

**Community Warden –**  
**Wouldham Parish Council Report –**  
**August '21**

I have mostly been supporting our residents remotely whilst carrying out other tasking's, as per instructions from my management. I am delighted to say that I am now back out in my areas and continuing with my complex caseloads and connecting with our residents.

Over this time, I can confirm that I continued to make referrals in order to support our residents.

Where face to face visits were needed my team colleagues supported me with my workload at that time.

Numerous food parcels were delivered during this time & referrals were also completed by my colleagues too.

Online trainings continued.

I am glad to be back out in my areas and again would like to thank those who have volunteered their time to assist with key clients.

- **A recent 'text scam' that I have been made aware of in regard to "Unpaid Shipping Fee", the email address that the scam text is asking people to click the link to pay the outstanding fee is [post.office-redelivery.co](mailto:post.office-redelivery.co)**
- **PLEASE NOTE: that [post.office-redelivery.co](mailto:post.office-redelivery.co) is NOT a Post Office email address, the correct email address for the Post Office is [postoffice.co.uk](mailto:postoffice.co.uk)**

**The following is a safety & security guide. Plus, who to report to in case assistance is needed. Who to report to, to prevent & take the scam out of circulation: -**

- Always check URL addresses by hovering your cursor over the sender address on any email, check the address for odd letters, numbers, full stops or a play on an official company email/web address just like the Post Office one above.
- Check the wording of any letters/texts/emails for grammar & spelling mistakes. Do not ring the telephone number shown, people are given a false sense of security & click on menu options or talk to someone on the end of the line & get duped into giving out their bank account details. Or potentially people are charged extortionate amounts for ringing these premium telephone numbers.
- Ask yourself... Have I ordered anything? Am I expecting a delivery?
- If you have ordered something & there could be a possibility of the company not putting the correct postage on the item – contact the company direct & ask them to check the weight & size of the item & then to check Royal Mail's delivery charges to see if any discrepancy may have occurred & then the mail service/courier upon which they sent the delivery.
- If in doubt & you have given out your bank account details & you are now feeling unsure – Ring your bank immediately & cancel/put a stop on the transaction.
- Report to KCC Trading Standards & Action Fraud, helplines are available below or ring into Kent Police on 101 or report via their online report form.
- Block & delete the text message or email if you have not given out any confidential & personal information that would identify you, including your bank details or passwords or report it as spam to get it taken out of circulation.

## **“Report internet scams and phishing**

Report misleading websites, emails, phone numbers, phone calls or text messages you think may be suspicious.

Do not give out private information (such as bank details or passwords), reply to text messages, download attachments or click on any links in emails if you're not sure they're genuine.

### **Suspicious emails**

Forward the email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk).  
The [National Cyber Security Centre \(NCSC\)](#) will investigate it.

### **Text messages**

Forward the text message to 7726 - it's free.

This will report the message to your mobile phone provider.

### **Adverts**

[Report scam or misleading adverts to the Advertising Standards Authority](#).

You can report adverts found online, including in search engines, websites or on social media.

You can also [report scam or misleading adverts to Google](#) if you found them in Google search results, or [report to Bing](#) if you found them in Bing search results.

### **If you think you've been a victim of an online scam or fraud**

Contact Action Fraud if you think you've lost money or been hacked because of an online scam or fraud. You can:

- [report online](#) - either sign up for an account or continue as a 'guest'
- call 0300 123 2040

### **Avoid misleading government websites, emails and phone numbers**

Some websites, emails or phone numbers look like they're part of an official government service when they're not, or claim to help more than they actually do. Some make you pay for things that would be free or cheaper if you use the official government service.

[Search on GOV.UK](#) to find official government services and phone numbers, for example if you want to apply to the DVLA for a driving licence,

## Spotting HMRC scams

You'll never get an email, text message, message in an application (for example WhatsApp) or a phone call from HMRC which:

- tells you about a tax rebate or penalty
- asks for your personal or payment information

Check HMRC's [guidance on recognising scams](#) if you're not sure".

Information copied from [www.gov.uk](http://www.gov.uk) website, further information is available there.

These help & support lines are as per previous reports; however, the advice & support lines remain the same: -

In April we had "**Stress Awareness Week**" and Mid Kent Mind kindly sent us some information that can be passed onto our communities to bolster wellbeing and open up conversations around stress and mental health.

Stress Awareness Month provided an important opportunity for us to raise awareness within our local communities about the support which is out there and available to our residents.

It is undoubtable that the pandemic has led to more people than ever before struggling to cope with stress – with so many variables and uncertainties contributing to the mood of the nation presently. We had an article included into the "Burham, Wouldham & Peters Village, Community Magazine", thank you to our then editor Mrs Mary Davis.

## Stress Awareness Month 2021

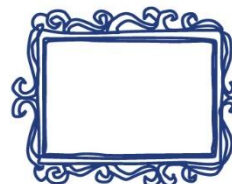
### Tips For Coping



Exercise can release positive endorphins - making a huge difference to our wellbeing. Whether you walk, run, cycle, swim or do something else entirely - get moving, and feel the benefits!



Stay connected with people. Don't be afraid to pick up the phone and have a chat - it can have a huge impact on how you feel, and on how the person you talk to is feeling, too!



Focus on yourself and the things you enjoy. Mental Health is different for all of us, so it is important to think about the things you enjoy which might be able to help you to better cope.

## **Helplines: -**

**Mental Health Matters - 24/7 Helpline**

**Call 0800 107 0160**

**Release the Pressure – 24/7 Helpline**

**Call 0800 107 0160**

**SHOUT – A 24/7 Text Support Service**

**Text “Shout” to 85258**

**Samaritans – 24/7 Helpline**

**Call 116 123 for free**

**Carers UK – Help & Support for Carers**

**Call 0808 808 7777**

Also as before I must bring your attention to “Scams”, scams and potential scams have been on the rise since the start of the pandemic.

My advice has not changed and this is what I would advocate at all times. **“Scams”** are on the rise both online and offline.

Please educate yourselves and those around you.

Here is a copy of a notification my colleagues and I were sent from the “MET Police” to advise our residents: -

“Dear residents,

Kent Police have had an increase of calls lately from residents whereby they have received calls on the landline phone from someone claiming to be a Metropolitan Police officer. This officer will claim that someone has been arrested with a cloned card in your name and that they need your help, this officer will tell you their force/collar number and they will tell you to ring 191 (101 is the correct number to call) to confirm with the Metropolitan Police control room. If the person has rung on the landline then they will have an open line for around ten minutes even after you have put the phone down so please make sure you have a dialling tone before you make any further calls or use a mobile phone if you have one?

The scammers will then proceed to tell you that they need you to withdraw large amounts of cash from your bank, but you must not tell anyone or the bank due to someone in the bank giving out fraudulent notes. This is not the case and any Police Force will NOT call members of the Public asking for them to help the Police with an ongoing investigation.

If you receive any unsolicited calls claiming the above, please end the call and report it to Kent Police. The non-emergency number for any Police Force in the UK is 101.

Please think before giving out any private details, bank account/card numbers that it could be a scammer. Remember that Bank's and Police will never ask for money or passwords and ALWAYS check if the caller is genuine.

Kind Regards"

**We have also had doorstep criminals' door knocking within the Borough telling residents that they need work done on their roofs. Do NOT accept these people on your doorstep giving you quotes for work or even that the work is genuine as it often isn't. If in doubt call a friend round to check, or a reputable local trader and if the caller will not go away then ring Kent Police on 999.**

**There is a fake Census text scam being circulated where scammers are pretending to be from the UK Government Census 2021, people are being told that there are gaps in the information that they submitted.**

Notifications like these can be signed up for on KCC Consumer Alerts, please see the below information for details.

For those that do not have the internet my best advice would be: -

- DO Not Answer your door to any unknown persons.
- Do Not Answer telephone calls from unknown number's, if you do accidentally answer the phone to unknown people – Do NOT engage in conversation about your utility bills, Amazon, Amazon Prime, HMRC, your Bank acc etc. etc. etc. – The official companies will not ring you to discuss your account; if they need to contact you, they will do this by official means – by writing to you.
- If you need to check the authenticity of someone that has rung, purporting to be from an official company – put the phone down – use another phone so you are not using the same phone line & ring the utility/company direct to check out the authenticity of the caller & if indeed there is any change to the service provided or whatever you were being told.
- Do Not Click on any links within emails again purporting to be from service providers – again contact the service provider direct.
- The list for Coronavirus scams is endless with people purporting to be from official Health services door knocking & trying to gain access to people's homes, getting resident's to hand over money to do food shopping for them & never to be seen again. Also along with fake phone calls, text messages & emails.

- More recently people have been purporting to be from a Health Care provider & turning up on people's doorsteps to give unannounced "Covid-19 vaccinations" – Do NOT let any unauthorised personnel into your home, unknown to yourselves – in in doubt ring your Dr's to check this is genuine or ring Kent Police if necessary.

Always take 5 minutes to re-assess the situation, phone a friend, family member or neighbour before making any decisions or proceeding with anything suspicious or out of the blue.

It is your phone & front door – just say **"No"** or even better do not answer to anyone unknown to you.

Use caller identity on your phones & use your phone provider call blocker for nuisance calls or text messages both for home phones & personal mobile phones.

For advice or to report issues, please call: -

**Action Fraud Helpline: 0300 123 2040**

**KCC Trading Standards through Citizens Advice Consumer Helpline: 0808 223 1133**

[Citizens Advice consumer helpline](#)

**Kent Police on 101 for Non-urgent & 999 for emergencies only**

**For anyone wishing to report anything anonymously – please report to: -**

**CrimeStoppers 0800 555 111**

For those of you online, you can get all the **"KCC Trading Standards alerts on 'scams, doorstep criminals & doorstep sellers' through KCC Consumer Alerts"**. Sign up for all the up-to-date scam alerts information via this link: -

<https://www.kent.gov.uk/leisure-and-community/community-safety/consumer-alerts>

### **"How to Spot the Signs of Financial Abuse – Doorstep Crime is Financial Abuse"**

Help us prevent vulnerable people from becoming victims of doorstep crime and financial abuse. Watch the video and learn to spot the signs of doorstep crime and financial abuse. Please help to protect your family members, neighbours and friends.

Here is the link to KCC Trading Standards Public Protection You Tube channel, **'How to spot the signs of Financial Abuse video'**: -

<https://www.youtube.com/channel/UCtdaM7bkuOsbFpd8CzFnyhw>

"KCC have launched 'Kent's Plan Bee Facebook page'. The page will be used to keep Kent's public and other interested parties informed of the county council's action for pollinators, link them to other's work and, importantly, provide them with the information,

advice and actions they can take to make a difference for pollinators. Over the next few weeks and months, we will steadily build up content and hopefully a good following. If you have the time to like, follow and share the Kent's Plan Bee Facebook page it would be appreciated – the wider the audience and the more connection we can get the better our public engagement work will be. The page can be found at: <https://www.facebook.com/Kents-Plan-Bee-100965242154004/> “

If anyone needs my assistance, please do not hesitate to call on: - 07813 694140

# Tonbridge & Malling Police Community Safety Newsletter

## Burham & Wouldham

### Contacts

[csu.tonbridge.and.malling@kent.police.uk](mailto:csu.tonbridge.and.malling@kent.police.uk) Contact your local team

<https://www.kent.police.uk/> Report online, check statistics, information on your area.

<https://www.crashmap.co.uk/> Road Safety Information

July 2021

Information provided by: \*\*\*\*PCSO Samir PATANGWA 61788\*\*\*\* Community Safety Unit

### Crime Series or Crimes of Note

#### **1st of July**

Burham Hill Farm, Common Road – Flytipping

Informant followed a Tipper Van which pulled over to let the informant past. Informant told them not to top and drove past. Informant came back and saw the tipper van flytipping.

#### **23rd of July**

234 High Street, Wouldham – Road Traffic Collision

Car has gone into back of the informants car and has blocked the road. Informant had children in the car.

# Tonbridge & Malling Police Community Safety Newsletter

### Anti-social behaviour and other incidents of note:

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**Kent  
Police**

For more information about policing in your area, visit [www.kent.police.uk](http://www.kent.police.uk)

To report a non-urgent crime online, visit [www.kent.police.uk/contactus](http://www.kent.police.uk/contactus)

Unknown caller knocked on the door and said that a van would be turning up at the door and that they would be parking at the informants gate. Similar incident had happened many years ago.

#### **9th of July**



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Peters Village Development, Wouldham – Bad driving  
Car driving under limit, swerving into cars.

**11th of July**

Wouldham Court, Wouldham – Nuisance Vehicle  
3 lads all on track bikes, terrorising the dog walkers and other members of public racing up and down.

**12th of July**

Tram Way, Wouldham – Obstruction  
Informant reporting being blocked on their allocated parking space as other vehicles are parked on the car park junction leave no space to exit.

**14th of July**

Nelson Road, Wouldham – Suspicious event  
Informant reporting about random door knocks at the property in the morning between 02:30 – 03:30 hours. Someone was knocking on the front door.

**17th of July**

Court Road, Burham – Animal incident  
Informant reporting sightings of a dozen horses and carriages heading towards the direction of St Peters Village towards Maidstone direction. Mainly males and young children on the carts.

**27th of July**

Nelson Road, Wouldham – Suspicious event  
Someone trying to gain access – tried the front door of the property and the back.

**28th of July**

Church Street, Burham – Nuisance Vehicle  
Informant reporting of a vehicle driving up and down the street which is very narrow and has no pavements. Vehicle screeching tyres at speed whilst pedestrians present on the road.

Tram Way, Wouldham – Abandoned Vehicle  
Vehicle with expired MOT reported of being driven around and parking inconsiderately.

Tram Way, Wouldham – Obstruction  
Report of vehicle parked in an unconsiderate manner, causing obstruction to other road users.

[Items of good work:](#)

Have been liaising with Steve Rimmington and patrolling around Peter's Village. Showing high visibility and presence in the area.  
Have been speaking with other local residents in regards to issues with speed and parking at Worrall Drive

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