



Rt Hon Harriet Harman QC MP

Quarterly Casework Report July—September 2013

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 I held 8 advice surgeries, attended by a total of 356 people.

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

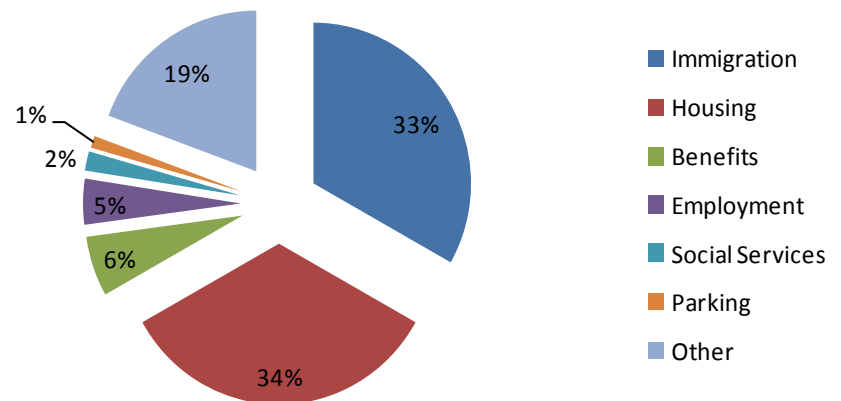
My next surgeries are:

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

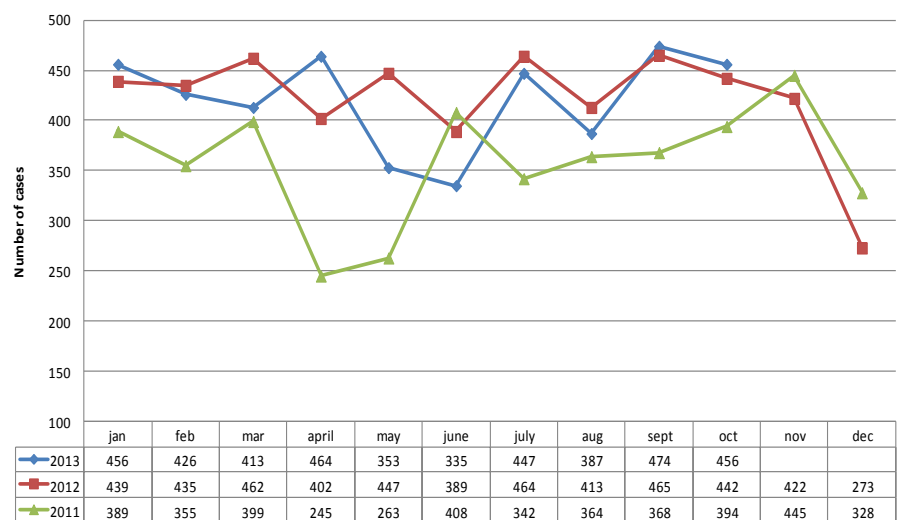
Tuesday 5th November (5pm)
Friday 15th November (9am)
Friday 29th November (9am)

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 - 2013



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:



Campaigning in Peckham with local council candidates in July

Windows repaired

Ms B, who lives in a flat on Urlwin Street in Camberwell, contacted me this year with concerns about her windows, which were very old and falling out of their frames. Some windows were in such a poor state that they had broken, and repairs were being delayed. I contacted the council on Ms B's behalf and the windows have now been fixed. Ms B was also paid £150 compensation for the delays she had experienced.



Visiting Cossall Estate in September



Speaking to a constituent at an advice surgery

Leave to remain granted

Mr A came to the UK from Ivory Coast in 2001. When he contacted me earlier this year he had made an application for leave to remain which had been delayed at the Home Office for over a year with no decision. This was making it difficult to support his 2 children as he wasn't able to work. I contacted the Home Office and I was able to help speed up a decision. Mr A has now been granted leave to remain for the next 3 years

Housing benefit issue resolved

Ms C lives on Camberwell Road with her new born baby. She contacted me because she was very worried about a letter she'd received from the council saying she'd been overpaid housing benefit and needed to pay £516 back to the council. Ms C believed that the council hadn't taken into account all her expenses such as child care costs. I wrote to the council and they confirmed that they hadn't taken her child care costs into account when assessing her needs. In fact she had actually been underpaid housing benefit, so not only was her debt cancelled, but she then received an extra payment of £708 to make up for what she should have been paid during this time.