

## General updates

Hello and welcome to the latest edition of our debt advice intelligence report.

Illegal Money Lending was once again on the SFS governance agenda. Progress is being made and it is hoped agreement regarding guidance for recording loan shark debts will be reached shortly. We will update you as soon as possible.

The next free loan shark training for Debt Advice is scheduled for 9<sup>th</sup> February with a later session available on 7<sup>th</sup> March. These workshops carry 2 CPD points.

If you haven't yet had training, you can register using this link

<https://www.eventbrite.co.uk/e/645989942307?aff=oddtcreator>

Alternatively, if your organisation has multiple advisers who would like training, please email [trish.Cassidy@birmingham.gov.uk](mailto:trish.Cassidy@birmingham.gov.uk) to discuss your requirements.

Please share the link with any colleagues or partners who may be interested.

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## Loan shark information for your clients

As you are aware, illegal money lending can take different forms and each victim journey looks different. Therefore, it can be challenging providing the right level of information without making clients feel overwhelmed or scared. We now have a 60 second video which speaks directly to clients, giving them information about loan sharks, our team and the support available. This could be a useful addition to your website or could form part of your newsletters, vlogs or other communications.

[https://drive.google.com/file/d/15m24EhUpxXb5yYYq7E2Q\\_X325pSOlCeH/view?usp=drive\\_link](https://drive.google.com/file/d/15m24EhUpxXb5yYYq7E2Q_X325pSOlCeH/view?usp=drive_link)

We can also supply you with written content for confirmation of advice packs, websites and reviews.

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## Partner Recognition

The success of our team is reliant on the amazing work of our partners. We depend on thousands of organisation's being our eyes and ears, promoting our work and sharing information with us. In recognition of these relationships, we have a [Partner Recognition Programme - Stop Loan Sharks](#). This award recognises your organisation as a strategic partner, and is our way of saying thanks. Becoming a recognised partner allows you to evidence to stakeholders your commitment to identifying and support vulnerable victims. To find out more please click the link above or contact your local LIAISE.

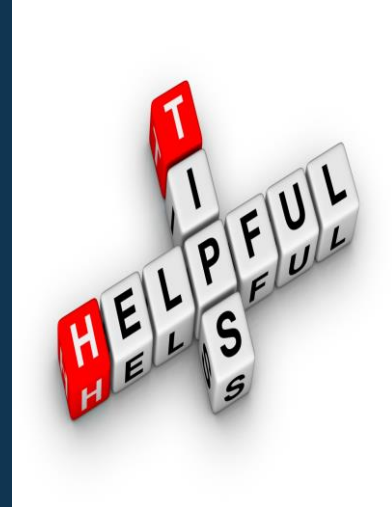
## Adviser experiences

We love to hear about the loan shark conversations you are having with clients and learn what's working well and what isn't.

One adviser got in touch to say they use 'Feel, Felt, Found' as a tool for talking about loan sharks. "I can understand how you feel... other clients in similar situations felt the same... what they found was..."

Another adviser explained how he uses a drip feed approach to tackling friend debts. When the client says they owe a friend money, the adviser asks a few basic questions, then refers to the debt at different stages of the advice session. He found that this allows time to build rapport and feed it naturally into his sessions. Thanks for sharing your experiences.

If you have any hints or tips for discussing loan sharks, please get in touch.



## Friend debts and IE Hub

[IE Hub](#) have now added additional questions into their income and expenditure, allowing users to record if they owe money to 'friends'. If you receive an I&E from someone who has recorded this, please try to establish the nature of this friendship. Almost half of the people, we supported last year thought that the loan shark was a friend at the time they took out the loan.

Checking if the person must repay more than they borrowed and asking what might happen if they don't repay, are often good routes in to opening the conversation

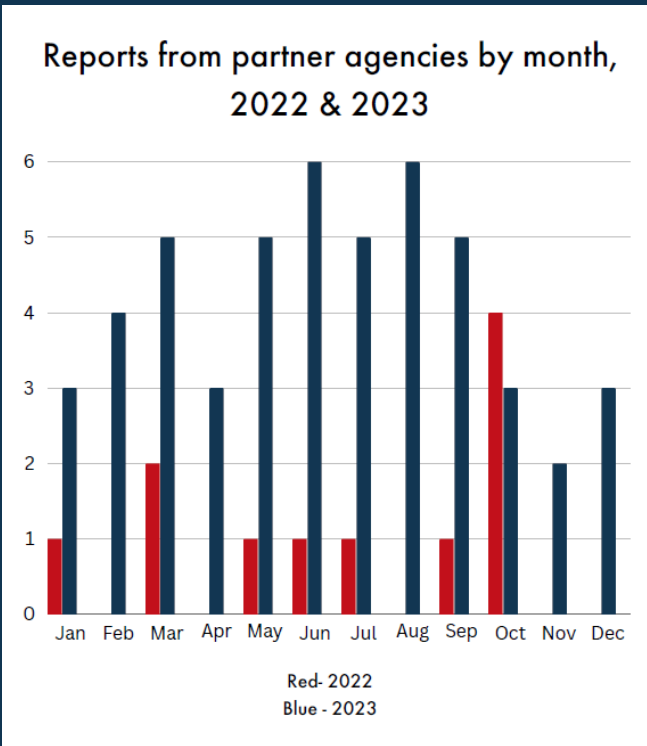
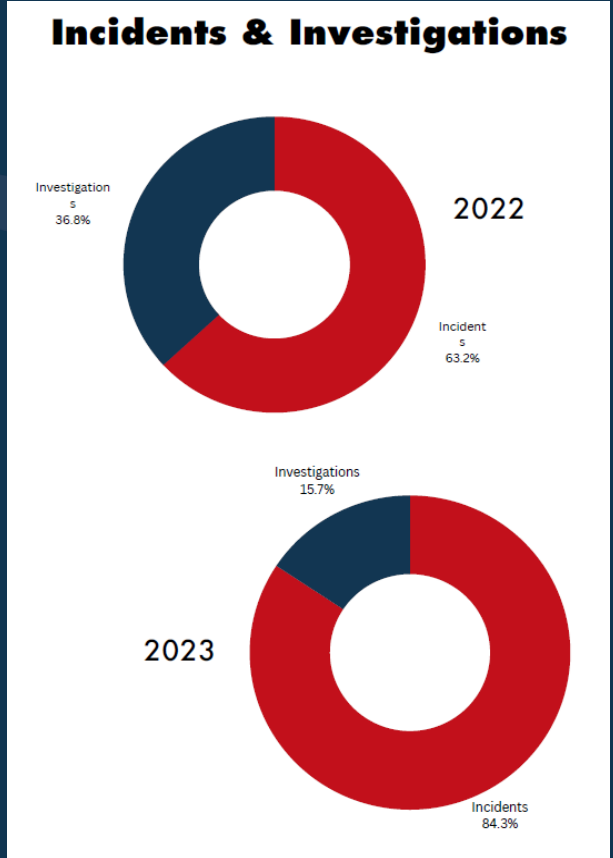
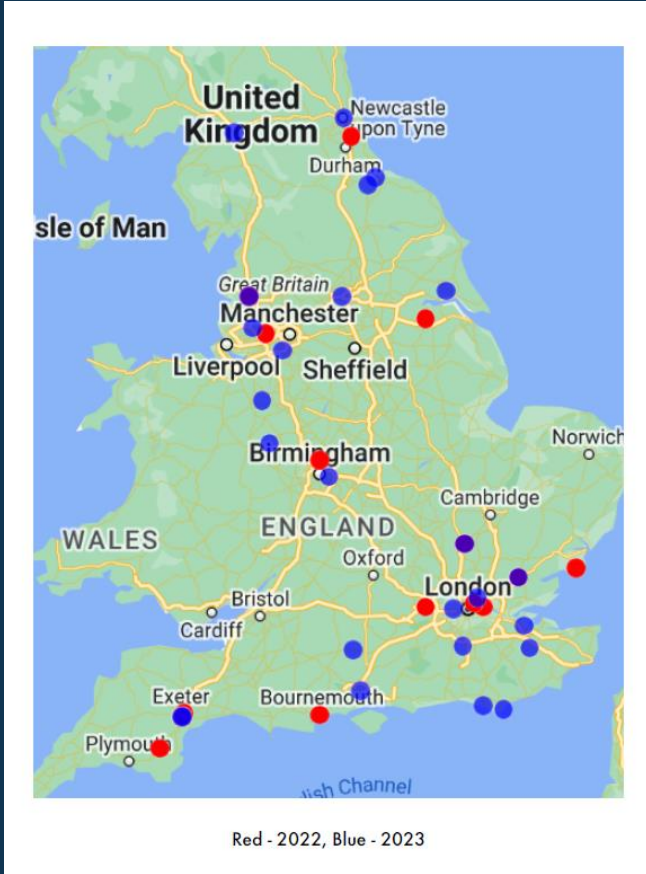


## Ongoing cases



We've had several arrests based on intelligence from the debt advice sector in recent months. Full details of the cases can be provided once the investigations are completed. Many thanks for your continued support in identifying victims and sharing details with us.

## Intelligence from Debt Advice



Top Left: A geographical visualisation of all victims' referrals from across debt advice.

Bottom left: Month on month we continue to receive more reports from the sector than the previous year.

Top right: Shows the number of cases progressing to investigations compared to incidents. (In cases where we don't have details of the suspect, or a client willing to speak with us, these are incidents)