ELTO
Employers' Liability
Tracing Office

ELTO
Business Plan
2016

Vision

To provide an excellent
service that gives claimants
and their representatives quick
and easy access to a database
of Employers' Liability (EL) policies
through an online enquiry facility, helping
them to find their employer's EL insurer.

Introduction

The Employers' Liability Tracing Office (ELTO) remains dedicated to providing a valuable service to all users and continues to review its service offering. The Employers' Liability Database (ELD) has grown during the year with more searches occurring and accordingly functionality improvements have been made to meet the expectations of its members and our users.

In 2016, further enhancements are planned to the performance and registrations areas of the ELD. This should both improve its stability and security.

Details of these initiatives are described in this 2016 Business Plan.

Budget expenditure summary

The net levy for 2016 is £2,118,000 which will be used to run and develop the ELTO service as shown below:

Running costs

▸ This includes TSL operations resource costs, auditing and service management.
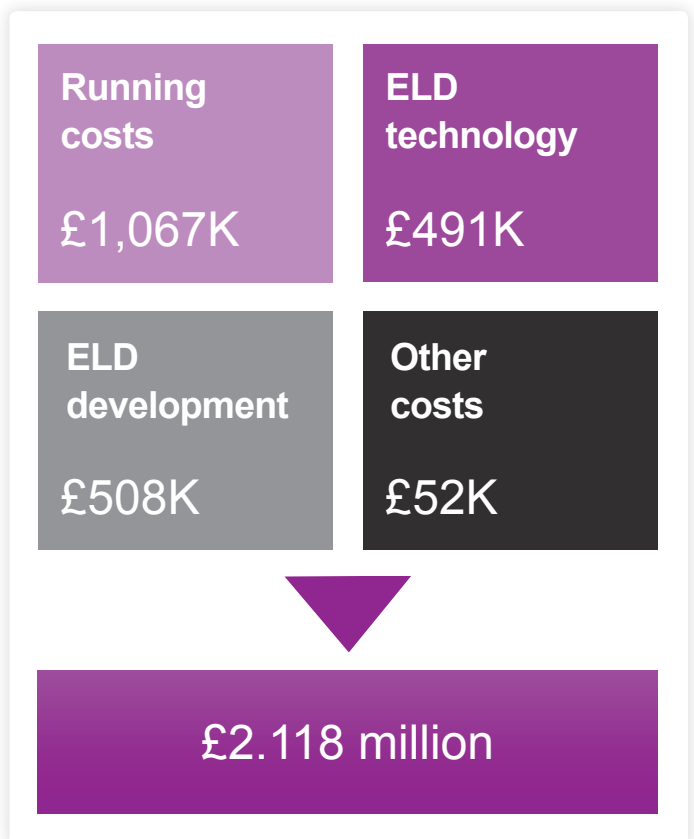
ELD technology

▸ This includes hosting, capacity planning and technical support.

ELD development

▸ This includes systems improvements and project resources.

Other costs

▸ This includes external audit, communications, legal advice and expenses.

Running costs	ELD technology
£1,067K	£491K
ELD development	Other costs
£508K	£52K

£2.118 million

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Priorities in 2016

The key priorities for the year ahead are summarised below.

Resource/running costs will increase in 2016 by £67K. The main factors are:

▶ an additional Tracing Investigator to help reduce the increasing volumes on the untraced cases (£26K)

▶ a new role has been created to enhance the data and IT security within the group (£14K)

▶ inflationary and other pay increments for all other resources (£27K).

ELD Technology support costs in 2016 will increase by (£26K). The main factors are:

▶ Sopra Steria's technical design authority (TDA) costs have increased in order to be able to address the technical issues around the performance of the ELD and considerations of required fixes to the system (£10K)

▶ IT risk and security associated work to address the information security challenges within the current environment (£16K).

Registration improvements projects to further strengthen security processes will cost £88K. Indicative changes may include:

▶ password reset controls

▶ revoking access of inactive users

▶ upgrading of reCAPTCHA v2

▶ refining user profiles/roles

▶ helpdesk registration editing improvements.

A Central Additional Insurer Identification Service for Mesothelioma claims was first proposed in 2015, and a potential implementation is being considered further in the first quarter of 2016. This would ease the burden of locating other insurers on risk during an exposure period where the insurer itself has uploaded most of its records onto the ELD. This has an allowance of £57K.

ELTO work programme

The programme of work to be delivered during 2016 is set out below and is illustrated against ELTO's strategic objectives.

2016	Q1			Q2			Q3			Q4		
TDA infrastructure upgrade	Define	Develop	Test & Implement	Define	Develop	Test & Implement	Define	Develop		Test & Implement		
Registration improvements	Define			Develop			Test			Implement		
Central Additional Insurer Identification Service	Define			Develop			Test			Implement		

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Summary of 2015 achievements

ELTO continued to enhance the performance, security and service provided by the Employers' Liability Database. The programme of work for 2015 was agreed by the ELTO Board and has achieved a number of outcomes, the key highlights being:

▸ the ELD contains over 18 million records and 8.7 million of these are voluntary loaded records

▸ registered users of the ELD are now over 5,600

▸ members' timeliness to supply compulsory policy records onto the ELD within 90 days has improved to 90.8%

▸ the new dynamic Simple Search functionality was implemented during 2015 to improve search responses and the customer experience. Simple search success rate is at 73.5% Year to Date (YTD) as at December 2015, showing an increase from January's 58.9%

▸ overall search enquiry success rates stands at 87% (YTD December 2015), increasing from last year's 81.5% (YTD December 2014)

▸ dynamic employer name search for members was implemented towards the end of the year

▸ changes to protect data held by the introduction of CAPTCHA and password confirmation emails

▸ ELTO continued its work to help the industry improve the ERN collection rates. A further member survey was issued and progression has commenced on new initiatives, communication enhancements and members working together to achieve improvements and best practice.

Key facts

18M ELD records – 8.7 voluntary loaded

5607 registered users

Members timeliness to supply success rate

90.8%

Dynamic simple search improvement to

73.5%

Overall search enquiry success rate

87%

Dynamic employer name search implemented

Introduced CAPTCHA and password confirmation emails

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ERN capture improvement methods continue

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