



ELTO Employers' Liability
Tracing Office

ELTO Business Plan 2017

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 committed to providing a valuable service to all users and continues on an ongoing basis to improve the service it offers.

For the first time since ELTO went live in 2011 the number of enquiries being made against the database has fallen from 302,011 in 2015 to 164,715 2016 YTD. This was to be expected as the majority of enquiries in 2015 were being made for Noise Induced Hearing Loss (NIHL) claims and the industry has seen the number of these claims begin to fall away.

In 2017 the focus for ELTO remains on ensuring quick and easy access to the database of employers liability policies. With this in mind our efforts will be on ensuring the stability and security of the service alongside other smaller functional changes to help improve the customer journey.



Budget expenditure summary

The budget in 2017 will be £2,287,000 including irrecoverable VAT.

Running costs

- ▶ This includes TSL (Tracing Services Ltd) operations resource costs, auditing and service management.

ELD technology

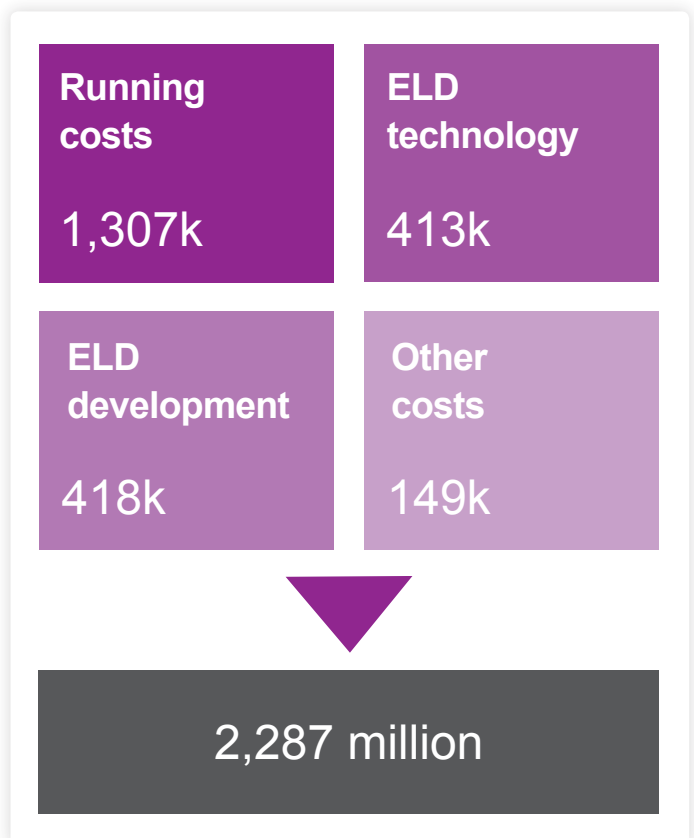
- ▶ This includes hosting, capacity planning and technical support.

ELD development

- ▶ This includes systems improvements and project resources.

Other costs

- ▶ This includes external audit, communications, legal advice and expenses.



Priorities in 2017

The key priorities for the year ahead are summarised below.

Employers' Liability Database (ELD) system development

- ▶ The system will be enhanced so that ELTO members can display more than one set of claims contact details, enabling more flexibility to direct claims to the appropriate claims team/contacts.
- ▶ A gap analysis will be undertaken to ensure the user roles on the system are still valid. This is being carried out following feedback from members that role functionality needs to improve e.g Read only roles. In doing so access rights for each role profile will be reviewed and updated to reflect the current usage requirements.
- ▶ Further infrastructure upgrades to improve stability of the management information reporting tool.

Strengthening Security of the system

- ▶ Further governance controls will be introduced for access to the ELTO with an annual review of registration access rights.
- ▶ Continued focus on IT risk and security work to address the information security challenges.
- ▶ Ensuring ELTO complies with the new General Data Protection Regulation (GDPR).

Support Members with Financial Conduct Authority (FCA) Requirements

- ▶ Continue to engage with the HMRC over access to ERN data.
- ▶ Continue the ELTO tracing audit programme and share information with the FCA as required.
- ▶ Start to conduct members Data Assurance audits producing reports for the FCA. The cost of this work will be collected separately from those members using the service.

ELTO work programme

The programme of work to be delivered during 2017 is set out below and is illustrated against ELTO's strategic objectives.

2017

Q1

Q2

Q3

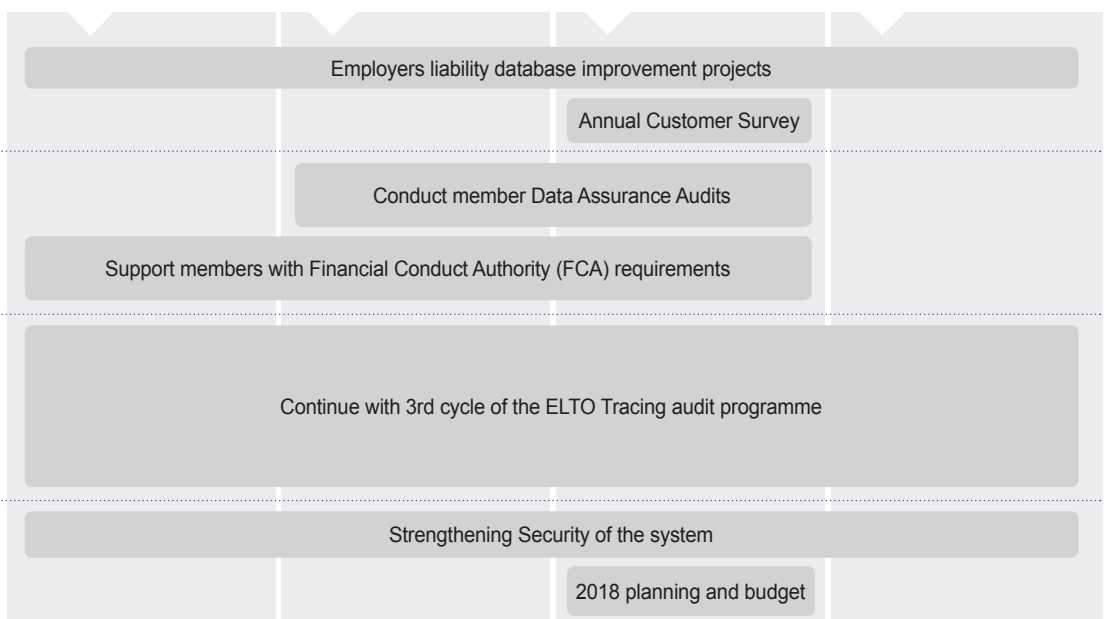
Q4

ELTO is the main easy to use route for claimants to trace an insurer

Increase the number of claimants receiving a response that allows them to pursue the right insurer

All claimant enquiries through the extended search service receive a response in line with the FCA requirements

ELTO is run efficiently for the industry and its policy holders.



Summary of 2016 achievements

The programme of work for 2016 was agreed by the ELTO Board and has achieved a number of outcomes, the key highlights being:

- ▶ The ELD contains over 19.5 million records of which 8.2 million are voluntary loaded records *
- ▶ Registered users of the service are now 5856 ***
- ▶ There were circa 3 million new records added to the ELD during 2016. Member's timeliness to supply compulsory records onto the ELD within 90 days is 86.3% year to date. **
- ▶ Overall search success has improved from 87.1% to 90.9% year to date **
- ▶ Technical enhancements to the database have been delivered to enhance stability and performance of the system
- ▶ Development of improved security controls such as password resets, upgrading recaptcha and new security questions is underway. Due to be implemented in Q1 2017.
- ▶ ELTO obtained an unqualified independent assurance report in respect of the year ending 31 December 2015.

*Policy records with an inception date prior to 1 April 2011 that an insurer has loaded for any reason other than the FCA instrument

**As at the end of 31 December 2016

*** Made at least one enquiry from 1 April 2011 to 31 October 2016

Key facts

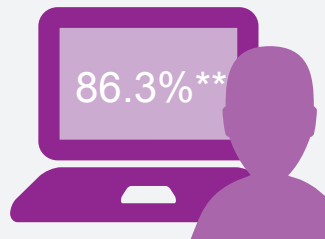
19.5M ELD records – 8.2M voluntary loaded*



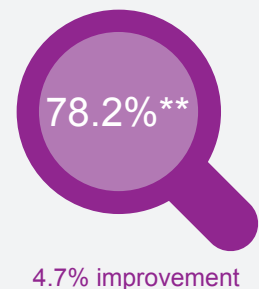
5856 registered users***



Members timeliness to supply success rate



Dynamic simple search improvement to



Customers satisfaction

57%



2% improvement with higher response rate YOY

Successful Tracing office audit

