

Introduction

This brief details the role of **Condition Insight Reports** (CIRs) in the Personal Independence Payment (PIP) process. This information supplements our earlier publication '[Advice on PIP in Northern Ireland 2023](#).'

For free, tailored advice on any of the issues discussed in this briefing or other aspects of social security law, please call (028) 9024 4401 and ask to speak to a welfare adviser.

What is a Condition Insight Report (CIR)?

A Condition Insight Report (CIR) is a health condition report produced and published by **Capita** (the processing agent used to assess PIP claimants.)

Individual CIRs are created for respective health conditions, detailing key information on a particular condition. The CIRs are produced in collaboration with relevant experts, for example health charities.

The **Department for Work and Pensions** (DWP) and the **Department for Communities** (DfC) also have oversight of the CIRs.

Why are Condition Insight Reports produced?

CIRs are Capita's **internal reference guides**, intended for use by Capita assessors. The CIRs aid an assessor in understanding a condition and in conducting their PIP assessments. A CIR will detail information on a respective condition which can include:

- An overview of the condition
- Presenting symptoms

- Fluctuations in the condition
- Steps for an assessor to ensure a complete, reflective report
- Sensitivities
- Customer care during an assessment
- Key facts on a condition
- The functional impact of a condition
- How a condition can interplay with the **activities** assessed in a PIP application

Why should a PIP applicant know about Condition Insight Reports?

A PIP applicant should know about CIRs because this is the information Capita has on a relevant condition. A CIR may be the main source of knowledge that an assessor has on a condition ahead of conducting their assessment.

It is useful for a PIP applicant to know how the CIR represents their condition. The applicant could use the CIR to elaborate on points raised in the report but also to comment on matters that are unique to their health as an individual.

A CIR is guidance and is **not binding**. The information contained in a CIR could be particularly useful in assisting claimants that satisfy the guidance but should not discourage those who do not.

How can I read a Condition Insight Report?

Capita created CIRs for **internal use only** and not for distribution. LCNI became aware of the existence of CIRs and sought access via a **Freedom of Information Request** (FOI). LCNI thought it was important to know what information Capita used to inform and train their assessors about conditions.

In response to the FOI request, the DfC and their agent Capita provided LCNI with copy CIRs for 61 health conditions. We believe that access to this information will

assist advisers and applicants for PIP applications. We have lobbied DfC/Capita to publish and maintain up to date CIR information.

We are pleased to report that we have received confirmation that the Capita Comms team are looking at how they could facilitate publication of CIRs on its new [HAAS website](#). In the meantime, permission has been granted to publish the data listed below.

Does my condition have a Condition Insight Report?

The CIRs obtained from the FOI request are linked below. If your health condition is not listed or you would like to check if a CIR has been updated, you can contact the Department for Communities at:

- Department for Communities Freedom Of Information Request (FOI)
Email: foi@communities-ni.gov.uk

Condition Insight Reports produced and provided by DfC/Capita:

- [Adult Congenital Heart Disease \(ACHD\)](#)
- [Attention Deficit Hyperactivity Disorder \(ADHD\)](#)
- [Alcohol and Drug Misuse](#)
- [Alpha-1](#)
- [Amputee](#)
- [Anxiety](#)
- [Autism](#)
- [Bipolar Disorder \(BD\)](#)
- [Brain Injury](#)
- [Brittle Bone \(Osteogenesis Imperfecta\)](#)

- [Cancer V 1.1](#)
- [Cancer V 1.2](#)
- [Chronic Kidney Disease](#)
- [Chronic Obstructive Pulmonary Disease \(COPD\)](#)
- [Cystic Fibrosis](#)
- [Deafblindness](#)
- [Deafness](#)
- [Dementia](#)
- [Depression](#)
- [Diabetes Vision Loss](#)
- [Down's Syndrome](#)
- [Eating Disorders \(Bulimia Nervosa and Anorexia Nervosa\)](#)
- [Ehlers-Danlos Syndrome](#)
- [Endometriosis](#)
- [Epilepsy](#)
- [Fetal Valproate Spectrum Disorder \(FVSD\)](#)
- [Fibromyalgia](#)
- [Fibrous Dysplasia / McCune Albright Syndrome](#)
- [Glaucoma](#)
- [Haemophilia, Haemarthropathy & Infected Blood](#)
- [Hereditary Spastic Paraplegia](#)
- [Human Immunodeficiency Virus \(HIV\)](#)
- [Huntington's Disease](#)
- [Hydrocephalus](#)
- [Keratoconus](#)

- [Learning Disabilities](#)
- [Long Covid](#)
- [MESH](#)
- [Motor Neurone Disease \(MND\)](#)
- [Multiple Sclerosis \(MS\)](#)
- [Multiple System Atrophy](#)
- [Myalgic Encephalomyelitis / Chronic Fatigue Syndrome \(ME/CFS\)](#)
- [Neuromuscular Disorder \(NMD\)](#)
- [Nystagmus](#)
- [Obesity](#)
- [Obsessive Compulsive Disorder \(OCD\)](#)
- [Parkinson's](#)
- [Personality Disorders \(PD\)](#)
- [Postural Tachycardia Syndrome \(PoTS\)](#)
- [Primary Immune Deficiency \(PID\)](#)
- [Psychosis](#)
- [Post Traumatic Stress Disorder \(PTSD\)](#)
- [Retinitis Pigmentosa](#)
- [Rheumatoid Arthritis \(RA\)](#)
- [Sarcoidosis](#)
- [Spina Bifida](#)
- [Spinal Cord Injury](#)
- [Stroke](#)
- [Thalassaemia](#)
- [Thalidomide Embryopathy](#)

- [Ulcerative Colitis](#)

Disclaimer

Although every effort is made to ensure the information in Law Centre publications is accurate, we cannot be held liable for any inaccuracies or their consequences.

The information contained within this document should not be treated as a complete and authoritative statement of the law.

Law Centre NI only operates within Northern Ireland and the information in this document describes the state of the law in Northern Ireland only.

When reading Law Centre documents, please pay attention to their date of publication, as legislation may have changed since they were published.

© Law Centre NI 2024

