**Injuries Resolution Board - Media Release**

**Injuries Resolution Board hosts a conference to mark 20 years since it was established and ask, 20 years on what’s changed?**

* *Since its establishment in 2004 the Injuries Resolution Board has handled over 500,000 claim applications and had over €2 billion in compensation to injured parties accepted so that these claims did not enter the litigation system,* **achieving savings for parties to claims and policy holders of over €1.1 billion in this time.**
* *From yesterday (May 8th)* ***Mediation the new service launched last year has also been expanded to now include public liability claims in addition to employer liability claims****as the Injuries Resolution Board continues to enhance and expand its services to resolve claims fairly for both parties  and reduce the need for unnecessary lengthy and costly litigation, while also supporting a better environment for a competitive insurance market.*
* [***Public Opinion Research on Personal Injuries Compensation 2024***](https://www.injuries.ie/eng/news-publications/public-opinion-research-on-personal-injury-compensation-2024.pdf) ***undertaken by Amárach Research*** *and commissioned by the Injuries Resolution Board ahead of the conference shows that*
* ***Although almost 1 in 4 adults have been injured in an accident, just 1/3 of these went to make a personal injury claim.***
* *For the most part, it is believed claims are made for a genuine reasons, however 4 in 10 believe claims are made because payments are easy to get and because of the value of claims*

**Dublin, 09th May 2024  –**  The Injuries Resolution Board is today hosting their conference, ‘Twenty Years On – The Changing Personal Injuries Environment’. Delegates will hear from international and Irish experts discussing the impact of reforms in the personal injuries area over the last 20 years and the challenges and opportunities for the future.

The event marks a significant milestone for the Injuries Resolution Board. Over the past 20 years, the Injuries Resolution Board has provided trusted, impartial service to both claimants and respondents assessing claims and  through its expertise has been a key pillar of insurance reform in Ireland. Since its establishment in 2004 the Injuries Resolution Board has:

* Managed over 500,000 claim applications
* Assessed almost 180,000 claims
* Awarded over €4bn to injured parties
* Achieved €2.2bn in accepted awards with savings of over €1.1 billion achieved in avoided litigation costs

The personal injuries environment is very different today from 20 years ago and even in the last three years there has been very extensive changes in the environment the most significant of which has the introduction of the Personal Injuries Guidelines, the objective of which was to being certainty and consistency to awards in Ireland, with the Guidelines being used by the Courts and the Injuries Resolution Board. The Injuries Resolution Board itself has continually evolved to meet the needs of customers and a changing personal injuries landscape. The new mediation service introduced in December 2023 reflects this evolution and yesterday, May 8th the service also expanded to include public liability claims in addition to employer liability claims. Mediation allows parties to a claim to explore a broader range of issues such as liability, the nature of the injuries sustained, required future treatments and so on, facilitated by our independent, and experienced mediators to reach a mutually acceptable resolution.  The existing Assessment of Compensation functions are paper based and do not allow for issues such as liability, injuries sustained, or other areas to be discussed which results in many cases entering into the litigation system, which can add stress and cost over €15,000 in legal fees on average for every claim.

**Speaking about the Injuries Resolution Board’s Conference Minister of State for Trade Promotion, Digital and Company Regulation Dara Calleary said:**

*“Celebrating two decades of fair and independent claims resolution in Ireland is an important milestone for the Injuries Resolution Board. I am pleased to be a part of their conference which provides an opportunity to reflect on the progress and achievements made in the last 20 years and of course look ahead to the future of personal injuries. The establishment of the Injuries Resolution Board in April 2004 represented a momentous change in claims resolution in this country.  In assessing over 180,000 claims, the Injuries Resolution Board has been at the forefront of cost savings in the claims environment as well as being a key pillar of insurance reform. I want to continue encouraging more claimants and respondents to avail of the Injuries Resolutions Board’s services.  Yesterday I signed the Commencement Order expanding the Board new mediation service to public liability claims.  This should lead to cost savings and contribute to reductions in insurance premiums in the public liability area which is an area my Department is very focused on.”*

**The Minister of State with responsibility for Financial Services, Credit Unions and Insurance, Neale Richmond said:**

*“The insurance and personal injuries environment in Ireland has changed significantly over the past 20 years, and in handling over 500,000 claim applications and saving billions of euros that otherwise would have been spent on lengthy litigation, the Injuries Resolution Board has been central to this. I am delighted to address this conference, one of the first events since the significant Supreme Court Judgement on the Personal Injuries Guidelines, which are central to the Government’s Action Plan for Insurance Reform and allow us all to look to the future with a much more certain and consistent claims environment. I want to congratulate the Injuries Resolution Board on their work over the past 20 years and the service they have provided. I look forward to working closely with the Board in my new role.”*

**Injuries Resolution Board Chair Dermot Divilly said:**

*“Over the past 20 years the Injuries Resolution Board has delivered significant change across the personal injuries environment - change which will be reflected upon during our conference. While we have achieved a great amount over the past two decades, the area of personal injuries remains an environment that begets us all to continue to evolve and do more to resolve claims without recourse to litigation. It is fitting that as we reach our 20th anniversary we do so with enhanced and expanded service provisions with the recent introduction of our new mediation service and our use of research data all underpinned by our new name which is focussed on resolution. It reflects the continuing change in the sector but also of the evolving value and importance of the work of the Injuries Resolution Board.”*

**Injuries Resolution Board Chief Executive Rosalind Carroll said:**

*“Over the last 20 years of personal injury claims resolution, we have saved over €1 billion in what would otherwise be spent on litigation costs. This is something we are incredibly proud of, as it matters to everyone from the injured person, to the business or person responsible for the accident , but also to the young driver , to the start up business to the parents paying for creches . Insurances costs affect all of our lives and we in the Injuries Resolution Board strive to help injured parties and respondents resolve claims fairly, using the same guidelines as the courts in a non adversarial environment that also has a benefit to society. Today we are using our 20 year anniversary and Conference an opportunity to engage with stakeholders, and explore how we can all continue to improve the personal injuries environment and make recent reforms impact for good.  It is apt then that we also expand our new mediation service from yesterday also to public liability claims, which enables us to provide more services to parties to help resolve claims early and without the need for court. ”*

To find out more about the Injuries Resolution Board and the services they offer visit [www.injuries.ie](http://www.injuries.ie)

**ENDS**

For more information about the conference or to arrange an interview with a spokesperson on the conference topics or mediation service, please contact: Carr Communications (Oisin McQueirns, [oisin@carrcommunications.ie](mailto:oisin@carrcommunications.ie) 0833096037)

**About the conference:**

The conference will be addressed by both Minister Calleary and Minister Richmond. It also has a number of international speakers including the Chair of the Civil Resolution Tribunal in British Columbia, in Canada, Director of the Australian Centre for Justice Innovation,  the former Director of Centre for Effective Dispute Resolution (CEDR) in the UK. The perspective of the injured party will also be considered with a presentation from the National Rehabilitation Hospital.  The afternoon will focus on the outcomes of the recent supreme court case with  a presentation from Una Cassidy, Counsel, followed by a panel discussion  facilitated by the Department of Enterprise comprising of stakeholders from  business, insurance and legal communities looking at the impacts of reforms. This will be followed by a focus on research and data, looking at the results of research by Amárach commissioned by the Board and also trends and data from the Injuries Resolution Board.

The full conference programme can be accessed here <https://www.injuries.ie/eng/news-publications/conferences-and-events/2024/conference-brochure-injuries-resolution-board-conference-2024.pdf>

**About the Injuries Resolution Board:**

The Injuries Resolution Board is Ireland’s independent State Body which resolves personal injury claims. The organisation was originally established in 2004, as the Personal Injuries Assessment Board (PIAB) to support the fair, prompt, and transparent resolution of personal injuries claims without the need for unnecessary litigation. From the 14th of December 2023 the remit of the organisation was broadened, and its name changed to reflect the introduction of new services such as mediation. It is a self-funded public body and is a key pillar in contributing to reform of the insurance sector and the personal injuries environment. The state body generates millions of euro in savings which would otherwise be spent on processing claims, leading to higher costs for policy-holders. The Injuries Resolution Board is the independent state body for personal injury claims resolution in Ireland.