

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	Care Home Fees	2	16
	Care Home Fees - Financial Assistance	1	42
	Carer Issues	8	152
	Community Care	3	93
	Liaison with other agencies	15	613
Sub-Total for Community Care		29	916
Consumer/General Contract	Building Repairs & Improvements	1	1
	Clothing & Footwear	1	1
	Complaints+redress	1	2
	Credit Card- Arrears	1	1
	Domestic Insurance (White Goods)	3	154
	Electricity	43	818
	Fraud/Scams	3	16
	Furnishings & Floor Coverings	4	203
	Gas	38	873
	Meter Readings	2	150
	Mobile Phone - Contract Issues	1	7
	Opening an Account	1	2
	Other goods+services	1	4
	Other household goods and services	7	66
	Other Utility Grant	4	59
	Payments	4	83
	Private Pension	1	1
	Second-hand Vehicles	3	9
	Severn Trent - Big Difference Scheme	18	187
	Sky TV	3	70
	Telephone	2	25
	Trades - Manual	1	18
	Transport - Commercial	2	31
	Travel Insurance	1	45
	TV Licence	1	11
	Utilities	7	88
	Utility Trust Fund	4	83
Warm Home Discount Scheme	2	34	
Water	17	290	
Sub-Total for Consumer/General Contract		177	3332
Debt	Council tax,comm.chg arrears	5	97
	Credit,store+chg card debts	4	28
	Dealing w/debt repayments	5	116
	Debt Assessment	47	731
	Debt Relief Order (DRO)	2	14
	Enforcement by bailiffs	2	28

	Fuel debts	14	390
	Liability for debt	1	5
	Water supply+sewerage debts	10	362
Sub-Total for Debt		90	1771
Education	FE/6th form colleges	2	4
	Mental health	2	4
Sub-Total for Education		4	8
Employment	Change of T&C's	1	19
	Criminal record	1	20
	CV Writing	1	10
	Dispute resolution	3	82
	In Work	12	137
	Looking for Work	11	136
	Occupational pension	2	105
	Sick Leave & Sick Pay	17	283
Sub-Total for Employment		48	792
Family	Calculation	1	45
	Care of Spouse/Partner	2	6
	Care/Custody/Access of Children	6	149
	Certificates+proofs of identity	2	60
	Child Support/Maintenance	1	1
	Children	1	3
	Death of Spouse/Partner	2	3
	Forms,procedures,probate	1	13
	General adv - divorce,sep,diss.	4	151
	Housing issues	1	60
Personal identity cards	2	60	
Sub-Total for Family		23	551
FOODBANK	Food Parcel - Bell St Community Hub	6	73
	Food Parcel - Salvation Army	6	81
	LEICESTER SOUTH TRUSSELL TRUST	17	367
	LEICESTER STH TRUSSELL TRUST	6	31
Sub-Total for FOODBANK		35	552
General	Appropriate service n/a	11	385
	Passport Office	1	1
Sub-Total for General		12	386
Housing	Actual homelessness	1	7
	Council/HA allocns/xfers/exchgs	1	27
	Ending Occupancy	2	35
	Energy efficiency measures	1	5
	Form Completion	3	132
	General Advice	6	66
	Improvement grants	2	6
	Local Authority housing	1	1
	Other housing issues	2	3
	Problems with letting agencies	1	30
	Rent Arrears	6	90
	Repairs/Maintenance	4	56
	Seeking/Obtaining - Accommodation	1	68
	Succession rights	1	2
Suitability of accommodation	8	125	

	Tenancy Issues	1	1
	Threatened with Eviction	7	139
Sub-Total for Housing		48	793
Land and Environment	Energy Conservation	1	1
Sub-Total for Land and Environment		1	1
Legal Advice - Solicitor	Solicitor - Civil	7	134
	Solicitor - Consumer Law	6	46
	Solicitor - Employment Law	3	40
	Solicitor - Family Law	8	116
	Solicitor - Personal Injury	1	30
	Solicitor - Wills/Probate/PoA	2	6
Sub-Total for Legal Advice - Solicitor		27	372
Mental Health	Activity Groups	1	29
	Admin/appointments	3	3
	Liaison with other agencies	2	25
	Mental Health Act issues	1	1
Sub-Total for Mental Health		7	58
Miscellaneous	Advice, Charitable & Support Services	1	60
	Billing/meter reading	1	4
	C/Tax Arrears	4	183
	Charity Link	59	577
	Charity Organisation	2	11
	Discounts,reductions,exemptions	1	25
	Driving Licence	5	34
	Driving Offences	2	60
	Form filling+checking	1	10
	HMRC	1	1
	Hotels & Other Holiday Accommodation	2	9
	Immigration Advice	3	3
	NHS	3	85
	Parking Fines	8	361
	Passport Eligibility	1	5
	Passport Form Filling	6	71
	Payment and Billing	2	20
	Photo I.D	1	1
	Public Transport	6	54
	Self assessment+tax returns	3	34
	Tax: Other Tax Issues	1	34
Trading Standards	1	30	
TV Licence	1	10	
Vicars Relief Fund	5	71	
Sub-Total for Miscellaneous		120	1753
Personal (Self)	Health & Body - Self	1	2
Sub-Total for Personal (Self)		1	2
	Additional Element	12	166
	Admin Error	1	20
	Advance Payment	1	1
	Appeals	30	384
	Apply to be reinstated	2	70
	Arrears	18	531
	Attendance Allowance	1	27

	Backdating	3	34
	Blue Badge	14	104
	Change of Circumstances	6	195
	Checking Journal/To-do	16	470
	Child Benefit	1	1
	Childcare Costs	1	6
	Claiming Process	22	829
	Complete Benefit Check for all Benefits	100	1899
	Concessionary Travel Pass	5	11
	Contributory Benefit	1	54
	Council Tax Reduction	2	24
	Direct Deductions	10	162
	Discretionary Payment	3	11
	Eligibility/Entitlement Check	123	2615
	ESA	1	1
	Form Filling	10	207
	Form Filling - Online	19	425
	Form Filling - Over Phone	2	19
	Form Filling/Checking	232	5214
	Form Ordered over the Phone	1	3
	Fuel Vouchers	13	97
	Household Support Fund - LA	68	574
	Letter Explained	1	20
	MR	72	826
	New Claim	51	1547
	Other Benefits	2	20
	Overpayment	5	83
	Payment	15	400
	Payments	26	498
	PIP - Both Components	29	938
	Prescriptions	2	6
	Renewals/Reviews	57	1318
	Revisions/Supercessions	3	3
	Revisions/Supercessions/Change of Circumstances	8	166
	Sanction	2	46
	Single Person Discount	10	260
	Total Benefit Eligibility Check	3	3
	UC50	17	462
	Under Occupancy Penalty (Bedroom Tax)	2	2
	Universal Credit	22	513
	Warm Homes Discount Scheme	2	37
	Winter Fuel Payment	2	7
	Sub-Total for Welfare Rights	1049	21309
	Report Total	1671	32596

Welfare Rights

Report Filters (All Conditions must be met):

Work Completed > Work Completed Date From 01/01/2026
 Work Completed > Work Completed Date To 31/03/2026
 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

