



Rt Hon Harriet Harman QC MP

## Quarterly Casework Report October—December 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

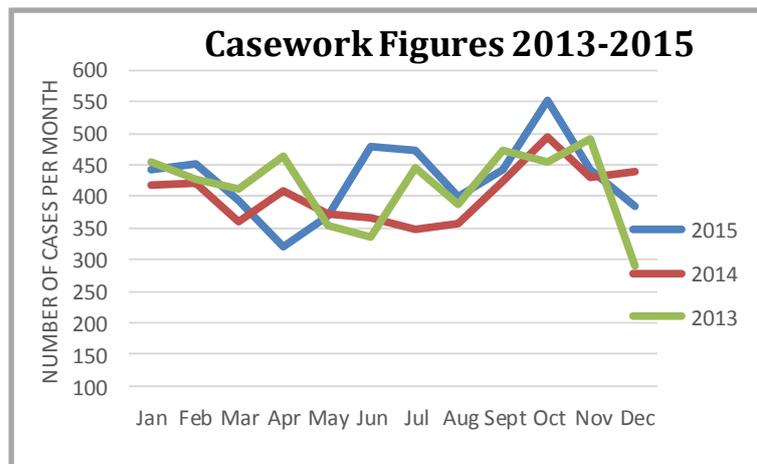
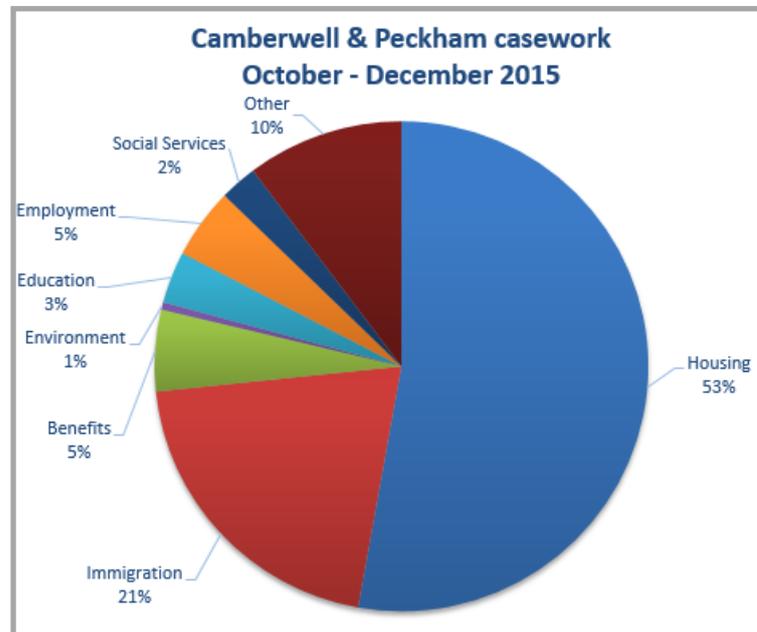
We see the first 60 people to arrive at each advice surgery.

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

**Next advice surgery:  
Friday 29th January (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 267 people. (up 6% from the last quarter when 252 people attended)



## Casework Examples

Since 2015 I have dealt with problems for nearly 3,000 people living in my constituency.

### **Delayed Home Office application concluded**

Ms G from Nunhead is a Ugandan national who was granted refugee status for five years by the Home Office until September 2013. She submitted an in time application for indefinite leave to remain to the Home Office but the application had been delayed for over two years, and she felt like her life was in limbo. I wrote to the Home Office to raise my concerns about their delay in dealing with her case and in November 2015 her application was finally concluded. Ms G was granted indefinite leave to remain.



*Meeting tenants and residents on the Rye Hill Park Estate in October 2015*

### **DBS certificate issued**

Mr B from Peckham Rye has been a chauffeur since 2008 and his private hire driving license expired in November 2015. He submitted a renewal application in August 2015 but this was delayed because his Disclosure and Barring Service (DBS) check had not been processed. In the meantime Mr B was losing income. I wrote to the DBS on Mr B's behalf on 30th November 2015 and they issued an apology and his DBS certificate 10 days later.

### **Help for mother worried about son's mental health**

Ms K is a mother of four and she became increasingly worried about the state of her 21 year old son's mental health. She did not know what long term provision was available for him other than when he was picked up by police during a crisis and a referral was then made to the South London and Maudsley Hospital (SLaM). I wrote to SLaM on her behalf and a member of their staff telephoned Ms K to discuss her concerns. Ms K was given helpful information and a mutually agreeable plan was put in place for her son.

### **Repair works carried out**

Mr and Mrs S from Peckham are elderly council tenants who had complained to Southwark Council about the condition of their home. They told me they felt ashamed to invite people over. One of their main concerns was the single glazing in their front room. They could never spend time there during the winter because it was too cold. I wrote to Southwark Council on Mr and Mrs S's behalf and they contacted them soon afterwards. Major works are due to begin in their area but their front door and windows were repainted and the windows were made draught proof. Now they feel proud to invite their family and friends to their home.