



Rt Hon Harriet Harman QC MP

Quarterly Casework Report January—March 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 8 advice surgeries, attended by a total of 305 people.

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

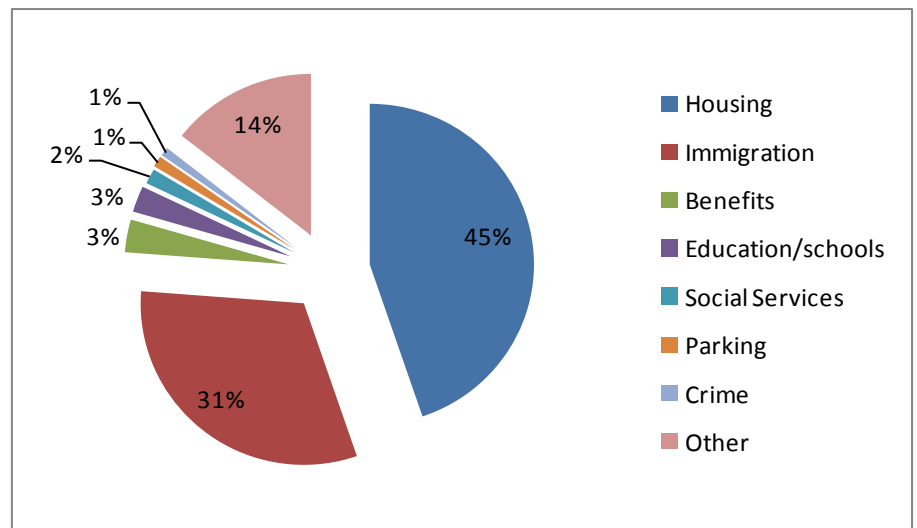
My next surgeries are:

Tuesday 15th April (5pm)
Friday 25th April (9am)

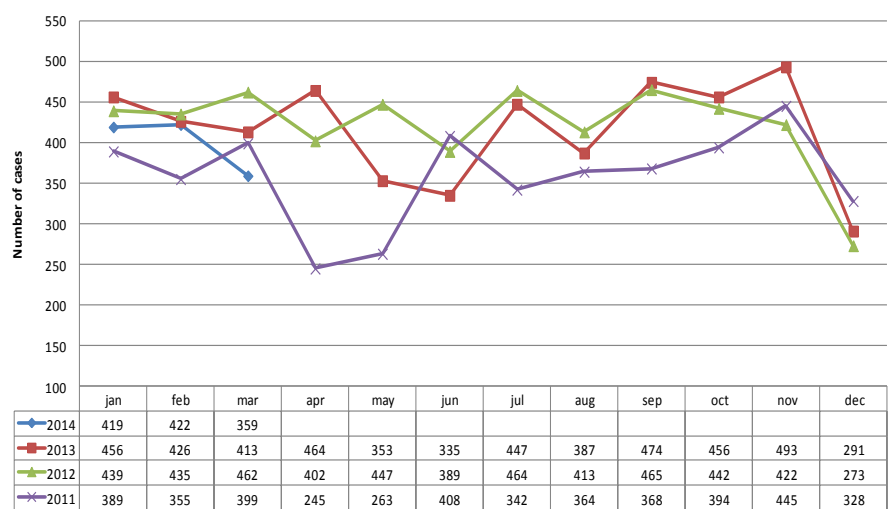
Friday 9h May (9am)
Tuesday 20th May (5pm)
Friday 30th May (9am)

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 Figures 2011-2014



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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:



Meeting with a local pensioner at the newly re-opened Southwark Pensioners' Centre

Housing benefit paid

Ms B contacted me in February regarding a housing benefit claim she submitted to Southwark Council in December, to which she had not received a response. Meanwhile, she had to go part time at her job as a dental receptionist to look after her sick husband and their three young children and the reduction in income left her worried about falling behind with the rent. I wrote to the council asking them to process Ms B's application quickly given her circumstances. Following this, the council promptly assessed and accepted her housing benefit claim and it was also backdated to 6th January 2014, when she had first made her claim.



Visiting the Silverlock Estate in March

Passport issued

Mr and Mrs C , who live in East Dulwich, had their first child in December. They applied in early February for their daughter's first passport but ran into delays caused by red tape at the passport office. Meanwhile, they had booked flight tickets to visit Mrs C's mother, who lives in France. They were very worried when they contacted me about not being able to make their trip if the passport was not sent to them in time. I contacted the Passport Office urgently and was able to make sure that the family received the passport in time to enjoy their holiday.



Visiting ARK All Saints Academy