

# Community Safety Partner Updates



July 2025

## Community Safety Update and Events

### Community Wellness event – 2 July

Around 70 community partner agencies and volunteers were under one roof helping residents across the district at the Leas Cliff Hall.

The focus was on physical and mental health, welfare, housing, safety, financial assistance and much more. The free event aimed to make it easier for residents to seek help and support from the council's community safety and welfare benefits teams, as well as local agencies including the Rainbow Centre, Kent Coast Volunteering, NHS, Age UK, Environment Agency, Kent County Council, Dentaaid, Macmillan Cancer Support, NRS Healthcare, Holding on Letting Go, Christians Against Poverty, Better Housing Better Wealth and many more.

The NHS Public Health bus and Iris Mobile Sight Centre were also parked outside the event for attendees to visit for a check up on a variety of health-related concerns.

Guest speakers in attendance were [Al-Anon UK | For families & friends of alcoholics](#), and [Home - Wave Community Bank](#)



### **Careers Fayre - 17 July**

Community Safety team members, Kent County Council wardens and representatives from the Environment Agency, RSPCA, Church Dwight, NHS QEQM Hospital, Beacon Plus along with other organisations came together and engaged with students from the Turner Free School in Folkestone.

Staff from these organisations shared information about their roles and responsibilities with the students.

### **Suspicious text messages**

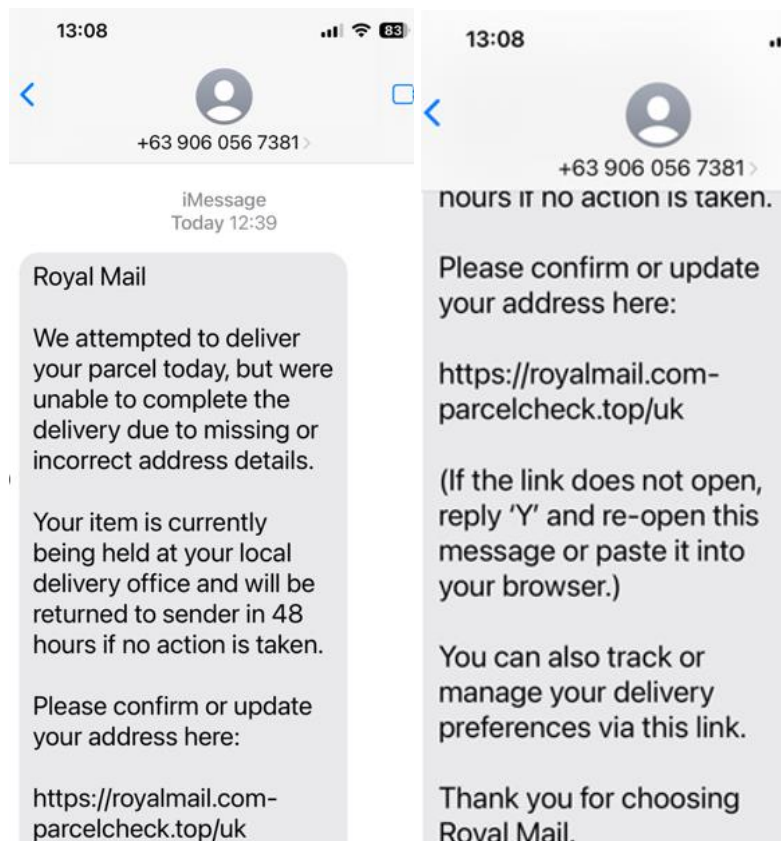
The monthly newsletters have highlighted scam and text awareness, but anyone can fall victim, and the message is to be vigilant and be cautious.

In June one of the Community Safety officers was expecting a package from the Royal Mail and had opted for delivery in a week's time. Coincidentally, a few days later, they received the following text message.

Scammers are getting more cunning at making messages look realistic.

Look for suspicious things as demonstrated in this text message - a mobile number and asking for the address details. Then being asked to click on a link.

If in doubt, contact the organisation e.g. Royal Mail on 0345 774 0740. In this instance our staff member was advised that Royal Mail would not send these messages. Scams involving the Royal Mail can be reported here [reportascam@royalmail.com](mailto:reportascam@royalmail.com).



## Agency / organisation information

Social Enterprise Kent continue to provide free energy advice across Kent, through our Energy Advice programme in partnership with Community Energy Pathways.



### Home visits

Our friendly, DBS-checked and National Energy Action-trained team can tailor support and offer guidance around:

- Money saving tips
- Tariffs, bills and meters
- Energy efficiency
- Grants available
- Fuel debt
- Scam awareness
- Priority Service Register
- Carbon Monoxide awareness
- Accessing more support

Each household will also receive a 'warm pack' as part of their home visit, including energy saving items, such as draught excluders, radiator foils, and a carbon monoxide alarm if needed.

To refer for a home visit, please contact [digitalsupport@sekgroup.org.uk](mailto:digitalsupport@sekgroup.org.uk) for a referral form. Spaces are limited, so get in touch today!



**Social  
Enterprise  
Kent**

Supported by



## ENERGY ADVICE VISITS



**We offer friendly, impartial energy advice**

**Book a FREE home visit with our DBS checked team,  
for tailored advice on:**

- 💡 **Money saving**
- 💡 **Energy efficiency**
- 💡 **Tariffs, bills and meters**
- 💡 **Fuel debt**
- 💡 **Grants**
- 💡 **Scam Awareness**
- 💡 **Accessing more support**

**Includes  
FREE energy  
saving goody  
bag!**

**contact**

[digitalsupport@sekgroup.org.uk](mailto:digitalsupport@sekgroup.org.uk)

01843 210005 / 01227 469970



# Ashford Mediation Service



Are you experiencing conflict at home with  
your family or with neighbours?

Is it making your life a misery?

Ashford Mediation Service  
is partnering with  
Folkestone and Hythe District Council  
to provide mediation services to its tenants.

We help everyone involved, work out their differences in a calm, neutral environment. Our trained and experienced, volunteer mediators don't take sides, instead they help participants understand their differences and come to a voluntary agreement that could help YOU get your life back!

Email us on [info@ashfordmediation.co.uk](mailto:info@ashfordmediation.co.uk)

Call us on 07845 914838

Or contact the Housing Team at F&HDC

[Housing.service@folkestone-hythe.gov.uk](mailto:Housing.service@folkestone-hythe.gov.uk)

01303 853300

[www.ashfordmediation.co.uk](http://www.ashfordmediation.co.uk)

Registered Charity Number: 1065625

# Seafit Folkestone Health Event

**THE FISHERMEN'S MISSION**  
**HEALTH & WELLBEING**  
**SEAFIT**  
**FOR FISHING FAMILIES**  
**SEAFARERS HOSPITAL SOCIETY**

**DON'T TAKE YOUR HEALTH WORRIES TO SEA**

**Free Health & Dental Event for Fishermen & their Families**  
**25th September 2025**  
10am to 4pm

Location: Car Park right hand side of Harbour House, Harbour Approach Rd, CT20 1QH

**Free:**

- Dental treatment
- Health Checks & Information
- Cancer Support
- Mental Health Support
- Financial Support
- British Liver Trust
- Healthwatch Kent

**Contact:**  
Carol Elliott, SeaFit Manager,  
Email: [carolelliott@fishermensmission.org.uk](mailto:carolelliott@fishermensmission.org.uk) Tel: 07486 319621  
Hayley Hamlett, Mission Area Officer - South East England and the Channel Islands  
Email: [hayleyhamlett@fishermensmission.org.uk](mailto:hayleyhamlett@fishermensmission.org.uk) Tel: 07827 965243

Working in partnership with:



@FishMishSeaFit • @seahospital • [www.fishermensmission.org.uk](http://www.fishermensmission.org.uk) • [www.seahospital.org.uk](http://www.seahospital.org.uk)

Fishermen's Mission, Registered Charity England & Wales No. 233202 Seafarers Hospital Society, Registered Charity England & Wales No. 231724

July 2025



Units 3, 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH

Re-Set is a free, transforming, friendly and inclusive programme based in the community that combines psychoeducation - learning about how stress and unresolved trauma can dysregulate our systems - with techniques to re-regulate and calm those systems; plus having a number of guided taster sessions of therapeutic activities, such as art, gardening, yoga and animal connections, that are sustainable for individuals.

The programme is delivered in small groups and encourages peer support and social connection which is critical to good health and wellbeing.

It is open to anyone over the age of 18 and is based at Lighthouse On The Marsh, Mountfield Road, New Romney.

**Lighthouse  
onTheMarsh**

**Paula Carr  
DIABETES  
TRUST**  
Supporting people  
in Kent and Medway  
living with diabetes

## Re-Set Diabetes!

LOTM and Paula Carr Diabetes Trust present a **FREE** five week programme, to gain a better **UNDERSTANDING** of diabetes, how stress and mental health impact, and how to gain more **CONTROL** over your health.

One afternoon a week, delivered in small groups of up to 10 people, seeking **SUPPORT** with their diabetes, or to support someone else with diabetes.

**FREE** access to professionals including a **DIETICIAN**, a **PODIATRIST**, and a **HORMONE SPECIALIST**, alongside creative and nature based activities

Our aim is to improve clinical outcomes for diabetics by focussing on the role that mental health plays in physical wellness

"Coming to Re-Set has given me the motivation to do something positive about my diabetes"

Email: [re-set@lighthouseonthemarsh.org](mailto:re-set@lighthouseonthemarsh.org)  
Tel: 01797 367 455 option 2  
Mobile: 07946 161 771 text, call or WhatsApp

## News Awareness

### Safety Tips before embarking on holidays

Many people will have booked a summer get away below are tips of protecting your home.

- Ensure your home looks occupied and an idea to set automatic timers to go on in the evening.
- Avoid closing all curtains and blinds.
- Invest in home security like a camera or video doorbell allows you to keep an eye on any activity outside of the front of your home.
- If you can, have a car parked on your driveway giving the appearance someone is at home.
- Make sure all gardening equipment is locked away and out of sight to deter any would be opportunists.
- Be careful who you notify you are going away and avoid posting on social media channels. People post on Facebook and yes, great to see the pictures but an advertisement you are on holiday and the house is empty.

## HOME SAFETY



- Hide valuables such as car keys including jewellery and watches or lock them in a safe, avoid drawers and cupboards often obvious places.
- Check the burglar alarm is working and is visible outside of your property.
- Secure all windows and doors by locking them and remove keys from the locks placing them out of sight and safe.
- Don't leave a spare key at the property like under the doormat or underneath a flowerpot.
- Inform trusted neighbours, they can keep a watchful eye on the house or even feed your pets if not being housed in boarding places.

## Holiday Fraud



### Holiday Fraud



Planning a summer holiday or last-minute trip? Don't let criminals trip you up this summer

Holiday fraud affected over 6,000 travellers last year with losses totalling £11 million!

**Thinking about booking a holiday this year? Follow our top tips to enjoy a fraud free holiday:**

- **Check the travel company is genuine:** About to book a holiday? Do some research first to check that the company is genuine, especially if you haven't used them before. Use consumer websites, or reviews from people (or organisations) that you trust.
- **Look for the logos.** Look for the [ABTA](#), [ABTOT](#) or [ATOL](#) logos on the company's website. If you're unsure, you can use the links below to verify membership:



ABTA - <https://www.abta.com>

ABTOT - <https://www.abtot.com/abtot-members-directory/>

ATOL - <https://www.atol.org>

- **Use a credit card to pay.** Use a credit card for payments (if you have one). Many of these protect online purchases as part of the [Consumer Credit Act](#).
- **Only provide required details at checkout.** When making your payment, only fill in the mandatory details (often marked with an asterisk) such as your address. Unless you think you'll become a regular customer, **don't** create an account for the store.
- **Keep your accounts secure.** Create a strong and unique password for your email. If 2-step verification is available, always enable it.

- **Watch out for suspicious links.** Whether it's in an email or social media post, be wary of promotions that sound too good to be true!

If you think you've been a victim of fraud, contact your bank immediately and report it to Action Fraud online at [actionfraud.police.uk](https://actionfraud.police.uk) or by calling 0300 123 2040, or call Kent Police on 101.



## **Rogue Traders**

Kent Police have seen several of rogue traders operating across the county, including the New Romney area.

Please be wary of cold callers offering to undertake work on your property as this work may not be necessary, may not be completed to a satisfactory standard and you may be overcharged.

If seeking a tradesperson to undertake some work on your property, please remember to always:

- Obtain at least three written quotes.
- Ask family and friends for recommendations.
- Agree payment arrangements and start and finish dates in writing beforehand.
- Never pay in full until you are completely satisfied with the work.

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 it to Action Fraud at [www.actionfraud.police.uk](https://www.actionfraud.police.uk) or call 0300 123 2040.



## Fraud / Scams



Get Safe Online  
Free expert advice



### Using messaging apps safely

Messaging apps are extensively used as social media platforms. Unlike Facebook, Instagram, X and LinkedIn, communications are completely 'closed' between senders and recipients, they can be used to chat or share confidentially with individuals or groups.

There are, risks to using any messaging app and here is information to ensure using messaging apps such as Whatsapp safely.

### Using WhatsApp & other messaging apps safely and securely.

As well as being private spaces for chatting and sharing, messaging apps are widely used as social media platforms in their own right. But unlike Facebook, Instagram, X and LinkedIn, communications are completely 'closed' between senders and recipients, so they can be used to chat or share confidentially with individuals or groups. There are, however, risks to using any messaging app.



[www.getsafeonline.org](http://www.getsafeonline.org)

### Your top safety tips for using messaging apps

- Use strong passwords that are unique to your messaging platform.
- Always enable 2FA (two-factor authentication) to add an extra layer of security.
- Avoid problems by always being careful to select individuals or groups you actually intend to chat, message or share with.
- Be aware of what you share, especially information or opinions which could prove harmful to others or yourself.
- Be wary of attempts at fraud, such as:
  - Requests for money or confidential information (like bank account details) from fraudsters posing as your family members or friends. They often gain your trust beforehand by claiming they've changed their phone number. Always call on the number you have stored to check in person.
  - Messages which contain malicious links to fraudulent websites or malware.
  - Messages claiming to be from the app's support team, requesting your login details or verification code.
- Be aware that the companies who own messaging apps store and can share your personal information and usage data.



**We have listed information of some the most popular messaging apps below. They all enable secure messaging, voice calls, video calls and file sharing.**



#### WhatsApp

- Requires your phone number to log in.
- Messages, voice and video calls are end-to-end encrypted, by default. If your message or call is confidential, confirm encryption via the 'Verify Security Code' screen (QR code and 60-digit number) in the contact info screen.
- Selectable two-factor authentication and session management for account security.
- Note that messages are not stored on WhatsApp servers after being delivered to the recipient. If undelivered, messages are automatically deleted from the server after 30 days.
- WhatsApp is owned by Meta, and allows data sharing between the two, in certain countries.

#### Snapchat

- Requires your username and password, or face/fingerprint, to log in.
- Provides end-to-end encryption for photos and videos ('snaps') but not for text messages or chat.
- Selectable two-factor authentication and session management for account security.
- Includes privacy and safety features for under-18s including reporting, blocking and the ability to turn off location.
- Direct chats vanish after viewing.
- Ghost Mode lets you appear to be offline, even when you are online.
- Automatically collects and shares user data with third parties.



#### Telegram

- Requires your phone number to log in.
- End-to-end encryption is not enabled by default. User has to select 'secret chat' feature to enable it. Secret Chat also ensures no forwarding of messages and that chat data is not saved on Telegram servers.
- Selectable two-factor authentication for account security.
- Self-destruct timer can delete confidential texts and media within a pre-set time limit.
- Choose to log out of other sessions from the device currently being used, ensuring security if any device on which the app is open is lost or stolen.
- Account can be set up to self-destruct after one, three, six or 12 months of inactivity.

#### Signal

- Requires your phone number to log in.
- Every message and call is end-to-end encrypted.
- Selectable two-factor authentication for account security.
- Messages may be viewed only by the sender and recipient and not by the company behind the Signal platform. Signal also enables voice calls, group messages and encrypted video calls.
- You can specify erasure of sent and received messages after a selected amount of time.
- Signal stores only the metadata required for the app's operation, such as phone number, random keys and profile info.
- Regarded by cybersecurity experts as one of the most secure messaging apps.

#### Wickr

- Requires your username and password, or face/fingerprint, to log in.
- Every message and call is end-to-end encrypted.
- No email address, device details or phone numbers are visible to the company behind the platform.
- If somebody takes a screenshot of your messages, you will be notified automatically. This also means that anybody messaging you will be notified if you have taken a screenshot.
- When using Wickr on iOS (Apple) devices, you can block third party keyboards to protect your information being recorded whilst being entered into the app.
- Wickr automatically periodically ensures that already-deleted files cannot be recovered. You may also do this manually if you choose to.
- Wickr is owned by Amazon Web Services, but claims that no user-identifying information related to the use of your Wickr app is shared.

**Want to find out quickly and easily whether a message, email or website is an attempt to defraud you? Just Ask Silver, the clever new AI powered fraud detection tool. Find it on the Get Safe Online website.**

**Ask Silver**



**#MessagingApps**

## Get Safe Online

Get Safe Online is the UK's leading source of information and advice on online safety and security, for the public and small businesses. It is a not-for-profit, public/private sector partnership backed by law enforcement agencies and leading organisations in internet security, banking and retail.

For more information and expert, easy-to-follow, impartial advice on safeguarding yourself, your family, finances, devices and workplace, visit [www.getsafeonline.org](http://www.getsafeonline.org)

If you think you have been a victim of fraud, report it to **Action Fraud** at [actionfraud.police.uk](http://actionfraud.police.uk) or by calling **0300 123 2040**. If you are in Scotland, contact **Police Scotland** on **101**.



[www.getsafeonline.org](http://www.getsafeonline.org)



# Kent Fraud Alert System



## Emergency Alert UK date set

The test Emergency Alert will take place at approximately 15.00 on the 7th of September 2025. Why is the Emergency Alert test taking place? Emergency alerts are used by many countries around the world. They function as an effective way to warn people when there is a danger to life nearby, for example extreme weather conditions. Ahead of the upcoming test, the Cabinet Office says it will be running a public information campaign to inform people about the test. However, this may also provide an opportunity for criminals, so remember, no one will be contacting you requesting that you supply personal data, account details etc. or sending texts and emails asking you click on links. Always be wary of links in messages.

If you think that you may have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call 0300 123 2040.

For further information about Fraud, visit our website at [Advice about fraud | Kent Police](#) and you will also find valuable information from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)



## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:



never Assume



never Believe



always Confirm

## New Published Reports

### Relationships and sex education

**Source:** DfE

**Date published:** 15 July 2025

The Department for Education (DfE) has published updated statutory guidance for schools in England on relationships and sex education (RSE) and health education. Revisions to the statutory guidance include an increased focus on: online safety in relation to emergency technologies such as AI and tackling misogyny and the influence of harmful online communities and influencers. The guidance will come into force on 01 September 2026.

**Read the guidance:** [Relationships and sex education \(RSE\) and health education](#)

**Read the blog post:** [New RSHE guidance: what parents need to know](#)

**See also on NSPCC Learning**

> [Talk Relationships](#)

### Online safety

**Source:** Internet Matters

**Date published:** 14 July 2025

Internet Matters has published a new report looking at how children interact with AI chatbots. Findings from a survey of 1,000 children and 2,000 parents in the UK show the diverse ways children are using AI, whilst highlighting concerns including: children using AI chatbots without sufficient safeguards; children being exposed to explicit and age-inappropriate content; and children having limited input on how to safely navigate AI chatbots.

**Read the report:** [New report reveals how risky and unchecked AI chatbots are the new 'go to' for millions of children](#)

**See also on NSPCC Learning**

> [Viewing Generative AI and children's safety in the round](#)

### AI-generated child sexual abuse material

**Source:** IWF

**Date published:** 11 July 2025

The Internet Watch Foundation (IWF) has published a news story reporting an increase in confirmed reports of AI-generated child sexual abuse imagery. New IWF data for the first six months of 2025 shows: AI child sexual abuse imagery was discovered on 210 webpages, an increase of 400% compared with 42 pages in the same period in 2024; and 1,286 individual AI-generated videos of child sexual abuse were discovered, with 1,006 of these videos assessed as the most extreme (Category A) imagery. The IWF is calling on the government to commit to ensuring the safe development and use of AI models through better regulation to prevent AI technology from being exploited to create child sexual abuse material.



**Read the news story:** [Full feature-length AI films of child sexual abuse will be 'inevitable' as synthetic videos make 'huge leaps' in sophistication in a year](#)

**See also on NSPCC Learning**

> [Protecting children from sexual abuse](#)

### Home alone

**Source:** NSPCC

**Date published:** 10 July 2025

The NSPCC has published a news story on children being left home alone during the summer holidays. New data from the NSPCC Helpline shows that between 2024 and 2025, there were 6,719 contacts where concerns about a child being left home alone or unsupervised were mentioned, with July and August featuring a high number of contacts. The news story includes practical guidance and advice for parents and carers considering leaving a child unsupervised at home.

**Read the news story:** [Our Helpline expects a rise in home alone concerns this summer](#)

### Child criminal exploitation

**Source:** NSPCC Learning

**Date published:** 03 July 2025

NSPCC Learning has published a podcast episode which discusses child criminal exploitation (CCE) with the Service Head of the NSPCC's Helpline and a police detective from an exploitation team in England. The episode covers what CCE is; signs of CCE that professionals working with children should look out for; why early intervention is so important and what that may look like; and how the police can respond to CCE. Since the recording of the episode, the Crime and Policing Bill has been introduced into Parliament, which would introduce a new specific criminal offence of child criminal exploitation. This would target the adult as the primary offender in causing harm to the child by exploiting them to commit criminal activity.

**Listen to the podcast:** [Child criminal exploitation and the importance of early intervention](#)

**Listen on YouTube:** [Child criminal exploitation and the importance of early intervention](#)

### Loneliness

**Source:** NSPCC

**Date published:** 01 July 2025

The NSPCC has published a news story about children and young people experiencing loneliness, particularly during the summer months. New data from Childline shows that in 2024/25, there were 4,564 counselling sessions in which

young people mentioned loneliness, with a higher than average amount taking place in July and August. The news story sets out tips to support young people who may be experiencing loneliness.

**Read the news story:** [Childline prepares for a rise in children reaching out about loneliness this summer](#)

**If you have any information that you would like us to include within any future updates, please email the details to [community.safety@folkestone-hythe.gov.uk](mailto:community.safety@folkestone-hythe.gov.uk)**