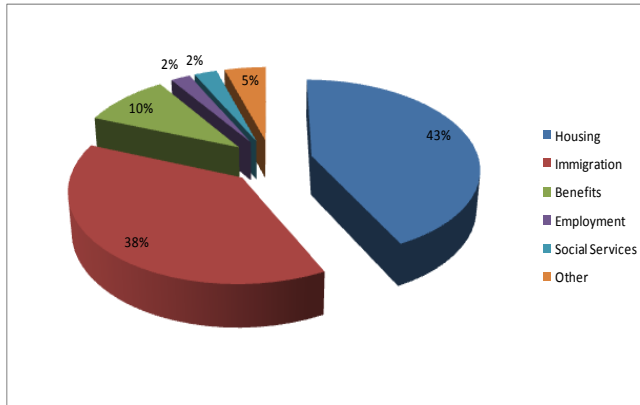
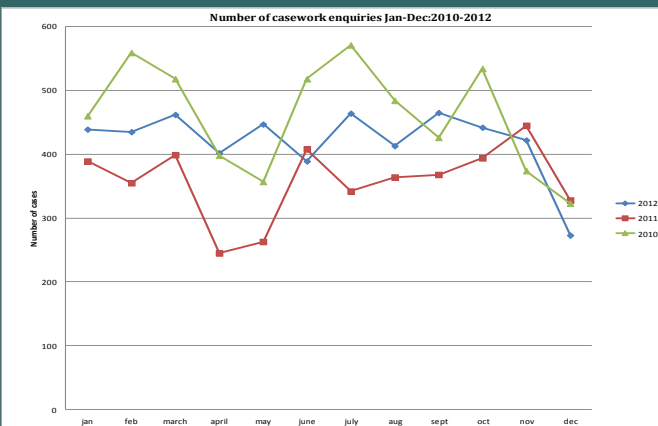


**Types of issues residents have asked for my help with (October—December 2012)**



I aim to respond to each enquiry within 10 working days. Between October and December 2012 the average time was between 9 and 10 days.



**Advice Surgeries**

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

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

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

**My next surgeries are:**

Friday 8th February (9am), Friday 15th February (9am) and Tuesday 26th February (5pm)

Tuesday 5th March (5pm), Friday 15th March (9am) and Friday 22nd March (9am)

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

You do not need to make an appointment.

In 2012 my team and I have met with 1,285 people at my surgeries. I took action on over 5,000 cases on behalf of my constituents

\*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 Peckham

**Casework Report  
Oct – Dec 2012**



Harriet with local councilors and residents on the Wyndham and Comber Estate

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  
harriet.harman.mp@parliament.uk  
harrietharman.org

# 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 meeting a resident on the Willowbrook Estate

## Helping Local Residents

### Student Loan Paid

Ms A lives on the Aylesbury Estate and is a full time politics student in her second year at university. She contacted me back in October because her student loan payments had been delayed despite her having filled in all the forms and sent in all the necessary documents. She was very worried about the delay, which could have meant that she was unable to return to university on time, but once I contacted the Student Loans Company Ms A's loan was paid promptly and she got back to university on schedule.

### Benefits Paid

Mr B and Mr C are a couple living in Camberwell. They contacted me because of a delay of over 4 months in processing their claims for Jobseeker's Allowance after they both lost their jobs in 2011. I contacted the Jobcentre and they investigated this, finding that the documentation sent in by my constituents was misplaced. Thankfully they then processed the claim as a matter of urgency and paid £540 in arrears. I also helped get £110 in compensation for Mr B and Mr C because of the inconvenience this had caused them.

### Pipes Repaired

Ms D lives on the Gloucester Grove Estate. She contacted me because her home had been flooded when repairs were being carried out to a blockage in her sink. The pipes were damaged during the repairs and the resulting flood ruined her carpets and meant that she was unable to use her washing machine for several months afterwards. She contacted me because there were long delays following her request for the pipes to be fixed. However once I had contacted the council the repairs were completed and a £200 compensation award was paid to my constituent.

**To hear more about my work in the community you can follow me on twitter: [twitter.com/HarrietHarman](https://twitter.com/HarrietHarman)**

### Visa granted

Mr E lives in East Dulwich and works as a journalist. He contacted me because his wife is Iranian and was planning to apply for a visa to join him in the UK, but to do this she needed to travel to Turkey because of the recent closure of the British Embassy in Tehran. The couple were concerned to make sure that the application would be processed in a timely manner so that Mrs E could join her husband in time for Christmas. I wrote to the visa section on behalf of my constituent and thankfully his wife's application took just five days to process, allowing her to travel on schedule.

### School place found

Mr F lives with his family on the Aylesbury Estate and contacted me in October because his 14 year old son, who had recently arrived in the UK, did not have a school place at the time. Mr F told me that he had submitted the application forms three times but still no school place had been found. Following my letter to Southwark Council, Mr F's son was found a place at a local secondary school and started in January.

**Harriet speaks with a constituent at an advice surgery**

