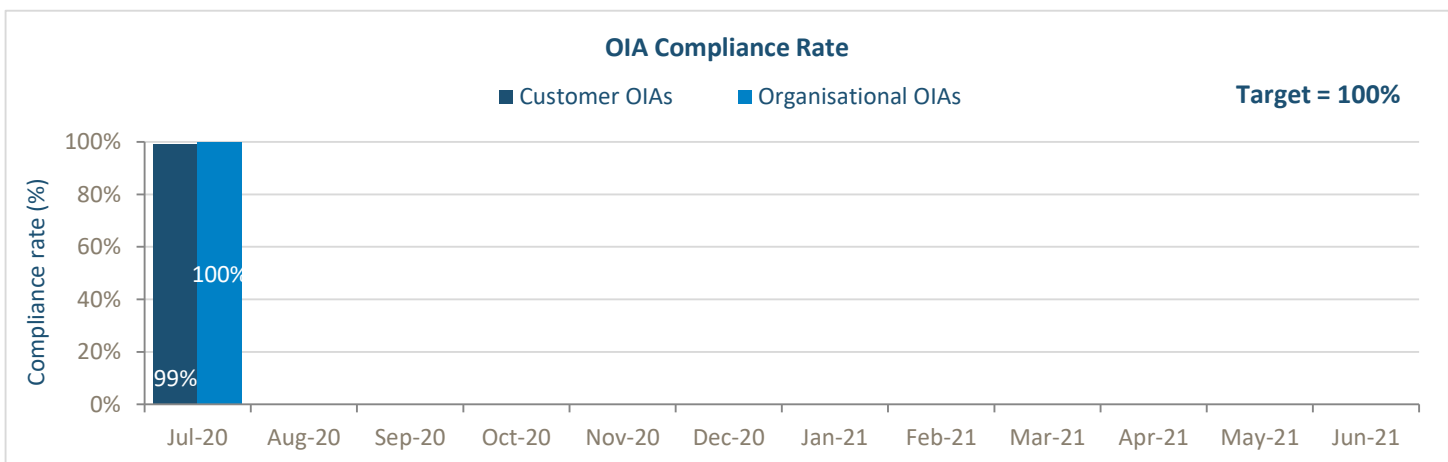
Section 6 - Official Information Act (OIA) Requests



This month, our Customer OIA Team received 86 new OIA requests (vs. 145 in Jun-20). Coupled with the requests on hand from last month and 131 requests resolved this month, the team have 58 requests on hand at month's end.



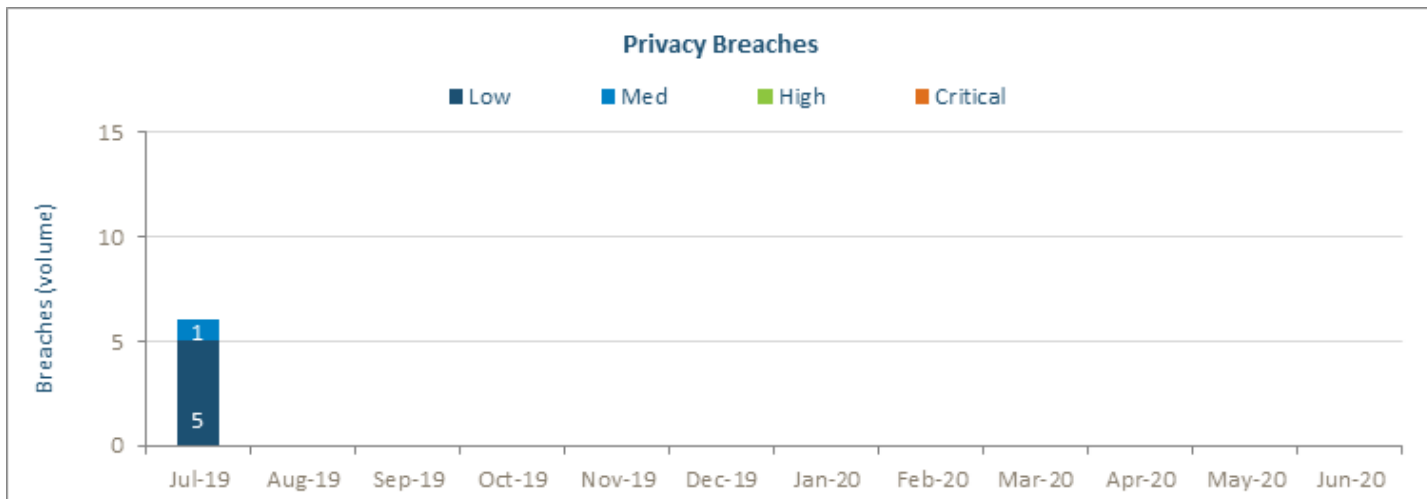
This month, our Government Relations Team received 11 new high level OIA request (vs. 6 in Jun-20). Coupled with the cases on hand from last month and 9 requests resolved this month, the team have 7 open requests on hand at month's end.



This month our Customer OIA Team achieved a compliance result of 99% this month with one instance of Customer OIA non-compliance this month. During the same period our Government Relations Team continues to maintain a 100% compliance level for organisational/ high level OIA requests. All responses have met the statutory time frames under the Act.

Section 7 - Privacy Breaches

Seven privacy breaches (relative to six last month), five classified as low severity, one of medium severity and one still under investigation were recorded by the Risk and Compliance Team this month. All reported breaches were assessed against EQC's guidelines, have been contained, and no serious harm appears to have arisen as a result.



Privacy Breaches

The seven reported breaches this month relate to 'incorrect email address used' (2), 'system access restrictions' (2), 'wrong document sent' (2) and 'theft of equipment' (1). All reported breaches have been contained, and no harm appears to have arisen as a result.

Calendar YTD the majority of breaches have resulted from the incorrect document being sent. All Breaches regardless of severity are now being reported weekly to the relevant ELT member. This will make it easier for management to address specific awareness and training needs within their areas of responsibilities.

Improving staff awareness in relation to day-to-day privacy matters and reducing the number of privacy breaches is an area of key focus. A range of new initiatives to help drive this are underway and a paper outlining what these are and how the programme of work is expected to drive an improvement is currently being drafted for ELT.

The medium severity breach related to the theft of a laptop and tablet after a burglary at Sedgwick's Tauranga. Both devices were password protected and two-factor authentication was in place for the EQC remote desktop as well as the Sedgwick report portal. As such it has been assessed as unlikely that any EQC customer information could be accessed. All other reported matters were contained and no harm appears to have arisen as a result of any reported incidents.

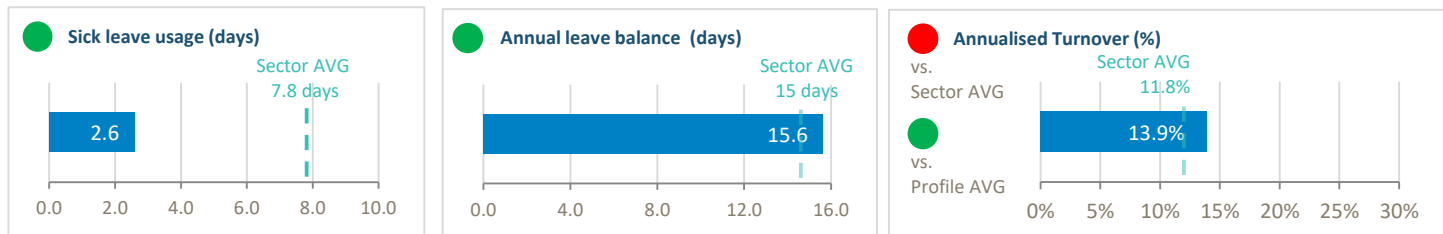
Severity Scale

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

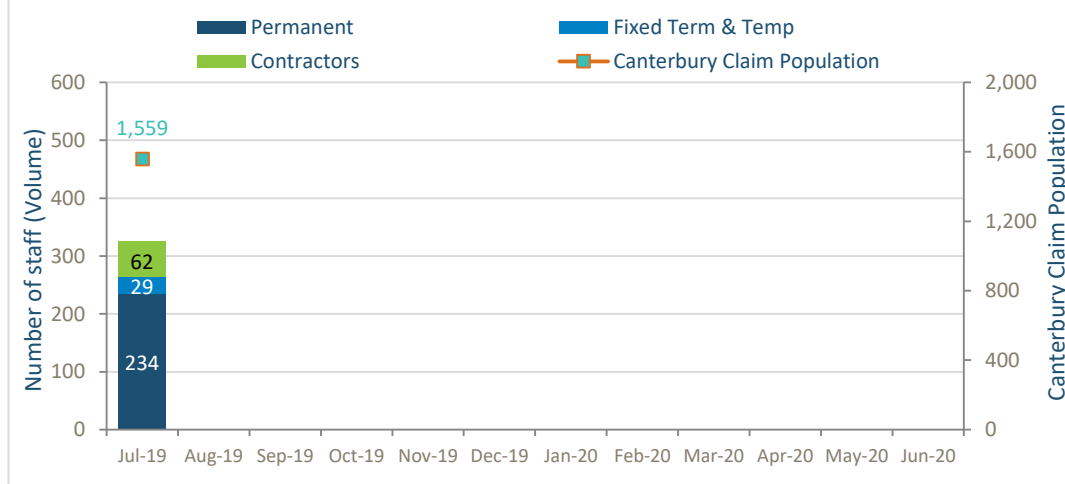
Section 8 - HR Operations

Our workforce headcount increased slightly during the period as expected, with planned recruitment undertaken. This slight upward shift centres around contractors and consultants brought on board for short term projects. Our average annual leave balance decreased marginally following an run of upward movement (15.6 days vs. 15.7 days for Jun-20) and remains higher than the corresponding Public Sector Average of 15 days. Average sick leave usage increased slightly to 2.6 days (vs. 2.4 days for Jun-20) following a run of decreases, but continues to compare favourably to its corresponding Public Sector Average. Our annualised turnover ('voluntary turnover') dropped even further this month to 13.9% which represents an 18 month low (vs. 16.5% for Jun-20).

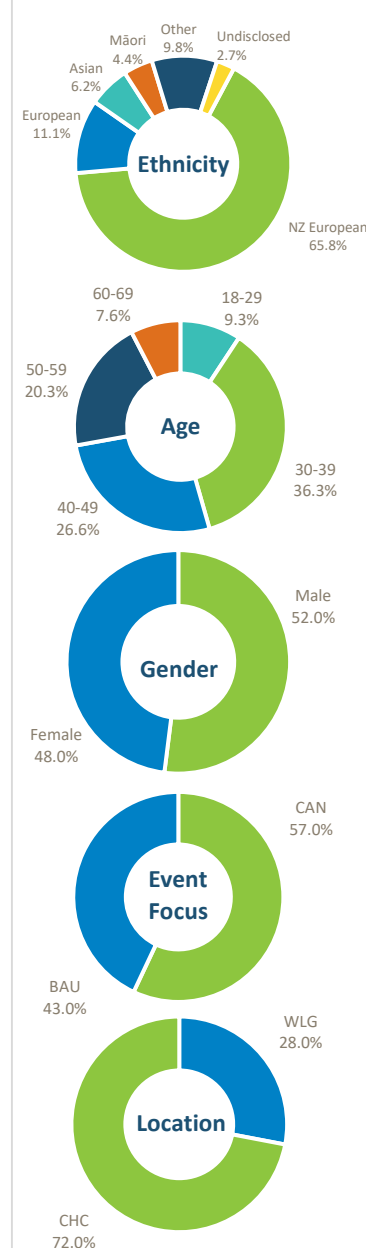
HR Ops at a glance - EQC's performance against Public Service Sector Averages



Headcount & Canterbury Claim Population Movement



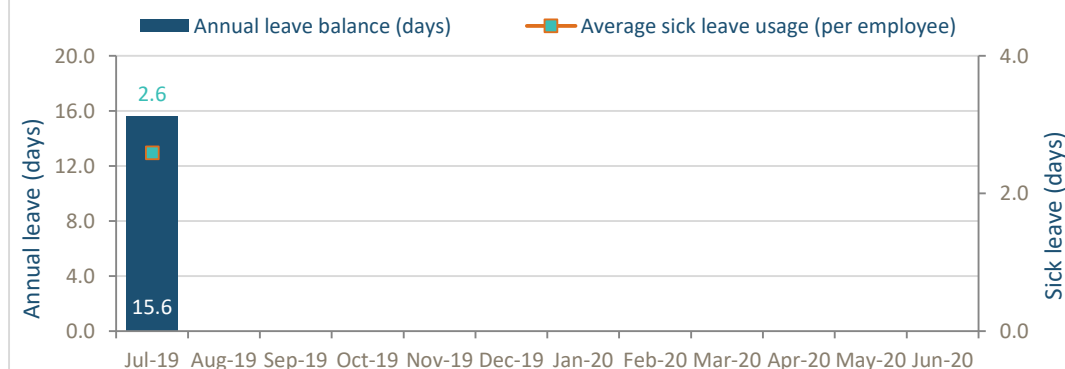
Our Workforce Profile



As reported above, our workforce headcount increased slightly during the period as expected with planned recruitment undertaken. This slight upward shift centres around contractors and consultants brought on board for short-term projects.

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

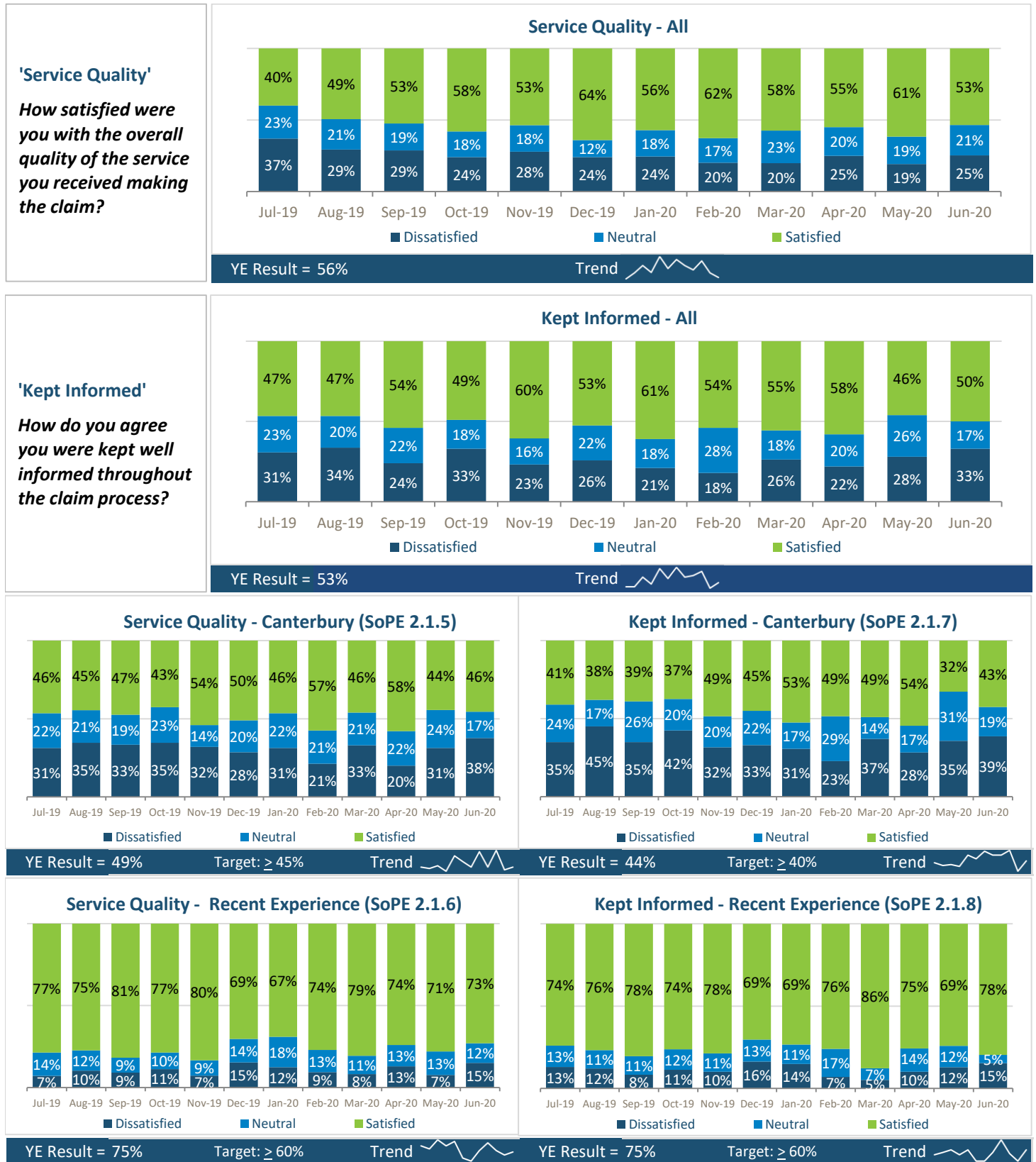
Annual and Sick Leave



The ongoing impact of border restrictions in response to the global Covid-19 pandemic continues to impact our average annual leave balance, currently at 15.6 days, which is marginally higher than the Public Sector Average ('average') of 15 days. On the other hand our average sick leave usage increased slightly to 2.6 days (vs. 2.4 days for Jun-20) following a period of reduction, but still compares favourably to its corresponding average of 7.8 days.

Addendum 01 | Customer Satisfaction | FY19-20 SoPE Results

Results for the last month of the financial year have remained stable compared to the previous month on the key measures of 'Overall satisfaction' and being 'Kept well informed'.



Canterbury customers - For our Canterbury customers, perceptions of being 'Kept well informed' have partially recovered this month after we experienced a decline in satisfaction last month. Other measures that saw satisfaction decline in May experienced a similar story. This included 'Overall satisfaction' and satisfaction with our key claim process touch-points (lodgement, assessment, and settlement), as well as key drivers like 'thoroughness of assessment' and 'individual circumstances'.

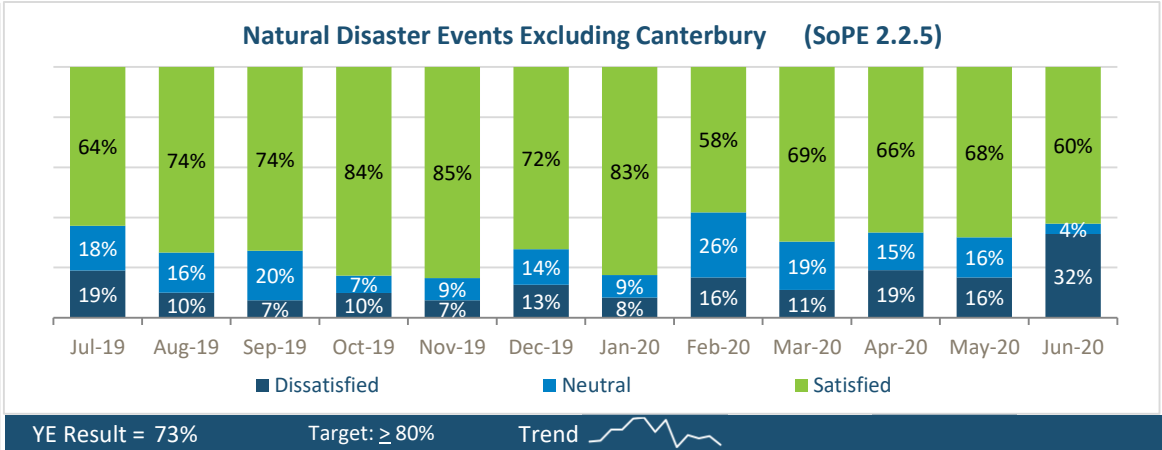
Notes:

- 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.

Addendum 01 | Customer Satisfaction | FY19-20 Sope Results (cont.)

Other Events Customers - Satisfaction amongst our Other Events customers has remained fairly stable over the quarter and in line with the previous quarter. Low sample sizes in June mean that all are unreliable, and that year end results should be referred to instead.

'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?

