



ELTO 2023 Business Plan

Discover how members' continuing investment is helping to improve ELTO for both 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.

Look back at 2022 to move forward in 2023

The last year saw a dedicated focus on strengthening the security of ELTO through the introduction of Multi-factor Authentication and continuing to progress our work to improve data sharing with HMRC.

We focused on protecting ELTO's data with improved cyber security measures.

We introduced Multi-factor Authentication (MFA) to users of the Employers' Liability Database (ELD), strengthening ELTO's overall cyber security. MFA introduces an extra layer of protection through additional verification of the identity of the user. It also improves efficiency and creates an improved user experience by eliminating the need for multiple passwords.

We continued to invest in ELTO's digital infrastructure.

Throughout the latter part of 2022, work to upgrade the operating system and SQL Server database continued at pace. The ELTO application sits on an older version of the Windows Server operating system, and extended support

for this system ends in October 2023. We therefore needed to upgrade the public and internal application server to a more recent version of the Windows server which can continue to be supported.

We worked with HMRC to improve our data sharing capability.

Throughout 2022 we worked alongside HMRC to further progress the ongoing project to populate Employer Reference Numbers (ERN) into the ELD. We also made important changes to the data sharing process and as a result match rates improved substantially. Users returned more accurate search results making it quicker and easier for claimants to trace their employer's insurer.

Joint monthly analysis took place with HMRC, where results were shared and evaluated, and we'll continue this process throughout 2023 to improve our joint insight.

We made progress on the things that matter most in 2022

90.5% of searches

claimants were able to trace their employer's insurer.



More than 74,000

Searches led to a claimant tracing an EL policy.



More than 82%
of claimants said they were satisfied with the ELTO service.

More than 90%
of Elto members were satisfied with the ELTO service.

Our priorities for 2023

In brief, we will...

Continue to invest in ELTO’s digital infrastructure

We’ll ensure the completion of the ELTO Windows server upgrade

Deliver faster, more accurate search results

We’ll continue to increase the number of policies that are searchable by Employer Reference Number (ERN)

Offer improved reporting capability to members

We’ll improve the data reporting for our members allowing improved insight, accuracy and efficiency.

Review our cyber security to protect our members’ data

We’ll complete the comprehensive review of our data security in 2023 ensuring the data we hold in these vital data services remains protected.

In detail, we will...

Continue the ongoing investment in our data 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. The ELTO application sits on an older version of the Windows Server Operating system. In 2023 we’ll complete the upgrade of the public and internal application server to a more recent Windows server which will be supported to 2029.

Work with our partners to ensure faster, more accurate search results and compliance

We’ll continue our vital and ongoing work with HMRC to ensure continuous improvement returning positive matching results. In 2023 we’ll continue to refine the ERN matching process and also look to progress our discussions with the Financial Conduct Authority (FCA) to enable our members to meet their ICOBs requirements on ERN collection.

Further strengthen our cyber security

We’ll continue to improve the overall security of the ELD and will complete a full cyber security risk analysis of ELTO’s infrastructure and application. All recommendations will be reviewed and implemented as necessary.

Continue to improve the ELTO customer journey

In 2023 we’ll work to ensure our important User Guides can be easily located within the ELTO environment by our members when using the system. We’ll also provide training workshops for customers to improve the use of search capability.

Further our reporting capabilities

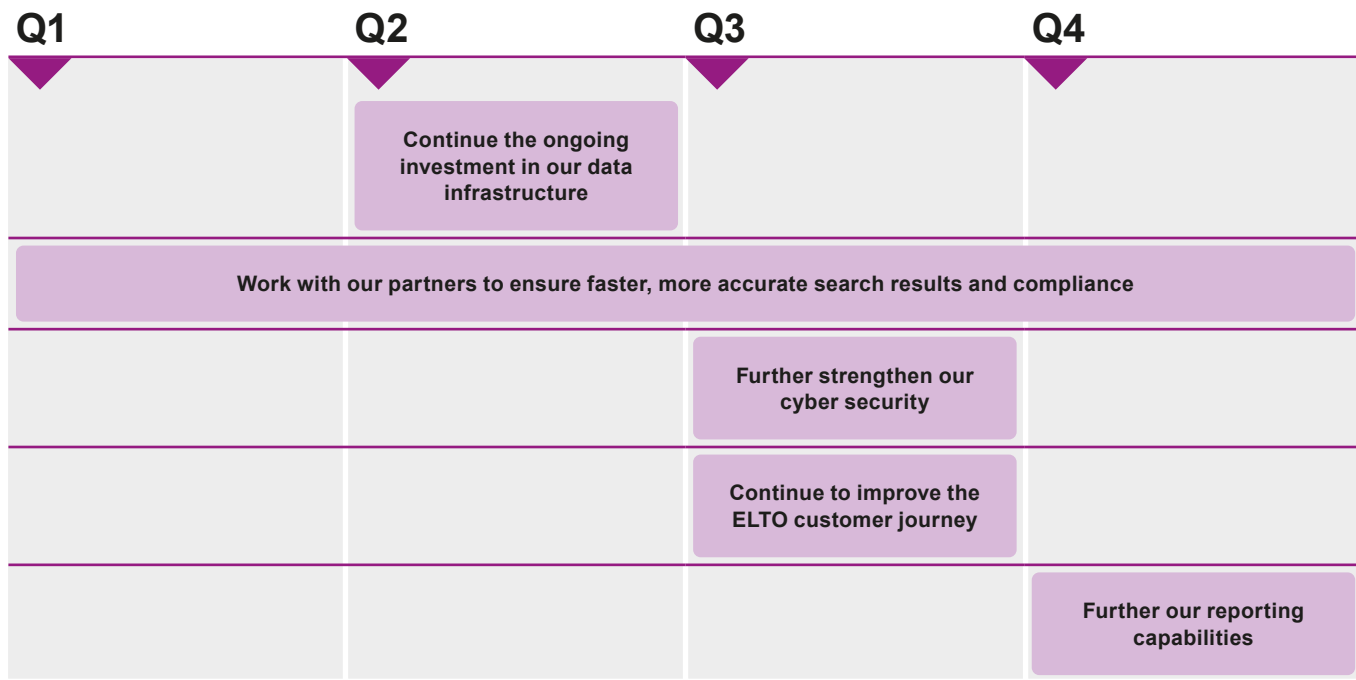
We have continued our work on improving MI reporting capability for our members, providing insight for members - the project is now progressing well and we expect to launch the new reporting tool in the second half of 2023.

ELTO Membership Levy	
2020	£2,958,000
2021	£3,111,000
2022	£3,111,295
2023	£3,319,556

The levy for 2023 will increase by 6.7% to £3,319,556. This increase is principally due to inflationary pressures which have impacted the running costs of the ELTO service. We’ve endeavoured to ensure that spending is kept to a minimum, and only undertaken any increases in areas where there is a specific requirement to commence necessary development work and minimise risk.

How the ELTO Membership Levy is spent

A detailed forecast of our costs in 2023.



2023 financials

How we will spend the membership levy in 2023



	£k	£k
Levy Revenue	3,320	
DAR Revenue (£253k less costs of £176k)	77	
Total Levy & DAR Income	3,397	

Costs		
Management Recharges & staffing		(2,294)
Development		(450)
Legal & Professional		(94)
Communication Material		(4)
Irrecoverable VAT		(555)
Total Costs		(3,397)

Summary For 2022		
Total Revenue 2023	3,397	
Less Total Costs 2023	(3,397)	
Net Surplus 2023 (Revenue Less Costs)	0	

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