



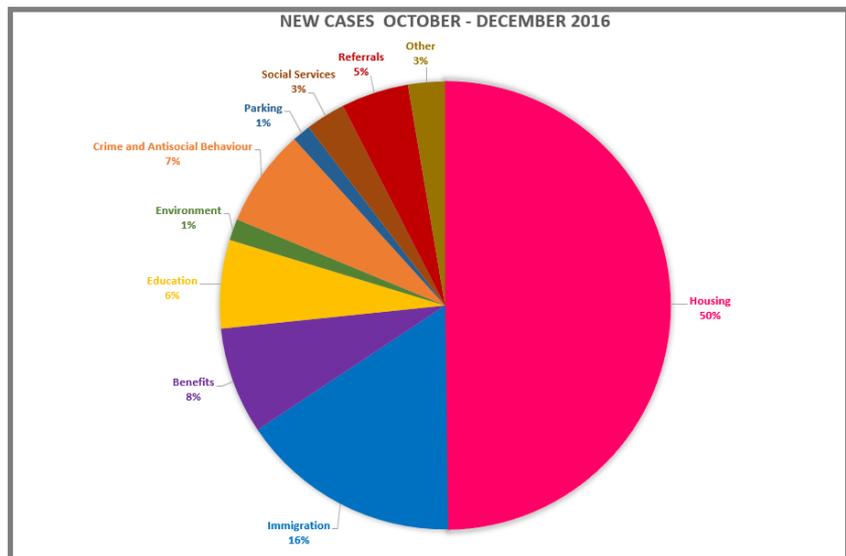
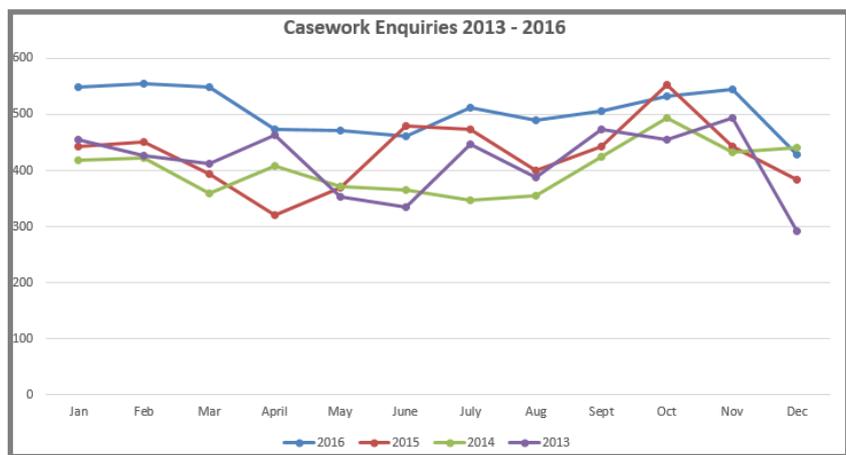
**Rt. Hon. Harriet Harman Q.C. M.P.**

**Quarterly Casework Report  
October—December 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. For people who I need to see because they do not want to, or cannot communicate with me by phone or email, I am able to use Cambridge House premises. I always do what I can to help.

If you have a casework enquiry please email me at [harriet.harman.mp@parliament.uk](mailto:harriet.harman.mp@parliament.uk) or telephone 0207 219 4218 or write to me at House of Commons, London, SW1A 0AA



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## **Casework Examples**

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

### **Passport issued after delay**

Mr S contacted me in October 2016 regarding difficulties in renewing his British passport. He applied to renew his passport in June 2016 and was concerned about the delay. I wrote to Mark Thomson, Director General of HM Passport Office on Mr S's behalf and received a response in November 2016 stating that they were investigating a number of fraudulent passport applications made using his name and will not issue a passport until their investigations had been satisfactorily completed. Mr S emailed me in December 2016 to say that he had received his passport.

### **PIP payments made to disabled Camberwell man**

Mr W emailed me in October 2016 concerning the suspension of his Employment and Support Allowance (ESA) and Disability Living Allowance (DLA) following Work Capability Assessments (WCA). He suffers from arthritis in his spine, hips and knees. He also suffers from mild seizures and has to take strong prescription medication. He attended two WCAs, one for ESA and the other as part of his transition from DLA to the Personal Independence Payment (PIP) in August and September respectively. His entitlements for both these benefits were suspended as he was deemed to be fit to work. He requested that these decisions be reconsidered and applied for Jobseeker's Allowance (JSA) in the interim. I wrote to the Department for Work & Pensions on Mr W's behalf and received a response in November stating that Mr W had been awarded the standard rate of both the daily living and mobility components of PIP.

### **Threatening bailiff action stopped for elderly woman**

Ms P is a 79 year old woman who was being pursued by two debt recovery agents for £385 on behalf of HM Courts and Tribunals Service (HMCTS). She explained that the debtor was not known to her and had never lived at her address. She wrote to HMCTS saying they had made a mistake in May 2016 but she was subsequently visited by agents who informed her that they would return to remove goods from her home. This situation caused her a great deal of stress and anxiety so I wrote to the Chief Executive of HMCTS on her behalf and received a response in September 2016 stating Ms P needs to provide proof to show that the debtor did not live there. Ms P sent a copy of a response she received from one agent in November 2016 in which said they admitted they made a mistake and offered her £100 as a goodwill gesture. Unfortunately, she received a court summons for another debtor who was unknown to her so I wrote again to HMCTS. They admitted their error and apologised to Ms P assuring that enforcement agents would not visit her home.

### **Camberwell woman becomes British citizen**

Ms F from Camberwell emailed me in September 2016 regarding her immigration affairs. She came to the UK from Canada as a young child with her older brother and her British mother on a British passport, and has remained in the UK ever since. She is 69 years old and was confronted by UK Border Force (UKBF) while at work and was informed that she was in the UK illegally. Ms F was shocked to find out she was not British and was also suspended from her job at a major retailer. She submitted a naturalisation application as advised by UKBF and I wrote to UK Visas and Immigration (UKVI) on her behalf. The Home Office informed me that Ms F's citizenship application was completed in October 2016 and she was invited to attend a British citizenship ceremony.