



Rt Hon Harriet Harman QC MP

## Quarterly Casework Report October—December 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 305 people.

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

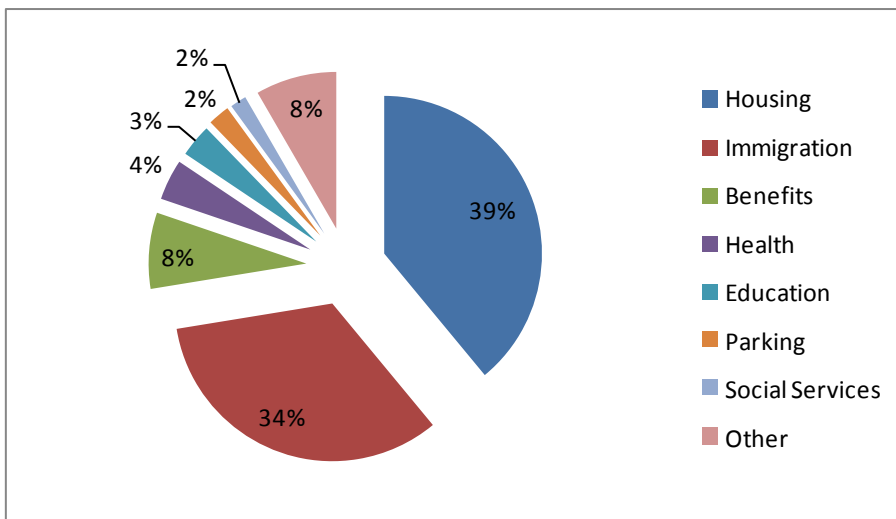
My next surgeries are:

Tuesday 21st January (5pm)  
Friday 31st January (9am)

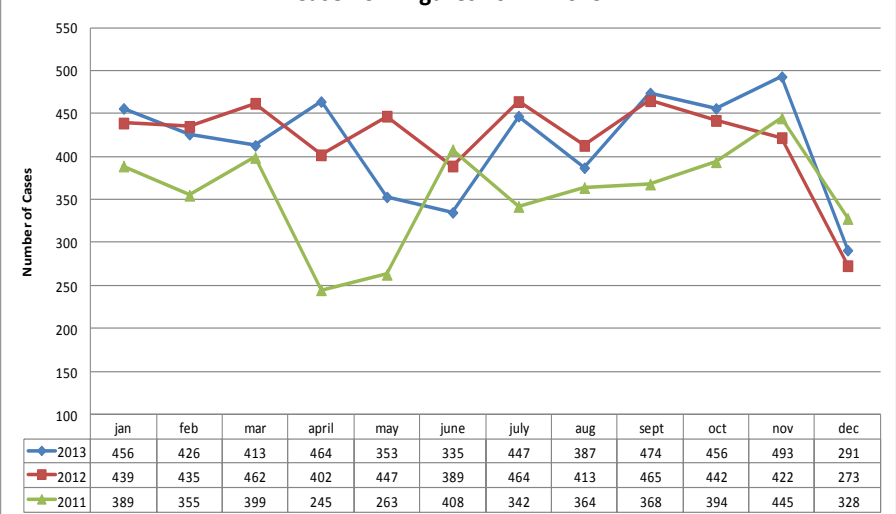
Friday 7th February (9am)  
Tuesday 18th February (5pm)  
Friday 28th February (9am)

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 on the Lindley Estate with local council candidates in November*

### Medical assessment completed

Ms B is a single mum who lives in East Dulwich with her 2 brothers and her 12 year old son in an overcrowded flat. Ms B registered for re-housing with Southwark Council in 2009. Her son has medical conditions which she felt should have given them higher priority, and although she submitted numerous medical assessments over the years she never had a response from the council. I wrote to the council and they apologised for the delay in carrying out an assessment. This has now been done and Ms B has been given medical priority to move. This has also been backdated to 2010 when her first medical assessment form was submitted.



*Visiting Acorn Estate in October*

### Hospital appointment brought forward

Mr and Mrs C are a couple in their late 70s, living in Camberwell. Mrs C suffers from a spinal condition which makes it very difficult and painful for her to walk. She receives regular treatment at King's College Hospital but she felt her treatments weren't working so she was advised to make an appointment at the pain clinic. When she contacted me in late September she was told the earliest she could get an appointment at the clinic was mid January. This meant she'd have to endure several more months of pain and she was very distressed. I wrote to the NHS trust overseeing the hospital and they agreed to bring the appointment forward to mid November. Mrs C was very relieved.



*Speaking to a constituent at an advice surgery*