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DOCTOR**



### **Elena's story\***

We'd been living and working in the UK for 20 years and had submitted our immigration documents to the Home Office 5 years ago to apply for indefinite leave to remain but it had taken longer than the normal published response times to get a decision. Having chased the issue up we got an unexpected response that stopped my husband from being allowed to work and we had no other income or access to public funds or benefits.

This left us in a financial crisis as we could not afford to pay any bills or buy basic food. We were referred to the Green Doctor team and I was so grateful for the kindness, professionalism and advice that we received that helped us tremendously during a period where we would not have been able to afford heating or electricity. Our immigration issue has been resolved now and we are free to work and earn an income and pay for ourselves but my family (myself, husband and two children who are 6 and 12 years old) would have struggled without the help given to us by the Green Doctors.

### **Jake's story\***

My wife and I moved to Cheshire in 1991 with our month-old baby daughter. We quickly settled and I set up a successful business which turned over thirty-five million pounds a year. Due to a major fraud which was committed against us by our staff we ended up losing everything. We were advised by the local council that we should contact Green Doctor to see if they could give us some support.

This was the first positive thing that had happened to us and I can honestly say if it had not been for the team at Green Doctor then we would have frozen last winter, as the choice we had was eat or heat. In life you very rarely come across a Good Samaritan, but in the Green Doctor team they didn't just offer tea and sympathy, they took a situation that was spiralling out of control and gave us great advice and support. My wife and I will be eternally grateful for the professionalism and humanity shown by the team.

*\*Names changed to protect identity*