

City of London Corporation Committee Report

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| Committee(s): Economic and Cyber Crime Committee | Dated: 4 February 2024 |
| Subject: Cyber Griffin Update | Public report: For Information |
| This proposal: <ul style="list-style-type: none"> • delivers Corporate Plan 2024-29 outcomes • provides statutory duties • provides business enabling functions | CoLP impact the following Corp Plan outcomes: Vibrant Thriving Destination- (Community Safety/ CT) Dynamic Economic Growth- (National Lead Force) |
| Does this proposal require extra revenue and/or capital spending? | No |
| If so, how much? | £- |
| What is the source of Funding? | N/A |
| Has this Funding Source been agreed with the Chamberlain's Department? | N/A |
| Report of: | The Commissioner |
| Report author: | Charlie Morrison, Helen Thurtlesmith |

Summary

In both Q2 and Q3, Cyber Griffin exceeded its quarterly targets placing the programme in a very strong position to end the financial year (FY) with all targets achieved. Forecasting suggests that Q4 will produce record engagement for this time of year. Considering the staffing challenges during the year, the programme is very positive about these returns.

Over the next period, Cyber Griffin will evaluate its strategic targets for the coming FY and review its service offering with the aim of establishing how the programme will continue to grow and further develop its impact in the FY 2025/26.

In the previous meeting the committee asked detail on what was meant by the 'record number of services' and commented that the programme's reporting focuses on activity over impact. These topics are addressed in the report.

Recommendation(s)

- Note the report.

Main Report

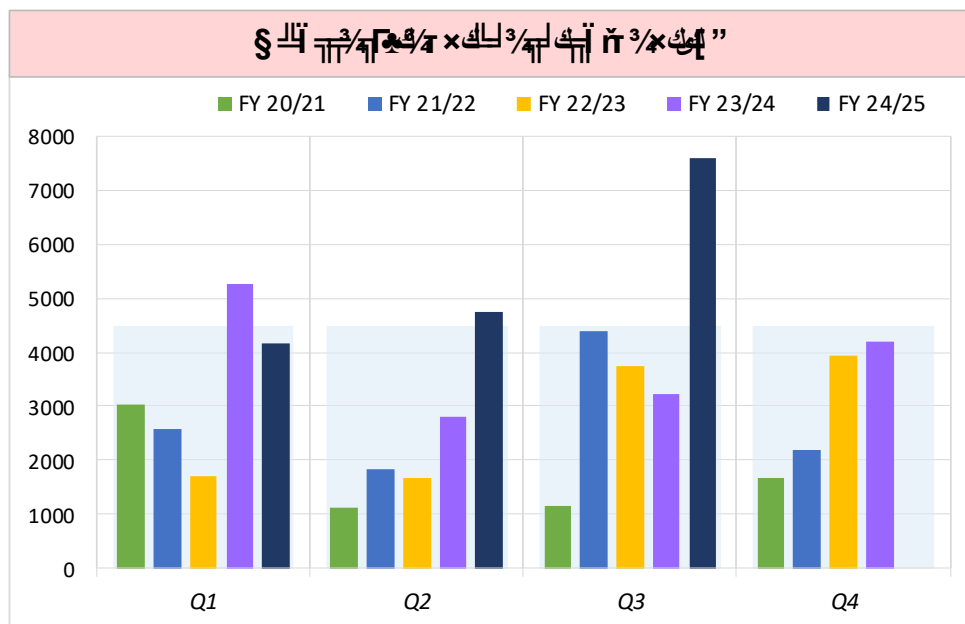
Background

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

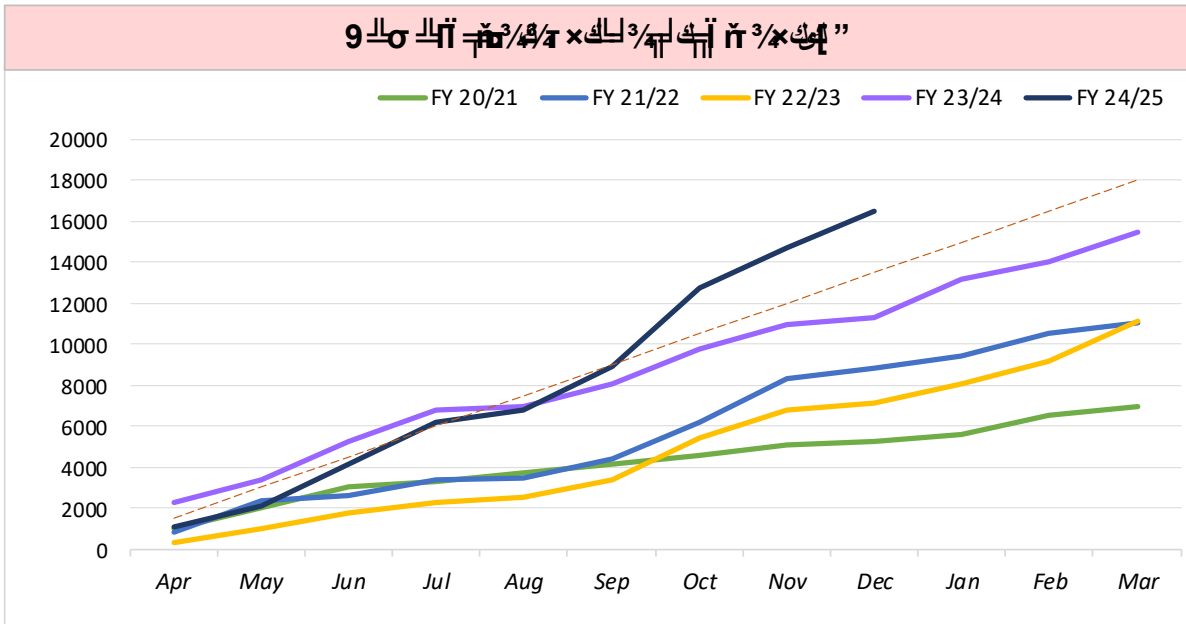
Current Position

1. Cyber Griffin trained 7,596 end users in Q3. This was 169% of the quarter's target of 4,500.
2. When the programme uses the term 'record numbers', this refers to measuring current performance against performance over the same period in previous years. The programme currently has five financial years of data to compare, as the graphs demonstrate.

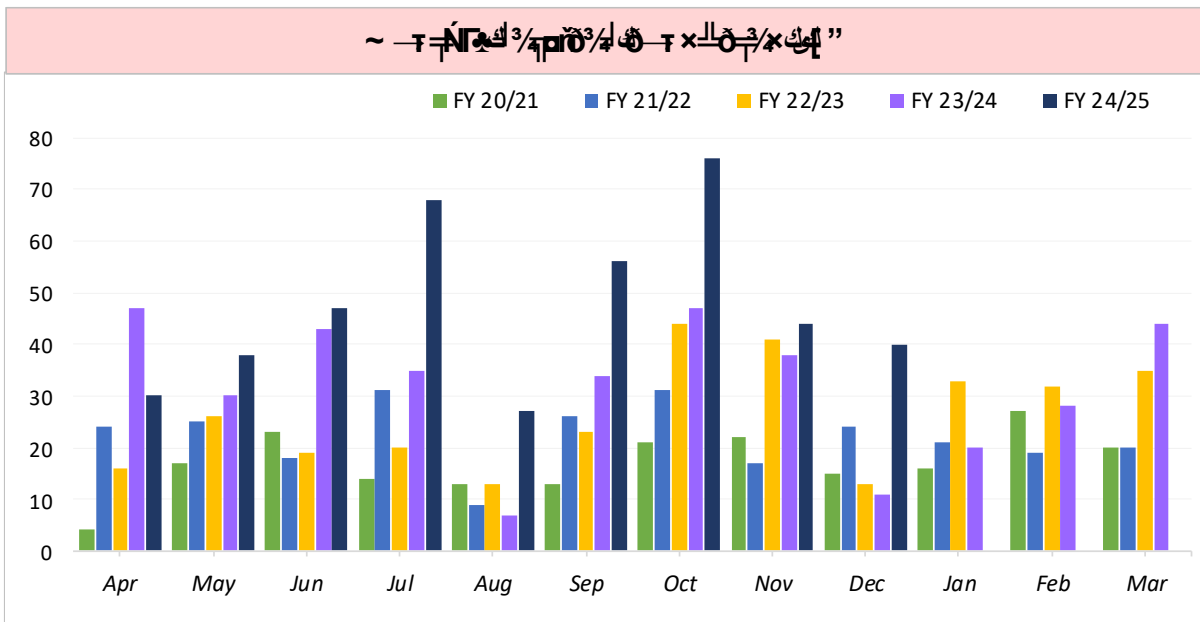
Graph showing Cyber Griffin's cumulative end users trained over five financial years.



Graphs showing Cyber Griffin’s quarterly users trained compared over five financial years.



Graph showing the number of Cyber Griffin services delivered over five financial years.



3. Regarding locally set targets, in Q3, the programme trained 7,596 people (quarterly target of 4,500), conducted 160 services (quarterly target of 100) and partnered with 53 new client organisations (quarterly target of 50).
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 delegates. The same events have a satisfaction rate of considerably above 75%.

5. Measuring impact over activity is challenging in PROTECT work. Quantifying crimes that were avoided, measuring security improvement, and capturing security behavioural change requires longitudinal qualitative assessment. This approach further requires the long-term support of organisations who agree to be measured. In addition to tracking activity and quality assuring the veracity of its service offering through external assessment led by the NCSC, Cyber Griffin does measure this area in a limited way through survey feedback and testimonials.

1,345 surveys have been received so far over the current FY which equates to approximately 8% of delegates trained despite surveys being offered at the end of every delivery. Responses are overwhelmingly positive. An example of some questions and the responses received are detailed in the table.

| Question | Response |
|---|---|
| Following this event, how likely would you be, if at all, to change any of your personal online/ security behaviours? | 86% said 'likely' |
| To what extent has this training improved your confidence in your cyber security? | 48% said 'a lot' 40% said 'a fair amount' |
| How relevant to you personally, if at all, did you find the topics covered during the engagement/event? | 79% said 'very relevant' 20% said 'relevant' |

Additionally, the programme receives testimonials. This FY these have included:

"This was a very insightful presentation. The presenters were articulate and very effective in conveying their message."

"Best webinar I have attended, ever!"

"The police service is well aware of cyber security risks and wish to protect the public."

"Very clear and concise with good explanations of what can be complex areas. Really set me thinking about what measures I already have in place and what could be improved."

"This is well worth watching even if you are something of a computer wizard."

“This was genuinely one of the best presentations I have seen in a long time. Useful, vital information about security with clear explanations of the risks and practical suggestions for measures to improve security.”

“An excellent overview of current cyber threats and practical steps that can be taken to mitigate against them.”

All the qualitative feedback was provided immediately following deliveries. The team’s experience and cyber security doctrine both heavily endorse that effective training is critical to protecting individuals and businesses from cyber attack. Unfortunately, the programme currently does not have the capability to return to delegates to measure lasting impact.

In the coming period, Cyber Griffin aims to investigate whether longitudinal qualitative measurements can be conducted in a resource effective manner.

6. Cyber Griffin’s financial situation is strong, but it should be noted that a review will be needed prior to the FY 2025/26. The programme has confirmed both the Corporation Business Levy and NPCC Cyber Crime Programme funding. Additional costs were incurred however due to the recent officer and staff pay rises from the FY 24/25. As funding streams are fixed, they do not consider year on year financial increases to salaries and professional fees. A costs review is being conducted and may result in a requirement for an uplift in funds to deliver the current service offering.

Conclusion

7. Cyber Griffin is enjoying a very strong period of performance and forecasts to end the financial year having delivered on its national and local targets. Cyber Griffin’s financial position is being reviewed and will be reported on in the next meeting. Over the next period, the programme will evaluate its strategic targets for the coming financial year and review its service offering with the aim of establishing how the programme will continue to grow and further develop its impact in the FY 2025/26.

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