

11 - Initiating and completing personal action (which means planning, organisation, problem solving, prioritising or switching tasks).	Cannot, due to impaired mental function, reliably initiate or complete at least 2 sequential personal actions.
12 - Coping with change.	Cannot cope with any change, due to cognitive impairment or mental disorder, to the extent that day to day life cannot be managed.
13 - Coping with social engagement, due to cognitive impairment or mental disorder.	Engagement in social contact is always precluded due to difficulty relating to others or significant distress experienced by the individual.
14 - Appropriateness of behaviour with other people, due to cognitive impairment or mental disorder.	Has, on a daily basis, uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace.
15 - Conveying food or drink to the mouth.  <b>NB</b> - where this activity is appropriate to the claimant, they will be treated as having limited capability for work and will have limited capability for work related activity.	<p>(a) Cannot convey food or drink to the claimant's own mouth without receiving physical assistance from someone else;</p> <p>(b) Cannot convey food or drink to the claimant's own mouth without repeatedly stopping, experiencing breathlessness or severe discomfort;</p> <p>(c) Cannot convey food or drink to the claimant's own his mouth without receiving regular prompting given by someone else in the claimant's physical presence; or</p> <p>(d) Owing to a severe disorder of mood or behaviour, fails to convey food or drink to the claimants own mouth without receiving—</p> <p>(i) physical assistance from someone else, or</p> <p>(ii) regular prompting given by someone else in the claimant's presence</p>
16 - Chewing or swallowing food or drink.  <b>NB</b> - where this activity is appropriate to the claimant, they will be treated as having limited capability for work and will have limited capability for work related activity.	<p>(a) Cannot chew or swallow food or drink;</p> <p>(b) Cannot chew or swallow food or drink without repeatedly stopping, experiencing breathlessness or severe discomfort;</p> <p>(c) Cannot chew or swallow food or drink without repeatedly receiving regular prompting given by someone else in the claimant's presence; or</p> <p>(d) Owing to a severe disorder of mood or behaviour, fails to:</p> <p>(i) chew or swallow food or drink; or</p> <p>(ii) chew or swallow food or drink without regular prompting given by someone else in the claimant's presence.</p>

### List of WRA available in the Skipton/Bradford area:

Key – **Bold** denotes most demanding; Underline denotes least demanding

Provider: Interserve

All WRA is delivered across all of our branches or within the locality of each branch in the following locations across West Yorkshire

- 1-2-1 appointments with assigned Work Coach in branch.
- Skills health check with National Careers Service
- Services coming into branch – CAB, Health Trainers, NHS, Fibromyalgia Support Group, Access to Work Information Sessions, Arthritis Support Group, Diabetes Support Group.
- Positive Steps half day sessions
- Conditioned Management Programme
- Basic IT Training
- ESA Group Discussion Sessions
- ESA Days - events/job fairs/volunteer events
- Money Advice/Budgeting sessions
- Job Club (specifically for ESA clients)
- Gateway (training provision which is purely for ESA clients)
- Support sessions (coffee afternoons with guest speakers talking specifically about getting back in to work)
- Jobsearch session - actively search for work and help to overcome issues on a one to one basis.
- Support in finding voluntary work placements (actions set at review meetings).
- New Directions Course – that covers different topics for same group of customers on a monthly basis
- New initiative starting at the end of Oct – “Life After Benefits” – one day session to equip customers with what it will look like for them when they move into employment as well as tackle any potential barriers and concerns our customers may have from moving from benefits to paid employment.

3 pronged approach – Work Coach, Recruitment Exec and Training Officer combined services and help within branch that would support the customer back into the labour market.

#### Provider: Ingeus

All WRAs are available to clients at all locations. If in any instance the demand for a particular activity is low, it will be made available at another office within a reasonable distance away.

Activities that, where appropriate to the client's circumstances, ESA clients could be mandated to do as part of Work-related Activity on the Work Programme:

- To attend workshops which are critical to the client's progression towards employment, such as  
“Jobsearch methods”  
“Interview skills”
- To attend the job station computers in our offices in order to jobsearch / research a particular job goal / research which locations could be travelled to for work within a realistic timeframe  
To attend a mock interview
- To attend a “Candidate Pool” session where clients are screened for suitability for certain employers in a context that resembles an assessment
- To attend 18 weeks of jobsearch interventions with one of our “Vocational Routeways” providers as part of our standard delivery model

For reference, the full range of activities available for ESA clients includes:

- CV writing and cover letter writing



- Cold calling
- Mock interviews
- Employability Workshops including (but not limited to):
  - Jobsearch methods
  - Interview skills
  - Cold-calling
- Health and Wellbeing Workshops including (but not limited to):
  - Confidence building
  - Sleep and routine
  - Pilates
  - Managing health in the workplace
  - Positive thinking
- Interactions with the Health and Wellbeing team who are specialised in physical and mental health including:
  - Health and Wellbeing Routeway (series of group work to build confidence and engagement)
  - 1 – to – 1 interventions with the Health and Wellbeing team if required, including signposting
- Access to Third Party Specialists: “ACE Network” including
  - Budgeting advice
  - Support for mental health / learning disabilities
  - Support for blind and partially sighted clients
  - Support for deaf clients
- Access to “Candidate Pools” for submission to vacancies with employers
  - Upskilling for specific employers’ requirements such as Sainsburys, TNT, Hilton
  - Group interview training
- Access to “Vocational Routeways” for more sector-specific employability skills and jobsearch
- Assistance securing work placements, work trials or voluntary work as appropriate to the individual client’s needs
- Self-employment-related activities as appropriate, including
  - Business planning and budgeting
- Referral to organisations in the community for appropriate upskilling where there would be a benefit for the client’s job goals including
  - IT training
  - Industry-specific training e.g. **CSCS / Security**