COMMUNITY OUTCOMES

TACKLE CRIME AND ASB MEETING

7 MARCH 2016

SUBJECT: CYBER CRIME

Report of the Chief Constable attached

PURPOSE OF THE REPORT

1. This report outlines the Force's current position in relation to the policing of cyber crime.

RECOMMENDATION

2. That the Police and Crime Commissioner (PCC) uses this report to scrutinise Force activity in respect of cyber crime.

POLICE AND CRIME PLAN

3. 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.

    - The PCC has provided £3.5m to tackle issues such as cyber crime, and West Yorkshire Police have set up a Cyber Crime Team to develop the approach and facilitate learning amongst wider officers. More serious cyber crime is dealt with by the Regional Cyber Crime Unit, the PCC has met with both teams to hear about the work they do and their work will continue to be supported through collaboration and the funding attached to it.

    - The PCC is represented on West Yorkshire Police's Cyber Project Board and Cyber Tactical Board which have oversight of the cyber crime response from a strategic level and district level.

    - The PCC is represented on and has met with West Yorkshire Police's Cyber Independent Advisory Board that comprises of partners from the public and private sectors and academia.

    - West Yorkshire Police were successful with a bid for a grant of £643,290 from the Police Knowledge Fund. The grant is being used to produce an evidence based approach to fighting cyber crime from the frontline. The Project is analysing how cyber crime is currently investigated with the aim of identifying any gaps and needs in the policing of cyber crime.

- West Yorkshire Police and the PCC host information on their websites for members of the public and businesses on how to safeguard themselves online, and regularly promote this information through social media and the PCC's newsletter.

- Many of the PCCs Safer Communities Fund projects continue to have a key cyber crime focus raising awareness of online exploitation.

- Over £8,000 has been funded through the Safer Communities fund to 2 organisation which focus on cyber crime.

- The PCC supported the national Safer Internet Day 2017 – the day is celebrated globally in February each year to promote the safe and positive use of digital technology for children and young people and inspire a national conversation.

- The PCC helped to promote the inaugural Yorkshire and Humber Cyber Protect Business Conference which took place on 28 February.

**Chief Officer Team
Briefing for PCC**

Title: **Cyber Crime Update**

CoT Sponsor: **ACC Foster**

Report Author: **D/Insp Benn Kemp**

1. Background

The report contained in this paper outlines the general position and progress of the force with regards cyber-crime and follows on from a previous report dated the 11/10/2016

The report will outline the continued progress the force have made in tackling cyber enabled and dependant crime. In particular in understanding the threat, working with partners and the community to protect and prevent criminality whilst continuing to investigate those who offend. In the 6 month period since the last report the Force Cyber Crime Team has undergone review as part of Her Majesty's Inspectorate of Constabulary Force Review (HMIC – Results awaited) and also the office of the surveillance commissioner (OSC).

Cyber Dependant crime can only be committed through the existence of a computer EG; Hacking / Denial of service attacks

Cyber enabled offending is any criminal offence which when committed is aided by the use of a computer EG; Harassment over social media.

1.1 Current Force Position

- The policing strategy identifies that cyber-crime is a priority risk area for the force with regards to our purpose of reducing crime.

- The force strategic assessment highlights that Cyber crime represents a current and long term threat facing the force. The changing nature of Cyber crime and criminality presents a challenge which requires a significantly different approach and skills to that of traditional policing.

- The force "Cyber Crime Control Strategy" (2016) clearly identifies 11 threats and drivers to this risk area with 27 actions allocated to stakeholders across the force under Prevent, Protect, Pursue and Prepare headings.

- West Yorkshire Police has a clear cyber governance structure across strategic, tactical and operational levels with a Force Cyber Crime Team and a cyber response at each district.

- West Yorkshire Police continues to be nationally leading around many areas of Cyber through innovative work such as the Independent Advisory Group and cyber prevention activities. (details listed below)

- Cyber enabled and dependant offending continues to increase steadily in line with national levels, though a reduction in cyber sexual offending of 5% (compared with previous six months) is a promising result.

2. Explanation

2.1 Offending -

West Yorkshire Police have seen a continued rise in reported cyber enabled and dependant crime in the period 01/04/2016 – 01/09/2016 with a total of 3142 offences in a 6 month period. This represents an increase in reported cyber-crime of 13.55% on the previous 6 months. The majority of offences continue to be cyber enabled crime with harassment and unwanted contact the most common with 1756 of these offences reported. This is an increase of 26.6% on the previous 6 months. Positives can be drawn from a reduction in reported sexual offences by nearly 5% to 896 offences in the same 6 month period.

Facebook continues to be the most common platform used in recorded crime with over 60% of offences involving this medium. Though it is widely accepted across the Europe that cyber-crime reporting remains low and the true scale of cyber-crime is thought to be much higher.

Action Fraud data -

Action Fraud data is generated nationally and is widely accepted to not be as accurate as Force data. The West Yorkshire Police Cyber Crime Team continues to work with the National Fraud Intelligence Bureau to improve the data. Such reasons for this include inaccurate IP data and inputting errors, also crimes recorded by Action Fraud are not necessarily sent onto to Forces to deal so no local crime would be generated.

The dependant cyber-crime dashboard for West Yorkshire reviewing April 2016 to September 2016 data is attached.
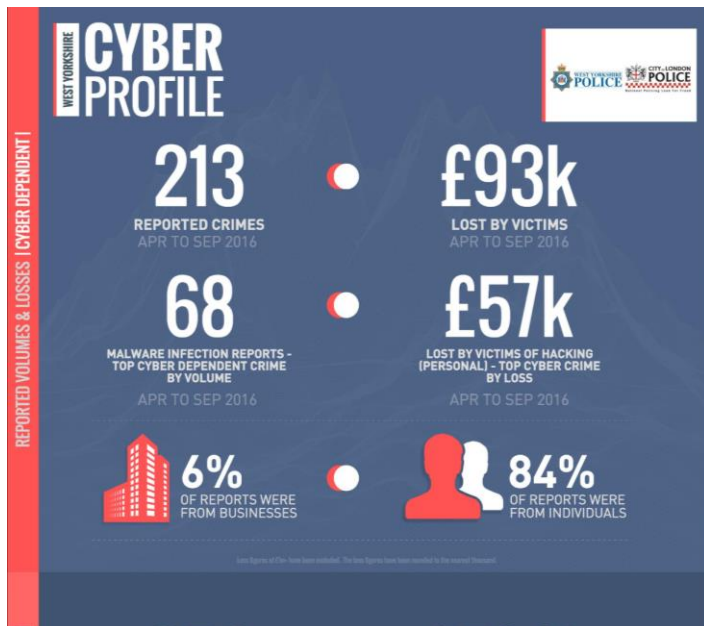
2.2 Governance

Cyber governance is managed through the Cyber Strategic Board, chaired by the Head of Crime ACC Foster, meeting on a three monthly basis. West Yorkshire Police remains 100% compliant with the College of Policing Cyber Crime Framework.

A Cyber Tactical Board meets monthly with District cyber leads for each District attending, each district then has a cyber board meeting with frontline officers and staff working to District action plans. This structure has proved effective in delivering the changes needed for Districts to meet the threat of cyber-crime and deliver the Policing Plan. The Force also has a Cyber Crime Prevention Group made up of practitioners co-ordinating prevention work across the Force.

These structures are nationally innovative and have been nationally highlighted as leading practice. A number of other Forces as seeking to replicate this model. West Yorkshire Police continue to work with partners in communities on the subject of cyber.

3. Ongoing Work

3.1 Investigations

3.1.1 Cyber Crime team - The Cyber Crime Team have received monies from the Chief Constable's Proceeds of Crime Fund to purchase new equipment and specialist training for the Cyber Crime Team. The equipment and training whilst operationally sensitive will enhance the performance of the Cyber Crime Team and increase capabilities around cyber incident response and malware investigations. The team are currently recruiting a training officer to share and develop specialist knowledge across the Force area. A recent OSC inspection of the Force Cyber Crime Team highlighted the knowledge and professionalism of staff and endorsed the Force's cyber working practices.

3.1.2 Digital Media Investigators – The Force has invested in specialist training to create 38 Digital Media Investigators within the Force. These assets are shared across the 5 Districts to reflect threat. West Yorkshire is among the few Forces with the largest amount of digital media investigators nationally. These specialist staff continue to receive national training around subjects such as the internet, networks and other digital investigations techniques. This directly improves service delivery to victims. Despite the role only being established two years ago Digital Media Investigators are firmly embed within West Yorkshire and form a key part of District responses to cyber-crime. The Force continues to work with the College of Policing and our Forces regionally to develop this role further. There are training events planned for these staff for the coming year to continue to enhance the Force's response as well as the monthly call.

3.1.3 Force wide training - The Force has continued to invest in the training of all staff around cyber-crime. All new recruit Police Constables have three days intensive cyber training allowing them to effectively use internet evidence and respond to cyber threats. New Investigation Officers (IO) and Customer Contact staff receive a cyber input as part of their basic training. All Detective ranks receive cyber inputs as part of their basic training. The Cyber Crime team have continued to roll out training to all staff across the organisation with partners, for example in January Uber attended and via the Skype system delivered training to all officers and staff on investigation possibilities, Kirklees supervisors (Insp and Sergeant rank) have received a half day input on cyber-crime on training days. Safer Schools Officers and Crime Prevention Officers from across the Force have also received specialist cyber-crime training inputs.

The Chief Constable's Proceeds of Crime monies funded 30 senior detectives from across the force (Detective Inspectors and above) to attended a two day GCHQ accredited course in January, the training focused on effective responses to cyber incidents.

The Force remains committed to the development of staff to meet the challenge of cyber-crime.

3.2 Prevention

3.2.1 Overview - West Yorkshire Police continues to focus heavily on the prevention of offending. The Cyber Crime Prevention Group has met monthly and with the support of the Cyber Crime Team continues to work with Districts to drive prevention work. Following the last Community Outcome Meeting the Cyber Tactical Board have taken a more assertive role in coordination of crime prevention activity.

3.2.2 Regional work - West Yorkshire have taken a lead role in forming a regional campaign group with representatives from each of the four regional Forces, South Yorkshire Police; North Yorkshire Police and Humberside supported by the West Yorkshire OPCC. The group have devised a calendar of campaigns that will be supported over the next twelve months to highlight the threat areas. DCI Smith (regional Protect officer) will be doing a monthly Facebook Live event to highlight the regional activity each month. It's anticipated that this approach will allow the whole region to take a more coordinated approach to prevention.

3.2.2 District Responses - Within West Yorkshire each District continues to undertake bespoke work tailored to their communities needs and join together for significant events such as Safer Internet Day. All Districts continue to make effective use of social media to promote these messages.

Bradford District have created a small District Cyber team made up of PCSOs focused on providing prevention advice. The team have to date delivered 2036 inputs to 35,000 young people across Bradford schools as well as providing additional training sessions for their parents. The team have also engaged with colleges and universities to design and develop leaflets and posters for local young people around Cyber prevention. These have been welcomed and considered a great success. The team have visited and engaged with local businesses to highlight and promote cyber safety.

Calderdale District officers have worked with partners to develop an outdoor activity centre which has been used to take vulnerable, disadvantaged young people from communities across West Yorkshire to deliver training and guidance around Cyber crime. In mid-February senior staff from across Calderdale schools will attend and received bespoke inputs on Cyber crime around the risks young people face. Calderdale Neighbourhood Officers have also attended all local secondary schools to deliver cyber-crime inputs to pupils.

Kirklees officers are working with Huddersfield University drama undergraduates to develop a Cyber themed play focusing on the risks young people face. This will be then attended by all year 10 and 11 pupils across Kirklees district.

Wakefield continue to hold successful engagements events in key locations on a regular basis with partners such as the NSPCC, O2 and Barclays Digital Eagles. PSCO Plummer is to receive an ACC Commendation for his work in Wakefield on cyber-crime.

Leeds District through their Crime Prevention Officers have delivered crime prevention advice to businesses through established networks. Neighbourhood news letters sent to every house in the District have also featured crime prevention advice and staff have developed a leaflet to be shared across the force.

3.2.3 Cyber Crime team - The Cyber Crime Team have supported national events and delivered a number of Facebook Live events in the run up to Christmas. These in total reached nearly 200k people with key messages around staying safe with online shopping. Early Action Fraud data indicate this was a success through December with lower than anticipated levels of reported crime.

3.2.4 Safer Internet Day - Tuesday the 7th February 2017 was Safer Internet Day with a theme "Be the change; unite for a better internet". The Force delivered a number of local and online activities coordinated by the Cyber Crime Team to a great success.

A Facebook Live video from D/Insp Kemp launched the day and all Force social media accounts changed to a 'Smile' in line with the national campaign. Live interviews with BBC Radio Leeds, Heart FM and Made in Leeds followed all delivering key messages to the public.

Local events were held over the entire week with partners across the Force. In Halifax Crime Prevention Officers and volunteers setup a stall outside the O2 shop with Emoji puzzles, captions competitions and a suite of advice for the public on cyber-crime. This was supported by the O2 "Geek Squad" who set the publics devices up to be safe free of charge.

In Bradford Officers had a stall on the 10/02/2016 in the centre and then held a cyber day at a local school. The team delivered inputs to all the pupils, held drop in sessions, a Q & A session and then a parent's event in the evening.

In Kirklees and Wakefield Officers held events in the town with partners NPSCC, O2 and Barclays again offering advice and guidance to the public.

Leeds held an event in the White Rose centre with O2, Barclays and the NSPCC. This event was well attended and attracted media interest with Heart FM, Yorkshire Evening Post and Made in Leeds all attending on the day.

D/Insp Kemp and the NSPCC delivered a live Q & A sessions via Facebook Live too close the day.

In total the West Yorkshire Police social media activity on this day alone reached 4.1million people whilst hundreds engaged in person across the events. Many people commented on how they had been effected or nearly fallen victim to a cyber crime and praised the Police for the events.

4. Forthcoming significant work

4.1 Police Knowledge fund

The Police Knowledge Fund Project shall be coming to a close on the 31/03/2017. The collaborative project between West Yorkshire Police and Leeds Beckett University funded by the HEFCE and the College of Policing has been ground breaking and will be delivering some national significant results. The main project contains a number of smaller projects which have focused on improving policing responses and developing new tools. Examples include a new tool to automate evidential review of chat logs extracted from digital evidence, the development of a new App for frontline Officers which will provide live advice and guidance around digital exhibits, research in to the most effective way to deliver cyber training and research in to the effective use, development and deployment of Digital Media Investigators to name a but a few.

There will be a final conference to showcase the work and share learning on the 09/03/2017, which will be attended by UK law enforcement and partners. There will be live demonstrations of the tools and opportunities to discuss and share learning.

Further reporting will be completed on this matter when the final outcomes are published.

4.2 Cyber Conference

On the 28th February 2017 businesses from around the region will be attending the Cyber Protect Conference in Leeds, West Yorkshire. This is the first Protect conference held by Police in the UK and is funded through sponsorship. There will be around 300 businesses present with each Force managing a stall to engage directly with business. The event will be opened by ACC Mr Foster and compared by D/C/Supt Chris Rowley.

There are a selection of speakers from across relevant industry and it's anticipated to be a great opportunity to assist businesses protect against cyber threats.

4.3 Prevention work

The Force is hoping to hold a cyber related competition for young people across the school holidays targeted at young people. The event will require them to develop a tool / app / website to teach

others about cyber prevention. Whilst in the early stages of preparations a framework has been identified for this to be delivered.

The Force has planned media activity around Business Fraud in May with a revision of current marketing material and the development of new posters and leaflets for business. The Force will then be focusing on shopping fraud in November and new devices in December in line with regional calendar and agreement with other Forces. We will continue to support other events through the year ahead or respond to specific threats as they arise.

Following the COM on the 16/10/2016 the Force Cyber Crime Team have been working with the OPCC to ask Government to place increased requirements on social media providers to cooperate further with law enforcement.

5. Strategic Risk / Legal Opinion

Cyber crime continues to be a priority. Demand in cyber-crime is increasing significantly and all UK Police Forces are facing a challenge to meet this.

West Yorkshire Police remain well placed nationally in understanding the current threat, but like other Forces nationally the understanding of the longer term threat is still not known. West Yorkshire Police are supporting national intelligence development right from the front line through to specialist resources' and the NCA to understand this.

The new Investigatory Powers Act covering communications data providers is still not in force, but this will allow new opportunities to protect the public further and investigate crime.

6. Community Impact

A range of communities are effected by cyber enabled and dependant offending. The Force continues to support and advise communities on this matter through traditional means as well as engaging with new and emerging communities online and via other forms of media.

7. Equality and Diversity Consideration

The Cyber Crime Team continue to work with a number of organisations within the Cyber Advisory Group including a diverse range of charities to ensure prevention messages are delivered in the most appropriate way for all communities.

8. Human Rights consideration

N/A

9. Financial Implications / Affordability

The continued training of the team to maintain pace with the speed of technology is a challenge for budgets to maintain. The Proceeds of Crime fund has been key in providing funding for equipment and training for the Cyber Team and senior detectives.

10.　　Appendices

N/A