



Rt Hon Harriet Harman QC MP

## Quarterly Casework Report October—December 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.

Advice surgeries are at Walworth Methodist Church, 54 Camberwell Road, London SE5 0EN.

Tue 20th January (5pm)  
Fri 30th January (9am)

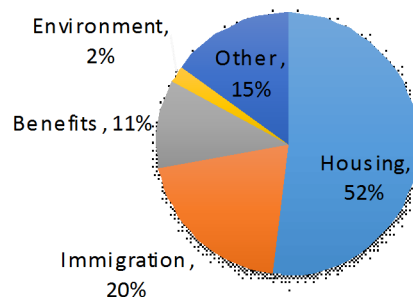
Tue 17th February (5pm)  
Fri 27th February (9am)

Tue 10th March (5pm)  
Fri 20th March (9am)  
Fri 27th March (9am)

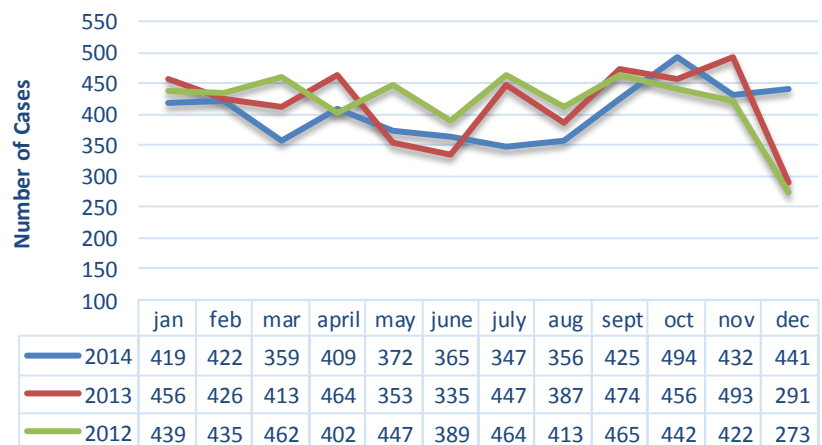
You do not need to make an appointment as surgeries are run on a first come, first served basis.

In the last 3 months there were 8 advice surgeries, attended by a total of 276 people.

### Breakdown of casework issues from Oct-Dec 2014



### 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.



*Christmas lunch with the Walworth Estate Tenants and Residents Association*

### Boiler fixed for elderly couple

I was contacted by the grandson of an elderly couple from Peckham whose boiler was causing them problems. The boiler had a faulty timer which would automatically switch off their heating all night during the winter months but remain switched on during the summer months. Because they could not keep their heating on during the cold winter nights they were struggling to keep warm especially as they had existing medical problems. I wrote to the council about this and they sent an engineer to remove the timer and set a manual control. Their heaters were also replaced. They are now able to control their heating and adjust it according to their needs.



*At the Wickway Centre, Peckham*



*At the Southwark Tenants Conference in Camberwell*

### Lost travel documents replaced

Mrs N from Camberwell went on a church trip to Israel and unfortunately lost her UK Residence Card whilst in Israel. She is a Ghanaian national and although she had a photocopy of the card the airline would not allow her to travel back to the UK without a valid residence card. Mrs N was therefore unable to return with the rest of the group and found herself alone in Israel, quickly running out of funds and unsure of what steps to take to replace her UK residence card. A member of her church contacted me and I made urgent enquiries with UK Visas and Immigration and asked them to provide instructions to Mrs N on how she could apply for a replacement card and I also asked them to fast track her application. Mrs N was then able to submit the application and it was considered within 24 hours. Her residence card was issued immediately and she returned to the UK the next day.

### Passport renewed in time for funeral

Ms E contacted me on Christmas Eve for help to get her son's passport renewed in time for them to travel to Jamaica to attend her mother's funeral. Her son's passport would have expired before their return to the UK so it needed to be renewed to avoid problems coming back home to the UK. Ms E had contacted the Passport Office and submitted her mother's death certificate as requested but she had not heard back within a week as promised. As the funeral date drew closer Ms E was concerned she would have to leave her young son behind with friends and travel alone. I contacted the Passport Office on her behalf and asked them to fast track the application. Ms E was given a same day appointment on Christmas Eve and the passport was renewed as she waited. She and her son were able to book their tickets and they made it to the funeral.