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TRADING STANDARDS

22 December 2023



KEEP KENT SAFE
LATEST ALERTS

Dear Kent Residents

With Christmas fast approaching we want to make sure all Kent residents have a safe, scam free Christmas. Our Community Wardens have been out in the community helping residents during festive events and giving advice.

When getting your last minute shopping, check to ensure the item isn't counterfeit or a fake toy. Giving fake toys to children can have serious consequences and could lead to choking, burns, damage to hearing, or even strangulation.

If a deal seems too good to be true, it probably is. [Watch and share our 12 Scams of Christmas video](#) to help protect yourself and others this season from being scammed.

For the latest scam alerts as we receive them please follow us on [Facebook](#) or [Instagram](#)

Kind regards

Victim Safeguarding Officer



Our Community Wardens attended the Christmas Fair in Aylesford last Saturday to spend time and chat with residents.

Community Wardens help make stronger, safer communities. Contact your local Community Warden here: <https://loom.ly/UoAx4gE>

GIFT CARD SCAM

Kent Police report of a new gift card scam

● We've received reports of a concerning scam targeting Kent residents. Scammers impersonate your friends or family members in emails, asking for you to purchase gift cards on their behalf as they are either short of money at that time or having problems with their online banking.

🚨 This is a scam.

If you receive such an email and have doubts, contact the person using a known phone number to verify the request's authenticity. Remember the Kent Police fraud awareness message: Never Assume, Never Believe, Always CONFIRM.

[Report and get advice from Citizens Advice](#)

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TRADEBOOK MARKETPLACE SCAM

Kent resident scammed with Facebook Marketplace verification

➖ Resident listed an item for sale on Facebook Marketplace and was then contacted on WhatsApp from a scammer impersonating Facebook who said they needed business certification to be able to sell on Facebook.

🚨 The resident went through certification and lost £800 in total before finding out this was a scam.

For more information on buying and selling safely visit the [Facebook Marketplace help centre](#)

[Report and get advice from Citizens Advice](#)

CASH MACHINE SCAM

Kent residents to be aware when using ATM cash machines due to the rise in shoulder surfing scams

➖ Kent Police have received multiple reports of shoulder surfing at ATM's in the Gravesend area. Criminals watch you input your PIN into the ATM machine and then follow you in attempts to steal your bank card.

Always shield your hand when typing in your PIN number, even if you are using an ATM inside the branch.

[More information](#)

[Report and get advice from Citizens Advice](#)

PRODUCT SAFETY MATTERS



As the temperature drops, it's crucial to stay warm safely! Learn how to keep your home cosy while keeping an eye on your budget.

Listen to Leanne McMahon from Kent Fire and Rescue Service, as she shares valuable tips on avoiding heating hazards.

Please show this video to elderly or vulnerable family and friends who may not have internet access.

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Don't compromise your safety with fake or faulty electrical goods. Jim Whiddett, our Trading Standards Operations Manager, digs into the potential hazards associated with using substandard electrical products. From counterfeit products to unreliable online reviews, Jim shares insights crucial for ensuring the safety of you and your loved ones.



URGENT PRODCUT RECALL

Giraffe and Swan Baby Hugging Sleeping Pillow



ASIN: B0BHZ5B6H4
Sold on Amazon Marketplace

presents a serious risk of suffocation,
overheating and death.



**TRADING
STANDARDS**

⚠ Giraffe and Swan Baby Hugging Sleeping Pillow sold on Amazon presenting a serious risk of suffocation, overheating and death.

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ASIN: B0BHZ5B6H4

✕ Advice to consumers

Stop using this product immediately. Contact the distributor you purchased from to request redress.

[More information](#)

TESCO RECALL
FINEST APPLE & CRANBERRY STUFFING MIX

Tesco has recalled a batch of Christmas stuffing mix due to the possible presence of moths in the product.

TESCO finest
Cranberry & Apple Stuffing Mix
130g

Product recall for Tesco's Finest Apple & Cranberry Stuffing Mix due to foreign body contamination.

The product is being recalled due to the possible presence of Moths which makes the product unfit for human consumption.

Please do not consume this product and return it to store where a full refund will be given. No receipt is required.

[More information](#)

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Whether your staying in this Christmas or going out 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



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

[Report to Citizens Advice](#)

CrimeStoppers.

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**

[Report to CrimeStoppers](#)

Watch Buying Safely Newscast Episodes

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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.

[Visit Trading Standards Checked](#)

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