



Rt Hon Harriet Harman QC MP

Quarterly Casework Report April—June 2015

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.

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 21st July (5pm)
Fri 31st July (9am)

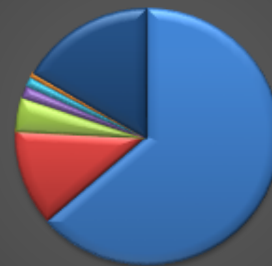
Tue 11th August (5pm)
Fri 21st August (9am)

Fri 4th September (9am)
Fri 25th September (9am)

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

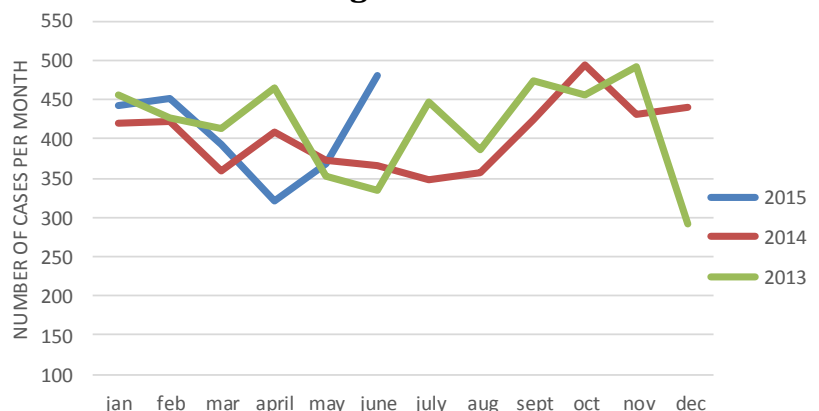
In the last 3 months there were 7 advice surgeries, attended by a total of 193 people.

Breakdown of casework issues April-June 2015



■ Housing ■ Immigration ■ Benefits ■ Social Services
■ Education ■ Environment ■ Other

Casework Figures 2013-2015



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.

Tax credits award reinstated

Ms T lives on the Aylesbury Estate and is a single mother to her three children. She works as a hairdresser and receives tax credits. In December last year she received a letter from HMRC telling her she was no longer entitled to claim tax credits as a single person because they believed she was living with an undeclared partner. Her tax credits were stopped and she was told she'd have to pay back over £8000. Ms T had to use several credit cards to provide for herself and her children and accrued substantial debt. Ms T submitted evidence to HMRC to prove that she separated from her partner in 2011 and that he was living abroad. She also asked her ex-partner to send an affidavit to HMRC but they still did not consider this as sufficient evidence. I wrote to HMRC and they reconsidered the case and concluded that Ms T was entitled to claim tax credits as a single person. She received a lump sum of £2800 and her weekly award of £190 was also reinstated.



Meeting parents and pupils after school outside Lyndhurst Primary School

Western Union refunds remittance

Ms O from Peckham sent £520 to her family in Nigeria in January via Western Union but the money did not reach her family. She contacted Western Union and they launched a three month investigation which concluded that the money had been taken by an unknown person therefore Ms O would not be reimbursed. Ms O was disappointed with the response from Western Union especially because the money she sent was collected in a different city in Nigeria to the one she had sent it to. I wrote to Western Union on her behalf and asked them to reconsider their decision. They agreed to do so and issued a full refund of £520 to Ms O.

Delayed medical assessment completed

Mrs W lives in private rented accommodation in Camberwell and with her 14 year son. She works part time as a chef and she contacted me for help with her housing situation. Mrs W registered for council housing last year because of her need to move into a more suitable and affordable home for her son who suffers from severe post-traumatic stress disorder which was triggered by a violent burglary in their home. Her son cannot sleep alone or be in the house alone and also suffers from anxiety and ADHD. His doctors have recommended that a move to another property would help his recovery. The council placed her in Band 4 but Mrs W submitted a medical assessment form with supporting letters from medical professionals in June 2014 but had not heard back after 10 months. I wrote to Southwark Council on her behalf and they apologised for the long delay in processing the medical assessment. Mrs W was moved to Band 2 for a severe medical need and her application was backdated to June 2014.