Committee: Economic and Cyber Crime Committee	Dated: 9 November 2023
Subject:Q2 Cyber Griffin Performance Update	**Public**
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	**1- People are safe and feel safe**
Does this proposal require extra revenue and/or capital spending?	**NA**
If so, how much?	**NA**
What is the source of Funding?	**NA**
Has this Funding Source been agreed with the Chamberlain's Department?	**NA**
Report of: Commissioner of Police Pol 122-23	**For information**
Report author: Charlie Morrison, Inspector, Cyber Griffin	

SUMMARY

Cyber Griffin's performance in Q2 has continued to contribute to the programme being significantly ahead of its local and national targets for the year. Performance forecasting for Q3 suggests the programme will remain on course for a record setting year. The software used for one of Cyber Griffin's services, the Cyber Capability Assessment, remains unavailable due to platform migration. It is expected to be available in Q4.

RECOMMENDATIONS

It is recommended that Members note the report.
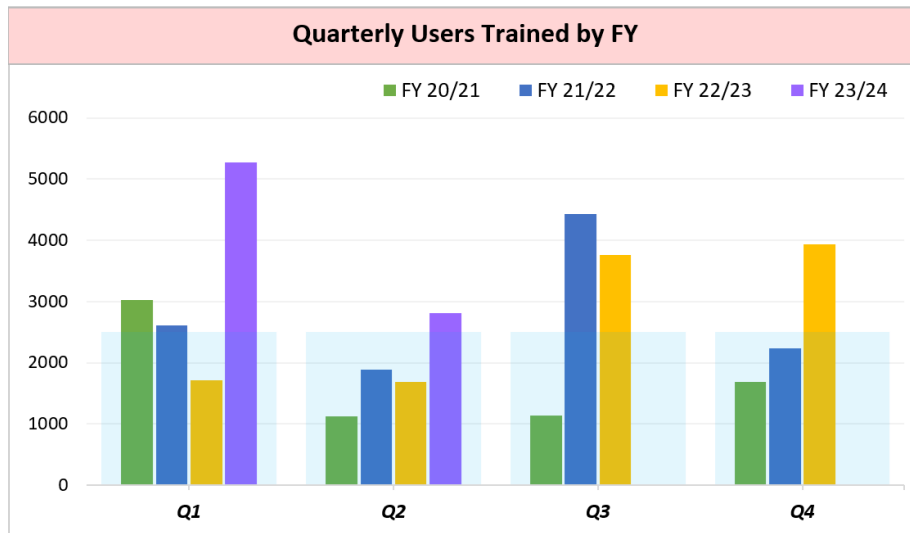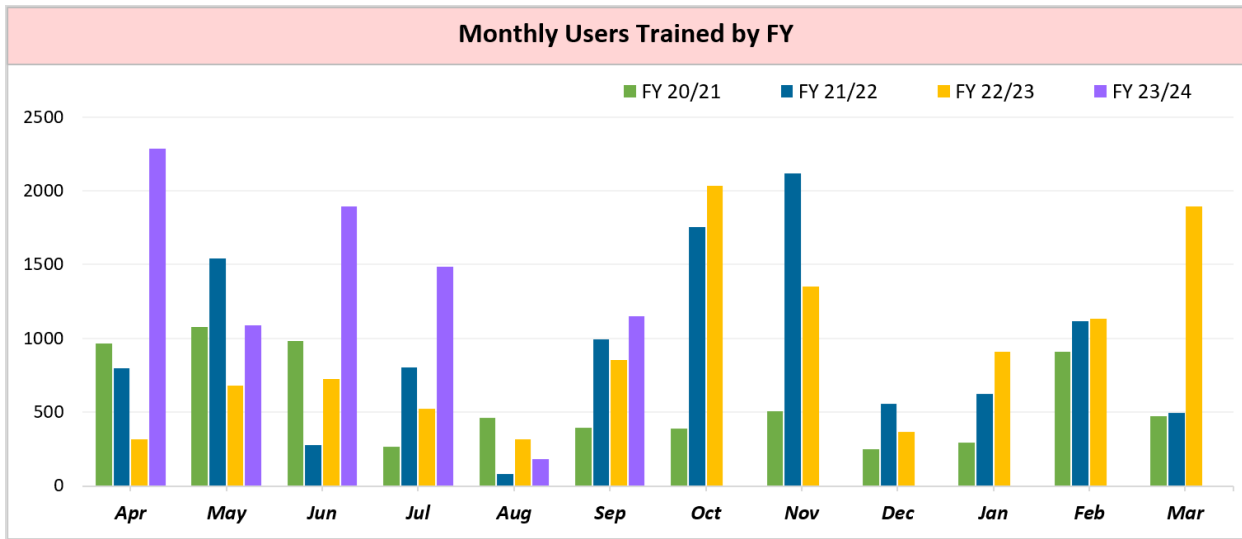
MAIN REPORT

INTRODUCTION

1. This report gives a brief update on the current position of the Cyber Griffin programme. For details of all Cyber Griffin services please visit: www.cybergriffin.police.uk

CURRENT PERFORMANCE POSITION

2. Cyber Griffin trained 2,817, exceeding its quarterly target of 2,500. This in part was due to the uptake of the latest iteration of the Baseline Briefing as well as the continued interest in the latest service, the Spear Phishing Case Study. Once again, the period also saw a very low level of unit abstraction.

Graphs showing Cyber Griffin's monthly and quarterly users trained compared with previous financial years.

Monthly Users Trained by FY

■ FY 20/21 ■ FY 21/22 ■ FY 22/23 ■ FY 23/24

Quarterly Users Trained by FY

■ FY 20/21 ■ FY 21/22 ■ FY 22/23 ■ FY 23/24

Graph showing the number of Cyber Griffin services delivered compared with previous financial years

Monthly services conducted by FY

FY 20/21 — FY 21/22 — FY 22/23 — FY 23/24
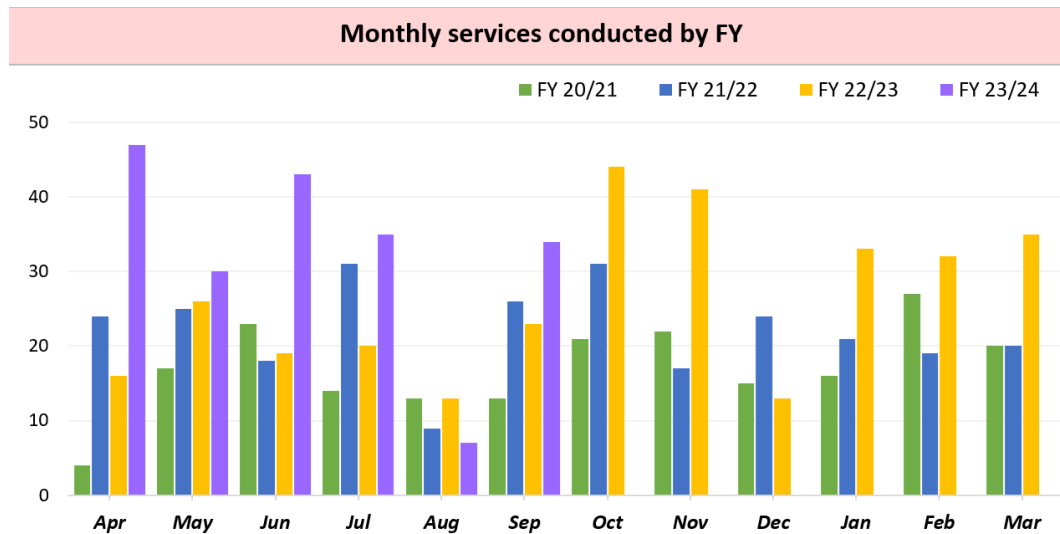
3. Regarding locally set targets, all are either on track to be met by the close of the financial year or ahead of target. In Q2, the programme trained 2,817 people (quarterly target of 2,500), conducted 76 services (quarterly target of 67) and partnered with 51 new client organisations (quarterly target of 36). In terms of Cyber Griffin's performance goals for the financial year, the programme is currently significantly ahead of target in all areas.

4. Regarding performance against national targets, Cyber Griffin continues to meet all nationally set key performance indicators (KPIs). Specifically, the programme has engaged with 100 % of victims of cyber-dependent crime. Survey data also demonstrates that engagements create security behaviour changes in above 75 % of attendees. The same events have a satisfaction rate of considerably above 75 %. Changes to national reporting have been announced and reviewed locally. This extra demand is manageable at present with existing resources.

5. As forecasted, and in line with performance displayed in other financial years, Q2 saw a drop in performance. This is typical for the summer period. The number of end users trained, and engagements scheduled though has already returned to its previously high levels as Cyber Griffin engages with organisations during Cyber Security Awareness Month. The number of services scheduled towards the end of Q3 drops which is typical for the Christmas period.

6. Cyber Griffin's financial situation is strong but requires review. The programme has confirmed both the Corporation Business Levy and NPCC Cyber Crime Programme funding until March 2025. Additional costs have been incurred due to the recent officer and staff pay rises, but existing budgets are sufficient to absorb this cost for the current financial year. Further to this, discussions are being had as to whether a new approach to costing (the Full Cost Recovery Model) should be applied to the programme. Should this change be agreed, current budgets will not be sufficient to meet the unit's existing operating model for this financial year and beyond.

7. Cyber Griffin's new Incident Response Exercise which has been developed in partnership with Bristol University has undergone its final testing stages. The exercise is being refined based on the feedback received from the external partners and is on track to be launched at the beginning of Q4.

8. Cyber Griffin has been unable to complete Cyber Capability Assessments due to the software supporting this service being unavailable while it is migrated to a new platform. At the end of Q2, Cyber Griffin learnt that the migration and new platform development had been delayed so a revised return date of Q4 has been provided. Clients interested in the service have been informed and are being internally managed.

9. The potential for Cyber Griffin to extend its work into the national PROTECT space continues to be considered. A fully costed detailed design has been submitted for senior officer consideration. This work has now been through several iterations and is close to completion.

CONCLUSION

10. Cyber Griffin continues to offer a very well-regarded and effective cyber security programme. Very positively, Cyber Griffin is significantly ahead of its performance targets for the financial year and forecasting suggests a further healthy period of performance in Q3. Software issues have caused a backlog of Cyber Capability Assessments which will start to be relieved in Q4 as the software becomes available again. Work to submit a fully costed proposal and detailed design for national PROTECT work continues. This work represents an excellent opportunity for future development.

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