



Rt Hon Harriet Harman QC MP
Quarterly Casework Report
April—June 2014

People seek my help for different reasons: their housing situation, immigration status, benefit entitlement and many other issues.

Over the years serving as the MP for Camberwell and Peckham I have helped many of my constituents to resolve a variety of different problems.

People either write to me, send me an email, telephone my office or come and see me and my team at my regular advice surgeries at Walworth Methodist Church on Camberwell Road.

I always do what I can to help.

Advice surgeries

We see the first 60 people to arrive at each advice surgery. In the last 3 months there were 9 advice surgeries, attended by a total of 288 people.

All advice surgeries are held at Walworth Methodist Church, 54 Camberwell Road, London SE5 0EN.

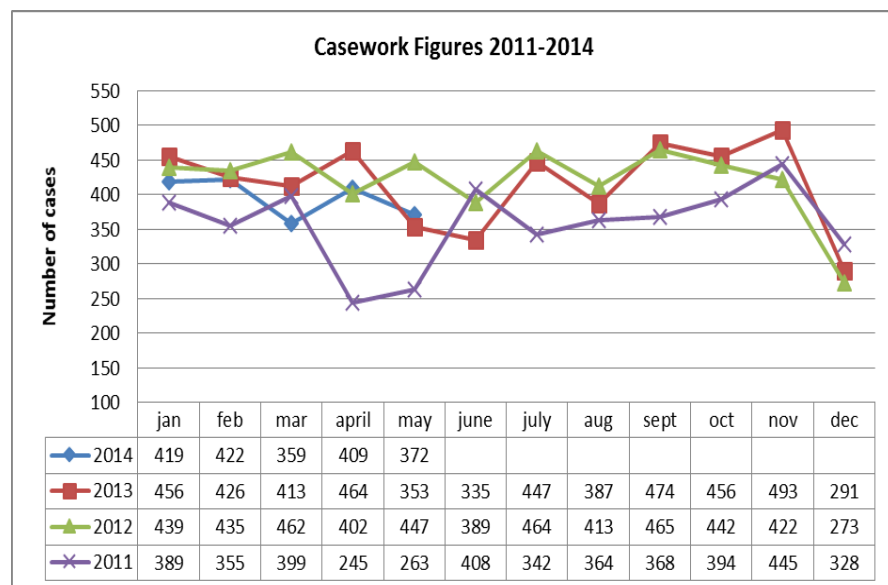
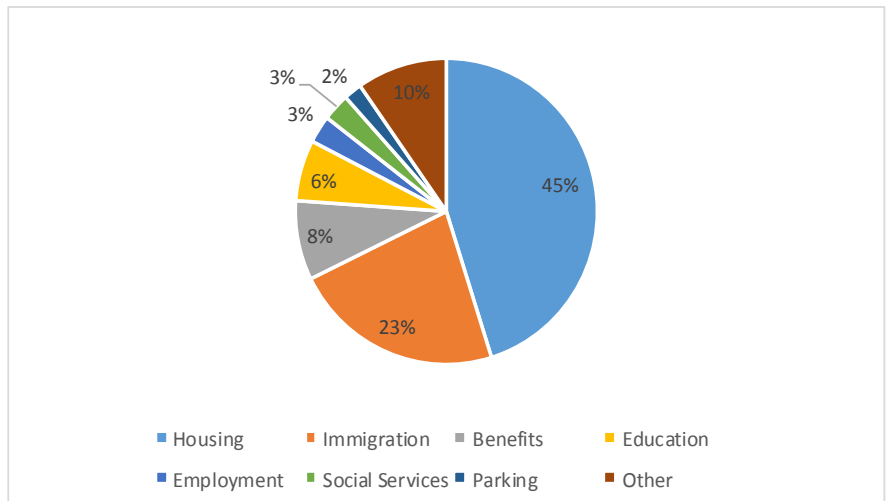
My next surgeries are:

Friday 18th July (9am)
 Tuesday 29th July (5pm)

Friday 8th August (9am)
 Friday 29th August (9am)

You do not need to make an appointment as surgeries are run on a first come, first served basis.

Breakdown of casework issues this quarter



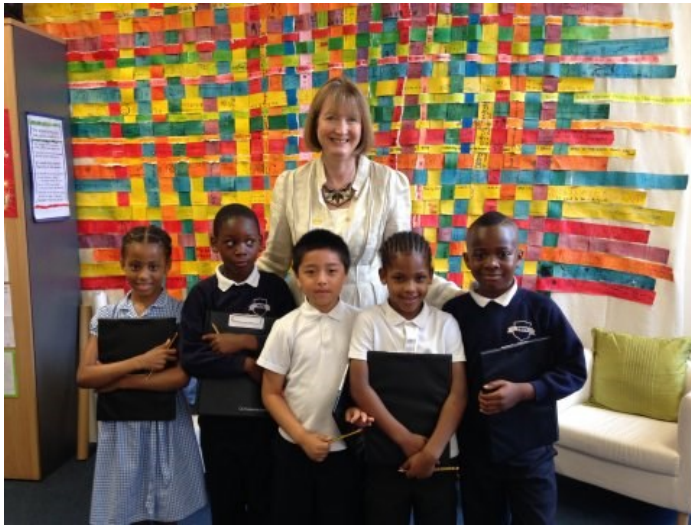
Casework Examples

Since the general election in May 2010 I have taken up cases on behalf of over 10, 000 people living in my constituency.

Here are some examples:

Passport received on time

Many people contacted me during the recent period of delays to passport applications. One constituent, Mrs A, who lives near Burgess Park with her two sons, contacted me because her 10 year old son was due to go to Spain on a school trip and his passport application had been delayed well beyond the three weeks that Mrs A was told the application should take. I contacted the Passport Office, asking them to speed up the application, and I was pleased to hear that Mrs A's son did receive his passport in time to go on the school trip with his friends.



Visiting John Donne Primary School

Radiators fixed

Ms B, who lives with her mother on the Acorn Estate, contacted me in March because the radiators in her home had broken, causing leaks which had not been fixed by the council. The leaks had also caused permanent damage to her carpets and furniture. I contacted the council and this led to the radiators being fixed, and £250 compensation was also paid to Ms B and her mother as well.



Campaigning in Lane Ward

School place found

Mr C lives with his wife and their two young children on Peckham Rye. The five year old son goes to Ivydale school, where they hoped to send their daughter as well, not least because she had been to nursery there. Unfortunately though, she was allocated to a different school which was much further away from the family's home. The added journey time would have been a big strain to Mr C's wife, who does the school run but has significant health and mobility issues. I wrote to the council and a place for their daughter has now been found at Ivydale school, much to the relief of the family.



Meeting pupils at St Thomas the Apostle College in Nunhead