



KEEP KENT SAFE LATEST ALERTS

Dear Kent Residents

Today we have received numerous reports from Kent Police that courier fraud criminals are targeting Dartford residents. To understand how courier fraud works [watch this video](#).

The Police never telephone and ask your bank card and pin number to be collected by a courier or withdraw cash to assist in an investigation.

Please continue to share our alert messages with your friends, family and community.

Kind regards

Victim Safeguarding Officer

**COURIER
FRAUD
ALERT!**

SEE IT - REPORT IT



**Targeting residents
in Dartford**



**TRADING
STANDARDS**



**Kent
Police**

Kent Police have received numerous reports of Courier Fraud in Dartford today



All reports state residents receive a call from the Police and they either need to give their address for a courier to come and get their bank card or money. The scam can change from having a family member arrested and you need to call 999 or that fraud has taken place on your account.



These are all scams.



The Police never telephone and ask your bank card and pin number to be collected by a courier or withdraw cash to assist in an investigation.



Always check the dialing tone after your call to ensure scammers are not still on the phone, use another telephone if possible or call a trusted friend first.



If a courier arrives at your property ring 999.

[Watch 'Courier Fraud Warning: Stay Wise, Don't Compromise'](#)

If you think that you may have been a victim of this or any other type of scam, then contact your bank immediately, which you can do by calling 159 and report to Kent Police on 101.

GREEN ENERGY SCAM

Resident received a cold call offering them the ECO4 which is a government-backed scheme to make homes in the UK use less energy and lower bills. They agreed to

some cladding the outside of the property and insulation the loft with spray foam. They did not get any pre-contract information and the work that was completed is to a poor standard.



Never agree to any work from a cold caller.



Poorly installed spray foam insulation can cause structural safety problems and result in condensation. It can also mean your home will be refused a mortgage.



To find safe, local trader use our [Trading Standards Checked scheme](#)



Do you purchase your travel tickets online?

Be careful where you purchase them as we have had reports of online websites selling fake flight tickets targeting Kent residents.



Resident purchased flight tickets to Sri Lanka online but when they got to the airport the airline could not find any record of their ticket purchase. The portal the resident had purchased from was not an approved ticket portal.



The resident realised this was a scam, but was unable to get a refund.



[Watch our newscast on how to avoid holiday scams](#)

TEPO

Teacher in your pocket



Have you got a friend, family member, or client who could do with a bit of help staying safe at home?

If they don't have access to the Internet, why not help them with Teacher in your Pocket!

Teacher in your pocket allows anyone with a smartphone to provide expert

advice and valuable tips. Simply play them one of the short videos on our mobile website. It's an easy way to point out potential dangers and chat about the recommended safety measures.

In the UK millions of people are exposed to the risk of fire or electric shock due to unsafe products. The risk is even greater for those we can't reach to warn of the dangers.

Why not help them by using 'Teacher in your Pocket'.

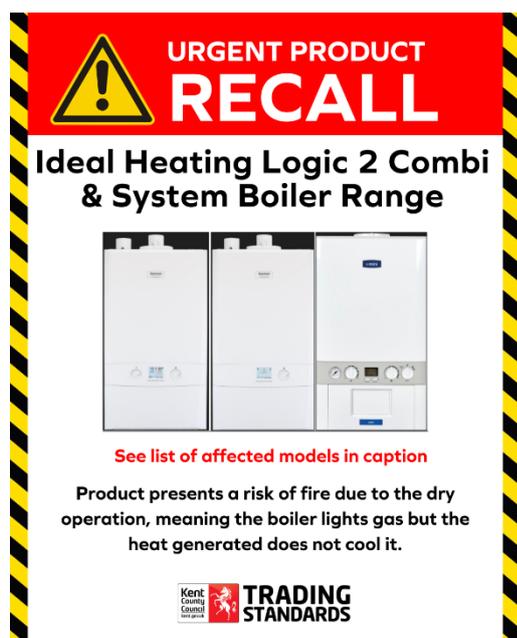
[Discover more about Teacher in your Pocket](#)



Dog owners in Kent are being urged to keep control of their pets in the countryside following a rise in attacks on sheep.

As the lambing season gets under way, the National Farmers' Union (NFU), Kent Police and Kent Trading Standards are working together to urge pet owners to obey the Countryside Code and ensure their dogs are kept under control.

[Read more](#)



The poster features a red header with a yellow warning triangle icon and the text "URGENT PRODUCT RECALL". Below this, the product name "Ideal Heating Logic 2 Combi & System Boiler Range" is displayed. A photograph shows three white boiler units. A red line of text reads "See list of affected models in caption". Below that, a black text box states: "Product presents a risk of fire due to the dry operation, meaning the boiler lights gas but the heat generated does not cool it." At the bottom, the Kent County Council logo and "TRADING STANDARDS" are visible. The entire poster is framed by a black and yellow diagonal hazard border.

Product Recall for Ideal Heating Logic 2 Combi & System Boiler Range presenting a risk of fire.

[List of affected models](#)

The recall applies to all production of these models with a production date of prior to the 8th of January 2024.

[More information](#)



Product Recall for various baby socks and tights sold by Poundland presenting a risk of injuries or cuts.

[List of affected products](#)

Advice to consumers

Poundland is asking any consumers who purchased the above products to stop using it and return it to store for a full refund, no receipt is required.

[Visit the poundland recall website.](#)



Looking for a great place to eat this weekend? The Food Standards Agency has the latest food recalls and an online food hygiene rating checker.

- [Check a food hygiene rating](#)
- [Report a food problem](#)
- [Allergy and intolerance](#)
- [Food hygiene](#)
- [Food safety](#)

[Get the latest food recalls](#)

SPEAK UP. STAY SAFE



CrimeStoppers.

To report scams and get advice on consumer issues call Citizen's Advice consumer helpline on **0808 223 1133**.

If you have information on doorstep criminals, counterfeit, fake or illegal goods, illicit tobacco, loan sharks or those selling restricted items to underage kids, call the charity Crimestoppers 100% anonymously on **0800 555 111**



Trading Standards Checked carries out checks on traders so customers can have peace of mind when choosing a tradesperson to do work in their home.

Please help to keep your family and community safe. If you need work done in your home or garden, visit the website to find a safe local tradesperson.

<https://kent.us9.list-manage.com/track/click?u=ce2871176f2cf0da723a750b1&id=48c7a67f4d&e=c8b166df01>