



Bord Measúnaithe
Díobhála Pearsanta
Personal Injuries
Assessment Board



Personal Injuries Assessment Board

Annual Report 2020

Contents

Chairperson's Statement	3
Chief Executive's Review	5
PIAB by numbers - 2020	8
1 - Claims and Awards	10
Overview	10
A Closer Look	
■ Motor Liability	18
■ Employers Liability	20
■ Public Liability	22
2 - Innovation and Customer Excellence	26
3 - Reforming and improving the personal injuries system	29
4 - Our People	31
5 - Governance and Financial Statements	33



Who we are:

The Personal Injuries Assessment Board (PIAB), is a self-funded public body established in 2004 to support the fair, prompt, and transparent resolution of personal injuries claims without the need for unnecessary litigation.

Through PIAB, certain types of personal injuries claims, where liability is uncontested, can be settled without the need for many of the costs associated with litigation, which can contribute to the high cost of settling such claims.

We are a key pillar in contributing to reform of the insurance sector and the personal injuries environment, and generate millions of euro in savings which would otherwise be spent on processing claims, leading to higher costs for policy-holders.

What we do:

- ▶ PIAB independently assesses claims for compensation arising from personal injuries sustained as a result of:
 - ▶ **motor,**
 - ▶ **workplace,** or
 - ▶ **public liability accidents**
- ▶ All personal injuries claims, with certain exceptions, such as medical negligence cases, must be submitted to PIAB unless they are settled by the parties involved at an early stage.
- ▶ Assessments of compensation are fair, independent and non-adversarial.
- ▶ This leads to a quicker, consistent and cheaper resolution of claims thereby benefiting parties and society.
- ▶ PIAB also collects and analyses data on personal injuries claims and awards.

5 Step Claim Process

Application to Award



Note: This is a simplified version of our process. Every application is considered on a case by case basis and exceptions may apply. For more details on our processes, please visit our website www.piab.ie

Chairperson's Statement



2020 was a very challenging year for the economy and for all areas of Irish society due to the Covid-19 pandemic and its serious impact on organisations, communities, businesses and individuals.

This means that there has never been a period in which the major benefits and cost savings which the PIAB system brings have been needed more. As Ireland moves into a period of economic recovery, we in PIAB are determined to play our role in contributing to a personal injuries system that is fair to all, but also reduces the costs, and the time taken to settle claims to the benefit of policy holders, the economy and wider society.

Reforming Personal Injuries in Ireland

Since our establishment, the Personal Injuries Assessment Board's (PIAB) vision has been to promote and operate a fair, efficient and non-adversarial system to resolve personal injuries and to work in collaboration with others to drive reforms in the personal injuries area.

The role of PIAB is a vital one and, while our service has been very effective over the years, there is now, more than ever, a need for everyone to help us to fully crystallise the benefits of our service and to ensure it is not hampered or weakened. If the costly and drawn-out legal route is routinely chosen by any of the parties, that is not in the interest of anyone. The issue of personal injuries compensation is at a critical stage in Ireland due to the effect of high insurance costs and lack of availability of cover, both of which seriously damage small and medium sized businesses, as well as community, childcare and leisure providers.

We will continue to emphasise to claimants and all parties, the need to use PIAB's low cost, quick and efficient service, and I urge all to support us in this.

There has been good progress in the area of reform in 2020. A key development during the year was the publication of the Government's Action Plan for Insurance Reform, providing for a number of principal actions including a commitment to Enhance and Reform PIAB. This is very significant for PIAB and recognises that while PIAB has made awards to the value of over €3.5 billion in over 150,000 cases and annually saves tens of millions of euro which would otherwise be paid in costs by the parties, and ultimately borne by policyholders, there are opportunities for us to do and contribute much more.

The Central Bank of Ireland Motor Insurance Report published in 2020 confirmed beyond doubt the major savings in both costs and time that are achieved in the PIAB system. Further major savings can be achieved through greater use of our service.

Another key area of reform that was progressed during the year was the Judicial Council's commencement of their work on the development of the new Personal Injuries Guidelines. This is another momentous change in the personal injuries area with huge potential to bring more consistency, transparency and certainty to the area of personal injuries and to dramatically change the personal injuries landscape and reduce the amount of unnecessary and costly litigation. This important reform was a key recommendation of the Personal Injuries Commission, chaired by Justice Nicholas Kearns, and is a testament to the work of the Commission.

'There is a now, more than ever, a need for everyone to help us to fully crystallise the benefits of our service and to ensure it is not hampered or weakened'

‘There has never been a period in which the major benefits and cost savings which the PIAB system brings have been needed more...’

Reform must continue to be a focus in 2021. As Chairperson of PIAB, I very much look forward to working with our partners to deliver on some of these key changes in 2021.

Delivering During 2020

As our Annual report shows, like many organisations, the operations and finances of PIAB were significantly impacted by the upheaval and uncertainty brought about as a consequence of Covid-19.

Despite these challenges, and because of the agility and flexibility of the organisation and its staff, PIAB was able to maintain a high level of service during the year. PIAB focused on what was important to our customers. We adapted processes to ensure we could continue to receive and process claims, we worked with our panel of doctors to ensure that where appointments had to be cancelled to protect public health that we swiftly moved to reschedule these, and we increased our capacity of the panel to deal with backlogs.

The result of which is that we processed over 26,000 claims and achieved an average time to assess claims from consent to award of nine months, while our low processing costs were maintained, with total delivery costs of 6.4% of the cost of awards.

Ensuring Financial Sustainability

Throughout the year, Board discussions have focussed on business continuity, service delivery and the finances of the organisation.

While we have continued to provide a quality service to injured parties and their representatives, insurers, respondents and businesses, our financial position has declined significantly. Despite concerted and successful measures to reduce costs, PIAB completed 2020 with a €1.5 million deficit.

PIAB had developed, due to careful management and efficiencies over its history, a financial reserve and this proved to be vital during 2020. However, as an entirely self-funded body, we will need to work in 2021 with government and stakeholders to address our financial position and ensure our future financial sustainability. This is very important in the context of the commitment to enhance and reform PIAB.

I would like to take the opportunity to thank the staff for their commitment, resilience and continued professionalism in a very challenging year. Throughout the year, PIAB delivered on its responsibility of assessing claims in a fair, cost-effective and efficient way. This could not have taken place without the leadership of our new CEO Rosalind Carroll who took up her post in March 2020, and the dedication and hard work of the staff.

Our thanks also for their ongoing support to the Tánaiste and Minister for Enterprise, Trade and Employment - Leo Varadkar, TD; former Minister for Business - Heather Humphreys, TD; and to Minister of State - Robert Troy, TD, who worked closely with PIAB on vital reform initiatives. We are grateful to the officials in the Department for their high level of support and co-operation during the year.

Finally, I wish to express my gratitude to all of the members of the PIAB Board during the year, for their continued work and commitment. In particular, I would like to show my appreciation to Breda Power, who resigned from the Board and retired from the Department of Enterprise, Trade and Employment during the year. Breda was involved since early in the establishment of PIAB and was instrumental in its development. She was responsible for the very positive and constructive relationship that exists between PIAB and the Department. Her knowledge and guidance will be missed.

Dermot Divilly

Chairperson

7th April 2021

Chief Executive's Review



2020 was a year of major challenges for people and organisations across Ireland, due to economic and personal impacts of the pandemic on people.

However, while the pandemic brought challenges, there were positives to also come from it – a decrease in traffic, and the move to remote working has led to less accidents and less claims. It has also shown us how quickly change can be delivered, how agile and flexible we can be in the delivery of services and the importance of a people-above-process approach to the delivery of services.

I am pleased to say that with thanks to the flexibility, dedication and agility shown by our people, we dealt with over 26,000 new claim applications, and awarded total compensation to accident victims of over €206 million, while still delivering a service that was fair to all, non-adversarial and removed unnecessary costs and time delays from the personal injuries system.

Claims Decreased During the Year

The total number of claim applications received by PIAB in 2020 fell by 16% to 26,009, from 31,072 the previous year. This decrease will primarily be as a result of the impacts of Covid-19. However, it is important to note that on average a claim takes between 11-12 months from date of accident to being made to PIAB. This means the full impact of the reduction in people driving, attending workplaces and meeting together in hospitality, childcare, leisure and other similar environments, will not be seen fully until 2021 and will continue to impact into 2022. This is a positive development and comes on the back of a decrease in claims in 2019 of 7%, meaning over the past two years claims have decreased by 23%. This is a good indicator of claims decreasing across the sector and should lead to savings across the board. The total value of awards made in PIAB in 2020 reduced by just under €70 million from €275 million to €206 million as a result of the decline in claims.

Delivery During Lockdown

We moved from zero to nearly 100% remote-working within a matter of weeks of the first lockdown. Calls continued to be answered and awards continued to be issued in claims through our quick and cost-efficient service. PIAB rapidly adapted its processes and ways of working. A positive development was the continued move to electronic methods of receiving and dealing with claims. The proportion of claims processed using our Solicitors' Portal and online application system rose to its highest ever by the end of the year, with 70% of all claims coming through those channels. The pandemic did affect some of our operations, most notably the independent medical examinations, which had to be suspended for periods during the year due to restrictions and the need to protect the health system. However, we put in place additional medical resources during the year to ensure we continued to get claims resolved quickly. As a result of all these actions our average timeline to assess a claim was nine months, only a small increase from the previous year.

Savings Delivered by PIAB

PIAB annually saves tens of millions of euro which would otherwise be paid in additional costs by claimants, by people or organisations a claim is made against and, ultimately, by policyholders. It does this through resolving claims at a low processing cost – which was 6.4% of the cost of awards in 2020. PIAB's low processing cost contrasts with settlement/litigation costs of many multiples of that figure in situations where cases are dealt with outside of our system. Published in late 2020, the Central Bank's second National Claims Information Database report on motor claims highlighted PIAB's valuable role.

‘While the **pandemic** brought challenges – a decrease in traffic, and the move to remote working **has led to less accidents and less claims**’

The report found that while average award levels were very similar between PIAB (€22,200) and post PIAB via litigation €23,800, the legal costs and time taken to settle claims was significantly more through litigation. The overall average cost of a claim through litigation came to just under €40,000. This compares to legal costs under PIAB of less than 4% of the compensation amount, bringing the total average cost to less than €23,000. The time taken to resolve claims through litigation was on average 4.7 years, compared to 2.9 years from the date of accident to award under PIAB.

This data is so important; before 2019 we only had anecdotal evidence of what was happening in the various settlement channels. The report, which also shows that only 2% of cases are settled in court, can help inform claimants, respondents and stakeholders to support them in their decision making. There is also an onus on PIAB to do more and increase the public awareness of our services and its benefits. PIAB launched a national and regional awareness campaign in 2020 and this will continue to be a key focus for us in 2021.

Contributing More

During 2020, PIAB welcomed important developments in insurance reform, including the Government’s Action Plan for Insurance Reform and the establishment of a Cabinet Sub-Group on Insurance Reform, to provide a whole-of-government approach to address the significant problems caused by the high cost of, and difficulties in access to, insurance cover. One of the key commitments in the Action Plan is to enhance and reform PIAB. There is no doubt that there is huge opportunity for PIAB to do more and the data produced by the Central Bank shows the value this can bring. The original ambition for PIAB when it was established 17 years ago, was certainly that more cases would be removed from litigation to the benefit of claimants, respondents, but also to the businesses and people paying insurance.

While PIAB has been very successful in providing, fair, impartial awards in a non-adversarial low-cost environment, given the right tools we can meet that original ambition and we look forward to working with Government on this in 2021.

The advent of the Personal Injuries Guidelines is another hugely significant change that will impact this area and should also drive up acceptance rates for PIAB awards. At the heart of the introduction of the Guidelines is the objective of achieving consistency, transparency and certainty in personal injury awards across Ireland. This should build trust in the PIAB system.

Looking Ahead

Never have the benefits of PIAB’s service been more essential than during the coming economic recovery from the pandemic. Looking to the future, key areas of work will include the successful implementation of the new Personal Injuries Guidelines in 2021; the enhancement and broadening of PIAB’s role; ensuring that our financial model is fit for our future sustainability; and finding ways to support our stakeholders, including customers, insurers and solicitors, to move to post-pandemic business recovery.

One of the consequences of the pandemic has been the significant impact on our finances that will continue into future years. We have made significant expenditure savings, but will need to work with the Department to ensure we have a financial model that will underpin our important work into the future, and this will be another key focus for us in 2021.

The pandemic will continue to cause disruption in 2021. However, this disruption should be minimised, and we will continue to focus on our customers. Investment in technology will also be a priority to further digitalise our services and make us future ready.

‘The advent of the **Personal Injuries Guidelines** is another hugely significant change that will impact this area and should also **drive up acceptance rates for PIAB awards**’

To Conclude

In the area of personal injuries there is so much focus on the impact of awards on insurance costs and business, that the victims of accidents can sometimes be forgotten. In the area of safety, despite significantly lower levels of vehicles on the road, fatalities reported by An Garda Síochána increased during 2020, and accidents at work continued to occur. It is therefore important to acknowledge the significant and sometimes life changing impact an accident can have on people. Our work in PIAB is to award damages that hopefully help people move on and recover, and an increasing focus of our work going forward needs to be working with our stakeholders to prevent accidents too.

I thank the Ministers and officials in the Department of Enterprise, Trade and Employment for their continued support and engagement during 2020, including, in particular, Robert Troy TD, the Minister of State at the Department of Enterprise, Trade and Employment.

I am very grateful for the support and advice of our Chairperson, Dermot Divilly and to the Board of PIAB for their strong support during a challenging year.

Finally, I wish to acknowledge and thank all the PIAB and service centre employees for their continuous dedication to deliver on our mission, and their resilience and adaptability in these unique and testing circumstances. I am very proud to have led the organisation through this period, and of the way in which PIAB has responded positively to the challenges it brought.

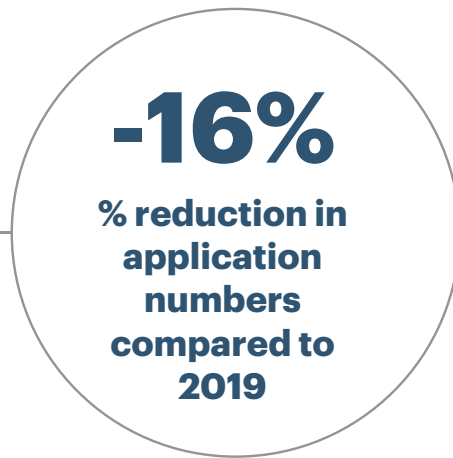
Those of our colleagues whose attendance in the office was needed, deserve special mention for their work in carrying out essential tasks to a consistently high standard and in compliance with all safety guidance and regulations. I believe that there are bright times ahead for the organisation, as it continues to deliver value for the citizens of Ireland.

Rosalind Carroll

Chief Executive

7th April 2021

PIAB by numbers – 2020



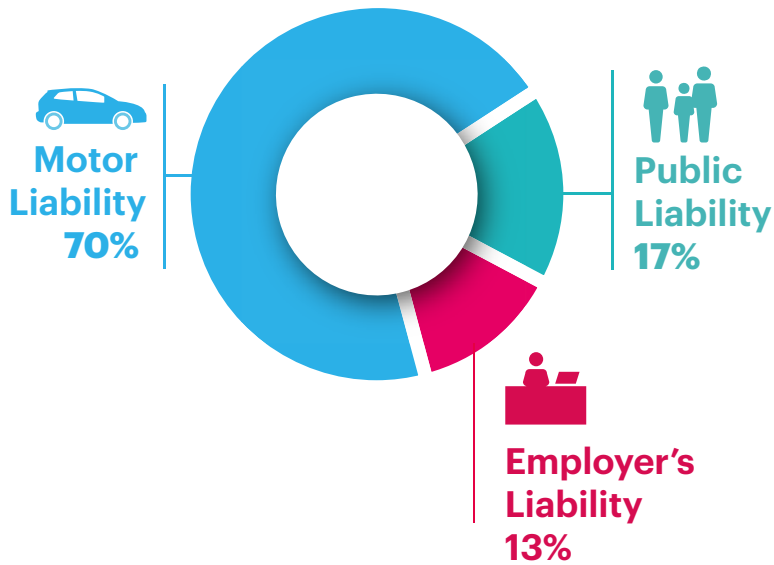
Total number of awards in 2020

8,587 (11,527 in 2019)




Value of Awards during 2020

€206.31m (€275.04m in 2019)

Awards by Category



Value of Average Awards by Category (2020)

 Motor Liability	€22,357
 Employer's Liability	€30,558
 Public Liability	€26,065
Overall average	€24,026

€24,026

Average PIAB Award in 2020

9 months

Average processing time in 2020

56%

of awards under €20,000 in value in 2020

6.4%

Delivery Costs (as a percentage of awards)

Consent to Assessment Rate:

(Percentage of claims where respondent consented to PIAB assessing)

55%

Acceptance Rate for Awards:

(Percentage of PIAB awards accepted by both parties)

51%



Claims and Awards

Overview

PIAB continued to provide an independent, fair, non-adversarial service for the assessment of claims during 2020. Despite the challenges resulting from the pandemic, over 8,500 awards were made during the year and 26,009 applications were processed and progressed to different stages in the system.

As the majority of our awards for compensation require an independent assessment of injuries by a member of our medical panel, there was disruption and delays in this area due to the pandemic. The public health measures and the specific impact on medical services led to over 6,000 medical examinations being cancelled during the course of the year, resulting in some delays to the assessment of claims. A significant effort was made by our teams and our doctors on the medical panel to work to reschedule cases and work through backlogs, the result of which is our average time to assess a claim from the point of consent to award extended only slightly from 7.8 months in 2019 to nine months in 2020.

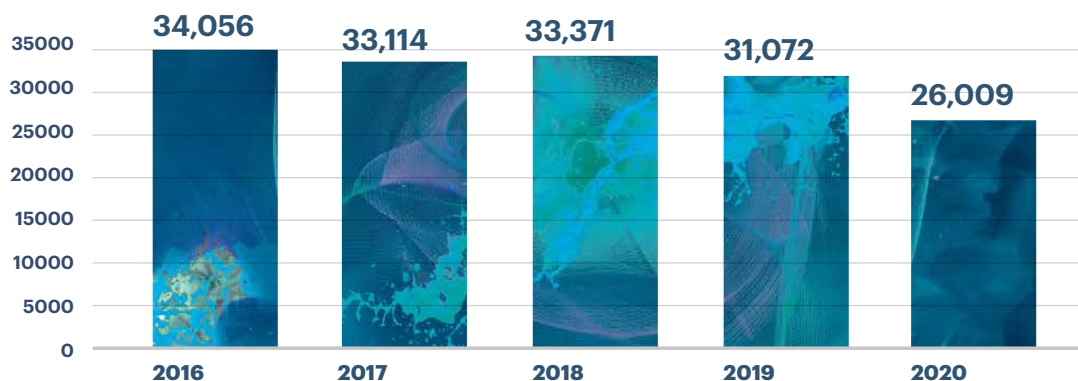
As in previous years, the large majority of claims in 2020 (70%) continued to relate to the motor liability claims category and within that the largest proportion of injuries continued to relate to soft tissue, as shown in our “Closer Look” breakdown in this report.

Over the past two years, claim applications to PIAB have reduced by 22%. This would suggest less claims are being made across the various claims channels, and also may be reflective of more early and direct settlements between insurers and claimants. There are significant positive aspects to this in terms of personal injuries costs.

In 2020, 26,009 personal injury claim applications were made to PIAB, a 16.3% reduction on the 31,072 claims made to PIAB in 2019. The very significant reduction in claims during 2020 is as result of the impact of Covid.

There were less accidents as we had less motorists on the road due to restrictions, less employees working on premises and many public spaces operating at reduced capacity levels. In addition, impacts on the legal, insurance and medical sectors will have led to delays in applications being made to us.

Table 1.1 Claim applications






‘Despite the challenges resulting from the pandemic, **over 8,500 awards** were made during the year and **26,009 applications** were processed and progressed to different stages in the system’

On average a claim can take between 10-12 months from the date of the accident to the application being made to PIAB. A claimant has up to two years to make a claim following an accident. Therefore, the full impact of reductions in accidents will most likely not be evident until the end of 2021 and impacts from 2021 may not be seen until 2022.

However, we do expect to see continuing reduction in claims in 2021, and changes to how we work and live may lead to less cars on the road, and less people working in centralised premises; all of which could hopefully lead to less accidents and therefore less claims into the future.

Table 1.2

Types of Awards				
Category	%	No. of Awards		
		2020	2019	
 Motor Liability	70%*	6,058	8,050	
 Employers' Liability	13%*	1,103	1,468	
 Public Liability	17%*	1,426	2,009	
Total		8,587	11,527	

* The percentage of claims for each category has remained very stable from year to year and was the same in 2020 and 2019.

Consent to Assessment

The benefits of claims being assessed by PIAB are very significant for both parties. In the case of the claimant, we offer a clear and simple application system with low fees and no requirement to use legal representation. The PIAB service, as a non-adversarial and administrative one, spares parties from an adversarial process or the stress of giving evidence in a court case, and ensures that fair compensation is delivered earlier, helping the claimant move on from the injury and recover.

For a respondent (the person or body the claim is made against) the PIAB service has the advantage of a claim being quickly and fairly resolved at a low cost.

The costs involved are a fraction of those for a case going to litigation, and the time taken to resolve the claim is years quicker.

The key decisions for each of the parties involved in a compensation claim are the following:

- ▶ The person or organisation a claim is made against can decide either to consent or not to consent to PIAB assessing the personal injury. The circumstances in which a respondent might not consent to assessment is if they are disputing liability.
- ▶ Where assessment has been consented to, at the end of the PIAB assessment both parties will then have the right to accept or reject the PIAB assessment/award.

If the process is not consented to or the award is not accepted, the claim will need to be resolved by way of litigation which can be very costly and time-consuming and can significantly add to overall claims costs to the detriment of policyholders. Where both parties accept the assessment, the matter is resolved without recourse to litigation, resulting in legally-enforceable awards on a par with the courts.

In 2020, the percentage of claims where the respondent consented to PIAB assessing the claim was 55%. The significant uncertainty caused by Covid, and the economic environment and the forthcoming Personal Injuries Guidelines may have impacted figures for 2020, with settlements occurring outside of the system following applications being made.

The table below gives a breakdown of consent rates by category over the last five years. It is worth noting that although some cases are not consented to, we now know through the Central Bank National Claim Information report on motor insurance, that despite this only 2% or less of claims are settled in the court.

‘We now know through the Central Bank’s National Claim Information report on motor insurance, that... only 2% or less of claims are settled in the court’

We also know that where claims are settled after PIAB and before the court, the settlement value was only marginally more, but the legal costs amounted to over 60% of the claim compared to 4% with PIAB.

The Action Plan for Insurance Reform (referred to later) has committed to *Enhancing and Reforming PIAB*, and in particular it will seek to empower and support PIAB to keep more cases within its remit and meet our ambition of supporting both parties to resolve personal injuries disputes without the need for litigation.

It is worthwhile remembering that behind every claim submitted to PIAB, there are people involved who have suffered injuries, and we want processes that aid all those who suffer injuries in making a full recovery.

Award Volumes, Values and Acceptance Rates

The financial compensation assessed as payable to an individual who suffers a personal injury, includes two types of damages. These are general damages for pain and suffering caused by the injury, and special damages for financial loss – both to date and into the future, for example, loss of wages, cost of medical care etc. An assessment of compensation is made based on medical evidence and evidence of any expenses that a claimant has/will incur because of the accident. It is a matter for the parties concerned whether they wish to accept this or not. Where either party rejects the award made by PIAB, PIAB will issue an authorisation to the claimant so that he or she may take legal proceedings through the courts. Since its establishment, the Board has made 152,284 awards, with a total value of €3,531.31 million.

General damages during 2020 were assessed having regard to the Book of Quantum, a guide to compensation levels in Ireland. The Judicial Council have now adopted new Personal Injuries Guidelines which came into effect in April 2021, and which both PIAB and the Courts will follow. In our 2021 Annual Report, PIAB will be able to report on the impact of the implementation of the new guidelines.

During 2020, 8,587 awards were issued by PIAB following assessments, totalling €206.33 million in value. This was a reduction on the 11,527 awards made in 2019 (the total value of which amounted to €275.04 million that year). The reduction in the number of awards is higher than the reduction in claim application volumes and this reflects the disruption that the pandemic caused during the year, in particular the fact that medical examinations could not take place for periods during public health restrictions.

Table 1.3

Consent rates				
Year	Combined Consent Rate	Motor Liability	Public Liability	Employers' Liability
2015	58%	66%	44%	48%
2016	58%	66%	45%	49%
2017	57%	65%	43%	49%
2018	57%	65%	44%	50%
2019	55%	64%	42%	48%
2020	55%	62%	43%	49%

Table 1.4

Award Acceptance Rates (claimant and respondent combined)				
Year	Total Acceptance Rate	Motor Liability	Public Liability	Employers' Liability
2015	58%	57%	60%	59%
2016	55%	54%	59%	56%
2017	53%	52%	56%	56%
2018	52%	51%	54%	54%
2019	52%	51%	56%	58%
2020	51%	49%	53%	57%

As Table 1.6 shows the average value of awards has not changed significantly across any of the categories in 2020, i.e., Motor Liability, Employers' Liability and Public Liability, from the comparable 2019 figure.

Changes in the volume of claims, category and severity each year can cause a variation in the average award figure.

In line with previous years, average awards in the Employers' Liability category were higher than in the other categories, reflecting the often more serious and complex nature of the injuries sustained in workplace accidents.

Award Acceptance Rates

Awards can be accepted or rejected by claimants and respondents. The percentage of awards accepted in 2020 was 51%. This compares to 52% in 2019. The level of acceptance is generally far higher among respondents. The majority of claims that are rejected are by claimants. As the below table demonstrates, the percentage of claims being accepted has reduced somewhat over the years peaking in 2014-2015. Acceptance levels should be much higher than this, if the average awards through litigation and PIAB are very similar, which is what the Central Bank report has shown for the last two years. However, it is hoped that following the introduction of the new Personal Injuries Guidelines these rates will improve as there will be greater consistency and predictability of awards across both the Courts and PIAB.

Table 1.5

Awards Volumes and Values by Year



Table 1.6

Value of Average Awards by Category


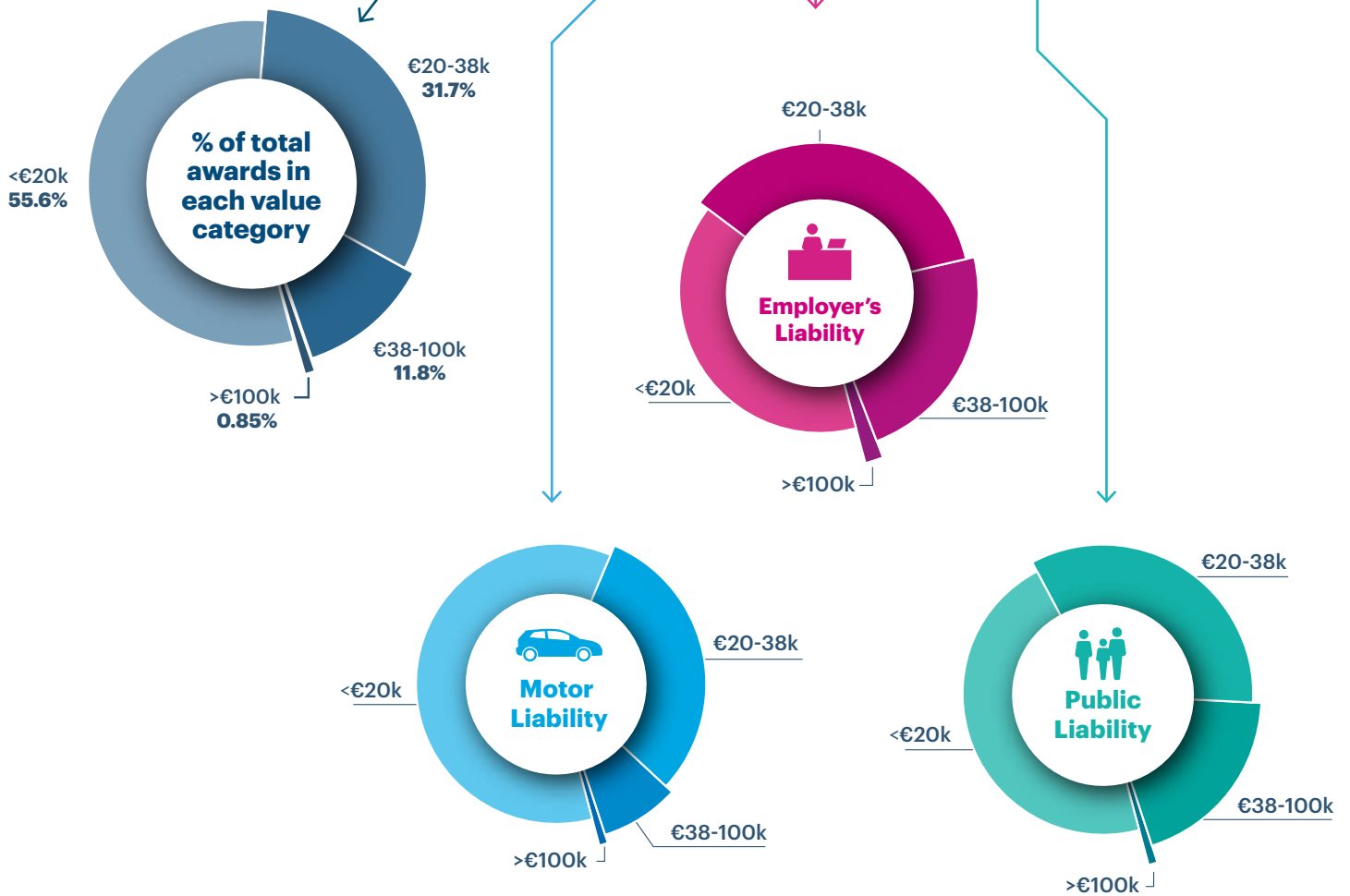
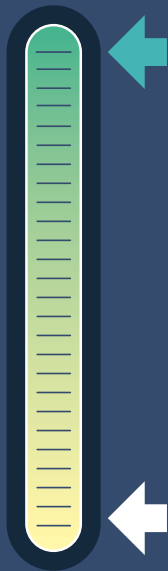
	2020	2019
 Motor Liability	€22,357	€22,186
 Employer's Liability	€30,558	€29,859
 Public Liability	€26,065	€26,189
Overall average	€24,026	€23,861

Table 1.7

Breakdown of Total No. of Awards in 2020 (by Value and Claim Category)					
Average Value Category (€'s)	% of total awards in each value category	Motor Liability	Employers' Liability	Public Liability	Total
<20k	55.6%	3,675	438	664	4,777
20-38k	31.7%	1,849	396	480	2,725
38-100k	11.8%	485	253	274	1,012
>100k	0.85%	49	16	8	73
All		6,058	1,103	1,426	8,587



Range of Awards



The value of the highest accepted award in 2020 was

€546,525

and the value of the lowest accepted award was

€100.

PIAB made **8,587** awards in 2020



56% of awards made in 2020 were under

€20,000

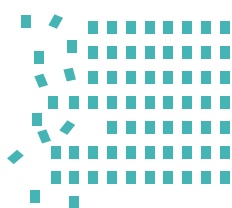
(4,777 cases).

Awards valuing

€38,000 or less

were awarded in **87%** of cases in 2020

(7,502 cases)



A total of **73** claims in 2020 saw awards of over **€100,000**, as shown.

Table 1.7 represents a reduction on the previous year's total of 93 awards over this sum.

Fatal Accidents

PIAB, as part of its work, deals with the consequences of accidents some of which are extremely serious and result in life-changing injuries, and in some cases involving fatal injuries. The number of fatal accidents has varied over recent years as the table below shows. PIAB is conscious that each one of these accidents is a tragedy for each family involved and its sympathies are with all of those impacted.

Table 1.8

Fatal accident claims	
Year	Number of fatal accident claims
2015	134
2016	121
2017	151
2018	84
2019	61
2020	121

Timeline

PIAB is obliged, under legislation to assess claims within nine months of confirmation of the respondent's consent to the assessment process. There are some exceptional circumstances in which the nine-month time limit can be extended.

The 2020 results for PIAB show that the average timeframe, from Date of Consent to Date of Award, was **nine months which compared to 7.8 months in 2019**. While this figure increased last year, impacts on overall timelines was successfully minimised. The figure for 2020 is far more efficient and quicker than other channels outside of the PIAB model, which can take multiples of that time for resolution, with far higher processing costs than those of PIAB. Some cases had to be deferred due to the impact of the pandemic in 2020, but this was limited as much as possible.

‘The 2020 results for PIAB show that the average timeframe, from Date of Consent to Date of Award, **was nine months which compared to 7.8 months in 2019’**

Map showing regional spread of awards

Number of Awards per County



A Closer Look

Motor Liability



Motor liability claims continue to be the largest category of claims in Ireland.

PIAB received **14,137 motor claim applications** in 2020 and it issued **6,058 awards** in relation to those claims. The average award in this category was **€22,357**.

While motor claims can result in severe injury and death, the majority of injuries in this category continue to relate to soft tissue injuries, mainly to the neck and back, from which most claimants recover.

Below is a closer look at Motor Liability claims based on the number of claims received in 2020. 57% of motor liability accidents involved the driver of a vehicle, 31.5% involved passengers in a vehicle, 5% involved pedestrians and 4.5% involved cyclists.

Most Common Injuries

When we look at the most common injuries sustained by people in motor liability accidents, we can see that the main injuries involve soft tissue injuries. In the statistics below, soft tissue injuries are shown to constitute 85% of injuries involved in motor claims.

For purposes of statistical classification, PIAB codes and categorises injuries in line with the respected World Health Organisation system (known as ICD-10). For the purposes of the analysis, cases where the predominant injury is a soft tissue one to the neck or upper back are categorised as whiplash-related. This includes cases where the primary ICD-10 code is a strain/sprain of the cervical or thoracic spine. It also includes cases with a combination of soft tissue injuries to the neck, shoulder and back.

MOTOR LIABILITY ACCIDENTS 2020

57%

of Claimants involved were drivers of a vehicle



31.5%

of Claimants involved were passenger of a vehicle



5%

of Claimants involved were pedestrians



4.5%

of Claimants involved were cyclists



2%

of Claimants involved were motorcyclists

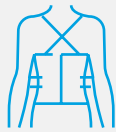


4 MOST COMMON MOTOR LIABILITY INJURIES 2020



51%

of injuries involved sprain and strain of the cervical spine



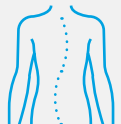
16%

of injuries involved sprain and strain of the lumbar spine



8%

involved sprain and strain of the shoulder joint



3.5%

of injuries involved sprain and strain of the thoracic spine

2020 ICD-10 Analysis of Motor Liability Injuries in Claims made to PIAB

ICD-10 is the system used by the World Health Organisation for categorising injuries, and PIAB codes injuries for statistical purposes in line with it.

ICD 10 Injury 1

Injury	%
Soft Tissue - cervical/thoracic/lumbar sprains	70.50
Other soft tissue sprains/dislocations	15.50
Fractures	5.50
Psychological injuries	5.00
Other injuries	3.50
Total	100.00

‘Soft tissue injuries are shown to constitute over **85%** of injuries involved in motor claims’

A Closer Look

Employers Liability



Employers liability claims for workplace injuries are the smallest of the three liability categories.

PIAB received **5,049 Employers Liability applications** in 2020 and **issued 1,103 awards** in that category. The average award in this category was **€30,558**. Injuries in the workplace, can often involve more severe and life-changing injuries resulting in higher average awards.

Cause

When we look at causes of workplace injuries we can see that 22% of accidents were caused by a slip, trip and/or stumble on the same level; 20% were caused by overexertion and strenuous and repetitive movements; 15.5% were caused when struck by a thrown, projected or falling object and 11.5% were caused by being crushed, jammed or pinched in or between objects.

Accident

26% of employers liability accidents occurred at a factory or plant, 12.5% occurred at an industrial and/or construction area, 11.5% occurred at a shop or store and 10% occurred at a health service area.

EXTERNAL CAUSE OF EMPLOYERS LIABILITY ACCIDENTS 2020

22%

of accidents were caused by a fall on same level from slipping, tripping and/or or stumbling



20%

of accidents were caused by overexertion and strenuous and/or repetitive movements



15.5%

of accidents were caused by being struck by thrown, projected or falling object



11.5%

of accidents were caused by being caught, crushed, jammed or pinched in or between objects



OCCURRENCE OF EMPLOYERS LIABILITY ACCIDENTS 2020



26%
of accidents
occurred at a
factory or plant



12.5%
of accidents
occurred at an
industrial and/or
construction area



11.5%
of accidents
occurred at a shop
or store



10%
of accidents
occurred at a
health service area

2020 ICD-10 Analysis of Employers Liability Cases

ICD-10 is the system used by the World Health Organisation system for categorising injuries, and PIAB codes injuries for statistical purposes in line with it.

ICD 10 Injury 1

Injury	%
Soft Tissue cervical/thoracic/lumbar sprains and other sprains or dislocations	35.00
Other soft tissue sprains/dislocations	28.00
Fractures	19.00
Other injuries	6.00
Psychological injuries	12.00
Total	100.00

Most common injuries EL (excl. psychological)

Injury	%
Sprain and strain of lumbar spine	22.00
Sprain and strain of cervical spine	11.00
Sprain and strain of shoulder joint	8.50
Sprain and strain of other and unspecified parts of knee	6.00
Sprain and strain of ankle	5
Concussion	4.5
Fracture of other metacarpal bone	4
Sprain and strain of wrist	4
Fractured radius	3.5
Sprain and strain of elbow	2

A Closer Look

Public Liability



Public liability (PL) claims are those which arise where the claimant suffers an injury on a premises or in an area owned by another organisation or person, where the claimant believes that person or organisation is responsible.

The number of Public Liability claims received by PIAB in 2020 was **6,823** and the number of awards made in that category was **1,426**. The average award in this category was **€26,065**.

The largest single category of Public Liability claims relates to slips, trips and falls and the most common injury is either a soft tissue injury including sprains or dislocations which make up 70% of these claims.

Cause

Below is a closer look at Public Liability claims based on the number of claims received in 2020. Nearly two thirds (64%) of public liability accidents were caused by a slip, trip or stumble on the same level, 8% were caused by a fall from one level to another, 7.5% involved being struck by thrown, projected or falling objects and 7% were caused by assault by bodily force.

Accident

19% of Public Liability accidents occurred at a shop and/or store; 18% occurred on a roadway; 15% occurred at a hotel, restaurant and/or public house and 9.5% occurred on a footpath.

EXTERNAL CAUSE OF PUBLIC LIABILITY ACCIDENTS 2020

64%

of accidents were caused by a fall on same level from slipping, tripping and or stumbling



8%

of accidents were caused by a fall from one level to another



7.5%

of accidents involved being struck by thrown, projected or falling object



7%

of accidents were caused by assault by bodily force



OCCURRENCE OF PUBLIC LIABILITY ACCIDENTS 2020



19%
of accidents
occurred at a shop
and/or store



18%
of accidents
occurred on a
roadway



15%
of accidents
occurred at a hotel,
restaurant and/or
public house



9.5%
of accidents
occurred on a
footpath

2020 ICD-10 Analysis Public Liability Cases

ICD-10 is the system used by the World Health Organisation system for categorising injuries, and PIAB codes injuries for statistical purposes in line with it.

ICD 10 Injury 1

Injury	Number	%
Soft Tissue cervical/thoracic/lumbar sprains	811	19.00
Other soft tissue sprains/dislocations	1537	35.50
Fractures	1272	29.50
Other injuries	218	5.00
Psychological injuries	464	11.00
Total analysed	4302	100.00

10 Most common injuries PL (excl. psychological)

Injury	Number	%
Sprain and strain of other and unspecified parts of knee	391	9.00
Sprain and strain of lumbar spine	389	9.00
Sprain and strain of cervical spine	370	8.50
Sprain and strain of ankle	345	8.00
Sprain and strain of shoulder joint	342	8.00
Fractured radius	338	8.00
Fracture of lateral malleolus	208	5.00
Concussion	183	4.00
Sprain and strain of wrist	155	3.50
Sprain and strain of elbow	154	3.50

Case Studies

1



Male cyclist in his 40s was involved in an accident when a passenger in a car opened the door and the claimant collided with the door.

Cyclist struck the passenger door of the car.

Multiple rib fractures bruised and collapsed lung, Comminuted fracture of clavicle (Collar bone), multiple injuries to the skin on his right hand, left elbow and knee.

Two months out of work as a result of the accident and permanent deformity of his clavicle.

General Damages

€130,000

Total Award

€140,000

2



Female motorcyclist in her 20s.

Claimant was stopped at a roundabout when she was hit from behind by a car.

Soft tissue injury to her hip, neck and back.

Two days out of work as a result of the accident.

General Damages

€18,000

Total Award

€19,000

3

Female in her late 20s.

Claimant tripped on an uneven footpath and fell on all fours.

Un-displaced fracture of left patella (knee-cap).

Five months out of work as a result of the accident.



General Damages

€40,000

Total Award

€42,000

4

Male in his 40s.

Claimant was changing a part of machinery when his hand got caught in a blade.

Amputation of tips of index and middle fingers.

Claimant has permanent deformity of his hand and can no longer partake in some sporting hobbies.

Five months out of work as a result of the accident.



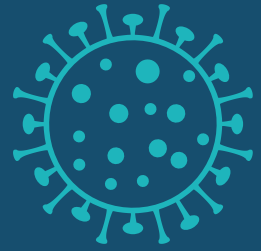
General Damages

€160,000

Total Award

€180,000

Covid-19 Impact and Response



Key points during 2020:

16% decrease in claims due to fewer accidents and some delays in applications

902 firms of solicitors consented to electronic service of claim documents in 2020



6,000+

medical appointments had to be rescheduled to safeguard public and support public health measures

Despite this, the average time to assess a claim was successfully kept to

9 months



70%

of all claims submitted through our online and portal channels during the year, up from 30% in 2019



All staff working effectively from home within weeks of pandemic



Customer service prioritised, with **177,156** incoming emails answered during the year. This compared to 107,433 emails in 2019.



Innovation and Customer Excellence

Delivering dedicated, cost-effective and efficient customer service has always been our priority in PIAB. We strive to ensure our service is of a high quality and is responsive.

We offer a wide range of services and channels for customers to access information. At the core of that is a dedicated phone line operated by knowledgeable staff. This is backed up by our email enquiry service, the webchat option on our website, our Solicitors Portal and our online claim facility.

Customer service statistics (2020)



During 2020 the organisation handled
32,195 incoming telephone calls
and
695 webchats



This showed a reduction on the figure of over 41,000 calls and webchats the previous year.

We dealt with
177,156
incoming emails and
1,648
incoming faxes



This compared to **107,433** incoming emails the previous year, and **4,456** incoming faxes.

214,627
pieces of correspondence relating to existing claims and 26,009 new claims were scanned and processed.



We arranged
15,653
medical appointments

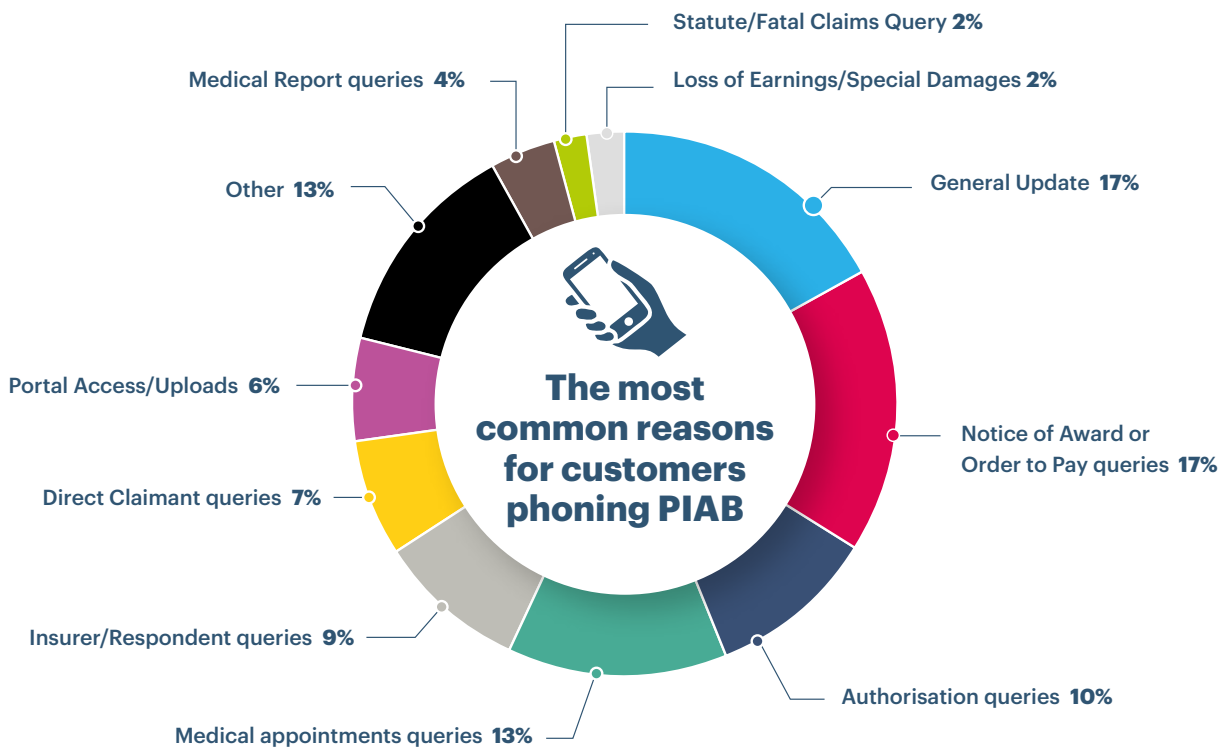


There was a very significant number of cancellations and re-scheduling of appointments due to the pandemic as detailed elsewhere in this report. This compared to 22,032 medical appointments organised in 2019.

The largest category of customers phoning PIAB during the year were solicitors representing claimants, followed by claimants making claims directly themselves, medical professionals, insurers, respondents (those a claim is made against) and claimants with a solicitor who were seeking information themselves.

‘Visits to PIAB’s website increased by **34%** in 2020 to **329,494**’

The most common reasons for customers phoning PIAB were:



Digitalisation of PIAB Services

Since its outset PIAB has been committed to innovation and, use of new technology and this has continued in recent years with the increasing use of online methods to enable claimants or legal representatives to lodge claims using simple, user-friendly channels.

PIAB has a clear and easy-to-use online application form which direct claimants (those who do not use legal representation) can use to lodge claims quickly. In addition, the PIAB Solicitors Portal provides a wide range of benefits including access to real time information in relation to claims; the facility to monitor progress of claim applications; automated acknowledgement of the statute-stop date and Payment on account options.

The following are statistics on the use of the Solicitors Portal during 2020:

- ▶ **16,999 claims** were received through the PIAB Solicitors Portal. (8,504 claims were received through the Portal in 2019).
- ▶ By year end, **80% of solicitors** using our service were registered to use the Portal. (63% of solicitors were registered in 2019).
- ▶ The number of claims submitted via our online application form was **1,049** in 2020, compared with 691 online application forms in 2019.



The Portal was further enhanced in 2020 and a number of developments make it even easier and more convenient for users. These include an improved and simplified correspondence exchange for solicitors; a feature allowing all latest correspondence from PIAB to be viewed in one convenient location; and the ability to add new Respondents digitally.

PIAB continues to develop its digital infrastructure with more customers engaging through its enhanced online service offerings.

The number of documents scanned and uploaded monthly doubled during the year, reflecting the move to digitalisation.

As well as continued focus on resilient systems, there was additional work carried out in the area of cyber-security. With increased use of the PIAB systems remotely, a wide range of precautions including two-factor authentication were put in place to ensure the security of PIAB's systems.

The PIAB systems/applications operated normally providing users with 99.5% systems availability throughout the year.

Customer Complaints

PIAB is committed to constantly improving the service it provides to customers. As part of that, the organisation has a formal complaints process that customers can use to escalate issues for review. Information on the complaints process is provided on the PIAB website.

The number of separate complaints totalled 68 for 2020, compared with 55 in 2019, an increase of 21%.

Issues relating to medical examinations, and administrative issues were the most common complaints and were in the context of the pandemic. Learnings have been applied following consideration of the complaints, where possible.

Growth in Use of PIAB Website

The use of PIAB's website to enable customers to access services directly online, as well as to provide updated and vital information, increased during the year. Regular updates and changes to the website were carried out to ensure it was current and easy to use.

Visits to our PIAB website (www.piab.ie) rose from 245,192 in 2019 to **329,494 in 2020** an increase of **34%**. This reflects a more than doubling of visits to the site since 2018. **75%** of users of the website were new visitors.

Communications and Awareness

PIAB is committed to transparent and regular engagement with all of its stakeholders and customers. It does this through a wide range of channels.

These include meetings and briefings and PIAB continued to engage directly with stakeholders during 2020 using electronic means and teleconferencing. In addition, PIAB provided speakers at a range of virtual conferences and events held by external organisations.

PIAB also uses Twitter to provide updates on a very regular basis, and over 150 tweets were posted during 2020 on our account (@PIABireland). Our Twitter posts included news announcements and customer news as well as safety information. There was a consistent increase in followers during the year. A plan for further development of PIAB's social media channels was developed during 2020 and will be rolled out during 2021.

We also regularly provide comment to the print, electronic and broadcast media and provide spokespersons where appropriate, and this communications work continued and intensified during 2020, due to the increased public focus on personal injuries during the year.

A key part of our communication strategy for 2020 was to raise more awareness about our service and its benefits. An advertisement campaign was rolled out during the year, using the national and regional press. This had the objective of clearly communicating the findings of the recent Central Bank report showing that personal injuries claims resolved through PIAB had far lower legal costs and were processed far more quickly than those which use the legal route.





3

Reforming and Improving the Personal Injuries System

PIAB is always seeking to improve and enhance its services, but also plays an active role in contributing to reform measures in the wider claims and insurance environment.

PIAB has been very active in supporting the reform agenda over the last number of years, participating and playing a key role in supporting the work of both the Personal Injuries Commission, chaired by retired High Court President Mr Justice Nicholas Kearns, and the Cost of Insurance Working Group.

During the course of the last two years, a number of the key recommendations relating to personal injuries have been progressed and implemented and we should begin to see change across the environment as a result of this.

Better Data and Transparency

The need for better data on insurance claims has been an ongoing feature in the debate regarding insurance for some years. In 2020, the Central Bank published its second Private Motor Insurance Report based on the National Claims Information Database (NCID). The significance of these reports should not be underestimated, as we have moved from an environment where discussion was based on ad hoc and anecdotal information to having robust factual data that promotes data driven policy and increased transparency. The second report is important as it highlights emerging trends.

From the perspective of PIAB, this has allowed us to see for the first time data in respect of the cost and size of awards settled post PIAB, and the 2020 report's findings are very similar and consistent with 2019. The findings of the report show that the average compensation award made by PIAB was €22,206 with legal costs of €791 bringing the total average award for cases under €100,000 to €22,997. In contrast the average award via litigation was €23,801, but the additional add-on costs brought the total cost of the award to €39,692.

In addition, the report shows that the time taken to resolve a claim from date of accident to settlement was nearly two years quicker via PIAB. The report also found that only 2% of cases were settled in the courts. While the report clearly shows the value and savings in both time and cost that the PIAB service can deliver, it also raises questions as to why so many cases are proceeding to litigation with the additional costs this brings but not actually being settled in court. It also allows PIAB to consider what more can we do, and to use and highlight this data to bring more awareness to our customers and stakeholders when making decisions.

PIAB is also using its own data to contribute to reform by making data available and by reviewing, analysing and promoting improvements to the general personal injuries claim resolution environment.

‘PIAB is always seeking to **improve and enhance its services** and has also been very **active in supporting the reform agenda, participating and playing a key role** in supporting the work of both the Personal Injuries Commission chaired by retired High Court President Mr Justice Nicholas Kearns and the Cost of Insurance Working Group’

Personal Injuries Guidelines

Another key development in 2020, was the establishment of the Personal Injuries Guidelines Council whose role it was to develop the new Personal Injuries Guidelines which were to replace the Book of Quantum as the guide to compensation levels in Ireland. The new Guidelines have the potential to have a significant impact on the claims environment and insurance costs in Ireland.

The Guidelines will promote a better understanding of the principles governing the assessment and award of damages for personal injuries with a view to achieving greater consistency in awards. This should bring additional transparency to this area and the consistency should enable parties to settle their claims earlier either directly or through PIAB. In addition, it offers an opportunity to re-calibrate awards so that we are more in line with our UK and European neighbours.

PIAB provided assistance and data to the Judicial Council to support this initiative.

Action Plan for Insurance Reform

The Government’s Action Plan for Insurance Reform was launched in December. This Plan sets out a number of principal actions to ensure continued and focussed delivery of reform in this area.

A key action within the Plan is to Enhance and Reform PIAB. This follows the Programme for Government commitment to do the same. The key element of this action is to explore options to determine how PIAB can contribute more, and how we can ensure less cases enter lengthy and costly litigation. PIAB has been engaging with the Department of Enterprise, Trade and Employment in support of this action, and exploring potential options.

Potential areas of reform include increasing the powers and methods which PIAB can use; giving PIAB stronger powers in relation to data sharing; expanding the remit of PIAB to deal with more categories of claims; reducing the number of cases which PIAB releases back to litigation/the courts; and making better use of data.

PIAB is committed to playing an active role in the ongoing process of reform and improvement in the personal injuries sphere and it has a unique ability to view the entire sector in an independent way. PIAB engages with a wide range of stakeholders and continuously provides insight into areas where improvements can be made.



4

Our People

As a service organisation, PIAB's staff are its most essential and valuable asset.

To conduct its work, PIAB draws on a multi-disciplined and skilled resource of staff covering a broad spectrum of technical, legal, financial, human resources and other professional resources.

We know it takes people with different ideas, strengths, interests, abilities and backgrounds to make our organisation succeed. We are aware of the need to constantly innovate and in that context we consistently support the training and development of our staff.

PIAB is rooted in and committed to the principals of Equality, Diversity, and Inclusion. PIAB is an equal opportunities employer who supports people of all abilities. In PIAB we don't just accept difference - we celebrate it, we support it, and we thrive on it for the benefit of our employees and our service delivery. We are actively working to increase and improve our accessibility for our employees, customers and stakeholders and we will progress this further in 2021.

The staffing gender profile is currently 48% female. The representation at various grades is illustrated in the table below and the organisation is committed to progressing further in this area.

As at 31 December 2020 the Board had 55% female and 45% male members. The membership therefore meets the Government target of a minimum of 40% representation of each gender in the membership of State Boards.

2020 was an unprecedented year in PIAB's history. Like many organisations, the pandemic presented many challenges for us and we responded to them. In March 2020 PIAB, within a matter of days, developed a temporary remote working policy in response to the pandemic. Within weeks, due to the dedication of PIAB's small IT team and willingness of colleagues, all staff were working remotely.

Staffing Profile

Grade	Female	Male
Principal officer/Director/CEO	50%	50%
Assistant Principal	37.5%	62.5%
HEO	66.66	33.33%
EO	73.33	26.66%
CO	66.66%	33.33%

In PIAB we don't just accept difference – we celebrate it, we support it, and we thrive on it **for the benefit of our employees and our service delivery**

Essential Work During Pandemic

PIAB's services are classified as essential, and PIAB implemented all public health and health and safety requirements, as guidance changed during the year, including the appointment of a Lead Worker Representative (LWR) where essential tasks needed to be carried out in the office.

We also worked hard to put in place services for remote working. Ergonomic assessments were offered to all colleagues and equipment was supplied to support remote working.

To assist people's caring and work needs as they coped with the restrictions due to the coronavirus, PIAB changed working hours to allow more flexibility. The organisation continued during 2020 to provide opportunities for staff to apply for a range of flexible work options such as Shorter Working Year and Work Sharing, in addition to statutory Parental Leave.

PIAB conducted an online survey mid-year, which 80 per cent of our staff responded to. This allowed us to gather aggregated and anonymous information on the experience of our staff and to allow us to assess how staff were dealing with remote working and respond and offer supports accordingly. The survey showed 58% of our staff were combining remote working with other caring responsibilities by the middle of the year.

Health and Well-Being

PIAB is committed to employee well-being and welfare with a view to assisting employees to fulfil their obligations and to provide a regular and efficient service, leading to the achievement of its goals.

We have worked hard at developing a strong culture of support and trust within PIAB and at encouraging work-life balance and well-being. PIAB funds an Employee Assistance Programme for staff (access to counselling 24/7, 52 weeks of the year) and other services such as provision of influenza vaccination and voluntary health screenings for all colleagues. A workshop on positive psychology was delivered in addition to talks on healthy eating and nutrition, resilience and collaboration during 2020.

Staff were actively involved in events outside work during the year. This included participation in events organised by the the staff social club, and €4,000 raised through staff donations to charities involved in the provision of face masks to vulnerable groups and frontline health workers, services to homeless people and assisting people with urgent mental health needs.



Personal Injuries Assessment Board

Governance and Financial Statements

Governance statement and Board Members' Report

Governance

The Personal Injuries Assessment Board (PIAB) is a non-commercial State body. Its functions and duties are set out in the Personal Injuries Assessment Board Acts 2003, 2007, and 2019. The Board is accountable to the Minister for Enterprise, Trade and Employment and is responsible for the good governance of the PIAB. The Board performs this task by setting strategic objectives and targets for the organisation and taking strategic decisions on all key business matters and the execution of other fiduciary duties.

The regular day-to-day management, control and direction of the PIAB are the responsibility of the Chief Executive (CE) and the executive management team. The CE and the management team follow the broad strategic direction set by the Board, and must ensure that all Board members have a clear understanding of the key activities and decisions related to the entity, and of any significant risks likely to arise. The CE acts as a direct liaison between the Board and management of the PIAB.

How the Board Operates – Role and Responsibilities of the Board

The work and responsibilities of the Board are set out in the Terms of Reference of the Board, which also contain the matters specifically reserved for Board decision. Standing items by the Board include:

- Declaration of interests
- Reports from Audit and Risk Committee
- Performance reports from CE and Executive Management team, and
- Financial reports/management accounts

The Board also considers matters specially reserved for it, including:

- Ensuring that the Board operates within the limits of its statutory authority and/or any delegated authority agreed with the Minister;

- Monitoring the effectiveness of the Board's risk management processes and systems to ensure the effective identification, monitoring and control of risks;
- Undertaking an annual assessment of the effectiveness of internal control and risk management processes;
- Agreement of the purchasing procedures of the Board, including the delegated levels of authority;
- Approval of major purchases/contracts;
- Approval of any significant changes in accounting policies or practices;
- Approval of Annual Reports;
- Approval and monitoring of the Annual Budget;

Section 77 of the Personal Injuries Assessment Board Act, 2003, requires the Board to prepare annual financial statements in the format and manner specified by the Minister for Business, Enterprise and Innovation.

In preparing these financial statements, the Board is required to:

- Select suitable accounting policies and apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume the Board will continue in operation.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Board is responsible for keeping adequate accounting records which disclose, with reasonable accuracy at any time, the financial position of the Board and which enable it to ensure that the financial statements comply with Section 77 of the Act. The Board is also responsible for safeguarding

the assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Board considers that the financial statements of PIAB give a true and fair view of the financial performance and the financial position of PIAB at 31 December 2020.

As outlined in the Statement on Internal Control contained within the Financial Statements which form part of this Annual Report, the Board carried out a review of the effectiveness of internal controls within the organisation in respect of the year. This review was informed by the work of the internal auditor, the Audit and Risk Committee which oversees the work of the internal auditor, and the organisation's Executive which has responsibility for the development and maintenance of the control framework. The Board concluded that they are satisfied as to the effectiveness of the system of internal controls in place in the organisation. PIAB also carried out a review of the impact of Covid-19 on the control environment and concluded that appropriate control and risk mitigation measures had been put in place.

During the year, the Board carried out an assessment of the organisation's principal risks, including a description of the risk and associated measures or strategies to control and mitigate these risks. Board Members concluded that they were satisfied as to the risk management framework and associated processes in place.

As part of its responsibilities to ensure good governance and in order to comply with the Code of Practice for the Governance of State Bodies, the Board carried out an evaluation of its own performance. The findings of the review were positive with a small number of recommendations which when implemented will enhance the performance and operation of the Board.

Board Structure

The Board consists of a Chairperson, and nine ordinary (non-executive) members and the Chief Executive Officer. The Members of the Board are appointed by the Minister for Enterprise, Trade & Employment for a defined period in accordance

with the terms of the Personal Injuries Assessment Board Act 2003. The Board met eight times during 2020. The CE and Executive Management team attend at Board meetings for the purposes of discussing relevant matters. During 2020 the Board also met on occasion, without Executive Members present, to discuss any matters that were deemed relevant. The table below lists all Board Members who served in 2020 and their attendance record at Board meetings.

Full List of Board Members During 2020

Name		Attendance Record
Dermot Divilly	Non-Executive Chairperson	8 out of 8
Margot Slattery	Vice Chairperson and Irish Business and Employers Confederation (IBEC) nominee	6 out of 8
Rosalind Carroll	Chief Executive	7 out of 7
Colette Crowne	Competition and Consumer Protection Commission nominee	6 out of 8
Walter Cullen	Irish Congress of Trade Unions (ICTU) nominee	7 out of 8
Aengus Cummins	Insurance Ireland nominee	8 out of 8
Karen Furlong	Non-executive director	7 out of 8
Nuala E. Jackson	Senior Counsel	7 out of 8
Cathal Lafferty	Central Bank of Ireland nominee	8 out of 8
Dr Jean O'Sullivan	Consultant in Emergency Medicine	7 out of 8
Breda Power	Department of Enterprise, Trade and Employment	2 out of 2
John Shine	Department of Enterprise, Trade & Employment	N/A – appointed December 2020
Stephen Watkins	Secretary to the Board	8 out of 8

Personnel Changes

Cathal Lafferty was appointed from 1st of January 2020. On 2nd March 2020, the new CEO Rosalind Carroll commenced in that role. In April 2020 Breda Power retired from the Board. John Shine was appointed to the Board in December 2020.

Board Committees

The Board has also established an Audit and Risk Committee comprising a number of Board Members. The role of this committee is to support the Board in relation to its responsibilities for issues of risk, control and governance and associated assurance. The Committee is independent from the financial management of the organisation. In particular the Committee ensures that the internal control systems including audit activities are monitored actively and independently. The Committee reports to the Board after each meeting, and formally in writing annually. The Committee met five times during 2020. Details of Committee membership during the year follow:

Audit and Risk Committee Members 2020

Member	Tenure
Cathal Lafferty <i>Chairperson</i>	From 26 February 2020
Walter Cullen	Full year
Aengus Cummins	Full year
Breda Power	Until April 2020
Margot Slattery	Full year

Secretary: Stephen Watkins

Board Fees and Expenses

Details of fees paid to Board Members are set out below. As in previous years, no expenses were paid to Board Members.

	2020 €	2019 €
Dermot Divilly <i>Chairperson</i>	20,520	20,520
Walter Cullen	11,970	11,970
Aengus Cummins	11,970	7,980
Karen Furlong	11,970	997
Nuala E. Jackson	11,970	11,970
Margot Slattery	11,970	11,970
Martin Naughton	0	3,092
Total	80,370	68,499

The following Board Members were paid no fees during 2020 due to the application of One Person One salary principle: Breda Power, Cathal Lafferty, Dr Jean O'Sullivan, Colette Crowne, John Shine, and Rosalind Carroll.

Disclosures Required by the Code of Practice for the Governance of State Bodies (2016)

The Board is responsible for ensuring that PIAB has complied with the requirements of the Code of Practice for the Governance of State Bodies (the Code) as published by the Department of Public Expenditure and Reform (DPER) in August 2016. The following disclosures are required by the Code:

Employee Short-Term Benefits Breakdown (The disclosure in relation to this is contained in Note 3 in the Financial Statements in this Annual Report).

Consultancy Costs (The disclosure in relation to this is contained in Note 6 in the Financial Statements in this Annual Report).

Legal Costs and Settlements (The disclosure in relation to general legal advices is contained in Note 6 in the Financial Statements in this Annual Report).

Travel and Subsistence Expenditure (The disclosure in relation to this is contained in Note 6 in the Financial Statements in this Annual Report).

Hospitality Expenditure (The disclosure in relation to this is contained in Note 6 in the Financial Statements in this Annual Report).

Statement of Compliance

The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to ensure compliance with the Code.

Instances of non-compliant procurement are outlined in the Statement on Internal Control contained in the Financial Statements appended to this Annual Report.

Otherwise PIAB was in full compliance with the Code of Practice during 2020.

Signed



Dermot Divilly
Chairperson

7th April 2021



Rosalind Carroll
Chief Executive Officer

7th April 2021

Corporate Governance – Compliance

Corporate Governance – Compliance

PIAB operates in accordance with the provisions of its 2003 Act, as amended in 2007 and 2019. PIAB operates under the aegis of the Minister for Enterprise Trade and Employment. In addition to the terms of our governing legislation, we are also required to comply with a wide range of other statutory (National and EU) and administrative requirements. In particular, we have put in place procedures to ensure compliance with the following specific requirements:

Code of Practice for the Governance of State Bodies

PIAB has developed and implemented procedures to ensure that it fully complies with the new Code which was introduced in August 2016 and formally adopted by the Board. Annually, the Board's Chairperson formally confirms to the Minister for Enterprise Trade and Employment. PIAB's compliance with the Code. This includes confirmation of compliance with and adherence to the Public Spending Code. As part of the requirements of the Code an agreed Service Level Agreement has been developed with our parent Department.

Ethics in Public Office Act, 1995

PIAB comes within the scope of the Ethics in Public Office Act, 1995 and has adopted procedures to comply with the Act. Accordingly, where required, Board Members and staff holding designated positions have completed statements of interest in compliance with the provisions of the Act. Furthermore, procedures are in place for the ongoing disclosure of interests by Board Members which is a question asked at the outset of every Board meeting. Staff at management level are also subject to this legislation.

Safety, Health and Welfare at Work Act 2005

In accordance with the Safety, Health and Welfare at Work Act 2005, PIAB has implemented procedures to comply with the provisions of the Act. We have adopted a safety statement that encompasses all of the aspects of staff welfare.

Employment Equality

PIAB embraces diversity and equal opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. We are committed to living up to our core values of Collaboration, Respect, Openness and Integrity. In this regard we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller Community. PIAB will not tolerate any discrimination or harassment including that based on any of these characteristics. We are actively working to increase and improve our accessibility for our employees, customers, and stakeholders and we will progress this further in 2021.

Human Rights

PIAB's Customer Charter commits the organisation to the following: Treating customers equally, fairly and with respect. PIAB is aware of the categories of people protected by equality law and does not discriminate on any of the grounds set down in relation to provision of the goods and services in the Equal Status Acts 2000-2015 (ESA). PIAB does not discriminate on grounds of gender; civil status; parental status; maternity status; family status; sexual orientation; religion; age; race, nationality, or ethnic background; membership of the Traveller community; or disability. PIAB provides services to all claimants or respondents, relating to claims which have occurred in the Republic of Ireland and it takes decisions based on its role and responsibilities under legislation including the Personal Injuries Assessment Acts, as amended, and other relevant laws. PIAB's commitment to fair, efficient and transparent assessment of claims is clearly set out on its website. The updated PIAB website has been developed to provide improved access to people with visual disabilities and is written in a simple and clear manner.

Data Protection

PIAB is committed to maintaining high standards of data protection in relation to personal and sensitive personal data it holds and processes. PIAB has a Data Protection Code of Practice published on its website and has comprehensive policies and process in place to protect data and the rights of data subjects. Regular training and briefing of staff takes place and data protection is incorporated into the claims handling manual used by staff. As result of the move to remote working and in advance of the introduction of new processes in 2020, PIAB compiled a significant number of Data Protection Impact Assessments assessing the risk of various types of processing, and the potential impact on data subjects, and whether such processing could proceed with recommended controls. PIAB uses technical and operational measures to safeguard its data including a firewall, anti-virus software, intrusion testing, password protection and encryption. On an annual basis, PIAB's own Quality Assurance programme reviews data protection processes in the organisation.

Freedom of Information Legislation

PIAB was brought under the remit of Freedom of Information (FOI) legislation during 2015. The organisation responded to a number of requests both case-related and more general in 2020. Under its FOI Publication Scheme, PIAB publishes information on its services, financial information, and procurement on its website.

Official Languages Act 2003

PIAB comes under the remit of the Official Languages Act 2003 which provides a statutory framework for the delivery of services through the Irish Language. In accordance with Section 10 of the Act, this Annual Report is published simultaneously in Irish and English. Our Strategy Document is also published in Irish and English and information for claimants and respondents is on our website in Irish and English.

Protected Disclosures

PIAB has a Protected Disclosures Policy which provides a framework under which staff can raise concerns regarding potential wrongdoings that have come to their attention while working in the organisation, in the knowledge that they can avail of significant employment protections. During 2020, no protected disclosures were made.

Prompt Payment of Accounts

PIAB acknowledges its responsibility for ensuring compliance in all material respects with the provisions of the European Communities (Late Payment in Commercial Transactions) Regulations, 2012 (SI.580 of 2012), which provides that penalty interest will become payable if payments for commercial transactions are not met within 30 days, unless otherwise specified in a contract or agreement. It is our policy to ensure that all invoices are tracked and paid promptly before their due date for interest and charges purposes. Procedures are in place to provide reasonable assurances against non-compliance with the Act and Regulations.

Taxation

PIAB confirms compliance with tax laws. Procedures are in place to ensure that PIAB is exemplary in its compliance with its obligation under taxation laws and that all tax liabilities are paid on or before the relevant due dates.



Personal Injuries Assessment Board

Financial Statements

General Information

Members of the Board	Dermot Divilly (Chairperson)	
	Rosalind Carroll (CEO)	Commenced 2nd March 2020
	Walter Cullen	
	Colette Crowne	
	Breda Power	Membership ceased April 2020
	Margot Slattery	
	Nuala Jackson	
	Dr. Jean O'Sullivan	
	Aengus Cummins	
	Karen Furlong	
Cathal Lafferty	Commenced 1st January 2020	
John Shine	Commenced 8th December 2020	

Office	Grain House
	Exchange Hall
	Belgard Square North
	Tallaght
	Dublin 24
	D24 PXW0

Auditor	Comptroller and Auditor General
	3A Mayor Street Upper
	North Wall
	Dublin 1
	D01 PF72

Bankers	Bank of Ireland	KBC Bank Ireland plc	Ulster Bank Group
	4 – 6 Priorsgate	Sandwith Street Upper	George's Quay
	Main Street	Dublin 2	Dublin 2
	Tallaght	D02 X489	D02 VR98
	Dublin 24		
	D24 XY66		

Bankers	Eversheds Sutherland
	One Earlsfort Centre
	Earlsfort Terrace
	Dublin 2
	D02 X668

Website	www.piab.ie
----------------	--

Report of the Comptroller and Auditor General



Ard Reachtaire Cuntas agus Ciste Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Personal Injuries Assessment Board

Opinion on the financial statements

I have audited the financial statements of the Personal Injuries Assessment Board for the year ended 31 December 2020 as required under the provisions of section 77 of the Personal Injuries Assessment Board Act 2003. The financial statements comprise

- the statement of income and expenditure and retained revenue reserves
- the statement of comprehensive income
- the statement of financial position
- the statement of cash flows and
- the related notes, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the assets, liabilities and financial position of the Personal Injuries Assessment Board at 31 December 2020 and of its income and expenditure for 2020 in accordance with Financial Reporting Standard (FRS) 102 — *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

Basis of opinion

I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the Personal Injuries Assessment Board and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Report on information other than the financial statements, and on other matters

The Personal Injuries Assessment Board has presented certain other information together with the financial statements. This comprises the annual report including the governance statement and Board members' report and the statement on internal control. My responsibilities to report in relation to such information, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

Mark Brady
For and on behalf of the
Comptroller and Auditor General

12 April 2021

Report of the Comptroller and Auditor General (cont'd)

Appendix to the report

Responsibilities of Board members

As detailed in the governance statement and Board members' report, the Board members are responsible for

- the preparation of financial statements in the form prescribed under section 77 of the Personal Injuries Assessment Board Act 2003
- ensuring that the financial statements give a true and fair view in accordance with FRS 102
- ensuring the regularity of transactions
- assessing whether the use of the going concern basis of accounting is appropriate, and
- such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Responsibilities of the Comptroller and Auditor General

I am required under section 77 of the Personal Injuries Assessment Board Act 2003 to audit the financial statements of the Personal Injuries Assessment Board and to report thereon to the Houses of the Oireachtas.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.

- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Personal Injuries Assessment Board's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Personal Injuries Assessment Board to cease to continue as a going concern.
- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Information other than the financial statements

My opinion on the financial statements does not cover the other information presented with those statements, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, I am required under the ISAs to read the other information presented and, in doing so, consider whether the other information is materially inconsistent with the financial statements or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

Reporting on other matters

My audit is conducted by reference to the special considerations which attach to State bodies in relation to their management and operation. I report if I identify material matters relating to the manner in which public business has been conducted.

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I report if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

I also report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the financial statements to be readily and properly audited, or
- the financial statements are not in agreement with the accounting records.

Statement on Internal Control

Responsibility for System of Internal Control

On behalf of the PIAB (Personal Injuries Assessment Board), I acknowledge the Board's responsibility for ensuring that an effective system of internal control is maintained and operated.

This responsibility takes account of the requirements of the Code of Practice for the Governance of State Bodies (2016).

Purpose of the System of Internal Control

The system of internal control is designed to manage risk to a tolerable level rather than eliminate it. The system can therefore only provide reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected in a timely manner.

The system of internal control, which accords with guidance issued by the Department of Public Expenditure and Reform, has been in place in PIAB for the year ended 31 December 2020 and up to the date of approval of the financial statements.

Control Environment

PIAB has an Audit and Risk Committee (ARC) which is comprised of non-executive Board members, includes persons possessing recent and relevant financial experience including competency in accounting, audit and risk management. The ARC met five times in 2020.

PIAB has also established an internal audit function which is adequately resourced and conducts a programme of work agreed with the ARC. The internal Audit function operates in accordance with an approved Internal Audit Charter, which is consistent with the provisions set out in the Code and conducts a programme of work agreed with the ARC, and the Board. The plan takes account of areas of potential risk identified by the Organisation having regard to its strategic objectives and risk management framework.

The internal auditor provides the Audit and Risk Committee with regular reports on assignments carried out. These reports highlight deficiencies or weaknesses, if any, in the system of internal control and the recommended corrective measures to be taken where necessary.

PIAB has developed a risk management framework, approved by the Board, which sets out its risk appetite, the risk management processes in place and details the roles and responsibilities of staff in relation to risk. The policy and contents have been brought to the attention of all staff who are expected to work within PIAB's risk management policies, to alert management on emerging risks and control weaknesses and assume responsibility for risks and controls within their own area of work.

Risk and Control Framework

PIAB has implemented a risk management system which identifies and reports key risks and the management actions being taken to address and, to the fullest extent possible, to mitigate those risks.

A risk register is in place which identifies the key risks facing PIAB and these have been identified, evaluated and graded according to their significance. The register is reviewed and updated by the ARC at least twice annually. The outcome of these assessments is used to plan and allocate resources to ensure risks are managed to an acceptable level.

The risk register details the controls and actions needed to mitigate risks and responsibility for operation of controls assigned to specific business units/managers.

The Board has taken steps to ensure an appropriate control environment is in place with the following elements:

- a Chief Risk Officer has been appointed to oversee the implementation of the risk management framework,
- procedures for all key business processes have been documented,

- there is an appropriate budgeting system with an annual budget, which is reviewed and approved by the Board
- the annual budget is kept under review by senior management and the Board
- a comprehensive monthly reporting system including financial and operational reporting, which is kept under review by senior management
- financial and operational responsibilities have been assigned at management level with corresponding accountability,
- regular internal audit reviews on financial, operational and compliance controls and procedures.
- there are systems aimed at ensuring the security of the information and communication technology systems,
- there are systems in place to safeguard the assets.
- there are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts.
- a review of risk at each Board meeting;
- a three year internal audit plan is agreed. The audit plan is reviewed and agreed annually. The internal audit programme provides an independent and objective opinion on the control environment.

Procurement

I confirm that PIAB has policies and procedures in place to ensure compliance with current procurement rules and guidelines. To ensure best practice in this area, training is provided to key staff and management on a regular basis. PIAB have a contract register and procurement plan in place to enable proper planning for procurement of contracts. During the year, expenditure of €8,478,269 was incurred on goods and services.

Matters arising regarding Controls over procurement are highlighted under Internal Control Issues below

Ongoing Monitoring and Review:

Formal procedures have been established for monitoring control processes and control deficiencies are communicated to those responsible for taking corrective action and to management and the Board, where relevant, in a timely manner.

The system of internal control is based on a framework of regular management reporting, administrative procedures including segregation of duties and a system of delegation and accountability. In particular it includes:

- Key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies,
- reporting arrangements have been established at all levels where responsibility for financial management has been assigned,

COVID-19

COVID-19 had a significant impact on PIAB from an operational and financial perspective causing disruption to normal business processes and activity during the year. From an operational perspective one of the most significant impacts has been on PIAB's ability to meet its statutory timelines for the assessments of claims, as thousands of medical appointments had to be cancelled due to the Covid-19 restrictions. A detailed recovery plan was put in place to ensure services have recovered in a timely manner. From a financial perspective, a reduction in the volume of personal injury claim applications received has significantly impacted PIAB's financial position, the reserves position has enabled PIAB to continue with operations. The requirement for staff to move from an office based environment to remote working environment has also meant that PIAB had to review its processes, controls and procedures to ensure they are fit for purpose in this new environment.

PIAB has completed a review of the impact of Covid-19 on its control environment during the year. PIAB's internal audit function undertook a specific Covid-19 Operational resilience review during the year, and a risk assessment was also completed on controls. This review considered the guidance document issued by the OCAG in September 2020 - "The impact of Covid-19 on your control environment". The risk register was also updated with the adequacy of existing controls reviewed, new controls were identified and specific actions were taken to address and to the extent possible to mitigate those risks.

Internal Control Issues

Non Compliant Procurement

During 2020 expenditure of €40,267 was incurred in relation to a contract where the procedures employed were not fully compliant with procurement guidelines. PIAB rolled over an existing contract, where there was no provision in the contract for such rollover. A new tender competition will be issued in 2021.

Both of the instances of non-compliant procurement outlined in the 2019 Financial Statements were resolved in 2020.

Review of Effectiveness

I confirm that PIAB has procedures to monitor the effectiveness of its risk management and control procedures. PIAB's monitoring and review of the effectiveness of the system of internal control is informed by the work of the Internal Auditor, the Office of the Comptroller and Auditor General, the Audit and Risk committee, which oversees their work, and the senior management within PIAB responsible for the development and maintenance of the internal control framework.

I confirm that the Board conducted an annual review of the effectiveness of the system of internal controls for 2020.

Signed on behalf of the Board;



Dermot Divilly
Chairperson

7th April 2021

Statement of Income and Expenditure and Retained Revenue Reserve

For the Financial Year Ended 31 December 2020

	Notes	Year Ended 31 December 2020 €	Year Ended 31 December 2019 €
Income			
Fee Income - Claimant	2 (a)	1,501,534	1,526,789
Fee Income - Respondent	2 (a)	6,948,388	10,124,225
Other Income	2 (b)	54,953	12,956
Total Income		8,504,875	11,663,970
Expenditure			
Salaries, Pensions and Related Expenses	3	6,079,024	6,043,160
Board Members' Fees	4	80,370	68,499
Claims Processing Expenses	5	1,823,106	2,458,426
Accommodation & Building	6	348,548	406,945
Recruitment, Training & Education	6	47,290	123,165
Information, Research & Communication	6	196,186	205,555
Audit & Professional, Legal & Consultancy Costs	6	167,128	622,192
IT & Telecommunication Costs	6	677,094	682,549
General Administration	6	306,214	667,258
Depreciation	7	345,810	347,084
Total Expenditure		10,070,771	11,624,834
(Deficit) / surplus for the year		(1,565,896)	39,136
Balance at 1 January		9,157,895	18,118,759
Transfer to Department of Enterprise, Trade and Employment	18	0	(9,000,000)
Transfer to Capital Reserve	16	(2,700,000)	0
Balance at End of Year		4,891,999	9,157,895

All income and expenditure for the year relates to continuing activities at the reporting date. The Statement of Cash Flows and notes 1 to 21 form part of these financial statements.

Signed on behalf of the Board;



Dermot Divilly
Chairperson

7th April 2021



Rosalind Carroll
Chief Executive Officer

7th April 2021

Statement of Comprehensive Income

For the Financial Year Ended 31 December 2020

	Notes	Year Ended 31 December 2020 €	Year Ended 31 December 2019 €
(Deficit) / Surplus for the year		(1,565,896)	39,137
Experience gains on retirement benefit obligations	15	(705,000)	52,000
Change in assumptions underlying the present value of retirement benefit obligations	15	(1,007,000)	(5,177,000)
Adjustment to Deferred retirement benefits funding		1,712,000	5,125,000
Comprehensive Income for the year		4,891,999	39,137

The Statement of Cash Flows and notes 1 to 21 form part of these financial statements.

Signed on behalf of the Board;



Dermot Divilly
Chairperson

7th April 2021



Rosalind Carroll
Chief Executive Officer

7th April 2021

Statement of Financial Position

For the Financial Year Ended 31 December 2020

	Notes	2020 €	2020 €	2019 €	2019 €
Non Current Assets					
Fixed Assets	7		653,808		897,967
Current Assets					
Receivables	8a	1,863,426		1,863,683	
Cash and Cash equivalents	8b	9,305,869		11,055,992	
Total Current Assets		11,169,295		12,919,675	
Current Liabilities: amounts falling due within one year					
Payables	9	3,921,102		4,041,878	
Net Current Assets			7,248,193		8,877,797
Creditors: amounts falling due after one year					
Provisions	11		(310,002)		(617,868)
Retirement Benefits					
Retirement Benefit Obligations	15		(37,741,000)		(34,003,000)
Deferred Retirement Benefit Funding Asset	15		37,741,000		34,003,000
Total Net Assets			7,591,999		9,157,896
Financed By:					
Retained Revenue Reserves	16		4,891,999		9,157,896
Capital Reserve	16		2,700,000		0
Total Financed by:			7,591,999		9,157,896

The Statement of Cash Flows and notes 1 to 21 form part of these financial statements.

Signed on behalf of the Board;



Dermot Divilly
Chairperson

7th April 2021



Rosalind Carroll
Chief Executive Officer

7th April 2021

Statement of Cashflows

For the Financial Year Ended 31 December 2020

	Notes	Year Ended 31 December 2020 €	Year Ended 31 December 2019 €
Cash Flow from Operating Activities			
(Deficit) / Surplus for the Financial Year		(1,565,896)	39,137
Adjustments for:			
Depreciation		345,810	347,084
Interest received	2 (b)	(638)	(7,684)
Decrease / (Increase) in Receivables		257	260,553
(Decrease) / Increase in Payables		(120,776)	263,515
(Decrease) / Increase in Provision for Liabilities		(307,866)	(144,432)
Cash from Operating activities		(1,649,109)	758,173
Cash flows from investing Activities			
Purchase of Tangible Fixed Assets	7	(101,653)	(117,768)
Disposal of Fixed Assets	7	0	0
Net Cash outflow from Investing Activities		(101,653)	(117,768)
Cash Flows from Financing Activities			
Interest Received	2 (b)	638	7,684
Transfer to Department of Enterprise, Trade and Employment		0	(9,000,000)
Net Cash (outflow) / inflow from Financing Activities		638	(8,992,316)
Net (Decrease) / Increase in Cash and Cash Equivalents		(1,750,124)	(8,351,911)
Cash and Cash Equivalents at 1 January		11,055,992	19,407,903
Cash and Cash Equivalents at 31 December		9,305,868	11,055,992

Notes to the Financial Statements

For the Financial Year Ended 31 December 2020

1 Statement of Accounting Policies

The basis of accounting and significant accounting policies adopted by the Personal Injuries Assessment Board are set out below. They have all been applied consistently throughout the year and for the preceding year.

General Information

The Personal Injuries Assessment Board (PIAB) was set up under the Personal Injuries Assessment Board, Act 2003 as amended with a head office at Grain House, Exchange Hall, Belgard Square North, Tallaght, Dublin 24.

The PIAB's primary functions are set out in Part 3 of the Personal Injuries Assessment Board Act 2003 as amended.

- To assess fairly and the amount of compensation entitlement in personal injury claims within the remit of Personal Injuries Assessment Board in a timely manner.

PIAB is a Public Benefit Entity.

Statement of Compliance

The financial statements of Personal Injuries Assessment Board for the year ended 31 December 2020 have been prepared in accordance with the Financial Reporting Standard applicable in the United Kingdom and Ireland (FRS 102) issued by the Financial Reporting Council as promulgated by Chartered Accountants Ireland.

Basis of Preparation

The financial statements have been prepared under the accrual method of accounting, the historical cost convention, in accordance with generally accepted accounting practice and are in the format agreed with the Minister for Enterprise, Trade and Employment. The unit of currency in which the financial statements are denominated is the Euro.

Going Concern

The financial statements have been prepared on a going concern basis (see Note 19).

Income

Claimant fees:

Claimant fees are recognised on a cash receipts basis on receipt of an application to register a claim with the PIAB.

Respondent fees:

Respondent fees are recognised on consent to the PIAB process in the year when the income is earned and the service provided.

In line with FRS102 section 23, rendering of services, Respondent fee income is recognised to the extent that it is probable that the economic benefits will flow to the PIAB and the revenue can be measured reliably. The following criteria is met before revenue is recognised:

Rendering of services:

Revenue from a contract to provide services is recognised in the period in which the services are provided in accordance with the stage of completion of the contract.

Fees paid in advance are treated as deferred income and are reported as a current liability.

This income is released to the Statement of Income and Expenditure and Retained Revenue Reserves on delivery of the service.

Prepaid Costs

The PIAB incurs costs prior to receiving consent and at year-end makes an estimate of the proportion of those cases that will result in consent and treats these costs as prepayments.

1 Statement of Accounting Policies (continued)

Tangible Fixed Assets

Tangible Fixed Assets are stated at cost or valuation less accumulated depreciation. Depreciation is provided on a straight line basis at rates which are estimated to reduce the assets to their realisable values by the end of their expected useful lives as follows:

Leasehold Improvements	Remaining years of the lease	Straight Line
IT Hardware/ Software	25.00%	Straight Line
Office Equipment	20.00%	Straight Line
Office Furniture	12.50%	Straight Line
Fixtures & Fittings	12.50%	Straight Line

Taxation

The PIAB is exempt from Income Tax and Corporation Tax under Section 220 of the Taxes Consolidation Act 1997. This exemption does not apply to deposit interest. Where interest receivable is subject to tax (e.g. DIRT) the net receivable amount is credited to the Statement of Income and Expenditure and Retained Revenue Reserves.

Operating Lease

Rental expenditure under operating leases is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves over the life of the lease. Any lease incentives received are recognised over the life of the lease.

Receivables

Known bad debts are written off and specific provision is made for any amount the collection of which is considered doubtful.

Employee Benefits

Short Term Benefits

Short term benefits such as holiday pay are recognised as an expense in the year, and benefits that are accrued at year-end are included in the Payables figure in the Statement of Financial Position.

Critical Accounting Judgements and Estimates

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the reporting date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. The following judgements have had the most significant effect on amounts recognised in the financial statements.

Impairment of Tangible Fixed Assets

Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less cost to sell and value in use.

Depreciation and Residual Values

The PIAB have reviewed the asset lives and associated residual values of all fixed asset classes, and in particular, the useful economic life and residual values of IT Hardware/Software, and have concluded that asset lives and residual values are appropriate.

Provisions

The PIAB makes provisions for legal and constructive obligations, which it knows to be outstanding at the period end date. These provisions are generally made based on historical or other pertinent information, adjusted for recent trends where relevant. However, they are estimates of the financial costs of events that may not occur for some years. As a result of this and the level of uncertainty attaching to the final outcomes, the actual out-turn may differ significantly from that estimated.

1 Statement of Accounting Policies (continued)

Provisions

The assumptions underlying the actuarial valuations for which the amounts recognised in the financial statements are determined (including discount rates, rates of increase in future compensation levels, mortality rates and healthcare cost trend rates) are updated annually based on current economic conditions, and for any relevant changes to the terms and conditions of the pension and post-retirement plans.

The assumptions can be affected by:

- (i) the discount rate, changes in the rate of return on high-quality corporate bonds
- (ii) future compensation levels, future labour market conditions
- (iii) health care cost trend rates, the rate of medical cost inflation in the relevant regions.

Retirement Benefits

Nature of Schemes

The PIAB operates a defined benefit pension scheme for its employees. The scheme structure is based on the Public Service Model. The employee scheme was approved by the Minister of Enterprise, Trade and Employment and the Minister for Finance and Public Expenditure & Reform in 2008. The Spouses' and Childrens' Contributory Pension scheme was approved in 2009.

The PIAB also operates the Single Public Service Pension Scheme (Single Scheme), which is the defined benefit scheme for pensionable public servants appointed on or after 1 January 2013.

Scheme Characteristics

The schemes have a number of specific characteristics: Model Scheme:

- > The PIAB makes an agreed contribution to the Department of Enterprise, Trade and Employment.
- > The contribution comprises of an employee element along with an employer element. The employer contribution in 2020 was 25% of gross pay, 30% for staff on PRSI Class B and D.
- > There is a commitment from the Department of Enterprise, Trade and Employment with the agreement of the Department of Finance, that the Exchequer will meet the cost of benefits as they fall due.

In substance, The PIAB considers that the obligation to pay retirement benefit remains with Personal Injuries Assessment Board (The PIAB), but that the Exchequer has committed to providing The PIAB with sufficient funds to settle any such obligations on the PIAB's behalf as they fall due, provided the PIAB pays over employees' and the employer's contributions at rates specified. Accordingly, the financial statements recognise both a Retirement Benefit Obligation and a Deferred Exchequer Retirement Benefit Funding receivable.

Single Public Service Pension scheme members' contributions are paid over to the Department of Public Expenditure and Reform (DPER). An employer contribution is also payable to DPER in accordance with DPER Circular 28/2016.

For the purposes of reporting in accordance with Financial Reporting Standard 102, an update of the actuarial review was completed as at 31st December 2020.

Scheme Liabilities

Model Scheme and Single Scheme liabilities represented by the present value of future payments earned by The PIAB Staff to date are measured on an actuarial basis using the projected unit method. Pension costs reflect benefits earned by the PIAB staff in the period and are shown net of employee pension contributions, which are retained by the Department. The amount to be included in the financial statements for the Deferred Exchequer Retirement Benefit Asset amount is estimated at an amount equal to the estimate of the obligation for the pension scheme liabilities.

Scheme Actuarial Gains or Losses

Actuarial gains or losses arising from changes in actuarial assumptions and from experience surpluses and deficits are recognised in the Statement of Comprehensive Income for the year in which they occur and a corresponding adjustment is recognised to the balance for Deferred Exchequer Retirement Benefit Asset.

Pension costs in the Statement of Income and Expenditure and Retained Revenue Reserves comprise the employer's contribution in respect of the year.

Capital Reserve

In accordance with the provisions of Section 74A(1) of the Personal Injuries Assessment Board Amendment Act 2019, the Minister of the Department of Enterprise, Trade and Employment authorised, with the consent of the Minister for Public Expenditure and Reform, the Personal Injuries Assessment Board (PIAB) is to retain its current level of reserves for the purposes of expenditure by PIAB in the performance of its functions. In that regard PIAB established a capital reserve as set out in note 16. PIAB intends to utilise the Capital Reserve to complete an agreed capital investment programme of work, to include a digital transformation project in line with PIAB's Strategic Plan 2019 - 2024.

2a Fee Income

	2020	2019
	€	€
Claimant Fee Income	1,501,534	1,526,789
Respondent Fee Income	7,060,397	9,748,262
Deferred Income in the current year	(2,351,484)	(2,239,475)
Deferred Income - Amount released to income in the year	2,239,475	2,615,438
	8,449,922	11,651,014

Claimant Fee Income:

Claimant fees are recognised on a cash receipt basis on receipt of an application to register a claim with the PIAB. From 1st September 2019 the fee for a paper application increased from €45 to €90 per application as per S.I. No. 363/2019 - Personal Injuries Assessment Board (Fees) (Amendment) Regulations 2019. The fee for an application in electronic form is €45.

Respondent Fee Income:

A respondent fee is applicable when a respondent (mostly insurers or self insured) consent to a claim being assessed by PIAB (as outlined in the PIAB Act). A respondent has 3 months from receipt of formal notice to consent to assessment, consent is defaulted thereafter unless a respondent instructs PIAB they do not want claim assessed.

Respondent fee income is recognised on consent to the PIAB process in the year where the income is earned, service provided. The current fee is €600 as per S.I. No. 523/2012 - Personal Injuries Assessment Board (Fees) (Amendment) Regulations 2012.

Deferred Income:

Respondent fees paid in advance are treated as deferred income and are reported as a current liability. This income is released to the Statement of Income and Expenditure and Retained Revenue Reserves on delivery of the service.

2b Other Income

	2020 €	2019 €
Interest Receivable	638	7,684
Miscellaneous income	54,315	5,272
	54,953	12,956

3 Salaries, Pensions and Related Expenses

	2020 €	2019 €
PIAB Staff Salaries	4,514,283	4,536,211
Employer Superannuation Contributions	1,066,963	1,048,123
Employer PRSI Contributions	447,469	438,954
	6,028,715	6,023,288
Holiday Pay Accrual	50,309	19,872
	6,079,024	6,043,160

* €194,727 of Additional Superannuation Contribution (ASC) has been deducted and paid over to the Department of Enterprise, Trade and Employment in 2020, €210,210 of Pension Related Deduction (PRD) was deducted and paid over in 2019.

	2020	2019
Staff Numbers		
Average Staff directly employed by PIAB	80.6	81.9
Whole time equivalent staff as at year-end	70.8	70.6
	2020 €	2019 €
Emoluments of Chief Executive		
Rosalind Carroll (appointed 2nd March 2020)	114,566	0
Conor O'Brien (resigned 17th October 2019)	0	126,430
	114,566	126,430

The new Chief Executive Rosalind Carroll commenced 2nd March 2020 and is a member of the Public Service Model Pension Scheme (see Note 15) and her pension entitlements are in accordance with the terms of the scheme. The value of retirement benefits earned in the period is not included above. The former Chief Executive Conor O'Brien resigned on 17th October 2019. He was a member of the Single Public Service Pension Scheme (see Note 15) and his pension entitlements were in accordance with the terms of the scheme.

3 Salaries, Pensions and Related Expenses (continued)

Key Management Personnel

Key management personnel in the Personal Injuries Assessment Board consist of the Chief Executive and the Executive Management Team who are the Director of Operations, Director of Business Support Services, Director of Corporate Services and Director of Finance. The total value of employee benefits for key management personnel is set out below:

	2020	2019
	€	€
The total aggregate salary & short term benefits	563,371	576,085

The pension entitlements of key management personnel are in accordance with the terms of the Public Service Model Pension Scheme (see Note 15). The value of retirement benefits earned in the period is not included above.

Employee Short-Term Benefits Breakdown

Employees' short-term benefits in excess of €60,000 are categorised into the following bands:

Salary Range	Number of employees	
	2020	2019
60,000 - 69,999	5	4
70,000 - 79,999	6	6
80,000 - 89,999	10	10
90,000 - 99,999	6	7
100,000 - 109,999	3	2
110,000 - 119,999	1	2
120,000 - 129,999	2	1
130,000 - 139,999	0	0
140,000 - 149,999	0	0
150,000 - 159,999	0	0
	33	32

Note: For the purposes of this disclosure, short-term employee benefits in relation to services rendered during the reporting period include salary and overtime allowances, but exclude employer's PRSI.

	2020	2019
	€	€
Employer Pension Contribution		
Single Public Service Pension Scheme	99,240	114,577
Model Scheme	960,459	933,545
	1,059,699	1,048,122

4 Board Fees and Expenses

	2020 €	2019 €
Board Fees	80,370	68,499
By Board Member		
Dermot Divilly - Chairperson	20,520	20,520
Walter Cullen	11,970	11,970
Margot Slattery	11,970	11,970
Nuala Jackson	11,970	11,970
Aengus Cummins	11,970	7,980
Karen Furlong	11,970	997
Martin Naughton	0	3,092
	80,370	68,499

The following Board Members were paid no fees during 2020: Breda Power, Dr. Jean O'Sullivan, Colette Crowne, Cathal Lafferty, John Shine and Rosalind Carroll due to the application of One Person One salary principle. There were no Board related expenses paid during the year.

5a Claims Processing Expenses - Outsourced Service Centre Costs

	2020 €	2019 €
Outsourced Service Centre Costs	1,784,883	2,425,568
	1,784,883	2,425,568

5b Claims Processing Expenses - Medical Costs

	2020 €	2019 €
Claim related Medical Fees	4,503,592	7,148,357
Claim related Other Costs	108,151	129,567
Claim related Costs Reimbursed / to be reimbursed	(4,611,743)	(7,277,924)
Prepaid Claim Processing Costs in the current year	(168,384)	(206,607)
Prepaid Claim Processing Costs - released in the year	206,607	239,465
	38,223	32,858
Total	1,823,106	2,458,426

As part of the PIAB's process it retains the services of a range of professional practitioners primarily medical practitioners. The level of medical claim processing costs varies per claim. Due to the average timeline of the process there will be claim processing costs incurred in 2021 relating to consents received in 2020, these costs are not provided in the financial statements. Claim processing costs incurred include a portion of pre-consent costs which are prepaid into 2021. The prepayment is released when the respondent fee is received.

Claim processing expenses (5 b) are reimbursed to PIAB by the respondent (See Note 8 (a))
Fees Receivable - Claim Related Fees)

6 Expenditure

	2020 €	2019 €
Accommodation & Building Costs		
Rent, Rates and Service Charges	268,138	308,238
Cleaning & Security	42,449	48,955
Light & Heat, Maintenance and Other	37,961	49,752
	348,548	406,945
Recruitment, Training & Education Costs		
Training, Education and other costs	36,924	28,826
HR Consultancy	11,109	13,561
Advertising, Interviews and other recruitment costs	(743)	80,778
	47,290	123,165
Information, Research & Communication Costs		
Public Awareness	91,425	117,332
PR and Communications Consultancy	47,251	32,468
Publications	32,046	29,984
Advertising - Other	25,465	25,771
	196,186	205,555
Audit & Professional, Legal & Consultancy Costs		
Professional Fees	149,471	208,807
Procurement Support	0	10,824
Internal Audit	25,179	31,867
Audit	17,000	17,000
Finance Consultancy	3,994	3,879
General Legal Advices	111,295	115,141
Additional Legal Provision (Note 11)	230,000	250,000
Release of Legal Provision (Note 11)	(348,641)	(466,117)
	188,298	171,401
Consultancy Costs		
IT Consultancy	4,428	18,327
Digitalisation Transformation Programme	(25,597)	432,464
	(21,169)	450,791
Total	167,128	622,192

Consultancy costs include the cost of external advice to management and exclude outsourced 'business-as-usual' functions.

6 Expenditure (continued)

	2020	2019
	€	€
IT Costs & Telecommunications		
IT Support & Maintenance	250,930	283,127
IT Licence Fees	202,408	193,757
Hosting Costs	86,273	93,287
Telecom Costs	68,759	75,483
Managed Print Service	5,929	15,435
IT Security	9,196	13,384
IT Equipment - Staff Work Remotely	40,410	0
IT Other Costs	13,190	8,076
	677,094	682,549
General Administration Costs		
Postage	185,646	442,634
Insurances	41,465	38,343
Bank Interest & Charges	25,152	21,516
Claim Related Fee Write Offs	18,948	44,342
Office Stationery	7,645	25,022
Prompt Payment Interest	4,966	1,147
Entertainment/Hospitality - Staff	4,373	11,543
Entertainment/Hospitality - Client	0	818
Travel & Subsistence Staff- National	1,354	13,120
Travel & Subsistence Staff - International	0	1,429
Sundry Costs	165	2,212
Respondent Fee Write Offs	31,800	34,200
Provision for Doubtful Debts	(15,302)	30,931
	306,214	667,258

7 Fixed Assets

	Leasehold Improvements	IT Hardware/ Software	Office Equipment	Office Furniture	Total
	€	€	€	€	€
Cost / Valuation					
As at 1 January	634,221	1,387,047	49,084	61,939	2,132,290
Additions	0	100,539	0	1,113	101,653
Disposals	0	(144,759)	0	0	(144,759)
As at 31 December	634,221	1,342,827	49,084	63,052	2,089,184
Accumulated Depreciation					
As at 1 January	253,689	920,888	38,071	21,676	1,234,324
Charge	95,133	239,080	4,067	7,530	345,810
Disposals	0	(144,759)	0	0	(144,759)
As at 31 December	348,822	1,015,209	42,138	29,206	1,435,376
Net Book Value					
As at 31 December 2020	285,398	327,618	6,946	33,846	653,808
As at 31 December 2019	380,532	466,159	11,013	40,263	897,966

8a Receivables

	2020	2019
	€	€
Amounts falling due within one year		
Fees Receivable:		
<i>Respondent Fees</i>	887,400	784,800
<i>Claim Related Fees</i>	763,373	816,630
Provision for Doubtful Debts	(128,159)	(143,461)
Interest Receivable	55	374
Prepayments	291,224	384,646
Other Debtors *	49,533	20,694
	1,863,426	1,863,683

* The pension cost of the six PIAB pensioners is discharged by the PIAB and reimbursed by the Department of Enterprise, Trade and Employment. The total cost in 2020 was €144,360, with €144,265 reimbursed during the year.

8b Cash & Cash Equivalents

	2020 €	2019 €
Amounts falling due within one year		
Cash at bank and in hand	996,671	997,726
Short Term Deposits	8,309,198	10,058,266
	9,305,869	11,055,992

9 Payables

	2020 €	2019 €
Amounts falling due within one year		
Payables	160,219	435,162
Accruals	819,919	794,085
Taxes & Social Welfare	215,207	261,004
Pension Liability *	134,118	107,524
Other Creditors	122,071	109,646
Solicitors Portal - Payments on Account	118,085	94,982
Deferred Income (Note 10)	2,351,484	2,239,475
	3,921,102	4,041,878

* Employer and Employee Pension and ASC/PRD contributions

10 Deferred Income

	2020 €	2019 €
Opening Balance	2,239,475	2,615,438
Deferred Income provided in the year (Note 2)	2,351,484	2,239,475
Amount released to income in the year	(2,239,475)	(2,615,438)
	2,351,484	2,239,475

Respondent fees paid in advance are treated as deferred income and are reported as a current liability.

This income is released to the Statement of Income and Expenditure and Retained Reserves on delivery of the service.

11 Provisions

	2020 €	2019 €
Amounts falling due within one year		
Opening Balance	617,868	762,300
Additional Provision (Note 6)	230,000	322,867
Utilised In Year	(189,226)	(1,182)
Decrease in Provision	(348,641)	(466,117)
	310,002	617,868

Provisions represent a prudent estimate of liabilities that may arise to third parties, in respect of legal actions notified prior to year end. Due to the nature of its operations PIAB is involved in various actions, principally the judicial review of sections of the Personal Injuries Assessment Board Act 2003. The provisions are based upon an assessment of the probable costs of defending known actions/claims, to the extent that such costs can be reliably estimated. The assumptions made in assessing the appropriate level of provision include the likely outcome of the actions, future trend of legal costs (both our own and third party) and the estimated date the action/claims will be heard and the likely timelines. The provisions are reviewed on a monthly basis, and as more information becomes available, following which any increase or decrease in the provision required is processed. PIAB is satisfied that it has made the best estimate of the appropriate provision in the financial statements for the likely outcome.

12 Provisions

Legal Actions

As stated in Note 11 PIAB is, from time to time, party to various legal actions. PIAB makes full provision for expected legal costs associated with cases notified to it (Note 11). It is probable that a number of additional cases will be notified to PIAB in the future in relation to decisions made prior to 31 December 2020. It is not possible to estimate the potential financial effect of such claims.

13 Financial Commitments

Operating leases

The PIAB occupies two floors at Grain House, Exchange Hall, Belgard Square North, Tallaght, Dublin 24. The premises are leased by the Office of Public Works (OPW) and the lease costs of €188,554 per annum are under a twenty year lease term which commenced April 2004.

At 31 December 2020 PIAB had the following future lease payments under non-cancellable operating leases for each of the following periods:

	2020 €	2019 €
Payable within one year	188,554	188,554
Payable within two to five years	424,246	612,800
Payable after five years	0	0
	612,800	801,354

Operating lease payments recognised as an expense were €188,554 (2019: €189,555).

14 Capital Commitments

	2020 €	2019 €
Contracted for (Contract Signed)	0	125,936
	0	125,936

15 Accounting Treatment for Retirement Benefits

The PIAB operates a defined benefit pension scheme for its employees. The scheme structure is based on the Public Service Model. The employee scheme was approved by the Minister of Enterprise, Trade and Employment and the Minister for Finance and Public Expenditure & Reform in 2008. The Spouses' and Childrens' Contributory Pension Scheme was approved in 2009.

Under the Public Service Pensions (Single Scheme and other provisions) Act 2012, new entrants to the public service on or after 1 January 2013 become members of the Single Public Service Pension Scheme ("Single Scheme").

The model scheme has a number of specific characteristics (see note 1. Statement of Accounting Policies)

Actuarial Valuation

The PIAB commissioned an actuarial valuation of accrued liabilities at the reporting date, and the cost of benefits (service cost) accrued during the year. This valuation, which was based on the Projected Unit method, is premised on the following assumptions:

	2020	2019
Assumed Annual Rate		
Discount rate	1.15%	1.25%
Inflation assumption (Consumer Price Index)	1.50%	1.50%
Salary increases	2.75%	2.75%
State pension increases	2.00%	2.00%
Pensions in payment increases - Model Scheme	2.25%	2.25%
Pensions in payment increases - Single Scheme	1.50%	1.50%

In addition, the following demographic assumptions have been made as at 31 December 2020.

Life expectancy at age 65

Male currently aged 45	25.2 years	25.1 years
Male currently aged 65	22.8 years	22.7 years
Female currently aged 45	26.2 years	26.1 years
Female currently aged 65	24.3 years	24.2 years

* Based on the above, the present value of liabilities at the reporting date is €37,741,000 [2019: €34,003,000], and the service cost (calculated on the foregoing assumptions) for the year is €1,747,000 [2019: €1,345,000].

Analysis of total pension costs charged to expenditure

	2020 €	2019 €
Total employer contribution	1,059,699	1,048,122
Current service cost	1,747,000	1,345,000
Interest cost	423,000	567,000
Past service cost	0	120,000
Adjustment to Deferred Exchequer Pension Funding	(2,170,000)	(2,032,000)
Total charged to Statement of Income and Expenditure and Retained Revenue Reserves	1,059,699	1,048,122

* The Current Service Cost includes employee contributions totalling €226,844 in 2020 and €211,042 in 2019.

Movement in net pension liability

	2020 €	2019 €
Net Pension Liability at 1 January	34,003,000	27,143,000
Current service cost	1,747,000	1,345,000
Interest cost	423,000	567,000
Past service cost	0	120,000
Experience losses / (gains) on scheme liabilities	705,000	(52,000)
Change in assumptions	1,007,000	5,177,000
Benefits paid during the year	(144,000)	(297,000)
Net Pension Liability at 31 December	37,741,000	34,003,000

History of scheme liabilities and experience (gains) / losses

	2020	2019
Change in assumptions underlying the present value of the pension scheme liabilities	1,007,000	5,177,000
% of liabilities at year end	(2.7%)	(15.2%)
Experience (gains) / losses on scheme liabilities	705,000	(52,000)
% of liabilities at year end	(1.9%)	(0.2%)
Scheme liability	37,741,000	34,003,000

16 Financial Commitments

	Retained Revenue Reserves	Capital Reserve	Total
	€	€	€
Opening Balance	9,157,895	0	9,157,895
Deficit for the year	(1,565,896)	0	(1,565,896)
Transfer to Capital Reserve	(2,700,000)	2,700,000	0
Closing Balance	4,891,999	612,800	801,354

17 Related Party Disclosures

Please refer to Note 3 for a breakdown of the remuneration and benefits paid to key management. In accordance with the Revised 2016 Code of Practice for the Governance of State Bodies, the Board has in place Codes of Business Conduct for Board Members and employees. These codes include guidance in relation to the disclosure of interests by Board members and these procedures have been adhered to by the Board during the year covered by these financial statements.

18 Transfer to Department

The Personal Injuries Assessment Board (Amendment) Act 2019 provides for the Minister to request remittances from PIAB for excess funds that it holds. During 2019, PIAB in consultation with the Department of Enterprise, Trade and Employment, having considered best estimates of operating, contingency and future capital requirements approved a payment of €9 million to the Department of Enterprise, Trade and Employment. The transfer was made in June 2019. No transfers were made in 2020.

19 Going Concern

Covid-19 had a significant impact on PIAB from an operational and financial perspective causing disruption to normal business processes and activity during the year. From a financial perspective, a reduction in the volume of personal injury claim applications received has significantly impacted our financial position with a year-end deficit of €1.6m in 2020. Our reserves position has enabled us to continue with operations.

Given the continuing restrictions on movement brought about by the response to Covid-19, PIAB expect to see further reductions in the volume of personal injury claim applications received as the likelihood of accidents occurring is significantly reduced. This will impact on income and will result in PIAB continuing to operate at a deficit in 2021.

PIAB's management have completed an assessment of the current financial situation in relation to Covid-19 and its potential impact on PIAB from a going concern basis. This assessment is based on some key assumptions which are subject to change and will be kept under continual review in the current uncertain and challenging times.

On the basis of the current assessment, PIAB's management are of the view that its current operating reserves and cash balances will meet the operating deficit in 2021 and on this basis PIAB's operations will continue as a going concern covering the twelve month period from April 2021 to March 2022.

20 Comparative figures

Certain prior year amounts have been reclassified for consistency with the current year presentation. These reclassifications had no effect on the reported results.

21 Approval of Financial Statements

The Financial Statements were approved by the Board on the 7th April 2021.