

**WEST YORKSHIRE POLICE AND CRIME PANEL**

**15 June 2018**

**Performance Update – Cyber Crime**

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| Introduction |
| This report aims to provide an overview of activity against delivery of the Police and Crime Plan. Each Police and Crime Panel meeting will focus on one priority from the Plan, looking at the five areas identified below. Additional briefing papers will be provided where applicable however this summary will pull together key information from the briefing papers under the relevant sections. |

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| Background/Context |
| Cyber crime has been a key priority in the PCC’s Police and Crime Plan since the refreshed 2013-2018 plan was published in 2014. Below is the narrative from the latest PCC’s Police and Crime Plan 2016-2021:  *“As technology develops, so too does criminality and more and more crime is being carried out online. Crime carried out in “cyber space” is borderless and often comes with a level of anonymity for the offender which would not be seen with many conventional crime types, posing challenges for those who are trying to prevent, detect and prosecute such criminals. We need to do more to understand the threat of cyber crimes such as online fraud, grooming, and cyber bullying, educate the public about these risks, and work with others including private industry to develop the right tools and skill sets to properly investigate and prevent these crimes.”* |

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| Progress and Key Challenges |
| **2014** - Establishment of a WYP Cyber Project Board with representation from the OPCC.  Correspondence between the PCC and the Secretary of State for Justice to support calls for new and enhanced laws around internet trolls and so called ‘revenge porn’  Discussion with the PCC’s Youth Advisory Group on CSE and online grooming where members shared the types of social media websites and apps available to young people and the risks faced on a regular basis when using the internet at home or school.  PCC support for the NSPCC’s ‘Flaw in the Law’ campaign, to make it a crime for an adult to send a child a sexual message and their ‘Share Aware’ campaign to inform parents about the risks to different social networks regularly used by children.  Ongoing West Yorkshire Police ‘Child Sexual Exploitation: Know the Signs’ campaign promoted with a focus on protecting children online and how to set appropriate privacy and restriction settings on web-enabled devices.  **2015** – Funding provided by the PCC to help set up a West Yorkshire Police Cyber Crime Team, with specialist officers/staff to develop the approach to tackling these crimes and facilitate learning amongst wider officers. The new team was launched in October 2015.  Successful funding bid from the Police Knowledge Fund to improve and incorporate an evidence based approach to fighting cyber crime from the frontline.  **Approximately:**   * **88% of people in the UK use the internet** * **84% of the UK has an active social network profile** * **35 billion internet devices in the world** * **5 internet enabled devices per person**   Public engagement on prevention and protection initiatives: Educative sessions through Safer Schools Officers and workshops with the WYP Explorers Programme. Public campaigns on ‘Get Safe On Line’ and ‘Block the Web Monsters’.  Supported the National Crime Agency (NCA) operation on the use of malware. 12 purchasers of malware were identified and served ‘cease and desist’ letters.  **Overview of WYP Cyber Crime Team performance during the first 3 months 5 Oct – 31 Dec 15**   * **321 supported incidents** * **17 deployments to crime scenes** * **7 public engagement events** * **22 training events delivered**   Took part in the NCA Cyber Crime Prevention Week of Action in November. District events held to deliver key messages to the public about maintaining up to date Anti-virus software, risks in using open internet connections and personal online security.  Joint ‘think before you send’ campaign with West Yorkshire Police launched. The campaign targeted under 16 year olds to raise awareness about the dangers of sharing sexual images.  Backed a national campaign on raising awareness of revenge porn, the help for victims and the consequences for offenders.  **2016** – Child cyber crime survey shared with all secondary school in WY aiming to increase understanding on how young people use the internet. 2500 responses received and the findings shared with the 5 district safeguarding boards to inform online safety policies.  Cyber Crime Prevention Day for all Safer Schools Officers and speakers from NSPCC, WYP Crime Unit and the Regional Cyber Crime Unit.  UK’s first Cyber Independent Advisory Group established by WYP. With representation from key industry businesses for example banks and internet providers, the third sector, academia, the College of Policing and the OPCC.  National Call Takers document developed in conjunction with Economic Crime Unit and Action Fraud to provide clear guidance and a standardised response from the Police, particularly when calls were made to the Customer Contact Centres regarding fraud and cyber related fraud. This approach was adopted and implemented nationally by Action Fraud.  Cyber Prevention Working Group created, to plan and delivery cyber safety events across West Yorkshire.  Re-launched the ‘Block the web monsters’ joint prevention campaign with West Yorkshire Police. The campaign involved the development of new posters and prevention information which were shared on social media and distributed to Neighbourhood Policing Teams.  Action Fraud moved from business hours to a 24/7 service so referrals to WYP would also be made 24/7.  **2017** – WYP POCA money used to purchase new equipment and specialist training for the Cyber Crime Team. 30 Senior Detectives from across the force attended additional training on effective responses to cyber incidents.  Conference held in conjunction with the conclusion of the Police Knowledge Fund Project to showcase the work and learning from the project to UK law enforcement colleagues and partners.  Lead role taken to establish a regional campaign group with representation from North Yorkshire, South Yorkshire, Humberside and supported by the West Yorkshire OPCC.  Cyber Protect Conference held in Leeds attended by approximately 300 businesses from across the region.  In conjunction with Kirklees Community Safety Partnership, money from the Community Safety Fund provided by the PCC was utilised for the creation of the "My First Mobile" online awareness website and toolkit. The website and toolkit have been created by Kirklees Safeguarding Children Board in partnership with West Yorkshire Police, staff and pupils from St Thomas CE Primary School in Huddersfield and Ravenshall School in Dewsbury. The aim of these resources is to keep children safe when they're using the internet, social networks, apps and games as a result of receiving their first mobile phone.  Development of a Scout badge for crime prevention with a 50% focus on cyber crime. Trials held in Kirklees and Calderdale and roll out to take place during 2018.  Launch of a joint West Yorkshire Police and PCC school cyber competition for 11-14 year olds, all secondary schools in West Yorkshire invited to participate.  **2018** – Final of the school cyber competition held at Carr Gate on 8 February. Work is currently on-going for the competition to run again this year.  Supported Safer Internet Day 2018 on 7th February, shared prevention advice and joined in with a ‘Thunderclap’ on Twitter.  A ‘‘Matrix Cyber Challenge’ focused on identifying 11-18 year olds who have advanced cyber skills and ensuring these are channelled in the right direction has been launched. More information available in the ‘Additional Information’ report.  Uplift in staffing to support the Cyber Crime Team, supported by the Chief Officer Team and PCC.  **Key statistics:** Cyber enabled and cyber dependant offending continues to steadily increase in line with national levels. However, it is widely accepted across Europe that cyber crime reporting remains low.  **During April 2016 – September 2016, 3142 cyber related incidents were recorded**   * **This represented a 13.55% increase on the previous 6 months.** * **Harassment and unwanted contact were the most common with 1756 offences, which represented a 26.6% increase on the previous 6 months** * **There was a reduction in reported sexual offences by nearly 5% to 896** * **Facebook was the most prominent medium featuring in over 60% offences.**   **During July 2015 – June 2016, 5055 cyber related incidents were recorded**   * **4999 were cyber enabled and 56 dependant.** * **Facebook was the most prominent medium featuring in over 2335 offences.**   **The top three enabled offences were:**  **Harassment 2625 offences, Sexual/Indecent offences 1686 and Fraud 632 offences.**  **The top three dependant offences were:**  **Hacking offences 39, Denial of Service attacks (DOS) 11 and data theft 10**  **Challenges:** The changing nature of Cyber Crime, the many forms it can take and the criminality involved present challenges that require a significantly different approach and skills that differ to those of traditional policing.  There is a need to educate members of the public on both the different crimes that would fall under the definition of being a ‘cyber crime’, whilst offering advice and guidance to help prevent individuals becoming a victim of a cyber crime. Previous community conversation survey results showed the majority of people consulted did not fully understand what a cyber crime was or the range of offences it covered, however a lot of the respondents considered it inevitable that a person would become a victim or an attempt would be made against them at some point.  Whilst demand more than doubles on a yearly basis the volume is still considered small, however the increases create a challenge for all UK police services. Whilst West Yorkshire have made investments in this area and are well placed to understand the current threat, longer terms threats are still unknown.  Funding has been made available in the past to ensure bespoke and intensive training packages are available to officers, however maintaining pace with ever changing and advancing technology in both training and equipment is a challenge for budgets. |

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| Working with WYP and Partners |
| *The Community Outcome Meetings (COM) between the Chief Constable and the Police and Crime Commissioner focus on important policing and community safety issues which are of a high public interest. The aim is to offer greater transparency to communities on how the PCC holds the Chief Constable to account on these important issues.*  A report on Cyber Crime is received twice yearly at COM as part of an agenda focused on the Plan outcome to ‘Tackle crime and ASB’, with the latest being discussed on 17 April 2018. The draft minute from the meeting held on 17 April is attached as Appendix A, this minute is due to be agreed at the next COM meeting on 19 June. The reports and minutes are published on the PCC’s website.  At the meeting held in April the PCC asked a number of questions to gain assurance on the following:   * The 100% accuracy in the flagging of cyber-crimes that had historically been an issue, further description of this work and how it would continue? * Whether there had been any interest from other forces about the training which WYP had developed for Digital Media Investigators? * Whether any more could be explained about the NPCC pilot and how it was expected to impact on WYP’s current cyber response? * Whether there had been any advancement of the projects mentioned in the previous COM report from the Police Knowledge Fund?   West Yorkshire Police have a clear Cyber governance structure across strategic, tactical and operational levels, with the central Cyber Crime Team and a specific response at a district level also.  All crimes that are cyber enabled or dependant are applied with a cyber crime flag and all these crimes are reviewed by the cyber crime team and where required a bespoke digital strategy is written. These flags also allow for effective analysis of crime types, trends and patterns.  Additional work mandated by the Chief Officer Team resulted in a 100% accurate 3 month period of flagging during Oct –Dec 2107 and meant a process could be developed to ensure accurate flagging in the future. This process has now been rolled out to the districts and the results will be analysed during the next 12 months.  **Investigations:**  **Early indications suggest in the three month period Oct 2017 – Dec 2017 a total of 2490 offences both cyber enabled and dependant were identified. A significant increase on previously flagged data, with Leeds alone identifying a further 1000 offences.**  There is a focus on prevention, alongside developing and delivering nationally innovative work. On a district level, work and events are tailored to best meet the needs of local communities. Throughout the 5 districts work is ongoing to educate and engage with young people and their parents by employing a number of different methods. Details of past and ongoing activity is included within the ‘Additional Information’ report. |
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| Aims and Future Delivery |
| The Priority Plan for Cyber Crime is attached as Appendix B. These plans will be refreshed, renewed and are work in progress but we will report on our delivery against these Priority Plans in public facing Community Outcomes Meetings.  West Yorkshire, along with the other 3 Yorkshire and Humber forces have agreed to be part of a national NPCC pilot to develop and implement a ‘regionally managed, locally delivered’ cyber provision. This work is currently in the early stages of scoping but aims to ensure all cyber reports from across the region are received in one location and locally disseminated. It will also result in WYP gaining access to national funding for delivery. |
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| Resources and Funding |
| £250,000 provided by the PCC in 2015 to help create a West Yorkshire Police Cyber Crime Team as part of wider funding to also tackle CSE and Human Trafficking over 2 years.  The successful bid to the Police Knowledge Fund secured £643,290 to analyse how cyber crime was currently investigated and identify gaps and needs in the policing of such crimes.  Community Safety Fund provided to Kirklees allocated funding of £10,000 for the "My First Mobile" online awareness website and toolkit.  The PCCs Safer Communities Fund has funded 8 projects worth £34,895.00 that have a cybercrime focus.  Funding of £1495.50 provided for the joint West Yorkshire Police and PCC school cyber competition and similar funding to be made available for the competition to run again this year.  Investments made during 2017 and 2018 will mean significant improvements in the tools, training and access to materials and ensure the skills of cyber investigative staff at a district level are enhanced. Specialist training has been introduced to create 38 Digital Media Investigators and there is a commitment to increase this number once a bespoke advanced training package has been created. All new student officers undergo an intensive 3 day training course, investigative officers and customer contact centre staff all receive input as part of their basic training.  Following agreement of the 2018-19 Precept, the PCC and Chief Officer Team have supported a significant uplift in staffing to support both the Cyber Crime Team and districts to deliver an effective cyber provision across all crime types for the next 12 months. This will include the appointment of a dedicated Detective Inspector for cyber crime, an additional Detective Sergeant and an increase of 28 dedicated PCs. The additional resource will also provide a 24/7 team of Digital Media Investigators, based within the Force Crime Management Unit. |