

News release

**INJURIES RESOLUTION BOARD HIGHLIGHTS BENEFITS OF
MEDIATION AT ENTERPRISE FORUM**

Wednesday, 6 March 2024: The Injuries Resolution Board was invited to present to the Department of Enterprise, Trade and Employment’s Enterprise Forum today, highlighting the benefits to consumers and businesses of the introduction of its new mediation service.

The purpose of the Forum, which is chaired by the Minister for Enterprise, Trade and Employment, Simon Coveney T.D., is to discuss strategic issues that impact enterprise at a national and international level, with a focus on capturing the views, concerns and suggestions of the enterprise sector and with a particular focus more recently on the cost of business.

The Injuries Resolution Board is a key pillar in contributing to insurance reform and the personal injuries environment in Ireland. It generates over €40 million euro per year of direct savings for business and consumers on legal and other costs associated with claims going into litigation. It has recently launched a new mediation service which will enable even more cases to be resolved through the Injuries Resolution Board and significantly reduce the time and costs associated with litigating claims in Ireland.

Mediation in the Injuries Resolution Board for the first time 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 other matters. The current 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 needlessly entering into the litigation system. Cases going to litigation can add stress and cost over €15,000 in legal fees on average for every claim – this can add substantial cost for business and the consumer.

The Injuries Resolution Board’s Chief Executive, Rosalind Carroll said: *“We were delighted to be invited to the Enterprise Forum today chaired by Minister Coveney and attended by many representatives from the Business and Retail sector, to highlight the launch of our new mediation Service.”*

“The introduction of mediation allows our independent, impartial mediators to engage directly with parties to discuss issues relating to the claim such as liability and the

injuries sustained, as well as the value of the claim. By removing even more cases from costly litigation, this should create an environment which facilitates the growth of a healthy insurance market, that attracts competition and has insurance that is available and affordable for individuals, communities, and businesses to be able to function and thrive.”

“It importantly enables the Injuries Resolution Board to try and resolve a broader range of issues associated with personal injuries claims and may include issues such as claim value, extent of injury, liability, negligence, or future treatment. It is already available for workplace injury claims, and we have had a really positive response to date, from claimants, businesses and Insurers.”

The Minister for Enterprise, Trade and Employment, Simon Coveney T.D., commented:

“Government has prioritised reform of the insurance sector via the ‘Action Plan for Insurance Reform’. The Action Plan has now largely been delivered with all of the ‘principal actions’ in place including legislation to rebalance the common duty of care, the introduction of the Personal Injuries Guidelines, and legislation to strengthen the laws on perjury.”

“A key action for my department has been the transformation of the Personal Injuries Assessment Board into the Injuries Resolution Board. Established on 14 December 2023, it offers mediation as a service in addition to assessment and will continue to provide savings for businesses and individuals and reduce the need for unnecessary lengthy and costly litigation.”

“It is now vital that the savings and benefits generated from the Government’s programme of reform delivers affordable insurance for all sectors which helps underpin a vibrant economy and makes a real difference to lives and livelihoods.”

The Minister of State for Trade Promotion, Digital and Company Regulation, in the Department of Enterprise, Trade and Employment, Dara Calleary T.D. said:

“The establishment of the Injuries Resolution Board and its introduction of mediation has brought about a step change in how this country deals with personal injuries cases.”

“The future of the Injuries Resolution Board is positive as the current consent rate to assessing cases for the Board has reached an impressive 71%.”

“I want to encourage more claimants and respondents to avail of the Board’s model which should lead to cost savings in the claims environment and contribute to reductions in insurance premiums.”

“I will continue to work with the Board on the introduction of mediation for public and motor liability this year and want to commend the Board on their continued collaboration with my department, their commitment to the insurance reform agenda and for the results achieved to date.”

ENDS

Editors' notes:

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. 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.

It fairly and impartially independently resolves personal injuries claims for compensation in the following categories: Motor liability; Employer liability (workplace accidents); Public liability; Garda Compensation

About our Mediation Service: Mediation is a voluntary and confidential process widely acknowledged as an effective way of resolving disputes. The Injuries Resolution Board mediation process will allow parties to discuss their personal injuries claim thoroughly with one of our mediators who will assist all parties reach a mutually acceptable agreement or outcome to a claim, which can also and often provide for the avoidance of participation in litigation. In the mediation, those involved can talk about and explore issues of importance to them. This could include the claim value, extent of injury, liability, negligence, or future treatment requirements. The ability for parties to discuss and explore issues relating to a claim is a significant change to the Injuries Resolution Board process of assessment where matters such as liability can't be dealt with. Mediation is a significant addition to the service we provide. It will allow more personal injuries claims to be resolved in a quick, flexible, and cost-effective way. The mediation service is now available for employer liability claims and we will be rolling out the service for other claims categories later in 2024.

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