

Injuries Resolution Board New Mediation Service

Retail Forum
27th March 2024

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Chief Executive



What We Do

- + Alternative model for resolution of personal injury claims
 - Motor Liability
 - Public Liability
 - Employer Liability
 - **Garda Compensation Scheme**
- + Assess injuries but not liability
- + **Mediate Claims**
- + Service is fair, independent & non-adversarial
- + Result = quicker, low cost and benefit to parties & society
- + **Research and Data on Claims**



Impact

Average time to resolve Claim

Injuries Resolution Board: 2.7 years

Litigation: 4.8 years

150,000 Claims assessed with a value of over €1.5 billion in accepted awards

Amount saved in 2022 in avoided costs due to claims not going through litigation

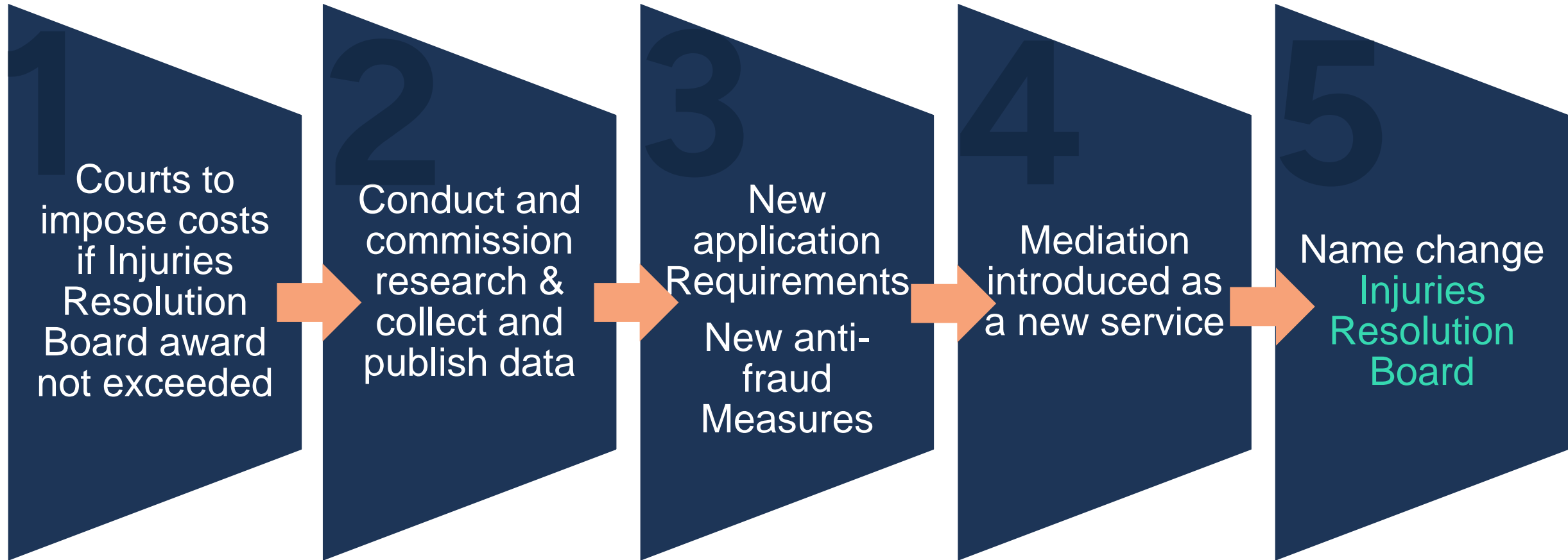
€40_m



Employer and Public Liability Claims

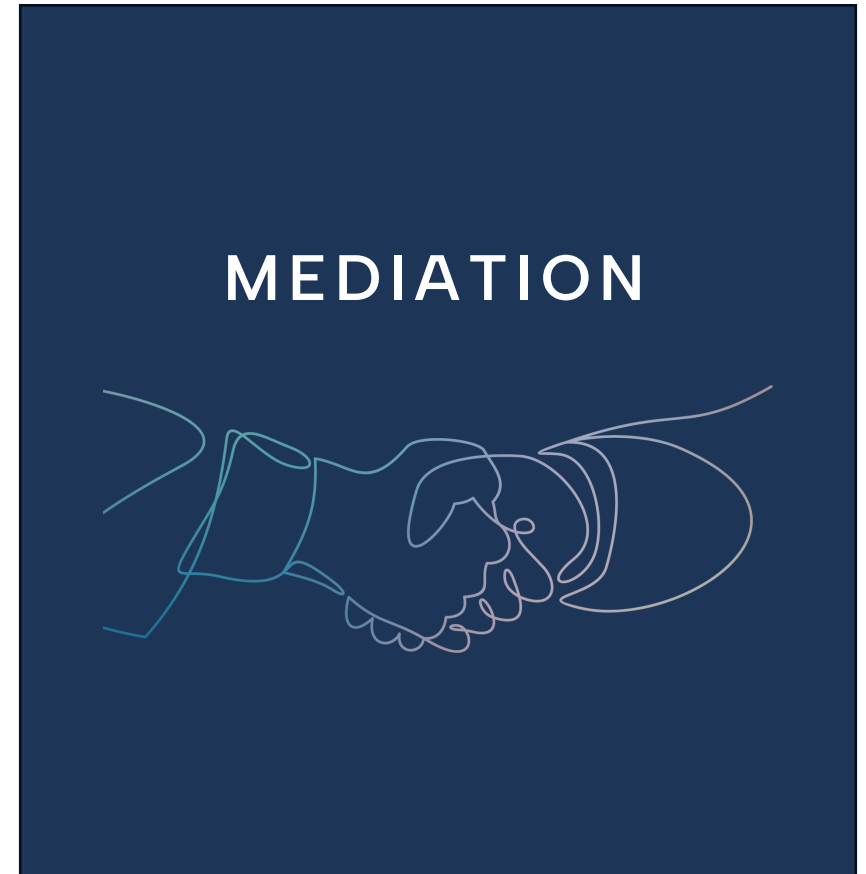
- **Between 2019-2023** we received **almost 53,000 EL and PL claims**. Of these, nearly **8,000** were for **accidents** occurring in **shops and stores**
- And of these 8,000 claims, **Public Liability claims** account for **over 5,000 claims**
- **EL consent rate** in **2019** was **48%** v **68%** in **Q4 2023**
- **PL consent rate** in **2019** was **42%** v **55%** in **Q4 2023**
- The **volume** of claims in **shops and stores** was **48% lower** in **2023** than **2019**
- **Slips, trips and falls** account for **over 70%** of **accidents** in shops and stores, followed by being **struck by a fallen or projected object (13%)**
- **In 2023, €11million** in personal injury compensation **was awarded for injuries** sustained by employees and visitors **in shops and stores**

New PIAB Legislation – Main Highlights



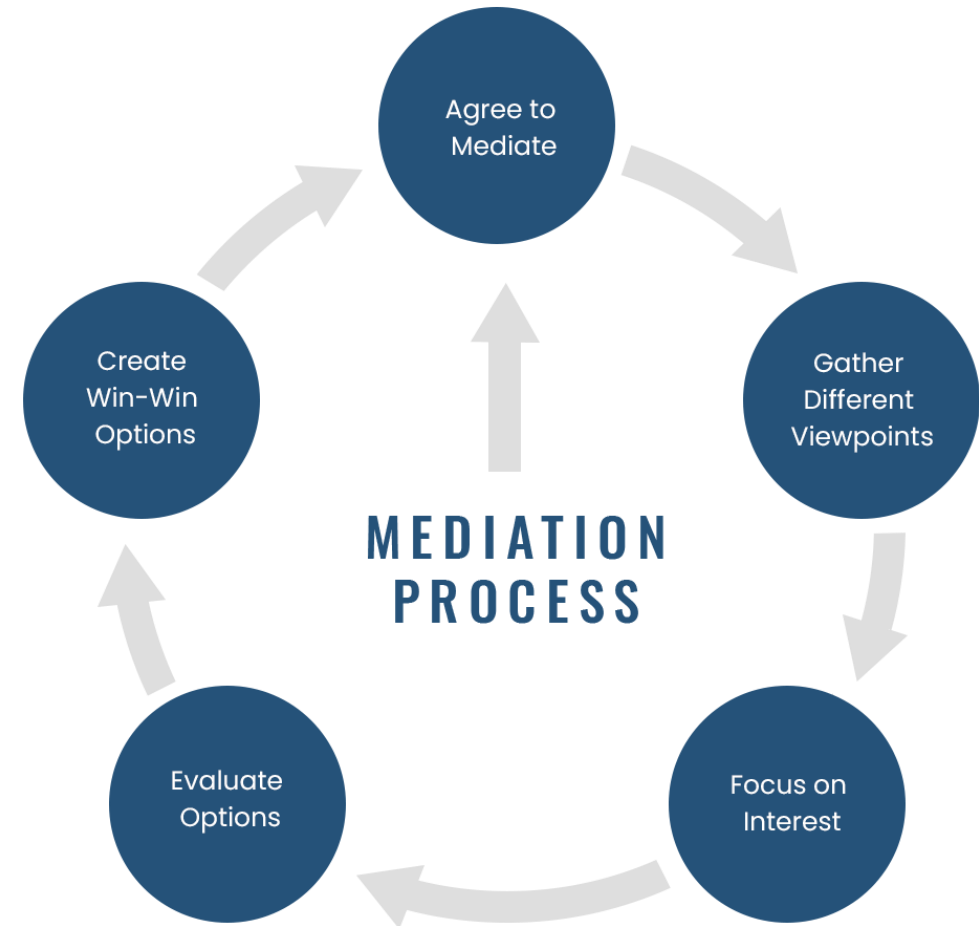
New Mediation Service

- + New Service **launched December 2023** – Employer Liability
- + Enables engagement directly with parties to facilitate agreement
- + Opportunity to **resolve more claims and deal with broader range of issues**
- + **3-month period vs 9-months** to resolve claims
- + **40% claimant consent** to date



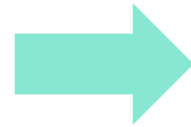
How Will it Work?

- + Mediation will be **at the start of our Process**
- + **Will be scheduled** – within appointment timeframe
- + Mostly **telephone based**
- + **Shuttle based** – mediator goes between parties.
- + Framed in the context of the **Personal Injuries Guidelines**.
- + An efficient and effective way of getting a **legally binding** final outcome to a claim




Mediation Initial Rollout


1
Employer
Liability –
December
2023



2
Public
Liability – Q2

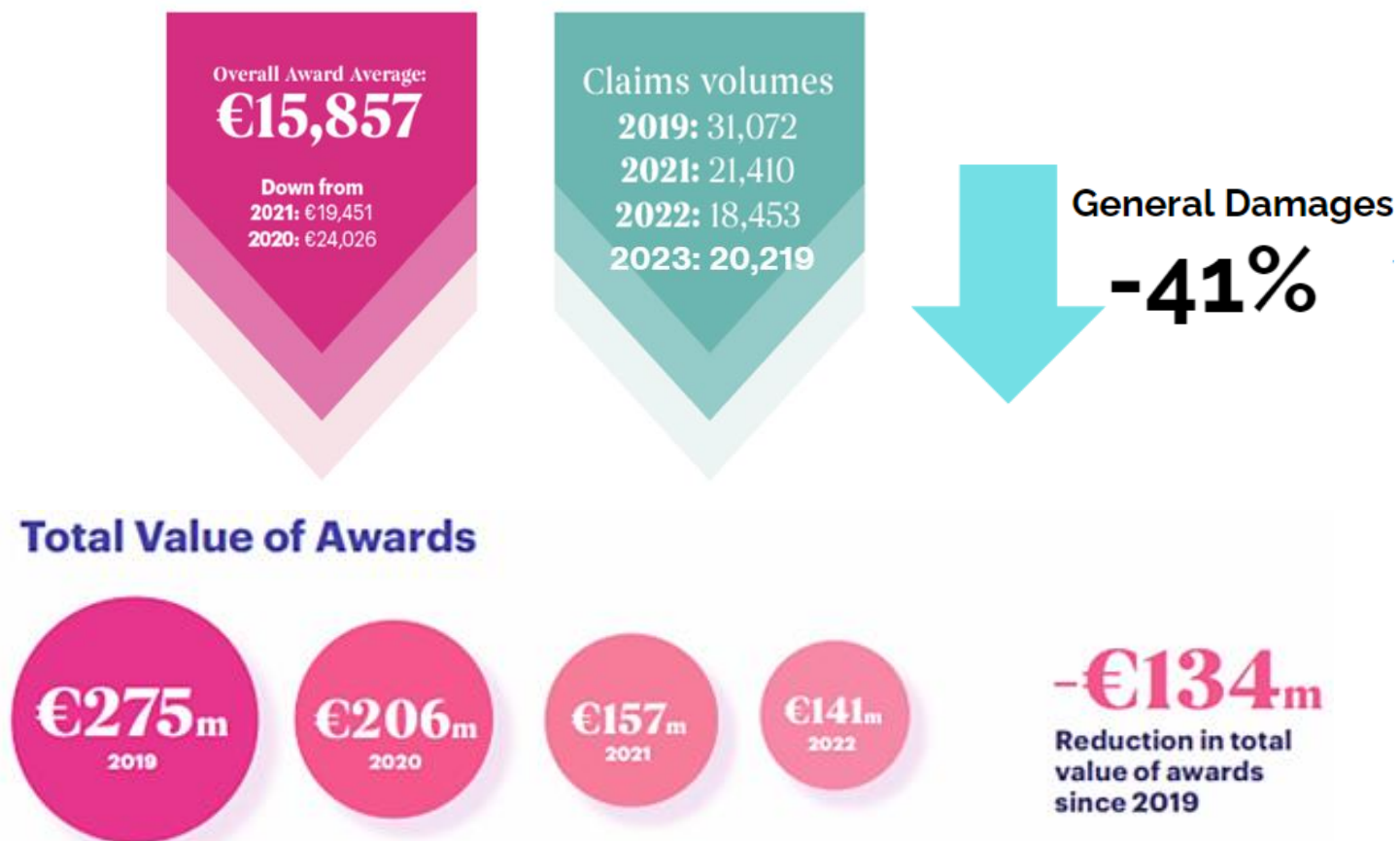


3
Motor
Liability –
end Q3



Impacts Going Forward

- + Significant and positive change delivered in last number of years
- + Reform needs to be supported by all
- + Mediation, Guidelines and data huge opportunity to deliver systemic change



“ The total value of PIAB awards in 2022 was €141 million and this is the lowest value of awards in 17 years

Thank you for your time

Always happy to receive queries: communications@piab.ie

