

ELTO 2022 Business Plan

Find out how industry investment is helping to improve ELTO for insurers and claimants.

Our mission

We work to create a world where everyone affected by a work-related illness or injury has instant access to the information they need to make a claim.

A look back at 2021

2021 saw a strong focus on improving the service through investment in infrastructure whilst also focusing on progressing the HMRC data share project.

Ongoing investment in ELTO infrastructure

We migrated the ELD to a new platform with our ELD hosts, this has provided more flexibility and stability of this service. We will continue our bolstering of the ELTO infrastructure in to 2022.

Improving our data capabilities

A major investment in 2021 was a new datamart. This investment was needed to improve the security posture of the datamart.

HMRC data share


During 2021 we embedded the HMRC data share process into our systems and began the process of reviewing and improving the match rates with HMRC.

Improving the Customer Journey

ELTO has always been focused on ensuring the enquirers of the system are able to easily search the database. One of the changes we made in 2021 was to remove unnecessary information from that search process, ensuring the that the fields we ask our customers to enter are appropriate for the search and under GDPR.

Progress against our strategic objectives

91.4%
of searches
helped enquirers find
an insurer



82.1%
**customer
satisfaction**
An increase of almost
1.2% on 2020



87.4%
**member
satisfaction**
An increase of almost
1.7% on 2020



Our priorities for 2022

Your investment in 2022 will continue to ensure those affected by a work-related illness or injury can easily trace their employer’s insurer, as well as helping employment liability insurers meet their regulatory obligations.

In brief:

Faster, more accurate search results

Continue the work of the number of policies that are searchable by Employer Reference Number (ERN)

ELTO’s cyber security

We will review ways of improving the overall security of the ELD, including an analysis of introducing multi-factor authentication

Improving our data capabilities

Improve the data reporting for our members

Ongoing investment in ELTO’s infrastructure

ELTO server upgrade

Faster, more accurate search results

Throughout 2022 we plan to focus on improving the results of the existing HMRC data share process, not only to improve the ability for a claimant to search under a unique ID, but to also enable our members to meet their ICOBs requirements on ERN collection.

A monthly analysis takes place with HMRC where results are shared and evaluated, we will continue this process until we are able to share with the FCA.

Ongoing investment in ELTO’s infrastructure

To ensure that ELTO is fully supported, an upgrade of the operating system and SQL Server database is required, along with some associated changes to the database.

Improving our data capabilities

A major investment in 2021 was a new datamart. Now this datamart has been built the focus will now move to improve the levels of the reporting for our members and the ELTO Board.

ELTO’s cyber security

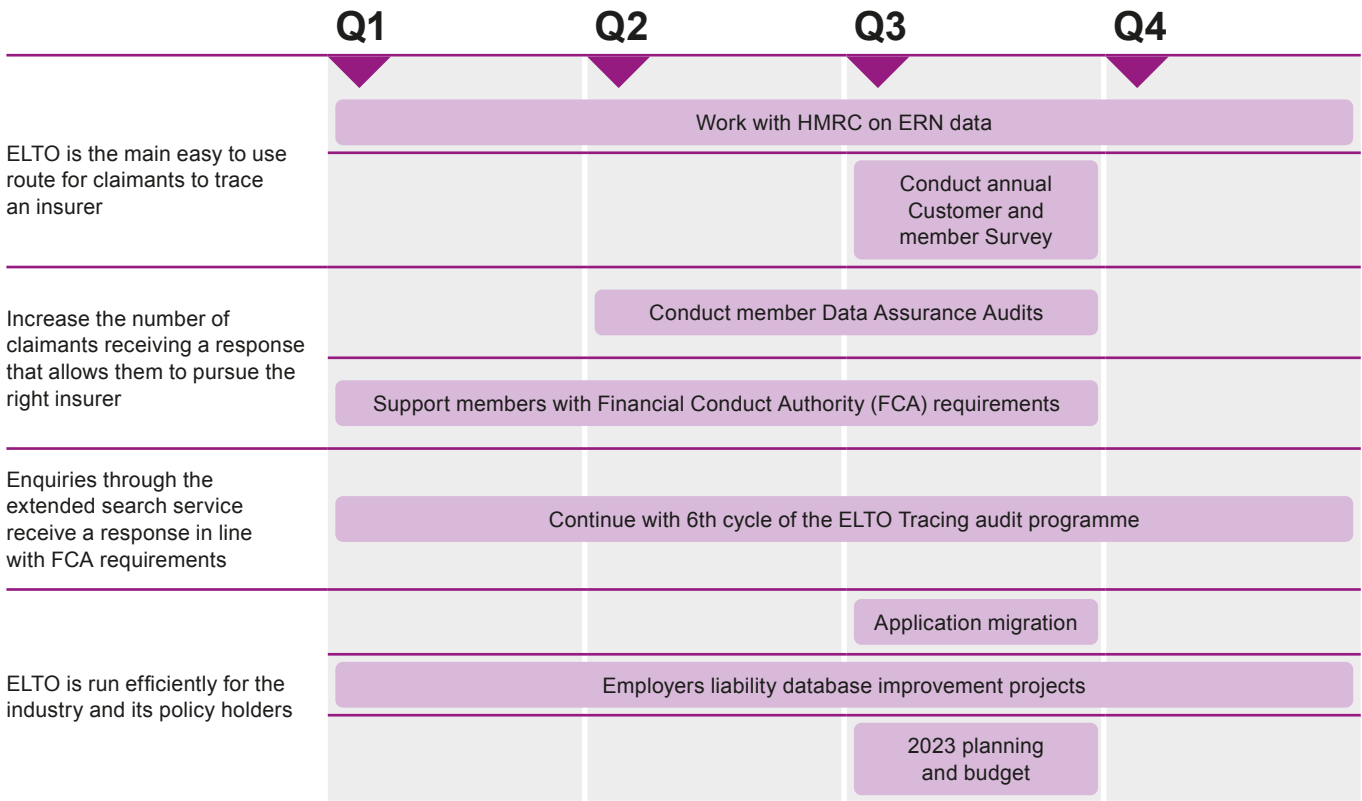
We will review ways of improving the overall security of the ELD, including an analysis of the introduction of multi-factor authentication to users of the ELD.

ELTO Membership Levy	
2020	£2,958,000
2021	£3,111,000
2022	£3,111,295

The levy for 2022 will be £3,111,295. Whilst this represents an increase, we have endeavoured to ensure that spending is only being conducted on areas where there is a specific requirement to undertake necessary development work.

The next section provides a detailed forecast of our costs in 2022.

2022 work plan



2022 financials

How we will spend the membership levy in 2022



	£000	£000
Total Levy Revenue	3,111	
Total DAR Revenue (Revenue £300k Less Costs Of £198k)	102	
Total Levy & DAR Income	3,213	

Costs		
MIB Recharges & Staffing Costs		(2,085)
Legal & Professional		(89)
Development		(472)
PR & Communications		(4)
Irrecoverable VAT		(517)
Total Costs		(3,167)

Summary For 2022		
Total Revenue 2022	3,213	
Less Total Costs 2022	(3,167)	
Net Surplus 2022 (Revenue Less Costs)	46	

Learn more about the important work we do at: www.elto.org.uk

Registered in England - No 6964651

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