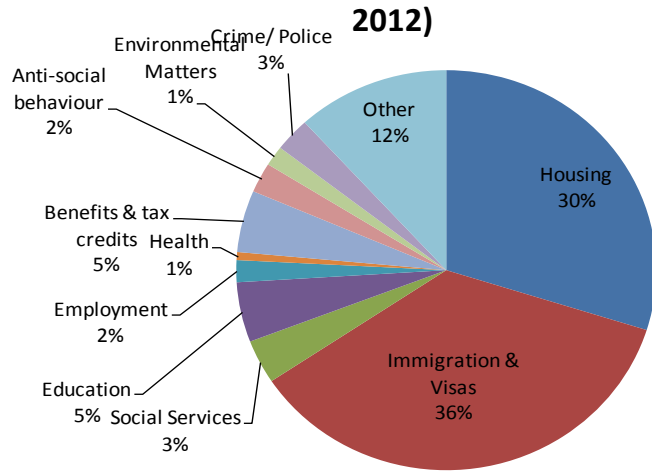
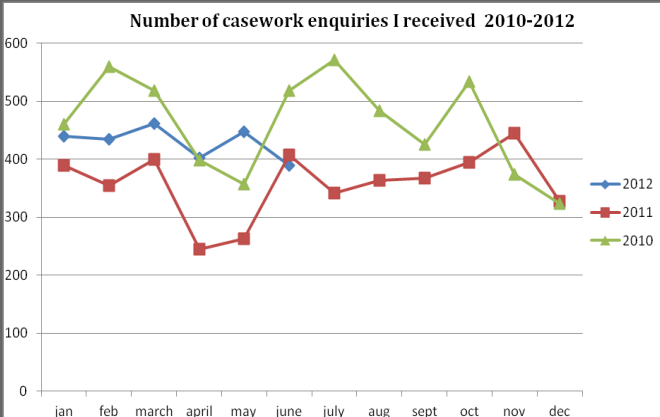


# Casework Statistics

## Types of issues residents have asked for my help with (January—April 2012)



I respond to each enquiry within 10 working days. Between January and April 2012 the average time was 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 now held at:  
Walworth Methodist Church, 54 Camberwell Road, SE5 0EN

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

**My next surgeries are:**  
Friday 13th, Tuesday 17th and Friday 27th  
April 2012

Tuesday 8th, Friday 18th and Friday 25th  
May 2012

Friday 8th, Friday 15th and Tuesday 26th  
June 2012

Friday surgeries start at 9am  
Tuesday surgeries start at 5pm

Since the last general election my team and I have met with over 3,200 people at my surgeries

\*Please note, I am not prepared to make enquires in relation to immigration matters on behalf of constituents with criminal convictions.

# Harriet Harman MP

Member of Parliament for Camberwell and

How you can contact me and how I can help



Harriet listens to her constituents at Southwark Town Hall

Since the general election in May last year I have taken action over 8,000 times to help people with problems they have raised.

Here are details of how you can contact me and just a few stories of the people who have

House of Commons  
London, SW1A 0AA

harrietharman.org  
twitter: HarrietHarman  
harmanh@parliament.uk

# 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 visiting the Wyndham & Comber Estate for an advice surgery.

## Helping Local Residents

### Housing Benefit Error Corrected

Mr & Mrs A live in Peckham Rye and have three children aged between 20 and 4 years old. They came to my advice surgery to ask for help with their housing benefit payments. They explained that they were struggling to pay their rent due to a reduction in their housing benefit entitlement. Mr A explained that he is the sole earner in their household receiving income for his work as a cleaner and the family also received child tax credit and child benefit payments. Documents provided by Mr A showed that the Housing Benefit department had their family weekly income down as over £100 above their actual income. I contacted Southwark Council about this mistake and they acknowledged that they had made an error in their calculation of the family's income. As a result, the family received over £2,000 in backdated housing benefit and their entitlement was revised accordingly.



Harriet meets a local resident at an advice surgery