

Consumer Alert Newsletter

29 August 2025

Dear Kent Residents

We have received recent reports of Doorstep Criminals active in Birchington.

Keyer respond to cold callers! You will pay a high cost for unnecessary and poorquality work.

- ✓ Please warn your vulnerable friends and family to be alert.
- ☑ If you need work done on your home or garden use a safe, local trader from KCC **Trading Standards Checked**
- Report cold callers to Kent Police

You can also report it to the charity CrimeStoppers on 0800 555 111. You'll stay 100% anonymous, always.

For advice Citizens Advice consumer helpline: 0808 223 1133.

Please continue to update friends and family. For scam alerts as they are issued please add us on Instagram or Facebook.

Thank you.

Mark Rolfe

Interim Head Community Protection

Kent resident targeted by an affiliate marketing scam.

The scheme involved reviewing products for commission. Initially, the resident received a payout. However, they were soon asked to pay increasing amounts to unlock higher commissions. It was a scam.

- ✓ If you see similar offers online, stay cautious.
- Never pay upfront.
- Always verify the legitimacy of the opportunity.

If you think you have been a victim of any type of scam, contact your bank immediately by calling 159 and report it the Citizens Advice consumer helpline on 0808 223 1133.

⚠ The UK government is testing the Emergency Alerts system on Sunday 7 September 2025 at 3pm.

Mobile phones and tablets will receive an alert, make a loud siren-like sound and vibrate, but you won't need to do anything.

The Emergency Alerts system is used to warn if there's a danger to life nearby, like extreme weather. Testing it makes sure it's working, in case it needs to be used in a life-threatening emergency.

gov.uk/alerts

⚠ Financial Conduct Authority warn of car finance scam calls.

X Scammers are pretending to be car finance lenders and falsely claiming that people are owed compensation.

Advice from FCA: These fraudsters are asking individuals for personal information including their name, address, date of birth and bank details. They then falsely claim that these people are owed compensation.

It's important to remember:

- X There's no car finance compensation scheme in place yet.
- X Car finance lenders are not yet contacting customers about compensation.

How to protect yourself:

- ☑ If you receive a call like this, hang up immediately and do not share any information.
- Report scam calls and texts to Ofcom by forwarding them to 7726.
- Find out how to protect yourself from scams.

Kent County Council's Community Wardens Jason Gordon and Gary Groombridge hosted an information stall outside the Co-op in Westgate.

They spoke with many local residents, offering guidance and handing out a range of useful leaflets and free safety items. Several members of the public praised their efforts and said it was a brilliant initiative.

Let's keep our communities informed and safe. Community Wardens help build stronger, safer neighbourhoods.

Find your local warden today: kent.gov.uk/communitywardens

⚠ Inkari Plush Alpacas presenting a serious risk of choking.

Product Details

Brand: Inkari

Affected products: Mini, Small, Medium, Large - all designs that carry a 0+ label and batch number AS#5.23

Sales period: 1st August 2023 to 31st July 2025

PSD notification number: 2508-0043

✓ Advice for consumers

The products have been recalled from end users. Owners of this product should cease use immediately and keep out of reach from young children. Please email support@inkari.com with your order number(s) to claim a full refund.

⚠ Baby Sensory Toys Play Set sold via Etsy presenting a serious risk of strangulation.

Product Details

Etsy listing name: Baby Sensory Toys for Babies Play Set Box Scarves, Flashing Ball Lights, Foil Blanket, Maracas, Wooden Rainbow Ribbon Ring, Baby Gifts Etsy

PSD notification numbers: 2507-0173 and 2508-0006

Advice for consumers

The product is no longer available for sale and the listing has been removed by the online marketplace (Etsy).

How to get advice and report



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

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**

To find a safe, local trader use Kent County Council's safe trader scheme: Trading Standards Checked. To find a member call 03000 416438 or visit kent.gov.uk/tschecked