



Bord Measúnaithe
Díobhálacha Pearsanta
Personal Injuries
Assessment Board

Personal Injuries Assessment Board

Annual Report 2019



What we do

The **Personal Injuries Assessment Board (PIAB)** is Ireland's **independent State body** which assesses **personal injuries compensation** claims in a quick and cost-efficient way, ensuring fair treatment for all parties.

PIAB removes unnecessary delivery costs while ensuring consistency of awards. It assesses compensation for injuries suffered by people in **motor accidents, work place accidents or public liability cases**, and all cases must come to PIAB unless settled earlier.

In doing this, PIAB provides clear benefits for **individuals who have suffered injuries** in accidents, for **those a claim is made against** and for **all sectors of society affected by claims and insurance costs**.

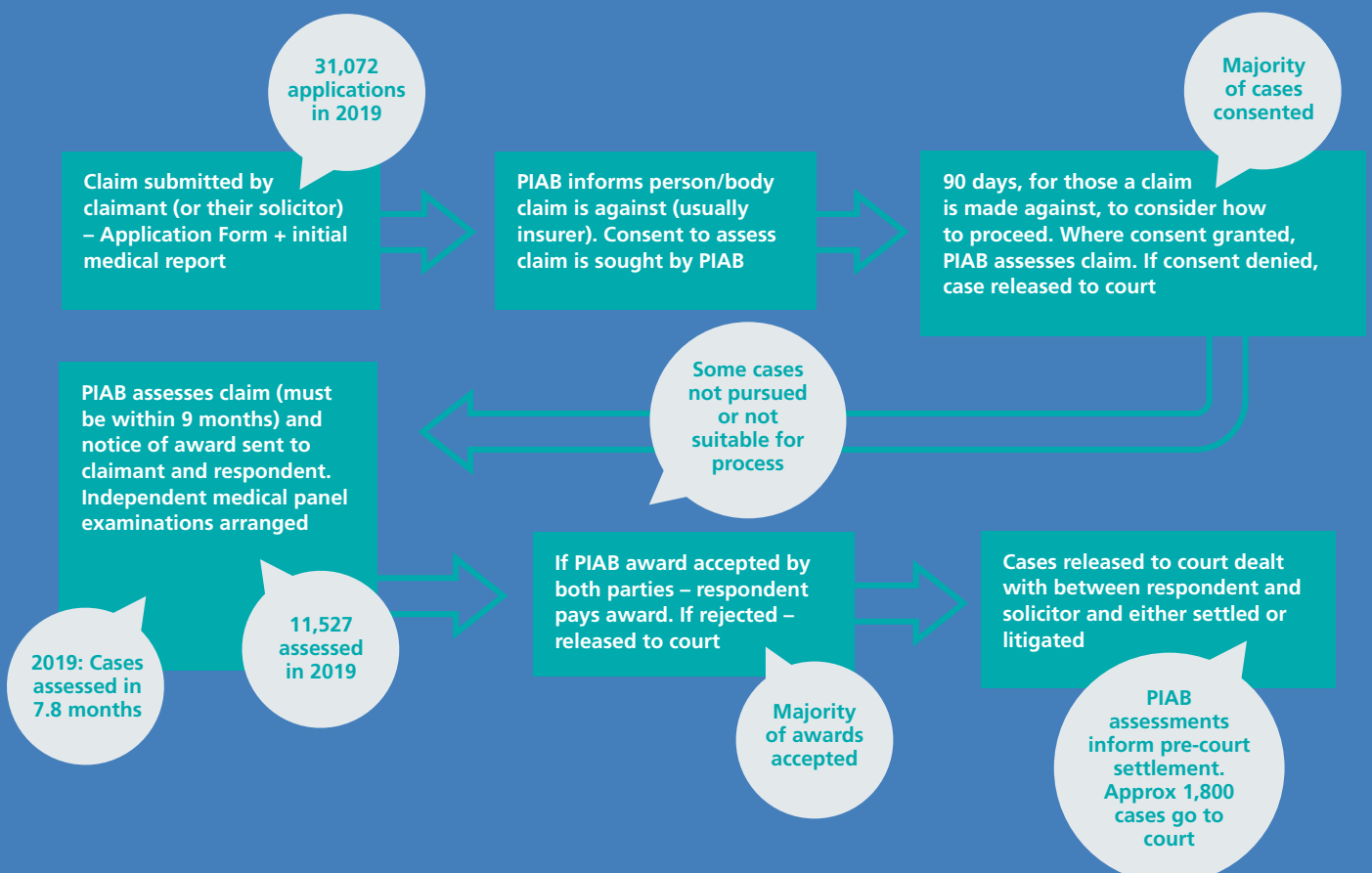
As well as directly resolving cases in a low cost and quick manner, PIAB's system results in major improvements in the overall claims system by **providing transparent information and facilitating dialogue between parties which can result in early settlements**. PIAB annually saves tens of millions of euro which would otherwise be paid in processing costs by the parties, and ultimately by policy-holders.

The time taken to resolve cases by PIAB is well within its statutory 9 month timeframe, (compared to over 3 years historically in litigation) and its delivery cost is a small fraction of costs in litigation. **The majority of claimants and those a claim is made against accept PIAB's independent assessments of compensation.**

Our model is a positive one for society as a whole as it delivers compensation more quickly, with lower costs and with predictable outcomes. PIAB helps to ensure that claims which do not need to go to court are resolved, **thus ensuring that the courts have capacity in the lists for other types of cases.**

We work actively with policy makers and stakeholders on reform in the claims resolution sector, crucially through the publication of data to identify trends or issues and improvements.

The average time to assess a claim in 2019 was **7.8 months** and the **average delivery cost was 6.4% (of compensation awarded)**.



Contents

Chairperson and Chief Executive's Review	2
PIAB by numbers – 2019	6
Performance Review	
– Claims and awards	8
– Low cost delivery model	14
– Excellent customer service and enhanced capability	16
– Contributing positively to the claims resolution environment	20
Our People	23
Governance Statement and Board Members' Report	25
Governance	31
Financial Review	35
Financial Statements	39
Appendix	70

Chairperson and Chief Executive's Statement

PIAB welcomed important developments in public policy during the year including the passing into law of the Personal Injuries Assessment Board (Amendment) Act, 2019.



Dermot Divilly
Chairperson



Rosalind Carroll
Chief Executive

2019 marked a significant year for PIAB, with the implementation of legislation strengthening its powers in the area of personal injuries compensation, and progress in relation to reform.

All of this took place against the background of operational achievement during the year on PIAB's mission of delivering personal injuries compensation in a fair, effective and transparent manner, and actively encouraging improved claims resolution through the use of the PIAB model.

PIAB welcomed important developments in public policy during the year including the passing into law of the Personal Injuries Assessment Board (Amendment) Act, 2019, which strengthened existing legislation and our powers, as well as the establishment of the Judicial Council, which will set guidelines on personal injury awards.

These were positive and much-needed steps, as 2019 was a year when very serious challenges continued to exist for wide sections of Irish society due to very high levels of insurance premiums, and the falling availability of some types of liability cover.

Those two serious issues continue to cause severe damage to small and medium-sized businesses in Ireland, as well as seriously impacting the viability of a wide range of community, childcare and sports groups, and adversely affecting hard-pressed consumers having to pay high insurance premiums. Organisations in those areas faced a crisis during the year, and understandably called for urgent reforms.

When the Judicial Council guidelines are issued, they will of course be followed by PIAB and it is vital that they are also followed consistently by all of those making awards and agreeing settlements in relation to personal injuries claims.

Transparency in claims costs

We were delighted that towards the end of 2019, the Central Bank of Ireland (CBI) published the first National Claims Information Database report in relation to motor claims.

The claims report highlighted the enormous costs involved in litigation as a mechanism for resolving personal injury claims, particularly when there are low cost alternatives such as the PIAB system. The report showed that legal costs involved in cases resolved by PIAB were 4 per cent of the value of the compensation awarded. But where a case went to litigation, those legal costs constituted 63 per cent of compensation, the statistics showed.

PIAB sees the publication of this report as a first step in the right direction. However, more transparency is needed from other key stakeholders. We need to see full publication of claims costs including legal costs and medical costs. We also need all parties to contribute by publishing their costs, including professional services costs, similarly to the way PIAB does.

PIAB believes that it is very important that statistics on public liability and employers' liability claims costs are published as soon as possible in order to promote transparency in those key areas for business and community organisations.

Savings delivered by PIAB

PIAB annually saves tens of millions of euro which would otherwise be paid in processing costs by claimants, by people or organisations a claim is against, and ultimately by policy-holders. It does this through resolving claims at a low processing cost. PIAB's total delivery costs in 2019 were €9.42m (6.4 per cent of the value of accepted awards). This low PIAB processing cost contrasts with settlement/litigation costs of many multiples of that figure in situations where cases are dealt with outside our system.

Consequences of injuries for individuals

When referring to the cost of accidents, it is important to state that PIAB knows through its 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. PIAB wishes anyone who has suffered an injury good progress with their medical treatment, and a full recovery.

Among the full range of injuries which our staff annually receive are claim applications in relation to serious spinal accidents and amputations, or even fatal injuries. We are conscious of the effect of serious accidents on those impacted, and their families.

This is the background to PIAB's support for safety campaigns and its provision of statistics to aid research in relation to injuries on the roads, in the workplace or in public places.

PIAB's operations during 2019 – key highlights

2019 proved to be a busy year for the PIAB team in delivering on our statutory obligations. The team continued to deliver processing personal injury claims for public place, workplace and road accidents in a fair, efficient and transparent manner.

“Enormous costs in litigation, compared to PIAB system”

“More transparency of claims costs needed from key stakeholders.”

KEY HIGHLIGHTS

During 2019, PIAB:

- **Awarded** total compensation for accident victims of €275.04 million;
- **Managed** 31,072 personal injury claims and made 11,527 formal awards;
- **Achieved** an average claims processing timeframe of 7.8 months – well below the statutory 9 month timeline – and at a cost of 6.4% of accepted awards;
- **Operated** to ensure a continued reduction in cases going to the Court system, enabling that system to address other important issues;
- **Progressed** its move to the increased use of new technology, with the proportion of claims handled monthly via our Solicitors Portal improving by over 50 per cent during the year;
- **Covered** its day-to-day costs, without in 2019 the need for Exchequer funding, and producing a surplus for the year, through careful cost management and operational efficiency.
- **Organised** a major conference “The Evolving Personal Injuries Landscape in Ireland”, which was well attended and welcomed by stakeholders.
- **Brought** increasing numbers of visitors to its website: The visit total in 2019 was 245,192 (from 161,153 in 2018).
- **Initiated** a major project to transform ways of working in the organisation and to upgrade its systems.
- **Promoted** innovation within the organisation, and worked intensively to promote reform in the area of personal injuries compensation.

Strategic Plan

During the year PIAB published its Strategic Plan 2019-2024, an important document which will guide the organisation over the next five years. It is the fourth Strategic Plan prepared by the Board under the Personal Injuries Assessment Board Act 2003. The plan was compiled following on-going consultation with stakeholders.

The publication of the strategy is very timely due to developments in the personal injury claims environment and its delivery will be important for all stakeholders and to society as a whole. We look forward to the successful delivery of the updated Vision, Mission, Objectives and Actions in this plan.

PIAB Conference

A highlight during 2019 was our very successful inaugural PIAB conference, held in Croke Park. The theme was “The Evolving Personal Injuries Landscape in Ireland” and the event attracted delegates from a wide range of relevant sectors including insurance, the legal profession, the medical profession and consumer and business groups affected by personal injuries and insurance costs. The conference received a very positive response from stakeholders and customers.

“PIAB Conference received very positive response.”

The event was introduced by the Chairperson of PIAB and speakers included Mr Justice Nicholas Kearns, who made a very strong contribution. It formed part of PIAB's work in recent years in promoting informed debate on key issues in the personal injuries sector.

Conclusion

We wish to thank all the PIAB employees for their continuous dedication to delivering on our mission.

It is also important to recognise the members of the Board for their ongoing support and strategic direction to the organisation, during a very busy year.

PIAB thanks Conor O'Brien, PIAB's CEO, who resigned in July 2019 moving on to take up another role in the private sector. Conor made a very significant contribution to PIAB during his four-year term as CEO.

PIAB wishes to express its gratitude to Ms Heather Humphreys T.D., the Minister for Business, Enterprise and Innovation and Mr Michael D'Arcy T.D., the Minister for State at the Department of Finance, along with the officials in their respective departments for their support during 2019.

We are pleased to present the 2019 Personal Injuries Assessment Board Annual Report.



Dermot Divilly

Chairperson

22 May 2020

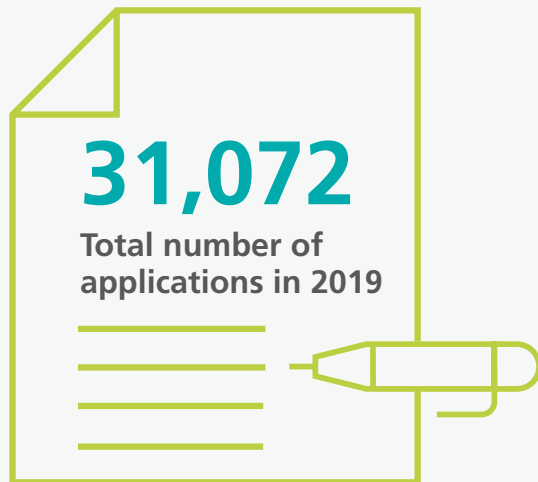


Rosalind Carroll

Chief Executive

22 May 2020

PIAB by numbers – 2019



-6.9%
% change in application numbers compared to 2018



11,527
Total number of awards 2019
(12,112 in 2018)



€275.04m
Value of Awards during 2019
(€298.55m in 2018)

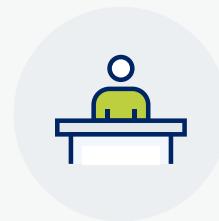
Awards by category



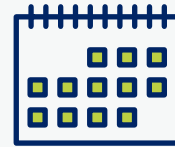
70%
Motor Liability
(70% in 2018)



17%
Public Liability
(18% in 2018)



13%
Employer's Liability
(12% in 2018)



7.8 months

Average processing time
(7.4 months in 2018)



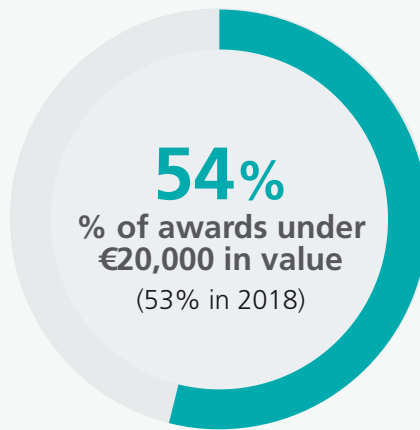
6.4%

Delivery Costs
(6.1% in 2018)



148,643

Email and telephone contacts from parties
(146,776 in 2018)



245,192

Website visits
(161,153 in 2018)



22,032

Medical Examinations Arranged
(22,416 in 2018)

Performance Review



CHAPTER 1 CLAIMS AND AWARDS



PIAB provides an independent system and non-adversarial assessment of claims, with fairness and transparency, delivering major benefits to all parties, and to society.

One of the key objectives in establishing PIAB was to remove personal injury cases from unnecessary and costly litigation. Since its inception, PIAB has removed the need for significant numbers of cases to be litigated. This beneficial situation has resulted from cases that PIAB has directly resolved through a formal award, as well as through its system which facilitates early dialogue between parties which can result in early settlements without the requirement of a formal PIAB award, or without recourse to litigation.

When PIAB is notified of a claim, it notifies the party being held responsible for the accident (or their insurer) and supplies them with the application form and relevant medical reports. The responding party is then given a defined time period, 90 days, to determine if they wish the Board to assess the case or not. This early exchange of papers facilitates a prompt investigation of the claim and the time period is very often used to agree a mutual settlement between parties without the requirement for further reports etc.

Prior to the establishment of PIAB the practice was that papers were not exchanged between parties at an early stage and ultimately cases ended up in costly, adversarial litigation. In evaluating the impact and success of PIAB, cognisance needs to be given to the impact its model has had on the settlement culture which exists for a high proportion of claims. While this report concentrates on the formal awards made by PIAB, the wider influence of the organisation's model is evident as one considers these direct settlements.

All personal injury claims (with exceptions set out in the Personal Injuries Assessment Board Act 2003 such as medical liability cases) 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. The model is a clear and transparent one which can be easily navigated by a claimant or respondent.

PIAB assesses compensation payable for personal injuries sustained as a result of a motor, workplace or public liability accidents. 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 7.8 months in 2019, far less time than litigation.

“Assessments
completed
promptly
within
7.8 months.”

Reduction in number of applications

In 2019, the total number of applications to PIAB was 31,072, compared with 33,371 in 2018, a decrease of 6.9 per cent. Until further information is available on what happens to all claims before or after the PIAB process, it is difficult to speculate on a reason for that reduction.

Motor claims volumes were 17,177 in 2019. Public liability claims numbered 8,024 in 2019 and employers' liability claims volumes were 5,871. 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 2019, PIAB made 11,527 awards for compensation with a value of €275.04 million. This compared with 12,112 awards in 2018 with a value of €298.55 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.

It is worthwhile remembering that in each case where an injury assessed with the consent of the person or body a claim is against, there is a person involved, and PIAB wishes all those who suffer injuries a full recovery.

General damages are currently assessed having regard to 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 and Courts Act 2004. Following the deliberations of the Judicial Council new guidelines are expected to be set, which PIAB will follow.

Awards volumes and values

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

Table 1.1 Awards Volumes and Values by Year

	No. of Awards	Value of Awards
2019	11,527	€275.04m
2018	12,112	€298.55m
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	143,696	€3,324.98m

Table 1.2 Breakdown of 2019 Awards by Category

	%	Volume
Motor Liability	70%	8,050
Employers' Liability	13%	1,468
Public Liability	17%	2,009
Subtotal		11, 527

Table 1.3 Value of Average Awards by Category

	2018	2019
Motor Liability	€22,682	€22,186
Employers' Liability	€30,839	€29,859
Public Liability	€28,372	€26,189
Overall average	€24,649	€23,861

Table 1.3 shows the average value of awards by each of the categories in 2019, i.e. Motor Liability, Employers' Liability and Public Liability, with the comparable 2018 figure.

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.

During the year, 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 accepted award in 2019 was €426,488. This award was in respect of a fatal motor accident, with the majority of the sum awarded to cover the financial dependency of his family.

The lowest accepted award was €650. Over half of all PIAB awards in 2019 were of a value under €20,000 (6,241 cases).

The large majority of personal injury awards in 2019 (10,137) were under €38,000 in award value.

93 claims saw awards of over €100,000, as shown in Table 1.4. This shows a reduction on the previous year's figure of 109 awards over this sum.

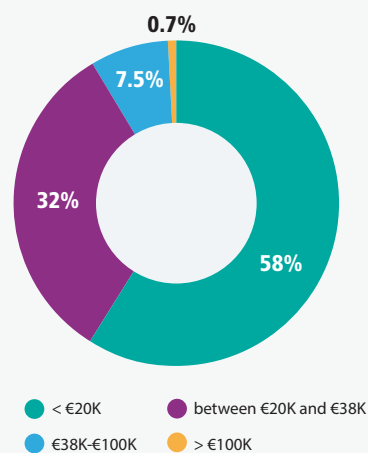


Table 1.4 Breakdown of Total No. of Awards in 2019 (by Value and Claim Category)

Average Value Category (€'s)	Motor Liability	Employers' Liability	Public Liability	Total
<20k	4,749	558	934	6,241
20-38k	2,639	566	691	3,896
38-100k	606	324	367	1,297
>100k	56	20	17	93
All	8,050	1,468	2,009	11,527

Table 1.5 Average Award by Region/Category

DUBLIN	2019 Average Award
Motor Liability	€20,702
Employers' Liability	€26,307
Public Liability	€24,843

REST OF LEINSTER	2019 Average Award
Motor Liability	€23,066
Employers' Liability	€29,755
Public Liability	€26,501

CONNAUGHT-ULSTER	2019 Average Award
Motor Liability	€24,095
Employers' Liability	€38,746
Public Liability	€29,883

MUNSTER	2019 Average Award
Motor Liability	€22,369
Employers' Liability	€31,398
Public Liability	€25,921

Table 1.5 and tables in the appendices of this report show the breakdown of the average award by category on a regional basis. 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 Appendices to this report.

Table 1.6 Accepted Awards – 2019

Number of Accepted Awards	6,110
Value of Accepted Awards	€147.74m
PIAB Delivery Costs	€9.42m

Fatal injury claims

PIAB as part of its work deals with the consequences of accidents, some of which are extremely serious and result in life-changing injuries, and in some cases involving fatal injuries. Over the past number of years, there has been a reduction in the number of fatal injury claims made to PIAB as shown in Table 1.7. PIAB is conscious that each one of these accidents is a tragedy for each family involved, and its sympathies are with all of those impacted.

Potential explanations for the change in numbers of fatal accidents in recent years could include improvements in road safety and in the safety performance of vehicles, but wider analysis would be necessary.

Table 1.7 Fatal injuries

Year	Number of fatal injury applications received
2019	61
2018	84
2017	151
2016	121
2015	134
2014	107
2013	83
2012	105

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 2019 results for PIAB show that average time from Date of Consent to Date of Award was 7.8 months. This is far more efficient and quicker than other channels outside the PIAB model which can take multiples of that time for resolution, with far higher processing costs than PIAB.



Chairperson Dermot Divilly speaking at the PIAB Conference



Performance Review



CHAPTER 2 LOW COST DELIVERY MODEL



PIAB annually saves tens of millions of euro which would otherwise be paid in processing costs by claimants, by people or organisations a claim is against, and ultimately by policy-holders. It does this through resolving claims at a low processing cost as opposed to settlement/litigation costs of many multiples of this cost.

In 2019, PIAB delivered compensation payments at a delivery cost of 6.4% of the actual compensation itself. PIAB delivery costs are not based on a percentage of the amount of the award but are predominantly fixed fees. By way of example, an average compensation award in the region of €24,000, according to Central Bank research in recent years, attracts add-on costs of approximately €1,500 – made up of the €600 fee paid by the respondent, and the other costs reimbursed by the responding party (i.e. the claimant fee of €45 for an online application or €90 for a paper-based claim, the cost of the treating doctors report, the cost of the independent medical report, and the cost of any other necessary reports/examinations).

The Central Bank's first National Claims Information Database report highlighted the enormous costs involved in litigation as a mechanism for resolving personal injury claims, as against the low cost alternative of the PIAB system. PIAB costs are less than one-eighth of those in litigation. It also found that even though the add on costs through PIAB were so much less the claimant did not tend to get any more in direct compensation through litigation. Clearly this demonstrates the benefits to society of the low cost model. 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 2019, the number of awards accepted claimants and respondents totalled 6,110, as shown in Table 2.1 below

Table 2.1 Total Number and Value of PIAB Accepted Awards

	2019	2018	2017	2016	2015	2014	2013	2012
No. of Accepted Awards	6,110	6,206	6,788	7,071	6,716	7,519	6,476	6,124
Total Value of Accepted Awards	€147.74m	€153.60m	€168.86m	€168.68m	€151.35m	€165.97m	€142.57m	€127.62m
Total PIAB Delivery Costs	€9.42m	€9.45m	€10.46m	€10.72m	€9.84m	€11.17m	€10.76m	€11.47m

Prudent management of costs

PIAB's costs continued to be managed carefully during 2019. This was achieved through close monitoring, competitive procurement of services, and focus on efficient delivery of service to its customers.

PIAB operated at nil cost to the Exchequer again in 2019 and, as stated in the Financial Review, it paid a very significant sum from its reserves to the State.

PIAB does not draw down any exchequer funding and in addition contributes significantly to the economy in terms of purchase of goods and services through public procurement and tax (PAYE/PRSI, PSWT and VAT). PIAB's income is derived entirely from the fees it levies, primarily on respondents (or their insurers) with a modest application fee levied on claimants. The current fees are €600 for respondents and €45 claimant fee for an online application or €90 for a paper-based claim, and are set by legislation and published on our website.

Competitive tendering and Central Government contracts were used by PIAB during 2019 to achieve savings and efficiencies in areas including energy, IT services and equipment, graphic design and printing.

Performance Review



CHAPTER 3 EXCELLENT CUSTOMER SERVICE AND ENHANCED CAPABILITY



PIAB prioritises quality service. Its customers include a wide range of groups, starting with those who have suffered an injury and are considering making a claim or have done so, and those whom a claim is made against, who are known as “respondents”. Those two groups include individuals who are very often engaging with us for the first time, and where the stress of an accident having prompted their need to contact us.

In order to measure of deliver for customers, PIAB annually carries out customer research and the results of that research in 2019 showed high levels of customer satisfaction.

Customer survey

In 2019, our customer service survey of people dealing directly with our staff, showed the following results:

- 98 per cent of customers stated that their communications had been dealt with in a courteous, helpful and friendly manner.
- 96 per cent of customers felt those they engaged with in PIAB were knowledgeable and informed on the options available.
- 91 per cent of those surveyed felt that the person they dealt with gave them a clear understanding of the process and what was needed to move matters forward.
- 86 per cent said they were either very satisfied or satisfied with the customer service provided over the course of their claim being processed.

Customer Charter

PIAB has for many years had a Customer Charter and a complaints policy (available on our website), and has always focussed on ensuring that customers could find information either by simply using our website, or by being able to speak to an experienced person, either in our Service or Assessment Centres. During 2019, 55 customer complaints were logged and were reviewed and responded to.

We are conscious that our stakeholders include insurance policy holders who pay premiums and therefore have a direct interest in claims and costs. We are, in addition, aware of the need to provide a quick and efficient service to medical and legal professionals, public representatives, insurers, academics, business or consumer organisations and those making or feeding into policy on insurance, safety, and litigation. PIAB’s engagement with claimants and solicitors is changing very significantly through the increasing use of electronic methods of making or processing applications. PIAB’s website continued to be updated significantly and regularly during 2019, including the placing of material in additional languages on the site.

Solicitors Portal

In total 9,193 online claims were received by PIAB in 2019 (through our website application form and portal). In December 2019 the monthly figure for claims received online showed in excess of 58 per cent of claims were received through that channel.

Our Solicitors Portal is a secure, web based platform where authorised users can access information on their client’s claims and correspond with PIAB. There are major advantages to the use of this portal for solicitors, and ultimately for all of those paying for the cost of claims processing through premiums, as it is more efficient and involves savings in terms of costs and time.

“Website user numbers rose significantly during year.”

The PIAB Solicitors Portal provides a wide range of benefits including access to real time information in relation to claims; the facility to monitor progress of claim applications; automated acknowledgement of the statute-stopped date on submission of an application (this is a unique benefit only available to users who submit claims via the portal); and payment on account options.

The PIAB Solicitors Portal fits with our mission of resolving claims efficiently with low processing costs, and the objective in our Strategic Plan of providing innovative service offerings and excellent service through the use of digital technology. Further development of the Solicitors Portal is planned in 2020.

The following are statistics on the use of the Portal during 2019.

- 8,504 portal claims were received through the PIAB Solicitors Portal in 2019.
- By year end, 63 per cent of solicitors using our service were registered to use the Portal.
- 9,193 online claims received in 2019 (through our website application form and Portal combined).

Customer service statistics (2019):

PIAB provides services to its customers both in its Assessment Centre and Service Centre.

- During the year the organisation handled 41,210 incoming telephone calls.
- Correspondence relating to 252,197 existing claims and 31,106 new claims was scanned and processed.
- Our Service Centre dealt with 107,433 incoming e-mails and 4,456 incoming faxes.
- The Service Centre arranged 22,032 medical appointments.

Enhancing capability

PIAB's Strategic Plan to 2024 commits the organisation to the development of excellent service delivery, including the development of innovative options focussing on the use of digital technology. It also commits us to continuing to review organisational structures on an on-going basis, developing efficiencies based on Information and Communications Technology (ICT) and looking at new, more effective ways of working.

Areas in which the organisation is delivering on those objectives include increased digitalisation of services, promotion of innovations within the organisation, staff development and continued focus on high standards of data protection.

A key development in the area of innovation and technology is the Change Management Programme launched last year, which aims to move the organisation to a digitalised, automated environment, enhancing the current process and service offering to key stakeholders.

Continuous Improvement

PIAB has an active Continuous Improvement (CI) group composed of staff and management and its CI programme encourages suggestions from members of staff of any improvement to increase efficiency and e.g. benefit customers or the organisation. Following assessment, 14 proposals for improvement and innovation to systems and processes were successful during the year and moved to implementation.



Chair of the PIC, Nicholas Kearns spoke at the conference

Information and Communications Technology

In general throughout society, the use of information and communications technology (ICT) is developing and growing rapidly, as a way of carrying out personal or financial business or availing of state services. This is certain to increase in coming years, and PIAB will be working to ensure its systems can continue to best service customer needs. Our website has been adapted to be accessible to mobile and tablet devices as well as PCs.

The PIAB systems/applications operated normally throughout the year providing users with 99.5% systems availability. PIAB uses third-party managed service providers to assist in delivering its service. A regular IT audit took place during 2019, with recommendations being actioned.

Website

In order to make the PIAB website a good source of information for customers or stakeholders, PIAB regularly during 2019 updated content and placed statistical information or new documents on the site. Our website provides a web chat facility, as well as an electronic form to enable people with general queries to address them to us. The online application form is designed to be clear and simple, and to equally facilitate direct claimants as well as those with legal representation. The number of visitors to the website increased very significantly during 2019.

Data protection

2019 saw continued work to ensure compliance with PIAB's data protection obligations, including further progress on our compliance with the General Data Protection Regulation (GDPR) and Data Protection Act. PIAB's data processing and privacy policy and procedures were reviewed and updated where required. In addition, data protection impact assessments were carried out for significant projects, and data subject access requests were processed in line with legal requirements.

PIAB respects the privacy rights of people whose Personal Data it processes and it is committed to working in compliance with Data Protection legislation and in treating Personal Data securely and with care. It has a comprehensive Data Protection Code of Practice, Privacy Statement and Cookie Policy.

The majority of Freedom of Information requests received by PIAB relate to enquiries by or on behalf of claimants seeking a copy of their file. During the year all FOI requests in relation to files were actioned. A small number of general FOI requests were also received and responded to in line with the Freedom of Information Act.

Performance Review



CHAPTER 4

CONTRIBUTING POSITIVELY TO THE CLAIMS RESOLUTION ENVIRONMENT



PIAB is committed to playing an active role in the ongoing process of reform and improvement in the personal injuries sphere.

It contributes to this by making data available, and by reviewing, analysing and promoting improvements to the general personal injury claims resolution environment.

PIAB provides information to a wide range of stakeholders ranging from the business, legal and insurance sector to those within consumer areas and to academic specialists in the injuries compensation areas. PIAB attends and participates actively in conferences and seminars and provides insight on areas where improvements can be made.

PIAB conference – “The Evolving Personal Injuries Landscape in Ireland”

A highlight during 2019 was our very successful inaugural PIAB conference in April. The theme was “The Evolving Personal Injuries Landscape in Ireland” and the event was attended by over 160 delegates from a wide range of relevant sectors. This was a unique opportunity to bring all the key stakeholders in the personal injuries environment together to reflect on the key issues facing the sector.

The conference speakers included the Minister for Business, Enterprise and Innovation, Heather Humphreys T.D., and Mr Justice Nicholas Kearns, former President of the High Court, as well as a range of speakers from PIAB, and external speakers presenting on various areas of relevance to the personal injuries environment both nationally and internationally. Representatives of the media attended the conference and there was extensive coverage of the conference and statements by speakers. The conference generated considerable and balanced debate about the wider personal injury landscape.

“Successful
PIAB
Conference
generated
balanced
debate.”

Opinion research

In advance of the conference PIAB commissioned independent research to ascertain public attitudes relating to personal injury claims and the associated environment. The findings, outlined below, were released at the conference:

- 30 per cent of those surveyed stated that they had had an accident at work, on the road, or in a public place, which they believed to be caused by someone else and where they sustained an injury.
- Of those who had sustained an injury in those circumstances one third (34 per cent) had made a personal injury claim.
- A large significant majority (82 per cent) believed there is a compensation culture in Ireland (i.e. an environment where making a personal injury claim is encouraged).
- Most people (62 per cent) surveyed agreed that there is a need to reform the way personal injury compensation is delivered.
- 70 per cent agreed that compensation awards are higher in Ireland than in other countries and that levels should be reduced.

The full findings, and all of the conference presentations, are available on the www.piab.ie website.



Minister for Business, Enterprise and Innovation, Heather Humphreys, T.D., speaking at the PIAB Conference

PIAB provided information during the year at events aimed at small and medium sized businesses and it had regular interaction with groups representing business and consumers, with individual insurance companies and with members of the legal and medical professions. PIAB representatives also attended and spoke at relevant events and attended a wide range of meetings of medical, health and safety and insurance sector groups during 2019.

Policy and Legislation

During 2019, PIAB continued to actively and constructively participate in processes working towards reforms in the sector.

These included the Cost of Insurance Working Group (CIWG) chaired by the Minister of State at the Department of Finance, Michael D'Arcy T.D. That group continued to make progress in 2019 in its review of the factors which are influencing the cost of insurance. PIAB senior executives were active participants in the work of the Group. All of the recommendations to date from the Group for delivery by PIAB have been implemented.

As an example, in 2019 PIAB finalised the roll-out to its independent medical panel of practitioners of the new Personal Injuries Commission (PIC) reporting template in relation to soft tissue (whiplash) injuries and it continues to engage positively with stakeholders in order to promote the use of the new system.

The PIC recommended the establishment of the Judicial Council and the setting by that body of guidelines on compensation awards for various injuries, most specifically in the case of 'whiplash' related injuries. Legislation to establish the Council was enacted in July 2019 and was welcomed by PIAB. The Personal Injuries Assessment Board (Amendment) Act 2019 came into operation in April, 2019. The legislation ensures greater compliance with the PIAB process and encourages more claims to be settled through PIAB.

Making data available transparently

In fulfilling our remit to deliver compensation awards, PIAB gathers substantial data on injuries and the circumstances of accidents in a wide variety of settings. We provide information transparently to policymakers, which assists their work, and we provide factual information and explanatory material to users of our system. These equally include people who have experienced an accident and who have the option of using our model and those who have a personal injury made against them.

PIAB's statistical information can be particularly useful to those responsible for risk management and accident prevention, including other State Agencies. The use of anonymised data provides an important insight into the types of injuries people sustain and the nature of the accidents in which they are involved. PIAB has extensive processes in place to protect the privacy of the data subjects.

During 2019, PIAB continued to utilise and share appropriately data with reference to ICD-10 (an international medical classification system). Elements of this data were shared with the Central Bank and in December 2019 PIAB welcomed the publication of the first National Claims Information Database report by the Central Bank of Ireland.

“PIAB statistics useful for risk management and accident prevention as well as showing claims.”

Performance Review



CHAPTER 5 OUR PEOPLE



PIAB's values of Collaboration, Respect, Openness and Integrity are at the centre of PIAB's identity and they summarise how we achieve our objectives at an individual and team level.

In order for PIAB to achieve its challenging targets each year, and to progress our Strategic Objectives, it is vital that we have a highly-skilled, engaged and flexible workforce. PIAB draws on a multi-disciplined and skilled resource of staff, covering a broad spectrum of technical, legal, financial, human resources and other professional resources.

PIAB is committed to celebrating and supporting diversity. We know it takes people with different ideas, strengths, interests, ability and backgrounds to make our organisation succeed.

We are aware of the need to constantly innovate and in that context we consistently support the training and development of our staff, and the organisation supports staff development through its Assisted Education Scheme.

PIAB utilises the Performance Management Development System (PMDS) a formal process of evaluation of work objectives and performance and of identifying development needs.

We have worked hard at developing a strong culture of support and trust within PIAB and at encouraging life balance and well-being.

PIAB funds an Employee Assistance Programme for staff (access to counselling 24/7 52 weeks of the year) and service such as provision of funded flu vaccines for all colleagues.

“Multi-disciplined
and skilled team
of employees.”



GOVERNANCE STATEMENT AND BOARD MEMBERS' REPORT



Governance

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

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

How the Board operates – Role and responsibilities of the Board

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

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

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

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

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

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

- Select suitable accounting policies and apply them consistently.
- Make judgements and estimates that are reasonable and prudent.

- Prepare the financial statements on a going concern basis unless it is inappropriate to presume the Board will continue in operation.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

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

The Board considers that the financial statements of PIAB give a true and fair view of the financial performance and the financial position of PIAB at 31 December 2019.

As outlined in the Statement on Internal Control contained within the Financial Statements which form part of this Annual Report, the Board carried out a review of the effectiveness of internal controls within the organisation during the year. This review was informed by the work of the internal auditor, the Audit and Risk Committee which oversees the work of the internal auditor, and the organisation's Executive which has responsibility for the development and maintenance of the control framework. The Board concluded that they are satisfied as to the effectiveness of the system of internal controls in place in the organisation.

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

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

Board Structure

The Board consists of a Chairperson, and nine ordinary (non-executive) members and the Chief Executive Officer. The Members of the Board are appointed by the Minister for Business, Enterprise and Innovation for a defined period in accordance with the terms of the Personal Injuries Assessment Board Act 2003. The Board met seven times during 2019. The CEO and Executive Management team attend at Board meetings for the purposes of discussing relevant matters. During 2019, the Board also met on occasion, without Executive Members present, to discuss any matters that were deemed relevant. The table below lists all Board Members who served in 2019 and their attendance record at Board meetings.

Full List of Board Members during 2019

Name	Role	Attendance Record
Dermot Divilly	Non-Executive Chairperson	7 out of 7
Margot Slattery	Vice Chairperson and Irish Business and Employers Confederation (IBEC) nominee	4 out of 7
Conor O'Brien	Chief Executive	5 out of 5
Colette Crowne	Competition and Consumer Protection Commission nominee	6 out of 7
Walter Cullen	Irish Congress of Trade Unions (ICTU) nominee	6 out of 7
Aengus Cummins	Insurance Ireland nominee	4 out of 4
Karen Furlong	Non-executive director	1 out of 1
Nuala E. Jackson	Senior Counsel	6 out of 7
Martin Naughton	Irish Congress of Trade Unions (ICTU) nominee	2 out of 2
Tim O'Hanrahan	Central Bank of Ireland nominee	7 out of 7
Dr Jean O'Sullivan	Consultant in Emergency Medicine	4 out of 7
Breda Power	Department of Business, Enterprise and Innovation	7 out of 7
Stephen Watkins	Secretary to the Board	7 out of 7

Personnel Changes

During 2019, Conor O'Brien resigned from the Board in October and the term of office of Martin Naughton ended in April. Aengus Cummins was appointed from 30 April 2019, and Karen Furlong was appointed from 29 November 2019. At year end there was one vacancy on the Board, that of the CEO. On 2 March 2020, new CEO Rosalind Carroll commenced in that role.

Board Committees

The Board has also established an Audit and Risk Committee comprising a number of Board Members. The role of this committee is to support the Board in relation to its responsibilities for issues of risk, control and governance and associated assurance. The Committee is independent from the financial management of the organisation. In particular the Committee ensures that the internal control systems including audit activities are monitored actively and independently. The Committee reports to the Board after each meeting, and formally in writing annually. The Committee met four times during 2019. Details of Committee membership during the year follow:

Audit and Risk Committee Members 2019

Member	Tenure
Tim O’Hanrahan (Chairperson)	Full year
Walter Cullen	Full year
Aengus Cummins	Appointed 23 October 2019
Breda Power	Full year
Margot Slattery	Full year
Secretary: Stephen Watkins	

Board Fees and Expenses

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

	2019 €	2018 €
Dermot Divilly – Chairperson	20,520	20,520
Walter Cullen	11,970	11,970
Aengus Cummins	-	7,980
Karen Furlong	-	997
Dermot Gorman	3,990	0
Nuala E. Jackson	4,987	11,970
John Lynch	6,983	0
Martin Naughton	11,970	3,092
Margot Slattery	11,970	11,970
Total	72,390	68,499

The following Board Members were paid no fees during 2019 due to the application of One Person One salary principle: Breda Power, Tim O’Hanrahan, Dr Jean O’Sullivan, Colette Crowne and Conor O’Brien.

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

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

- **Employee Short-Term Benefits Breakdown** (The disclosure in relation to this is contained in Note 3 in the Financial Statements in this Annual Report).
- **Consultancy Costs** (The disclosure in relation to this is contained in Note 5 in the Financial Statements in this Annual Report).
- **Legal Costs and Settlements** (The disclosure in relation to general legal advices is contained in Note 5 in the Financial Statements in this Annual Report).

- **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.

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

Otherwise PIAB was in full compliance with the Code of Practice during 2019.



Dermot Divilly

Chairperson

22 May 2020



Rosalind Carroll

Chief Executive

22 May 2020

Governance

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 2019 covering a wide range of areas: Financial, Operational and Organisational. These reports were brought before the Audit and Risk 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 and 2019. PIAB operates under the aegis of the Minister for Business, Enterprise and Innovation.

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. This includes confirmation of compliance with and adherence to the Public Spending Code. As part of the requirements of the Code an agreed Service Level Agreement has been developed with our parent Department.

Ethics in Public Office Act, 1995

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

Safety, Health and Welfare at Work Act 2005

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

Employment Equality

PIAB embraces diversity and equal opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

We are committed to living up to our core values of Collaboration, Respect, Openness and Integrity. In this regard we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller Community. PIAB will not tolerate any discrimination or harassment including that based on any of these characteristics.

All aspects of employment including the decision to hire, promote or discipline, will be based on merit, competence, performance, and business needs. We seek to recruit, develop and retain the most talented people from a diverse candidate pool. In this regard we worked with Specialisterne during 2019 which is a specialist consultancy that recruits and supports talented people with Autism and Aspergers.

All open recruitment competitions are sent to organisations that support people with disabilities such as National Learning Network, Rehab, EmployAbility, AHEAD and the Irish Association of Supported Employment. All groups were informed that PIAB would accommodate candidates with disabilities at interview and with any special arrangements required. We organised lunch time lectures for our staff during the year on Autism Awareness, Inclusivity and Mental Health.

PIAB is represented on the Department of Business Enterprise and Innovations' Disability Consultative Committee. PIAB funds an Employee Assistant Programme for all employees which offers 24/7 one-to-one counselling. To assist personal/domestic care needs we offer a variety of agile working options in addition to enhanced ways of how one can take statutory leave such as Parental leave.

Human Rights

PIAB's Customer Charter commits the organisation to the following: Treating customers equally, fairly and with respect.

PIAB is aware of the categories of people protected by equality law and does not discriminate on any of the grounds set down in relation to provision of the goods and services in the Equal Status Acts 2000-2015 (ESA). PIAB does not discriminate on grounds of gender; civil status; parental status; maternity status; family status; sexual orientation; religion; age; race, nationality, or ethnic background; membership of the Traveller community; or disability.

PIAB provides services to all claimants or respondents, relating to claims which have occurred in the Republic of Ireland and it takes decisions based on its role and responsibilities under legislation including the Personal Injuries Assessment Acts, as amended, and other relevant laws. PIAB's commitment to fair, efficient and transparent assessment of claims is clearly set out on its website. PIAB began a translation process in 2019 to add to languages to those where information on the claims process was already provided on our website. This process was informed by the latest Census of Population data on most common languages spoken in the State. From 2020, the languages in which information is provided on the PIAB website will include Arabic, Chinese, French, German, Italian, Latvian, Lithuanian, Portuguese, Romanian, Russian, and Spanish.

The updated PIAB website has been developed to provide improved access to people with visual disabilities and is written in a simple and clear manner.

Data Protection

PIAB is required to process Personal Data in order to carry out its statutory functions in assessing personal injuries claims in a fair and efficient way. PIAB respects the privacy rights of those whose Personal Data it processes and it is highly conscious of its obligations under existing legislation including the Data Protection Acts (1988, 2003 and 2018) and the General Data Protection Regulation (GDPR) which came into force from 25 May 2018. PIAB operates in accordance with a formal Data Protection Code of Practice, which is published on its website. PIAB commenced a GDPR readiness programme during 2017, and that was completed in advance of the implementation of the GDPR. During 2019, a review of DP policies and processes took place.

Freedom of Information Legislation

PIAB was brought under the remit of Freedom of Information (FOI) legislation during 2015. The organisation responded to a number of requests both case-related and more general in 2019. Under its FOI Publication Scheme, PIAB publishes information on its services, financial information, and procurement on its website.

Official Languages Act 2003

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

Protected Disclosures

PIAB has a Protected Disclosures Policy which provides a framework 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. During 2019, 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 in 2011 and was augmented in 2017. 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.

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 relevant Strategic Plan. During the year a new Strategic Plan for 2019-2024 was published. 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. The Board approves the budget each year and formally evaluates performance by reference to this budget (see Financial Review below for further details of performance).

Financial Review

Key Financial Highlights (€'000s)

	2019 €'000	2018 €'000	% Change
Total Income	€11,664	€11,792	-1.09%
Total Expenditure	€11,625	€11,123	-4.51%
Surplus	€39	€669	-94.17%
Operating cash inflow	€648	€835	-22.4%
Capital Expenditure	€118	€198	-40.4%

PIAB reported a small surplus of €39k in 2019. The 2019 results were impacted by a reduction in the volume of personal injury claims received, coupled with this reduction there was an increase in total expenditure arising primarily from an investment in ICT and Change Management professional services procured to help inform the future technology and operational direction of PIAB in line with PIAB's Strategic Plan 2019-2024.

There was a positive operating cash inflow in the year of €0.6m with year-end cash balance of €11.1m. The cash balance is net of a €9m payment to the exchequer approved by the Board following on from the commencement of the PIAB (Amendment) Act 2019.

Total Income

Fee Income received in 2019 from Respondents, (persons/organisations claims are made against) primarily Insurance Companies, accounted for 87% of total income, similar to 2018. The current Respondent fee charge in respect of PIAB dealing with a Personal Injury claim is €600. This fee has not changed since 2013, at which stage it was reduced from €850.

Respondent Fee income is recognised on consent to the PIAB process in the year where the income is earned i.e. service provided. **€9.8m** of respondent fee income was received in 2019, a reduction of 5% on prior year (2018: €10.4m). We continue to monitor the level of personal injury claim applications to PIAB which as noted above reduced by c.7% on 2018 levels.

Fee income is also received from claimants (person who suffer a personal injury). The claimant fee for a paper application increased on the 1 September from €45 to €90 as per the relevant statutory instrument (S.I. No. 363/2019). The fee for an application in electronic form submitted through PIAB's website or Solicitors Portal continues at €45. This fee is submitted with the claim application and recognised on a cash receipts basis. The claimant fee is refunded to the claimant as part of the award. **€1.5m** of claimant fee income was received in 2019, similar to 2018 levels, reflecting a reduction in terms of the volume of applications received offset by a fee increase during the year for paper based applications.

Respondent fees paid in advance are treated as deferred income and are reported in the Statement of Financial position as a current liability. This income is released to the Statement of Income and Expenditure and Retained Revenue Reserves on delivery of the service. The resultant deferred income balance at 31 December 2019 was €2.2m (2018: €2.6m), resulting in a positive income release of **€375k** in 2019.

Total expenditure

Total expenditure of €11.6m is higher than prior year by 4.51% with main elements as follows:

- Salary costs €6.0m
- Outsourced Service centre costs €2.4m
- Other non-pay costs €3.2m

Salary costs at **€6.0m** include a decrease of €91k (1.5%) on prior year. The key factors impacting on salary costs during the year are as follows:

- The average staff number employed was 81.9 (2018:84.3)
- Salary increases paid under the Public Service Stability Agreement (2018-2020)

Outsourced service centre contract costs at **€2.4m** are higher than prior year by €89k (4%) due to cost increases during 2019.

Other non-pay costs at **€3.2m** are €0.5m, 4.5% increased on prior year. The main elements contributing to the increase relate to professional fees, ICT and Change Management services procured to complete an ICT system and ways of working review with an objective to deliver an improved target operating model and enhanced quality of service through people, process and technology elements. PIAB also procured the services of a third party company to complete a number of workplace investigations during the year. Other non-pay costs include information technology & telecommunications, €0.7m (2018: €0.6m), general administration €0.7m (2018: €0.6m), accommodation & building costs €0.4m (2018: €0.4m), depreciation €0.3m (2018: €0.4m), information, research & communication costs €0.2m (2018: €0.2m).

PIAB maintain a panel of independent experts (primarily medical practitioners) who complete independent medical examinations as part of the claims assessment process. The amount paid by PIAB to panel members in 2019 was €7.3m (2018: €7.4m), a reduction of c1% attributable primarily to lower volumes. These costs are reimbursed by the Respondent to PIAB.

Treasury and Reserves

Cash deposits are €11.1m (2018: €19.4m). A payment of €9m was made to PIAB's parent department (Department of Business Enterprise and Innovation) in June 2019 following on from the commencement of the PIAB Amendment Act 2019.

Cash generated from operations was €0.7m, with €0.12m invested in fixed assets resulting in a positive operating cash inflow of €0.6m. Short term deposits (€11.1m) are invested in a number of financial institutions in line with PIAB's Investment fund policy with approx. €1m held for working capital/liquidity purposes.

Capital Expenditure

Capital investment was €0.12m (2018: €0.2m) with investment in online services, IT infrastructure and office equipment during the year. There are a number of capital commitments (€0.13m) contracted at year end relating primarily to an IT desktop replacement programme.

Looking ahead to 2020

With reducing volumes throughout 2019, 2020 was anticipated to be a challenging year for PIAB with a potential deficit arising if the current trends continue and no action is taken to address the situation. The Board had commenced preparatory work to address the situation by looking at varying options to protect the future operational sustainability of PIAB's self-funding model.

Since the commencement of this work and the Balance sheet date, there has been a global pandemic from the outbreak of Covid-19 which is causing widespread disruption to the normal patterns of business activity across the world including Ireland. The Board assesses this event to be a non-adjusting post balance sheet event in relation to the 2019 financial results.

In relation to the current year, Covid-19 is going to create significant challenges for the economy as a whole and for the operation of PIAB. In view of its currently evolving nature, the Board are unable to estimate its financial and other effects at this time. We are closely monitoring the potential impacts on our 2020 Financial Results and cash flows and are preparing a detailed risk assessment and revised projections for the business which will be updated continually as more information becomes available.

As a self-financing body, the Coronavirus Pandemic Emergency will have an impact on PIAB's operations and income during 2020, including volume of claims coming to the organisation for assessment, and we will review this regularly throughout the year.

Prompt Payment of Accounts

In the year to 31 December 2019, 83% of payments had been made within 15 days and 99.8% within 30 days.

Prompt Payments

	2019	2018
Total Number of Invoices paid	24,449	23,719
Total Value of Payments	€16,523,262	€16,871,145
Total Number of Invoices paid in excess of 30 days	49	46
Total Prompt Payment Interest and Compensation	€1,147	€2,592

Review of Energy Usage in 2019

As a public sector agency, PIAB is fully committed to playing its part in the achievement of energy efficiency (reduction) targets of 33% improvement from the baseline year 2009 to 2020. As of December 2019 based on the figures provided to SEAI we have achieved a 61% improvement from baseline.

In 2019, PIAB consumed 149,098 kWh of energy, consisting solely of electricity use. The overall 2019 usage represents a 1,405 kWh decrease on usage in 2018.

PIAB participates in a framework agreement for the supply of electricity procured centrally by the Office of Government Procurement.

PIAB is aware of its responsibilities in relation to sustainability issues. We have put in place a number of green initiatives which include the promotion of public transport use by staff under the tax-saver scheme, staff access to the cycle-to-work scheme, the use of recycling bins and energy efficient measures including the installation of sensory-activated lights in offices. PIAB will continue to put in place necessary measures, where possible, in order to reduce our carbon footprint.

Actions Undertaken in 2019

- conducted engagement with other public bodies.
- conducted on-going staff awareness relating to energy conservation

Actions Planned for 2020

In 2020, we intend to complete the following:

- upgrade all of the desktop PCs in the organisation with new high-efficiency equipment.
- engagement with other public bodies.
- ongoing staff awareness initiatives relating to energy conservation

Financial Statements

for the financial year ended 31 December 2019

General Information	40
Statement on Internal Control	41
Report of the Comptroller and Auditor General	44
Statement of Income and Expenditure and Retained Revenue Reserves	47
Statement of Comprehensive Income	48
Statement of Financial Position	49
Statement of Cashflows	50
Notes to the Financial Statements	51

General Information

Members of the Board	Dermot Divilly (Chairperson)		
	Conor O'Brien (Former CEO)	<i>Membership ceased 17 October 2019</i>	
	Walter Cullen		
	Martin Naughton	<i>Membership ceased 4 April 2019</i>	
	Tim O'Hanrahan	<i>Membership ceased 31 December 2019</i>	
	Colette Crowne		
	Breda Power		
	Margot Slattery		
	Nuala Jackson		
	Dr. Jean O'Sullivan		
	Aengus Cummins	<i>Commenced 30 April 2019</i>	
Karen Furlong	<i>Commenced 29 November 2019</i>		
Office	Grain House Exchange Hall Belgard Square North Tallaght Dublin 24 D24 PXW0		
Auditor	Comptroller and Auditor General 3A Mayor Street Upper North Wall Dublin 1 D01 PF72		
Bankers	Bank of Ireland	KBC Bank Ireland plc	Ulster Bank Group
	4-6 Priorsgate Main Street Tallaght Dublin 24 D24 XY66	Sandwith Street Upper Dublin 2 D02 X489	George's Quay Dublin 2 D02 VR98
Solicitors	Eversheds Sutherland One Earlsfort Centre Earlsfort Terrace Dublin 2 D02 X668		
Website	www.piab.ie		

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 2019 and up to the date of approval of the financial statements.

Control Environment

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 four times in 2019.

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

Risk and Control Framework

PIAB has implemented a risk management system which identifies and reports key risks and the management actions being taken to address and, to the 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 twice annually.

The outcome of these assessments is used to plan and allocate resources to ensure risks are managed to an acceptable level.

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

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

- a Chief Risk Officer has been appointed to oversee the implementation of the risk management framework,
- procedures for all key business processes have been documented,
- there is an appropriate budgeting system with an annual budget, which is reviewed and approved by the Board,
- the annual budget is kept under review by senior management and the Board,
- a comprehensive monthly reporting system including financial and operational reporting, which is kept under review by senior management,
- financial and operational responsibilities have been assigned at management level with corresponding accountability,
- regular internal audit reviews on financial, operational and compliance controls and procedures,
- there are systems aimed at ensuring the security of the information and communication technology systems,
- there are systems in place to safeguard the assets.

Ongoing Monitoring and Review:

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

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

- key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies,
- reporting arrangements have been established at all levels where responsibility for financial management has been assigned,
- 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 programme provides an independent and objective opinion on the control environment.

Procurement

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 (2019-2021) and Annual Procurement plans in place. During the year, expenditure of €12,512,882 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 2019 expenditure of €29,742 was incurred in relation to two service contracts where the procedures employed were not fully compliant with procurement guidelines. The reasons were as follows:

- i) €18,069 – due to the rollover of an existing contract pending finalisation of a new tender. The new tender competition was issued in August 2019 using an OGP framework and will be finalised in early 2020.
- ii) €11,673 – due to the rollover of an existing OGP contract pending the finalisation of a new tender competition. The new tender competition will be conducted in early 2020.

Three of the instances of non-compliant procurement outlined in 2018 Financial Statements were resolved in 2019.

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 2019, in December 2019.

Signed on behalf of the Board:



Dermot Divilly

Chairperson

22 May 2020

Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Personal Injuries Assessment Board

Opinion on the financial statements

I have audited the financial statements of the Personal Injuries Assessment Board for the year ended 31 December 2019 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 2019 and of its income and expenditure for 2019 in accordance with Financial Reporting Standard (FRS) 102 – *The Financial Reporting Standard applicable in the UK and the Republic of Ireland*.

Basis of opinion

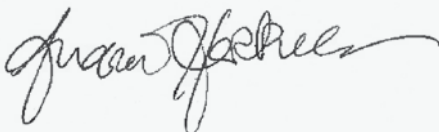
I conducted my audit of the financial statements in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of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



Andrew Harkness

For and on behalf of the Comptroller and Auditor General

4 June 2020

Appendix to the report

Responsibilities of Board members

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

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

Responsibilities of the Comptroller and Auditor General

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

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

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

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures.
- I conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Personal Injuries Assessment Board's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my report. However, future events or conditions may cause the Personal Injuries Assessment Board to cease to continue as a going concern.

- I evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Information other than the financial statements

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

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

Reporting on other matters

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

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

I also report by exception if, in my opinion,

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

Statement of Income and Expenditure and Retained Revenue Reserves

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

	NOTES	2019 €	2018 €
Income			
Fee Income	2 (a)	11,651,014	11,732,723
Other Income	2 (b)	12,956	58,981
Total Income		11,663,970	11,791,704
Expenditure			
Salaries, Pensions and Related Expenses	3	6,043,160	6,134,517
Claims Processing Expenses	4	2,458,426	2,342,699
Board Members' Fees	3	68,499	72,390
Accommodation & Building	5	406,945	415,593
Recruitment, Training & Education	5	123,165	58,588
Information, Research & Communication	5	205,555	179,145
Audit & Professional	5	723,168	158,952
Legal	5	(100,976)	98,684
IT	5	607,066	638,883
Telecommunication	5	75,483	72,805
General Administration	5	667,258	574,774
Depreciation	6	347,084	375,822
Total Expenditure		11,624,833	11,122,853
SURPLUS FOR THE YEAR		39,137	668,851
Balance at 1 January		18,118,759	17,449,908
Payment to Department of Business, Enterprise and Innovation	16	(9,000,000)	0
BALANCE AT END OF YEAR		9,157,896	18,118,759

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

The Statement of Cash Flows and notes 1 to 19 form part of these financial statements.

On Behalf of the Board

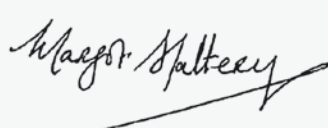


Dermot Divilly

Chairperson

22 May 2020

On Behalf of the Board



Margot Slattery

Board Member

22 May 2020

Statement of Comprehensive Income

FOR THE YEAR ENDED 31 DECEMBER 2019

	NOTES	2019 €	2018 €
Surplus for the year		39,137	668,851
Experience gains on retirement benefit obligations	14	52,000	2,209,000
Change in assumptions underlying the present value of retirement benefit obligations	14	(5,177,000)	1,681,000
Adjustment to Deferred retirement benefits funding		5,125,000	(3,890,000)
Comprehensive Income for the year		39,137	668,851

The Statement of Cash Flows and notes 1 to 19 form part of these financial statements.

On Behalf of the Board

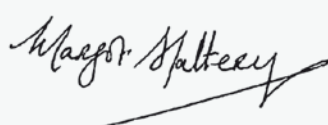


Dermot Divilly

Chairperson

22 May 2020

On Behalf of the Board



Margot Slattery

Board Member

22 May 2020

Statement of Financial Position

AS AT 31 DECEMBER 2019

	NOTES	2019 €	2019 €	2018 €	2018 €
Non Current Assets					
Fixed Assets	6		897,967		1,127,283
Current Assets					
Receivables	7 (a)	1,863,683		2,124,236	
Cash and Cash equivalents	7 (b)	11,055,992		19,407,903	
Total Current Assets		12,919,675		21,532,139	
Current Liabilities: amounts falling due within one year					
Payables	8	4,041,878		3,778,363	
Net Current Assets			8,877,797		17,753,776
Creditors: amounts falling due after one year					
Provisions	10		(617,868)		(762,300)
Retirement Benefits					
Retirement Benefit Obligations	14		(34,003,000)		(27,143,000)
Deferred Retirement Benefit Funding Asset	14		34,003,000		27,143,000
Total Net Assets			9,157,896		18,118,759
Financed By:					
Retained Revenue Reserves			9,157,896		18,118,759
Total Financed by:			9,157,896		18,118,759

The Statement of Cash Flows and notes 1 to 19 form part of these financial statements.

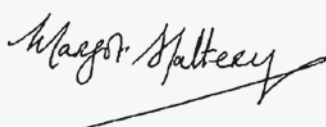
On Behalf of the Board



Dermot Divilly
Chairperson

22 May 2020

On Behalf of the Board



Margot Slattery
Board Member

22 May 2020

Statement of Cashflows

FOR THE YEAR ENDED 31 DECEMBER 2019

	NOTES	2019 €	2018 €
Cash Flow from Operating Activities			
Surplus for the Financial Year		39,137	668,851
Adjustments for:			
Depreciation		347,084	375,822
Interest received	2 (b)	(7,684)	(10,944)
Decrease/(Increase) in Receivables		260,553	(177,987)
Increase in Payables		263,515	155,766
(Decrease)/Increase in Provision for Liabilities		(144,432)	7,299
Cash from Operating activities		758,173	1,018,807
Cash flows from investing Activities			
Purchase of Tangible Fixed Assets	6	(117,768)	(197,574)
Disposal of Fixed Assets	6	0	2,547
Net Cash outflow from Investing Activities		(117,768)	(195,027)
Cash Flows from Financing Activities			
Interest Received	2 (b)	7,684	10,944
Payment to Department of Business, Enterprise and Innovation		(9,000,000)	0
Net Cash (outflow)/inflow from Financing Activities		(8,992,316)	10,944
Net (Decrease)/Increase in Cash and Cash Equivalents		(8,351,911)	834,724
Cash and Cash Equivalents at 1 January		19,407,903	18,573,179
Cash and Cash Equivalents at 31 December		11,055,992	19,407,903

Notes to the Financial Statements

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

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 2019 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 as promulgated by Chartered Accountants Ireland.

Basis of Preparation

The financial statements have been prepared under the accrual method of accounting, the historical cost convention, in accordance with generally accepted accounting practice and are in the format agreed with the Minister for 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 income is earned and the service provided.

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

Rendering of services:

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

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.

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:

Leasehold Improvements	Remaining years of the lease	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 is recognised in the Statement of Income and Expenditure and Retained Revenue Reserves over the life of the lease. Any lease incentives received are recognised over the life of the lease.

Receivables

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

Employee Benefits

Short-Term Benefits

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

Critical Accounting Judgements and Estimates

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

Impairment of Tangible Fixed Assets

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

Depreciation and Residual Values

The 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 out-turn 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 Schemes

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 Business, Enterprise and Innovation and the Minister for Finance and Public Expenditure & Reform in 2008. The Spouses' and Childrens' Contributory Pension scheme was approved in 2009.

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.

Scheme Characteristics

The schemes have a number of specific characteristics:

Model Scheme:

- 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 2019 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.

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.

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

For the purposes of reporting in accordance with Financial Reporting Standard 102, an update of the actuarial review was completed as at 31 December 2019.

Scheme Liabilities

Model Scheme and Single 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

	2019 €	2018 €
Claimant Fee Income	1,526,789	1,478,938
Respondent Fee Income	9,748,262	10,408,915
Deferred Income in the current year	(2,239,475)	(2,615,438)
Deferred Income – Amount released to income in the year	2,615,438	2,460,308
	11,651,014	11,732,723

Claimant Fee Income:

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

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.

2 (b) Other Income

	2019 €	2018 €
Interest Receivable	7,684	10,944
Miscellaneous income	5,272	5,537
Insurance claim proceeds	0	42,500
	12,956	58,981

3 (i) Salaries, Pensions and Related Expenses

	2019 €	2018 €
Salaries	4,536,211	4,724,593
Overtime	0	1,747
Employer Superannuation Contributions	1,048,123	1,176,092
* Refund of SPSPS Employer Superannuation Contributions	0	(230,742)
Employer PRSI Contributions	438,954	449,199
	6,023,288	6,120,889
Holiday Pay Accrual	19,872	13,628
	6,043,160	6,134,517

€210,210 of Additional Superannuation Contribution (ASC) has been deducted and paid over to the Department of Business, Enterprise and Innovation in 2019, €257,259 of Pension Related Deduction (PRD) was deducted and paid over in 2018.

- * In the period 2015 to September 2018, PIAB applied an employer deduction percentage rate of 25% in respect of the Single Public Service Pension Scheme. This was amended in quarter four 2018 to reflect the provisions of DPER circular 28/2016 whereby PIAB's employers' contributions are set at three times the rate of the employee contribution. €249,956 (employer €210,312 & employee €39,644) was paid over to the Department of Public Expenditure and Reform (DPER) in 2018, with €230,742 received by the PIAB from DPER prior to the 2018 year-end in relation to the overpayment for employer deductions. €155,033 (employer €116,272 & employee €38,761) was paid over to the Department of Public Expenditure and Reform (DPER) in 2019 in respect of the Single Public Service Pension Scheme.

	2019 €	2018 €
Staff Numbers		
Average Staff directly employed by the Board	81.9	84.3
Whole time equivalent staff as at Year-end	70.6	73.3
Emoluments of Chief Executive		
Conor O'Brien	126,430	150,933
Salary	126,430	150,933

The former Chief Executive Conor O'Brien resigned 17 October 2019. He was a member of the Single Public Service Pension Scheme (see Note 14) and his pension entitlements were in accordance with the terms of the scheme. The value of retirement benefits earned in the period is not included above. A new Chief Executive Rosalind Carroll commenced March 2020.

Key Management Personnel

Key management personnel in the Personal Injuries Assessment Board consist of the Board, Chief Executive and the Executive who are the Director of Operations, Director of Business Support Services, Director of Corporate Services and Director of Finance. The cost of Board are in Note 3(ii), CE above and the following are the costs for the Executive:

	2019 €	2018 €
The total aggregate salary & short term benefits	449,655	443,680

The pension entitlements of key management personnel are in accordance with the terms of the Public Service Model Pension Scheme (see Note 14). 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	
	2019	2018
60,000 – 69,999	4	2
70,000 – 79,999	6	6
80,000 – 89,999	10	15
90,000 – 99,999	7	2
100,000 – 109,999	2	3
110,000 – 119,999	2	2
120,000 – 129,999	1	0
130,000 – 139,999	0	0
140,000 – 149,999	0	0
150,000 – 159,999	0	1
	32	31

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.

	2019 €	2018 €
Employer Pension Contribution		
Single Public Service Pension Scheme	114,577	186,167
Model Scheme	933,545	989,925
	1,048,122	1,176,092

ii) Board Fees and Expenses

	2019 €	2018 €
Board Fees	68,499	72,390
By Board Member		
Dermot Divilly – Chairperson	20,520	20,520
Walter Cullen	11,970	11,970
Margot Slattery	11,970	11,970
Nuala Jackson	11,970	4,987
Aengus Cummins	7,980	0
Martin Naughton	3,092	11,970
Karen Furlong	997	0
John Lynch	0	6,983
Dermot Gorman	0	3,990
	68,499	72,390

The following Board Members were paid no fees during 2019: Breda Power, Tim O’Hanrahan, Dr. Jean O’Sullivan, 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

	2019 €	2018 €
Outsourced Service Centre Costs	2,425,568	2,336,047
Claim related Medical Fees*	7,148,357	7,214,840
Claim related Other Costs	129,567	141,207
Claim related Costs Reimbursed/to be reimbursed	(7,277,924)	(7,356,047)
Prepaid Claim Processing Costs in the current year**	(206,607)	(239,465)
Prepaid Claim Processing Costs – released in the year	239,465	246,117
	2,458,426	2,342,699

* 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 2020 relating to consents received in 2019, these costs are not provided in the financial statements.

** Claim processing costs incurred include a portion of pre-consent costs which are prepaid into 2020. The prepayment is released when the respondent fee is received.

These costs and other claim related costs are reimbursed to the Board by the respondent (See Note 7 Fees Receivable – Claim Related Fees)

5 Expenditure

	2019 €	2018 €
Accommodation & Building Costs		
Rent, Rates and Service Charges	308,238	315,278
Cleaning & Security	48,955	50,854
Light & Heat, Maintenance and Other	49,752	49,461
	406,945	415,593
Recruitment, Training & Education Costs		
Training, Education and other costs	28,826	38,218
HR Consultancy	13,561	8,118
Advertising, Interviews and other recruitment costs	80,778	12,252
	123,165	58,588

	2019 €	2018 €
Employer Pension Contribution		
Single Public Service Pension Scheme	114,577	186,167
Model Scheme	933,545	989,925
	1,048,122	1,176,092
	2019 €	2018 €
Information, Research & Communication Costs		
Public Awareness	117,332	79,539
PR and Communications Consultancy	32,468	49,090
Leaflets/Brochures & Publications	29,984	20,174
Advertising – Other	25,771	30,342
	205,555	179,145
	€	€
Audit & Professional Costs		
Statistical and other Professional Fees	65,365	75,871
Procurement Support	10,824	0
IT Consultancy*	18,327	34,778
Finance Consultancy	3,879	5,629
Workplace Investigation Services	143,442	0
Internal Audit	31,867	26,174
Audit	17,000	16,500
ICT System Review*	190,000	0
Change Programme*	242,464	0
	723,168	158,952

In 2019, audit & professional costs include costs as a result of work undertaken in two areas:

- i) ICT Systems Review – Assessment of Board’s current technology platform, options and business case to deliver target future state.
 - ii) Change Programme – Review of the ways of working with objective to deliver an improved target operating model and enhanced quality of service through People, Process and Technology elements. Phase One of the Change Programme has been completed. The overall aim of the programme is to move to a digitalised, automated environment, enhancing the current process and service offering to key stakeholders.
- * Consultancy costs include the cost of external advice to management and exclude outsourced ‘business-as-usual’ functions.

	€	€
Consultancy costs recharged to the Income & Expenditure and Retained Revenue Reserves	450,791	40,407
	450,791	40,407
Legal Costs	€	€
General Legal Advices	115,141	64,000
Additional Provision (Note 10)	250,000	250,000
Release of Legal Provision	(466,117)	(215,316)
	(100,976)	98,684
IT Costs	€	€
IT Support & Maintenance	283,127	309,177
IT Licence Fees	193,757	193,794
Hosting Costs	93,287	103,703
Managed Print Service	15,435	22,009
IT Security	13,384	2,233
IT Other Costs	8,076	7,967
	607,066	638,883
Telecommunication Costs	2019 €	2018 €
Leased lines	45,363	40,962
Telephone	22,732	22,364
Mobile Phone	4,682	6,773
Telephone Maintenance	2,706	2,706
	75,483	72,805

General Administration Costs	€	€
Postage	442,634	424,516
Claim Related Fee Write Offs	44,342	32,886
Insurances	38,343	47,576
Respondent Fee Write Offs	34,200	49,200
Provision for Doubtful Debts	30,931	(57,609)
Office Stationery	25,022	29,530
Bank Interest & Charges	21,516	14,645
Travel & Subsistence Staff – National	13,120	14,143
Entertainment/Hospitality – Staff*	11,543	8,455
Sundry Costs	1,766	4,038
Travel & Subsistence Staff – International	1,429	2,957
Prompt Payment Interest	1,147	2,592
Entertainment/Hospitality – Client	818	1,003
Employee Related Expenditure	447	842
	667,258	574,774

* Entertainment/Hospitality expenditure includes €5,562 contribution to the PIAB Staff Social Club.

6 Fixed Assets

Cost/Valuation	Leasehold Improvements €	IT Hardware/ Software €	Office Equipment €	Office Furniture €	Total €
As at 1 January	634,221	1,349,066	48,082	61,939	2,093,308
Additions	0	116,766	1,002	0	117,768
Disposals	0	(78,785)	0	0	(78,785)
As at 31 December	634,221	1,387,047	49,084	61,939	2,132,291

Accumulated Depreciation

As at 1 January	158,556	765,043	28,287	14,139	966,025
Charge	95,133	234,630	9,784	7,537	347,084
Disposals	0	(78,785)	0	0	(78,785)
As at 31 December	253,689	920,888	38,071	21,676	1,234,324

Net Book Value

As at 31 December 2019	380,532	466,159	11,013	40,263	897,967
As at 31 December 2018	475,665	584,023	19,795	47,800	1,127,283

7 (a) Receivables

	2019 €	2018 €
Amounts falling due within one year		
Fees Receivable:		
<i>Respondent Fees</i>	784,800	958,800
<i>Claim Related Fees</i>	816,630	715,657
Provision for Doubtful Debts	(143,461)	(112,530)
Interest Receivable	374	9,683
Prepayments	384,646	428,154
Other Debtors*	20,694	124,472
	1,863,683	2,124,236

* The pension cost of the six PIAB pensioners is discharged by the PIAB and reimbursed by the Department of Business, Enterprise and Innovation. The total cost in 2019 was €293,265, with €366,368 reimbursed during the year (€73,103 relating to 2018 + €293,265 relating to 2019).

7 (b) Cash & Cash Equivalents

	2019 €	2018 €
Cash at bank and in hand	997,726	284,870
Short Term Deposits	10,058,266	19,123,033
	11,055,992	19,407,903

8 Payables

	2019 €	2018 €
Amounts falling due within one year		
Payables	435,162	88,673
Accruals	794,085	625,831
Taxes & Social Welfare	261,004	219,841
Pension Liability*	107,524	120,313
Other Creditors	109,646	89,791
Solicitors Portal – Payments on Account	94,982	18,476
Deferred Income (Note 9)	2,239,475	2,615,438
	4,041,878	3,778,363

* Employer and Employee Pension and ASC/PRD contributions

9 Deferred Income

	2019 €	2018 €
Opening Balance	2,615,438	2,460,308
Deferred Income provided in the year (Note 2)	2,239,475	2,615,438
Amount released to income in the year	(2,615,438)	(2,460,308)
Closing Balance	2,239,475	2,615,438

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.

10 Provisions

	2019 €	2018 €
Opening Balance	762,300	755,001
Additional Provision (Note 5)	322,867	250,000
Utilised In Year	(1,182)	(27,386)
Decrease in Provision	(466,117)	(215,315)
Closing Balance	617,868	762,300

Provisions represent a prudent estimate of liabilities that may arise to third parties, in respect of legal actions/claims and workplace investigations notified prior to year end. Due to the nature of its operations the Board is involved in various actions, principally the judicial review of sections of the Personal Injuries Assessment Board Act 2003. The provisions are based upon an assessment of the probable costs of defending known actions/claims, completing workplace investigations to the extent that such costs can be reliably estimated. The assumptions made in assessing the appropriate level of provision include the likely outcome of the actions, future trend of legal costs (both our own and third party) and the estimated date the action/claims will be heard and the likely timelines and costs to complete workplace investigations. The provisions are reviewed on a monthly basis, and as more information becomes available, following which any increase or decrease in the provision required is processed. 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 2019. 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 which commenced April 2004.

At 31 December 2019 the Board had the following future minimum lease payments under non-cancellable operating leases for each of the following periods:

	2019 €	2018 €
Payable within one year	188,554	189,304
Payable within two to five years	612,800	754,215
Payable after five years	0	47,138
	801,354	990,657

Operating lease payments recognised as an expense were €189,555 (2018: €189,555)

13 Capital Commitments

	2019 €	2018 €
Contracted for (Contract Signed)	125,936	72,054
	125,936	72,054

14 Accounting Treatment for Retirement Benefits

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 Business, Enterprise and Innovation and the Minister for Finance and Public Expenditure & Reform in 2008. The Spouses' and Childrens' Contributory Pension Scheme was approved in 2009.

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

The 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:

Assumed Annual Rate	2019	2018
Discount rate	1.25%	2.10%
Inflation assumption (Consumer Price Index)	1.50%	1.70%
Salary increases	2.75%	2.95%
State pension increases	2.00%	2.20%
Pensions in payment increases – Model Scheme	2.25%	2.45%
Pensions in payment increases – Single Scheme	1.50%	1.70%

In addition, the following demographic assumptions have been made as at 31 December 2019.

Life expectancy at age 65		
Male currently aged 45	25.1 years	25.0 years
Male currently aged 65	22.7 years	22.6 years
Female currently aged 45	26.1 years	26.0 years
Female currently aged 65	24.2 years	24.1 years

Based on the above, the present value of liabilities at the reporting date is €34,003,000 (2018: €27,143,000), and the service cost (calculated on the foregoing assumptions) for the year is €1,345,000 (2018: €1,574,000).

Analysis of total pension costs charged to expenditure

	2019	2018
	€	€
Total employer contribution	1,048,122	1,176,092
* Current service cost	1,345,000	1,574,000
Interest cost	567,000	575,000
Past service cost	120,000	187,000
Adjustment to Deferred Exchequer Pension Funding	(2,032,000)	(2,336,000)
Total charged to Statement of Income and Expenditure and Retained Revenue Reserves	1,048,122	1,176,092

* The Current Service Cost includes employee contributions totalling €211,042 in 2019 and €223,366 in 2018.

Movement in net pension liability

	2019 €	2018 €
Net Pension Liability at 1 January	27,143,000	28,854,000
Current Service Cost	1,345,000	1,574,000
Interest Cost	567,000	575,000
Past service cost	120,000	187,000
Experience (gains) on scheme liabilities	(52,000)	(2,209,000)
Change in assumptions	5,177,000	(1,681,000)
Benefits paid during the year	(297,000)	(157,000)
Net Pension Liability at 31 December	34,003,000	27,143,000

History of scheme liabilities and experience (gains)/losses

	2019	2018
Change in assumptions underlying the present value of the pension scheme liabilities	5,177,000	(1,681,000)
% of liabilities at year end	(15.2%)	6.19%
Experience (gains) on scheme liabilities	(52,000)	(2,209,000)
% of liabilities at year end	(0.2%)	(8.1%)
Scheme liability	34,003,000	27,143,000

15 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.

16 Payment to Department

The Personal Injuries Assessment Board (Amendment) Act 2019 provides for the Minister to request remittances from PIAB for excess funds that it holds. During the year, the Board in consultation with the Department of Business, Enterprise and Innovation, having considered best estimates of operating, contingency and future capital requirements approved a payment of €9 million to the Department of Business, Enterprise and Innovation. The payment was made in June 2019.

17 Events after the end of the Reporting Period

Since the reporting date there has been a global pandemic from the outbreak of COVID-19 which is causing widespread disruption to the normal patterns of business activity across the world, including in Ireland. The Board assesses this event to be a non-adjusting event after the reporting date. In view of its currently evolving nature, the Board are unable to reliably estimate its financial and other effects at this time.

PIAB's management have completed an initial assessment of the current situation and its impact on PIAB from a going concern basis. This assessment is based on some key assumptions which are subject to change and will be kept under continual review in the current evolving situation. On the basis of the current assessment and PIAB's strong financial position in terms of reserves and cash balances, PIAB's management are of the view that operations can continue on a going concern basis covering the twelve month period from May 2020 to April 2021.

18 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.

19 Approval of Financial Statements

The Financial Statements were approved by the Board on the 22 May 2020.

Appendix

Geographical Analysis of Claims

Table 6.1 Breakdown of Awards by Location (based on address of Claimant)

	2019	2019	2018	2018	2017	2017	2016	2016
	No. of Awards	% of Awards	No. of Awards	% of Awards	No. of Awards	% of Awards	No. of Awards	% of Awards
Republic of Ireland	11,270	97.8%	11,858	97.9%	12,353	97.5%	12,658	97.6%
Northern Ireland	129	1.1%	149	1.2%	171	1.4%	199	1.5%
UK (other than Northern Ireland)	57	0.5%	70	0.6%	75	0.6%	74	0.6%
Rest of World	71	0.6%	35	0.3%	64	0.5%	35	0.3%
TOTALS	11,527	100.0%	12,112	100.0%	12,663	100.0%	12,966	100.0%

Table 6.2 Breakdown of Award Categories by Location (based on address of Claimant)

	2019	2019	2019	2019	2018	2018	2018	2018	2017	2017	2017	2017
	ML	EL	PL	Total	ML	EL	PL	Total	ML	EL	PL	Total
Republic of Ireland	7,867	1,439	1,964	11,270	8,332	1,376	2,150	11,858	8,910	1,196	2,247	12,353
Northern Ireland	103	7	19	129	118	10	21	149	138	3	30	171
UK (other than Northern Ireland)	36	2	19	57	55	3	12	70	56	2	17	75
Rest of World	44	20	7	71	24	6	5	35	38	15	11	64
TOTALS	8,050	1,468	2,009	11,527	8,529	1,395	2,188	12,112	9,142	1,216	2,305	12,663

Table 6.3 Provincial Breakdown of Number of Awards (based on address of Claimant)

	2019	2019	2019	2019
	ML	EL	PL	Total
Dublin	2,592	508	796	3,896
Rest of Leinster	2,052	400	445	2,897
Connaught-Ulster	1,156	166	214	1,536
Munster	2,067	365	509	2,941
Outside the State	183	29	45	257

Figure 3.1 Number of Awards per County



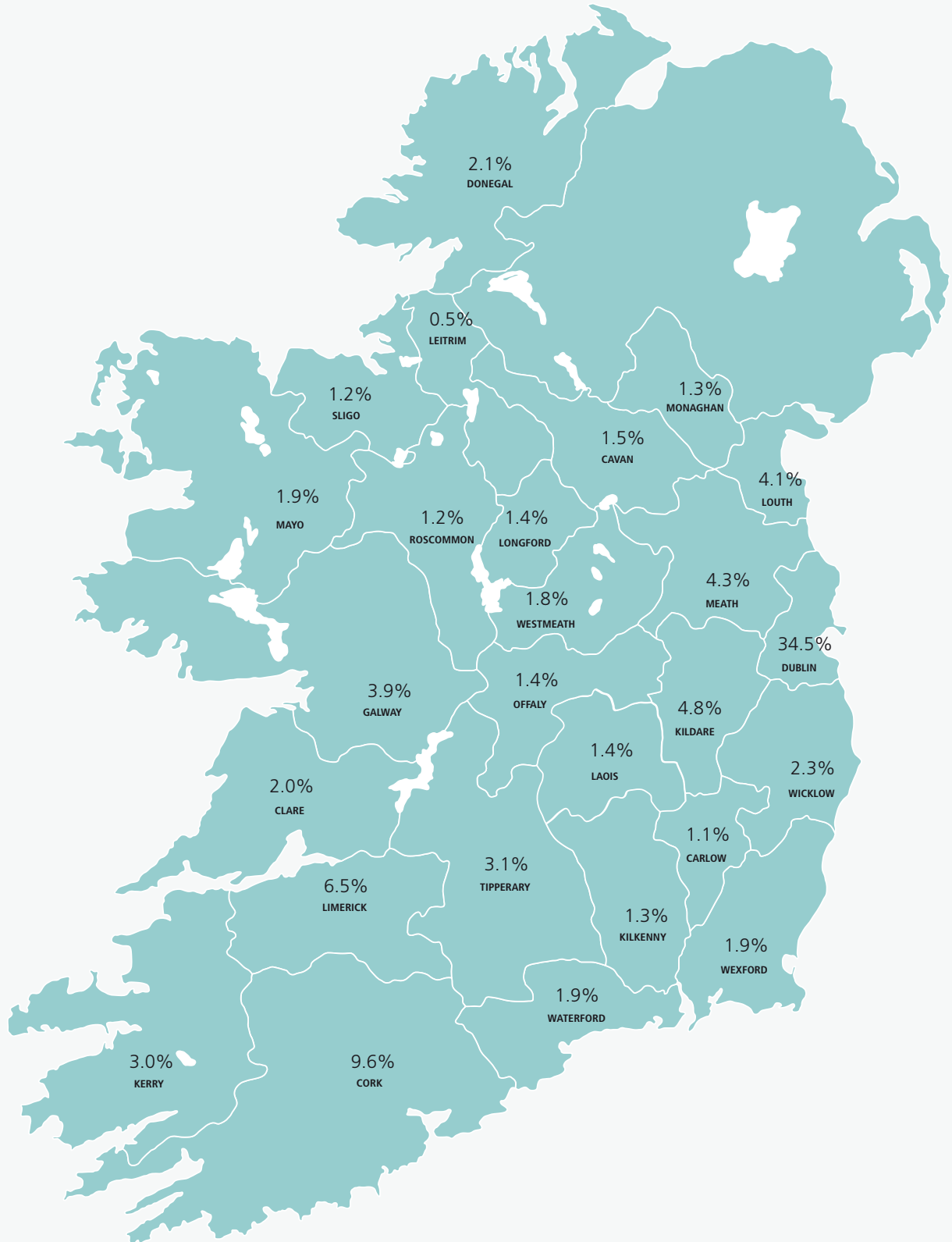
Figure 3.2 % of Awards per County

Table 6.4 Highest No. of Overall Awards by County 2019 (based on address of Claimant)

Dublin	3,896
Cork	1,083
Limerick	736
Kildare	540

Table 6.8 Highest No. of EL Awards by County (based on address of Claimant)

Dublin	508
Cork	144
Kildare	88
Limerick	72

Table 6.5 Lowest No. of Overall Awards by County 2019 (based on address of Claimant)

Leitrim	51
Carlow	124
Roscommon	130
Sligo	138

Table 6.9 Lowest No. of EL Awards by County (based on address of Claimant)

Leitrim	3
Sligo	12
Roscommon	12
Longford	14

Table 6.6 Highest No. of ML Awards by County (based on address of Claimant)

Dublin	2,592
Cork	758
Limerick	537
Kildare	375

Table 6.10 Highest No. of PL Awards by County (based on address of Claimant)

Dublin	796
Cork	181
Limerick	127
Louth	83

Table 6.7 Lowest No. of ML Awards by County (based on address of Claimant)

Leitrim	39
Carlow	93
Roscommon	99
Laois	104

Table 6.11 Lowest No. of PL Awards by County (based on address of Claimant)

Leitrim	9
Carlow	14
Monaghan	15
Offaly/Roscommon	19

