



We Will Help You Make The Call: Project brief for partners

Loan sharks are greedy criminals who prey on people in need of money. They charge high interest rates and often use coercive control, threats and intimidation to keep people paying significantly more than they borrowed, and significantly more than they can afford.

The England Illegal Money Lending Team (IMLT) is a government-funded agency set up to identify, investigate and prosecute loan sharks, and to support the people and communities affected.

Sometimes people who have borrowed from a loan shark need a bit of help to contact the IMLT (Stop Loan Sharks). This may be for practical reasons, such as not having a phone or access to the internet, or they may need emotional support and reassurance that they are doing the right thing.

Many of our partner organisations encounter loan shark borrowers in this position. This project intends to recruit organisations like this, who can help those customers to contact the IMLT.

This may include offering the borrower a phone and a private space to call, staying with them until they are comfortable talking to us on the helpline, arranging a time for us to call them back or helping them make an online report.

You will be able to access IMLT support via:

- The 24-hour Stop Loan Sharks helpline
- Local LIAISE Officer (office hours)
- Online reporting form
- Live Chat (Monday to Friday 9-5)
- Paper-based form that can be submitted via email

We will provide:

- Publicity material (posters, window stickers, leaflets, social media posts)
- A press release and inclusion on our website/newsletter
- Training for staff

You will need:

- A way to get in contact with us (phone/internet connection and computer)
- To ensure that staff know what to do if someone comes in and says they would like help to contact us. We are happy to deliver training to reception and other frontline staff.

If someone is reluctant to talk to us:

- Reassure them that they have done nothing wrong
- Tell them they can talk to us in confidence and anonymously if they prefer
- Show them a borrower's story video from our YouTube channel
<https://www.youtube.com/watch?v=iwkKKbSfftQ>

If your organisation would like to join this initiative please contact partner@stoploansharks.gov.uk or speak to your local LIAISE Officer.

ENDS