



ELTO 2024 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 2023 to move forward in 2024

The last year marked a significant milestone in ELTO’s journey to improve Employer Reference Number (ERN) capture on behalf of the industry while further progressing the work to enhance our digital infrastructure.

We focused in collaboration with HMRC and the FCA, we met our objective, to achieve a better ERN capture process for the industry.

Since the launch of the project in 2019, we have worked tirelessly to streamline how ERNs are captured and then stored on the Employers’ Liability Database (ELD). Fast-forward to 2023, due to the increasing and consistent positive results ELTO had been achieving in this space, much higher ERN population rates than existing processes have been able to be achieved. Following a consultation process with the FCA in 2023, came a new ICOB’s 8.4 that allows ELTO to now undertake the ERN collection work on the behalf of Member insurers. This positive change is a milestone moment for ELTO and has been welcome news to all Members and wider industry stakeholders, whom are involved in supplying the required EL information as set out in ICOBS 8.4, reducing some of the regulatory burden surrounding the transawction of EL insurance.

We continued our efforts to update and enhance ELTO’s digital infrastructure.

The groundwork has now been laid for upgrading ELTO’s server infrastructure in 2024, to a later version of the Windows Server operating system, ensuring enhanced functionality and future-proofing the application with extended support until 2029. In 2023 we made further investments to enhance our virtual servers

by upgrading memory, CPU and disk capacity, thereby significantly improving the ELD’s search functionality performance, ultimately making it quicker and easier for claimants to trace their employer’s insurer.

Further strengthened cyber security.

Throughout 2023 we extended our cyber-security focus beyond internal systems to include our vendors and supply chain partners. We implemented rigorous security assessments and due diligence measures to ensure third-party vendors adhered to robust cyber-security standards and practices. We have also invested in the upgrading of our systems, network and software to latest versions with enhanced security features and implemented comprehensive cybersecurity training programs for employees to raise awareness about cyber threats, phishing scams and best practice for data protection. Additionally, we have strengthened ELTO’s risk profile by undertaking the development of an enterprise risk register, taking the Board of Directors through some rigorous risk-based deep dives to establish a risk appetite and introduced a formal process for managing risks on an ongoing basis. Overall, our efforts to improve cyber-security in 2023 were rooted in a proactive approach, combining technological enhancements, employee empowerment and strategic initiatives to mitigate risks and protect data from evolving cyber threats.

ELTO’s year in numbers for 2023

In 88% of searches,

claimants were able to trace their employer’s insurer.



More than 21,000

searches led to a claimant tracing an EL policy.



More than 87.5%

of claimants said they were satisfied with the ELTO service.



More than 84%

of ELTO members were satisfied with the ELTO service.



Our priorities for 2024

In brief, we will...

Continue to invest in ELTO’s digital infrastructure

We’ll ensure the completion of the ELTO Windows Server upgrade and deploy further functionality enhancements.

Deliver faster, more accurate search results

We’ll strengthen processes with partners and continue to increase the number of policies that are searchable by ERN.

Improve data access

We’ll improve the data reporting for our members allowing improved security, insight, accuracy and efficiency, and provide better access to useful documents.

Complete a technology benchmark market review

We’ll complete a comprehensive review of our service providers and compare against industry standards.

In detail, we will...

Further our investment in our data infrastructure

We’ll complete the upgrade to a later version of the Windows Server operating system for our internal and public facing servers, as well as the SQL Server database, ensuring that the Employers Liability Database (ELD) is fully supported until 2029. The upgrade will see us realise several functionality benefits including improved security, performance, management and scalability. In addition, we aim to roll out several changes to improve user experience, such as the introduction of a secondary Key Account User (KAU) and a clearer search results display.

Work with our partners to strengthen governance

Following the ICOB rule change, with the responsibility now firmly on ELTO to collect ERNs on behalf of the industry, we’ll look to strengthen our agreements and processes with HMRC to ensure we have a robust and more resilient framework, ensuring we fulfill our ICOB’s obligations on ERN collection, while maintaining focus on continually improving the generation of positive match results.

Further enhance customer access to data

In 2024 we’ll work to ensure our important User Guides can be easily located within the ELTO environment for our Members when using the system. We’ll also provide training workshops for customers to improve the use of functionality on the ELD, such as search capability.

Expand our reporting capabilities

We will persist in refining our MI reporting capabilities for our Members, offering valuable insights. This ongoing project aims to unveil our new reporting tool later in 2024.

Technology benchmark review

We’ll complete an evaluation of our long-standing service providers against industry standards to understand how they compare with the market. This will assist to gauge their effectiveness and efficiency in delivering services, help to inform next contract approach and negotiation, assess competitiveness, identify opportunities to optimise costs while driving continuous improvement in supplier relationships and service delivery.

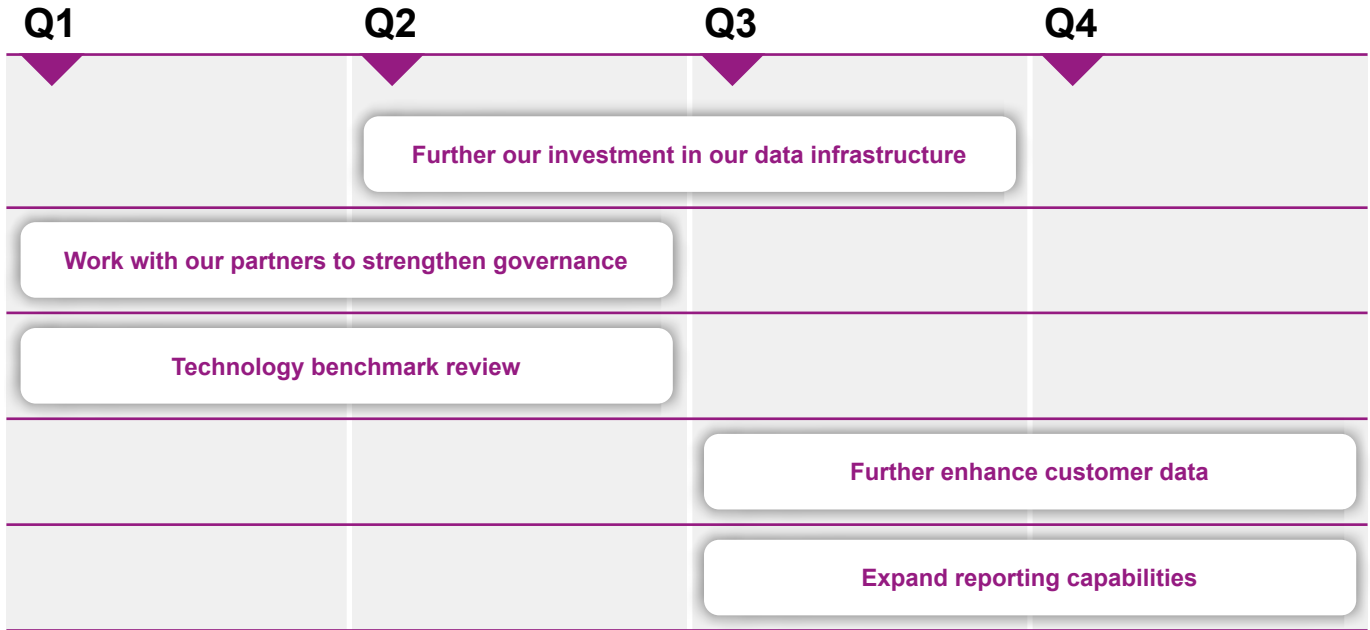
ELTO membership levy	
2020	£2,958,000
2021	£3,111,000
2022	£3,111,295
2023	£3,319,556
2024	£3,419,000

The levy for 2024 will increase by 3% to £3,419,000. This increase is principally due to inflationary pressures and project costs.

We’ve strived to minimise spending, allocating resources only to essential areas where specific development work is required to enhance technology and processes.

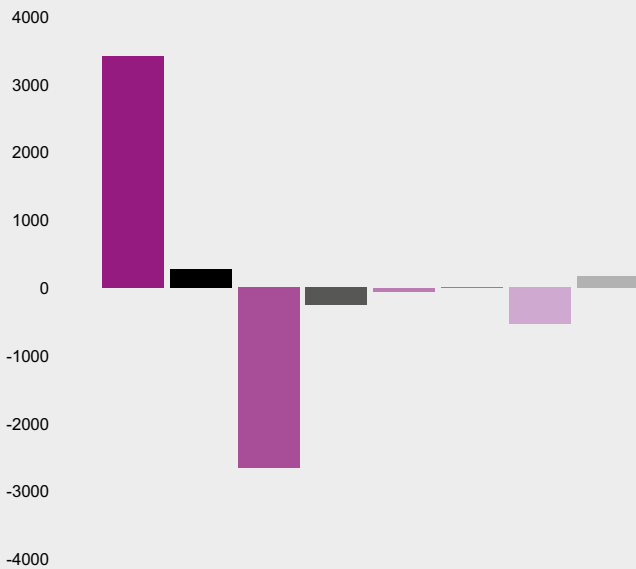
How the ELTO membership levy is spent

A detailed forecast of our costs in 2024



2024 financials

How we will spend the membership levy in 2024



	£k	£k
Levy revenue	3,419	
DAR income (*)	270	
Total levy and DAR Income	3,689	
Costs		
Management recharging and staffing		(2,656)
Development/projects		(262)
Legal and professional		(58)
Communication material		(10)
Irrecoverable VAT		(532)
Total costs		(3,518)
Net surplus/(deficit)	171	

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

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