

# Community Safety Partner Updates





November 2025

# **Community Safety Update and Events**

Community Safety Partnership monthly newsletters can be found on the Folkestone & Hythe district website <u>CSP 2025 Newsletters | Folkestone & Hythe District Council</u>

#### **Community Safety Partnership Networking Event**

A Community Safety Partnership networking event was held at the Civic Centre on 6 November.

Around 55 partner agencies attended, and Cllr Mike Blakemore welcomed everyone.

Representatives from F&HDC's housing team and licensing team attended with those from Kent Police, Porchlight, NHS, Sunflower House, Carers UK, RSPCA, KCC Wardens and many more.



The event provided an overview of the year and focused on themed events for next year. It was also an opportunity for partners to liaise and build up their networks with the sharing of information, knowledge and awareness offered.



#### Rogue trader operated in Folkestone

The festive season is upon us, but this does not deter fraudsters and scammers.

Recently one of the Kent County Council Community Wardens notified Community Safety advising he visited a property in Folkestone following a call from a neighbour.

It appeared that a vulnerable person was a victim of people claiming to be builders who allegedly worked for three hours in the person's loft and charged £7950.

The KCC Warden was speaking to the victim and was told the traders called the victim the previous week to arrange for work to be carried out and they informed the vulnerable person the work they had done 20-years ago needed updating. The traders visited the victim two-years ago and tried the same tactics, but officers managed to get her money for her at that time.

Trading Standards for the area where this trader is located have been made aware and are following up on this.

We need to ensure all friends, families and neighbours are aware and look out for each other to avoid anyone being a victim.

#### To find a reputable tradesperson:

- > We advise residents to not engage, never pay cash up front.
- Use Trading Standards Checked for vetted tradespeople.
- Ask friends or family for recommendation or use a trusted local trader.
- Obtain at least written quotes from various tradespersons.
- Check you are dealing with a legitimate trader, check details on Trading Standards or look them up on consumer sites.

#### If you are a victim or suspect a scam

- Contact your bank immediately if you paid by card
- Report to Action Fraud online at <u>Contact us | Action Fraud</u> or ring 0300 123 2040.
- ➤ Report incidents to Kent Police on 101 or 999 if a crime is in progress. Visit Kent Police website to report fraud <a href="Home">Home</a> | Kent Police</a>

## Partner updates

#### **Folkestone Churches Winter Shelter**

The Folkestone Churches Winter Shelter project was established in 2009 by Churches Together Folkestone and other local interests, having witnessed the hardships facing homeless people locally.



For the last 15 years, the Folkestone Rainbow Centre has overseen the operation of the shelter project.

The steering group meets regularly to help ensure that the shelter is fit for purpose and continues to develop to meet the needs of the homeless and vulnerably housed in the Folkestone and Hythe district.

Managed by the Homeless Support Service, the Winter Shelter runs between 1 December and 28 February each year. Through a referral process guests are offered places at local B&Bs.

Referrals may be people we are already working with or from local partner agencies that work with homeless people.

More information can be found on the website Folkestone Churches Winter Shelter | Folkestone Rainbow Centre

For more information, please email <a href="mailto:hss@rainbow-centre.org">hss@rainbow-centre.org</a>

#### **Information Awareness**

# Holidays are coming with free Christmas parking

Residents, visitors and businesses can jingle all the way in Folkestone & Hythe this December thanks to festive free parking.



Charges in Folkestone & Hythe District Council car parks and on-street pay and display bays are once again being waived on the three Saturdays leading up to the big day:

- Saturday 6 December
- > Saturday 13 December
- Saturday 20 December

Controlled parking and limited waiting (free) restrictions are still in place on the days listed above. This is to ensure people can park close to their homes and allow for a sufficient turnover of spaces.

Residents can also apply for a permit to park in council-run car parks all year round for £80 and quarterly for £20, allowing you to park your vehicle for three hours in long-term car parks and two hours in short-term car parks.

Terms and conditions apply – <u>Holidays are coming with free Christmas parking |</u> Folkestone & Hythe District Council

#### The 12 Days of Christmas Safety



## **Tips for a safe Christmas and New Year**

#### **Belongings and Shopping:**

- Place your hand over the ATM when withdrawing cash ensuring no one can see your PIN number and that no one is standing behind or too close.
- Leave valuables at home, only take with you what you need for a trip out.
- If you have a bag, keep it fastened and to the front of your body.
- ➤ Keep valuables out of sight, spread around your person (for example keep your phone in a bag, your house keys in a pocket and money in a jacket).
- > Keep wallets, phones, and personal items out of the back pockets of jeans and trousers.
- Use a purse chain if you can.
- ➤ Never leave your belongings unattended or in easy reach, for example on the top of a pram, a shopping trolley, or a mobility scooter.
- Security-mark your valuables, they can be more easily identified if lost or stolen.

#### **Vehicles**

- Keep valuables safe and do not display on the back seat of your vehicle, securely place them in the boot of the car.
- ➤ If defrosting the vehicle, never leave the car unattended or unlocked or with the engine running.

#### Home:

- Dispose of Christmas wrapping and packaging, never leave it outside your home or bin, this could potentially attract burglars.
- Securely lock all doors and windows and check the house alarm.
- Close blinds and curtains at night, don't leave your valuables lying about especially under the Christmas tree if displayed in the window.
- Ensure keys are put safely away and not hanging on a hook near the door as burglars can break through windows and reach inside to unlock the door.
- ➤ Christmas decorations, throws, blankets, pillows, even wrapping paper should be kept 3-feet from your fireplace. The Christmas tree can serve as a fire hazard if it's not located far enough from your fireplace. Both real trees and synthetic trees can catch fire if they are located too close to your fireplace.

#### Neighbours

Christmas can be a lonely time for so many people, especially the elderly. Check to see if they are safe, warm, and well and that they have essential supplies.

#### **Travel and Nights Out**

When phoning a taxi, request the cab firm to contact you when they arrive. The taxi driver should be wearing their ID badge on their person, or it should be clearly displayed in their vehicle for the passenger to see.





- ➤ Keep an eye on your drinks if in a crowded place or nightclub to avoid potential spiking an administration of substances, i.e alcohol or drugs to another person without their knowledge or consent. More information can be found on <a href="Home-Stamp Out Spiking">Home Stamp Out Spiking</a>
- > Plan your route home in advance.

#### **Furry family members**

To all pet owners, please remember poinsettias, mistletoe, holly berries, ivy and pine trees are toxic to your furry family.





#### **Online Shopping**

Ready to bag a bargain in the run up to Christmas?



Check out these top tips on how to avoid online shopping scams this Christmas from Action Fraud

#### Shopping online safely | Action Fraud

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 <a href="https://www.actionfraud.police.uk">www.actionfraud.police.uk</a> or call 0300 123 2040.

#### The festive season

Community Safety wants everyone to stay safe during the festive period including New Year's Eve.

#### Advice when using taxis

All taxis and private hire vehicles are licensed by the council and must display identity plates as detailed below.

Drivers must carry an identification badge on their person.

To be licensed, vehicles and drivers complete various regular safety checks to ensure their vehicles are roadworthy and that drivers are responsible.

A taxi charges tariff card should be displayed in the taxi.

## Safe journeys home

Know the license plates





Get up to speed on all things taxis folkestone-hythe.gov.uk/taxis

#### Taxis for a day/evening out

Arrange a lift or phone a taxi and ask the cab firm to contact you when they arrive. A text message is usually sent to the caller with the taxi driver's vehicle registration number, make, model and colour.

#### Hailing a taxi

- ➤ Hackney carriages can be hired from taxi ranks, hailed (flagged down) in the street or pre-booked.
- Hackney vehicles (licensed by Folkestone & Hythe District Council) have an orange and white identification plate with black numbers on the rear and a roof light.

#### Booking a private hire vehicle

- ➤ These are pre-booked through a licensed operator (cannot be flagged down or use taxi ranks)
- ➤ Private hire vehicles have a purple and/white identity plate with black numbers on the rear of the vehicle and purple/white side stickers with the council logo.

If you are in any doubt that the vehicle is not a taxi or private hire vehicle do not use it.

For more information about using taxis or private hire vehicles, or to make a complaint visit: <u>Taxis – Folkestone & Hythe District Council</u>

#### Taxi Marshalls

- ➤ The Taxi Marshalls will be out every Friday and Saturday evening between the hours of 10.30pm and 3.30am in Folkestone Town Centre.
- ➤ The marshalls can be identified by their bright orange vests and will serve not only as a visible presence in Folkestone Town Centre but they will also assist with helping members of the public to a taxi at the end of the evening.
- > They are SIA trained similarly to the door staff on bars.

Additional resources can be found by visiting the Suzy Lamplugh Trust website.

#### Advice on drinks

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➤ Keep an eye on your drinks if in a crowded place or nightclub to avoid potential spiking an administration of substances, i.e. alcohol or drugs to another person without their knowledge or consent. More information can be found on Home - Stamp Out Spiking

#### **Agencies / Partner Updates**





# New 'talking signs' help Folkestone prepare for flash flooding





The Environment Agency and Kent County Council have launched interactive signage across Folkestone to help residents and businesses prepare for flash flooding.

The signs, provided by Hello Lamp Post – a two-way communication platform accessible via mobile phone – have been installed at four locations along the Pent Stream: Morehall recreation ground, Fairway Avenue, Three Hills Sports Park and Folkestone fire station.

Flash flooding is dangerous and can happen very quickly, with devastating effects. Knowing what to do in a flood can significantly reduce the risk to life, property and possessions.

Folkestone remains at risk of flash flooding. On 12 August 1996, the town endured its worst flooding on record when 200 homes were flooded after two months' worth of

rain fell in just two hours. The Pent Stream burst its banks, causing water up to 2 metres deep to flood properties.

Around 400 homes and businesses in Folkestone are in a 'rapid response catchment area,' where the river is highly responsive to heavy rainfall and liable to cause flash flooding – sometimes before flood warnings can be issued.

Smartphone users can scan QR codes on the signs to watch news footage from the 1996 floods and an interview with a local resident affected by the flooding. They can find out how to be better prepared, ask questions about flooding, provide feedback and can also play a flash flooding quiz.

# How you and your family can be 'flash flood ready':

- 1. Check if you're at risk of flooding by entering your postcode at <a href="mailto:gov.uk/check-long-term-flood-risk">gov.uk/check-long-term-flood-risk</a>
- 2. Know how to recognise a flash flood: heavy rain and severe weather reports, fast-rising water, churning dark water in the Pent Stream, fast-flowing water, and debris
- 3. Plan where to go if there is a flash flood you may need to act before receiving an Environment Agency flood warning or before the emergency services can reach you
- 4. Sign-up for free flood warnings at <u>gov.uk/get-flood-warnings</u>. You'll be alerted by phone, e-mail or text when flooding is expected
- 5. Download a Prepare, Act, Survive plan at gov.uk/government/publications/personal-flood-plan
- 6. If you are flooded, call 999 if in immediate danger and follow advice from the emergency services.

If you would like more information, please visit gov.uk/guidance/flash-flooding



Clarion has recently introduced a valuable new service for women who have experienced or are currently experiencing domestic abuse. This initiative provides a safe and welcoming space where women can speak with a professional over a cup of coffee and access support and guidance in a relaxed environment.



As part of this service, a Housing Specialist from the Tenancy Support Team will attend on a rota basis. They will be available to offer advice to clients living within the community who require housing-related support.

The service operates once a week in Maidstone, Ashford, and Folkestone.

It is a drop-in service, so there is no need to book in advance.





# Wednesdays 10.30am-12pm 3 September - 10 December







The Community Room, Wood Avenue Library, Folkestone, CT19 6HS

#### No experience needed.

Just turn up and say hello, or call Sian on 01304 800300 for more info.

Wear comfy clothes you can move in, bare feet or trainers, and bring a bottle of water.

info[dmovingmemorydance.com www.movingmemorydance.com



Registered charity no. 11784933

There's also an exciting opportunity to take part in a research project proving Moving Well makes you stronger, fitter, and happier. For more information, scan the QR code or visit: www.bit.ly/movingwellresearch





Rogue Waste Collectors Are on the Rise – Don't Let Them Make Your Rubbish a Crime Scene this Christmas

Rogue waste carriers are becoming a real problem across Kent — taking your money, promising to "get rid of it cheap," and then dumping rubbish in fields, laybys, and woodlands. It's illegal, irresponsible, and it's damaging our environment.

And the worst part? That waste is often traced back to innocent households — who then face the fines. All because someone trusted a "man with a van" found online.

A genuine carrier can produce their Waste Carrier's Licence and provide a **Waste Transfer Note** — your proof that your waste is being disposed of safely and legally.

Wynsdale do things properly.

- ▼ Fully licensed with the Environment Agency
- Every collection comes with a Waste Transfer Note to protect you
- Reasonable prices and clear quoting no hidden extras
- Committed to circular waste management, where reuse and recycling come before landfill



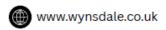
Before you book any waste collection, check the licence — it only takes a minute:

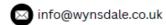
https://environment.data.gov.uk/public-register/view/search-waste-carriersbrokers

Wynsdale are fully licensed and proudly serve Folkestone and the surrounding area. The team offers reasonable prices and clear quoting — no hidden fees, no surprises. From bulky items to full house clearances, we make waste removal simple, safe, and responsible. To find out more or arrange a collection this Christmas from Wynsdale:-



03333 110 138





DON'T LET

THIS BE YOUR



#### Keep Christmas Safe for Your Furry Friends

Advice from Wynsdale Community Connect CIC.

Christmas is a time for family, food, and fun — and for many of us, that includes our pets. But while we're enjoying festive treats, it's easy to forget that some of our favourite foods and decorations can be dangerous for animals.

Here are a few gentle reminders to help keep your pets safe and healthy this Christmas:



- Skip the scraps Pets absorb calories just like us, so those extra treats quickly add up. Foods like gravy, stuffing, onions, garlic, and dairy may be tasty but can upset their stomachs or worse, be toxic.
- No cooked bones Turkey and chicken bones can splinter easily and cause choking or internal injury. If you want to treat your dog, large raw bones are generally safer, or you can boil leftover meat bones and use the broth (after removing any small bones).
- Neep sweets and chocolates out of reach Chocolate, dried fruit, and festive bakes like Christmas pudding and mince pies are poisonous to pets.
- ♣ Watch the decorations Real tree needles, tinsel, and baubles can all cause harm if swallowed, and curious pets can unwrap presents far too quickly!

In short — treat your home environment as you would for a small child: think ahead, be alert, and avoid exposing your pets to danger.

Remember, your pet doesn't know it's Christmas — they'll be just as happy (and far safer) with their usual dinner and some extra cuddles instead.

If the worst happens, contact your vet immediately — it could save their life.



Wynsdale Community Connect CIC supports people and their pets living in challenging conditions, helping them stay safe, healthy, and connected.







#### **Police News updates**



#### Arrests made following SIM fraud investigation in Folkestone

Kent Police is urging members of the public to take steps to protect themselves from SIM-swapping fraud, following the arrest of two people believed to be involved in a nationwide scam.

The suspects, based in Folkestone, allegedly used SIM-swapping techniques to hijack mobile phone numbers.

By impersonating victims and requesting e-SIM replacements from mobile network providers, fraudsters can take control of phone numbers. This can give them access to email accounts, banking apps, and social media platforms, where they are able to change passwords and contact details to lock victims out.

Between April and August this year, multiple victims reported breaches of personal and financial data to Kent Police.

In one case linked to the investigation, up to 30 fraudulent loan applications were submitted using a single victim's identity. Another victim reported unauthorised PayPal credit transactions totalling £600. Investigators traced the suspects using IP data and delivery addresses linked to fraudulent online purchases.

On Thursday 18 September, officers executed warrants at five properties located across Benson Lane, Penfold Road, Hollands Avenue, Linden Crescent and Clifton Road, Folkestone. A 27-year-old woman and a 33-year-old man were arrested and have been bailed while enquiries continue.

During the searches, officers recovered approximately £100,000 in cash and multiple mobile phones believed to be linked to e-sim fraud.

Kent Police is advising the public to remain alert to the signs of SIM-swapping fraud, which can include an unexplained loss of mobile service, notifications about account changes not initiated by the user, and unexplained transactions.

Safeguarding advice includes using strong, unique passwords across all accounts and regularly updating mobile devices. You can read more on how to protect yourself against personal fraud here

#### Fraud / Scams

# Kent Fraud Alert System TO STOP FRAUD

#### WhatsApp Gold Scam Alert

There have been new reports that criminals are circulating fake messages about a premium version of WhatsApp called "WhatsApp Gold", claiming it offers exclusive features like video calling, new emojis, enhanced security and rewards.

These messages often include a link to download WhatsApp Gold, however this is a scam!

There is **NO** official WhatsApp Gold.

Clicking the link may install malware on your device, steal your personal data, or compromise your accounts.

There has also been reports of WhatsApp users receiving a fake text message warning about a dangerous video link called "Martinelli." The message claims that if you open this video, it will hack your phone and steal your information. The message also falsely claims that "WhatsApp Gold" — a supposed premium version of WhatsApp — will protect you from this threat.

There is no verified evidence that a "Martinelli" video exists or poses any threat to WhatsApp users.

WhatsApp Gold is a scam — it is not an official product and may lead to malware or phishing sites.

These messages are part of a scam designed to spread fear and convince users into clicking malicious links or downloading harmful apps!

#### How to Protect Yourself:

- ➤ Ignore and delete any message promoting WhatsApp Gold or warning you of the video "Martinelli"
- ➤ Never click on suspicious links, even if they come from friends their accounts may be compromised.
- ➤ Update WhatsApp through official app stores (Google Play or Apple App Store) ONLY.
- Enable two-step verification in WhatsApp settings for added security.
- Educate others share this alert with friends and family.

If you 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 <a href="https://www.actionfraud.police.uk">www.actionfraud.police.uk</a> or call 0300 123 2040.

For further information about Fraud, visit our website at Advice about fraud | Kent Police

You will also find valuable information from the Home Office at Stop! Think Fraud - How to stay safe from scams

#### Police impersonation scam

We have received more reports this week of criminals posing as police officers targeting residents across Kent.



Residents are being called and told:

- > Their bank account has been compromised.
- Their card needs replacing.
- > A family member has been arrested.
- > The Police need their help with an investigation.
- They must buy gold and will direct you to a bullion merchant.
- A courier will collect their card, cash, or gold.

#### These are scams.

The police will never ask for your financial details over the phone or send someone to collect your card, cash or gold bullion.

Watch how this scam works: Courier Fraud Warning: Stay Wise, Don't Compromise



If you 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 <a href="https://www.actionfraud.police.uk">www.actionfraud.police.uk</a> or call 0300 123 2040.

For further information about Fraud, visit our website at <a href="Advice about fraud">Advice about fraud</a> | Kent Police

You will also find valuable information from the Home Office at Stop! Think Fraud - How to stay safe from scams

#### Beware of winter fuel payment scams

Between April and September 2025, Action Fraud has received 2,790 crime reports relating to Winter Fuel Payment scams, with victims reporting losses totalling over £27,000.

Winter Fuel Payments are made automatically; you do not need to do anything. If you receive any text messages about Winter Fuel Payments, it's a scam.





Not sure if a message is real? Contact the organisation directly using the contact details on their official website, not the number or web address in the message. Your bank (or any other official source) won't ask you to supply personal information by email or text message.

If you have spotted a suspicious SMS or RCS message, you can report it for FREE by forwarding it to 7726.

If you think you've been a victim of fraud, contact your bank immediately and report it to Action Fraud online at Action Fraud or by calling 0300 123 2040.

# **New Published Reports**

Online safety

Source: NSPCC Learning

Date published: 20 November 2025

NSPCC Learning has published an evaluation of three Together for Childhood (TfC) online safety projects undertaken in primary schools in Plymouth and Stoke-on-Trent. Together for Childhood is a place-based approach aiming to strengthen how communities and organisations work together to prevent child abuse. The online safety projects ran in eight primary schools between March 2021 and May 2024, focusing on building children's digital resilience; strengthening knowledge of safe mobile phone use; and building online safety knowledge in families. The projects were evaluated through participatory focus groups, surveys and interviews with children, caregivers, teaching staff and TfC practitioners across five of the schools. Findings include: a place-based approach can support a culture of prevention within communities and strengthen online safety education; and online safety projects should incorporate creative activities that involve discussions between children, their caregivers and teaching staff to make them more interactive and engaging.

Read the report: <u>How a place-based approach facilitates a flexible community</u> response to online safety

#### Child sexual abuse

Source: NSPCC

Date published: 19 November 2025

The NSPCC has published a news story about delays to court cases relating to child sexual abuse and exploitation offences, highlighting the negative impact these delays have on children who have experienced sexual abuse. Figures from the Ministry of Justice show child sexual abuse and exploitation offence cases awaiting trial at the Crown Court, being tried, or awaiting sentencing in England and Wales have risen to nearly 7,000 in the past year, a 9% rise on the previous year. The NSPCC is calling on criminal justice agencies to fast-track court proceedings to help clear the backlog and to invest in specialist support for all young victims of abuse and exploitation.

Read the news story: Nearly 7,000 child sexual abuse cases stuck in courts

Online safety: private messaging

Source: NSPCC Learning

Date published: 13 November 2025

NSPCC Learning has published a new report examining the technologies available to combat online grooming, and the role the UK government, Ofcom and tech platforms can play to protect children. The report looks at how existing tools and interventions could be applied to private communication, as well as emerging

technologies that could address harm in end-to-end encrypted (E2EE) environments. Data was gathered by digital transformation partner PUBLIC through a literature review, expert interviews, and feedback and testing workshops. Findings show that the migration of conversations to private or E2EE channels is a challenge for protecting children online against grooming but introducing interventions across different stages of the grooming lifecycle would help to reduce risks to children. The report calls for a systems-based approach where different stakeholders work together to build a more secure online world through collaborative infrastructure, interoperable technology, and user empowerment. The NSPCC news story also shares figures provided by 44 UK police forces which show 7,263 Sexual Communication with a Child offences were recorded in 2024/25.

Read the news story: <u>Data shows how criminals are using private messaging</u> platforms to manipulate and groom children

**Read the report:** <u>Tools to combat online harms: protecting children in private</u> messaging spaces

#### Al-generated child sexual abuse material

Source: Department for Science, Innovation and Technology and IWF

Date published: 12 November 2025

The Department for Science, Innovation and Technology (DSIT) has announced plans to change the law to help tackle AI-generated child sexual abuse material. Tabled as an amendment to the Crime and Policing Bill, designated bodies like the Internet Watch Foundation (IWF), as well as AI developers and other child protection organisations, will be empowered to scrutinise AI models and ensure safeguards are in place to prevent them generating or proliferating child sexual abuse material. Currently, criminal liability to create and possess this material means developers can't carry out safety testing on AI models, and images can only be removed after they have been created and shared online. This announcement comes alongside new IWF data which shows: reports of AI-generated child sexual abuse material rose from 199 in 2024 (January to October) to 426 in the same period in 2025; and the material being created has also become more extreme.

Read the DSIT press release: New law to tackle AI child abuse images at source as reports more than double

Read the IWF news story: Al imagery getting more 'extreme' as IWF welcomes new rules allowing thorough testing of Al tools

See also on NSPCC Learning

> Protecting children from sexual abuse

#### **Bullying**

Source: NSPCC

Date published: 10 November 2025

The NSPCC has published a news story on contacts to Childline about bullying. New Childline data shows that in 2024/25, Childline delivered 6,617 counselling sessions where the young person's main concern was bullying. Concerns included: seeing hurtful posts about themselves online; receiving verbal and/or physical bullying; and

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being left out or excluded. The news story includes advice for parents, carers and young people experiencing bullying.

Read the news story: <u>Bullying was the main concern for over 6,500 counselling</u> sessions delivered by <u>Childline last year</u>

# **Season's Greetings from the Community Safety team**



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