



Annual Report & Accounts 2009

The Personal Injuries Assessment Board

InjuriesBoard.ie

Annual Report of the Personal Injuries Assessment Board 2009

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The Personal Injuries Assessment Board

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In July 2008, as part of a new brand identity project, the working name of the Board was changed from the Personal Injuries Assessment Board or PIAB to InjuriesBoard.ie. As a consequence, throughout this Report the organisation is referred to as InjuriesBoard.ie



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CHAIRPERSON'S FOREWORD

2009 saw the end of its term in office for the first Board appointed to oversee the Personal Injuries Assessment Board, now operating as InjuriesBoard.ie

Since 2004, my colleagues and I witnessed the birth and development of a new State Agency focussed on its mission to be the independent facilitator in the delivery of compensation entitlements in a fair, prompt, transparent and cost effective manner for the benefit of society.

In that period the Board has made over 32,000 assessments for personal injuries amounting to €730m in compensation. In 2009, 8,643 assessments were made totalling compensation of €200m.

Its accessible process, the consistency of its output and the efficiency of its approach have all helped to establish the organisation as a major contributor to a more efficient regime for finalising personal injury claims in Ireland.


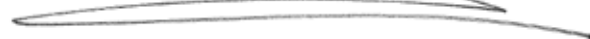
2009 was the third year of full flow activity for InjuriesBoard.ie. Under the direction of a committed Board, allied with a skilled and dedicated staff, the challenges posed by necessary public sector restrictions on recruitment and pay were well managed, as is evident in later sections of this Report.

Competitiveness remains the cornerstone to economic recovery. The InjuriesBoard.ie model has delivered direct and indirect savings of over €300m to the economy since we opened our doors. The Board's services are delivered at no cost to the Exchequer as it is funded through fees charged, by and large, to respondents, both insured and self-insured, along with a small refundable fee of €50 from claimants.

Continuing that consistent high level of service to our stakeholders will remain a challenge over the coming year. While there is evidence that the economic downturn has resulted in fewer workplace accidents and consequent claims, the volume of motor and public liability cases has shown a modest rise during 2009. As we head into a new decade, the Board is committed to providing the leadership and direction needed to maintain the high standing of InjuriesBoard.ie. As old challenges are tackled and recede, new issues will emerge. As technology and modern communications evolve, we will need to ensure that the Board utilises the best systems and practices available both to carry out its core assessments and in communicating with stakeholders.

I want to say a special thanks to outgoing Board Members, Frances Cooke, Pat Healy and Mary O'Dea. The mix of expertise, wisdom and experience which each brought to the Board's work was invaluable and they can all be rightly proud to have contributed to the growth and success of InjuriesBoard.ie.

I know that our work is strongly supported by the Tánaiste and then Minister for Enterprise, Trade and Innovation, Mary Coughlan T.D. and her officials and I am grateful for their assistance throughout the year. I look forward to working with the Minister for Enterprise, Trade and Innovation, Batt O'Keeffe, T.D. in the years ahead.

Dorothea Dowling
Chairperson



CHIEF EXECUTIVE'S INTRODUCTION

The establishment of InjuriesBoard.ie in 2004, the speed with which claims are dealt with and the consistency of awards made has resulted in a significant change to the way in which personal injury claims are now resolved. The volume of claims entering litigation has been cut dramatically and a significant majority of personal injury claims are now resolved either through a formal award by the Board or through early settlement between the parties, often facilitated by the Board. Each year, this now contributes to a saving to the economy of circa €100m.

As we enter into the final year of our 2006-2010 Strategic Plan, 2009 was another year of achievement and challenge for InjuriesBoard.ie. 8,643 awards involving compensation of €200m were made in 2009 within an average period of under seven months and at an administration cost of just over 8%. Our Service Centre continues to be well received by customers with 8am to 8pm opening hours, handling over 58,000 calls and over 388,000 items of post.

Following the provision of start up funding from the Exchequer in its initial period, InjuriesBoard.ie has been a self funding State Agency, relying on income generated primarily from respondents to fund its activities. Maintaining a self-funding status and containing costs remains a continuing challenge for the Board. This status was maintained in 2009 with a financial outcome which delivered a surplus of just over €0.5million, despite the requirement to make significant and prudent provision in relation to a series of allied legal challenges which relate solely to the allowance of legal costs, as distinct from the level of damages awarded to victims of personal injury accidents.

A number of targeted initiatives were undertaken in 2009 which reaffirmed our ongoing focus on cost containment, efficiency and above all the delivery of a superior service.

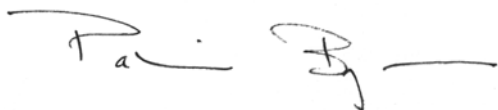
Initiatives as detailed in this report include a significant project where we engaged with respondent insurers and generated a 25% increase in electronic correspondence, yielding both financial and efficiency savings. In line with Government policy, measures were also taken to reduce the cost of medical reports on a phased basis which yielded a saving of nearly a quarter of a million euro to the claims process in 2009; this figure will be exceeded in 2010 when the impact of savings for a full year emerges.

Taking the national economic circumstances into account no fee increase was sought in 2009. Our 2008 fee levels together with an aggressive cost containment programme yielded a satisfactory year end outcome. This is significant in that new claims went up by 5%, while staff numbers decreased due to the public sector early retirement scheme and an embargo on recruitment.

InjuriesBoard.ie has always sought to enhance performance and realise strategies through the management and development of our people. Our efforts in this arena were recognised in 2009 when the Board was granted accreditation by Excellence Through People Scheme which is Ireland's national standard for human resource management. I am extremely proud of our staff who have achieved this award and feature this year alongside a range of progressive public and private sector entities as listed in this report.



It is appropriate that I recognise the dedication and hard work of all our staff in a period when, like public and private sector workers, they have endured significant cuts in their remuneration as a result of national decisions arising from the extraordinarily difficult times we live in. We are a small but nimble, efficient and effective organisation focused on making a real and ongoing contribution to the public good. I thank each and every member of staff for their unstinting commitment to the Board's work in 2009 and a very supportive and demanding governing Board.



Patricia Byron
Chief Executive



OVERVIEW

Mission Statement

The Mission Statement of InjuriesBoard.ie is “To be the independent facilitator in the delivery of compensation entitlements in a fair, prompt and transparent manner for the benefit of society”.

In delivering on our mission, in 2009 InjuriesBoard.ie:

- Dealt with 25,919 personal injury claims and made 8,643 awards;
- Achieved an average claims processing timeframe of six and a half months – within the statutory nine month timeline;
- Awarded total compensation for accident victims of €200 million at an administration cost of just over 8% of the actual compensation amount.

Core Strategic Objectives

The six core strategic objectives of InjuriesBoard.ie as set out in our first Strategic Plan 2006 – 2010 are:

Objective 1	To assess fairly and accurately the amount of compensation entitlement in personal injury claims within the remit of InjuriesBoard.ie in a timely manner.
Objective 2	To reduce administration costs associated with the assessment of personal injury claims within the remit of InjuriesBoard.ie.
Objective 3	To promote a culture of innovation and excellence, fostering an efficient, flexible and cost-effective organisation with motivated and skilled staff.
Objective 4	To develop superior customer service by creating a transparent and accessible claims assessment process.
Objective 5	To increase awareness of InjuriesBoard.ie and its benefits.
Objective 6	To contribute positively to the changing personal injury claims resolution environment in Ireland.

During 2009, InjuriesBoard.ie continued to work towards the attainment of these objectives. Sections 1 to 4 of this Report set out in detail the initiatives and actions taken during the year.



2009





SECTION 1

**ASSESSING COMPENSATION
ENTITLEMENTS IN A FAIR,
ACCURATE AND TIMELY
MANNER**

SECTION 1

ASSESSING COMPENSATION ENTITLEMENTS IN A FAIR, ACCURATE AND TIMELY MANNER

Awards

In 2009, the Board made 8,643 awards to the value of €200 million.

An Award is the value of compensation payable to an individual in respect of a Personal Injury claim where liability is not disputed. It includes General Damages for pain and suffering caused by the injury both to date and into the future. An Award may also include 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.

Awards made by InjuriesBoard.ie are at the same levels as one would expect through the Courts. Damages are assessed using The Book of Quantum, a guide to compensation levels in Ireland (available at www.injuriesboard.ie).

Awards Volumes and Values

Set up in 2004, the Board made its first Awards in 2005. Table 1.1 sets out the number and value of Awards made each year since 2006.

Table 1.1 Awards Volumes and Values by InjuriesBoard.ie

Year	No. of Awards Made	Value of Awards
2006	5,573	€115.28 million
2007	8,208	€181.04 million
2008	8,845	€217.16 million
2009	8,643	€200.22 million

Awards by Claim category

In 2009, 72% of all awards were in respect of Motor Liability cases, while 11% related to Employer Liability and 17% related to Public Liability.



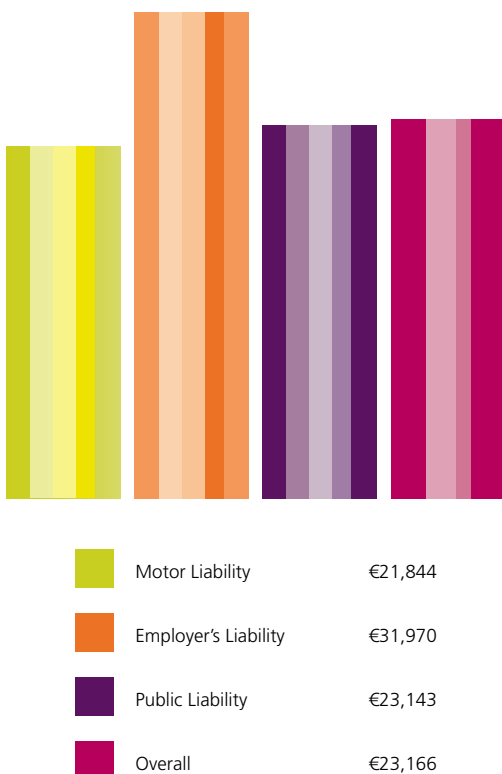
Figure 1.1 % Breakdown of 2009 Awards by Category



Value of Average Awards by Category

Figure 1.2 shows the average value of awards by each of the categories in 2009 i.e. Motor Liability, Employer's Liability, and Public Liability. The average award of €23,166 in 2009 was 6% lower than in 2008, but 5% up on the 2007 average. As the Board's caseload changes each year reflecting the economic environment and flow of new claims, variations in the average award will occur from year to year. In keeping with experience over many years, awards in the Employer's Liability category were highest at €31,970 reflecting the often more serious and complex nature of the injuries suffered in such accidents.

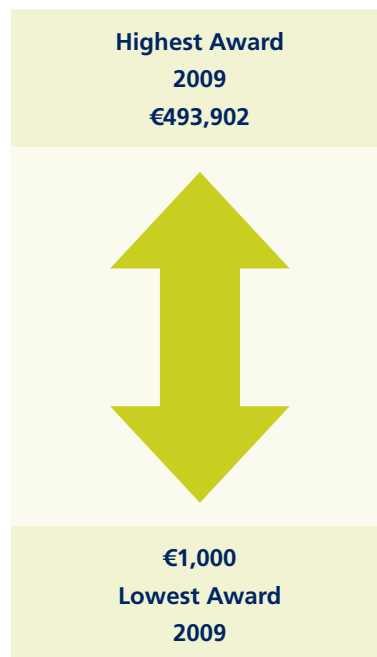
Figure 1.2 Value of Average Awards by Category 2009



Range of Awards – Highest/Lowest awards

The lowest and highest awards in 2009 are shown in Figure 1.3.

Figure 1.3 Range of Awards.



Breakdown of Total No. of Awards in 2009 by Value and Claim Category

Approximately 63% of InjuriesBoard.ie Awards are under €20,000 and 88% are under €38,000. This is in line with the historical profile of personal injury awards in the Courts.

A detailed geographical analysis of awards can be found in Appendix 3.

SECTION 1

ASSESSING COMPENSATION ENTITLEMENTS IN A FAIR, ACCURATE AND TIMELY MANNER

Table 1.2 Breakdown of Total No. of Awards in 2009 (by Value and Claim Category)

Breakdown of Award Value (€)	Motor Liability	Employer's Liability	Public Liability	Total
< 20k	4271	390	823	5484
20-38k	1450	329	409	2188
38-100k	468	205	204	877
>100k	68	19	7	94
Totals	6257	943	1443	8643

Average Award by Province/Category 2009

Table 1.3 shows the breakdown of the average award by Liability category on a province wide basis.

Table 1.3 Average Award by Province and Category 2009

Province	2009 Average Award
DUBLIN	
Motor Liability	€20,845
Employer's Liability	€26,796
Public Liability	€22,710
REST OF LEINSTER	
Motor Liability	€23,985
Employer's Liability	€40,429
Public Liability	€23,577
CONNAUGHT-ULSTER	
Motor Liability	€23,960
Employer's Liability	€34,624
Public Liability	€25,817
MUNSTER	
Motor Liability	€20,003
Employer's Liability	€29,493
Public Liability	€22,458



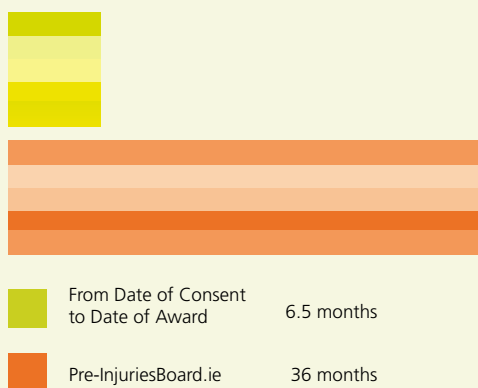


Figure 1.4 Compensation Timeline

Assessment Timeline

InjuriesBoard.ie is obliged, under the PIAB Act 2003, to assess claims within nine months of the Respondent consenting to the Board's process. The 2009 results for InjuriesBoard.ie show that the average time to make an assessment was less than seven months as a result of the Board's continuing commitment to efficiency and ongoing process review.

Applications

In accordance with the Personal Injuries Assessment Board Act 2003, all personal injury claims (apart from Medical Negligence and some categories of claims as outlined in Section 4 of the Act) must be submitted to InjuriesBoard.ie. A total of 25,919 Applications for personal injury claims were received by InjuriesBoard.ie in 2009 (a 5% increase on 2008). These Applications related to personal injury claims for Motor Liability, Public Liability and Employer's Liability. Workplace accident claims were down by 6.5%, while Motor claims and Public Liability claims rose by 7.5% and 6%, respectively.

The establishment of InjuriesBoard.ie, the speed with which claims are dealt with and the consistency of awards made have resulted in a significant change to the way in which personal injury claims are now resolved.

In the early part of this decade over 30,000 personal injury proceedings were initiated in the Courts each year. The number of cases involving such litigation is now down to approximately 14,000. Typically, the cases arise where InjuriesBoard.ie has no authority to, and does not, deal with the claims (e.g. where liability is disputed).

A significant majority of personal injury claims are now resolved either through a formal award by the Board or through early settlement between the parties facilitated by the Board.

2009





SECTION 2

**REDUCING ADMINISTRATION
COSTS ASSOCIATED WITH
ASSESSING PERSONAL
INJURY CLAIMS**

SECTION 2

REDUCING ADMINISTRATION COSTS ASSOCIATED WITH ASSESSING PERSONAL INJURY CLAIMS

A Self Funding Agency

THE PIAB ACT 2003 ALLOWS FOR AN ANNUAL GRANT TO BE PAID TO THE BOARD AND START UP FUNDING FROM THE EXCHEQUER WAS PROVIDED AT THE OUTSET. HOWEVER, THE BOARD HAS SINCE THEN SUCCESSFULLY PURSUED A POLICY OF SELF FUNDING RELYING ON INCOME GENERATED PRIMARILY FROM RESPONDENTS TO FUND ITS ACTIVITIES. THIS SELF FUNDING STATUS WAS MAINTAINED IN 2009 WITH A FINANCIAL OUTCOME WHICH DELIVERED A SURPLUS OF JUST OVER €0.5MILLION TO THE BOARD.

This result was achieved despite the requirement to make significant and prudent provision in relation to a series of allied legal challenges to decisions made by the Board which relate solely to the allowance of legal costs, as distinct from the level of compensation assessed, in one category of claims.

In 2009, the Board maintained its strong focus on delivering its services in the most cost efficient and effective ways. To this end, a number of targeted initiatives were taken to reduce administrative costs and improve efficiency.

- Since its establishment, the Board has operated on the basis of a paperless office, recognising the benefits of technology to the claims management process. A natural extension of this philosophy is to move to electronic correspondence with major stakeholders. The first stage in this shift was achieved in 2009 with seven major insurers (representing over 80% of respondents) participating. This resulted in a twenty five per cent increase in electronic correspondence and greater efficiency as well as generating a very significant saving. The use of

electronic correspondence is being pursued with other stakeholders including the medical and legal professions in 2010.

- In line with the Government's policy of reducing professionals' fees, the Board obtained reductions in the cost of medical appointments. This yielded savings of €225,000 in 2009 and will yield higher savings in 2010 and subsequent years.
- Significant savings of between 55% and 85% were also achieved in the cost of other professional services such as legal, public relations and statistical analyses predominantly through increased use of internal resources.
- Guidelines were published which set out the limited circumstances in which some legal fees may be awarded by the Board. Typically these cases involve minors, fatalities and other exceptional circumstances.

The cumulative effect of these initiatives was to reduce non staff costs by 26%. The Board's Accounts show a surplus of just over €0.5million at the end of 2009, reflecting a continuing commitment to a robust control of the costs associated with the administration of claims. Respondent and Claimant fees have not increased since 1 January 2008.

Cost Savings as a Result of Awards by InjuriesBoard.ie

In 2009, InjuriesBoard.ie delivered the current level of compensation at a delivery cost of just over 8% as against 46% under the litigation system prior to the Board's establishment. InjuriesBoard.ie's delivery costs are not based on a percentage of the amount of the award but are predominantly fixed fees for the Claimant (€50) and Respondent (€1,050).



Data available from compensation schemes outside the remit of InjuriesBoard.ie suggests that the associated litigation costs remain a matter of considerable concern. There are also indications of many personal injury cases significantly exceeding the average 46% litigation overhead identified by the MIAB reports.

In 2009, 5,387 awards were accepted by customers of InjuriesBoard.ie resulting in €118.2 million of compensation being accepted. The relevant figures for 2007 were 5,000 awards and €102 million in accepted awards, while in 2008 the accepted awards totalled 5,670 at a value of €131 million as reflected in Table 2.1 below.

While InjuriesBoard.ie made 8,643 awards in 2009, for the purposes of calculating direct savings we only count awards which were accepted by Claimants and Respondents. Indisputably additional savings arise in relation to other awards as many are subsequently resolved without the need for a Court hearing. Additionally, other substantial savings arise on direct settlements achieved prior to InjuriesBoard.ie assessment. It is estimated that up to 8,000 cases are resolved between parties following initial contact with the Board's Service Centre which facilitates improved communication between the Claimant and Respondent. Comprehensive data on the level of such settlements is not yet available from the Insurance Industry.

Table 2.1 Total Number and Value of InjuriesBoard.ie Accepted Awards

	2007	2008	2009
No. of Accepted Awards	5,000	5,670	5,387
Total Value of Accepted Awards	€102 million	€131.34 million	€118.2 million

Table 2.2 below shows the actual InjuriesBoard.ie delivery costs of €10.3m in 2009 and compares it to the estimated overhead cost of delivering the same award value under the litigation system (46%) i.e. €54.4 million. The resulting savings are shown in the bottom row. Direct InjuriesBoard.ie savings in 2009 were €44.1 million.

Table 2.2 InjuriesBoard.ie Delivery Costs and Estimated Cost Savings

	2007	2008	2009
Total InjuriesBoard.ie Delivery Costs	€7.4m	€10.19m	€10.3m
Comparable Litigation Costs	€47.15m	€60.41m	€54.4m
Actual Savings (InjuriesBoard.ie v Litigation System)	€39.75m	€50.22m	€44.1m



2009





SECTION 3

**DELIVERING SUPERIOR
CUSTOMER SERVICE
FROM AN EFFICIENT AND
EFFECTIVE ORGANISATION
PEOPLED WITH MOTIVATED
AND SKILLED STAFF**

SECTION 3

DELIVERING SUPERIOR CUSTOMER SERVICE FROM AN EFFICIENT AND EFFECTIVE ORGANISATION PEOPLED WITH MOTIVATED AND SKILLED STAFF

Customer Service

IN 2009, INJURIESBOARD.IE CONTINUED TO PROVIDE A TRANSPARENT AND ACCESSIBLE CLAIMS ASSESSMENT PROCESS.

THE BOARD'S CUSTOMER SERVICE CENTRE PROVIDES

- **DETAILED INFORMATION AND ASSISTANCE TO POTENTIAL CLAIMANTS AND RESPONDENTS IN PROGRESSING THEIR CLAIM AND**
- **DETAILED GUIDANCE AND ASSISTANCE TO CLAIMANTS ON THE INFORMATION THEY NEED TO COMPLETE THEIR APPLICATION**

THE CUSTOMER SERVICE CENTRE IS ACCESSIBLE ON LO-CALL NUMBER 1890 829121 FROM 8AM TO 8PM MONDAY TO FRIDAY.

IN 2009, THE CENTRE RECEIVED OVER 58,000 CALLS, 97% OF WHICH WERE ANSWERED WITHIN 23 SECONDS FOLLOWING A SHORT VOICE MESSAGE. OVER 388,000 ITEMS OF POST WERE HANDLED AND 15,665 MEDICAL APPOINTMENTS WERE ARRANGED.

The Customer Service Centre assists claimants with special needs (e.g. those hard of hearing) and those wishing to process their claim through Irish. The Centre can also assist those with limited knowledge of the English language, including the commissioning of translation of key documents.

Feedback from customers who contacted the InjuriesBoard.ie helpline is very positive with high satisfaction levels reported. A summary of this feedback is outlined below:

- **96%** of these claimants stated that their calls were handled in a courteous, helpful and friendly manner
- **88%** of those questioned felt their questions were answered to their satisfaction
- all claimants now felt that they understood the InjuriesBoard.ie process
- **72%** of direct claimants surveyed were satisfied with the information service and 20% were very satisfied



ICT

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) IS A KEY ENABLER IN ACHIEVING THE BOARD'S CORE OBJECTIVES. A MODERN AND USER FRIENDLY TECHNOLOGICAL INFRASTRUCTURE IS IN PLACE TO SUPPORT THE EFFECTIVE OPERATION OF THE ORGANISATION, UTILISING LEADING EDGE TECHNOLOGY BOTH IN THE ASSESSMENT CENTRE, AS WELL AS THROUGH THE OUTSOURCED SERVICE CENTRE.

The Board's technical platform and key applications support the current and future business needs (e.g. a paperless office, internet-based systems and internal knowledge systems). These include a sophisticated financial system, email, office automation and communications. During 2009, 99.9% availability was delivered.

The extension of paperless working to the Board's engagement with major stakeholders was a priority in 2009. A twenty five per cent increase in electronic correspondence and greater overall efficiency was achieved through completing a project which saw seven major insurers (representing 80% of respondents) agreeing to correspond with the Board in a secure encrypted format. This project will be extended to other stakeholders in 2010.

Human Resources

KEY TO DELIVERING ON THE MISSION OF INJURIESBOARD.IE IS A MOTIVATED AND SKILLED WORKFORCE. AT THE END OF 2009, INJURIESBOARD.IE EMPLOYED 74 STAFF DRAWN FROM A VARIETY OF PROFESSIONAL AND EXPERIENCED BACKGROUNDS.

Excellence Through People

Excellence Through People is Ireland's national standard for human resource management and provides a recognised framework for organisations to enhance performance and realise strategies through the management and development of their people. The objectives of ETP is to act as a business improvement tool as well as being a driver for change and innovation within the organisation and to promote employee learning, development and involvement in line with the organisation's goals.

In 2009, InjuriesBoard.ie applied for and was awarded accreditation by Excellence Through People following a rigorous examination of eight criteria including Business Planning and Quality Improvement, Effective Communication and People Involvement, Training and Life-Long Learning Recruitment and selection and Employee well-being. Other recipients of the ETP accreditation include major private and public sectors bodies such as Allianz Plc, Bord Gáis, Cadbury Ireland, FedEx Express, KBC Bank, Lisney and units of the Revenue Commissioners and the Defence Forces.



SECTION 3

DELIVERING SUPERIOR CUSTOMER SERVICE FROM AN EFFICIENT AND EFFECTIVE ORGANISATION PEOPLED WITH MOTIVATED AND SKILLED STAFF

Other Initiatives

- Throughout 2009 the Board's 14 member Partnership Committee met on a monthly basis
- A Joint Consultative Council involving the three unions representing staff was established
- A total of 137 training days were provided during 2009
- A Health and Safety Committee was established under the terms of the Safety, Health & Welfare at Work Act, 2005 and a Health & Safety Officer appointed
- A Risk Assessment & Safety Statement was prepared and presented to all staff
- Substantial progress was made on the roll-out of a new Records Management System

Internal Audits

The internal audit function is a key element in informing the Board of the effectiveness of the system of internal financial control. The internal auditors operate in accordance with the Code of Practice for the Governance of State Bodies. Arising from a competitive process, Tribal Helm were appointed as internal auditors for the period 2009-2011. Tribal Helm have prepared an Internal Strategic Audit Plan which sets out a work programme for three year period which was approved by the Audit Committee.

Internal Auditor reports covering Corporate Governance, ICT and Information Security and Financial Controls were prepared in 2009 and brought before the Audit Committee.

Corporate Governance

INJURIESBOARD.IE OPERATES IN ACCORDANCE WITH THE PROVISIONS OF THE PERSONAL INJURIES ASSESSMENT BOARD ACT 2003. THE BOARD OPERATES UNDER THE AEGIS OF THE MINISTER FOR ENTERPRISE, TRADE AND INNOVATION WHO IS EMPOWERED TO PROVIDE FUNDS TO THE AGENCY TO ENABLE IT TO DISCHARGE ITS OBLIGATIONS AND SEEK INFORMATION ON THE AGENCY'S ACTIVITIES

IN ADDITION TO ITS OWN GOVERNING LEGISLATION, THE BOARD IS ALSO REQUIRED TO COMPLY WITH A RANGE OF OTHER STATUTORY (NATIONAL AND EU) AND ADMINISTRATIVE REQUIREMENTS. IN PARTICULAR, IT HAS PUT IN PLACE PROCEDURES TO ENSURE COMPLIANCE WITH THE FOLLOWING SPECIFIC REQUIREMENTS:

Code of Practice for the Governance of State Bodies

InjuriesBoard.ie has developed and implemented procedures to ensure that it complies with this Code of Practice. The Board's Chairperson confirms annually to the Minister for Enterprise, Trade & Innovation the Board's compliance with the Code. During 2009 a revised Code of Practice was published. The Board is currently finalising the implementation of the additional requirements as set out in the revised Code.

Ethics in Public Office Act, 1995

InjuriesBoard.ie comes within the scope of the Ethics in Public Office Act, 1995 and has adopted procedures to comply with the Act.



Accordingly, Board members and staff holding designated positions have completed statements of interest in compliance with the provisions of the Act. Furthermore procedures are in place for the ongoing disclosure of interests by Board Members and staff at Management level.

Safety, Health and Welfare at Work Act 2005

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

Employment Equality Acts, 1998 and 2004

InjuriesBoard.ie is committed to a policy of equal opportunity and adopts a positive approach to equality in the organisation. The Board is committed to developing a balanced work/life environment for all staff. It currently operates flexible working hours and attendance arrangements.

Data Protection Acts, 1988 and 2003

InjuriesBoard.ie is a registered data controller under the Data Protection Acts. The Board operates in accordance with a formal Data Protection Policy as agreed with the Office of the Data Protection Commissioner. This places the Board at the forefront of implementing data protection procedures, thus protecting the individual's fundamental right to privacy and exercising control over how personal information may be made available under the Data Protection Acts.

Official Languages Act 2003

InjuriesBoard.ie 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.

Procurement

Competitive tendering is the normal procedure utilised by the Board in the procurement process. All tenders issued have had due regard to the value thresholds for the application of procurement rules. InjuriesBoard.ie confirms compliance with procurement procedures in respect of competitive tendering. This includes adherence to both national guidelines and the relevant EU Directives, which have the force of law in this and all Member States. The Board continually updates and revises its procurement policies and procedures.

Prompt Payment of Accounts Act, 1997

InjuriesBoard.ie comes under the remit of the Prompt Payment of Accounts Act, 1997, and the European Communities (Late Payment in Commercial Transactions) Regulations 2002. It is the policy of the Board to ensure that all invoices are tracked and paid promptly before their due date for interest and charges purposes. Procedures are in place to provide reasonable assurances against non-compliance with the Act and Regulations.

Taxation

InjuriesBoard.ie confirms compliance with tax laws. Procedures are in place to ensure that the Board 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.

2009





SECTION 4

**INCREASING AWARENESS
OF INJURIESBOARD.IE
AND CONTRIBUTING
POSITIVELY TO THE CLAIMS
RESOLUTION ENVIRONMENT**

SECTION 4

INCREASING AWARENESS OF INJURIESBOARD.IE AND CONTRIBUTING POSITIVELY TO THE CLAIMS RESOLUTION ENVIRONMENT

Publishing research

IN FULFILLING ITS REMIT TO DELIVER COMPENSATION PAYMENTS, INJURIESBOARD.IE GATHERS SUBSTANTIAL DATA ON INJURIES AND THE CIRCUMSTANCES WHICH CAUSE ACCIDENTS IN A WIDE VARIETY OF SETTINGS. IN 2009, THE BOARD PUBLISHED TWO COMPREHENSIVE REVIEWS OF INJURIES WHICH AROSE FROM ACCIDENTS IN THE WORKPLACE AND IN PUBLIC PLACES. THESE REVIEWS PROVIDE A SIGNIFICANT INSIGHT INTO THE CAUSES OF ACCIDENTS AND THE SECTORS OR LOCATIONS WHICH POSE THE GREATEST RISK. THE PUBLISHED DATA IS ESPECIALLY VALUABLE TO HEALTH AND SAFETY PROFESSIONALS IN THEIR RISK ASSESSMENTS AND ENABLES SCARCE RESOURCES TO BE FOCUSED IN THE MOST CRITICAL AREAS.

THESE REVIEWS WERE EXTENSIVELY COVERED IN NATIONAL AND LOCAL MEDIA. AMONG THE KEY FINDINGS WERE:

Public Liability Review

Females accounted for 70% of the 2,860 Public Liability awards – over twice as many (2.3 times) as males. This is a direct reversal of data for workplace accidents where females account for just 30% of awards.

56% of Public Liability accidents happened in privately owned establishments – with almost one in four (24%) occurring in a retail/shopping outlet, one in five (19%) in a pub/nightclub or restaurant and 13% in leisure facilities like sports clubs/gyms and cinemas. Over a quarter of Public Liability awards (27%) were made against Local Authorities and a further 6% involved transport and utility services.

Slips, trips and falls account for the vast majority (67%) of personal injuries in a public place. Other causes included being struck by a falling or flying object (11%), being injured by machinery (5%), burns/scalding (2%) and food poisoning (1%).

A review of the types of injuries sustained indicates that many accident victims sustain at least two injuries. Sprains (40%) are the most common injury, followed by bruising (32%), fractures (29%) and lacerations (25%).

Employer Liability Review

According to the study, total compensation of €31.4 million was awarded in respect of 972 claims for workplace accidents in 2008. The review provided a valuable insight into workplace accidents in Ireland and specifically highlights the most significant causes of accidents and those sectors which are most at risk.



Among the main Findings were:

Location: 28% of awards arose from accidents in the construction sector, 20% were in manufacturing and 13% occurred in hotels and restaurants. Other sectors where accidents arose included wholesale/retail (12%), public bodies (9%) and transport/storage (5%).

Causes: The major causes of workplace accidents reviewed were slips, trips and falls (44%), lifting/handling (18%), machinery and defective equipment (16%), cuts, burns and scalding (7%).

Injury type: A review of the types of injuries sustained indicates that many accident victims sustain at least two injuries. Sprains (42%) are the most common injury, followed by fractures (25%), cuts/lacerations (24%), bruising (19%) and crushing injuries (12%).

Stakeholder engagement programme

An ongoing Stakeholder Engagement programme continued in 2009 which resulted in 29 presentations to groups representing employers, unions, health professionals and others interested in health and safety matters. This Programme helps to increase awareness of the Board and improve understanding of how compensation is delivered in a non-adversarial 'documents only' process.

Leaflet distribution

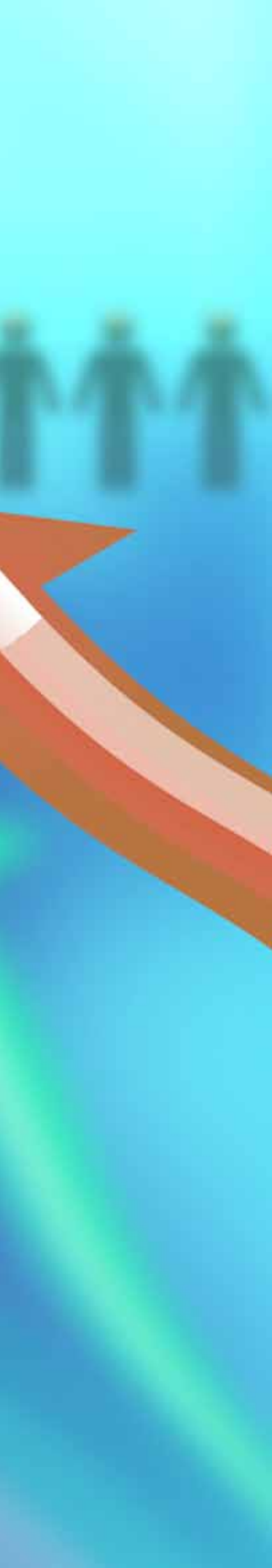
As part of the Board's awareness raising programme, arrangements were made in 2009 to distribute InjuriesBoard.ie information leaflets to over 1,100 surgeries and health service locations as well as to over 100 Citizens Information Centres.

2009



SECTION 5

FINANCIAL STATEMENTS



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

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FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

General Information

Members of the Board	Dorothea Dowling <i>Chairperson</i>	(Reappointed 13 April 2009)
	Senator Joe O'Toole	(Reappointed 24 April 2009)
	Patricia Byron	
	John Fay	(Reappointed 24 April 2009)
	Tom Noonan	(Reappointed 13 April 2009)
	Jerry Fitzpatrick	(Appointed 24 April 2009)
	Ann Fitzgerald	
	Mary O' Dea	
	Tanya Holly	(Appointed 24 April 2009)
	Frank Cunneen	(Reappointed 13 April 2009)
	Professor Denis Cusack	(Reappointed 13 April 2009)
	Pat Healy	(Retired 12 April 2009)
	Frances Cooke	(Retired 12 April 2009)
Office	Grain House Exchange Hall Belgard Square North Tallaght Dublin 24	
Auditor	Comptroller and Auditor General Dublin Castle Dublin 2	
Bankers	Bank of Ireland Main Street Tallaght Dublin 24	
Solicitors	Arthur Cox & Co. Earlsfort Centre Earlsfort Terrace Dublin 2	
Website	www.injuriesboard.ie	

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

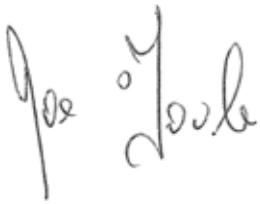
Statement of Responsibilities of the Board

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 Enterprise, Trade and Innovation.

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

- Select suitable accounting policies and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the 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 being disclosed and explained in the financial statements.

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



Joe O'Toole
On Behalf of the Board

15th April 2010



Jerry Fitzpatrick
On Behalf of the Board

15th April 2010



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Statement on Internal Financial Control

On behalf of the Personal Injuries Assessment Board I acknowledge our responsibility for ensuring that an effective system of internal financial control is maintained and operated.

Such a system of internal financial control can provide only reasonable and not absolute assurance against material error. The system provides reasonable 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 period.

Key Control Procedures

The Board has taken steps to ensure an appropriate control environment by:

- clearly defining management responsibilities;
- establishing formal procedures for reporting significant control failures and ensuring appropriate corrective action takes place;
- establishing an Audit Committee to advise the Board on discharging its' responsibilities for the internal financial control system.

The Board continues to develop and improve management processes to identify and evaluate business risks by:

- identifying the nature, extent and possible implication of risks facing the Board including the extent and categories which it regards as acceptable;
- assessing the likelihood of identified risks occurring;
- assessing the Board's ability to manage and mitigate the risks that do occur;
- assessing the costs of operating particular controls relative to benefit obtained.

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

- a comprehensive budgeting system with an annual budget which is reviewed and agreed by the Board via its Finance Committee;
- monthly cash-flow statements with analysis of major income and expenditure categories, which are reviewed by the Board's Finance Committee;
- the implementation of a financial accounting system – the Board has put in place a computer software system incorporating an accounting package to facilitate the internal financial controls.

The Board has appointed an Audit Committee and a firm of independent professional auditors to undertake its internal audit function. The internal audit function operates in accordance with the Code of Practice for the Governance of State Bodies. The work of internal audit is informed by an analysis of the risk to which the Board is exposed. A Finance Committee has been established to review the annual financial statements, annual budgets and to take an overview of financial procedures generally. The analysis of risk and the internal audit plans are approved by the Chief Executive and are subject to endorsement by the Finance Committee and Audit Committee and approval by the Board.

Annual Review of Controls

I confirm that in respect of the year ended 31st December 2009, the Board conducted a review of the system of internal financial control.

Code of Practice for the Governance of State Bodies

I confirm that in respect of the year ended 31st December 2009 the Code of Practice for the Governance of State Bodies has been complied with.



Dorothea Dowling
Chairperson

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Report of the Comptroller and Auditor General for presentation to the Houses of the Oireachtas

I have audited the financial statements of the Personal Injuries Assessment Board for the year ended 31 December 2009 under the Personal Injuries Assessment Board Act, 2003.

The financial statements, which have been prepared under the accounting policies set out therein, comprise the Statement of Accounting Policies, the Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes.

Respective Responsibilities of the Board and the Comptroller and Auditor General

The Board is responsible for preparing the financial statements in accordance with the Personal Injuries Assessment Board Act, 2003 and for ensuring the regularity of transactions. The Board prepares the financial statements in accordance with Generally Accepted Accounting Practice in Ireland. The accounting responsibilities of the Members of the Board are set out in the Statement of Responsibilities of the Board.

My responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

I report my opinion as to whether the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland. I also report whether in my opinion proper books of account have been kept. In addition, I state whether the financial statements are in agreement with the books of account.

I report any material instance where moneys have not been applied for the purposes intended or where the transactions do not conform to the authorities governing them.

I also report if I have not obtained all the information and explanations necessary for the purposes of my audit.

I review whether the Statement on Internal Financial Control reflects the Board's compliance with the Code of Practice for the Governance of State Bodies and report any material instance where it does not do so, or if the statement is misleading or inconsistent with other information of which I am aware from my audit of the financial statements. I am not required to consider whether the Statement on Internal Financial Control covers all financial risks and controls, or to form an opinion on the effectiveness of the risk and control procedures.

I read other information contained in the Annual Report, and consider whether it is consistent with the audited financial statements. I consider the implications for my report if I become aware of any apparent misstatements or material inconsistencies with the financial statements.

Basis of Audit Opinion

In the exercise of my function as Comptroller and Auditor General, I conducted my audit of the financial statements in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board and by reference to the special considerations which attach to State bodies in relation to their management and operation. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures and regularity of the financial transactions included in the financial statements. It also includes an assessment of the significant estimates and judgments made in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Board's circumstances, consistently applied and adequately disclosed.



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

I planned and performed my audit so as to obtain all the information and explanations that I considered necessary in order to provide me with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming my opinion I also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In my opinion, the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, of the state of the Board's affairs at 31 December 2009 and of its income and expenditure for the year then ended.

In my opinion, proper books of account have been kept by the Board. The financial statements are in agreement with the books of account.



Gerard Smyth
For and on behalf of the
Comptroller and Auditor General

18 June 2010

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Statement of Accounting Policies

Basis of Preparation

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

Fee Income

Fee Income consists of Claimant and Respondent Fees. Claimant fees are recognised on a cash receipts basis. Respondent Fees are recognised on consent to the Board's assessment process.

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 Premises	Remaining years of the lease	
IT Hardware/Software	25%	Straight Line
Office Equipment	20%	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 Income and Expenditure account.

Operating Lease

Payments under the operating lease are charged to the Income and Expenditure Account.

Superannuation

In view of the arrangements, as described in Note 13, which the Board has put in place in relation to the defined benefit scheme it will operate for employees, the Board is of the view that the provisions of Financial Reporting Standard 17, Accounting for Retirement Benefits, in relation to accounting for pension liabilities which arise under defined benefit schemes, are not applicable to its circumstances. Accordingly, the Board charges the employer contributions to the Income and Expenditure Account in the year, as if the scheme was a defined contribution scheme.

General Reserve

As the Board develops its functions, it may be necessary for it to have recourse to legal action to recover fees due to it under the Act. In certain cases, the Board considers it prudent to have adequate resources to meet such costs.

Accordingly amounts are transferred from the Income and Expenditure Account to the General Reserve when deemed necessary.

Debtors

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

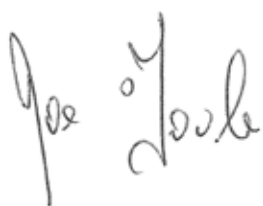


FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Income and Expenditure Account for the Year Ended 31 December 2009

	NOTES	2009 €	2008 €
Income			
Fee Income	1	14,275,856	12,859,329
Interest Receivable		140,785	134,233
Transfer from Capital Account	11	62,657	87,103
Total Income		14,479,298	13,080,665
Expenditure			
Salaries, Pensions and related expenses	2	6,085,641	5,307,332
Claims Processing expenses	3	1,437,315	1,527,227
Board Member Fees	2	99,518	108,000
Accommodation & Establishment Costs	4	465,870	640,623
Recruitment, Training & Education	4	43,396	178,646
Information, Research & Communication	4	181,380	970,209
Legal Costs & Professional Fees	4	4,382,722	1,369,176
IT Costs	4	341,716	797,540
Telecommunication Costs		157,953	147,255
General Administration	4	543,044	722,486
Loss on Disposal of Fixed Assets		202	0
Depreciation		212,087	232,643
Total Expenditure		13,950,844	12,001,137
SURPLUS FOR THE YEAR		528,454	1,079,528
Transfer from General Reserve		0	250,000
Balance at 1 January		2,278,971	949,443
BALANCE AT END OF YEAR		2,807,425	2,278,971

The Board has no gains or losses in the financial year other than those dealt with in the financial statements.
The Statement of Accounting Policies and Notes 1 to 17 form an integral part of these financial statements.



Joe O'Toole
On Behalf of the Board

15th April 2010



Jerry Fitzpatrick
On Behalf of the Board

15th April 2010

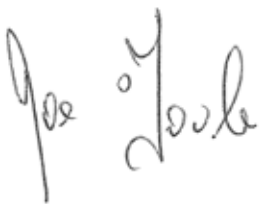


FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Balance Sheet at 31 December 2009

	NOTES	2009 €	2009 €	2008 €	2008 €
Fixed Assets					
Tangible Assets	5		839,051		1,046,401
Current Assets					
Debtors	6	2,337,018		2,580,504	
Cash at bank and on hand		8,998,671		5,158,933	
Total Current Assets		11,335,689		7,739,437	
Current Liabilities					
Creditors: Amounts falling due within one year	7	2,908,700		3,352,918	
Net Current Assets			8,426,989		4,386,519
Total Assets less Current Liabilities			9,266,040		5,432,920
Provision for liabilities	8		5,863,175		2,495,852
Net Assets			3,402,865		2,937,068
Financed By:					
Capital Account	12		595,440		658,097
Income & Expenditure Account			2,807,425		2,278,971
General Reserve	13		0		0
			3,402,865		2,937,068

The Statement of Accounting Policies and Notes 1 to 17 form an integral part of these financial statements.



Joe O'Toole
On Behalf of the Board

15th April 2010



Jerry Fitzpatrick
On Behalf of the Board

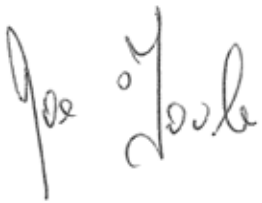
15th April 2010



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Cash Flow Statement for the Year Ended 31 December 2009

	NOTES	2009 €	2008 €
Cash Flow Statement			
Net Cash Flow from Operating Activities	9	3,703,892	2,155,329
Returns on Investment and Servicing of Finance			
Bank Interest		140,785	134,233
Cash Flow before Capital Expenditure		3,844,677	2,289,562
Capital Expenditure			
Purchase of Tangible Fixed Assets	5	(4,939)	(185,921)
Sale of Tangible Fixed Assets		0	0
Net Cash outflow from Capital Expenditure		(4,939)	(185,921)
Movement in Cash for the Year	9	3,839,738	2,103,641



Joe O'Toole
On Behalf of the Board

15th April 2010



Jerry Fitzpatrick
On Behalf of the Board

15th April 2010

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Notes to the Financial Statements for the Year Ended 31 December 2009

1	Fee Income	2009	2008
		€	€
	Claimant Fee Income	1,223,830	1,135,790
	Respondent Fee Income	13,052,026	11,723,539
		14,275,856	12,859,329

2	i) Salaries, Pensions and Related Expenses	2009	2008
		€	€
	* Salaries	4,564,345	4,246,705
	Employer Superannuation contributions	1,134,232	681,344
	Employer PRSI Contributions	387,064	379,283
		6,085,641	5,307,332

* €250,429 of pension levy has been deducted and paid over to the Department of Enterprise Trade and Innovation in 2009

Staff Numbers

Staff directly employed by the Board	76	73
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Emoluments of Chief Executive

Salary	189,377	185,699
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In addition to the above, performance related pay amounting to €29,528 was paid in February 2009 (relating to 2008 performance). In 2008, performance related pay amounting to €28,862 was paid in April 2008 (relating to 2007 performance).

ii) Board Fees and Expenses	2009	2008
	€	€
Board Fees	99,518	108,000
By Board Member		
Dorothea Dowling <i>Chairperson</i>	22,400	24,000
Senator Joe O' Toole	12,639	14,000
John Fay	12,639	14,000
Tom Noonan	13,067	14,000
Jerry Fitzpatrick	8,672	0
Frank Cunneen	13,067	14,000
Professor Denis Cusack	13,067	14,000
Pat Healy	3,967	14,000
	99,518	108,000

There were no expenses paid to Board members for 2009



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Notes to the Financial Statements for the Year Ended 31 December 2009

3	Claims Processing expenses	2009	2008
		€	€
	Outsourced Service Centre Costs	1,437,665	1,526,877
	Claim related Medical Fees	4,313,376	4,182,553
	Claim related Other Costs	153,320	154,747
	Claim related Costs to be Reimbursed	(4,467,046)	(4,336,950)
		1,437,315	1,527,227
4	Expenditure	2009	2008
		€	€
	Accommodation & Establishment Costs		
	Rent, Rates and Service Charges *	305,774	497,099
	Cleaning and Security	56,936	61,295
	Light & Heat, Maintenance and Other	103,160	82,229
		465,870	640,623
	Recruitment, Training & Education		
	Training, Education and other costs	31,285	135,375
	Advertising, Interviews and other recruitment costs	12,111	43,271
		43,396	178,646
	Information, Research & Communication		
	Branding & Awareness Campaign	22,660	615,658
	Other Advertising Costs	124,451	259,923
	Leaflets/Brochures & Publications	34,269	94,628
		181,380	970,209
	Legal Costs & Professional Fees		
	Statistical, Internal Audit and other Professional Fees	96,330	131,427
	Audit Fees	15,887	12,863
	General Legal Advices	76,198	179,742
	Judicial Review Costs	4,072,612	1,952,421
	Judicial Review Costs to be reimbursed	121,695	(907,277)
		4,382,722	1,369,176

* The charge for 2008 includes an accrual for rates charges of €188,000 after the Board was unsuccessful in the case taken by the Commissioners of Valuation.



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Notes to the Financial Statements for the Year Ended 31 December 2009

4	Expenditure <i>(note continued)</i>	2009	2008				
		€	€				
	IT Costs						
	IT Software Development	5,360	75,597				
	IT Licence Fees	216,556	493,342				
	IT Support & Maintenance	100,210	187,856				
	IT Consumables & Training	18,491	19,866				
	IT Other Costs	1,099	20,879				
		341,716	797,540				
	General Administration						
	Postage	402,021	411,377				
	Travel & Subsistence	20,599	31,436				
	Office Stationary	42,898	58,999				
	Insurances	56,233	35,364				
	Temporary Staff	2,279	104,228				
	Sundries	32,138	83,026				
	Provision for Doubtful Debts	(13,124)	(1,944)				
		543,044	722,486				
5	Fixed Assets						
		Leasehold	IT Hardware/	Office	Fixtures &	Office	Total
		Premises	Software	Equipment	Fittings	Furniture	
	Cost / Valuation	€	€	€	€	€	€
	As at 1 January	832,664	1,398,152	176,645	46,951	241,168	2,695,580
	Additions	0	4,939	0	0	0	4,939
	Disposals	0	(32,395)	(1,628)	0	0	(34,023)
	As at 31 December	832,664	1,370,696	175,017	46,951	241,168	2,666,496
	Accumulated Depreciation						
	As at 1 January	230,254	1,130,049	135,378	20,327	133,171	1,649,179
	Charge	41,749	120,149	14,174	5,869	30,146	212,087
	Disposals	0	(32,395)	(1,426)	0	0	(33,821)
	As at 31 December	272,003	1,217,803	148,126	26,196	163,317	1,827,445
	Net Book Value						
	As at 31 December 2009	560,661	152,893	26,891	20,755	77,851	839,051
	As at 31 December 2008	602,410	268,103	41,267	26,624	107,997	1,046,401



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Notes to the Financial Statements for the Year Ended 31 December 2009

6 Debtors	2009	2008
	€	€
<u>Amounts falling due within one year</u>		
Fees Receivable	1,880,467	2,090,976
Provision for Doubtful Debts	(425,912)	(494,500)
Legal Costs Reimbursable *	698,323	820,018
Interest Receivable	37,547	4,622
Prepayments	119,795	159,388
Other Debtor	26,798	0
	2,337,018	2,580,504

* The Department of Enterprise, Trade and Innovation has agreed to reimburse the Board in respect of its costs in the case of O'Brien v Personal Injuries Assessment Board, judgement in which was delivered by the Supreme Court in December 2008.

7 Creditors	2009	2008
	€	€
<u>Amounts falling due within one year</u>		
Trade Creditors	166,826	162,620
Accruals	2,369,040	2,757,120
Taxes & Social Welfare	232,619	317,469
Pension Liability	90,215	65,709
Other Creditors	50,000	50,000
	2,908,700	3,352,918

8 Provision for Liabilities	2009	2008
	€	€
Opening Balance	2,495,852	556,790
Additional	5,247,373	1,939,062
Utilised During Year	(1,341,728)	0
Reversed during the period	(538,322)	0
Closing Balance	5,863,175	2,495,852

Legal Actions

Provisions represent a prudent estimate of liabilities that may arise to third parties, in respect of legal actions notified prior to year end. Due to the nature of its operations the Board is involved in various legal actions, principally the judicial review of sections of the Personal Injuries Assessment Board Act 2004.

The provisions are based upon an assessment of the probable costs of defending known actions to the extent that such costs can be reliably estimated. The assumptions made in assessing the appropriate level of provision include the likely outcome of the actions, future trend of legal costs (both our own and third party) and the estimated date the action will be heard. The Board is satisfied that it has made the best estimate of the appropriate provision in financial statements for the likely outcome, the provision may be subject to revision from time to time as more information becomes available.

To assist presentation the 2008 figures have been restated on a consistent basis.



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Notes to the Financial Statements for the Year Ended 31 December 2009

9	i) Reconciliation of Surplus for Year to Net Cash Flow from Operating Activities	2009	2008
		€	€
	Surplus for Year	528,454	1,079,528
	Non Operating Items		
	Bank Interest	(140,785)	(134,233)
	Disposal of fixed asset	202	0
	Non Cash Items		
	Capital Account Transfer	(62,657)	(87,103)
	Depreciation Charge		
	–Tangible Fixed Assets	212,087	232,643
	(Increase)/Decrease in Debtors	243,486	(492,263)
	Increase/(Decrease) in Creditors	(444,218)	(382,304)
	Increase/(Decrease) in Provision for liabilities	3,367,323	1,939,061
	Net Cash Flow from Operating Activities	3,703,892	2,155,329
	ii) Increase in Cash		
	Reconciliation of Increase in Cash to Cash at Bank		
	Movement in Cash for the Year	3,839,738	2,103,641
	Cash at Bank at 1 January	5,158,933	3,055,292
	Cash at Bank at 31 December	8,998,671	5,158,933

10 Contingent Liability

Legal Actions

As stated in Note 8 the Board is, from time to time, party to various legal actions. Based on a number of factors including the number of proceedings notified in 2009, the issues addressed, the Board believes that it is likely that further actions will be notified during 2010.



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Notes to the Financial Statements for the Year Ended 31 December 2009

11 Financial Commitments**Operating leases**

The Board occupies premises at Grain House, Exchange Hall, Belgard Square North, Tallaght, Dublin 24. The premises are leased by the Office of Public Works and the lease costs are borne by the Board. The lease is for a twenty year term commencing from 2004 with an initial rent of €188,554 per annum. Rent review dates occur at the commencement of the sixth, eleventh and sixteenth years of the lease.

	2009	2008
	€	€
Due within one year	0	0
Due after one year and before five years	0	0
After five years	188,554	188,554
	188,554	188,554

12 Capital Account

	2009	2008
	€	€
Balance at 1 January	658,097	745,200
Amortisation in line with asset depreciation	(62,657)	(87,103)
Balance at 31 December	595,440	658,097

The capital account represents receipts from Government which have been allocated for the purchase of fixed assets. The receipts are amortised in line with depreciation on the related fixed assets.

13 General Reserve

	2009	2008
	€	€
Balance at 1 January	0	250,000
Transfer to Income & Expenditure Account	0	(250,000)
Balance at 31 December	0	0

The Board has decided that the General Reserve is no longer required.



FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2009

Notes to the Financial Statements for the Year Ended 31 December 2009

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 for Enterprise, Trade and Innovation and the Minister for Finance in 2008. The Spouse and Children scheme was approved in 2009.

Benefits payable under the scheme are funded by the Exchequer.

The scheme has a number of specific characteristics:

- The Board makes an agreed contribution to the Department of Enterprise, Trade and Innovation.
- The contribution comprises of an employee element along with an employer element. The employer contribution in 2009 was 25% of gross pay.
- There is an explicit commitment from the Department of Enterprise, Trade and Innovation with the agreement of the Department of Finance, that the Exchequer will meet the cost of benefits as they fall due.

The Board considers that its pension arrangements, as described above, have the same financial effect from the Board's point of view as a defined contribution scheme. It is of the view that the provisions of Financial Reporting Standard 17, Accounting for Retirement Benefits, which arise under defined benefit schemes, are not appropriate to its circumstances. Accordingly, it accounts for its contributions as if the scheme was a defined contribution scheme.

15 Board Members Interests

In accordance with the 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. There are no transactions in the period in which the members had an interest.

16 Comparative Figures

A number of adjustments have been made to assist presentation and comparative figures for 2008 have been restated on a consistent basis.

17 Approval of Financial Statements

The Financial Statements were approved by the Board on the 15th April 2010





2009



APPENDICES



APPENDIX 1:

INJURIESBOARD.IE PROCESS

InjuriesBoard.ie Process

The table below summarises the stages involved in InjuriesBoard.ie's claims process.

Stage	Description
Stage 1	Claimant notifies InjuriesBoard.ie of claim via InjuriesBoard.ie's Service Centre in Clonakilty, County. Cork or online via www.injuriesboard.ie The Service Centre can be contacted by telephone Monday to Friday, 8am to 8pm on LoCall 1890829 121 or by post to P.O. Box 8, Clonakilty, County Cork.
Stage 2	An InjuriesBoard.ie representative assists the Claimant with their application
Stage 3	Claimant submits their application and Medical Assessment Form
Stage 4	InjuriesBoard.ie informs Respondent of claim
Stage 5	Respondent consents to InjuriesBoard.ie assessment. *
Stage 6	If the Respondent consents, an assessment is made and both Claimant and Respondent are informed of the amount of the award.
Stage 7	Both parties accept the award and InjuriesBoard.ie issues an 'Order to Pay' directing the Respondent to pay the award to the Claimant.
Stage 8	Claimant receives payment and matter is closed.

** If the Respondent does not consent to the assessment or if either party reject the assessment, InjuriesBoard.ie will issue an 'Authorisation' to the Claimant which allows them to pursue their action through the courts, if they so wish.*



APPENDIX 2:

THE ORGANISATION

Organisational Structure

This following section outlines the organisational structure of InjuriesBoard.ie.

InjuriesBoard.ie is headed up by a Board of Directors (a list of which can be found in the table below).

The Board is appointed by the Minister for Enterprise, Trade and Innovation and consists of a Chairperson, and 10 ordinary members, including the Chief Executive.

The Board is responsible for formulating InjuriesBoard.ie policies and the execution of other fiduciary duties.

Full List of Board Members

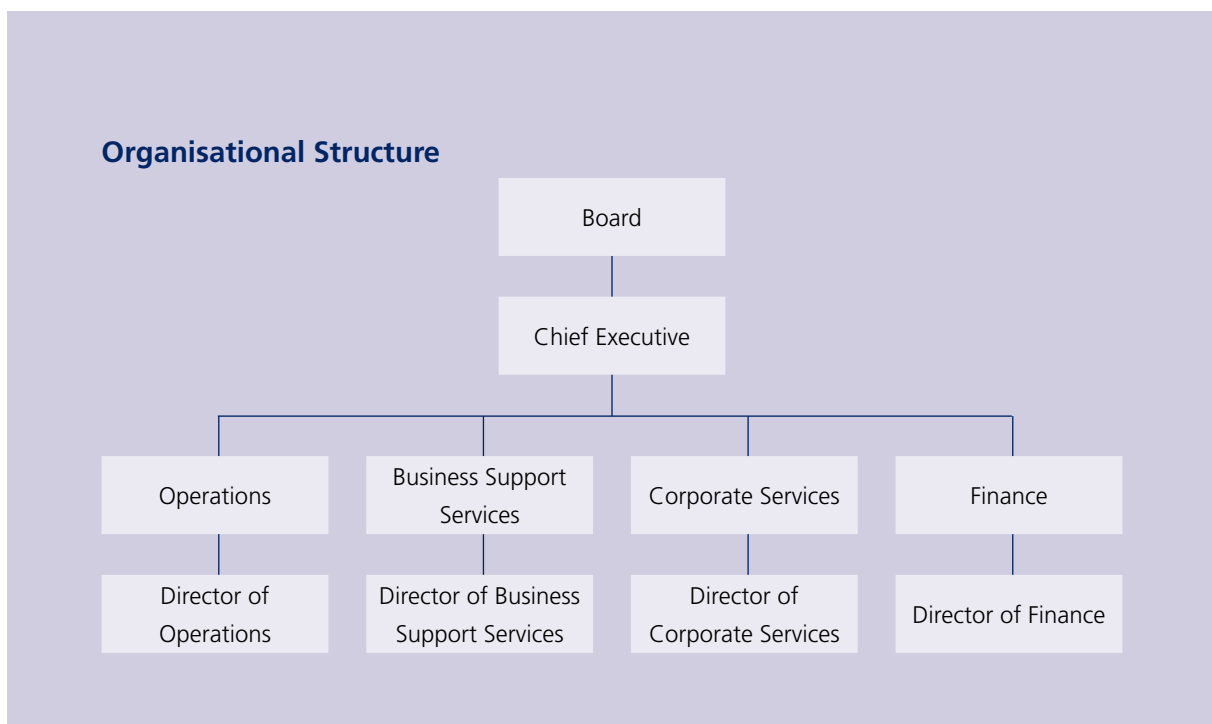
Name	Position	Attendance record
Dorothea Dowling	Non-Executive Chairperson	8 of 8
Senator Joe O'Toole	Vice Chairperson and Irish Congress of Trade Unions (ICTU) nominee	8 of 8
Patricia Byron	Chief Executive	8 of 8
John Fay	ICTU nominee	8 of 8
Tom Noonan	Irish Business & Employers Federation (IBEC) nominee	6 of 8
Pat Healy <i>(until April 2009)</i>	Irish Insurance Federation (IIF) nominee	3 of 3
Jerry Fitzpatrick <i>(from April 2009)</i>	Irish Insurance Federation (IIF) nominee	4 of 5
Ann Fitzgerald	Chief Executive of the National Consumer Agency	5 of 8
Mary O'Dea	Consumer Director, The Financial Regulator	4 of 8
Frances Cooke <i>(until April 2009)</i>	Revenue Solicitor	3 of 3
Tanya Holly <i>(from April 2009)</i>	Department of Enterprise, Trade and Innovation	5 of 5
Frank Cunneen	Former Chairperson Health & Safety Authority	8 of 8
Professor Denis Cusack	Department of Forensic Medicine, University College Dublin	4 of 8
Stephen Watkins	Secretary to the Board	

Details of fees and expenses paid to Board members are set out in the Financial Statements.



APPENDIX 2:

THE ORGANISATION



Executive Management Team

Chief Executive Patricia Byron is a member of the Board. She also leads the Executive Management Team which includes:

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

The Chief Executive is responsible for the day-to-day management of InjuriesBoard.ie operations, supported by Directors, Managers, Assessors and Support Staff. At the end of 2009, InjuriesBoard.ie employed 74 staff in Tallaght, Dublin 24.

In addition, InjuriesBoard.ie has an outsourced Service Centre based in Clonakilty, Co. Cork whose main functions are to deal with claim preparation and operation of the InjuriesBoard.ie Helpline.



Functions of the Personal Injuries Assessment Board

The Personal Injuries Assessment Board is obliged to make assessments on the same basis and, by reference to the same principles, as govern the measure of damages in the law of tort by the Courts. The InjuriesBoard.ie process is based on the provision of information, records or other documents only. No oral hearings are conducted by the Board.

InjuriesBoard.ie is also charged with the following statutory functions:

- to prepare and publish a document (which shall be known as the “Book of Quantum”) containing general guidelines as to the amounts that may be awarded or assessed in respect of specified types of injury,
- to cause a cost-benefit analysis to be made of the legal procedures and the associated processes (including those provided for by the Act) that are currently employed in the State for the purpose of awarding compensation for personal injuries,
- to collect and analyse data in relation to amounts awarded on foot of, or agreed in settlement of, civil actions to which the Act applies, and
- to perform any additional functions conferred on the Board under Section 55 of the Act.

APPENDIX 3:

GEOGRAPHICAL ANALYSIS OF CLAIMS

Breakdown of Awards by Location (based on address of Claimant) 2008 vs. 2009

	2008		2009	
	No. of Awards	% of Awards	No. of Awards	% of Awards
Republic of Ireland	8,576	97%	8,390	97%
N. Ireland	159	1.8%	150	1.7%
Rest of U.K.	74	0.8%	66	0.8%
Rest of the World	36	0.4%	37	0.4%
TOTALS	8,845	100%	8,643	100%

Breakdown of Award Categories by Location (based on address of Claimant) 2008 vs. 2009

	2008				2009			
	ML	EL	PL	Total	ML	EL	PL	Total
Rep. of Ireland	6,178	953	1,445	8,576	6,054	924	1,412	8,390
N. Ireland	139	4	16	159	134	3	13	150
Rest of U.K.	47	4	23	74	48	5	13	66
Rest of World	18	11	7	36	21	11	5	37



Provincial Breakdown of Number of Awards (based on Address of Claimant) 2008 vs. 2009

	2008				2009			
	ML	EL	PL	Total	ML	EL	PL	Total
Dublin	1,680	284	516	2,480	1,694	317	484	2,495
Rest of Leinster	1,607	266	323	2,196	1,458	242	310	2,010
Connaught/Ulster	1,027	118	161	1,306	987	104	138	1,229
Munster	1,864	285	445	2,594	1,915	261	480	2,656
Outside the State	204	19	46	269	203	19	31	253

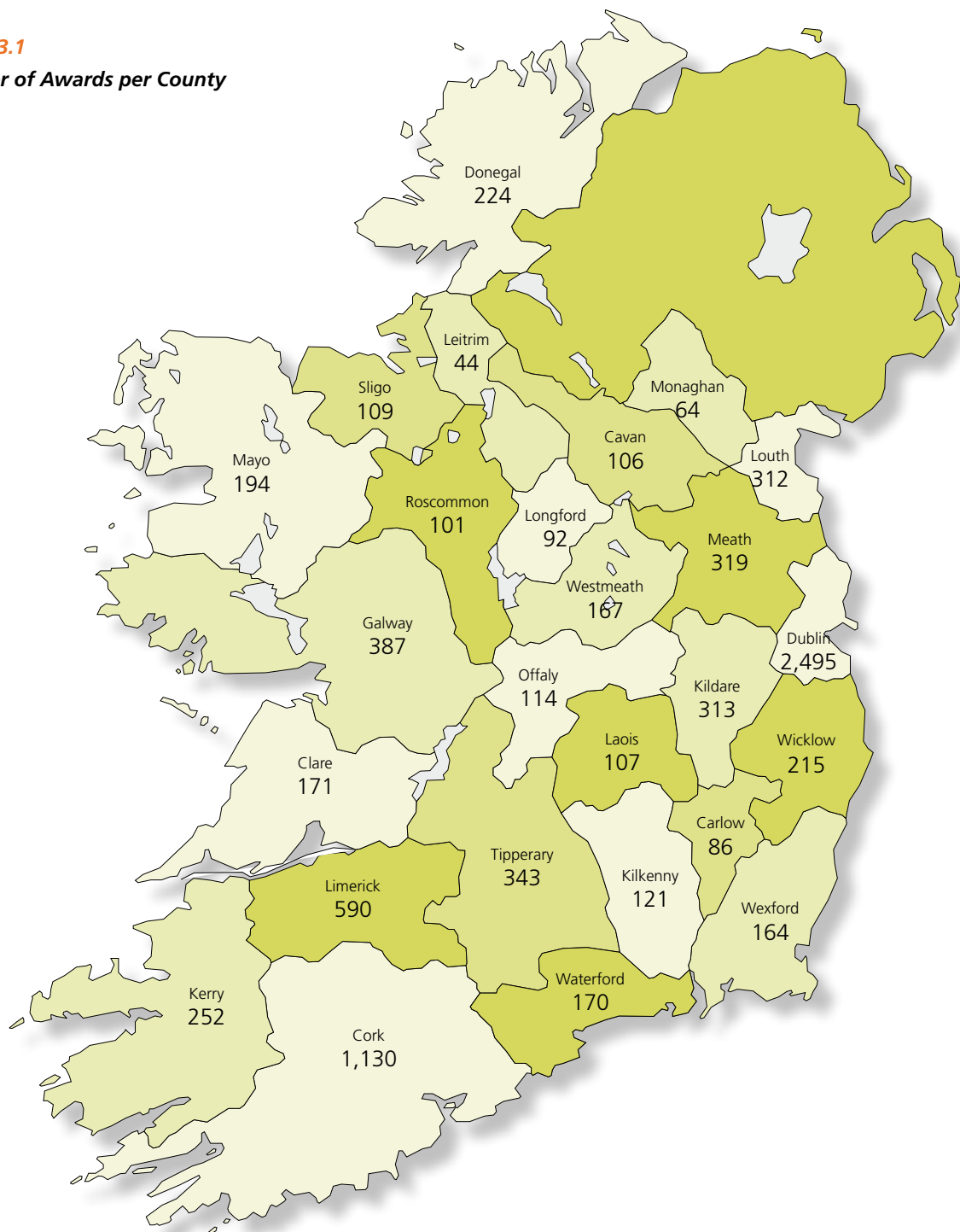


APPENDIX 3:

GEOGRAPHICAL ANALYSIS OF CLAIMS

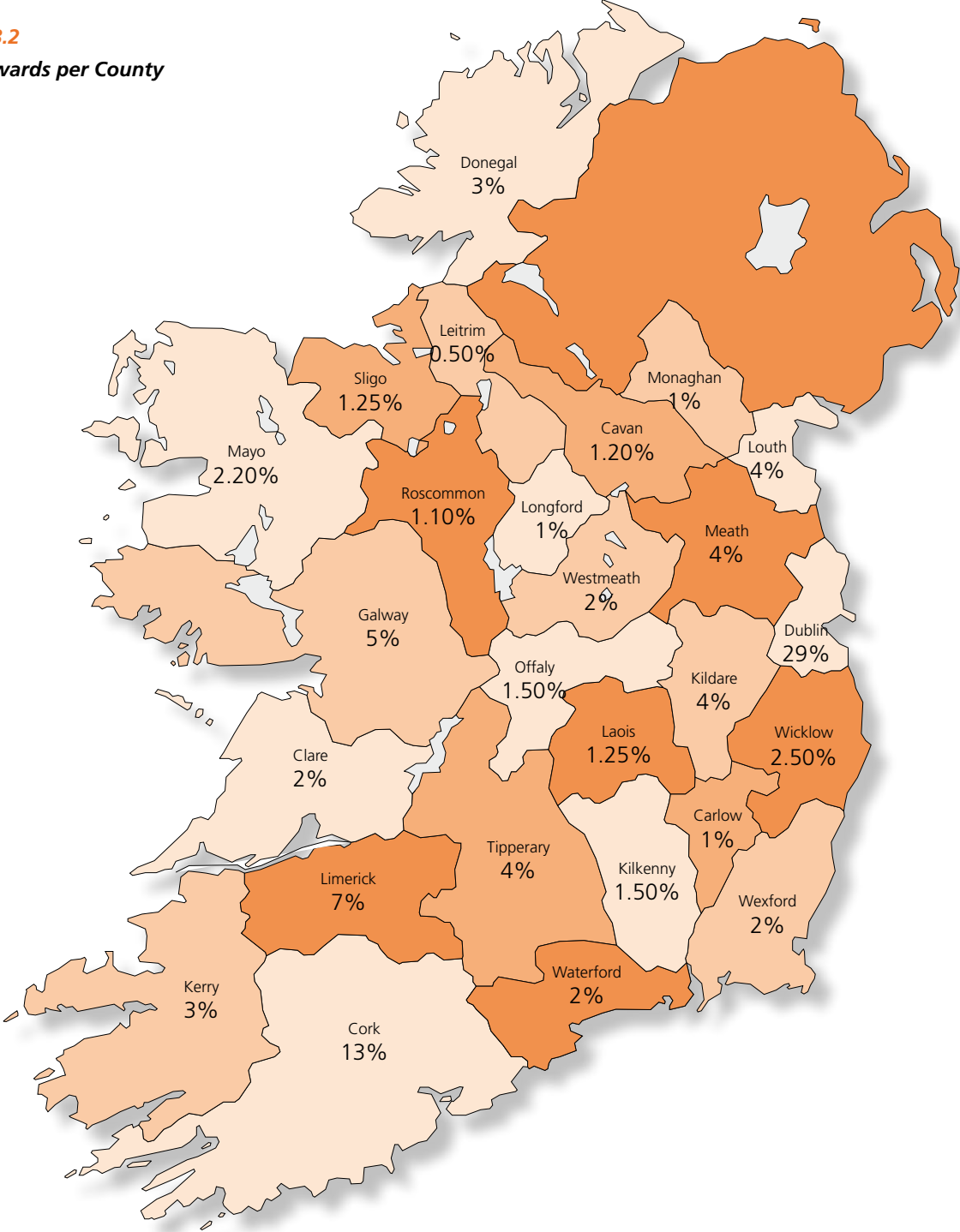
2009 Geographical Breakdown of Awards

Figure 3.1
Number of Awards per County



2009 Geographical Breakdown of Awards

Figure 3.2
% of Awards per County



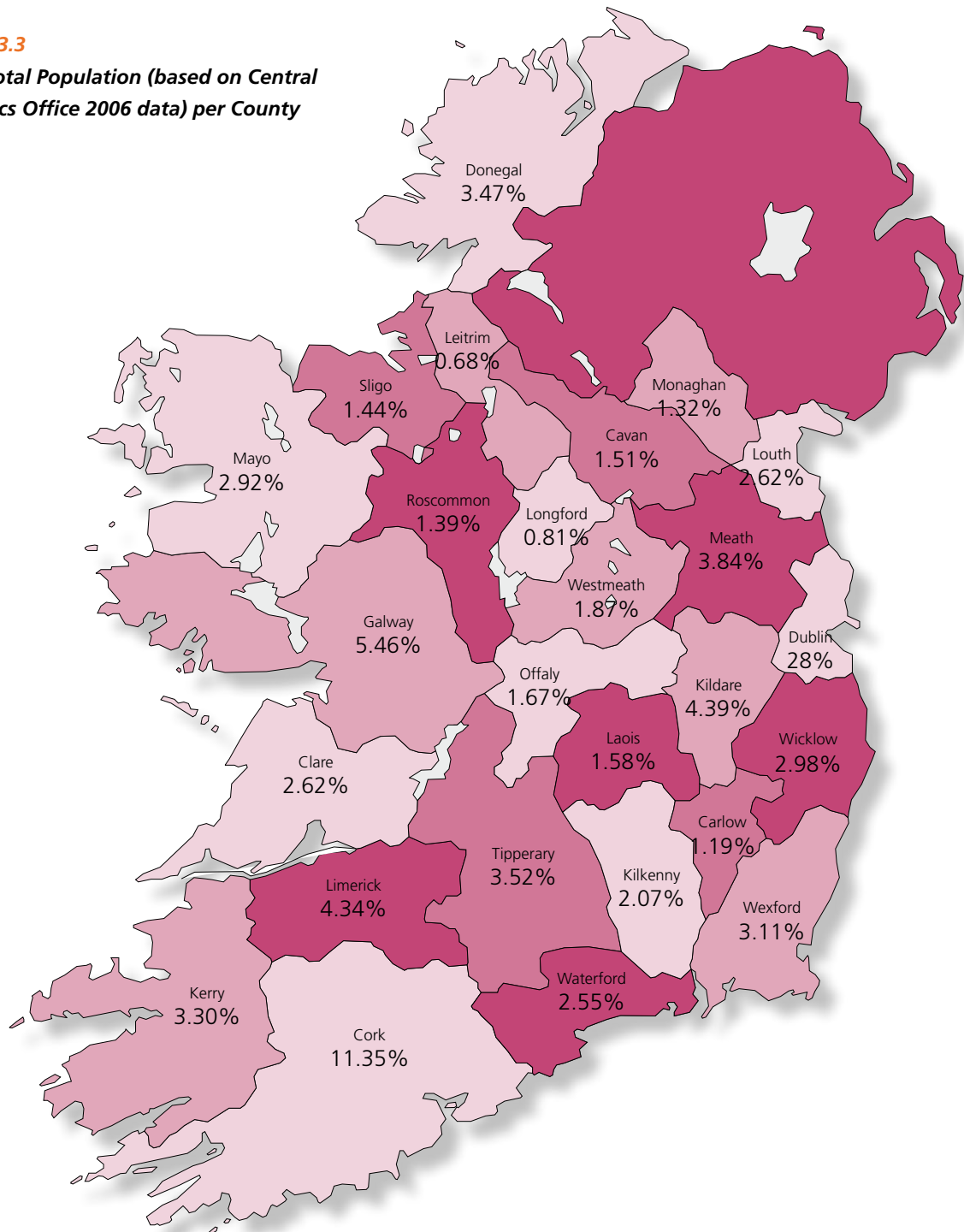
APPENDIX 3:

GEOGRAPHICAL ANALYSIS OF CLAIMS

2009 Geographical Breakdown of Awards

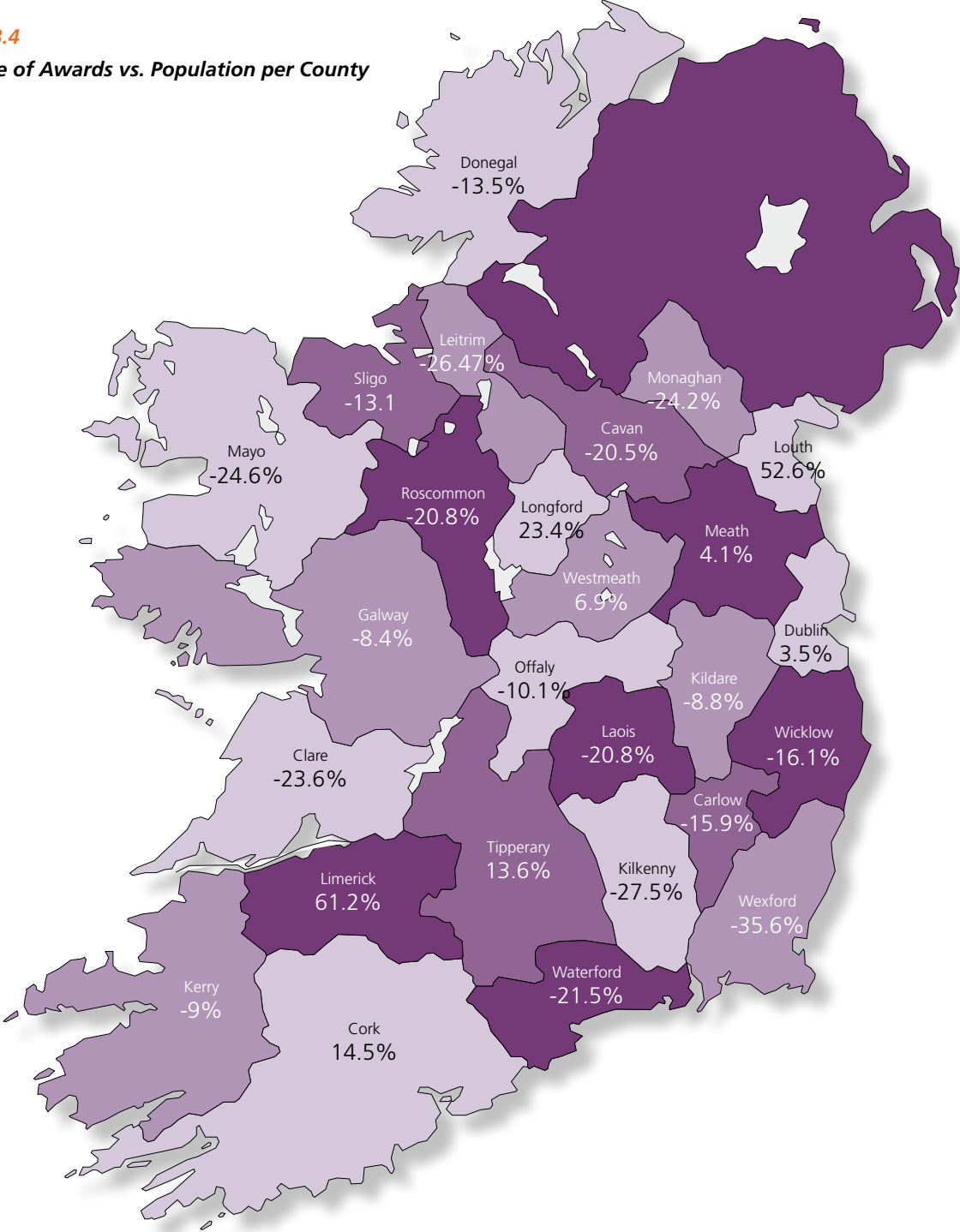
Figure 3.3

% of Total Population (based on Central Statistics Office 2006 data) per County



2009 Geographical Breakdown of Awards

Figure 3.4
Variance of Awards vs. Population per County



APPENDIX 3:

GEOGRAPHICAL ANALYSIS OF CLAIMS

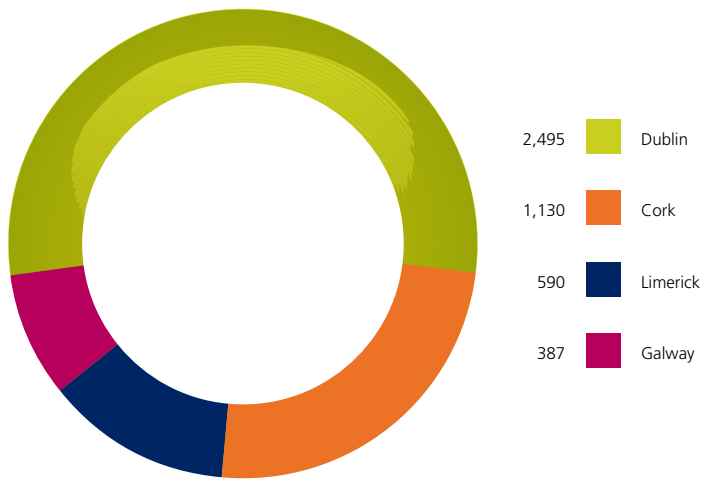
Top 5 Counties by Awards as per head of population 2009

County	% of Awards per County	% of Total Population in County	Variance to National Average
Limerick	7%	4.34%	(+) 61.2%
Louth	4%	2.62%	(+) 52.6%
Longford	1%	0.81%	(+) 23.4%
Cork	13%	11.35%	(+) 14.5%
Tipperary	4%	3.52%	(+) 13.6%

Bottom 5 Counties by Awards as per head of population 2009

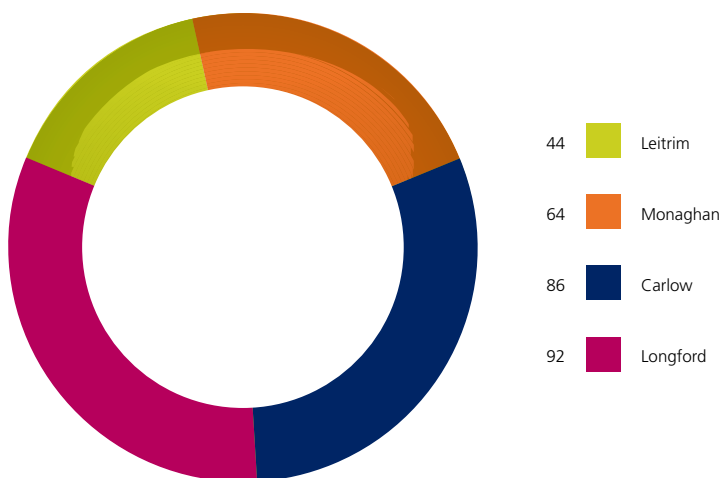
County	% of Awards per County	% of Total Population in County	Variance to National Average
Wexford	2%	3.11%	- 35.6%
Kilkenny	1.5%	2.07%	- 27.5%
Leitrim	0.5%	0.68%	- 26.47%
Mayo	2.2%	2.92%	- 24.6%
Monaghan	1%	1.32%	- 24.2%

Figure 3.5 Highest No. of Overall Awards by County 2009 (based on address of claimant)



The above diagram shows the counties with the highest share of overall awards – as expected those counties with the highest population have the highest overall number of awards.

Figure 3.6 Lowest No. of Overall Awards by County 2009 (based on address of claimant)



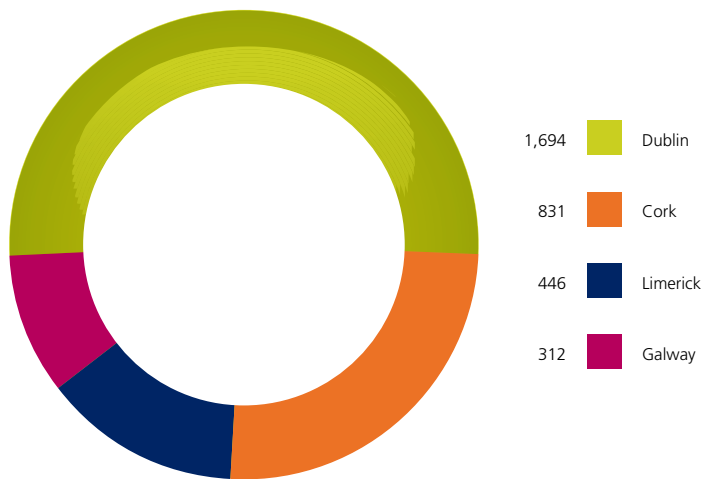
The above diagram shows the counties with the lowest share of overall awards – as expected those counties with the lowest population have the lowest overall number of awards.

APPENDIX 3:

GEOGRAPHICAL ANALYSIS OF CLAIMS

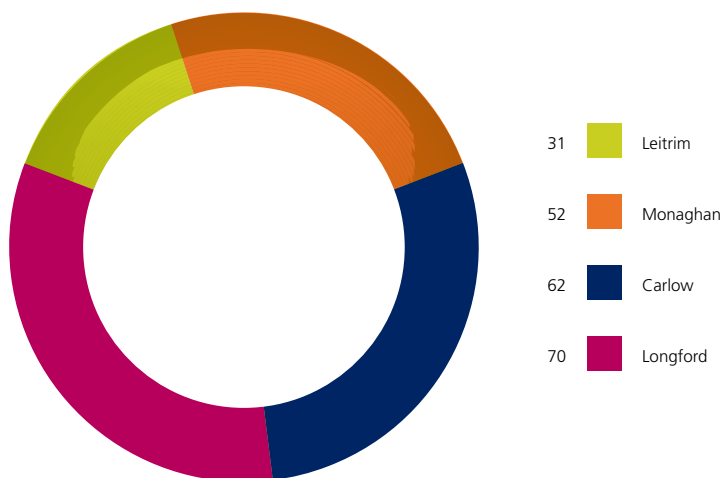
2009 Geographical Breakdown by Category Motor Liability Awards 2009

Figure 3.7 Highest Number of ML Awards by County 2009 (based on address of claimant)



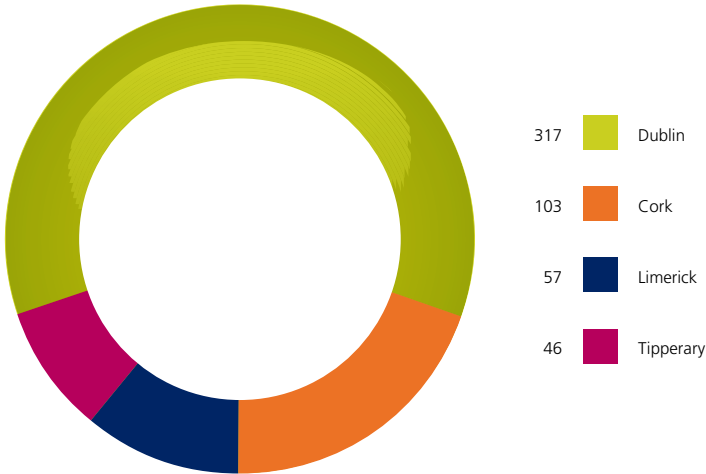
The diagrams above and below show the counties with the highest and the lowest number of Motor Liability Awards in 2009.

Figure 3.8 Lowest Number of ML Awards by County 2009 (based on address of claimant)



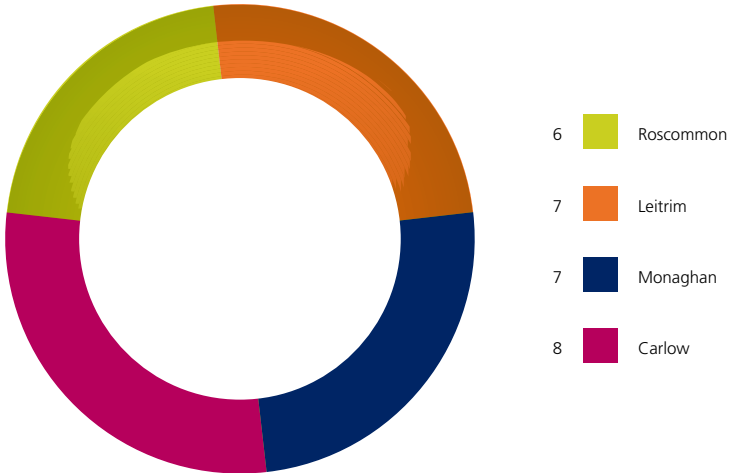
Employer's Liability Awards 2009

Figure 3.9 Highest Number of EL Awards by County 2009 (based on address of claimant)



The diagrams above and below show the counties with the highest and the lowest number of Employer's Liability Awards in 2009.

Figure 3.10 Lowest Number of EL Awards by County 2009 (based on address of claimant)

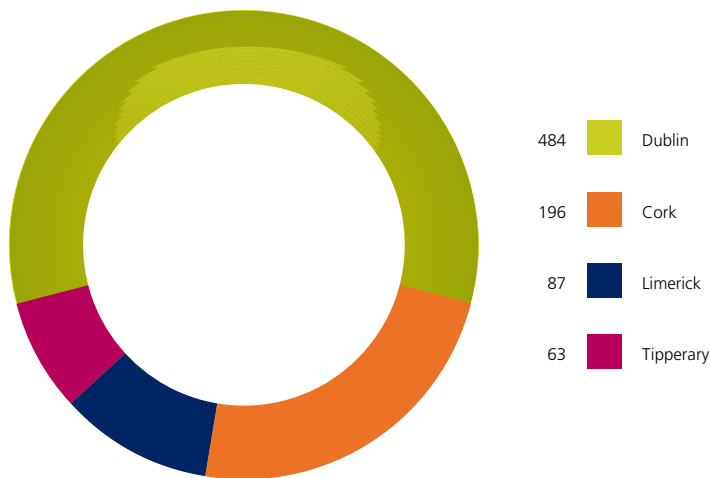


APPENDIX 3:

GEOGRAPHICAL ANALYSIS OF CLAIMS

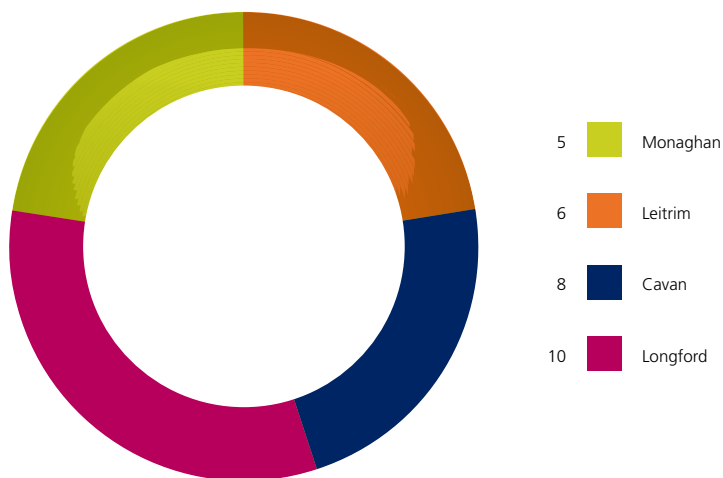
Public Liability Awards 2009

Figure 3.11 Highest Number of PL Awards by County 2009 (based on address of claimant)



The diagrams above and below show the counties with the highest and the lowest number of Public Liability Awards in 2009.

Figure 3.12 Lowest Number of PL Awards by County 2009 (based on address of claimant)





CONTACT INFORMATION

Service Centre Open:
Mon to Fri, 8am to 8pm
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www.injuriesboard.ie