



Rt Hon Harriet Harman QC MP

Quarterly Casework Report July—September 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 267 people.

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

My next surgeries are:

Fri 31st October (9am)

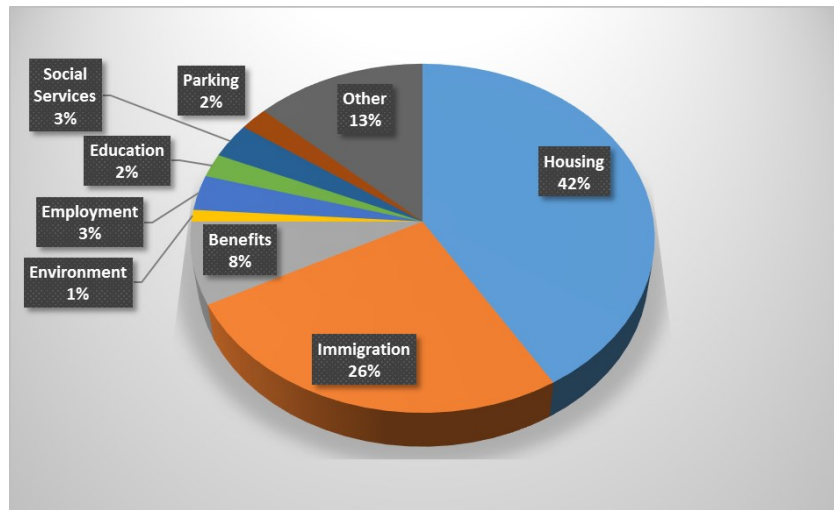
Tue 11th November (5pm)

Fri 21st November (9am)

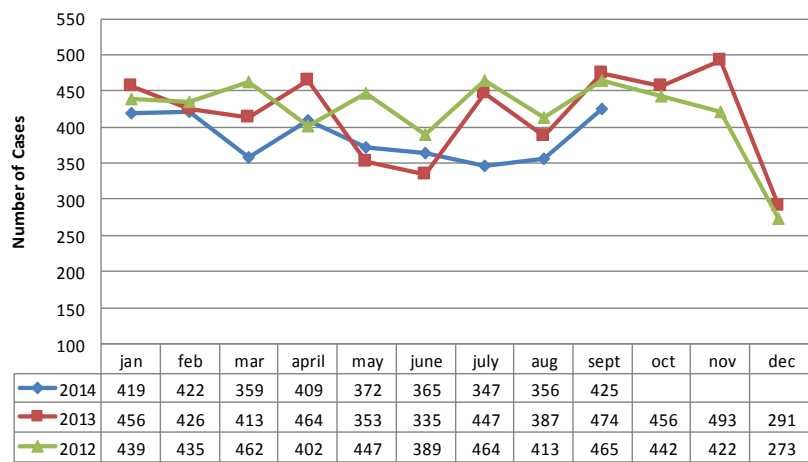
Fri 28th November (9am)

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

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Casework Figures 2012-2014



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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:



Visit to the Silverlock Estate

Delays to disability support payments

Ms A is a single mother of two children from Peckham. In May 2013, she had a bad fall and suffered severe jarring up through her spine into her head. She now has a movement disorder which triggers seizures and causes her severe headaches. Before the accident, she worked full time as a youth worker but she has not been able to return to work since the accident. She applied for a PIP in December 2013 and she was still waiting for the outcome after 7 months. She came to my advice surgery and spoke to me about her situation. I wrote to the DWP and an ATOS appointment was arranged for Ms A. After attending the assessment, she was awarded a PIP and received backdated payments of over £5,000.

Flight ticket refund

Mrs C from Livesey contacted me for help with a complaint against British Airways. Mrs C had sadly lost her husband to cancer and in accordance with his wishes, she booked tickets to repatriate his body to West Africa for burial. She paid over £3000 for the tickets and the money was taken from her account. As the flight date drew closer, Mrs C noticed she had not received any flight details from BA so she made enquiries and discovered much to her shock they had no record of her having made the booking. Mrs C had to book a new flight with a different airline which was distressing as she was unable to travel on the same flight as her husband's body. She had made attempts to get a refund from BA but had not received a response. I wrote to BA and they agreed to a full refund for Mrs C.



Visit to the Bonamy Estate



Talking to service users and their families at the Dementia Memory Cafe

Security check delay resolved

Ms B, who lives in Camberwell, contacted me because her Disclosure and Barring Service (DBS) check, a security check required for her job, was taking longer than usual and she could not start her new job without it. The average waiting time for a DBS check is 2-4 weeks but Ms B had been waiting for almost 8 weeks. She was running out of money and worried about not being able to pay her rent and bills. I contacted the DBS and asked them to speed up the application. Ms A received her certificate and was able to start her new job.