Agenda Item 12

Leicestershire Safer
Communities Strategy
Board

Making Leicestershire Safer

LEICESTERSHIRE SAFER COMMUNITIES STRATEGY BOARD

15 JUNE 2018

LSCSB UPDATE: CYBER CRIME PARTNERSHIP

Background

1. Cybercrime and Fraud has been assessed as a strategic priority for Leicestershire Police for 2018-19

2. Cybercrime remains a significant development priority for the government in line with the strategy set in November 2016 led by the National Cyber Security Centre (NCSC).

3. The national threat remains high from other states and serious organised crime networks that exploit for disruption, funds or personal gain.

4. Leicestershire has had a partnership group meeting for 2 years to focus on protect messages to reduce cybercrime by limiting the vulnerability of individuals, business and partners to attack or exploitation.

5. The engagement of Community Safety Partnerships (CSPs) within this group has been key to challenging City of London and Action Fraud in the information and dissemination of information to allow for assessment of the risk and targeting work to assist groups most at risk.

6. There were 4726 reports of Fraud in Leicestershire in the first 6 months of 2017 with a total loss of £3.6 million pounds. In 59% of these a digital device enabled the fraud to take place.

7. Between April and September 2017 there were 146 reported Cyber crimes with a total loss of £110,000.

8. Of significant interest is that there were 960 individual addresses believed to be involved in the spread or delivery of tools to assist with the delivery of Cyber Crime within Leicester, Leicestershire and Rutland.

Notable developments and challenges:

Past Year

9. The developments and challenges for the past year have been:

   - Strong Protect Messages embedded through @LeicsCyberAware and Getsafeonline;

- Action Fraud data has been detailed into District level for the first time;
- Fraud Vulnerability Officer in place;
- Increased capability of Leicestershire Police to respond, recover evidence and prosecute;
- PREVENT programme now developed within the region for those needing diversion away from offending.

Coming Year

10. The developments and challenges for the coming year are:

- Embedding protect messages wider into agencies and partners;
- Targeting Protect Messages to those that are most at risk;
- Reaching and engaging with small and medium enterprises (SME) in local areas in a sustainable way;
- Engaging with services over their testing and preparing for any Cyber incidents;
- Embedding a clear communication plan to ensure essential information is shared effectively to partners and IT managers;
- Utilising increased data expected from Action Fraud to help inform partnership activity.

Key issues for partnership working or affecting partners

11. The growing access to online services means that service users are more at risk but there is limited information about online security to address this at service contact points.

12. The impact on small to medium businesses (SMEs) is still the most concerning with over 80% not reporting incidents of Cyber Crime or Fraud even though it has had significant impact on their ability to trade and operate.

13. There is such limited information on evidenced based interventions with SMEs that it has been difficult to develop advice for protect messages in this area. However, there are opportunities to be innovative leaders outside of London with the support of third sector and academic institutions.

14. Public Services are at risk from attack and it is not clear what mitigation or processes are in place to respond to best advice quickly and effectively or how any concerns can be shared between agencies within LLR. The key partners most services rely on is that of their IT manager or provision that should have clear policies and processes for assessing and updating the latest advice.

15. The greatest risk to public sector and businesses are staff employed not following security protocols with over 70% believing it is the employer's responsibility to prevent fraud or cyber exploitation.

16. More detailed information on those targeted by Cyber Crime and fraud is expected to be provided in the next 6-9 months by Action Fraud which could be down to district level. This will be the first time this will have been possible but then will highlight the issue more clearly.

Issues in local areas

17. The issues in local areas are:

- Ransomware

  Access to information is restricted until a payment is made. This affects SMEs and individuals.

- Courier Fraud

  Generally older people are targeted to provide or collect monies form banks which are then collected by a courier.

- Romance Fraud/Sextortion

  Targeting of individuals to provide money on the pretext of a real relationship or taking images when compromised threatening to release them unless a payment is made.

Recommendations for the Board

18. The Board is recommended to:

   a) To note the content of the report;

   b) To consider adoption and promotion of the online advice provided to communities accessing online services and by the free Getsafeonline portal funded for Leicester, Leicestershire and Rutland;

   c) To support the commission of an IT provision workshop for all partners to allow for an assessment of the threats seen across LLR and agree the best sharing of information from NSCS. This would then test IT provisions procedures for responding to updates from the NSCS and plans to respond to a Cyber-attacks across the county;

   d) To consider the education of staff on their own personal online security that translates into good practice in the work place. Existing resources licensed to be used by the Crime and Disorder Partnerships that do so in an engaging manner;

   e) To support the evidenced based development of targeted Cyber protection messages to SME within our communities. This will be done in partnership with the London Digital Security Centre (LDSC), which will be

assessed for effectiveness with the support of DeMontfort University to suggest implementation across CSPs as required.

Officer to contact:

Shane O'Neill
Superintendent
Leicestershire Police
Tel: 101
Email: shane.oneill@leicestershire.pnn.police.uk