

## **Rolvenden Neighbourhood Watch report for April 2026 Annual Parish meeting**

### **Summary & recent incidents**

As the evenings get lighter and people buy gardening tools, equipment and other valuable items, we need to remain vigilant.

**Watch for crime:** anti-social behaviour including catapulting, vandalism, riding of e-scooters on roads/pavements, break-in attempts and theft from properties, shops and cars. Take photos/videos and report evidence to the police.

### **Fraud and scams**

Continue to watch for fraud including **Bank Impersonation scams, Ticket fraud, Investment fraud** and **Fake Mobile Provider: “Rewards Programme Scam”**

#### **Bank Impersonation Scams**

We are warning residents about a rise in bank impersonation scams, also known as courier fraud. Scammers contact people by phone, text, or email, pretending to be their bank. They may say:

- Your bank account has been compromised
- They need your help with an investigation They then pressure victims to download an app or give them access to their bank account. Never:
  - Download apps at the request of someone who contacts you
  - Transfer money or withdraw cash
  - Buy gold, foreign currency, or gift cards
- Share your bank details, PIN, or personal information

Your bank will never:

- Ask for access to your account
- Ask you to move money to a “safe account”
- Ask you to download an app What to do
- End the call immediately.
- Contact your bank using 159 (never use numbers given by callers or within messages). If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to Report Fraud at

<https://www.reportfraud.police.uk/> or pasting the link into your browser.

Reporting cyber crime and fraud or phishing attempts - Report Fraud or call 0300 123 2040. Find out more by visiting the Kent Police website at Advice about fraud, Kent Police and also from the Home Office at:

<https://stopthinkfraud.campaign.gov.uk/>

### **Ticket Fraud**

Ticket Fraud Warning With major events coming up this year, including football tournaments, Wimbledon, and popular festivals, criminals are targeting people looking for tickets. Criminals set up fake ticket websites or social media adverts that look genuine. They may claim to have tickets that are sold out or not yet on sale. Once you pay, the tickets never arrive, or you are told to meet someone at the venue who never turns up. In some cases, fake tickets are sent but are rejected at the event. Remember: In most cases, it is illegal to resell football tickets.

How to protect yourself

- Only buy tickets from the official venue, promoter, or a well known ticket website
- Be cautious of deals that seem too good to be true
- Avoid paying by bank transfer — use a credit card or PayPal for better protection
- Be wary of unsolicited emails, texts, or social media adverts
- Check if the seller is a member of STAR (Society of Ticket Agents and Retailers) and visit:

[https://www.star.org.uk/wp-content/uploads/Star\\_TicketBuyingGuide\\_2025\\_v1.1.pdf](https://www.star.org.uk/wp-content/uploads/Star_TicketBuyingGuide_2025_v1.1.pdf)

### **Fake Mobile Provider “Rewards Programme Scam”**

You receive a text claiming your mobile provider has a rewards programme and you have earned almost 13,000 points. The scheme is unfamiliar but appears believable because many networks run reward plans. The text contains a link leading to a website branded with your provider’s logo. The site offers expensive items (e.g., massage chairs, high-end vacuum cleaners) in exchange for your “points.” To claim the reward, you are asked to pay for postage.

What’s Really Happening –

- The text message, website, rewards scheme, and promised appliances are all part of a scam. The goal is to steal your bank details, which criminals can then exploit. EE customers reported the site looked genuine; it requested bank details to “post” items. After entering their details, the site refreshed to a blank page with a spinning icon, indicating data capture. The scam creates false urgency, suggesting the offer expires in a few days is a common tactic to encourage rushed decisions

Impact on Mobile Networks –

- EE has received 265,000 reports of the fake texts since the scam surfaced two months ago. EE confirms it does not offer any points-for-rewards scheme. Messages

are sent via RCS, meaning EE cannot block them, unlike standard SMS. EE is working with Apple and Google on the issue.

- Some messages also spoof Vodafone, referring to a fake “Vodafone Rewards Club.” Vodafone notes its genuine scheme is called VeryMe Rewards and most Vodafone customers are not receiving the fake texts because RCS is not enabled on iPhones.
- People on other networks are receiving the fraudulent messages.

What To Do -

- Do not click on any links in unexpected reward or prize messages.
- EE advises reporting the scam by using your phone’s “report spam” option.
- You can also forward the text to 7726 (free of charge) to report it.

**Meet the Police Tenterden event, Mon.18 May 2026: 6 - 7pm. If you missed the last Rolvenden Police surgery, this is a further opportunity to raise any concerns you may have and speak to the local Police Beat Officer and what he is doing to tackle issues at Tenterden Fire Station:**

**Kent Fire & Rescue Service,  
Tenterden  
TN30 6BT**

<https://what3words.com/ridiculed.notch.liquid>

**Your voice matters! My Community Voice Kent survey.** Please click on the following link to feed back regarding your concerns in your area:

<https://survey.mycommunityvoicekent.co.uk/Survey/REGISTRATION/E1A0636903292A183B206552394A2699>

You can either log-in or quick register for a free, private and alert messaging service or fill in the survey without creating an account.

### **Sign up to e-watch**

**e-watch** is an online newsletter sent to your inbox twice a week that shares recently reported crime, appeals and alerts tailored to your local area.

It only takes a moment to join and it ensures you and your neighbours stay informed and connected.

Click on the link below which will take you to the home page, click on the ‘Subscribe to our newsletter’ bar in the middle of the page and then follow the instructions to receive relevant information bi-weekly:

<https://www.e-watch.co/>

If you do not wish to subscribe to the newsletter you can still access local crime reports by clicking on your **Ashford** district on the left side of the screen and then your immediate area on the right side of the screen, scroll down to: **Rolvenden and Tenterden West**. You are welcome to distribute this information to your members or encourage them to sign up themselves.

**If you have been a victim of scams** contact your Bank immediately by calling 159 For further information about Fraud, visit: <https://www.reportfraud.police.uk/>

or paste the link into your browser to report fraud and cyber crime. This website has replaced Action Fraud.

You will also find valuable information from the Home Office at Stop! Think Fraud - How to stay safe from scams: <https://stophinkfraud.campaign.gov.uk/>

### **Reporting crime to the police**

Serious crimes in progress dial 999, other incidents via 101 (phone) or online using Live chat: <https://www.kent.police.uk/contact/af/contact-us/>

Hearing or speech impairments. If you are deaf/have a speech impairment/you've pre-registered with the emergency SMS service, you can use the textphone service: 18000 or text 999.

Thank you to everyone for looking after yourselves, your family and friends and our Rolvenden community.

Stay safe, report crimes to the police and let's work together to stamp out crime.

Siân Reeves

Rolvenden Neighbourhood Watch