



Rt. Hon. Harriet Harman Q.C. M.P.

Quarterly Casework Report April—June 2016

People seek my help for different reasons: their housing situation, immigration status, benefit entitlement and many other issues.

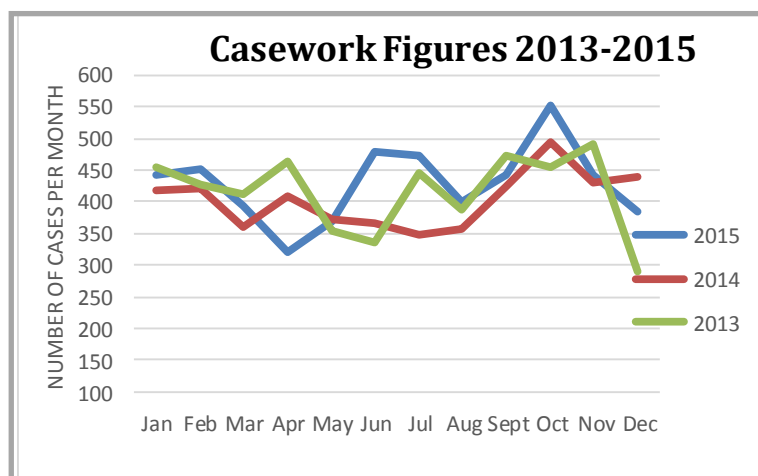
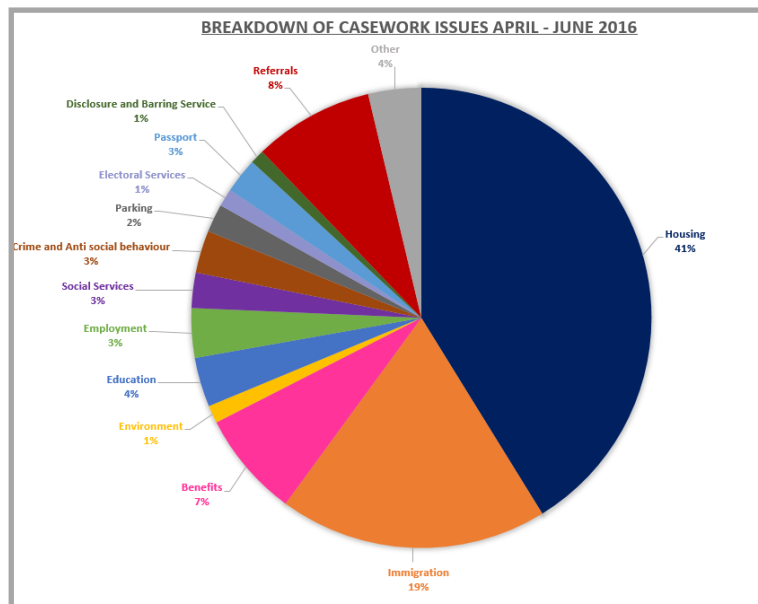
Over the years serving as the MP for Camberwell and Peckham I have helped many of my constituents to resolve a variety of different problems.

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

In the last 3 months there were 5 advice surgeries, attended by 157 people.

If you have a casework enquiry please email me at harriet.harman.mp@parliament.uk or telephone 0207 219 4218 .



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Casework Examples

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

Dangerous kitchen units replaced for Camberwell mum

Ms S emailed me about the state of her kitchen units which she said were hanging off the walls. She was worried that she and her children were not safe in their own kitchen and she wanted them to be replaced. I wrote to Southwark Council on her behalf and a member of staff scheduled appointments at Ms S's convenience to have her kitchen units replaced. Ms S was pleased with the work that was done and sent me 'before' and 'after' pictures of her kitchen units.



Delayed passport issued in time for child's school trip

Mr P from Peckham has been a foster carer for five years but he has had difficulties in the past getting passports for two siblings who are in his care. This was often due to delays and incorrect information supplied by the counter signatory at Southwark Council's Children's Services or HM Passport Office. He contacted me because one of them urgently needed a passport for a school trip and Mr P was determined that he would not miss out again due to delays. I therefore made urgent enquires with HM Passport Office and Social Services on Mr P's behalf and he was able to collect the child's passport the evening before his school trip.

Meeting with Wandle residents at Solomon's Passage who are losing their homes in May 2016.

Works restart on Nunhead couple's home

Mr and Mrs A are owner occupiers and have lived in their home for over 20 years. They participated in Southwark Council's road improvement scheme and agreed for works such as new windows, doors and the replacement of boundary walls to begin. During this time, an unauthorised gas meter, owned and erected by British Gas, was installed on their boundary walls and they were not consulted about it. The meter was eventually removed after they made numerous phone calls and letters to British Gas but the council said they would not complete the rebuilding of their boundary wall. I wrote to Gerri Scott, Director of Housing at Southwark Council on their behalf and Mr and Mrs A emailed me to say that the council had started work to their boundary wall.

Benefits sorted for vulnerable couple

Mr and Mrs Y attended my advice surgery in May 2016 about problems they were having with Mrs Y's Employment and Support Allowance (ESA) payments. They were stopped because the Department for Work and Pensions (DWP) believed Mr Y's income was too high and they were worried they may be evicted because of rising rent arrears. Mr Y had been retired for more than 7 years and both were vulnerable adults living with schizophrenia. I wrote to Southwark Council, their landlord, Wandle Housing Association and the DWP on their behalf asking them to review their situation as a matter of urgency. The DWP stated that Mrs Y continued to receive her ESA payments and Southwark Council backdated their housing benefit payments. Wandle referred the couple to their Resident Support team to ensure that their tenancy is not at risk in the future.