

How to use this dashboard

This dashboard shows a monthly snapshot of EQC's progress across its operational spectrum as well as how we track in relation to the performance measures in our Statement of Performance Expectations (SoPE). Below is a summary for each section.

Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly basis. The results are cumulative year to date results which reflect the year to date progress bar to reach the year-end target. The SoPE is one of our public accountability documents which can be found here:

https://www.eqc.govt.nz/sites/public_files/documents/publications/EQC-SoPE-2019.pdf

Section 2 - Canterbury

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11. It shows how many claims are open or have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many are outstanding at the time of reporting (total outstanding (on hand)). We also track how long claims have been open for (age of outstanding open claims).

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

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have resolved in the month (resolved), and how many are on hand (outstanding). The data in this section is organised by the type of damage for which a claim may be lodged (namely earthquake, landslip, flood or storm damage).

Section 4 - Customer Satisfaction

We monitor customers' satisfaction with their interactions with EQC. There are two parts which align to the customer satisfaction metrics in the SoPE: Service Quality and Kept Informed. The data comes from the customer satisfaction survey that TNS Kantar undertakes on our behalf each month. This section also summarises call volume data.

Due to timing, the customer satisfaction results are reported a month in arrears.

Section 5 - Media

This section monitors EQC's coverage in both traditional and social media. It keeps a year-to-date count of the number of media statements released by EQC, and also how many times EQC appeared in the media during the month (media articles).

Section 6 - Official Information Act (OIA) Requests

The OIA section monitors the number of OIAs received, completed and left on hand at the end of the month. The OIAs are divided into two types: those in which customers' request information and/or supportive information from us on their claim (customer OIA), and the OIA requests that relate directly to EQC and/or its operational activities (high level OIAs). The compliance rate for both types is being monitored.

Section 7 - Privacy Breaches

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

Section 8 - HR Operations

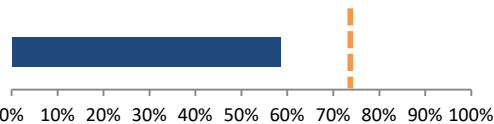

This section tracks EQC's average annual leave balance and sick leave usage and compares them to the Public Service Benchmark. Information in this section also includes a broad profile of EQC's workforce.

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

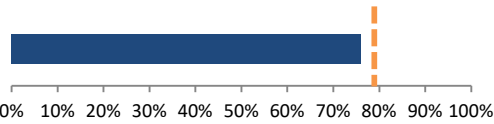

Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output Two - Event Response

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

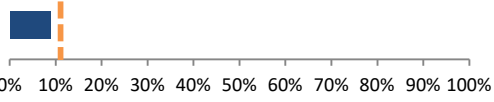

Ref	Measure	YE Target	Result	Progress - YTD	Status/Trend
2.1.1	Outstanding claims over six months old, on hand at 30 June 2019, are settled by 31 December 2019	75%	58%		

Commentary: By EOM December 2019, we had closed 58% of claims that were outstanding (over 6 months old) at EOM June 2019. Consequently we did not achieve the target for this measure. As at 31 March 2020 we had closed 65% of these claims.

2.1.2	Inflow of reopened claims lodged post 1 January 2019 will be settled within six months of reopened date*	80%	76%		
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Commentary: So far this financial year, 76% of claims that were reopened during January-through-September 2019 have been settled within 6 months of their reopened date, slightly adrift of target. This is a minor drop from 77% 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%	8.9%		
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Note: this is a reverse target

Commentary: So far this financial year we have reopened 8.9% of settled claims within 6 months of closure. This is a welcome improvement since last month (9.7%).

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

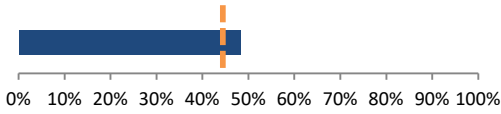
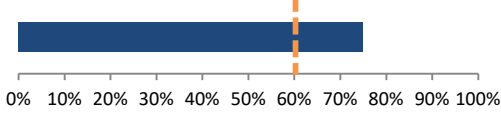
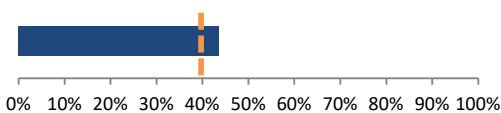
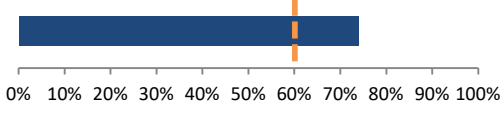
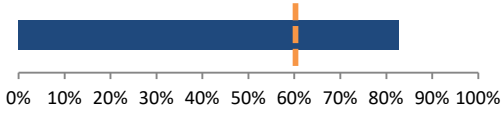


Performance trend decrease

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%	48%		● ↑
2.1.6	The proportion of surveyed customers who agree or strongly agree that the overall quality of the service received while making the claim (during recent claim experience) was good	≥ 60%	75%		● ↔
2.1.7	The proportion of surveyed customers who indicate that they were well informed during the claims settlement process	≥ 40%	44%		● ↑
2.1.8	The proportion of surveyed customers who agree or strongly agree that they were kept well informed during their recent claim experience	≥ 60%	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 rose this month to 48% (vs. 47% last month). Our performance in ensuring our Canterbury customers were 'Kept Informed' (2.1.7) improved for the second month in a row with a result of 44% (vs. 43% 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) remain well above their respective targets.

Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 29 February 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

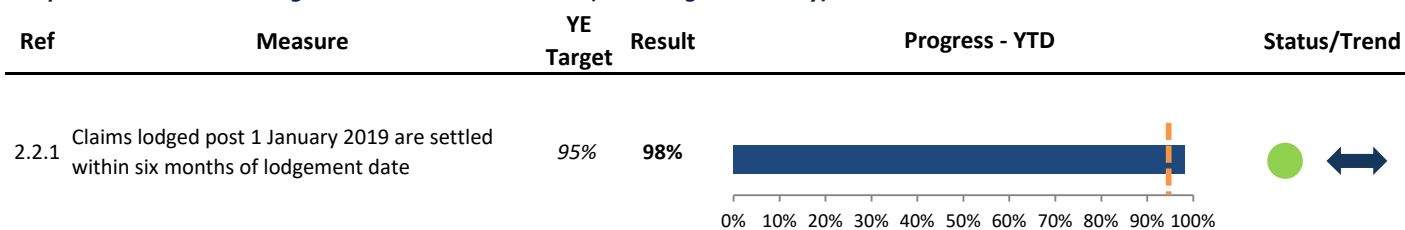
↔ No change in performance trend

↓ Performance trend decrease

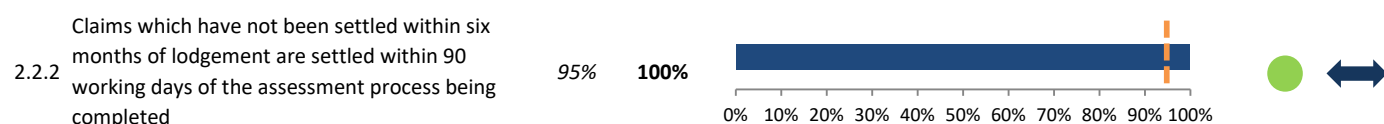
Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Event Response

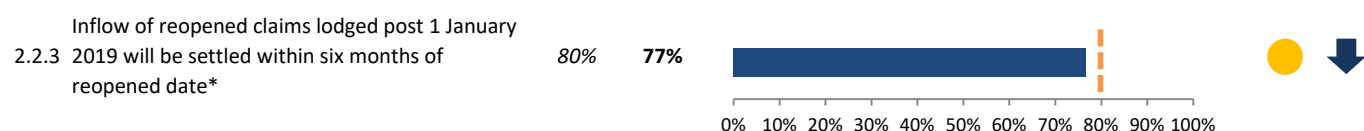
Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)



Commentary: As at 31 March, 98% of claims lodged post 1 January 2019 have been settled within 6 months of lodgement, meeting the required standard.

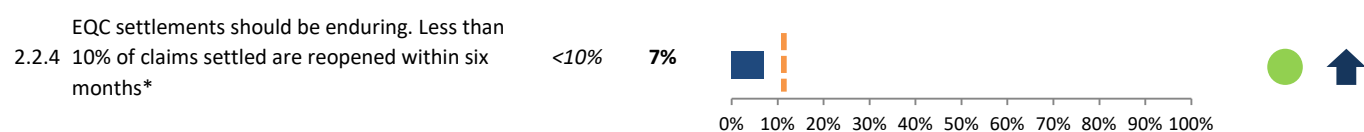


Commentary: So far this financial year, all claims that were not settled within 6 months, have subsequently been settled within 90 working days of the completion of the assessment process.



Commentary: So far this financial year, 77% of claims that were reopened in April-to-September 2019 have been settled within 6 months of being reopened, a drop in performance since end of February (81%), and dropping below standard.

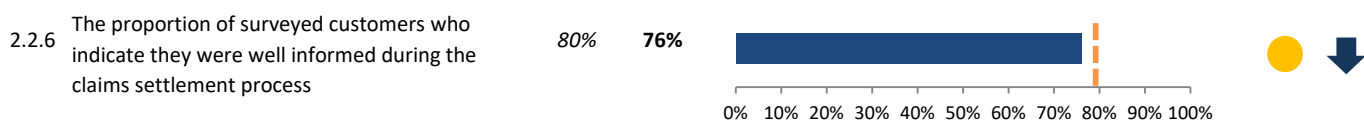
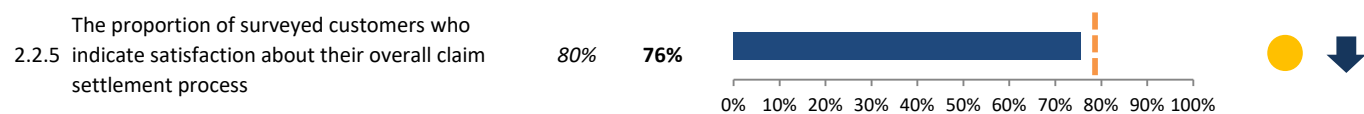
*Including claims opened from 1 January 2019 to 31 December 2019 will give a financial year (1 July 2019 to 30 June 2020) result in terms of "settled within six months"



Note: this is a reverse target

Commentary: As at March month end, the rate of enduring settlement measures 7%, improving from last month (8%).


* 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 dipped slightly to 76% (vs. 77% last month). This dip in our performance was also noted in the other key measure where customer satisfaction with how well they were 'Kept Informed' (2.2.6) dipped to 76% (vs. 77% last month).


Note: Customer satisfaction is reported one month in arrears, therefore the results reported are as at 29 February 2020.

Key:

 Result not available for the month

 On track for delivery

 Potential risk of not achieving target

 Target highly unlikely to be achieved



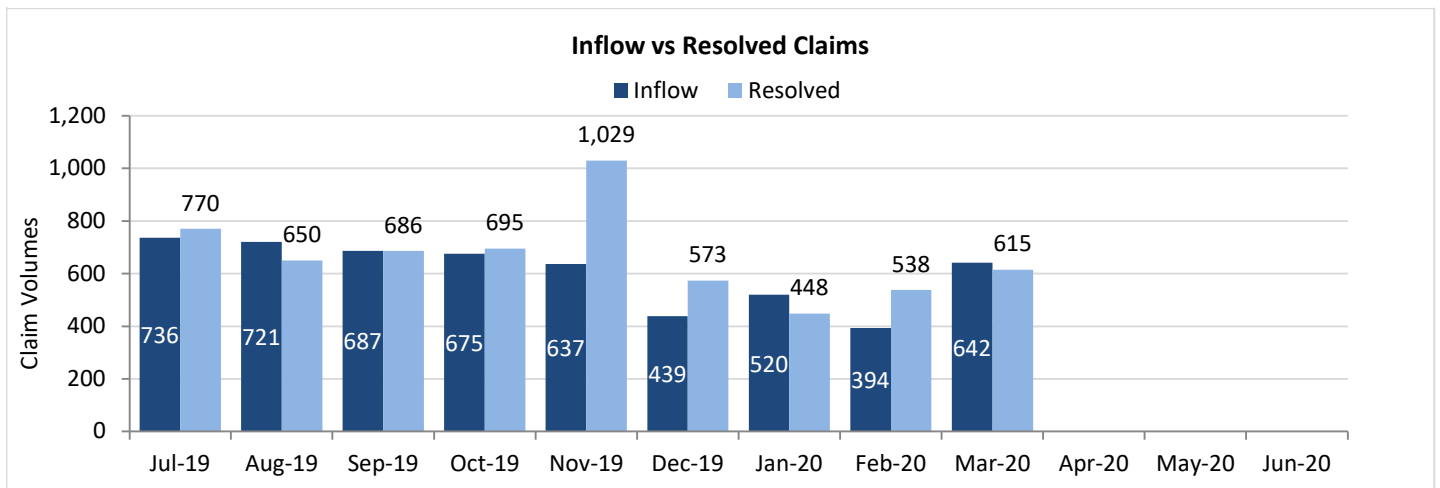
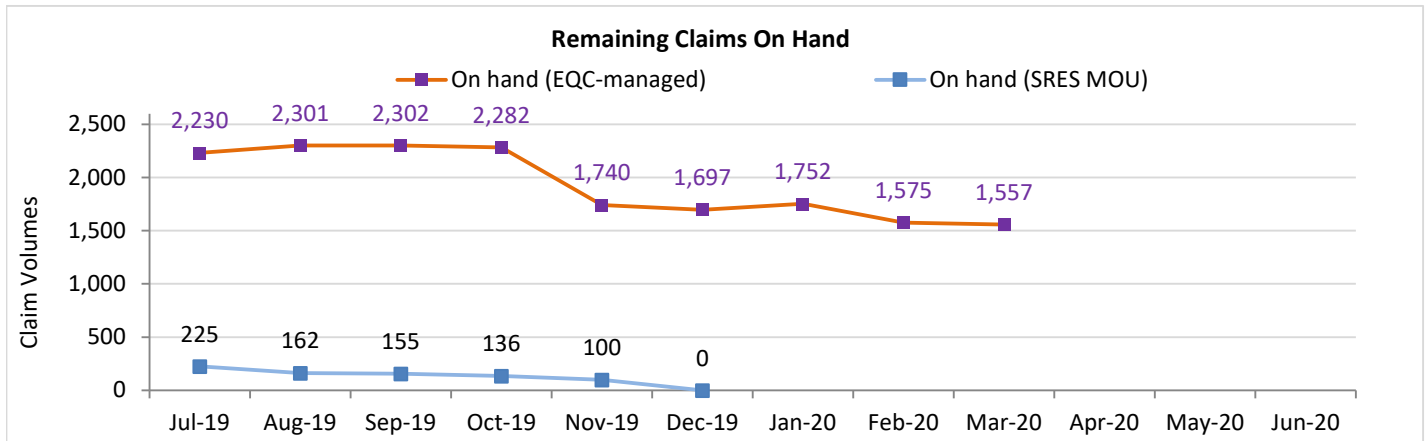
Performance trend increase

No change in performance trend

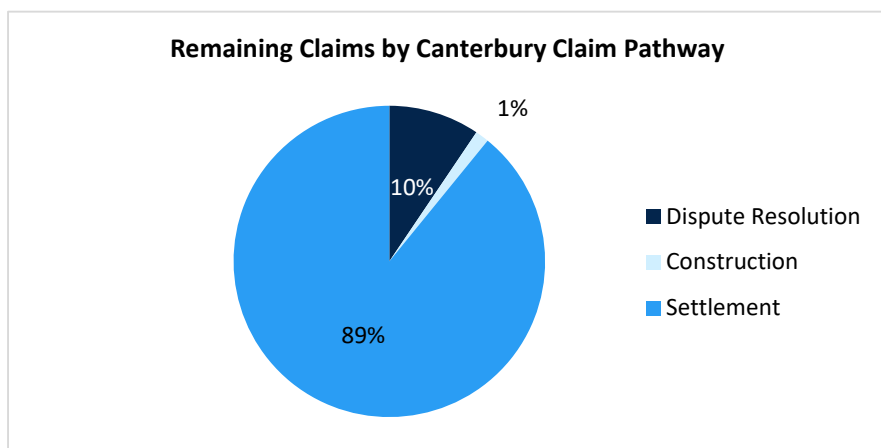
Performance trend decrease

Section 2 - Canterbury

We resolved 615 claims in March, offset by inflow of 642 reopened claims. Forty three claims, open at 1 March, are now subject to an application for Government support for repair of on-sold over-cap properties and have been excluded from the total, along with 2 claims subject to triage review. This left 1,557 open claims on hand at month end, a reduction of 18 since the end of February.



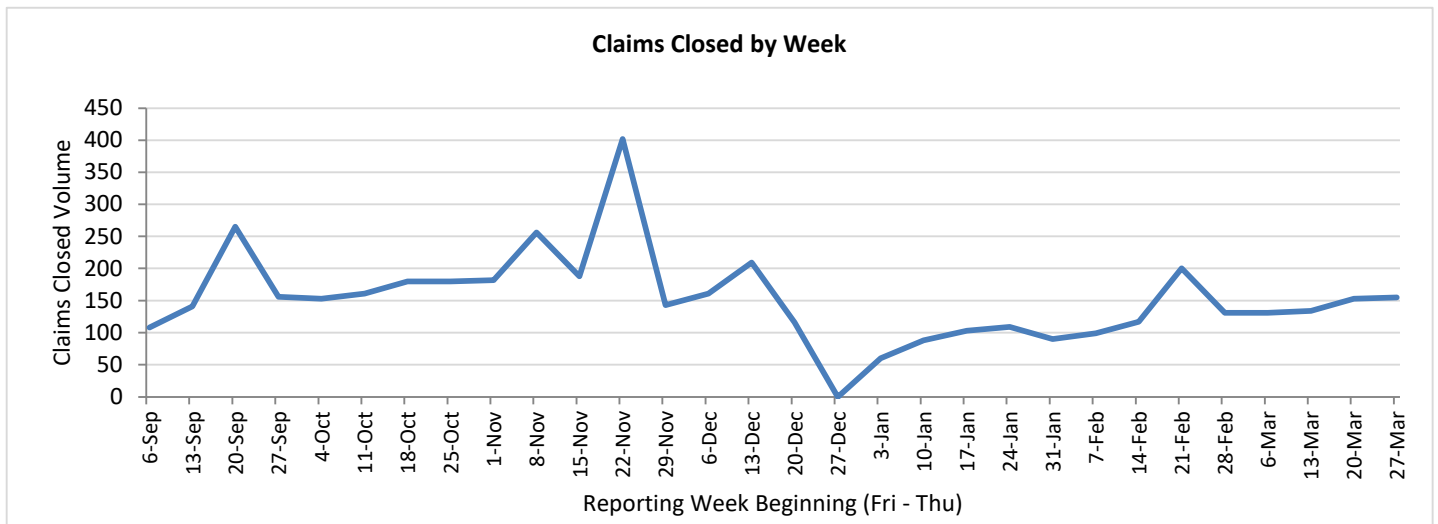
There were 615 claim closures (on 601 distinct claims) during March 2020. This compares with an average of 719 claims closed per month over the past year. The increased inflow and higher volume of closures this month were mainly attributable to seasonal effects, notably return to normal following the operational impacts of public holidays in the December-February period. Total claim inflow of 642 was slightly above the 12 month average of 618 reopened claims per month.



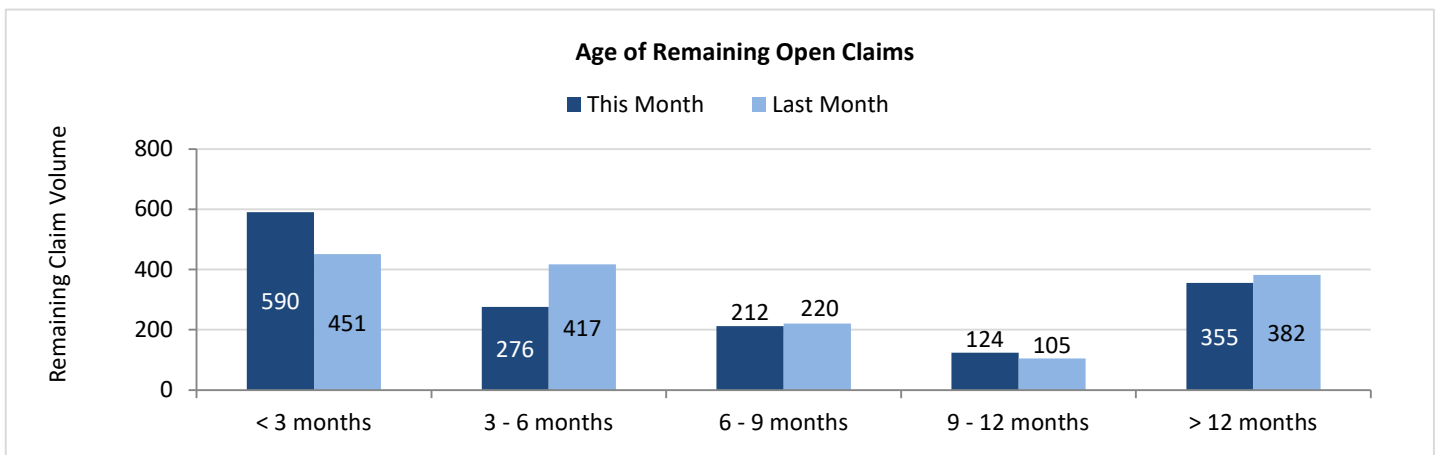
Of the 1,557 claims remaining on hand, 89% are being managed by Settlement teams, 10% are with Dispute Resolution, and 1% are in physical repair.

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.

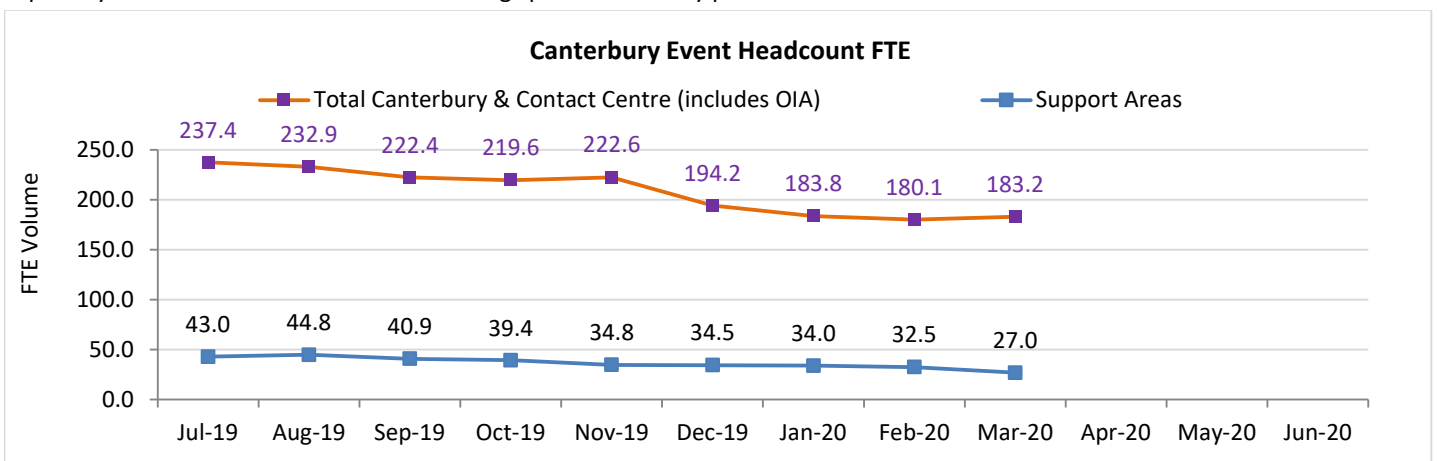
Section 2 - Canterbury (cont.)



On average, we closed 139 claims per week during March, similar to the 141 weekly average in February. There were a total of 615 claim closures in March.

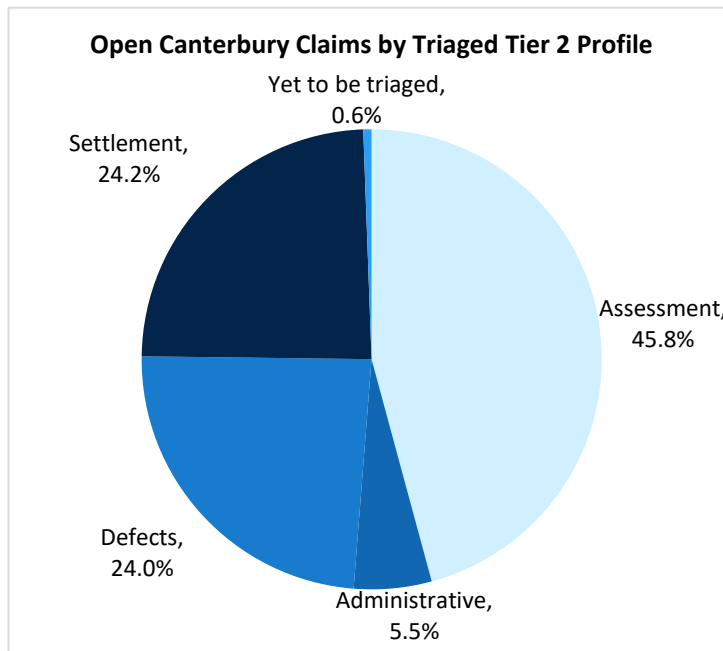


The focus of the business on the resolution of aged claims coupled with its ongoing work to strengthen forecasting has resulted in a reduction across 3 of our 4 age band cohorts (excl. < 3 month age band cohort). Resolution of aged claims and ongoing capability build in our claim closure forecasting space remain key priorities for our settlement teams.



The Canterbury Event Headcount continued to decrease; an ongoing reflection of recent organisational changes. It is expected that headcount may remain static while Covid-19 Alert Level 4 remains in place and for a period following lifting of Alert Level 4.

Section 2 - Canterbury (cont.)



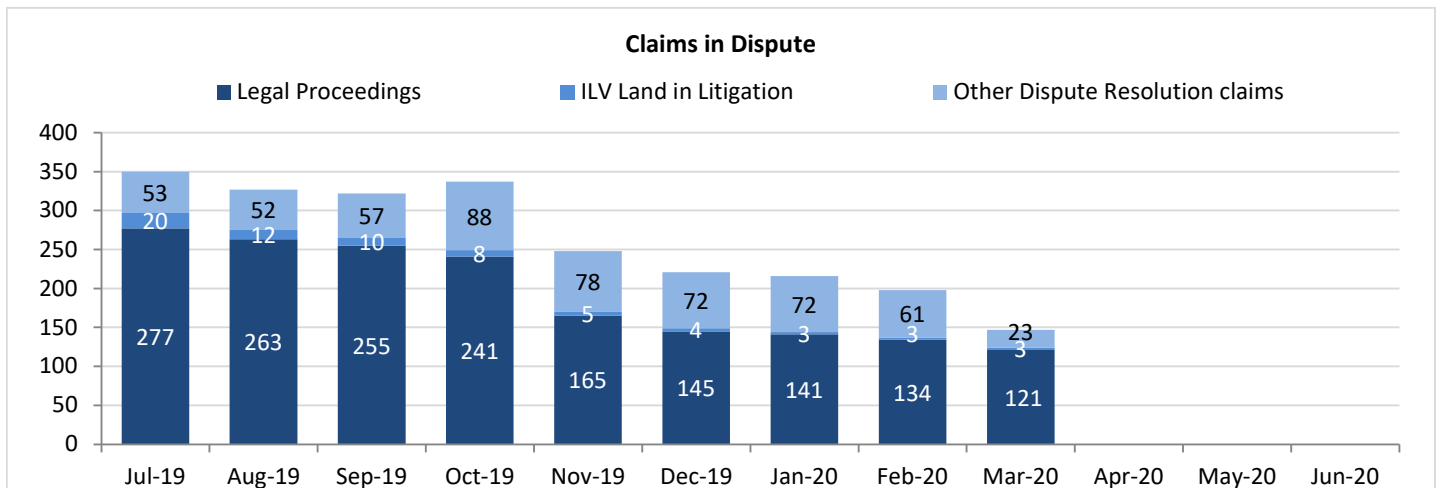
Our profile of remaining open claims includes claims that are:

Assessment related - these claims encompass previously undetected damage to scoped repair elements, together with new damage identified on previously unscoped elements.

Settlement related - these open claims most commonly relate to requests to review the settlement approach or to address additional costs associated with scoped repair elements.

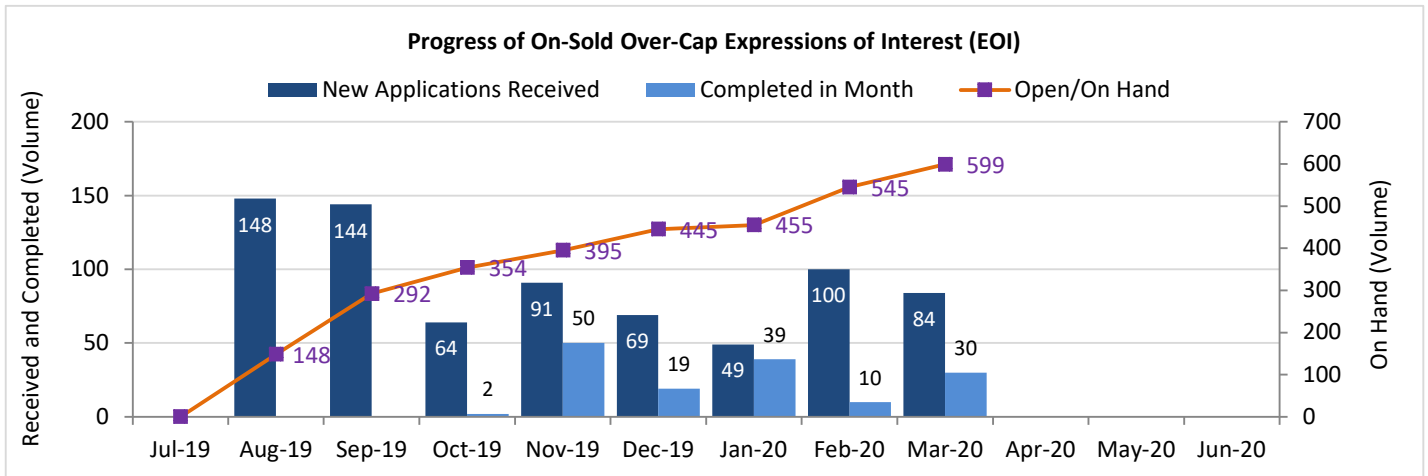
Defect related - these claims relate to issues with the quality of repairs undertaken.

Administrative related - these claims encompass a range of scenarios, many of which relate to interactions with third parties (e.g. the insurer of the property, contractors involved in the repair) rather than with the customer.



We have continued to make steady progress resolving disputed claims. At 31 March 2020, 121 Canterbury claims remain subject to legal proceedings compared with 134 in February. Our dispute resolution teams are currently managing 23 Canterbury claims down from 61 in February. In total, 147 open Canterbury claims remain in dispute at 31 March.

Section 2 - Canterbury (cont.)



We received 84 applications for government support to repair on-sold over-cap properties in March. This was offset by completion of the assessment of 30 applications leaving 599 open applications on hand at month end.

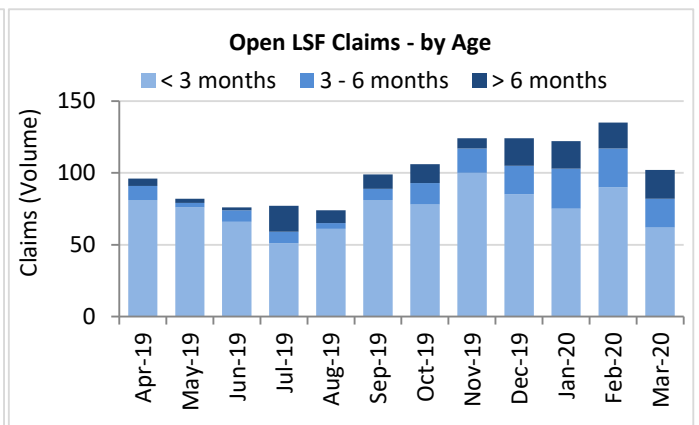
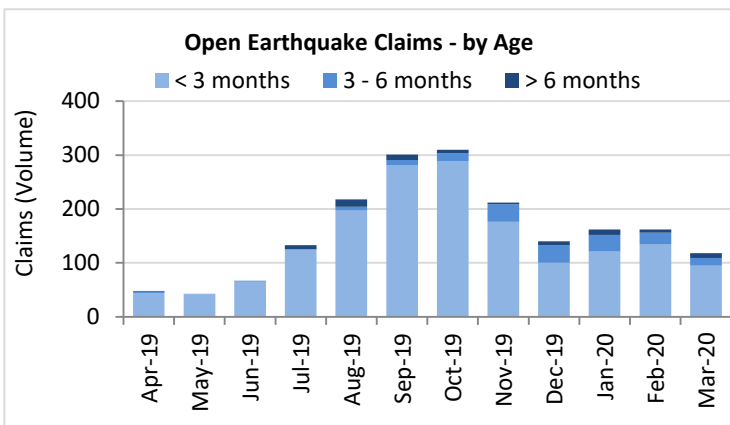
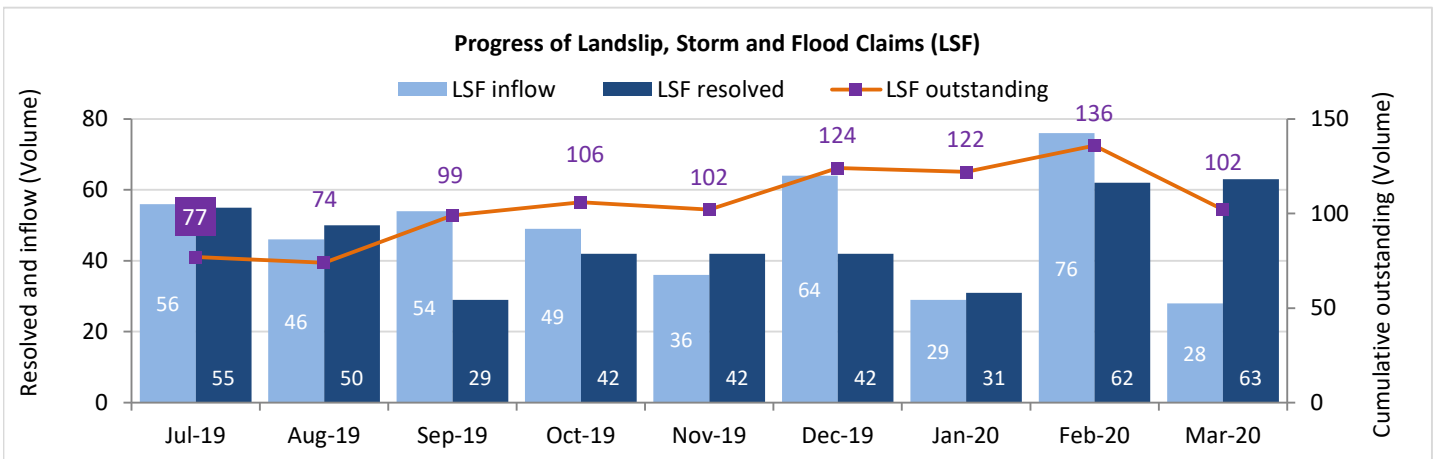
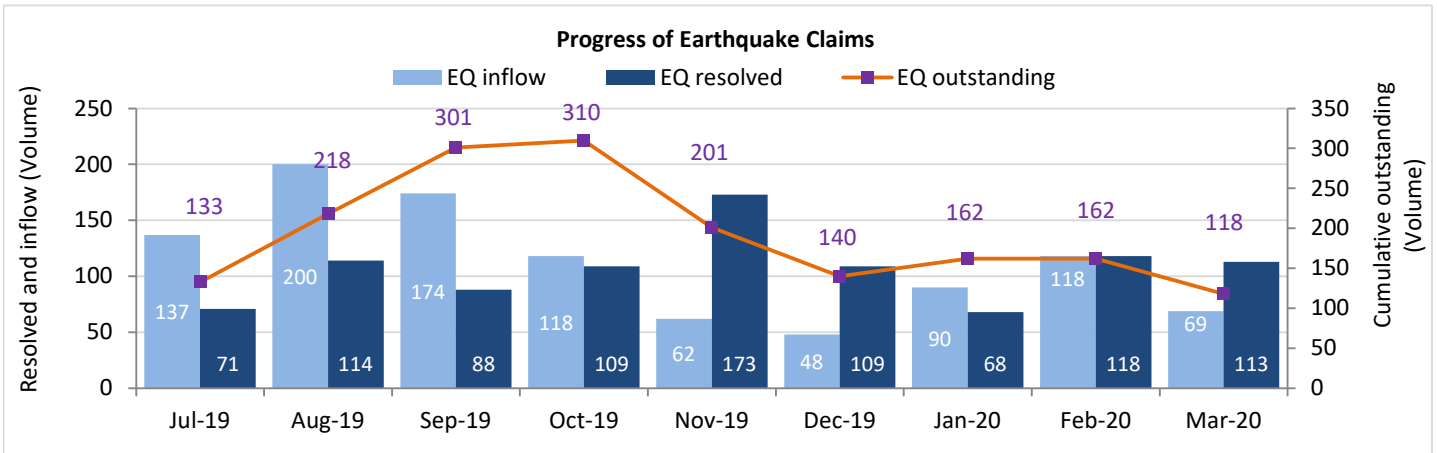
Performance results against measures defined in Schedule 3 of the [On-Sold Canterbury Properties Services Agreement](#) are set out below.

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.

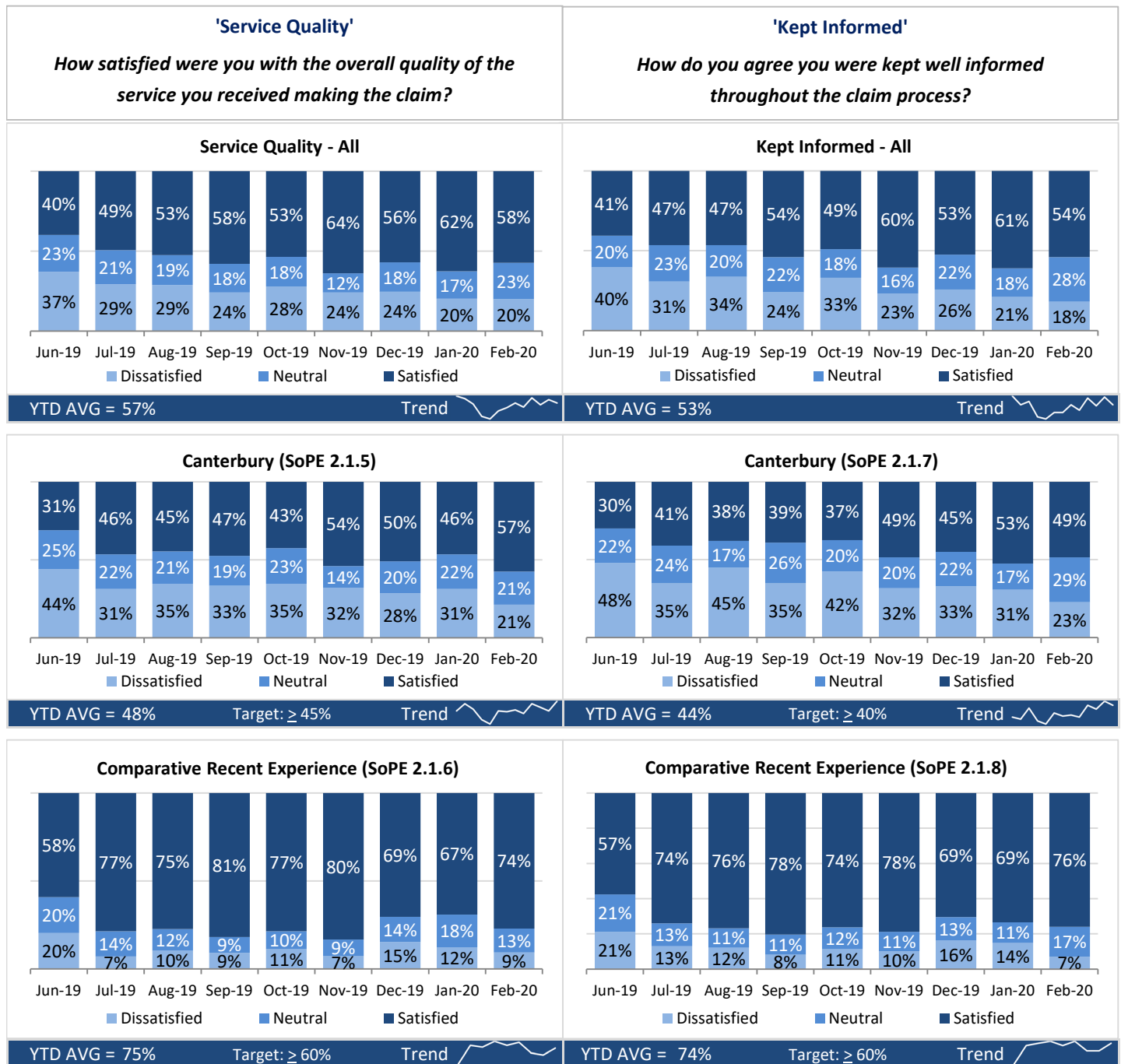
During the reporting period we recorded inflow of 97 new and reopened claims. Of these lodgements, 71% (69) were earthquake claims, while the balance related to landslip, storm and flood damage ('LSF'). A M5.1 earthquake on 16 March north-west of Culverden has resulted in 6 claims to date. We also received 8 additional earthquake claims in March in relation to the M5.4 Earthquake that occurred on 25 January near Paraparaumu.



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

Section 4 - Customer Satisfaction

Across all teams this month, the overall results remain relatively stable for all key metrics. While the overall results mask indications of a significant drop in satisfaction among our Other Events customers, which is in contrast to the past 12 months, this needs to be taken in the context of a relatively smaller sample of completed surveys this month.



Canterbury customers - The overall satisfaction of our Canterbury customers continues to remain in step with recent performance. Of note during the reporting period is the increased satisfaction with our settlement process. Driving our result is improved perceptions of feeling fairly treated as well as a steady growth in rating around how informative our explanations are.

Customer satisfaction with their recent claim experience remains steady for 'Service Quality' (SoPE 2.1.6) resulting in an unchanged year-to-date average of 75%. Satisfaction with how well our customers thought they were 'Kept Informed' during their recent claim experience (SoPE 2.1.8) also held 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.

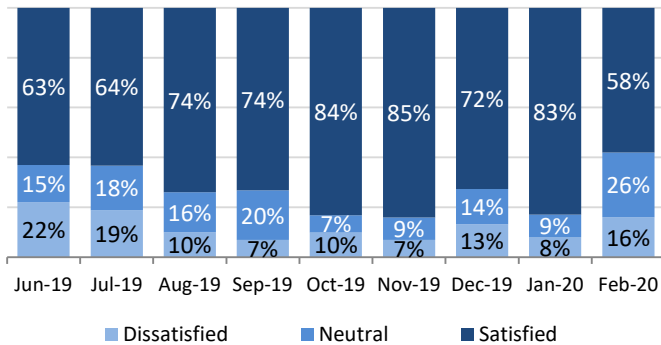
Section 4 - Customer Satisfaction (cont.)

Other Events Customers - Given the smaller number of completed surveys for February it is not possible to clearly identify the cause of the lower level of satisfaction. However, what is apparent is the biggest decreases in satisfaction appear to come from our settlement process, as well as the time taken to settle.

'Service Quality'

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

Natural Disaster Events Excluding Canterbury (SoPE 2.2.5)



YTD AVG = 76%

Target: \geq 80%

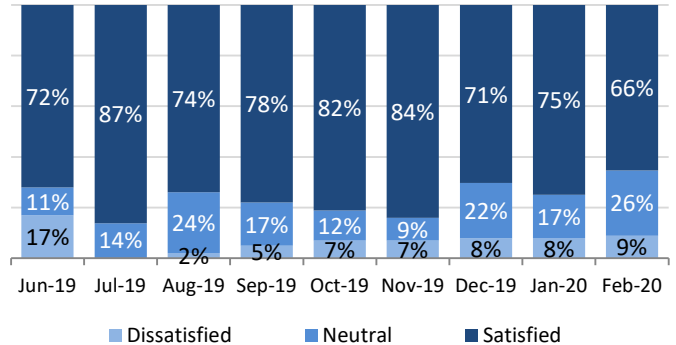
Trend



'Kept Informed'

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

Natural Disaster Events Excluding Canterbury (SoPE 2.2.6)



YTD AVG = 76%

Target: \geq 80%

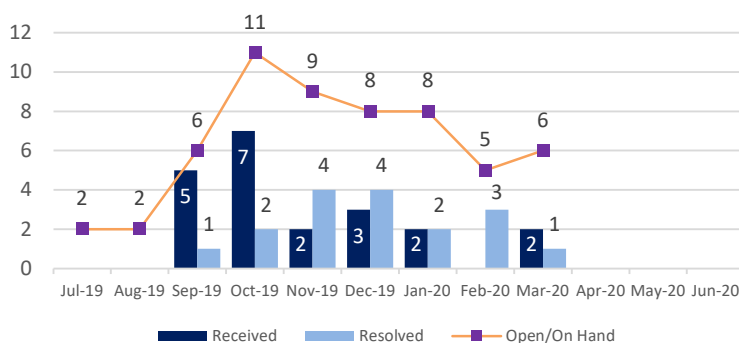
Trend



Total Call, Email and Post Volume

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Trend
Outbound - Inbound Ratio	25:75	18:82	16:84	18:82	16:84	16:84	
Grade of Service	94%	95%	99%	99%	99%	99%	
Abandonment Rate	1%	2%	1%	1%	1%	1%	
Roll Over No Answer	49	66	12	19	13	30	
Total Calls	3,941	3,455	2,144	2,641	2,966	2,772	
Total Email and Post	2,140	2,211	1796	2145	2192	2613	

Customer Complaints



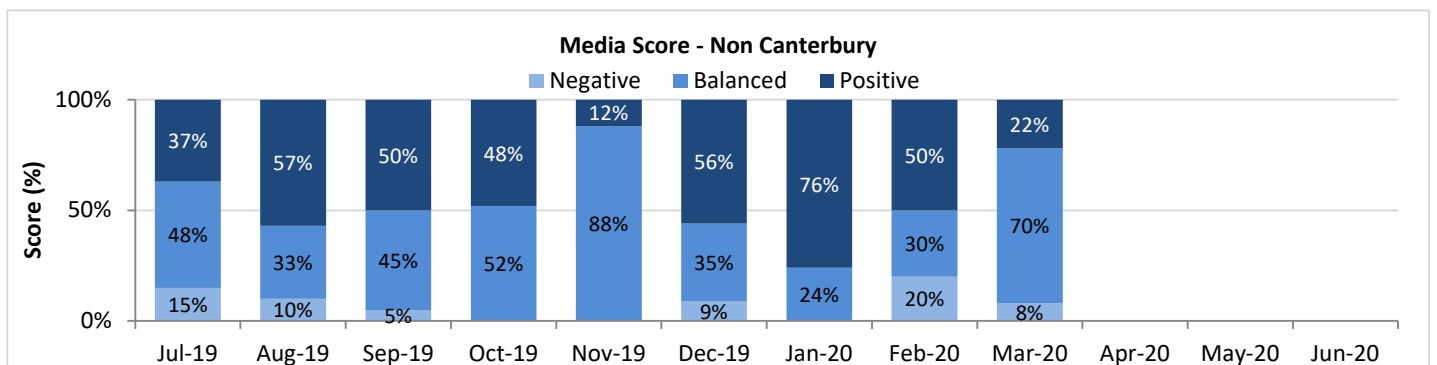
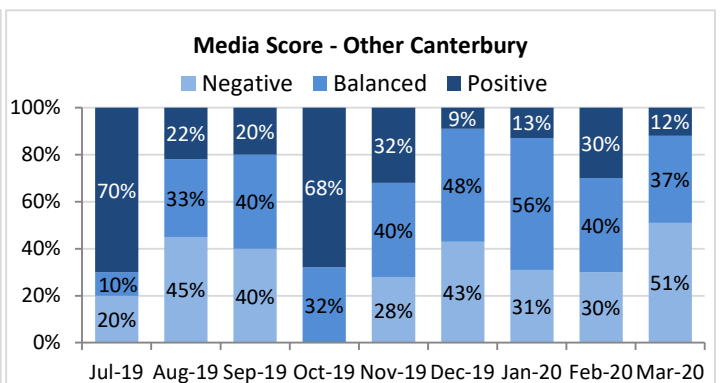
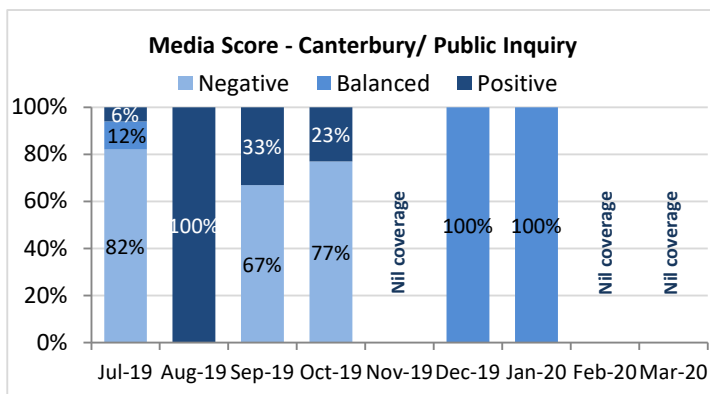
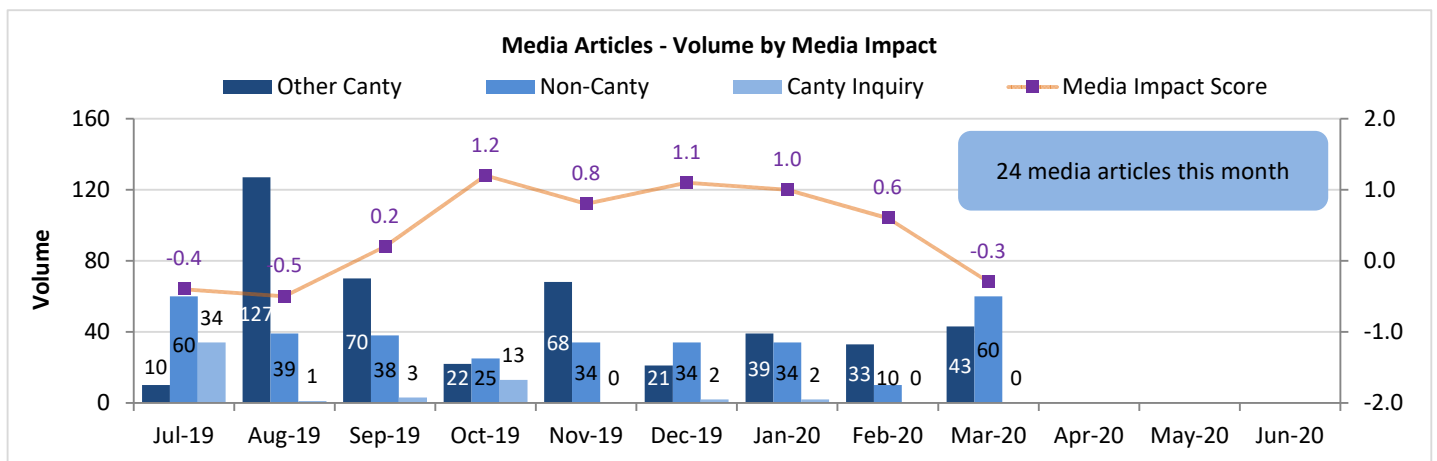
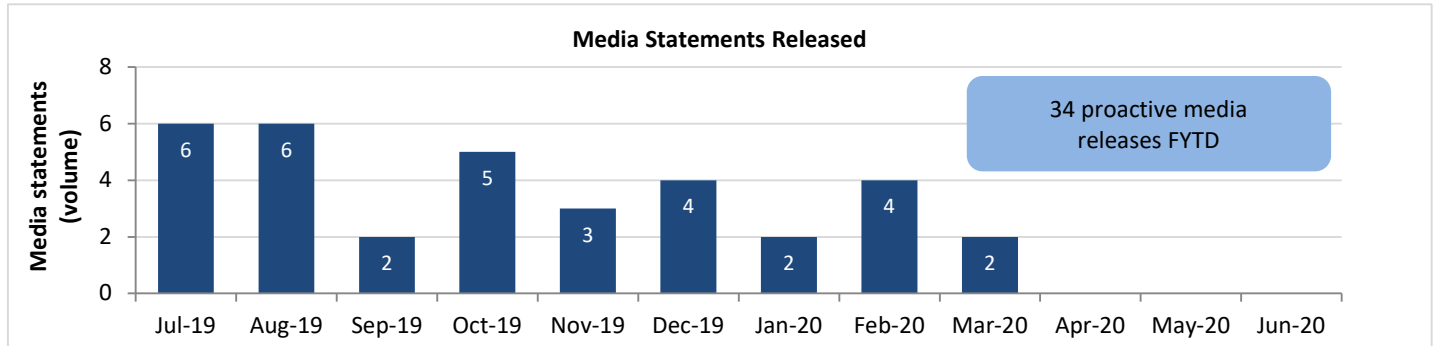
Customer Complaints - this month we received two complaints and resolved one leaving six on hand. Complaints most commonly related to failed repairs. The process response for complaints of this nature involves reopening and review directly by our Contact Centre as a first port-of-call. Customers are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

Section 5 - Media

Our volume of traditional media coverage more than doubled to 103 items in March compared with 43 items in February. While the proportion of negative coverage remained unchanged (26%), a decrease in positive reporting contributed to a dip in the overall media impact score to -0.3 (just below neutral).

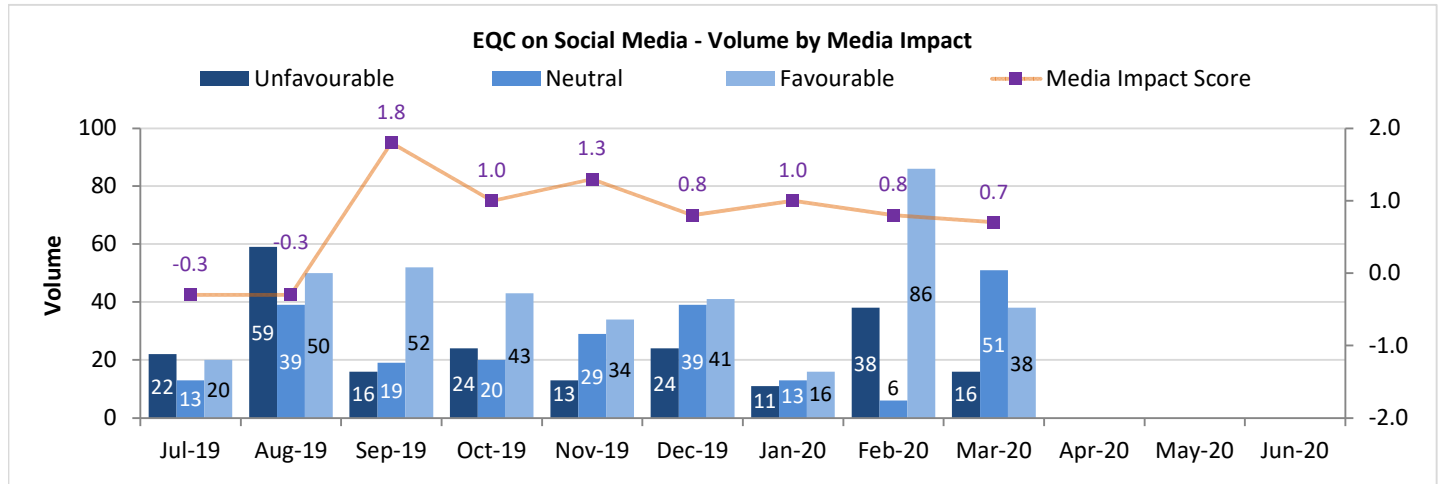
Negative coverage this month was primarily driven by Tower's decision to take EQC to court. (Checkpoint, RNZ-National, 30 March). Tower CEO Richard Harding's strong criticism of the Commission was frequently cited by media, along with his call for an overhaul of the "damaged" system (10:00 News, NewstalkZB, 30 March). Reporting on a public meeting organised by EQCFix and the revelation that EQC has 1,600 outstanding Canterbury earthquake claims also drove some negative coverage, with details of homeowners' frustration with substandard repairs.

Conversely, the Alpine Fault Roadshow and reassurance that payouts will be unaffected by the COVID-19 lockdown drove positive research & education and claims-focused coverage respectively, while mentions of the work Minister Robertson and EQC have taken to ensure disaster preparedness during the lockdown were reported neutrally.

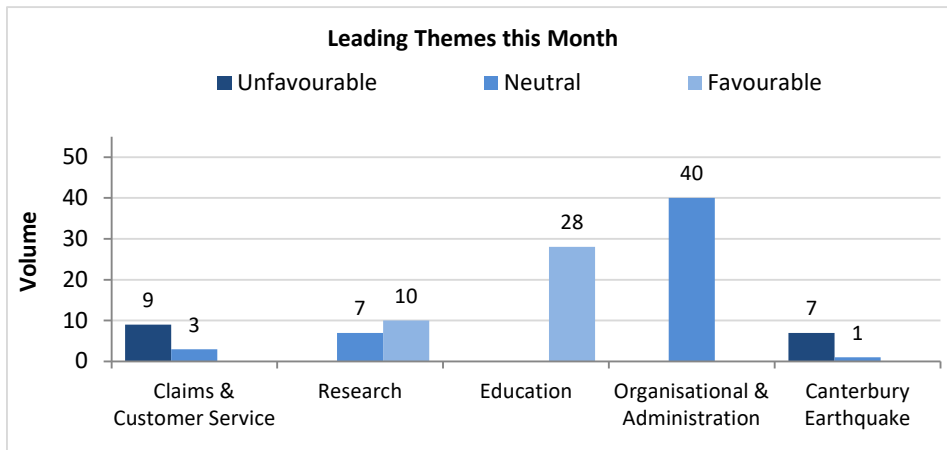


Section 5 - Media (cont.)

The volume of social media conversations discussing EQC dipped slightly this month, while our Media Impact Score remained relatively steady at a marginally positive 0.7. There was a marked increase in neutral posts this month, which consisted mainly of sources' well-wishes for seismologist Ken Gledhill on his retirement and posts sharing the release of new research by Motu which found that EQC payouts for extreme weather-related events could rise by 25% by the year 2100. Similar to previous months, our education and research function was a key driver of positive conversations, albeit with a slightly different twist late in the month, as sources circulated and interacted with the Commission's daily lockdown games, puzzles, and activities.



In addition to the continued strong performance of our research and education capacity in driving positive conversations, the Alpine Fault Roadshow also generated some positive conversations as did the release of a new review paper on the Auckland Volcanic Fields in the *New Zealand Journal of Geology and Geophysics*, with funding from EQC. Negative conversations were relatively limited this month and, like traditional media coverage, were largely related to the revelation that the EQC has 1,600 outstanding claims and Tower's decision to take the Commission to court, leading sources to question its accountability.



Our education and research capacity continues to drive favourable coverage, with our leading positive message this month of *'improves knowledge about NZ's natural hazards'*. Conversely the leading negative message, driven primarily by Tower's decision to take the Commission to court, was *'claims are not managed and settled efficiently'*.

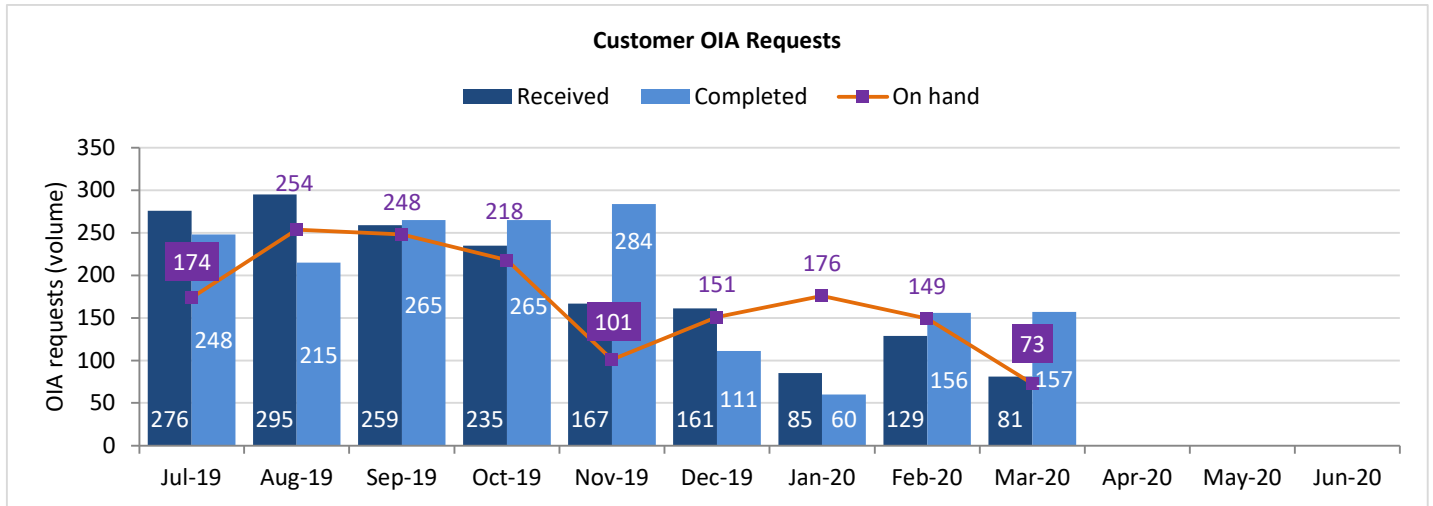
Understanding the Media Impact Score

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.

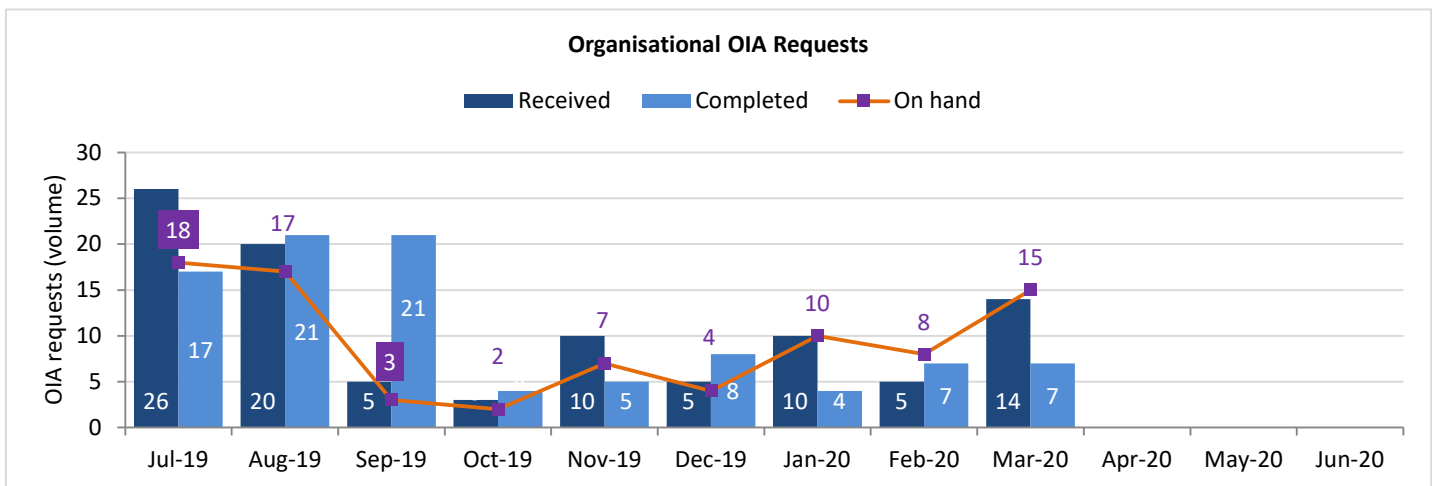
The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the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

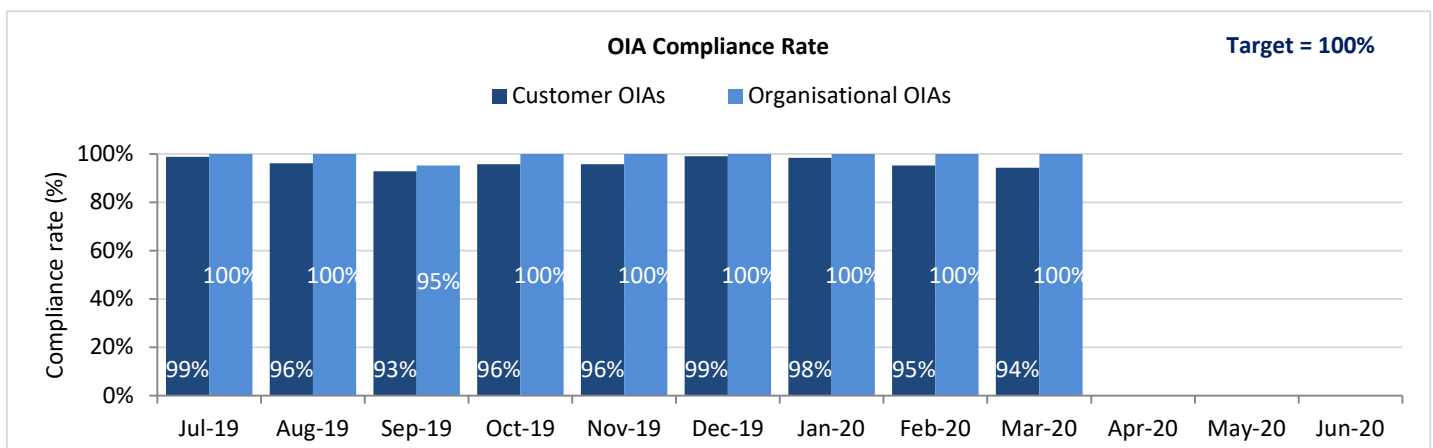
Section 6 - Official Information Act (OIA) Requests



This month, our Customer OIA Team received 81 new OIA requests (vs. 129 received in Feb-20) while the team resolved 157 requests. As at the end of this month the team have 73 open requests on hand.



Our Government Relations Team received 14 new high level OIA requests (vs. 5 received in Feb-20). Coupled with the 8 on hand from the end of last month and 7 requests resolved this month, the team have 15 open requests on hand.

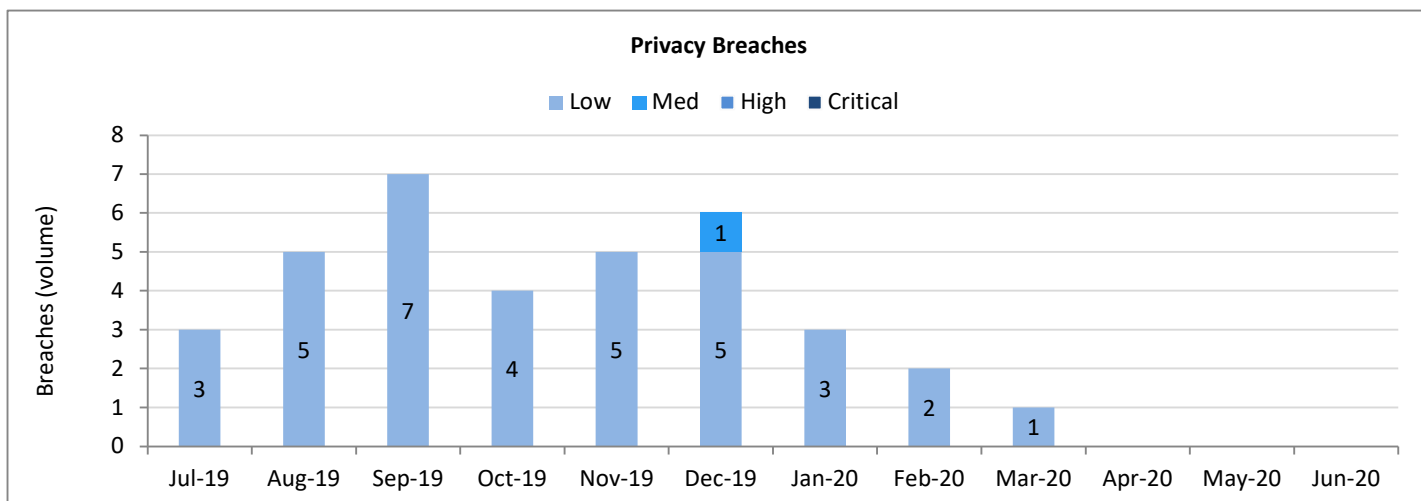


The Customer OIA Team achieved a compliance result of 94% this month while the Government Relations Team continues to maintain a 100% compliance level for organisational/ high level OIA requests.

Nine instances of non-compliance contributed to the 94% compliance result for the Customer OIA Team. Most instances of non-compliance were procedural related, which can be attributed in part to the transition to working from home following our response to Covid-19 alert level 4 compliance.

Section 7 - Privacy Breaches

One privacy breach, classified as low severity, was recorded by the Risk and Compliance Team this month. This incident was assessed against EQC's guidelines, has been contained, and no harm appears to have arisen as a result.



Privacy Breaches

The single breach this month related to a claim payment containing the claimants name and address on the remittance advice, being made to the incorrect supplier. The reported breach was contained and no harm appears to have arisen as a result.

Severity Scale

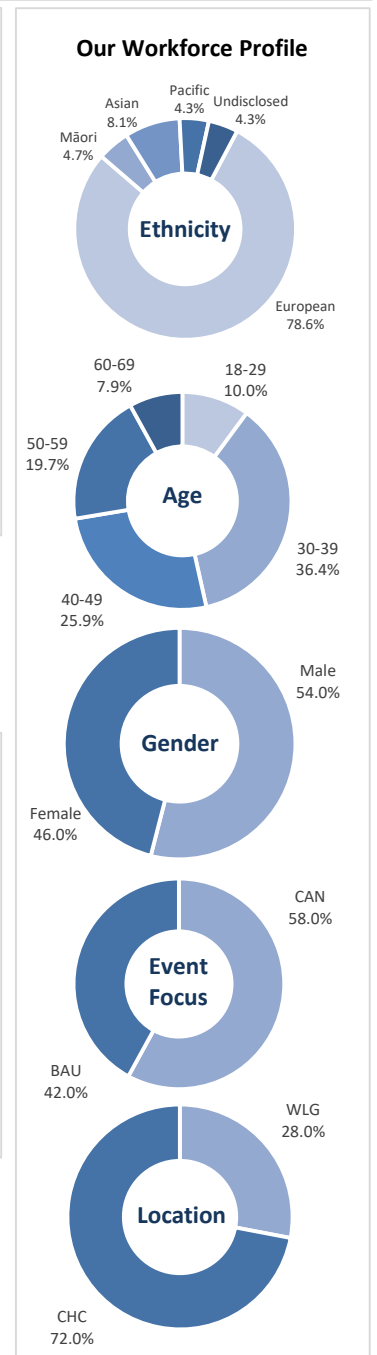
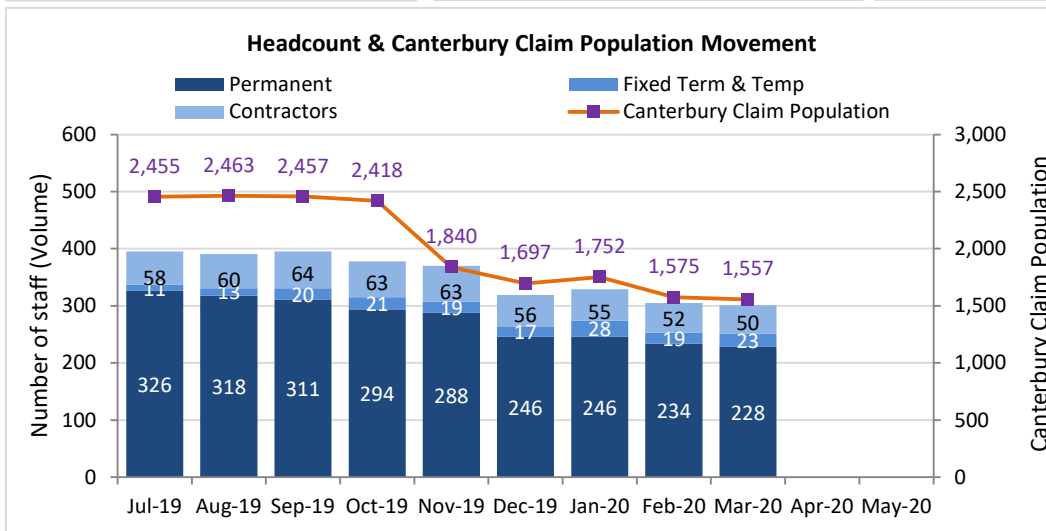
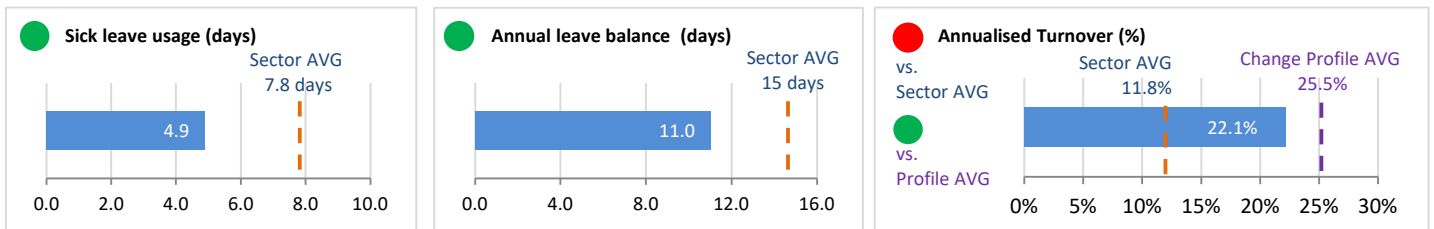
Critical	High	Medium	Low
<ul style="list-style-type: none"> • Sensitive information disclosure • Systems integrity compromised • Disclosure of large amount of personal information • Harm caused to individual/s • Significant media or reputational damage likely • Not contained and/or unresolved 	<ul style="list-style-type: none"> • Sensitive information disclosure • Multiple person repeat or continued failure • Harm caused or likely to be caused to individuals • Not contained 	<ul style="list-style-type: none"> • Non-sensitive information disclosure • Single or few (less than 10) individuals affected • Harm unlikely • Not contained, or contained and possible complaint 	<ul style="list-style-type: none"> • Non-sensitive information disclosure; • Single person affected • No harm arising • Contained and resolved

Section 8 - HR Operations

During the reporting period our workforce headcount decreased slightly, as expected, due to our ongoing Systems Transformation process and the continuation of our recruitment freeze. There is a likelihood that our headcount may remain static during the Covid-19 lockdown period and beyond with a number of employees who were due to leave our organisation having their contracts extended until the current Alert Level 4 is lowered. Our averages for annual leave balance (11.0 days) and sick leave usage (4.9 days) continue to compare favourably to their corresponding Public Sector Averages. Annualised turnover ('voluntary turnover') moved downward this month to 22.1% (vs. 23.4% for Feb-20) this in large part is due to the effects of Covid-19.

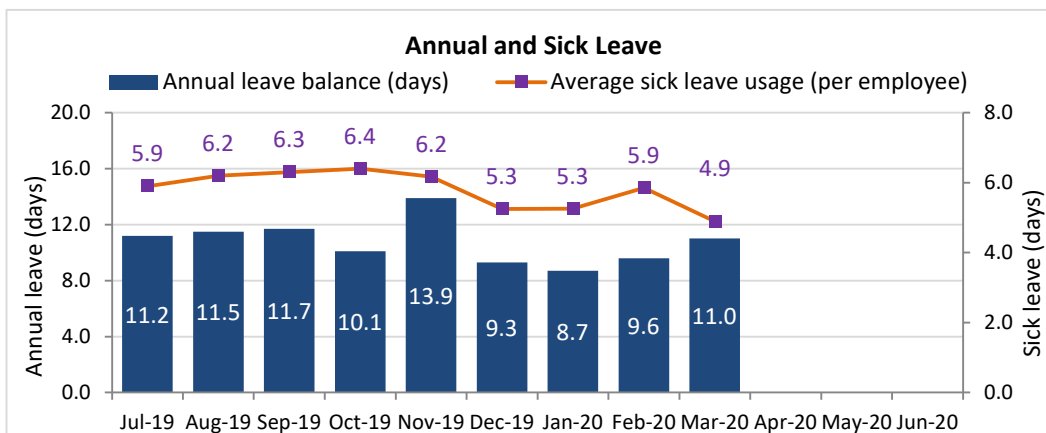
Based on statistics from the State Services Commission, we have a moderate rate of voluntary turnover compared to other Public Sector departments ('agencies') experiencing high volumes of change. In 2019, agencies with a similar volume of change profile reported annual turnover ranging from 19% to 51%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

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



As reported above our workforce headcount has decreased slightly. Our Systems Transformation process, recruitment freeze and Covid-19 will continue to influence headcount movement in coming months.

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



It is expected that the average annual leave balance will rise on the back of the Covid-19 Level 4 conditions with employees cancelling future annual leave. A decrease is also evident in average sick leave usage to 4.9 days (vs. 5.9 for Feb-20). Both averages continue to remain below their respective Public Sector averages of 15 days and 7.8 days.

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