

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	Community Care	5	92
	Other hea+comm.care issues	9	55
Sub-Total for Community Care		14	147
Consumer/General Contract	Banks/Building Society/Credit Union	2	64
	Clothing & Footwear	1	5
	Commercial - Goods & Services	0	18
	Credit Card- Arrears	1	45
	Driving Licence	1	25
	Electricity	41	928
	Energy Efficiency	2	41
	Fraud/Scams	2	2
	Furnishings & Floor Coverings	1	30
	Gas	38	812
	Local Authority	5	32
	Mobile Phone - Contract Issues	1	10
	Opening an Account	1	31
	Other goods+services	4	80
	Other household goods and services	1	20
	Payments	1	3
	Retail	1	10
	Severn Trent - Big Difference Scheme	11	263
	Sky TV	1	30
	Telephone	3	62
	Transport - Commercial	4	54
	TV Licence	3	70
	Water	11	231
Sub-Total for Consumer/General Contract		136	2866
	[No Value]	0	10
	3rd pty debt coln excl bailiffs	14	260
	Bank+building soc.overdrafts	2	16
	Budgeting	15	356
	Council tax,comm.chg arrears	12	546
	Credit Reference Agencies	1	17
	Credit,store+chg card debts	9	246
	Dealing w/debt repayments	20	919
	Debt Advice	7	285
	Debt Assessment	92	2558
	Debt Relief Order	1	120
	Debt Relief Order (DRO)	7	170
	Enforcement by bailiffs	4	53
	Fuel debts	10	440

Debt	Fuel Voucher Issues	2	12
	Full Debt Assessment	18	467
	Hire purchase arrears	6	165
	Income & Expenditure	3	135
	Interest+other charges	1	96
	Liability for debt	1	2
	Mobile Phone	1	2
	Other	1	57
	Other methods of enforcement	5	200
	Overpts.Hou+Council Tax Bens.	0	2
	Pay Day Loan	6	165
	Rent Arrears	3	135
	Rent arrears-LAs or ALMOs	6	165
	Rent arrears-priv.landlords	1	120
	Unsecd personal loan debts	1	96
	Water supply+sewerage debts	7	255
	Sub-Total for Debt	256	8070
Education	Costs	1	20
	School	1	33
	Suspension/expulsion	1	45
	Transport	3	5
Sub-Total for Education		6	103
Employment	ACAS	3	55
	Contract Issues	1	20
	CV Writing	24	479
	Ending Work	3	300
	Grievance procedures	1	30
	Job Search	15	282
	Looking for Work	5	115
	Seeking/Obtaining - Employment	24	479
	Variation of Contract	1	45
Sub-Total for Employment		77	1805
Family	Care/Custody/Access of Children	6	207
	Children	1	20
	Death and Bereavement	1	20
	Divorce,separation,dissolution	2	65
	General adv - divorce,sep,diss.	5	64
	Making a will	2	25
	Power of Attorney	6	77
Sub-Total for Family		23	478
FOODBANK	Food Parcel - Bell St Community Hub	6	300
	Food Parcel - Salvation Army	4	65
	LEICESTER SOUTH TRUSSELL TRUST	8	311
	LEICESTER STH TRUSSELL TRUST	8	120
	The King's Centre	2	25
Sub-Total for FOODBANK		28	821
General	Appropriate service n/a	4	210
	Passport Office	1	3
	Social Services	2	61
Sub-Total for General		7	274
Actual homelessness		8	40

Housing	Alt.forms of accommodation	2	4
	Applying as homeless	1	45
	Complaints	1	13
	Council/HA allocns/xfers/exchgs	1	10
	Deposit return issues	1	20
	Domestic Abuse	5	65
	Downsizing	1	5
	Environmental issues	2	2
	Form completion	3	41
	General Advice	3	95
	Harassment/illegal eviction	2	20
	Housing Allocation	1	15
	Housing Options - Bidding	8	197
	Landlords mortgage arrears	2	20
	Neighbour issues	5	15
	Obligations to mortgage lender	3	35
	Other housing issues	3	135
	Possession action (not arrears)	1	45
	Private sector rented propty	4	105
	Relationship breakdown (excl DV)	1	1
	Rent Arrears	1	2
	Repairs/Maintenance	6	28
	Repairs/Maintenance obligations	1	5
	Repossession	2	4
	Seeking/Obtaining - Accommodation	2	17
	Succession rights	2	63
	Suitability of accommodation	1	25
Sub-Total for Housing		73	1072
Immigration - Asylum	Settlement - Staying in UK	1	20
Sub-Total for Immigration - Asylum		1	20
Land and Environment	Energy Conservation	1	45
Sub-Total for Land and Environment		1	45
Legal Advice - Solicitor	Solicitor - Civil	1	40
	Solicitor - Clinical Negligence	2	25
	Solicitor - Family Law	17	153
	Solicitor - Personal Injury	3	40
	Solicitor - Wills/Probate/PoA	5	68
Sub-Total for Legal Advice - Solicitor		28	326
Mental Health	Admin/appointments	7	268
	Liaison with other agencies	1	10
	Mental Health Act issues	1	2
	Walk & Talk	2	83
Sub-Total for Mental Health		11	363
	[No Value]	0	46
	Advice, Charitable & Support Services	3	114
	Banding/calculation	12	204
	C/Tax Arrears	4	80
	Charity Link	19	233
	Charity Organisation	8	97
	Child Trust Fund (Baby Bond)	1	3
	Discounts,reductions,exemptions	1	10

Miscellaneous	Driving Licence	1	40
	Driving Offences	1	30
	Form filling+checking	3	109
	Government Services	1	35
	Immigration Advice	2	75
	Income tax coding+allowances	3	140
	NHS Low Income Scheme	1	2
	Other	1	2
	Parking Fines	3	95
	payment methods	2	80
	Photo I.D	2	47
	Poor administration	1	3
	Public Transport	3	39
	Registration	6	86
	Self assessment+tax returns	2	42
	Social Services	5	41
	Tax: Council Tax	1	35
	Tax: Other Tax Issues	1	39
	Travel, Transport & Holidays	1	30
	Sub-Total for Miscellaneous	88	1757
Personal (Self)	Additions - Self	1	10
Sub-Total for Personal (Self)		1	10
Public Law	[No Value]	0	51
Sub-Total for Public Law		0	51
Taxation	Income Tax	1	2
	Self Employment - Tax	1	1
Sub-Total for Taxation		2	3
Welfare Rights	[No Value]	0	102
	Additional Element	8	75
	Admin Error	12	280
	Appeals	18	786
	Arrears	3	7
	Attendance Allowance	16	581
	Blue Badge	33	843
	Carers Allowance	3	63
	Change of Circumstances	6	163
	Checking Journal/To-do	7	200
	Child Benefit	1	60
	Claiming Process	8	240
	Complaints	1	15
	Complete Benefit Check for all Benefits	118	2026
	Concessionary Travel Pass	9	93
	Council Tax Reduction	2	6
	Discretionary Payment	5	87
	DLA - Both Components	2	12
	Eligibility/Entitlement Check	160	2708
	ESA	1	1
	Form Filling - Online	39	689
	Form Filling - Over Phone	1	52
	Form Filling/Checking	258	6689
	Fuel Vouchers	28	200

Household Support Fund - LA	70	638
Housing Benefit	1	2
Housing Costs	1	70
Means Tested Benefits	2	65
Migration to UC	2	16
MR	53	2344
New Claim	73	824
Non-Contributory Benefits	2	6
Other Benefits	3	32
Overpayment	1	2
Payment	9	254
Payments	13	654
Pension Credit	11	192
PIP - Both Components	30	883
PIP - Daily Living Component	2	20
Renewals/Reviews	12	431
Revisions/Supercessions/Change of Circumstances	5	209
Total Benefit Eligibility Check	2	48
UC50	9	357
Under Occupancy Penalty (Bedroom Tax)	1	45
Universal Credit	43	949
Sub-Total for Welfare Rights	1084	24019
Report Total	1836	42230

Report Filters (All Conditions must be met):

Work Completed > Work Completed Date From 01/04/2025
Work Completed > Work Completed Date To 30/06/2025
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

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