



Bord Measúnaithe
Díobháilacha Pearsanta
Personal Injuries
Assessment Board

Personal Injuries Assessment Board **Annual Report 2017**



Who we are...

The Personal Injuries
Assessment Board
(PIAB) is Ireland's
independent State
body which assesses
personal injury
compensation

Contents

Key Statistics – 2017	2
Chairperson’s Statement	4
Chief Executive’s Review	6
What We Do	9
PIAB at a Glance	10
Operational Review	11
Fairly and accurately assessing compensation	12
Delivering lowest possible administration costs	16
Promoting culture of innovation, excellence and efficiency	18
Advancing superior customer service	20
Contributing positively to claims resolution environment	22
Our People	24
Governance Statement and Board Members’ Report	26
Governance	29
Financial Statements	32
Appendix	57





KEY STATISTICS 2017

Total number
of applications

33,114

Increase or (- Decrease)
in Applications over 2016

-2.8%

Total number
of awards

12,663

Awards
by category

Public
Liability

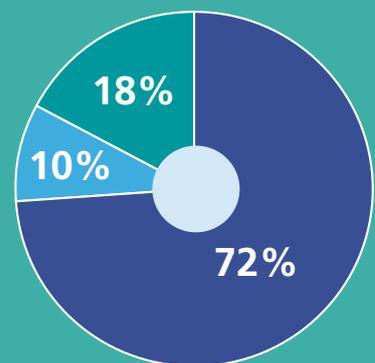
18%

Employers'
Liability

10%

Motor
Liability

72%



Value of
Awards

€315m

Delivery
Costs %

6.2%

Average
Award

€24,879

Medical Examinations
Arranged

23,740

Highest
Award

€605,095

Calls to
Service Centre

49,470

Average
processing time

7.3 months

Website
visits

157,676

Chairperson's Statement



2017 was a significant year in highlighting the importance of PIAB's work in assessing personal injury claims in a fair and highly-efficient manner, and in contributing positively to the claims resolution environment in Ireland. With the economy returning to strong growth, unemployment levels falling, and increased activity in most sectors, the signs of a brighter future continued to be seen during the year, and remain evident.

During the year PIAB continued to effectively deliver on its critical role of providing a low cost and efficient method of resolving undisputed personal injury claims. The PIAB model resolves these claims to both parties' satisfaction in approximately 60 per cent of claims it assesses, all within statutory timeframes.

It was clear from feedback to us during the year from representatives of businesses and motorists that further work on the wider issue of insurance costs and personal injuries compensation should take place.

We in PIAB have responded to this by working intensively with other stakeholders on analysing the key problems and issues and identifying solutions. The issues of insurance costs and of personal injuries compensation are crucial for so many areas of society in general. They are very important for people setting up and running viable businesses, those who provide crucial transportation or haulage services, those involved in construction, and all motorists or vehicle owners, and ultimately all policyholders.

Following the first report of the Department of Finance Cost of Insurance Working Group (CIWG), a structured and active response took place at Government level with the establishment of the Personal Injuries Commission (PIC) headed by Mr Justice Nicholas Kearns, former president of the High Court, and by continued analysis last year by the CIWG.

For our part PIAB have contributed significantly to both the CIWG and PIC. We are actively implementing the various recommendations relating to PIAB made by these bodies.

Our highly experienced staff continued to process claims efficiently and promptly during the year and also delivered a number of major projects which will have benefits in the long-term. These included an updated electronic claim application system, the launch of a new web portal which will provide major efficiency benefits in relation to applications by solicitors, and the upgrading of the PIAB website, which is a key channel for providing information to the public and other stakeholders. We are targeting a significant increase in the next year in the usage by claimants and solicitors of digital means of lodging and interacting on claims.

PIAB continued to fund all of its operations without need for Exchequer funding during 2017 and its continued successful performance reflects positively on our Chief Executive, Conor O'Brien and the management and staff of the organisation. The work throughout the organisation has ensured delivery against the key performance indicators and statutory obligations of the organisation, as well as keeping its strategic objectives on target.

I wish to thank the members of the Board for their wholehearted contribution during the year. I wish to thank Karen O'Leary, formerly of the Competition and Consumer Protection Commission, whose term of office expired during the year. I welcome Tim O'Hanrahan and Colette Crowne, who joined the Board during the year.

Chairperson's Statement

I wish to thank the Minister for Business, Enterprise and Innovation, Heather Humphreys T.D. and her predecessors Frances Fitzgerald T.D., Tánaiste and Minister for Business, Enterprise and Innovation and Minister Mary Mitchell O'Connor, T.D. for their support during the year and also wish to express my gratitude to the Department officials for their work and support for PIAB.

After a strong year for PIAB during 2017, I am of the view that the outlook for those who use PIAB's services will be a positive one this year, due to our efficient operations and our support for collaboration, progress and change in the sector.

I am pleased to present the 2017 Personal Injuries Assessment Board Annual Report.



Dermot Divilly
Chairperson

Chief Executive's Review



This was another year of consistent and efficient operational delivery for PIAB and also one where the organisation was intensively involved, in association with other stakeholders, in major initiatives which will contribute to concrete improvements in the personal injuries environment in Ireland.

PIAB continued to deliver on its mission and strategic objectives during 2017 and also played a constructive role in wider developments through collaborating closely with all stakeholders, through progressing key projects to the benefit of our customers, and through supporting positive change in the personal injuries area.

PIAB was established to assess undisputed personal injury claims. In resolving these undisputed claims without the need for costly and lengthy litigation, PIAB has significantly reduced the cost of delivering compensation in the past 14 years.

During the year we covered our day-to-day costs (as we have done since 2004) and we continued to provide our low cost and efficient service. We continue to deliver assessments far more quickly and at a fraction of the processing costs involved in settling claims through litigation. By resolving claims in a fair and consistent way, our work also has consequential benefits in encouraging pre-litigation agreements by the parties to claims. A continued challenge remains however that while PIAB publishes transparent statistics, public data is not available on the costs involved in private settlements.

During 2017:

- We managed 33,114 personal injury claim applications and made 12,663 formal awards;
- We achieved an average claims processing timeframe of 7.3 months – well below the statutory 9 month timeline, and at a cost of 6.2% of the value of accepted awards; and
- We awarded total compensation to accident victims of €315.04 million.

We delivered on the organisation's statutory obligations and made significant progress towards achieving our strategic objectives.

Serving our customers

During the year, PIAB continued to prioritise the maintenance of a reliable, timely and helpful service to customers, assessing and processing claims in an efficient and fair way. We are an independent body and we strive to provide a fair and efficient service to claimants and respondents (those being claimed against).

We are aware through our work that the injuries which are the subject of claims range from those where treatment results in a return to full health in a short time, to others involving extremely serious and life-changing injuries. We in PIAB wish anyone who has suffered an injury good progress with their medical treatment, and a full recovery.

We are also very conscious that respondents range from insurance companies who deal with our service regularly and are familiar with it, to owners of small and medium sized businesses who need us to provide them with clear information they can use to make decisions in relation to the process, whether they consent to our assessing the claim or not. We were involved in a number of initiatives, during the year, ranging from the upgrading of our website to our participation in a major SME event, to ensure that businesses were informed of our work and how to utilise our service.

Chief Executive's Review

Collaboration and change

A major area of our work in 2017 concerned stakeholder engagement with a wide range of sectors. We focussed significantly during 2017 on contributing to two major Government initiatives/groups. These were the Cost of Insurance Working Group, led by the Minister of State, Mr Michael D'Arcy T.D., and the Personal Injuries Commission (PIC) headed by Mr Justice Nicholas Kearns, former president of the High Court. We worked co-operatively and successfully with a range of other stakeholders on these initiatives. We believe that the work of these bodies should bring about crucial improvements in the sector and we look forward to further progress which will benefit everyone who needs a sustainable personal injuries resolution system.

A key area which will result in improvements in the personal injuries arena is the new legislation currently being drafted. The General Scheme of the Personal Injuries Assessment Board (Amendment) Bill was published in June 2017 and will, when enacted, introduce changes in our process in the area of attendance of medical examinations, statutory timelines and other areas. This has been identified as a legislative priority by the Government for 2018.

Progress

Major initiatives within PIAB which took place during 2017 included an updated online application system, which is clearer and easier to use.

Another key initiative during the year was the development of a web-based portal for solicitors to enable them to lodge documents and monitor progress on cases electronically. We are continuing to work on increasing the use of the portal this year.

Both of these developments fit with our objectives of promoting the lowest possible administration costs associated with the resolution of personal injury claims; promoting a culture of innovation excellence and efficiency, and promoting a superior customer service.

We also continued to look at improvements to the way PIAB handles cases, and we implemented changes which will increase efficiency to the benefit of all of our customers and stakeholders.

Our website – www.piab.ie – was comprehensively upgraded during the year, and now provides “one-click” access to information, updated FAQs and forms for claimants, respondents, solicitors and medical professionals. It also provides detailed statistics and clear access to reports and documents. There was also increased focus on the use of social media to provide information to the public and stakeholders.

People

No organisation can exist without the hard work and dedication of its people. The commitment, experience and expertise of our colleagues was essential during a year which was busy and successful. I would like to thank them all sincerely for their contribution and commitment.

A key development this year for PIAB and its people was the implementation throughout the organisation of a new, agreed set of workplace values for the organisation. I believe this will make PIAB an even better place to work, and one where the effectiveness of our work is increased.

Stakeholder engagement

Throughout 2017, we engaged closely with a wide range of stakeholders including Insurance Ireland, the Courts Service, An Garda Síochána, the Law Society of Ireland, the Society of Actuaries, the Health and Safety Authority, the Road Safety Authority, IBEC, the National Office of Traffic Medicine, Spinal Injuries Ireland, the Citizens Advice Bureau, the Legal Services Regulatory Authority, and with organisations representing a range of business sectors.

We also had regular meetings with individual insurance companies, and with members of the legal and medical professions. We thank those bodies for engaging with us and providing their perspective to aid our work.

Chief Executive's Review

Safety campaigns

Through their work, PIAB and its staff directly see the often-devastating effects on lives of serious accidents. Our staff deal with applications in relation to fatal accidents, serious spinal accidents and amputations. The effect of these injuries on individuals and their families is long-lasting and marked by pain, grief and difficult recovery. We co-operate with and support the work of An Garda Síochána, the Road Safety Authority and the Health and Safety Authority in relation to safety issues and reduction in injuries. During 2017, we commenced the production of more detailed statistical classification of injuries and accidents, in line with the international ICD 10 system. We believe this work will provide valuable data to all involved in the analysis of accident causes and the promotion of safety.

As well as the personal cost to those affected by personal injuries, there is a significant impact on society and the economy, in terms of compensation, rehabilitation costs, and lost opportunity. If accidents could be reduced in severity and frequency, then undoubtedly resources could be available for other vital needs in public services.

Conclusion

I thank the Chairperson of PIAB and the other members of the Board for their support and input during the year.

I wish to also express my thanks to Minister Heather Humphreys T.D. the Minister for Business, Enterprise and Innovation and her predecessors. Frances Fitzgerald T.D., Tánaiste and Minister for Business, Enterprise and Innovation and Minister Mary Mitchell O'Connor T.D. and to the staff in the Department for their support and assistance during the year. I also wish to thank Michael D'Arcy, T.D. Minister of State at the Department of Finance, who we worked with on the Department's Cost of Insurance Working Group during 2017.



Conor O'Brien
Chief Executive

What We Do

We facilitate a **fair and transparent** personal injuries assessment process in which claims are resolved at a **low delivery cost** and in a **timely and non-adversarial** manner.

We **engage with all parties and stakeholders** in the claims resolution process in a straight-forward and efficient way.

Our model is a positive one **for society as a whole** as it delivers compensation more quickly, with lower costs and predictable outcomes.



PIAB at a Glance

PIAB is Ireland's independent State body which assesses personal injuries compensation in a timely and cost-efficient manner.

PIAB assesses compensation in respect of personal injuries suffered by people in motor accidents, work place accidents and public liability accidents.

All personal injury claims must come through PIAB, unless settled early between claimants and insurers/respondents.

PIAB has assessed more than 120,000 cases since it was set up in 2004 and over 60 per cent of claimants have accepted its assessments.

The average time to assess in 2017 was 7.3 months and the average delivery cost was 6.2% of awards.

Claims may be resolved by: direct settlement between the parties, a PIAB assessment, or litigation. Court decisions ultimately determine overall damages levels and the PIAB model preserves the constitutional right of access to the courts.

Insurers/respondents are charged a €600 fee per case for the PIAB service and claimants are charged €45. Upon consent to assess from the respondent, most PIAB cases are handled within 7 months. In comparison, cases will incur significantly higher processing costs if they proceed to litigation and can take significantly longer to reach a conclusion.

Claimants can deal with PIAB directly or choose to engage the services of a solicitor to deal with us on their behalf – however, they generally must bear any associated legal costs.

We publish transparent information, the most comprehensive available in relation to personal injury claims in Ireland, including the Book of Quantum. We also participate, actively and collaboratively, in bodies such as the Personal Injuries Commission and the Department of Finance Cost of Insurance Working Group and we engage positively with all stakeholders.

By publishing data transparently, and because the PIAB model results in more predictable costs of claims, PIAB contributes to a more efficient personal injuries compensation system in Ireland.

Operational Review

PIAB Strategic Objectives:

- To assess fairly and accurately the amount of compensation entitlement in personal injury claims within the remit of the Personal Injuries Assessment Board in a timely manner.
- To promote the lowest possible administration costs associated with the resolution of personal injury claims.
- To promote a culture of innovation and excellence, fostering an efficient, flexible organisation with motivated and skilled staff and maximising the positive impact of technology.
- To promote and advance a superior customer service, focussed on making information about our services accessible to all, supported by a transparent and accessible claims assessment process and a cost-effective organisation.
- To continue to contribute positively to the changing personal injury claims resolution environment in Ireland through greater use of the Board's non-adversarial model.

Fairly and accurately
assessing compensation

Fairly and accurately assessing compensation

All personal injury claims (with exceptions set out in the Personal Injuries Assessment Board Act 2003) must be submitted to PIAB, unless they are settled early between claimants and insurers/respondents. Claimants can deal directly with PIAB or they may ask a third party, including solicitors, to submit their claim on their behalf. Claimants generally must bear any legal costs.

PIAB assesses compensation payable for personal injuries sustained as a result of a motor, workplace or public liability accident. All such cases must be submitted to PIAB unless resolved at an earlier stage between the parties. Where the respondent (the party against whom the claim is made) consents to an assessment being made by PIAB, the assessment is completed promptly – within an average of just over seven months in 2017. In 2017, the total number of applications to PIAB was 33,114 showing a reduction of 2.8% on the 2016 figure of 34,056. Motor claims volumes were 18,623 in 2017. Public Liability claims numbered 8,857 in 2017 and Employers' Liability claims volumes were 5,634. 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 2017, PIAB made 12,663 awards for compensation with a value of €315.04 million. This compared with 12,966 awards in 2016 with a value of €315.13 million.

A PIAB award is the financial compensation payable to an individual who suffers a personal injury. It 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 e.g. loss of wages, cost of medical care etc. Awards data in this report relates to the total value of an award and does not differentiate between General and Special Damages.

General Damages are assessed using The Book of Quantum, a guide to compensation levels in Ireland (available at www.piab.ie) to which the Courts are also required to have regard under the Civil Liability & Courts Act 2004.

Awards volumes and values

Table 1.1 sets out the number and value of awards made each year since 2006.

	No. of Awards	Value of Awards
2017	12,663	€315.04m
2016	12,966	€315.13m
2015	11,734	€268.45m
2014	12,420	€281.21m
2013	10,656	€243.46m
2012	10,136	€217.94m
2011	9,833	€209.83m
2010	8,380	€186.63m
2009	8,643	€200.22m
2008	8,845	€217.16m
2007	8,208	€181.04m
2006	5,573	€115.28m
Total	120,057	€2,751.39m

Fairly and accurately assessing compensation

Figure 1.1 Breakdown of 2017 Awards by Category

	%	Volume	Average value
Motor Liability	72%	9,142	€23,234
Employers' Liability	10%	1,216	€32,015
Public Liability	18%	2,305	€27,638
Subtotal		12,663	

Figure 1.2 Value of Average Awards by Category

	2017	2016
Motor Liability	€23,234	€22,454
Employers' Liability	€32,015	€35,159
Public Liability	€27,638	€26,592
Overall average	€24,879	€24,305

Figure 1.2 shows the average value of awards by each of the categories in 2017 i.e. Motor Liability, Employers' Liability and Public Liability. The volume of cases in each claim category can vary year to year reflecting changes in the economic environment and the flow of new claims and private settlement patterns. Changes in volume of claims, category and severity each year can cause a variation in the average award. The average award in 2017 increased slightly over the previous year's figure.

During 2017, and in line with earlier 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.

Range of Awards

The highest award in 2017 was €605,095.

Over half of all PIAB awards in 2017 were under €20,000 (6,428 cases).

The large majority of personal injury awards in 2017 (10,947) were under €38,000 in award value.

105 claims saw awards of over €100,000, as shown in Table 1.2.

Table 1.2 Breakdown of Total No. of Awards in 2017 (by Value and Claim Category)

Average Value Category (€'s)	Motor Liability	Employers' Liability	Public Liability	Total
<20k	5,046	416	966	6,428
20-38k	3,220	464	835	4,519
38-100k	805	320	486	1,611
>100k	71	16	18	105
All	9,142	1,216	2,305	12,663

Fairly and accurately assessing compensation

Average Award by Region/Category

Table 1.3	
DUBLIN	2017 Average Award
Motor Liability	€21,453
Employers' Liability	€27,948
Public Liability	€24,263
REST OF LEINSTER	2017 Average Award
Motor Liability	€23,980
Employers' Liability	€33,068
Public Liability	€30,733
CONNAUGHT-ULSTER	2017 Average Award
Motor Liability	€26,352
Employers' Liability	€37,841
Public Liability	€29,881
MUNSTER	2017 Average Award
Motor Liability	€23,065
Employers' Liability	€33,735
Public Liability	€28,496

Table 1.3 and tables in the appendices of this report show the breakdown of the average award by category on a regional basis. Employer's Liability awards are typically of higher value due to the nature of the injuries sustained in workplace accidents. Regional variations are reflected in the particular nature of the accidents involved. A detailed analysis of awards by region and county can be found in the Appendix.

Assessment Timeline

PIAB is obliged, under its 2003 Act, to assess claims within 9 months of a respondent's (those responding to claims – mostly insurers on behalf of policyholders) consent to the assessment process. There are exceptional circumstances in which the 9 month time limit can be extended. The 2017 results for PIAB show that average time from Date of Consent to Date of Award was 7.3 months.

Delivering lowest
possible administration
costs

Delivering lowest possible administration costs

Once again, in 2017, the organisation operated at nil cost to the Exchequer. It does not draw down funds and in addition contributes significantly to the economy in terms of tax and through purchase of goods and services through public procurement. PIAB's income is derived from the fees it charges, primarily on respondents (or their insurers) with a modest application fee levied on claimants. The current fees are €600 for respondents and €45 for claimants, and are set by legislation.

Delivery Costs

In 2017, PIAB delivered the current level of compensation at a delivery cost of 6.2%. Our delivery costs are not based on a percentage of the amount of the award but are predominantly fixed fees. This is a reduction on the previous year's figure which was 6.4%.

The more cases that can be processed through PIAB's low cost model the greater the impact on overall claims costs which are a contributing factor to insurance premium levels.

In 2017, the number of awards accepted by customers of PIAB (claimants and respondents) was 6,788, as shown in Table 2.1 below.

Efficiency Focus

There was a continued focus in 2017 on securing value for money in the supplies and services procured by PIAB. Competitive tendering and Central Government contracts were used in order to achieve savings and efficiencies in areas such as Outsourced Payroll Services, Cleaning Services and Managed service model (competitive tendering) and Internal Audit Services, Insurance Brokerage Services and ICT Security Services (OGP + Central Government contracts/framework agreements).

We undertook with the assistance of the HSE a tender competition to add to our existing Specialist Medical Panel. Arising from this competition, we added in excess of 150 practitioners to the panel. Savings were made in a number of areas where goods or services are purchased and there was continual monitoring and focus on budgets, on competitive procurement and on effectively managing third party providers.

Review of Energy Usage in 2017

As a public sector agency, we are fully committed to playing our part in the achievement of energy efficiency (reduction) targets of 33% improvement from the baseline year 2009 to 2020. As of December 2017 based on the figures provided to SEAI we have achieved a 53% improvement from baseline.

In 2017, PIAB consumed 187,400 KWh of energy, consisting solely of electricity use, it includes the electricity usage at the lease premises when the refurbishment works were undertaken. The overall 2017 usage represents a 22,550KWh decrease on usage in 2016.

Actions Undertaken in 2017

We completed a Building Refurbishment project which included replacing and upgrading the Air Conditioning system and upgrading the lighting system. These upgraded systems will offer savings in terms of energy efficiency. We also completed a key IT project in moving our IT infrastructure to a fully managed service model.

Actions Planned for 2018

In 2018, we intend to complete the following:

- undertake a desktop upgrade project
- conduct ongoing staff awareness relating to energy conservation.

Table 2.1 Total Number and Value of PIAB Accepted Awards

	2017	2016	2015	2014	2013	2012
No. of Accepted Awards	6,788	7,071	6,716	7,519	6,476	6,124
Total Value of Accepted Awards	€168.86m	€168.68m	€151.35m	€165.97m	€142.57m	€127.62m
Total PIAB Delivery Costs	€10.46m	€10.72m	€9.84m	€11.17m	€10.76m	€11.47m

Promoting culture of
innovation, excellence
and efficiency

Promoting culture of innovation, excellence and efficiency

Information & Communications Technology

Information and Communications Technology is a key enabler for PIAB. Our strategy is to continue investing in ICT to support the work of the organisation, the needs of our customers and to increase efficiency. We maintain awareness of current developments in the relevant ICT areas including data management, data processing, security and data protection.

As a public service organisation, we are supportive of government strategy in the area of e-government and e-commerce, and where possible we are committed to utilising technology to allow people to use our services via online platforms and digital self-service systems.

Through the use of technology and online services we have been able to improve service quality and access for customers, as well as driving efficiencies.

Investment

Our investments in the ICT area include upgrading and replacing hardware and software, along with the use of specialist services to augment our in-house expertise in a cost-efficient and effective way. It also involves providing training and briefing across the organisation in relevant information technology topics. We aim to achieve not just compliance but also to match best practice in the implementation of information technology.

IT Infrastructure

We completed a key project to move our IT infrastructure to a fully managed service model during 2017.

Web access

In 2017, we completed an updating of our website, with benefits including improved clarity and speed of access to information. We also introduced an upgraded online claim application form and a self-service web portal for legal professionals which went live late in 2017 with its main roll-out in 2018. It is a secure web-based platform where authorised users can access information related to their clients claims and correspondent with PIAB.

The PIAB solicitor portal is available on the PIAB website www.piab.ie. Among its benefits, the portal provides access to real time information in relation to claims and their progress, ability to speedily and easily upload/download documents, reducing postal, paper and administrative costs.

Process Review

We completed a review of the PIAB process and engaged in further work on the implementation of changes and efficiencies, including streamlining of operational processes, resulting in some leaner processes. Work is continuing and further operational efficiency changes will be implemented during 2018.

Facilities

PIAB occupies two floors at Grain House, Belgard Square North, Tallaght. The premises are leased by the Office of Public Works (OPW) and the lease costs are borne by the Board. During 2017, we worked with OPW on a refurbishment of the premises and an essential upgrade and replacement of the air conditioning system. To facilitate this work, we entered into a short-term lease at a premises in the Tallaght area. The work which commenced in 2016 was completed on time and on budget in quarter two 2017. We would like to thank staff for their assistance and cooperation during these works and also a special thanks to the OPW.

Advancing superior
customer service

Advancing superior customer service



The Board's model is a user-friendly administrative and paper-based system with no oral hearings or adversarial processes and we make many supports available to claimants wishing to handle their claim themselves.

Customer service is a key priority for PIAB. Our engagement is delivered through personnel in the front line Service Centre in Clonakilty, Co. Cork, and through activities completed by the Assessment Centre teams in Dublin.

PIAB's Service Centre provides:

- Detailed information and assistance to potential claimants and respondents in progressing claims;
- Detailed guidance and assistance to claimants completing applications; and
- Availability to speak to personnel on Lo-call number 1890 829 121 from 8am to 8pm Monday to Friday.

The Service Centre also deals with other Agents e.g. Solicitors, Insurance Companies, Doctors and Specialists.

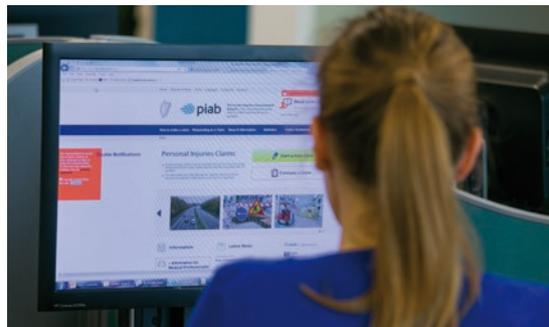
In 2017, we continued to provide a transparent and accessible claims assessment process through the Service Centre.

Customer service

PIAB engages with customers through personnel in the front line Service Centre in Clonakilty, Co. Cork, and through activities completed by the Assessment Centre teams in Dublin. During the year our Service Centre handled 49,470 incoming calls, 258,433 items of incoming post, 93,110 incoming e-mails, 7,871 incoming faxes and arranged 23,740 medical appointments.

Website

PIAB's website (www.piab.ie) is a primary focus for engagement and information sharing with our customers. The site provides customer focussed elements including online options to submit claims directly, as well as extensive statistical data, and information for respondents, legal professionals and medical professionals.



In 2017 there were 157,676 visits to our website. 874 people made online claims using our website during the year.

Among the developments in this area were the development of a web portal for solicitors which will roll out in 2018.

We annually survey a sample of customers dealing with PIAB and those surveys have shown consistently positive results. We also carry out public market research to ascertain levels of awareness of PIAB and the services it provides.

Contributing positively
to the claims resolution
environment

Contributing positively to the claims resolution environment

Before PIAB was established, a claimant who had suffered a personal injury had no alternative but to pursue their claim through the litigation system.

PIAB's non-adversarial model delivers settlements to claimants in a time which is much quicker and at a cost which is far lower than other methods. Total PIAB delivery costs during 2017 were €10.46 million. This shows very significant savings, when compared to costs which would have resulted in litigation system for those cases, had they been pursued.



Claims and Policy Insights

In fulfilling our remit to deliver compensation awards, we gather substantial data on injuries and the circumstances of accidents in a wide variety of settings. Access to this anonymised data provides an important insight into the types of injuries people sustain and the nature of the accidents in which they are involved. We are moving to increase the amount of data we can make available through implementing ICD 10 categorisation (an international medical classification system), and substantial progress was made in this area during 2017.

This statistical information can be particularly useful to those responsible for risk management and accident prevention, including other State Agencies.

It is our objective in PIAB to continue to contribute positively to the changing personal injury claims resolution environment in Ireland through greater use of the Board's non-adversarial model.

We do this by providing information transparently to policymakers which assists their work. We also do this by providing factual information and explanatory material to people who have experienced an accident and who have the option of using our model.

PIAB believes that there is a need for transparent data on cases settled outside the PIAB or court process, in order to provide the full picture of claims data.

Stakeholders

We provide information to a wide range of stakeholders from the business, legal and insurance sector and consumer areas, and to academic specialists in the injuries compensation and insurance areas. We attend and participate actively in conferences and seminars and provide our insight on areas where improvements can be made. During 2017, we had a stand at the Taking Care of Business event, organised by the Department of Business, Enterprise and Innovation. We also attended meetings of medical, health and safety and insurance sector groups.

During 2017, we met with a wide range of organisations in the business and state sector.

We engaged very positively with the judiciary, who have an independent role in relation to judgements in personal injury cases.

We participated actively in the Department of Finance Working Group on the Cost of Insurance and provided strong support to the the Personal Injuries Commission during 2017.

Our People

Our People

PIAB's success is dependent on the talent, creativity and innovation of our staff who deliver its strategic objectives and mission. Performance through people is at the heart of PIAB's strategy to ensure participation, inclusiveness and empowerment. Developing our people is underpinned by educational support, training programmes, project team work, knowledge sharing groups and agile working (i.e. flexi time, reduced working week, shorter working year, career breaks).

Working with an external consultancy firm, PIAB's Partnership Committee invited all colleagues to partake in a Staff Attitude Survey in 2017. The purpose of this survey was to make PIAB an even better place to work, and one that achieves its goals in a successful and positive manner. The survey had five key themes People, Work, Opportunities, Life Balance and Total Rewards. 90% of colleagues completed the survey. The results of the survey have given PIAB's Partnership Committee supported by the Management Team key themes and areas to develop within PIAB. Following the survey the Partnership Committee invited all colleagues to help define PIAB's core values and to bring them to life. PIAB's core values are at the essence of PIAB's unique identity.

Our colleagues agreed on the acronym CROÍ, from the Irish word for heart, to describe our values, principles, philosophy and culture. The acronym stands for Collaboration, Respect, Openness and Integrity. These are values agreed as the most important to staff and the behaviours we commit to displaying to each other and other stakeholders.

PIAB had the opportunity in 2017 to offer two staff an 18 month secondment to the Secretariat of the Personal Injuries Commission based in the Department of Business, Enterprise and Innovation. The Personal Injuries Commission was established as one of a number of recommendations in the report by the Cost of Insurance Working Group published in early 2017. This opportunity also led to a number of colleagues being able to expand their professional and technical knowledge. Other recruitment competitions during the year included the appointment of a Higher Executive Officer in Operations and Corporate Services to act as the Board's FOI Officer and as a Claims Assessor,

temporary positions to replace staff availing of agile working, permanent Clerical Officer positions and a confined competition to appoint five Executive Officers.

PIAB is committed to employee wellbeing 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 the Board's goals.

This commitment is supported by a Managing Attendance Policy, programmes aimed at increasing health awareness and identifying medical problems at an early stage (lunch time lectures provision of VDU Display Screen Eye test, provision of Voluntary Health Screening, ergonomic assessments, referrals to our Occupational Health Advisor). Through an external provider, PIAB provides an Employee Assistance Programme (EAP).

The EAP is a professional confidential resource which provides a work-based intervention programme aimed at the early identification and/or resolution of both work and personal problems that may adversely affect an employee's performance.

PIAB was audited by the Health and Safety Authority during 2017, receiving a satisfactory rating. Following on from the Audit and in consultation with all staff PIAB's Health and Safety Officer revised our Health and Safety Statement. All employees were required to familiarise themselves with and agree to follow their obligations under the statement.

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. The Board is appointed by the Minister for Business, Enterprise and Innovation and consists of a Chairperson, and 9 ordinary (non-executive) members and the Chief Executive. The Board is responsible for formulating PIAB's policies and the execution of other fiduciary duties. It is collectively responsible for leading and directing the organisation's activities. While the Board may delegate particular functions to management the exercise of the power of delegation does not absolve the Board from the duty to supervise the discharge of the delegated function.

The Board fulfils key functions as set out below which includes providing leadership and direction of the organisation within a framework of prudent and effective controls which enables risk to be assessed and managed.

How the Board operates – Role of the Board

The Board meets on a regular basis. As required Executive staff and others e.g. various experts etc., attend at Board meetings for the purposes of discussing relevant matters. During 2017 the Board met without Executive Members present, on two occasions, to discuss any matters that were deemed relevant.

The Board may delegate some of its powers as it sees fit to either a Board Committee or to the Chairperson or to the Chief Executive Officer, subject to compliance with any relevant legislation particularly the Personal Injuries Assessment Board Acts 2003 and 2007. Executive management are responsible for the day to day running of the organisation including claims handling and preparation and carrying out assessments. The Board has a formal schedule of matters specifically reserved to it for decision. These include:

- Ensuring that the Board operates within the limits of its statutory authority and/or any delegated authority agreed with the Minister;
- Discharging the principal functions of the Board as set out in the PIAB Acts;
- Discharging the Board's other legislative functions;
- Ensuring that high standards of corporate governance are observed at all times;
- Ensuring the maintenance of a sound system of internal controls including financial, operational, compliance, strategic and reputational controls, and risk management processes and policies;
- 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 & Financial Statements;
- Approval and monitoring of the Annual Budget;
- Approval of the Strategic Audit Plan;
- Appointment, remuneration and assessment of performance of the Chief Executive Officer subject to any Ministerial approval required;
- Approval of the Board's Strategic Plan for submission to the Minister;
- Approval of the delegation of responsibilities to the Chief Executive Officer;
- Overseeing the discharge by the executive management of the day to day business of the Board;
- Undertaking an annual review of its own performance;
- Appointing the Chairperson and Members of Board Committees and approval/review of the terms of reference of these committees; and
- Approval of the Code of Business Conduct for Board Members.

Governance Statement and Board Members' Report

Board Responsibilities

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 financial statements.

The Board is responsible for keeping proper books of account 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 considered 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 2017.

During the year the Board approved an Annual budget and on an on-going basis evaluated performance against budget – this was achieved by regular budget updates provided by the Executive for the consideration of the Board at its regular meetings.

As outlined in the Statement of 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 during the year. This review was informed by the work of the internal auditor, the Audit 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.

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.

During the year we implemented Risk Management procedures as outlined in our Risk Management Framework. This comprehensive framework is fully integrated with our Quality Assurance Programme and Business Planning cycle.

During the year, the Board undertook a self-evaluation of its own performance. The findings of the review were generally positive with some clarification sought around a small number of areas.

Governance Statement and Board Members' Report

Full List of Board Members

Name	Position	Attendance Record
Dermot Divilly	Non-Executive Chairperson	8 out of 8
John Lynch	Vice Chairperson and Business Consultant	7 out of 8
Conor O'Brien	Chief Executive	8 out of 8
Walter Cullen	Irish Congress of Trade Unions (ICTU) nominee	7 out of 8
Dermot Gorman	Insurance Ireland nominee	8 out of 8
Martin Naughton	Irish Congress of Trade Unions (ICTU) nominee	6 out of 8
Karen O'Leary	Competition and Consumer Protection Commission	2 out of 2
Fionnuala O'Loughlin	Consultant Psychiatrist	5 out of 8
Breda Power	Department of Business, Enterprise and Innovation	6 out of 8
Margot Slattery	Irish Business & Employers Confederation (IBEC) nominee	5 out of 8
Tim O'Hanrahan	Central Bank of Ireland nominee	6 out of 8
Colette Crowne	Competition and Consumer Protection Commission	5 out of 6
<i>Stephen Watkins</i>	<i>Secretary to the Board</i>	

Karen O'Leary ceased to be a member on the 21st of April 2017 and Colette Crowne was appointed from the 22nd of April 2017.

Committee Membership during the year

Audit and Risk Committee

John Lynch (Chairperson)
 Walter Cullen
 Dermot Gorman
 Breda Power
 Tim O'Hanrahan

In addition to full Board meetings there were five meetings of the Board's Audit and Risk Committee during 2017.

Executive Management Team

Chief Executive Conor O'Brien is a member of the Board. He also leads the Executive Management Team which includes:

- Maurice Priestley – Director of Operations
- Helen Moran – Director of Business Support Services
- Stephen Watkins – Director of Corporate Services
- Bernadette King – Director of Finance

The Chief Executive is responsible for the day-to-day management of PIAB's operations supported by directors, managers, assessors and support staff.

Board Fees

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

Governance

Disclosures required by the Code of Practice for the Governance of State Bodies 2016

- 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 5 in the Financial Statements in this Annual Report).
- Legal costs relate to general legal advices and costs and are included in Note 5.
- Travel and Subsistence Expenditure (the disclosure in relation to this is contained in Note 5 in the Financial Statements in this Annual Report).
- Hospitality Expenditure (the disclosure in relation to this is contained in Note 5 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. PIAB was in full compliance with the Code of Practice for the Governance of State Bodies for 2017.

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 extent possible, to mitigate those risks. These reports were brought before the Audit and Risk Committee and there were no significant issues identified.

PIAB have appointed a Chief Risk Officer to oversee the implementation of the risk management framework. PIAB review management reporting on risk at each Board meeting.

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.

Ongoing monitoring includes information from the three lines of defence as follows:

- **First line of defence** – information coming from business operational areas that can be used to derive assurance in relation to how risks are being managed. This includes risk registers, reports on the routine system controls, performance data and other management information.
- **Second line of defence** – work associated with oversight of management activity. This includes compliance assessments or reviews to determine that quality arrangements are being met in line with expectations for specific areas of risk across the organisation e.g. procurement.
- **Third line of defence** – independent and objective assurance. This focuses on the role of internal audit which carries out a programme of work specifically designed to provide an independent and objective opinion on the framework of governance, risk management and control.

Internal Audit

The Internal Audit function is a key element in informing the governing Board on the effectiveness of the system of internal controls. The internal auditors operate in accordance with the Code of Practice for the Governance of State Bodies. Internal Auditor reports were prepared in 2017 covering a wide range of areas: Financial, Operational and Organisational. These reports were brought before the Audit Committee and there were no significant issues identified.

Corporate Governance – Compliance

PIAB operates in accordance with the provisions of its 2003 Act, as amended in 2007. PIAB operates under the aegis of the Minister for Business, Enterprise and Innovation.

Governance

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 Business, Enterprise and Innovation PIAB's compliance with the 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 is committed to a policy of equal opportunity and adopts a proactive approach to equality. PIAB informs groups that support the employment of people with disabilities of vacancies that have arisen in the Board. In 2017 the offices of PIAB were refurbished and remain to be fully accessible. PIAB has an active welfare oriented Managing Attendance (sick leave) policy. PIAB funds an Employee Assistance Programme for all employees which offers 24/7 one to one counselling. The Board's aim is to establish a work place where staff feel supported and equally valued, supporting the culture of PIAB which is one which demonstrates that all colleagues are regarded as competent and are genuinely valued in the workforce. PIAB operates a number of agile working schemes that provide staff with options in relation to meeting their career and personal needs, such as flexi time, work sharing, shorter working year and career breaks in addition to all statutory leave.

Data Protection Acts, 1988 and 2003

PIAB is a registered data controller under the Data Protection Acts. We operate in accordance with a formal Data Protection Policy as agreed with the Office of the Data Protection Commissioner. This places us at the forefront of implementing data protection procedures, thus protecting the individual's fundamental right to privacy and exercising control over how personal information may be made available under the Data Protection Acts. We commenced a readiness programme during 2017 in advance of the implementation of the General Data Protection Regulation (GDPR).

Freedom of Information Legislation

PIAB was brought under the remit of Freedom of Information (FOI) legislation during 2015. The organisation has received a number of requests both case related and more general since then.

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.

Governance

Protected Disclosures

PIAB has a Protected Disclosures Policy which provides a framework where 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. It was introduced during 2016 and was reviewed and agreed by the PIAB Joint Consultative Committee, composed of employee representatives and management. The policy was distributed to all staff and was published on our intranet site on 7th September 2016. During 2017, no protected disclosures were made.

Procurement

Competitive tendering is the normal procedure utilised by PIAB in the procurement process. Tenders issued have had due regard to the value thresholds for the application of procurement rules. PIAB confirms compliance with procurement procedures in respect of competitive tendering with the exception of the non-compliant procurement outlined in the Statement on Internal Control. The compliance includes adherence to both national guidelines from the Office of Government Procurement and the relevant EU Directives, which have the force of law in all Member States. We continually review and update our procurement policies and procedures and also provide training to relevant personnel in this important technical area.

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.

PIAB is committed to meeting its obligations under the 15 day Government decision, which came into effect on 1 July, 2011 and was augmented by the S29296 of 28 March 2017 which put the decision on a formal footing. This provision ensures that payments to suppliers in respect of all valid invoices received will be made within 15 calendar days and that we publish on our website the total number and value of payments made quarterly and the levels of late payment interest and compensation costs paid. In the year to 31 December 2017, 72% of payments had been made within 15 days and 99.1% within 30 days.

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.

Strategic Planning

PIAB operates in accordance with its Strategic Plan for the period 2014-2019. This plan sets out our key Strategic Objectives over the coming years along with the key actions to be undertaken to achieve these objectives. At operational level, staff objectives and annual business plans continue to be aligned with PIAB's strategic objectives.

Prompt Payments	2017	2016
Total Number of Invoices paid	25,887	26,055
Total Value of Payments	€19,001,112	€17,285,116
Total Number of Invoices paid in excess of 30 days	246	109
Total Prompt Payment Interest	€4,207	€2,666

Financial Statements

for the financial year ended 31 December 2017

Contents

General Information	33
Statement on Internal Control	34
Report of the Comptroller and Auditor General	36
Statement of Income and Expenditure and Retained Revenue Reserves	38
Statement of Comprehensive Income	39
Statement of Financial Position	40
Statement of Cashflows	41
Notes to the Financial Statements	42

Financial Statements

for the financial year ended 31 December 2017

General Information

Members of the Board	<p>Dermot Divilly (Chairperson) Conor O'Brien (CEO) Walter Cullen Dermot Gorman John Lynch Martin Naughton Tim O'Hanrahan Karen O'Leary Colette Crowne Fionnuala O'Loughlin Breda Power Margot Slattery</p>	<p>Commenced 1st January 2017 Membership ceased on 21st April 2017 Commenced 22nd April 2017</p>
Office	<p>Grain House Exchange Hall Belgard Square North Tallaght Dublin 24</p>	
Auditor	<p>Comptroller and Auditor General 3 Mayor Street Upper North Wall Dublin 1</p>	
Bankers	<p>Bank of Ireland 4-6 Priorsgate Main Street Tallaght Dublin 24</p>	
Solicitors	<p>Arthur Cox & Co. Ten Earlsfort Terrace Dublin 2</p>	
Website	<p>www.injuriesboard.ie</p>	

Financial Statements

for the financial year ended 31 December 2017

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 2017 and up to the date of approval of the financial statements except for the internal control issues outlined below.

Capacity to Handle Risk

The Audit and Risk Committee (ARC) which is comprised of non-executive directors, includes persons possessing recent and relevant financial experience including competency in accounting, audit and risk management. The ARC met five times in 2017.

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. A three-year internal audit work plan has been determined in consultation with the ARC. This plan is reviewed annually and revised as and when required. The current internal audit work 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.

The ARC has developed a risk management policy 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 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 on an annual basis. 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.

I confirm that a control environment containing the following elements is in place:

- 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.

Statement on Internal Control (continued)

- there are systems aimed at ensuring the security of the information and communication technology systems,
- there are systems in place to safeguard the assets.

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.

I confirm that the following ongoing monitoring systems are in place:

- 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,
- there are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/ forecasts.
- a review of management reporting on risk at each Board meeting;
- a three year internal audit plan is agreed. The audit plan is reviewed and agreed annually. The internal audit program provides an independent and objective opinion on the control environment.

Procurement

I confirm that PIAB has detailed 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 three year Corporate Procurement Plan (2016-2018) and Annual Procurement plans in place. During the year, expenditure of €12,715,518 was incurred on goods and services.

Matters arising regarding controls over procurement are highlighted under internal control issues below.

Internal Control Issues

Non Compliant Procurement

During 2017 expenditure of €33,825 was incurred in relation to a service contract where the procedures employed did not comply with procurement guidelines. This was due to the rollover of existing contracts pending completion of a significant Information Technology (IT) project which had a dependency on this service. This IT project was completed during the latter part of 2017 following which a new tender competition for this service was issued in December 2017.

During 2017 expenditure of €120,000 was incurred in relation to a service contract where the procedures employed did not comply with procurement guidelines. This was due to the rollover of the existing contract pending finalisation of a new tender. The new tender competition was issued in December 2017.

During 2017 expenditure of €42,000 was incurred in relation to two service contracts where the procedures employed did not comply with procurement guidelines. This was due to the rollover of existing contracts pending finalisation of a new tender. The new tender competitions were completed in July 2017.

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 2017, in December 2017.

Signed on behalf of the Board;



Dermot Divilly
Chairperson

24th May 2018



Report for presentation to the Houses of the Oireachtas Personal Injuries Assessment Board

Opinion on financial statements

I have audited the financial statements of the Personal Injuries Assessment Board for the year ending 31 December 2017 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 2017 and of its income and expenditure for 2017 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.

Patricia Sheehan

For and on behalf of the Comptroller and Auditor General

11 June 2018

Responsibilities of Board members

The governance statement and Board members' report sets out the Board members' responsibilities. 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 FRS102
- 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 there are 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 there is 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 of Income and Expenditure and Retained Revenue Reserves

for the Financial Year Ended 31 December 2017

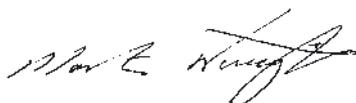
	NOTES	2017 €	Re-Styled 2016 €
Income			
Fee Income	2 (a)	11,652,039	12,644,630
Other Income	2 (b)	34,784	30,588
Total Income		11,686,823	12,675,218
Expenditure			
Salaries, Pensions and Related Expenses	3	6,113,213	5,835,233
Claims Processing Expenses	4	2,489,062	2,593,253
Board Members' Fees	3	80,370	80,370
Accommodation & Building Costs	5	419,413	513,025
Recruitment, Training & Education Costs	5	64,049	39,635
Information, Research & Communication Costs	5	218,968	298,412
Legal Costs & Professional Fees	5	299,074	422,786
Judicial Review Costs	5	91,699	150,000
IT Costs	5	522,337	460,963
Telecommunication Costs		83,327	98,230
General Administration Costs	5	647,747	602,663
Depreciation		220,337	120,865
Total Expenditure		11,249,596	11,215,435
SURPLUS FOR THE YEAR		437,227	1,459,783
Balance at 1 January		17,012,681	15,552,898
BALANCE AT END OF YEAR		17,449,908	17,012,681

All income and expenditure for the year relates to continuing activities at the reporting date.

The Statement of Cash Flows and notes 1 to 18 form part of these financial statements.

On Behalf of the Board

On Behalf of the Board

John Lynch
Board Member

Martin Naughton
Board Member

24th May 2018

24th May 2018

Statement of Comprehensive Income

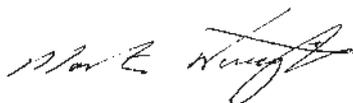
for the Year Ended 31 December 2017

	NOTES	2017 €	Re-Styled 2016 €
Surplus for the year		437,227	1,459,783
Experience gains on retirement benefit obligations	13	348,000	117,000
Change in assumptions underlying the present value of retirement benefit obligations	13	0	(4,516,000)
Adjustment to Deferred retirement benefits funding		(348,000)	4,399,000
Comprehensive Income for the year		437,227	1,459,783

The Statement of Cash Flows and notes 1 to 18 form part of these financial statements.

On Behalf of the Board

On Behalf of the Board

John Lynch
Board Member

Martin Naughton
Board Member

24th May 2018

24th May 2018

Statement of Financial Position

as at 31 December 2017

	NOTES	2017 €	2017 €	Re-Styled 2016 €	Re-Styled 2016 €
Non Current Assets					
Fixed Assets	6		1,308,079		297,609
Current Assets					
Receivables	7(a)	1,946,249		2,105,775	
Cash at Cash equivalents	7(b)	18,573,179		19,622,809	
Total Current Assets		20,519,428		21,728,584	
Current Liabilities: amounts falling due within one year					
Payables	8	3,622,598		4,248,604	
Net Current Assets			16,896,830		17,479,980
Creditors: amounts falling due after one year					
Provision for liabilities and charges	10		755,001		764,908
Retirement Benefits					
Retirement Benefit Obligations	13		(28,854,000)		(27,317,000)
Deferred Retirement Benefit Funding Asset	13		28,854,000		27,317,000
Total Net Assets			17,449,908		17,012,681
Financed By:					
Retained Revenue Reserves			17,449,908		17,012,681
Total Financed by:			17,449,908		17,012,681

The Statement of Cash Flows and notes 1 to 18 form part of these financial statements.

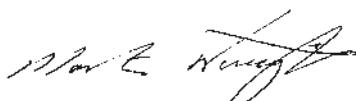
On Behalf of the Board



John Lynch
Board Member

24th May 2018

On Behalf of the Board



Martin Naughton
Board Member

24th May 2018

Statement of Cashflows

for the Year Ended 31 December 2017

	NOTES	2017 €	Re-Styled 2016 €
Cash Flow from Operating Activities			
Surplus for the Financial Year		437,227	1,459,783
Adjustments for:			
Depreciation		220,337	120,865
Interest received		(9,338)	(26,562)
Decrease in Receivables		159,526	197,506
(Decrease)/Increase in Payables		(626,006)	434,795
(Decrease)/Increase in Provision for Liabilities		(9,907)	36,701
Cash from Operating activities		171,839	2,223,088
Cash flows from investing Activities			
Purchase of Tangible Fixed Assets	6	(1,230,807)	(93,697)
Net Cash outflow from Investing Activities		(1,230,807)	(93,697)
Cash Flows from Financing Activities			
Interest Received		9,338	26,562
Net Cash inflow from Financing Activities		9,338	26,562
Net (Decrease)/Increase in Cash and Cash Equivalents		(1,049,630)	2,155,953
Cash and Cash Equivalents at 1 January		19,622,809	17,466,856
Cash and Cash Equivalents at 31 December		18,573,179	19,622,809

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

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

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

PIAB's primary functions are set out in Part 3 of the Personal Injuries Assessment Board Act 2003 - To assess fairly and accurately 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 the Board for the year ended 31 December 2017 have been prepared in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) issued by the Financial Reporting Council.

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 Business, Enterprise and Innovation. The unit of currency in which the financial statements are denominated is the Euro.

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 issue is earned and the service provided.

In 2017, the PIAB reviewed its income policy. Following this review, and in line with FRS102 section, rendering of services, Respondent fee income are 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.

Respondent fee income is recognised in the period in which the income is earned and the service provided, based on the stage of completion method for rendering of services.

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.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

1 Statement of Accounting Policies (continued)

Prepaid Costs

The Board 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.

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:

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

Taxation

The Board 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 are 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.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

1 Statement of Accounting Policies (continued)

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 Board 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 Board 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 outcome may differ significantly from that estimated.

Retirement Benefit Obligation

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 Scheme

The Board 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 in 2008. The Spouses' and Childrens' Contributory Pension scheme was approved in 2009.

Scheme Characteristics

The scheme has a number of specific characteristics:

- The Board makes an agreed contribution to the Department of Business, Enterprise and Innovation.
- The contribution comprises of an employee element along with an employer element. The employer contribution in 2017 was 25% of gross pay, 30% for staff on PRSI Class B and D.
- There is a commitment from the Department of Business, Enterprise and Innovation with the agreement of the Department of Finance, that the Exchequer will meet the cost of benefits as they fall due.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

1 Statement of Accounting Policies (continued)

In substance, the Board considers that the obligation to pay retirement benefit remains with Personal Injuries Assessment Board (PIAB), but that the Exchequer has committed to providing PIAB with sufficient funds to settle any such obligations on PIAB's behalf as they fall due, provided 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.

The Board 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. Single Public Service Pension scheme members' contributions are paid over to the Department of Public Expenditure and Reform.

Scheme Liabilities

Model Scheme liabilities represented by the present value of future payments earned by PIAB staff to date are measured on an actuarial basis using the projected unit method. Pension costs reflect benefits earned by 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.

2(a) Fee Income

	2017 €	2016 €
Claimant Fee Income	1,469,023	1,510,166
Respondent Fee Income	10,096,558	11,096,902
Deferred Income in the current year	(2,460,308)	(2,546,766)
Deferred Income – Amount released to income in the year	2,546,766	2,584,328
	11,652,039	12,644,630

Claimant Fee Income:

Claimant fees are recognised on a cash receipt basis on receipt of an application to register a claim with the PIAB. The current fee is €45 per application as per S.I. No. 41/2011 – Personal Injuries Assessment Board (Fees) (Amendment) Regulations 2011.

Respondent Fee Income:

The respondent fee income is in respect of the Board dealing with an application (as outlined in the PIAB Act). 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.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

2(b) Other Income

	2017	2016
	€	€
Interest Receivable	9,338	26,562
Insurance claim proceeds	20,000	0
Miscellaneous income	5,446	4,026
	34,784	30,588

3(i) Salaries, Pensions and Related Expenses

	2017	2016
	€	€
Salaries *	4,559,324	4,327,719
Overtime	4,319	1,815
Employer Superannuation Contributions	1,124,283	1,091,628
Employer PRSI Contributions	415,404	399,784
	6,103,330	5,820,946
Holiday Pay Accrual	9,883	14,287
	6,113,213	5,835,233

* Salary costs in 2016 include termination payment of €30,000.

€240,979 of Pension Related Deduction has been deducted and paid over to the Department of Business, Enterprise and Innovation in 2017, €231,768 was deducted and paid over in 2016.

Staff Numbers

Average Staff directly employed by the Board	82.0	77.8
Whole time equivalent staff as at December 2017	77.5	76.7

Emoluments of Chief Executive

Conor O'Brien	145,609	143,040
Salary	145,609	143,040

The Chief Executive Conor O'Brien is a member of the Single Public Service Pension Scheme (see Note 13) and his pension entitlements are in accordance with the terms of the scheme. The value of retirement benefits earned in the period is not included above.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

3(i) Salaries, Pensions and Related Expenses (continued)

Key Management Personnel

Key management personnel in the Personal Injuries Assessment Board consist of the Director of Operations, Director of Business Support Services, Director of Corporate Affairs and Director of Finance.

The total aggregate salary & short term benefits	421,321	410,057
--	----------------	---------

The pension entitlements of key management personnel are in accordance with the terms of the Public Service Model Pension Scheme (see Note 13). 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

From – To	Number of employees	
	2017	2016
60,000-69,999	4	3
70,000-79,999	11	13
80,000-89,999	8	6
90,000-99,999	3	5
100,000-109,999	1	2
110,000-119,999	2	0
120,000-129,999	0	0
130,000-139,999	0	0
140,000-149,999	1	1
	30	30

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.

Employer Pension Contribution

	€	€
Single Public Service Pension Scheme	183,108	128,414
Model Scheme	968,689	969,176
	1,151,797	1,097,590

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

3(ii) Board Fees and Expenses

	2017 €	2016 €
Board Fees	80,370	80,370
By Board Member		
Dermot Divilly – Chairperson	20,520	20,520
Walter Cullen	11,970	11,970
Dermot Gorman	11,970	11,970
John Lynch	11,970	11,970
Martin Naughton	11,970	11,970
Margot Slattery	11,970	11,970
	80,370	80,370

The following Board Members were paid no fees during 2017: Breda Power, Fionnuala O'Loughlin, Tim O'Hanrahan, Karen O'Leary, Colette Crowne and Conor O'Brien due to the application of One Person One salary principle.

There were no Board related expenses paid during the year.

4 Claims Processing Expenses

	2017 €	2016 €
Outsourced Service Centre Costs	2,502,214	2,569,699
Claim related Medical Fees *	7,879,841	8,033,708
Claim related Other Costs	135,051	172,536
Claim related Costs to be Reimbursed	(8,014,891)	(8,206,244)
Prepaid Claim Processing Costs in the current year **	(246,117)	(232,964)
Prepaid Claim Processing Costs – released in the year	232,964	256,518
	2,489,062	2,593,253

* As part of the Board's process (see Note 2) it retains the services of a range of professional practitioners including general practitioners, consultants, and actuaries. The level of claim processing costs varies per claim. Due to the average timeline of the process there will be claim processing costs incurred in 2018 relating to consents received in 2017, these costs are not provided in the financial statements. These costs and other claim related costs are reimbursed to the Board by the respondent.

** Claim processing costs incurred include a portion of pre-consent costs which are prepaid into 2018. The prepayment is released when the respondent fee is received.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

5 Expenditure

Accommodation & Building Costs

	2017 €	2016 €
Rent, Rates and Service Charges	297,007	328,207
Cleaning and Security	58,199	59,639
Light & Heat, Maintenance and Other	45,278	65,228
Decanting Costs (Note 12)	18,929	59,951
	419,413	513,025

Recruitment, Training & Education Costs

	2017 €	2016 €
Training, Education and other costs	49,636	31,138
HR Consultancy	5,314	2,355
Advertising, Interviews and other recruitment costs	9,099	6,142
	64,049	39,635

Information, Research & Communication Costs

	2017 €	2016 €
Public Awareness	99,701	166,004
Advertising – Other	45,824	43,076
PR and Communications Consultancy	55,139	75,088
Leaflets/Brochures & Publications	18,304	14,244
	218,968	298,412

Legal Costs & Professional Fees

	2017 €	2016 €
Statistical and other Professional Fees	105,552	100,976
Operational Review *	0	125,982
Procurement Support *	0	31,911
IT Consultancy *	83,797	58,784
Finance Consultancy *	14,699	4,244
Internal Audit	24,025	26,180
Audit	15,500	13,500
General Legal Advices	55,501	61,209
	299,074	422,786

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

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

5 Expenditure (continued)

Consultancy costs capitalised	33,737	10,824
Consultancy costs recharged to the Income and Expenditure and Retained Revenue Reserves	98,496	220,921
	132,233	231,745

Judicial Review Costs

	2017	2016
	€	€
Judicial Review Provision (Note 10)	271,477	150,000
Release of Judicial Review Provision	(179,778)	0
	91,699	150,000

IT Costs

	2017	2016
	€	€
IT Software Development	0	1,653
IT Licence Fees	177,145	173,517
IT Support & Maintenance	283,830	207,554
IT Consumables & Training	1,664	2,245
Managed Print Service	21,972	24,481
IT Other Costs	461	3,881
IT Security	37,265	47,632
	522,337	460,963

General Administration Costs

	2017	2016
	€	€
Postage	451,703	402,325
Travel & Subsistence – National	15,233	12,711
Travel & Subsistence – International	0	754
Office Stationery	42,680	31,236
Insurances	50,092	48,089
Bank Interest & Charges	13,337	10,271
Sundry Costs	1,786	4,870
Entertainment/Hospitality – Staff *	8,926	5,408
Entertainment/Hospitality – Client	0	0
Employee Related Expenditure	1,435	2,155
Prompt Payment Interest	4,207	2,667
Decrease in Provision for Doubtful Debts	(12,886)	(22,171)
Respondent Fee Write Offs	30,000	46,000
Claim Related Fee Write Offs	41,234	58,348
	647,747	602,663

* Entertainment/Hospitality expenditure includes €5,955 contribution to the PIAB Staff Social Club.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

6 Fixed Assets

	Leasehold Improvements	IT Hardware/ Software	Office Equipment	Fixtures & Fittings	Office Furniture	Total
	€	€	€	€	€	€
Cost/Valuation						
As at 1 January	832,665	1,205,574	43,126	16,338	3,864	2,101,567
Additions	605,724	574,754	0	0	50,329	1,230,807
Disposals	(832,665)	(208,454)	0	(10,966)	0	(1,052,085)
As at 31 December	605,724	1,571,874	43,126	5,372	54,193	2,280,289
Accumulated Depreciation						
As at 1 January	832,665	935,805	19,553	14,437	1,498	1,803,958
Charge	60,572	145,534	8,625	672	4,934	220,337
Disposals *	(832,665)	(208,454)	0	(10,966)	0	(1,052,085)
As at 31 December	60,572	872,885	28,178	4,143	6,432	972,210
Net Book Value						
As at 31 December 2017	545,152	698,989	14,948	1,229	47,761	1,308,079
As at 31 December 2016	0	269,769	23,573	1,901	2,366	297,609

* The Leasehold Improvements disposals arise from the office refurbishment undertaken in 2017 (see Note 12).

7(a) Receivables

Amounts falling due within one year

	2017 €	Re-Stated 2016 €
Fees Receivable		
Respondent Fees	882,000	900,600
Claim Related Fees	791,754	979,511
Provision for Doubtful Debts	(170,139)	(183,024)
Interest Receivable	1,875	6,937
Prepayments	429,987	392,034
Other Debtors	10,772	9,717
	1,946,249	2,105,775

The pension cost of the three PIAB pensioners is discharged by the PIAB and reimbursed by the Department of Business, Enterprise and Innovation. The cost in 2017 of €151,158 was reimbursed in full by the Department of Business, Enterprise and Innovation prior to year end.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

7(b) Cash & Cash Equivalents

	2017 €	Re-Styled 2016 €
Cash at bank and in hand	1,236,933	2,300,859
Short Term Deposits	18,573,179	17,321,950
	18,573,179	19,622,809

8 Payables

Amounts falling due within one year

	2017 €	Re-Styled 2016 €
Payables	270,031	213,786
Accruals	456,530	928,884
Taxes & Social Welfare	250,472	329,448
Pension Liability*	123,844	182,019
Other Creditors	61,413	47,701
Deferred Income (Note 9)	2,460,308	2,546,766
	3,622,598	4,248,604

* Employer and Employee Pension and PRD contributions

9 Deferred Income

	2017 €	2016 €
Opening Balance	2,546,766	2,584,328
Deferred Income provided in the year	2,460,308	2,546,766
Amount released to income in the year	(2,546,766)	(2,584,328)
	2,460,308	2,546,766

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.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

10 Provision for Liabilities – Judicial Review

	2017 €	2016 €
Opening Balance	764,908	728,207
Additional Provision (Note 5)	271,477	150,000
Utilised In Year	(101,606)	(113,299)
Decrease in Provision	(179,778)	0
Closing Balance	755,001	764,908

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 the Board is involved in various legal 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 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 will be heard. The provision is reviewed on a monthly basis, and as more information becomes available, following which any increase or decrease in the provision required is processed. The Board is satisfied that it has made the best estimate of the appropriate provision in the financial statements for the likely outcome.

11 Contingent Liability

Legal Actions

As stated in Note 10 the Board is, from time to time, party to various legal actions. The Board makes full provision for expected legal costs associated with cases notified to it (Note 10). It is probable that a number of additional cases will be notified to the board in the future in relation to decisions made prior to 31 December 2017. It is not possible to estimate the potential financial effect of such claims.

12 Financial Commitments

Operating leases

The Board 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 borne by the Board under an oral tenancy. The Board operates under a twenty year lease term commencing April 2004.

Due to refurbishment works which commenced January 2017 the Board entered a short term lease commencing August 2016 at Broomhill Business Centre, Tallaght, Dublin 24, which expired in May 2017. The cost of this lease was €10,000 (2016 €10,000). During the year the Board incurred costs of €18,929 (2016 €59,951) to facilitate the refurbishment works (note 5).

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

12 Financial Commitments (continued)

At 31 December 2017 the Board had the following future minimum lease payments under non-cancellable operating leases for each of the following periods:

	2017 €	2016 €
Payable within one year	189,555	198,554
Payable within two to five years	754,965	754,216
Payable after five years	235,692	439,959
	1,180,212	1,392,729

Operating lease payments recognised as an expense were €198,554 (2016: €200,554)

13 Accounting Treatment for Retirement Benefits

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 Board operates a defined benefit pension scheme for its other 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 in 2008. The Spouses' and Childrens' Contributory Pension Scheme was approved in 2009.

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

Actuarial Valuation

The Board 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:

	2017	2016	2015
Assumed Annual Rate			
Discount rate	2.00%	2.00%	2.70%
Inflation assumption (Consumer Price Index)	1.80%	1.80%	1.80%
Salary increases	3.05%	3.05%	3.05%
State pension increases	2.30%	2.30%	2.30%
Pensions in payment increases – Model Scheme	2.55%	2.55%	2.55%
Pensions in payment increases – Single Scheme	1.80%	1.80%	1.80%

In addition, the following demographic assumptions have been made as at 31 December 2017.

Life expectancy at age 65		
Male currently aged 45	24.9 years	24.8 years
Male currently aged 65	22.5 years	22.4 years
Female currently aged 45	25.9 years	25.8 years
Female currently aged 65	24.0 years	23.9 years

Based on the above, the present value of liabilities at the reporting date is €28,854,000 [2016: €27,317,000], and the service cost (calculated on the foregoing assumptions) for the year is €1,491,000 [2016: €1,220,000].

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

13 Accounting Treatment for Retirement Benefits (continued)

Analysis of total pension costs charged to expenditure

	2017 €	2016 €
Total employer contribution	1,151,797	1,097,590
Current service cost	1,491,000	1,220,000
Interest cost	545,000	572,000
Past service cost	0	0
Adjustment to Deferred Exchequer Pension Funding	(2,036,000)	(1,792,000)
Total charged to Statement of Income and Expenditure and Retained Revenue Reserves	1,151,797	1,097,590

* The Current Service Cost includes employee contributions totalling €208,474 in 2017 and €199,783 in 2016.

Movement in net pension liability

	2017 €	2016 €
Net Pension Liability at 1 January	27,317,000	21,209,000
Current Service Cost	1,491,000	1,220,000
Interest Cost	545,000	572,000
Past service cost	0	0
Experience (gains) on scheme liabilities	(348,000)	(117,000)
Change in assumptions	0	4,516,000
Benefits paid during the year	(151,000)	(83,000)
Net Pension Liability at 31 December	28,854,000	27,317,000

History of scheme liabilities and experience (gains)/losses

	2017	2016
Change in assumptions underlying the present value of the pension scheme liabilities	0	4,516,000
% of liabilities at year end	0.00%	16.50%
Experience (gains) on scheme liabilities	(348,000)	(117,000)
% of liabilities at year end	(1.2%)	(0.4%)
Scheme liability	28,854,000	27,317,000

14 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.

Notes to the Financial Statements

for the Financial Year ended 31 December 2017

15 Prior Year Adjustment

		As at 1 January 2016 €	As at 31 December 2016 €
Reserves			
As previously stated		17,880,707	19,326,483
Deferred Income Adjustment	(a)	(2,584,328)	(2,546,766)
Prepaid costs adjustment	(b)	256,519	232,965
Reserves re-stated		15,552,898	17,012,682

(a) Respondent fees were recognised in full on consent to the Board's process. In 2017 the PIAB reviewed its income policy and concluded that it would be more appropriate to recognise respondent fee income in line with the stage of completion of the process. Respondent fee income which has been received but not recognised in the relevant financial year in line with the revised accounting policy is treated as deferred income.

The impact of this is an increase in payables at 31 December 2015 of €2,584,328 with a corresponding decrease in reserves.

(b) The Board incurs costs prior to receiving consent. In line with the revised accounting policy, the Board makes an estimate of the proportion of those cases that will result in consent and treats these costs as prepayments. The effect is an increase in receivable of €256,519 at 31 December 2015 with a corresponding increase in reserves.

16 Legislation Review

The Department of Business, Enterprise and Innovation have completed a legislative review of the Personal Injuries Assessment Board Act 2003 and the Personal Injuries Assessment Board (Amendment) Act 2007. The General Scheme of the Personal Injuries Assessment Board (Amendment) Bill has been published by the Department and is currently being drafted by the Attorney General's office. A final draft will be sent to Government for approval to publish.

17 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.

18 Approval of Financial Statements

The Financial Statements were approved by the Board on the 24th May 2018.

Appendix

Geographical Analysis of Claims

	2017	2017	2016	2016	2015	2015	2014	2014
	No. of Awards	% of Awards						
Republic of Ireland	12,353	97.5%	12,658	97.6%	11,440	97.6%	12,128	97.6%
Northern Ireland	171	1.4%	199	1.5%	168	1.4%	194	1.6%
UK (other than Northern Ireland)	75	0.6%	74	0.6%	88	0.7%	69	0.6%
Rest of World	64	0.5%	35	0.3%	38	0.3%	29	0.2%
TOTALS	12,663	100.0%	12,966	100.0%	11,734	100.0%	12,420	100.0%

	2017	2017	2017	2017	2016	2016	2016	2016	2015	2015	2015	2015
	ML	EL	PL	Total	ML	EL	PL	Total	ML	EL	PL	Total
Republic of Ireland	8,910	1,196	2,247	12,353	9,318	1,139	2,201	12,658	8,569	905	1,966	11,440
Northern Ireland	138	3	30	171	174	7	18	199	146	6	16	168
UK (other than Northern Ireland)	56	2	17	75	53	1	20	74	74	4	10	88
Rest of World	38	15	11	64	19	11	5	35	26	9	3	38
TOTALS	9,142	1,216	2,305	12,663	9,564	1,158	2,244	12,966	8,815	924	1,995	11,734

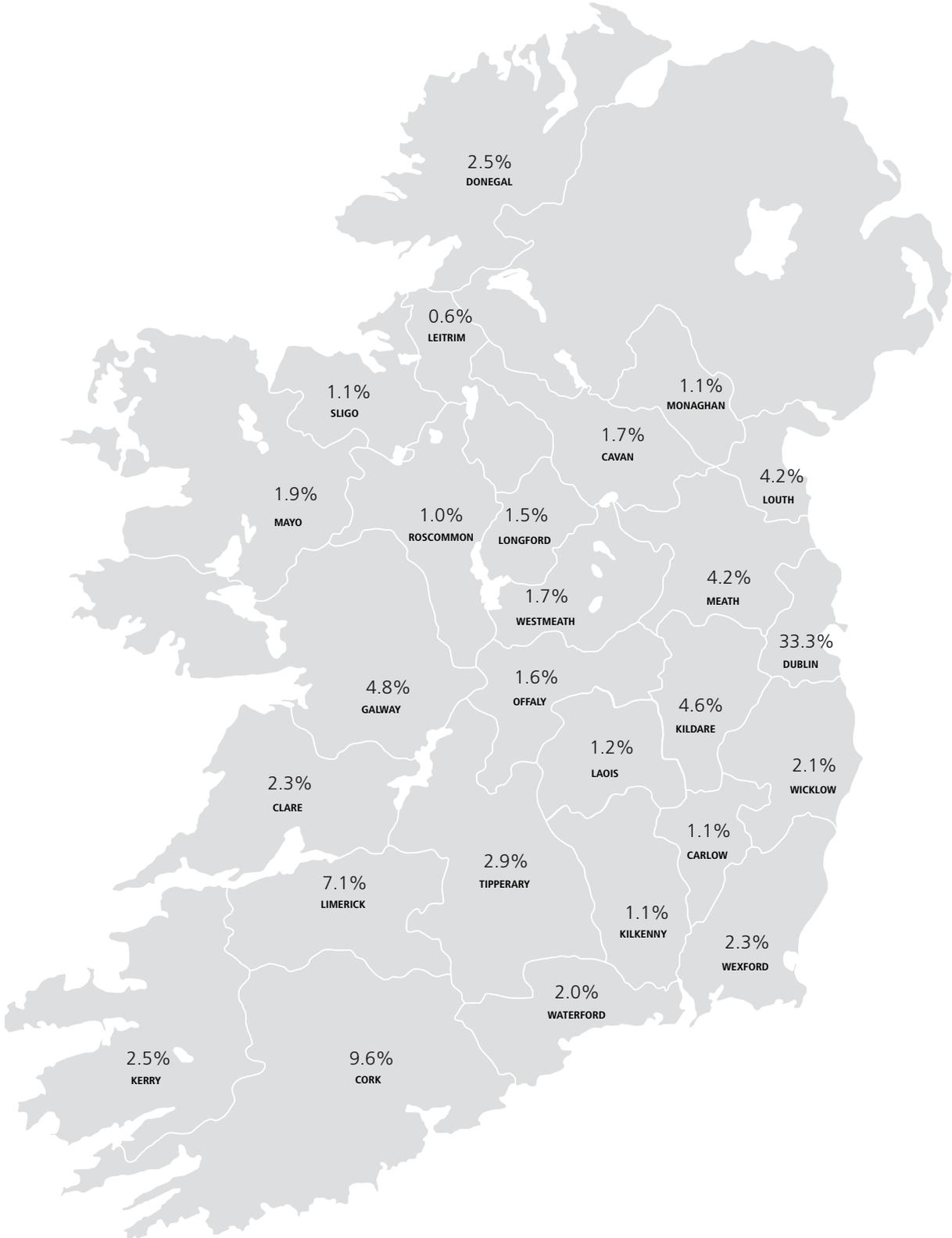
Appendix

Number of Awards per County



Appendix

% of Awards per County



Appendix

Overall Awards 2017

Figure 3.3 Highest No. of Overall Awards by County 2017 (based on address of Claimant)

Dublin	4,112
Cork	1,190
Limerick	873
Galway	593

Figure 3.4 Lowest No. of Overall Awards by County 2017 (based on address of Claimant)

Leitrim	68
Roscommon	119
Monaghan	135
Carlow	138

Employer's Liability Awards 2017

Figure 3.7 Highest No. of EL Awards by County (based on address of Claimant)

Dublin	418
Cork	106
Kildare	71
Limerick	68

Figure 3.8 Lowest No. of EL Awards by County (based on address of Claimant)

Leitrim	2
Roscommon	8
Longford	11
Sligo	11

Motor Liability Awards 2017

Figure 3.5 Highest No. of ML Awards by County (based on address of Claimant)

Dublin	2,840
Cork	884
Limerick	648
Galway	469

Figure 3.6 Lowest No. of ML Awards by County (based on address of Claimant)

Leitrim	57
Monaghan	97
Roscommon	97
Kilkenny	98

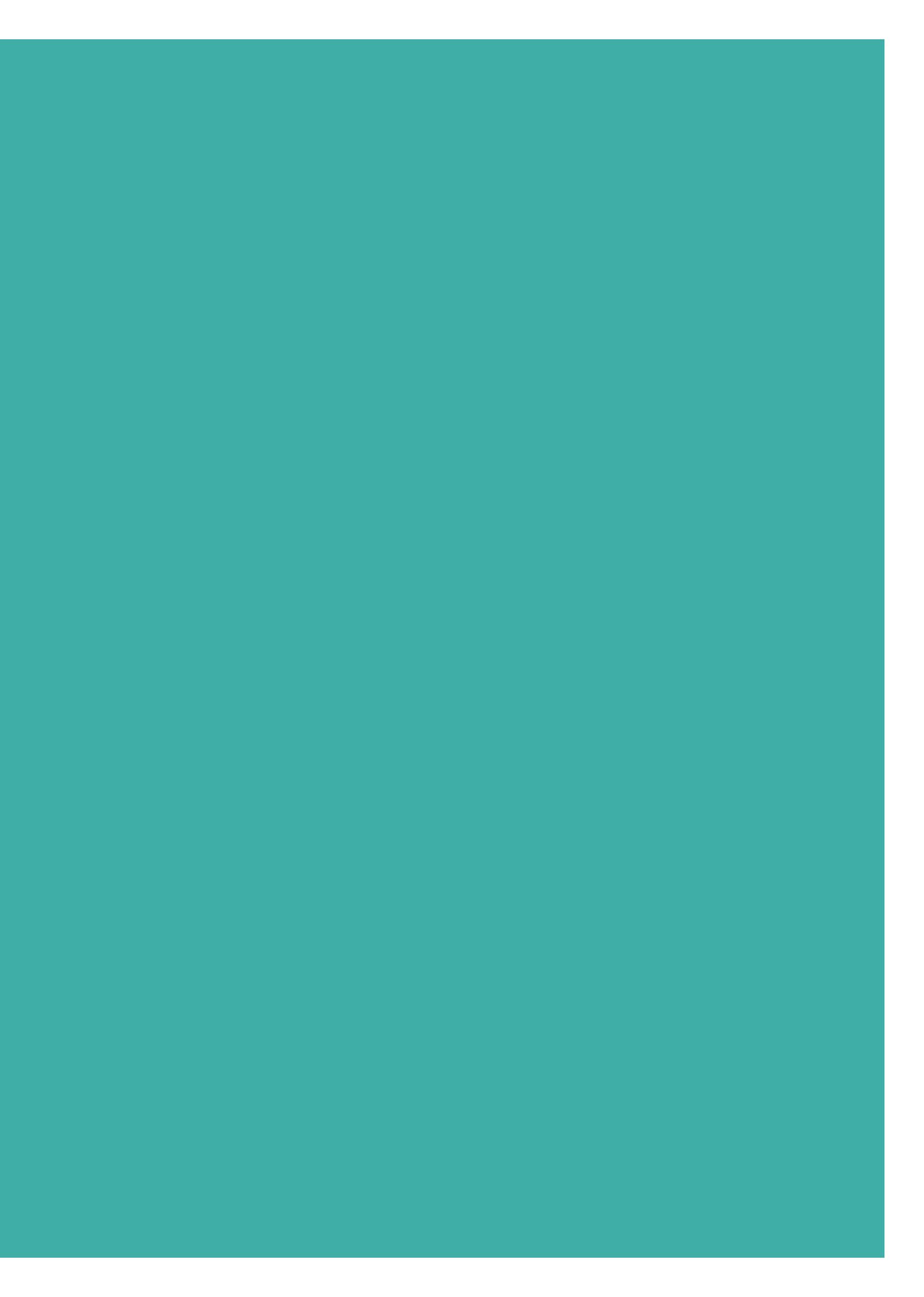
Public Liability Awards 2017

Figure 3.9 Highest No. of PL Awards by County (based on address of Claimant)

Dublin	854
Cork	200
Limerick	157
Kildare	106

Figure 3.10 Lowest No. of PL Awards by County (based on address of Claimant)

Leitrim	9
Roscommon	14
Monaghan	19
Sligo	19





Bord Measúnaithe
Díobháilacha Pearsanta
Personal Injuries
Assessment Board

Personal Injuries Assessment Board

P.O. Box 8
Clonakilty,
Co. Cork.

www.piab.ie

Tel: 1890 829121

NI & Britain: 08708768121