

**OWBC - Total number of Issues (All Work Completed) Incl. Time spent (in minutes)**

Case Details Matter Category	Sub Matter Categories Sub Matter Category	Work Completed Sub-Matters Count Number of Work Completed Sub-Matters	Work Completed Sum Time Spent on Item
Community Care	Adaptations & Disabled Facilities Grant	2	11
	Care Home Fees	8	187
	Care Home Fees - Financial Assistance	1	82
	Community Care	2	105
<b>Sub-Total for Community Care</b>		<b>13</b>	<b>385</b>
Consumer/General Contract	Car Insurance	1	3
	Clothing & Footwear	1	5
	Credit Card- Arrears	3	29
	Electricity	23	385
	Fraud/Scams	4	273
	Furnishings & Floor Coverings	2	10
	Gas	22	334
	Governmental Agency	1	30
	Life Insurance	1	45
	Meter Readings	4	106
	Mobile Phone - Contract Issues	11	221
	Other goods+services	2	10
	Other household goods and services	2	90
	Other Utility Grant	5	40
	Payments	8	126
	Private Pension	1	5
	Second-hand Vehicles	1	45
	Severn Trent - Big Difference Scheme	10	256
	Sky TV	3	14
	TV Licence	1	5
	Utilities	2	20
Utility Trust Fund	8	126	
Warm Home Discount Scheme	1	20	
Water	3	75	
<b>Sub-Total for Consumer/General Contract</b>		<b>120</b>	<b>2273</b>
Debt	3rd pty debt coln excl bailiffs	1	5
	Budgeting	2	10
	Credit Reference Agencies	6	237
	Credit,store+chg card debts	2	125
	Dealing w/debt repayments	2	250
	Debt Assessment	94	1921
	Debt mngmnt svcs+credit repair	7	238
	Debt Relief Order (DRO)	7	174
	Fuel debts	5	173
	Liability for debt	1	2
	Other credit,fin.+ins.issues	1	3
	Possession claim for arrears	1	5

	Rent arrears-LAs or ALMOs	2	95
	Water supply+sewerage debts	9	100
<b>Sub-Total for Debt</b>		<b>140</b>	<b>3338</b>
Education	FE/6th form colleges	2	120
	Mental health	2	120
<b>Sub-Total for Education</b>		<b>4</b>	<b>240</b>
Employment	ACAS	1	4
	CV Writing	12	276
	Disability excl.Mental Health	5	13
	In Work	9	143
	Looking for Work	6	48
	Seeking/Obtaining - Employment	1	20
	Self employment	2	6
	Sick Leave & Sick Pay	15	249
<b>Sub-Total for Employment</b>		<b>51</b>	<b>759</b>
Family	Birth certificates	1	5
	Calculation	2	40
	Child Support/Maintenance	3	85
	CSA/Child Maintenance	1	30
	Death of Spouse/Partner	2	47
	Execution of wills	1	15
	Financial liabilities+settlements	1	30
	General adv - divorce,sep,diss.	6	17
<b>Sub-Total for Family</b>		<b>22</b>	<b>276</b>
FOODBANK	Food Parcel - Bell St Community Hub	1	3
	Food Parcel - Salvation Army	12	164
	Goldhill	1	25
	LEICESTER SOUTH TRUSSELL TRUST	14	193
	LEICESTER STH TRUSSELL TRUST	6	234
	The King's Centre	3	16
<b>Sub-Total for FOODBANK</b>		<b>37</b>	<b>635</b>
General	Appropriate service n/a	3	135
<b>Sub-Total for General</b>		<b>3</b>	<b>135</b>
Housing	Actual homelessness	10	199
	Cost of deposits	13	114
	Council/HA allocns/xfers/exchgs	5	170
	Deposit return issues	7	30
	Disputes	7	30
	Ending tenancy	7	30
	Form completion	8	36
	General Advice	3	30
	Housing Allocation	15	184
	Housing Options - Bidding	2	6
	Improvement grants	1	30
	Local Authority housing	2	50
	Notice to quit	3	53
	Other housing issues	4	40
	Problems with letting agencies	1	1
Rent Arrears	4	20	
Repairs/Maintenance	6	141	

	Seeking/Obtaining - Accommodation	17	154
	Suitability of accommodation	1	20
	Tenancy deposit protection	5	16
	Threatened with Eviction	1	25
<b>Sub-Total for Housing</b>		<b>122</b>	<b>1379</b>
Legal Advice - Solicitor	Against Individuals	1	20
	Solicitor - Civil	5	38
	Solicitor - Family Law	21	269
	Solicitor - Wills/Probate/PoA	2	29
<b>Sub-Total for Legal Advice - Solicitor</b>		<b>29</b>	<b>356</b>
Mental Health	Issues of choice	3	41
	Liaison with other agencies	9	63
<b>Sub-Total for Mental Health</b>		<b>12</b>	<b>104</b>
Miscellaneous	Billing/meter reading	2	75
	C/Tax Arrears	3	75
	Charity Link	10	162
	County Court - Court Forms	1	30
	County Court - Small Claims	1	30
	Discounts,reductions,exemptions	1	14
	Driving Licence	5	96
	Driving Offences	2	25
	Form filling+checking	1	6
	Government Services	2	15
	HMRC	2	65
	Hotels & Other Holiday Accommodation	1	45
	Immigration Advice	6	56
	Income tax coding+allowances	1	30
	Parking Fines	7	192
	Parking Permit	2	12
	Passport Eligibility	1	5
	Passport Form Filling	2	78
	Payment disputes	2	2
	payment methods	1	3
Photo I.D	2	66	
Self assessment+tax returns	3	320	
Tax: Income Tax	5	124	
Tax: Other Tax Issues	5	26	
TV Licence	1	15	
<b>Sub-Total for Miscellaneous</b>		<b>69</b>	<b>1567</b>
Personal (Self)	Health & Body - Self	1	1
<b>Sub-Total for Personal (Self)</b>		<b>1</b>	<b>1</b>
Taxation	Income Tax	1	19
<b>Sub-Total for Taxation</b>		<b>1</b>	<b>19</b>
	Additional Element	5	119
	Admin Error	6	112
	Advance Payment	1	5
	Alleged Fraud	2	73
	Appeals	29	2207
	Apply to be reinstated	1	60
	Attendance Allowance	4	87
	Backdating	3	20

	Blue Badge	26	560
	Change of Circumstances	7	53
	Checking Journal/To-do	5	125
	Claiming Process	11	176
	Complete Benefit Check for all Benefits	172	3960
	Concessionary Travel Pass	8	98
	Council Tax Reduction	1	65
	Direct Deductions	4	80
	Discretionary Payment	16	360
	DLA - Both Components	5	58
	Eligibility/Entitlement Check	117	2294
	ESA	1	30
	Form Filling	17	744
	Form Filling - Online	38	1253
	Form Filling - Over Phone	1	5
	Form Filling/Checking	215	6221
	Form Ordered over the Phone	16	466
	Fuel Vouchers	5	45
	Household Support Fund - LA	119	1617
	Letter Explained	3	100
	MR	49	2407
	New Claim	81	3077
	Other Benefits	4	262
	Overpayment	4	136
	Payment	12	326
	Payment to Bank	1	30
	Payments	30	479
	Pension Credit	4	72
	Pension Forecast	3	14
	PIP - Both Components	8	139
	Prescriptions	6	18
	Renewals/Reviews	28	982
	Revisions/Supercessions/Change of Circumstances	7	127
	Sanction	6	283
	Social Fund - Budgeting Loan	1	25
	Social Fund - Funeral Payment	1	1
	UC50	13	428
	Universal Credit	43	648
	Winter Fuel Payment	1	14
	<b>Sub-Total for Welfare Rights</b>	<b>1140</b>	<b>30461</b>
	<b>Report Total</b>	<b>1764</b>	<b>41928</b>

Welfare Rights

**Report Filters (All Conditions must be met):**

Work Completed > Work Completed Date From 01/10/2025  
 Work Completed > Work Completed Date To 31/12/2025  
 Case Details > System Case ID In Sub-Group Sub-Group 1

**Report Sub-Filters (All Conditions must be met):**

Client Address > Council Area Is Oadby & Wigston Borough Council

Report Generated on Tuesday, 20 January 2026 at 10:21pm