WODC Report

Core Service data for Q4 2024-25

The new commissioned service from April 2024 covers the whole of our Core Service delivery, covering all enquiry areas.

Annual data from 1st April 2024 - 31st March 2025

Key Statistics

01/04/2024 31/03/2025

Summary

Clients	**3,408**
Quick client contacts	
Issues	**8,393**
Activities	**12,094**
Cases	**3,667**

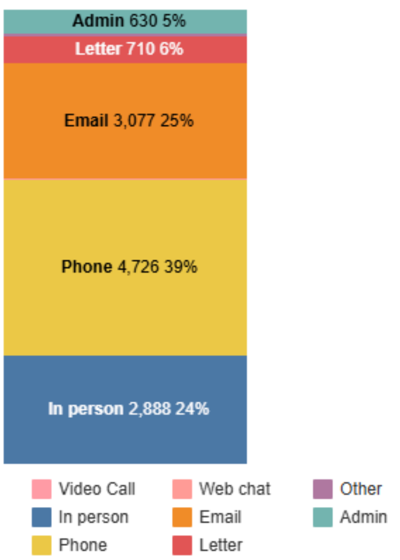
Outcomes

Income gain	£777,662
Re-imbursements, services, loans	£26,869
Debts written off	£144,850
Repayments rescheduled	£18,154
Other	£63,856

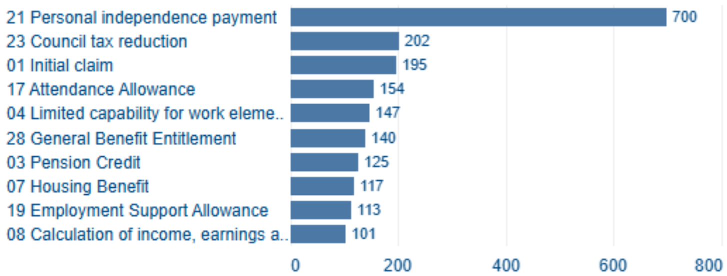
Issues

	Issues	Clients
Benefits & tax credits	1,932	903
Benefits Universal Credit	810	461
Charitable Support & Food Ban..	625	391
Consumer goods & services	191	142
Debt	869	397
Education	29	27
Employment	533	334
Financial services & capability	219	170
GVA & Hate Crime	85	47
Health & community care	180	112
Housing	1,230	689
Immigration & asylum	271	167
Legal	364	264
Other	69	64
Relationships & family	565	340
Tax	95	75
Travel & transport	119	99
Utilities & communications	207	108
Grand Total	**8,393**	

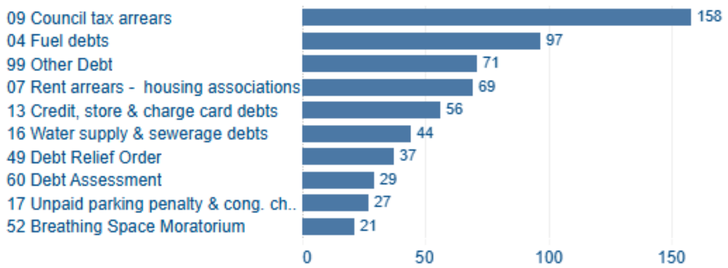
Channel



Top benefit issues



Top debt issues



We supported 3408 individual clients in 2024-25. This is an increase of 14% compared to 2023-24, when we supported 2969 individual clients. The data above shows that Personal Independence Payments accounts for 25% of all Benefits issues for the year 2024-25. This is similar to the 27% for Q4 2024-25 and 26% for 2023-24. As this is a significant area of work for us, we expect the new proposed legislative changes to PIP to impact on local community and create demand for our services.

citizens advice West Oxfordshire

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Core Service data for Q4 2024-25

Q4 2024-25 data:

We advised 942 individual clients last quarter and1026 clients this quarter. This is an increase of 9% for this quarter. This is also a 10% increase compared to the same quarter for the previous year 23-24, where we supported 946 clients.The data below shows that Benefits and Universal Credit is the main enquiry area, followed by Housing, Debt, Charitable Support and Food banks.

Key Statistics

01/01/2025 31/03/2025

Summary

Clients	**1,026**
Quick client contacts	
Issues	**2,192**
Activities	**3,137**
Cases	**898**

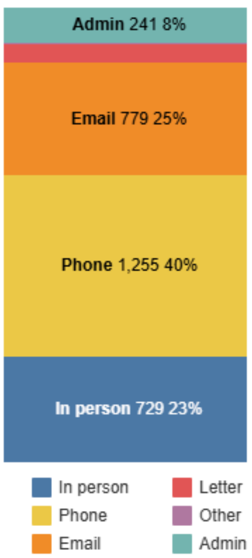
Outcomes

Income gain	£175,748
Re-imbursements, services, loans	£4,939
Debts written off	£64,535
Repayments rescheduled	£1,320
Other	£26,544

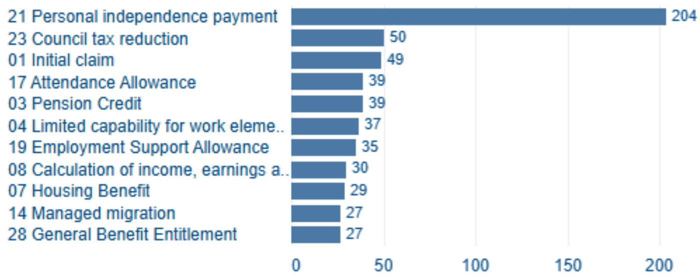
Issues

	Issues	Clients
Benefits & tax credits	542	277
Benefits Universal Credit	211	130
Charitable Support & Food Ban..	149	110
Consumer goods & services	50	33
Debt	255	126
Education	10	8
Employment	128	83
Financial services & capability	54	43
GVA & Hate Crime	20	9
Health & community care	35	21
Housing	325	198
Immigration & asylum	57	43
Legal	99	66
Other	28	27
Relationships & family	125	77
Tax	30	23
Travel & transport	27	25
Utilities & communications	47	36
Grand Total	**2,192**	

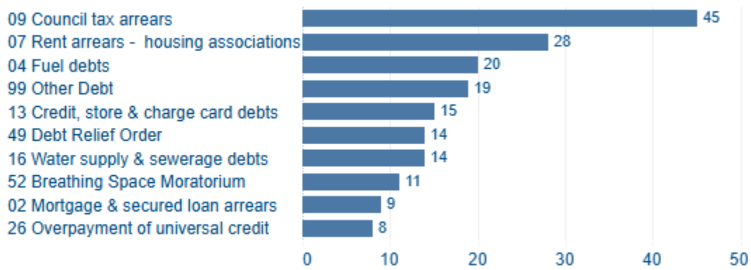
Channel



Top benefit issues



Top debt issues



The above data tells us that the core service helped 1026 clients during the quarter, and 898 new cases were opened. 128 of the clients helped were ongoing cases. We saw an increase in most subject areas, including Benefits (20%) Debt (14%) Employment (15%) Legal (54%) compared to Q3 2024-25.

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Core Service data for Q4 2024-25

Home visits: 12 home visits to 10 clients were conducted in Quarter 4. See the table below for further details of the clients.

Q4 Home visit profile information			
Enquiry Issue	**Age**	**Local Authority ward**	**Health conditions**
Benefits	62	Charlbury	Long Term Health Condition
Benefits	32	Long Hanborough	Disabled
Debt and Benefits	56	Carterton	Long Term Health Condition
Benefits	23	Carterton	Long Term Health Condition
Benefits	44	Witney	Long Term Health Condition
Debt	62	Witney	Long Term Health Condition
Debt and Benefits	86	Carterton	Disabled
Housing/Benefits/Debt	43	Witney	Long Term Health Condition
Benefits/Debt	62	Chipping Norton	Long Term Health Condition
Benefits/Debt	52	Chipping Norton	Long Term Health Condition

Chipping Norton Outreach: We delivered 12 out of the offered 15 appointments at the Chipping Norton outreach.

Advice Issues: We recorded an average of 2 issues per client. See the table below for a breakdown of the new issues recorded in Q4. We recorded 28 Benefit Mandatory reconsiderations for 24 clients and 25 appeals for 21 clients during Q4.

New issues	Q4 2023-24	Q4		Total to date 2024-25	
Issue type	**Clients**	**Clients**	**New issues**	**Clients**	**New Issues**
Benefits	316	359	822	1172	3060
Consumer	42	34	51	143	204
Charitable Support and Food Banks	97	111	150	392	639
Debt	139	127	260	398	928
Discrimination and Hate and GVA	11	9	20	48	64
Employment	106	84	130	335	542
Education	8	8	10	27	28
Financial Services	29	44	55	171	228
Health and Community Care	35	22	37	113	189
Housing	172	199	338	690	1284
Immigration	42	44	62	168	290
Other	18	28	30	65	80
Legal	64	67	102	265	387
Relationships and Family	112	77	125	341	581
Tax	10	24	31	76	103
Travel and Transport	19	25	27	99	120
Utilities and Communication	29	37	48	109	216
Total	**877**	**928**	**2298**	**3202**	**8892**

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Core Service data for Q4 2024-25

Housing: The table below gives a detailed breakdown of the individual Housing issues. Private sector rented property remains the highest category of queries at 26% of all housing queries. There has been a general decrease in issues recorded(28%) compared to Q3. Actual Homelessness and Threatened Homelessness accounts for approx 18% of all housing issues.

Specific Issue types - Housing	Q4 2023-24	Q4 2024-25 No of Clients helped	Total to date 2024-25
Actual homelessness	**14**	**18**	**72**
Threatened homelessness total (inc below)	**15**	**19**	**72**
Relatives/friends unable/willing to house	3	1	4
Anti-social behaviour	1	-	2
Private landlord possession proceedings	1	2	10
No recourse to public funds	-	-	-
s.21	7	3	24
s.8 notice	-	1	2
Affordability	1	2	8
HousingAssociation Possession action	-	3	3
Domestic Abuse	1		1
Harassment/illegal eviction	-	2	3
Relationship breakdown	-	1	6
LA homelessness service total (inc below)	**8**	**16**	**63**
Processes, Procedures and Assessments	1	4	17
Homelessness Prevention Duty	1	3	9
Homelessness Prevention Relief Duty	2	-	4
Reviews, appeals and complaints	1	1	4
Priority Need	-	1	4
Local Connection	1	-	1
Accommodation provided out of borough	-	3	3
Gatekeeping	-	1	1
Legal definition of Homelessness	-	-	1
Housing options/preventions	-	11	29
Access to & provision of accommodation	**33**	**20**	**85**
Local Authority Housing	**15**	**24**	**75**
Housing Ass property total (inc below)	**33**	**36**	**102**
Disrepair- Damp/mould	5	4	10
Disrepair- non damp/mould	5	3	12
Adaptations for disabled people	1	2	9
Complaints	7	9	24
Possession action (not for arrears)	-	-	3
Relationship Breakdown	2	5	13
Suitability of accommodation	4	4	12
Rent increases	-	6	9
Fitness for Human habitation	2	1	3
Private sector rented total (inc below)	**51**	**52**	**208**
Rent increases and other charges	5	5	23
Letting Agents Charges	1	-	1
Fitness for human habitation	-	3	8
Disrepair- damp/mould	6	5	19
Disrepair- non damp/mould	3	5	25
Guarantor	-	1	4
Tenants Fees	-	1	4
Tenancy Deposit Protection	-	2	14
Tenancy agreements	10	8	38
Tenancy Deposit Return	5	5	22
Harassment by landlord	2	2	6

Illegal eviction by landlord	-	1	3
Problems with letting agents	3	-	10
Possession action (not arrears)	5	6	23
Possession/eviction landlord mortgage	-	2	3
Assured Shorthold Tenancy	6	6	24
Environmental & neighbour issues	**10**	**10**	**56**
Owner Occupier	**10**	**10**	**48**
Other housing issues	**17**	**28**	**81**
Total	**172**	**199**	**690**
NB Many clients bring multiple issues, so client total will not equal sum of each category			

Outcomes: During this quarter we were successful in achieving **132 individual outcomes**, with **total gains of £273k**, bringing the total annual figure to **£1m.** The following benefit income gains contributed significantly to this: Personal Independence Payment (£111k) Universal Credit (£32k) Employment and Support Allowance (£19k) Pension Credit (£15k) Disability Living Allowance (£5k) and Debt outcomes (£75k).

Due to the nature of benefits work, it can often take weeks or months for applications or appeals to be processed, we count gains which come through during the year but some may pertain to clients who were referred in previous quarters. Personal Independence Payment remains our most common benefit for advice.

Outcomes	Q4 No. of Outcomes	Q4 Value of Outcomes	2024-25 Total Outcomes	2024-25 Total Value of Outcomes
Income gain				
Benefits & tax credits	**47**	**156976**	**134**	**610327**
17 Attendance Allowance	1	109	3	5175
21 Personal Independence Payment	29	111915	80	341416
03 Pension Credit	4	15657	10	41094
07 Housing benefit	2	1131	6	18130
15 Disability Living Allowance	1	5645	7	23950
19 Employment and Support Allowance	3	19846	12	75646
23 Council Tax Reduction	1	1344	8	9846
22 General Benefit entitlement			2	8086
05 Child Benefit			2	4213
13 State Retirement Pension			3	81442
18 Carer's Allowance	1	1329	1	1329
Universal Credit	**4**	**31961**	**37**	**157022**
04 Limited Capability for Work	1	4994	16	81975
03 Housing Element	1	1200	7	10626
02 Initial claim	1	10020	4	17388
09 Conditionality and Commitments	1	15747	1	15747
14 Managed migration			2	14675
05 Child Elements			2	12452
07 Carers Element			2	396
24 Benefit cap			1	2113
11 Deductions			2	1650
Other income gains	**79**	**8245**	**292**	**83102**

Employment	1	1395	2	2895
02 Charitable Support	10	782	44	4139
01 Food provision	60	3540	205	13971
09 Council Tax Arrears	2	275	3	275
02 Utilities	3	349	23	8211
99 Consumer	3	1904	5	2289
26 Complaints			1	31000
10 Death and Bereavement			1	8000
11 Legal			1	472
13 Health and Community Care			7	11850
Debt	**7**	**75911**	**64**	**181103**
Debts written off	3	64536	10	146934
Repayments rescheduled	4	11375	33	28379
Debts repaid			2	1302
Not liable for debt			2	3328
Other			17	1160
Total Outcomes	**132**	**273093**	**527**	**1031554**

Case study (anonymised)

We have been supporting Alicia and her daughter since January 2024. Initially we supported Alicia with housing advice to apply for more appropriate and secure housing as they were in a multi tenanted property. Over the following 12 months, we supported the client to access and obtain secure housing through Platform Housing Association.

As a result of this new housing opportunity Alicia then needed to furnish the property and obtain essential white goods.

The adviser supported the client to obtain many grants using local, county and national grant providers. The following grandstand items were obtained:

£350 - Cooker from Bartlett Taylor
£250 approx) Double bed and Mattress from Residents Support Scheme
£250 Fridge freezer from Witney Town Charity
£250 Washing machine from Platform Housing

A request for carpet tiles/rugs has been submitted to Beson and we are waiting for a response from them. However, we are hopeful that some level of floor coverage will be provided.

As a single mum working full time, it would have been difficult for her to have found the time to facilitate this level of engagement with different providers and services. Alicia is very happy with her new accommodation and is very appreciative of the support we have given over many months.

Additional Debt services: Oxfordshire County Council funded Money Advice Service.

This is a dashboard of the Money Advice Service that is currently being funded through Oxfordshire County Council. Without this funding for a full time money adviser, our core service would have to deal with this demand. This funding has been extended until the end of August 2025.

Annual summary 1st April 2024 - 31st March 2025

Summary

Clients	105
Quick client contacts	
Issues	342
Activities	1,468
Cases	73

Outcomes	
Income gain	£67,586
Re-imbursements, services, loans	£311
Debts written off	£162,487
Repayments rescheduled	£3,035
Other	£120

Quarter 4 2024-2025

Last quarter we advised 27 clients. We saw a small increase in the number of clients supported as the caseworker progressed through training into service delivery.

Summary

Clients	27
Quick client contacts	
Issues	48
Activities	241
Cases	16

Outcomes	
Income gain	£9,636
Re-imbursements, services, loans	£144
Debts written off	£24,057
Repayments rescheduled	£1,200