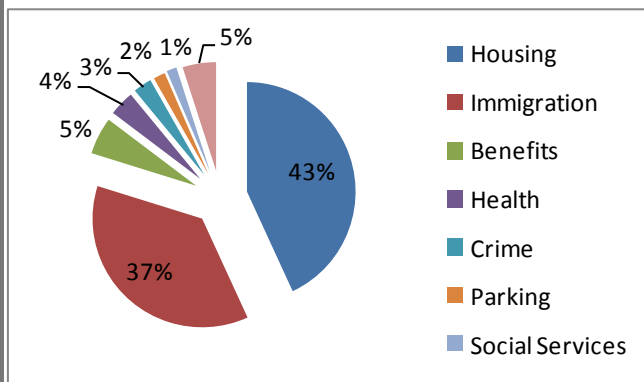
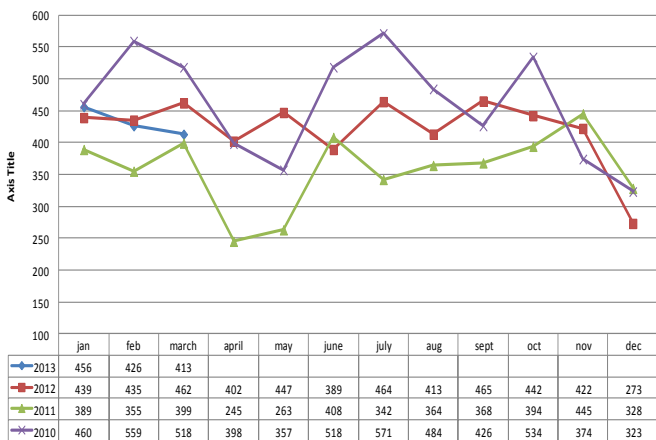


## Types of issues residents have asked for my help with (January—March 2013)



I respond to each enquiry within 10 working days. Between January and March 2013 the average time was 10 days.

Casework Figures 2010 - 2013



## Advice Surgeries

At my regular advice surgeries my staff and I see the first 60 people to arrive at each surgery.\*

All surgeries are now held at:  
Walworth Methodist Church, 54 Camberwell Road, SE5 0EN

Buses: 468, 12, 148, 171, 45. 68, 176, 40

### My next surgeries are:

Tuesday 9th April (5pm), Friday 19th April (9am)  
and Friday 26th April (9am)

Friday 3rd May (9am), Tuesday 14th May (9am)  
and Friday 24th May (9am)

Tuesday 4th June (5pm) and Friday 28th June (9am)

You do not need to make an appointment.

So far this year my team and I have met with over 300 people at my surgeries

\*Please note, I am not prepared to make enquires in relation to immigration matters on behalf of constituents with criminal convictions.

Member of Parliament for Camberwell and

How you can contact me and how I can help



Harriet speaks to a constituent at an advice surgery

Since the general election in May 2010 I have taken action on behalf of over 6,000 people to help with problems they have raised.

Here are details of how you can contact me and just a few stories of the people who have sought my help and how I have been able to assist.

House of Commons  
London, SW1A 0AA

harrietharman.org  
twitter: HarrietHarman  
harmanh@parliament.uk

# Harriet Harman MP

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

Over the years serving as the Member of Parliament 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.



Harriet visiting local businesses on Rye Lane.

## Helping Local Residents

### Jobseeker's Allowance backdated

Ms A is a single mother in her 50s. She was sadly made redundant in 2012, and started looking for work while also studying part time to help her pursue a career change. She applied for Jobseeker's Allowance but was told that her hours of study were too many for her to be entitled to JSA. She was suffering serious financial hardship as a result of this and was surviving only through help from a local food bank. I wrote to Jobcentre Plus and they told me that Ms A was incorrectly advised that she was not entitled to JSA and she has now been paid arrears of over £1,000 to cover the period since she first made her claim. .



### Visa granted

Ms B, a 26 year old student originally from Pakistan, contacted me last year after she was diagnosed with kidney failure. Ms B had to do dialysis for 8 hours every day which was causing her a lot of pain. The only cure for her disease was to have a kidney transplant operation and she was informed by her doctor that it would be approximately 5 years before a suitable kidney would be available on the NHS waiting list. Ms B's mother in Pakistan underwent tests and was found to be a suitable donor for her daughter. She therefore wanted to come to the UK to donate her kidney. Her visa application was refused and Ms B later submitted an appeal. The appeal was successful on 14<sup>th</sup> August 2012 however no timeframe was given for when the visa would be issued. And Ms B was still waiting in February of this year. I wrote to the Home Office to ask for it to be expedited and Ms B has now told me that her mother has now received her visa and is in the UK to donate her kidney.

### Bedroom tax error corrected

Southwark Council estimates that over 3,000 of my constituents will be affected by the bedroom tax. Concerned constituents are already coming to see me about it. Ms C lives in a one bedroom flat on the Pomeroy Estate in SE14 was told by the council that under the bedroom tax she would face a 14% cut in her housing benefit because of her second bedroom. She provided Southwark Council with proof that the property has only one bedroom but was told that it could take up to six months to amend the council's records, during which time she would be expected to continue to pay full rent with reduced housing benefit. I wrote to the council and they amended their records straight away to reflect the correct property size. No deduction is now being made from Ms C's housing benefit.

Harriet visiting Peckham food bank

