

Monthly PCSO Newsletter November 2021.



Hello there. I am your local Police Community Support Officer for your area. For those of you that don't know me, my name is PCSO Katherine Richards, but most people call me Kate.



This report is a general overview of what I have been doing this month and gives crime prevention advice. I tend to put it out at the beginning of each month.

My report goes out to the Parish Councils, Neighbourhood Watch co-ordinators, and any other members of the community who may be interested in receiving it. This can also be shared on your parish websites and your social media sites. **Please share.**

I would just like to let you know that I will be your point of contact for your town and parishes.

The areas that I cover are **Tenterden, St. Michaels, Rolvenden, Newenden, Weald South and Isle of Oxney areas.**

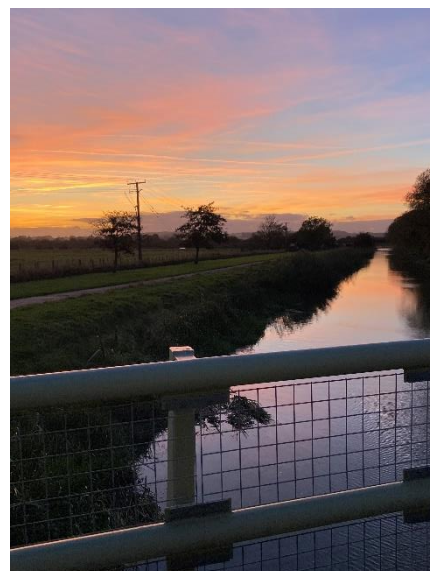
Crime statistics can be found at: <https://www.police.uk/>

Alternatively, Neighbourhood Watch (NHW) send out regular updates in relation to crimes that have happened in the Ashford area. If you wish to receive these updates directly then please contact Andrew Judd who is the Volunteer and Neighbourhood Watch Liaison Officer. His contact details are as follows:

Tel: Email: Address:

andrew.judd@kent.police.uk

Ashford Police Station, Tufton Street,
Ashford



[Some of the crime figures from the past month.](#)

Crime Reference	Ward	Location	Offence	Date from	Date to	Property Stolen	Misc Info
46/212098/21	Isle of Oxney	Woodchurch	Theft of a motor vehicle	19/10/2021 21:00	20/10/2021 03:00	Quad bike, Honda lawn mower and orange Stihl strimmer	Taken from garage
46/212490/21	Isle of Oxney	Lloyds Green, Wittersham	Burglary Residential - Non-Dwelling	20/10/2021 02:40	20/10/2021 02:50	x4 Strimmer's and x2 hedge trimmers	Taken from detached garage
46/209319/21	Tenterden St. Michael's	Henley Meadows, Tenterden	House	18/10/2021 01:55	18/10/2021 02:07		Wooden panel on a front gate broken by a male suspect
46/210566/21	Weald South	Ashford Road, Hamstreet	Vehicle	19/10/2021 21:00	19/10/2021 21:12		Car window smashed
46/200299/21	Isle of Oxney	Kenardington Road, Appledore	Vehicle	09/10/2021 16:16	09/10/2021 16:30		Window smashed with a concrete block
46/200808/21	Tenterden St. Michael's	Swain Road, Tenterden	Vehicle	10/10/2021 16:00	10/10/2021 16:00		Van window smashed by a stone fired from a catapult
46/199186/21	Tenterden South	High Street area of Tenterden	Theft from motor vehicle	07/10/21 1610 hours			Tow Bar stolen
46/199350/21	Rolvenden and Tenterden West	Mounts Lane area of Rolvenden	Burglary	07/10/21 1500 hours	07/10/21 2115 hours	Quad-bike and chain saw stolen from shed	

Keep a record of valuable items

Make a note of expensive items including the make, model, serial numbers and any details that may help identify items if lost or stolen. Keep receipts somewhere safe in case you need them.

Photograph your valuables including any items that you do not want to security-mark, paying special attention to any distinguishing marks such as initials or crests. Photographs should be taken against a plain background and include a ruler to give an idea of size/scale.

Register your property – consider registering items on a property database such as [immobilise.com](https://www.immobilise.com), which can work with the police to trace owners of lost/recovered stolen property. Accurate and detailed information about stolen items can help the police to:

- identify your property and return it to you.

It's that time of year where the nights are drawing in, please could you take a moment to read through the below steps on securing your property.

At Home.

- Lock all windows and doors before you go out or go to bed, making sure you know where your keys are in case of an emergency.
- Fit security measures such as intruder alarms, door chains and locks.
- Avoid labelling house keys in case you lose them and they fall into the wrong hands.
- Don't leave keys (including car keys) or valuables on display near doors or windows.
- Make sure fences, hedges and gates are in good condition.
- Consider installing external security lights, but make sure they do not affect your neighbours.
- Avoid leaving side gates open and put away ladders, tools or garden equipment that could be stolen or used to break into your home.
- Keep garages and sheds locked and alarmed where possible.
- Store bins carefully so they cannot be used as climbing aids.



Crime Prevention Advice.

Crime prevention advice from our Crime prevention PCSO Laura Langridge

This month I will tailor the advice to **securing heating oil**:

With the winter and colder weather fast approaching people are likely to be having a delivery of heating oil therefore it is important that steps are taken to secure heating oil tanks. Thieves are attracted to the remote location of many heating oil tanks and can steal thousands of pounds worth of oil quickly and discreetly.

Crime Prevention tips:

- Tank alarm and a sign above the tank to alert thieves that the heating oil tank is alarmed
- Install CCTV
- Security lighting may interrupt and draw attention to any thieves and hopefully deter them
- Put gravel around the tank - the gravel makes the surrounding area noisy. The noise may draw attention to anyone accessing the tank and may even deter thieves before they do any damage
- Ensure the tank is not visible to anybody passing by, as thieves will often visit neighbourhoods to look for suitable tanks to target
- Keep the tank locked. If the inspection cap does not have eyelets to enable the tank to be padlocked then purchase locking bars for other points of access



Enjoy fireworks responsibly – Stay Safe this Autumn

Follow these top tips:

- Always supervise children around fireworks and never give sparklers to a child under 5.
- If you organise your own fireworks, only buy them from a reputable retailer and prepare in advance during daylight.
- Follow instructions carefully on the use of each type of firework and use eye protection and gloves.
- Have a bucket of water nearby.

Remember the Fireworks Code:

- Fireworks should not be sold to anyone under the age of 18.
- Only buy fireworks marked as BS 7114.
- Keep fireworks in a closed box.
- Light them at arm's length using a taper.
- Stand well back.
- Never go back to a lit firework.
- Never put fireworks in your pocket.
- Never throw fireworks.
- Keep pets indoors.
- Alcohol and fireworks do not mix and may lead to injury.

Know the law:

- It's illegal to let fireworks off between 11pm and 7am except on Bonfire Night (midnight), Diwali, New Year, and Chinese New Year (1am).
- It's illegal for anyone under the age of 18 to possess fireworks in a public place.

Other News

There has been a lot going on in my areas this month. Including the Tenterden Annual Folk Festival, parish council meetings, and holding my monthly drop-in sessions in various parishes. As well as visible patrolling and community engagement across my areas.

It was a shame about the bad weather on the Saturday of the folk festival weekend, which meant that they had to cancel the procession, so numbers were down on the Saturday. Fortunately, it cheered up for the Sunday and the sunshine and brought visitors out. However, unfortunately it was spoiled for the event organisers as they had trouble from a group of youngsters that caused some damage to the marquee, where security and police attended and are investigating.



Local officer out on a very rainy day in Tenterden. For their annual Folk Festival weekend. @tenterdenfolk @TenterdenTC #RainyDay #PCSO #AshfordCSU 🌧️👮 KR



Local PCSO out on patrol this afternoon in #Appledore #Rolvenden Speaking to members of the local community on issues arising in their areas. #CommunityEngagement #CommunityPolicing #Report KR



What a difference a day makes. Beautiful day out patrolling Tenterden at the final day of the Folk Festival. People enjoying the music & dancing, as well as craft's on the Recreation park. #PCSO #AshfordCSU @tenterdenfolk @TenterdenTC 🎵🎶👮 KR



15:37 · 03/10/2021 · Twitter Web App

I have carried out my monthly sessions in Woodchurch, Hamstreet and Tenterden which were very informative.



Upcoming Drop-in Sessions

These are designed for anyone to come and see me ask advice on crime prevention or anything they have concerns about in their area.

Monday 8th November 2021

10:30 – 12:00 St. Mary the Virgin Church, Rolvenden

Tuesday 9th November 2021

10am – 11am Hamstreet Pavillion.

13:00 – 15:00 Woodchurch Hub

Wednesday 10th November 2021

10:00 – 11:30 EC 30 New Beginings – Tenterden

Monday 6th December 2021

10:30 – 12:00 St. Mary the Virgin Church, Rolvenden

Tuesday 7th December 2021

10am – 11am Hamstreet Pavillion.

13:00 – 15:00 Woodchurch Hub

Wednesday 8th December 2021

10:00 – 11:30 EC 30 New Beginnings – Tenterden



Local officer out in Woodchurch today due to reports of criminal damage at the church. If you know anything about this please continue to report all incidents via 101 and online [#CommunityPolicing](#) KR



I have also increased my patrols in Woodchurch and surrounding areas as we have had reports of criminal damage. Please make sure this is reported via 101, online or if an emergency 999.



Did you know, you can now report certain anti-social behaviour online via our website, in your own time and at your convenience:

[kent.police.uk/ro/report/asb/...](https://kent.police.uk/ro/report/asb/)



**Report
ONLINE**

A quicker way for you to report crime and incidents

Receive your confirmation email and reference number immediately

Go to www.kent.police.uk/report

09:27 · 27/10/2021 · Twitter Web App

Tweets

Always worth following our Ashford Police Twitter page @kentpoliceash

This where I and the Ashford Team will put tweets out.



Kent Police Ashford

@kentpoliceash

Not monitored 24/7. Report crimes/incidents at kent.police.uk/contact. For emergencies always call 999. If you wish to complain visit kent.police.uk/complaints

📍 Ashford, Kent, UK 🔗 kent.police.uk 📅 Joined March 2012

237 Following 5,117 Followers



#Ashford CSU officer out with one of our Traffic colleagues at the barrier on Beaver Road this evening. Please be aware unless you are an authorised vehicle, it is a traffic offence to travel through it. @KentPoliceRoads #CommunityPolicing #RoadSafety KR



Local officer out in Woodchurch today due to reports of criminal damage at the church. If you know anything about this please continue to report all incidents via 101 and online #CommunityPolicing KR





Local Community Speedwatch team out in Rolvenden this afternoon.
St. Michael's / Tenterden team have also been out this morning. All working hard to make their communities safe.
[#speedkills](#) [@KentSpeedwatch](#) [@RolvendenPC](#)
[@TenterdenTC](#) KR



Amazing support from [#Ashford](#) [@KentSpecials](#) last night - officers worked alongside late and night shifts to support [#asb](#) and [#rural](#) patrolling, and also road safety enforcement thank you for volunteering 🙌
[@matthewinkent](#) [@AccAylingKP](#) [@DamianGreen](#)
[@BikeSafeUK](#)



04:52 · 06/10/2021 · Twitter for iPhone



Local PCSO for [#Tenterden](#) and [#CSU](#) officers have seized this vehicle in Tenterden following reports from local residents, it is suspected to be stolen. It will now be examined in a secure recovery yard. 23-1010 JH [#Community](#) [#Safety](#)
[@MyTenterden](#) [@TenterdenTC](#)



Fraud

Update from Kent Police's Prevent & Protect Fraud Officer



Courier Fraud

We have received the following from our colleagues at KCC Kent Protect –

WARNING FROM NATIONWIDE BUILDING SOCIETY IN TENTERDEN - SCAM!!!

"We have received calls and members coming into branch saying that they have been approached by the 'police' at their home.

They are told the Tenterden branch are involved in a scam.

They are asked to hand over their card and pin number as their account has been compromised.



The scammers are telling the members not to call anyone, that their phones have also been tapped and their calls monitored.

If they tell anyone about what has happened, they will be arrested."

Report to the Police on 101, if the criminal is at your door call 999
Please share this message with family and friends.

AntiVirus Phishing emails

I have been contacted by a few people about these types of fake emails. Last week, Action Fraud received more than 2,200 reports in just two days.

The quickest way to help us to remove malicious emails and websites like these, is by forwarding suspicious emails to: report@phishing.gov.uk

Remember beware of opening unsolicited emails and texts asking you to click on a link.

If you think you may have fallen victim to any of these types of scams, then contact your Bank immediately and report it to Action Fraud at www.actionfraud.police.uk or calling 0300 123 2040.

SCAM WARNING

Over 2,200 fake antivirus emails reported in 48 hours

Action Fraud has received 2,206 reports in 48 hours about fake emails purporting to be from antivirus software providers, such as McAfee and Norton. The emails state that the recipient is "at risk" from viruses and provides links to purchase antivirus software. The links in the emails lead to phishing websites that are designed to steal your personal and financial information.

Your bank, or any other official organisation, won't ask you to share personal information over email or text. If you need to check that it's a genuine message, call them directly.

Spotted a suspicious email? Forward it to the Suspicious Email Reporting Service (SERS) - report@phishing.gov.uk





Beware of the following WhatsApp scam and various variations

There have been reports of people receiving the following scam messages impersonating a family member or friend, seeking them to pay monies to a Bank account. Below is a typical format one of these bogus WhatsApp chats –

"Hey mum it's me. I got a new number u can delete the old one."

"Whose me"

"your oldest and cutest child xx."

"Whats up"



"Could you help me out I need to make a couple of

payments for things as I am a bit short of money and my Bank account has been blocked due to fraud and I need to pay these urgently"

If you get any unexpected messages like this from a family member or friend, asking for money, "Take Five" and think before acting and then

Preventing fraud

Together, let's stop scammers. 

Remember, ABC:

 never Assume

 never Believe

 always Confirm

Get the latest scam advice: 

@KentPoliceECU

apply ABC and Confirm if it genuine by ringing the persons old telephone number and not the new number supplied by the them (the fraudster).

If you think that you may have been a victim of this type of scam, then contact your Bank immediately and report it to Action Fraud at www.actionfraud.police.uk or calling 0300 123 2040.

What is Investment Fraud

There are many different types of investment fraud. They usually involve criminals contacting people out of the blue and convincing them to invest in schemes or products that are worthless or do not exist. Once the criminals have received payment, they cease contact with the victim.

How to protect yourself from investment fraud

Be suspicious if you are contacted out the blue about an investment opportunity. This could be via a cold call, an email or an approach on social media.

Don't be rushed into making an investment. No legitimate organisation will pressure you into making a transaction or committing to something on the spot. Take time to do your research. Seek advice from trusted friends, family members or independent professional advice services before making a significant financial decision. Even genuine investment schemes can be high risk.

Use a financial advisor accredited by the Financial Conduct Authority. Paying for professional advice may seem like an unnecessary expense, but it will help prevent you from being scammed.

Always check the FCA Register to make sure you're dealing with an authorised firm and check the FCA Warning List of firms to avoid.

Only use the telephone number and email address on the FCA Register, not the contact details the firm gives you and look out for subtle differences.

Just because a company has a glossy website and glowing reviews from 'high net worth' investors does not mean it is genuine – fraudsters will go to great lengths to convince you they are not a scam.

Remember, if something sounds too good to be true, it probably is.

If you think that you have been a victim of this or any other scam, then contact your Bank immediately and report it to Action Fraud at www.actionfraud.police.uk or calling 0300 123 2040.

Mobile Phone Upgrade Fraud

How does this fraud work?

Fraudsters are cold calling members of the public and offering non-existent mobile phone upgrades for really low monthly contracts.

After convincing victims to make a purchase, the fraudsters ask for personal and financial details. Armed with this information they will then contact a genuine phone provider and order a new mobile phone handset using victim details.

In most reported cases the fraudsters will either intercept the delivery before it reaches the victim's address or order the handset to a different address.



How to protect yourself

- Never give your personal information to a third party from an unsolicited communication.
- Obtain the genuine number of the organisation being represented and verify the legitimacy of the communication.
- If the offer is too good to be true it probably is.
- If you have provided personal information and you are concerned that your identity may be compromised consider Cifas Protection Registration – by visiting the CIFA's website at www.cifas.org.uk.

If you think that you have been a victim of this or any other scam, then contact your Bank immediately and report it to Action Fraud at www.actionfraud.police.uk or calling 0300 123 2040.

Computer Software Service fraud

What is it?

Computer software service fraud involves the victim being contacted and told that there is a problem with their computer and that for a fee this issue can be resolved. The victims will often be cold-called or will receive a pop-up on their computer, prompting them to phone the suspect.

Computer service fraud covers a number of scams which usually involve somebody contacting you and falsely claiming to be from a computer company such as Microsoft or Apple.

It is important to note that computer companies say that they will never contact you to help you fix or protect your computer unless you have asked them to.

The unsolicited phone calls which indicate a scam will commonly offer to provide computer security. The callers could claim to be tech support calling to fix a problem with your computer or ask for credit card information so that they can 'validate' your copies of computer software.

Another scam is to tell you that you have won the Microsoft lottery, it is of course a scam.

Advice to avoid Computer Software Service scams

- Computer firms do not make unsolicited phone calls to help you fix your computer. Fraudsters make these phone calls to try to steal from you and damage your computer with malware. Treat all unsolicited phone calls with scepticism and don't give out any personal information.
- Computer firms tend not to send out unsolicited communication about security updates, although they do send security software updates to subscribers of the security communications program. If in doubt, don't open the email.
- Microsoft does not request credit card information to validate copies of Windows. Microsoft does validate requests to download software from its website via its 'Genuine Advantage Program', but never asks for any personally identifying information, including credit card details.
- The 'Microsoft Lottery' does not exist –so it's not true if you're told you've won.

Preventing fraud

Together,
let's stop
scammers.



Remember, ABC:



never Assume



never Believe



always Confirm

Get the latest
scam advice:



@KentPoliceECU

Payment Diversion Fraud

What is it?

Criminals will contact businesses or customers via email, usually claiming to be from a company that the business or customer has been dealing with. They will request a payment to be made often and inform the recipient of a change of bank account details. Of course, any monies sent, go into an account controlled and held by the fraudster.

Payment Diversion Fraud affects all types of businesses and individuals. However, due to the targeted nature of this fraud type, small to medium sized businesses and those of you currently buying houses are particularly vulnerable and has ended in people losing deposits for their new homes.

There have been reported losses of approximately £152m in the year to September 2021 nationally for businesses and individuals.

Learn how to stay safe: <https://www.actionfraud.police.uk/a-z-of-fraud/payment-diversion-fraud>

If you think you may have fallen victim to this, then contact your Bank immediately and report it to Action Fraud at www.actionfraud.police.uk or calling 0300 123 2040.

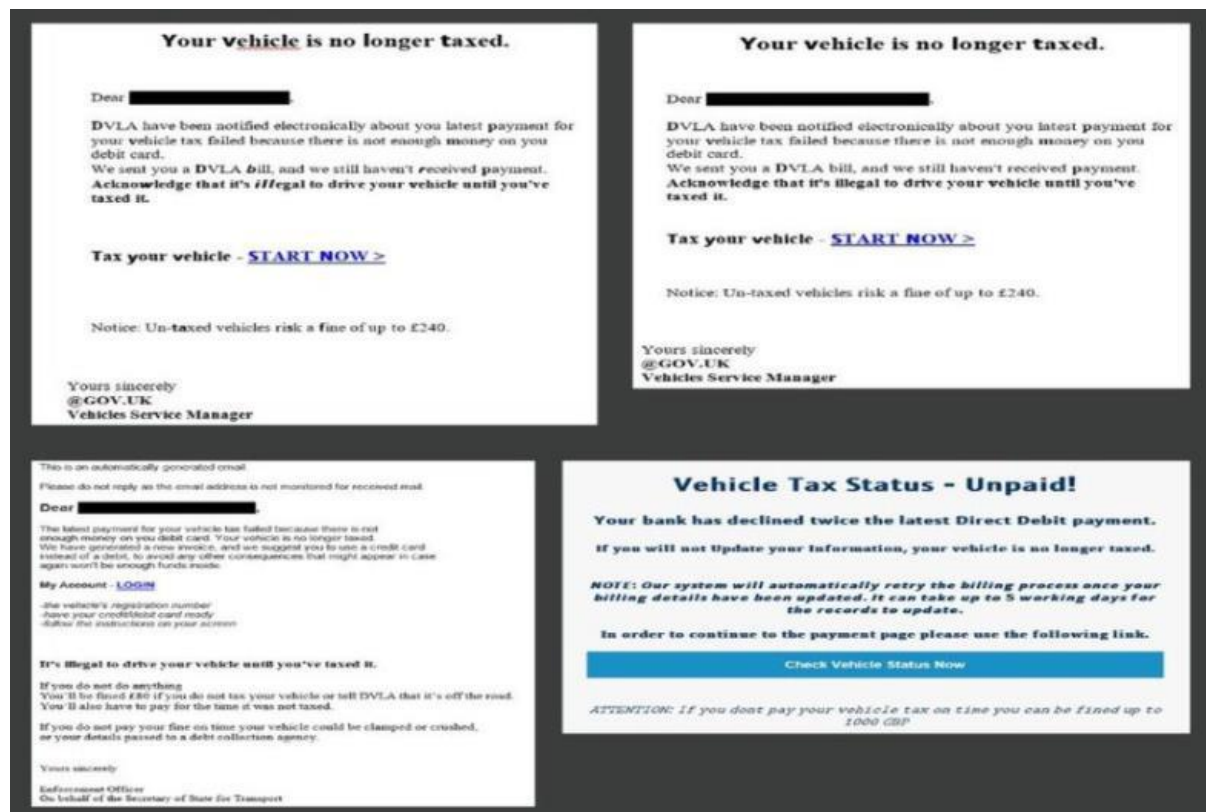


DVLA Phishing Emails

Be on the lookout for the latest phishing emails (see below) impersonating DVLA.gov.uk.

Remember DVLA will never ask you click on a link and divulge personal info or bank account details etc. or ask you to log into an account.

The golden rule as always, if you get an unsolicited email or text message asking you to click on a link, it is probably a scam.



Further DVLA Advice

I have recently spoken to several people who have experienced problems when renewing their driving licences, whereby they have paid more to get their licence renewed than they needed to, by going on line and using companies offering assistance but charging fees in excess of over £60.

I have been asked if what these companies are doing is illegal and the answer is no, as they do genuinely offer the service's they advertise but also charge a lot more than you going to the DVLA website direct.

If you go direct to the DVLA website, you will be able to renew your licence for just £14. So, if you are looking for help with V5C vehicle registration certificates or renewing a driving licence from the age of 70 then I would suggest going direct to the DVLA website.



If a website offering DVLA-related services doesn't have "gov.uk" in the address bar, it's a red flag that it may charge these extra fees.

The online address for DVLA is www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency

Advice about HMRC Scams

An HMRC spokesperson said:

“Never let yourself be rushed. If someone contacts you saying they’re HMRC, wanting you to urgently transfer money or give personal information, be on your guard and HMRC will never ring up threatening you with arrest. Only criminals do that.”

“Scams come in many forms. Some threaten you with immediate arrest for tax evasion, others offer a tax rebate. Contacts like those should set alarm bells ringing, so take your time and check HMRC scams advice online at GOV.UK.

“You can also contact HMRC directly but make sure you use the phone numbers from our contacts details on GOV.UK.”

HMRC’s advice:

Stop:

- Take a moment to think before parting with your money or information.
- If a phone call, text or email is unexpected, don’t give out private information or reply, and don’t download attachments or click on links before checking on GOV.UK that the contact is genuine.

- Do not trust caller ID on phones. Numbers can be spoofed.

Challenge:

- It's ok to reject, refuse or ignore any requests - only criminals will try to rush or panic you.
- Search 'scams' on GOV.UK for information on how to recognise genuine HMRC contact and how to avoid and report scams.

Protect:

- Forward suspicious emails claiming to be from HMRC to phishing@hmrc.gov.uk and texts to 60599. Report scam phone calls on GOV.UK.
- Contact your bank immediately if you think you've fallen victim to a scam, and report it to Action Fraud (in Scotland, contact the police on 101).



Ways to report.

Please can I remind you that are many ways you can report.

Making it easier to get in touch

In an EMERGENCY only call  when life is in immediate danger or when a crime is in progress	Report ONLINE A quicker way for you to report crime and incidents Receive your confirmation email and reference number immediately Go to www.kent.police.uk/report	Front counters  You can report issues to one of our front counters. To find your nearest one visit our website. www.kent.police.uk/contact
Crimestoppers Call 0800 555 111 100% anonymous. Always. • They are not the police • Nobody will know you have helped us • They pay cash rewards of up to £1,000 www.crimestoppers-uk.org	Hate crime reporting hubs Visit one of our reporting hub drop-in surgeries based in Medway. You don't need an appointment (in most cases) and will be given advice and support by a trained team member.  www.kent.police.uk/hatecrime	ActionFraud Report Fraud & Internet Crime Report online fraud or scams to ActionFraud  Report 24/7 actionfraud.police.uk  0300 123 2040 Mon-Fri 8am to 9pm Sat & Sun 9am-5pm
Ask the Police No need to phone. Get an instant answer online. Browse the A to Z question finder  www.askthe.police.uk	True Vision  Visit the True Vision website to find out more about hate crime, what to do if you are a victim and to make a report online. www.report-it.org.uk/home	Country Eye – rural crime app  • Snap a photo of the suspicious behaviour, incident or concern. • Receive updates and alerts on the incident you submit. • Tell us where you are or use your phone's built in GPS location. www.countryeye.co.uk
Nuisance and environmental issues Contact your local council for:  Noise complaints  Abandoned vehicles  Fly tipping www.gov.uk/find-your-local-council	101 Call 101 to report crime and other concerns that do not require an emergency response For example: • property damaged • suspect drug use or dealing or: • give information about crime • have a general enquiry 	Contact the Police and Crime Commissioner Matthew Scott • Write to OPCC, Kent Police HQ, Sutton Road, Maidstone, ME15 9BX • Call on 01622 677055 • Email contactyourpcc@pcc.kent.police.uk • Twitter @PCCKENT • Visit the website www.kent-pcc.gov.uk  



Kate Richards PCSO 46059656

Community Safety Unit | Ashford Police Station | East Division

Please do not use this email to report incidents.

Please follow us on Twitter @kentpoliceash or visit our website <https://www.kent.police.uk/>

**For a non-emergency please report online or contact 101 and in case of an emergency call 999.
<https://www.kent.police.uk/ro/report/>**