

Cyber crime

An update from the public
of Staffordshire



Office of the Police and
Crime Commissioner
STAFFORDSHIRE



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Introduction

The internet is transforming how we live our lives. But as well as bringing great benefits, it also brings challenges, including opportunities for crime and new threats to our communities.

Government, local authorities, businesses and other stakeholders are taking steps to address these challenges. But citizens also have a vital role to play in keeping themselves and their communities safe from cyber attack. Only by working together will we succeed in preventing this growing and powerful threat.

This report presents an initial summary of findings from an independent survey

commissioned by Staffordshire's Police and Crime Commissioner, which was undertaken in October 2016. The survey was undertaken to initiate a conversation with the public about cyber security and cyber crime, and how citizens, businesses and services can work together to make being online safe and enjoyable for all. It is part of a wider commitment by Staffordshire's Police and Crime Commissioner to put local communities at the heart of policing and public services in Staffordshire.

This report will now shape future arrangements and initiatives to assist in making Staffordshire safe online.



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Key findings

Survey results suggest Staffordshire is well placed to meet the threat of cyber crime with high levels of perceived awareness and protection. However:

- A number of respondents, who were victims of cyber crime perceived they had high levels of awareness and protection.
- There appears to be potential over-reliance on generic anti-virus software.
- Many respondents had not taken steps to protect themselves or their families.
- The types and impact of cyber crime identified in the survey are wide ranging with both material and wellbeing consequences.

Use of the internet

- The majority of people across Staffordshire go online every day or nearly every day. Most citizens in all areas of Staffordshire Police force are exposed to the threat of cyber crime.
- Survey findings are broadly the same in the North and South areas of Staffordshire and Stoke-on-Trent, so the findings are applicable to the whole of the force area.
- Online activity is greatest amongst younger respondents with those aged 16-44 twice as likely to spend time on line as those aged 65 or over. Younger people also use the greatest variety of devices to access the internet and spend most time online.

How people access the internet

- Most people access the internet using mobile devices such as smartphones, tablets or laptops. Smartphones are the devices most used by those aged 16-64, but least used by those aged 65 or over.

Why people go online

- The top 5 reasons why people use the internet are **email, browsing, shopping, social networking** and **banking**. However, the full range of uses identified in the survey, for which users may need guidance and protection, is much more extensive.

Awareness of cyber crime

- Most respondents who use the internet exhibit an understanding of cyber crime and high levels of perceived awareness. However a significant proportion identify their level of awareness as moderate to low.

Protection against cyber crime

- 1 in 5 respondents who use the internet have not taken any steps to protect themselves online. Over a third of respondents with young people in their household have not taken steps to protect them.
- The principal method of protection identified by respondents who use the internet is anti-virus software.

Being a victim of cyber crime

- 1 in 20 respondents were victims of cyber crime. This is similar to the proportion of the overall population aged 16 or over who identify themselves as having been a victim of crime generally.
- The range of offences identified by respondents who have been a victim of cyber crime is extensive suggesting the support needed for victims could be wide ranging.
- The average number of crimes identified by respondents who were victims is more than one per victim. These results suggest victims may often be subject to repeat or multiple offences or that a single offence can impact in multiple ways.
- Most respondents who were victims of cyber crime did not report it to the police or action fraud. This suggests a range of stakeholders may need to be engaged to prevent and successfully investigate cyber crime.
- Most respondents associate cyber crime with obtaining and/or unlawful use of personal details/information. Few identified organised crime or wider security issues.
- The impact of cyber crime can be multi-faceted. Support services needed by victims are therefore likely to be wide ranging.

Results and what they potentially represent across Staffordshire

6%

62,000
...internet users were victims of at least one cyber crime but the majority are still unreported

46,000
(households)

...of those who go online with dependants under 18 have not taken measures to protect them

35%

37%

16,250
...victims did not report the incidents. Of those who did only 14% reported it to the police or Action Fraud

146,000

...of those who go online have not taken any measures to protect themselves

20%

80%

732,000
...of the Staffordshire population go online every day or nearly every day



220,000

...of those who go online do so for 3 hours or more each day

30%

61%

447,000
...of internet users rely on anti-virus software for protection

461,000

...of those who go online feel they have full or high protection against cyber crime

63%

67%

490,000
...of those who go online feel they have full or high awareness of cyber crime

94%

688,000
...of those who go online do so 'on the go' using a mobile device such as a smartphone, tablet or laptop

527,000

...of internet users go online using a smartphone

72%

Method



Latest estimates indicate that the current population¹ of Staffordshire is 1,114,210, with the proportion of the population aged 16 or over being 82% (914,970).

Staffordshire's first cyber security and cyber crime survey involved face-to-face interviews with a sample of 1,102 residents aged 16 or over from across the entire Staffordshire Police force area. The survey was undertaken during October 2016.

Respondents were selected at random in each Local Policing Team area.

The sample was also designed to be proportionate with the full resident population of the force area in terms of age and gender.

Number of surveys by locality

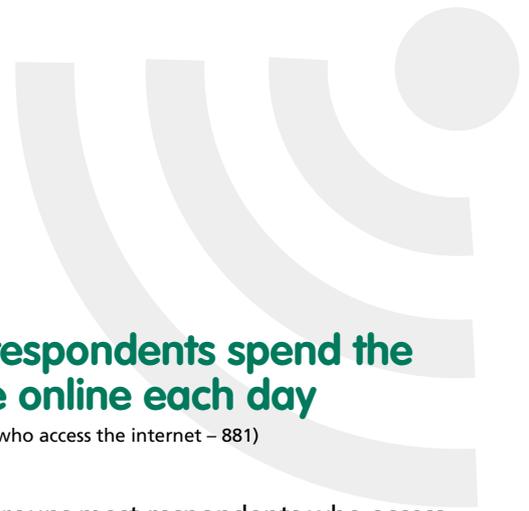
Locality	No. surveys	% of sample
Cannock Chase	101	9%
East Staffordshire	100	9%
Newcastle-under-Lyme	100	9%
South Staffordshire	100	9%
Stafford	100	9%
Staffordshire Moorlands	101	9%
Stoke Central	100	9%
Stoke North	100	9%
Stoke South	100	9%
Tamworth	100	9%
Total	1,102	100%

Number of surveys by age group

Age	No. surveys	% of sample
16-24	101	9%
25-34	218	20%
35-44	163	15%
45-54	207	19%
55-64	139	13%
65-74	151	14%
75+	122	11%
Prefer not to say	1	0%
Total	1,102	100%

1. All estimates of Staffordshire's population in this report are based on Office of National Statistics Mid-Year Population Estimates (MYE) 2015 unless otherwise stated.

Use of the internet

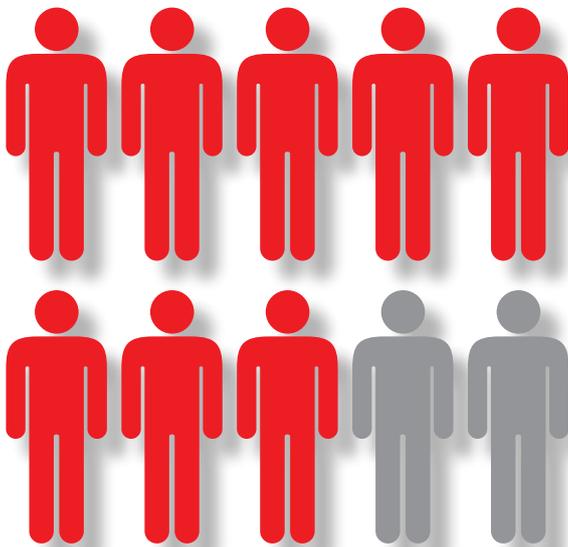


Younger respondents spend the most time online each day

(Base: Respondents who access the internet – 881)

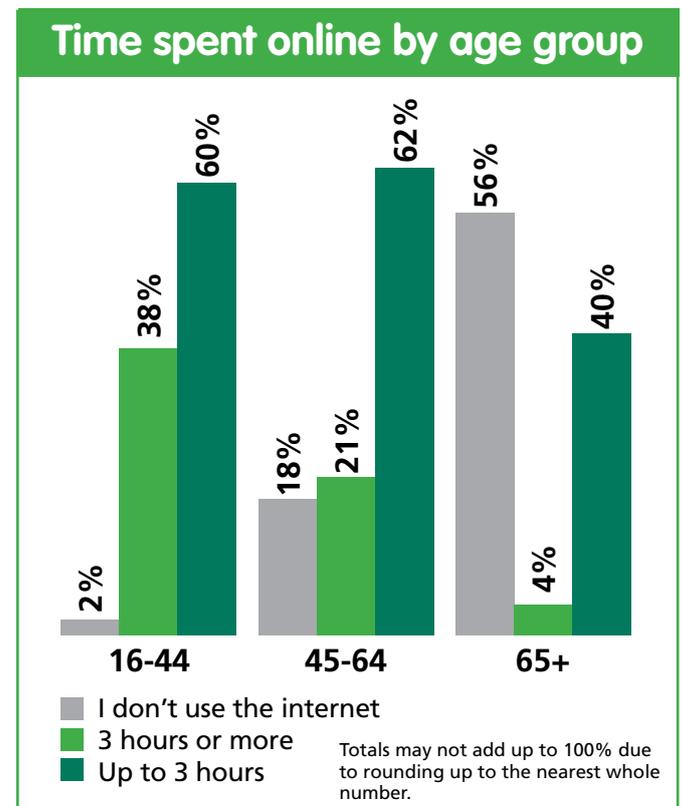
At least² 8 in every 10 respondents went online every day or nearly every day³

(Base: All survey respondents - 1,102)



- For the 16-44 age group the proportion rises to 98% daily.
- However, only 44% of respondents aged 65 or over went online with over half of this age group (56%) not using the internet at all.
- Generally, the proportions of males and females who go online are similar though males are more active in the 65 and over, age group.

- In all age groups most respondents who access the internet do so for up to 3 hours. This is in line with a recent estimate by Ofcom that the total average weekly hours spent online by adults aged 16+ is 21.6 hours per week⁴.
- The proportion of respondents aged 16-44 who spent three or more hours online each day was twice that of the 45-64 age group and nearly 10 times that of those aged 65 or over.
- A higher proportion of males spent 3 or more hours online each day (29%) than females (20%).



2. This may be a slight underestimate as some respondents may have been concerned about revealing their internet behaviour/digital assets in the survey
 3. This is in line with an Office of National Statistics (ONS) estimate of 82% for Great Britain. The ONS estimate for Great Britain continues a trend of year-on-year increases from 35% in 2006. Office of National Statistics 'Internet access – households and individuals' Statistical Bulletin August 2016
 4. Ofcom: Adults' media use and attitudes report 2016



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How people access the internet

People in Staffordshire use a range of devices to access the internet

(Base: Respondents who access the internet - 881)

The range of devices used is similar to a profile for the whole of Great Britain published in a recent bulletin by the Office of National Statistics (ONS)³. Here, results from Staffordshire's survey are set alongside ONS findings. While the level of take up differs in some cases, the ranking of devices in terms of preference is similar.

Devices used to access the internet

	Great Britain	Staffordshire
 Mobile or smartphone	71%	72%
 Laptop or netbook	62%	59%
 Tablet computer	52%	58%
 Desktop computer	40%	34%
 Smart TV	21%	16%
 Other mobile devices	18%	14%

Source: Great Britain - Office for National Statistics Statistical bulletin: Internet access - Households and individuals August 2016
Notes: Base adults aged 16+ in Great Britain
Source: Staffordshire - Cyber crime survey October 2016: Respondents who access the internet - 881



- Respondents age 16-44 use laptops and tablets the most, but far less than they use smartphones. Respondents age 45-64 use them as much as they use smartphones. Respondents age 65 or over use them more than they use smartphones.

The device most commonly used to access the internet is the smartphone.

However, there is variation across age groups.

(Base: Respondents who access the internet - 881)

- 72% of respondents who access the internet do so using a smartphone.
- However, there is considerable variation by age with 91% of respondents who access the internet age 16-44 using a smartphone to do so compared with 60% aged 45-64 and 29% aged 65 or over.
- Around 1 in 5 aged 16-44 use other devices such as Smart TV and games consoles to go online.

Most people who access the internet do so using a mobile device

(Base: Respondents who access the internet - 881)

- 94% of respondents who access the internet use a mobile device such as a smartphone, tablet or laptop.
- This is true for all age groups with 99% of those aged 16-44, 91% of those aged 45-64 and 83% of those aged 65 or over who use the internet using a smartphone, laptop or tablet.

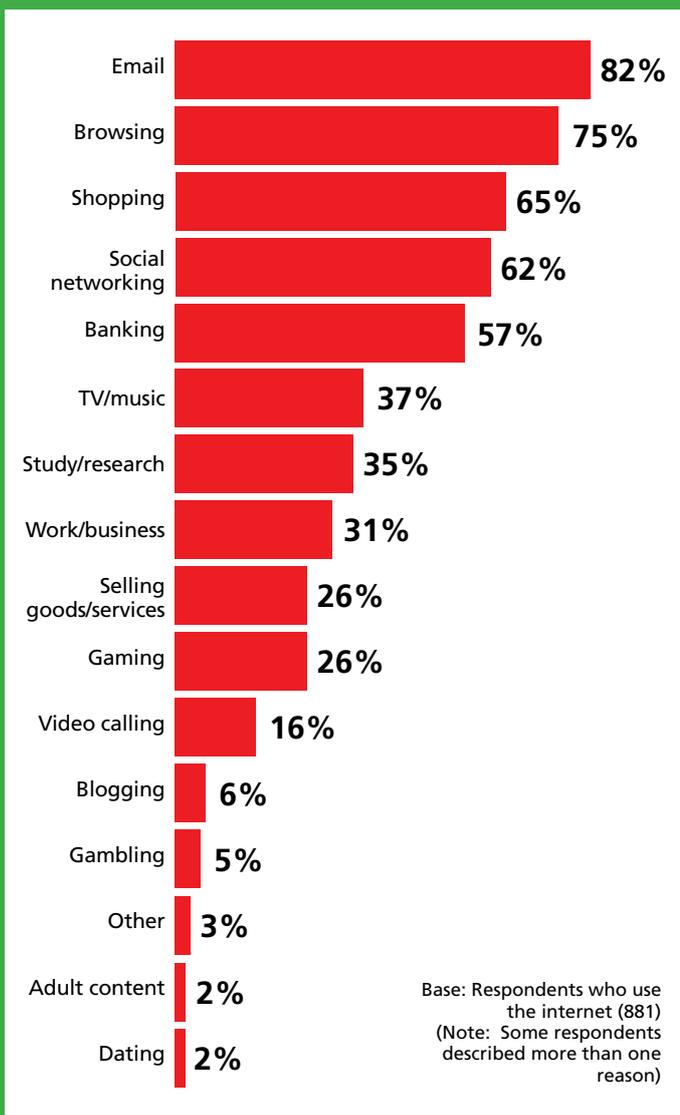


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Why people access the internet



People in Staffordshire use the internet for a wide range of reasons



- The top 5 reasons for going online were the same across age and gender although there is some variation in levels of use and order of preference.
- The wide range of uses shows the extent to which the internet is part of everyday life for Staffordshire people and the many opportunities for cyber crime that this presents.

The principal uses are email, browsing, shopping, banking and social networking

Base: Respondents who access the internet – 881
(Note: Respondents could select more than one option)

Top five reasons for using the internet by age group

Use	16-44	45-64	65+
Email	84%	82%	74%
General surfing/browsing	74%	78%	75%
Shopping	70%	65%	49%
Social networking	79%	49%	26%
Banking	62%	55%	41%

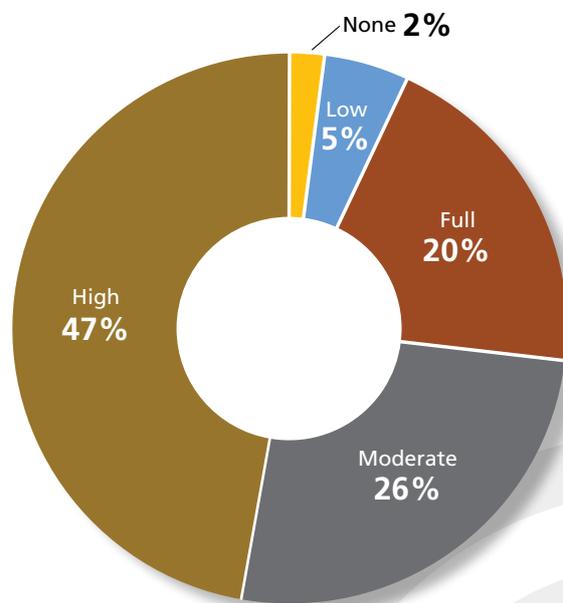
Awareness and understanding of cyber crime

- For most respondents cyber crime and the dangers of going online are synonymous with broadly the same issues being identified as both crimes and dangers.

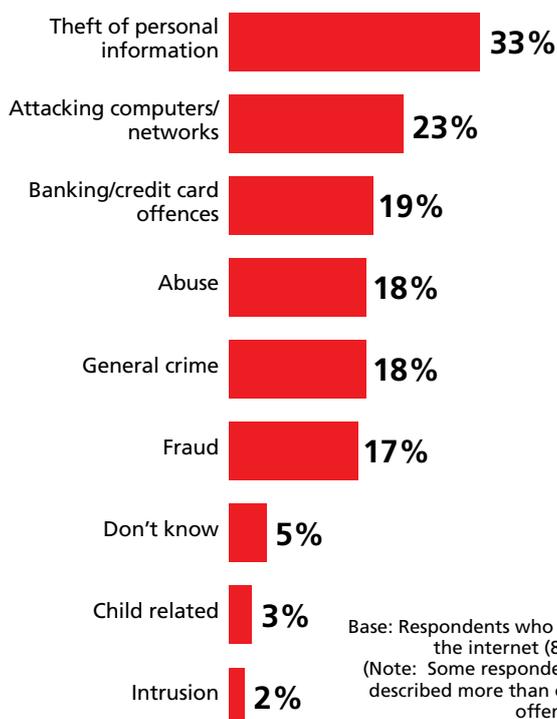
- Nearly all respondents who accessed the internet offered a definition of cyber crime that identified the link with computers and the internet. Most perceived a high level of awareness. However; few moved beyond a focus on personal crimes/dangers to identify links to wider community safety issues such as child sexual exploitation, modern slavery, radicalisation & extremism and serious organised crime.

How would you describe your level of awareness of cyber crime?

(Base: Respondents who access the internet - 881)



What do you think cyber crime is?

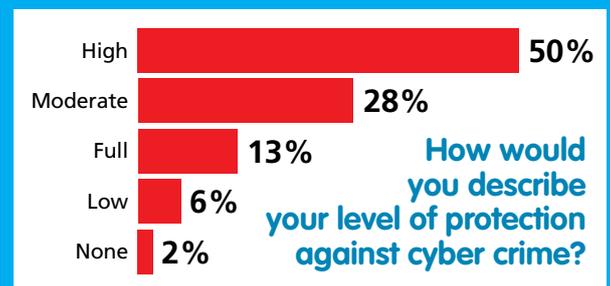
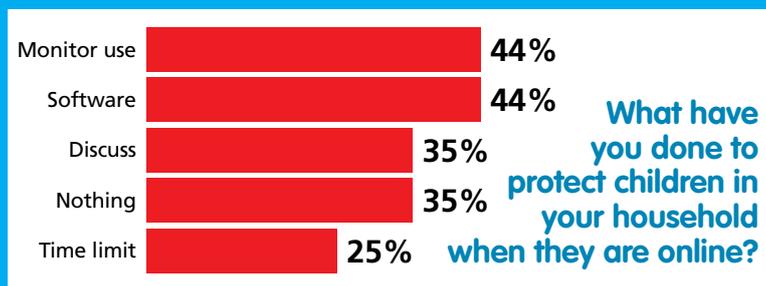


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Protection against cyber crime

35% of households with children have taken no measures to protect them online

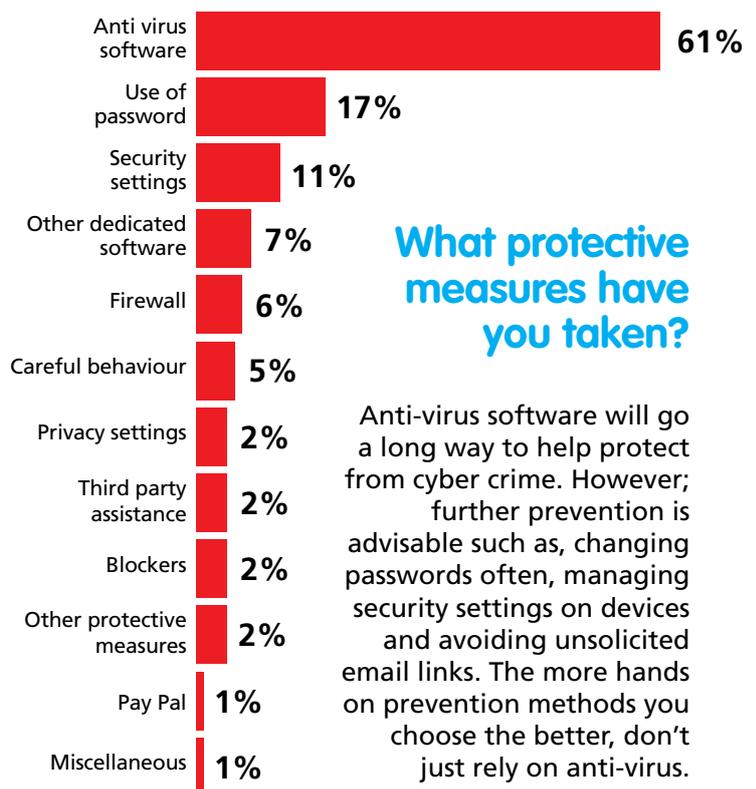
Nearly two thirds of internet users feel they have full or high protection against cyber crime



Note: Respondents could choose more than one option
 Base: Respondents who access the internet and indicate the presence of dependent children under 18 in their household - 478



Most people appear to rely on anti-virus software to protect them online



Being a victim of cyber crime

1 in 20 of those who go online were a victim of cyber crime

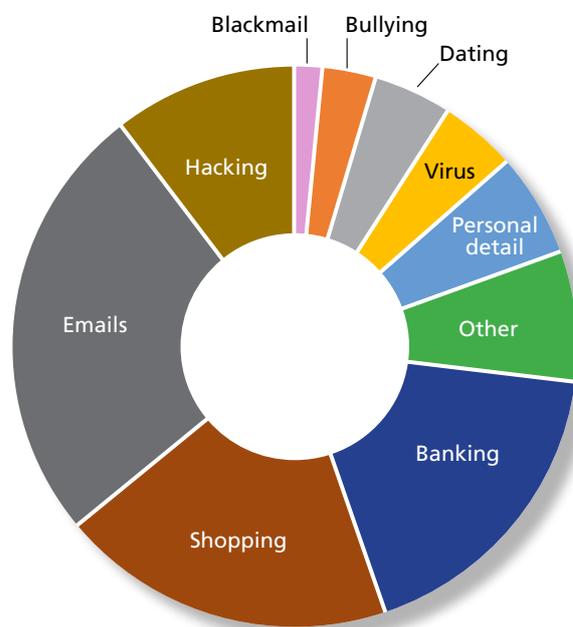
(Base: Respondents who access the internet - 881)

- 6% of respondents who access the internet were victims of cyber crime with some identifying more than one offence.
- 37% of victims did not report the crime. Where crimes were reported, more were reported to a bank, internet service provider and/or company than to the police or Action Fraud.
- Of the 6% only 12% reported it to the police and 2% reported it to Action Fraud.

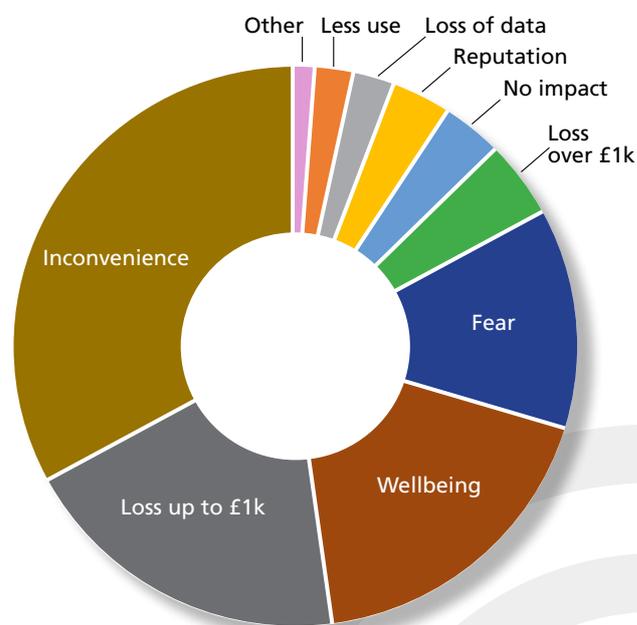
Reasons why offences were not reported to any organisation included:

- Didn't know how to
 - Felt it was too trivial
 - Didn't think anything could be done
 - Didn't think it was a crime
 - Fixed the problem myself
 - Didn't know it had happened
 - Too much bureaucracy
- While in numerical terms the number of respondents to the survey who were victims of cyber crime was small, the types of crime they identified and the impact of those crimes were wide ranging.

Types of cyber crimes identified by respondents who were victims



The impact of cyber crimes identified by respondents who were victims



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What is being done to make Staffordshire safer online

This survey demonstrates that a significant number of people in Staffordshire do not know how to stay safe online. People are confused about what to do if they become a victim and are unsure who to report the crime to. It is apparent that more work is needed to combat this ever growing crime.

Initial activity led by the Office of the Police and Crime Commissioner and Staffordshire Police is shown below and we are planning much more activity in the months ahead. So far we have:

- Expanded information, advice and guidance about cyber crime and how to prevent becoming a victim on the Staffordshire Police website www.staffordshire.police.uk/cybercrime
- Commissioned the Regional Organised Crime Unit to work alongside Staffordshire Police to develop and roll out a training package for Staffordshire Police Cadets. Once trained, the Cadets will then share messages with Staffordshire residents on how to stay safe online.
- Provided training for all police front line staff in identifying and investigating cyber crime.
- Rolled out the 'Little Book of Scams' on how to stay safe online to all police officers and staff for them to share with the public.
- Enhanced training for specialist investigators within Staffordshire Police to have expert knowledge of cyber crime help support victims of cyber crime.
- Trained Staffordshire Victim Gateway staff to ensure victims of cyber crime are helped effectively.
- Commissioned the Chambers of Commerce to support businesses that fall victim of crime, including cyber crime.
- Advised Action Fraud to signpost victims to the Staffordshire Victim Gateway.
- Started the recruitment process for a Digital PCSO, who will have an online presence on social networks and engage with the online community.
- Commissioned a problem profile to help Police further understand the extent of the cyber crime problem in the county and inform the response across Staffordshire.
- Organised a competition for schools and colleges to encourage young people to stay safe online. This is set to become an annual event and part of the curriculum.
- Run a cyber crime awareness campaign for the Staffordshire public that included tips on how to stay safe online. Facebook adverts were viewed by over 78,000 people with almost 30,000 women with families and children viewing videos on cyber bullying on the police web site. Media interviews and features supported by messages using social media also helped increase awareness.
- Begun a pilot process between Staffordshire County Council Trading Standards and Staffordshire Police to highlight the dangers of scams, using Staffordshire Smart Alert.

The Office of the Police and Crime Commissioner has established a multi-agency forum including public sector, private sector, business representatives and education establishments to develop an action plan and co-ordinate multi-agency activity.

**If it is a crime offline
then it is a crime
online**

Reporting cyber crime & online safety advice



Action Fraud National Fraud & Cyber Crime Reporting Centre
0300 123 2040
Action Fraud is a national fraud and cyber crime reporting centre but not an emergency service.

Provides information on different types of internet frauds that and how to protect yourself and get safe online.

<http://www.actionfraud.police.uk/fraud-az-online-fraud>



Provides information, advice and guidance on how Staffordshire residents can stay safe online.

<https://www.staffordshire.police.uk/cyber-crime>



Cyber Aware (formerly Cyber Streetwise) aims to drive behaviour change amongst small businesses and individuals, so that they adopt simple secure online behaviours to help protect themselves from cyber criminals: use strong passwords made up of three random words and always download the latest software updates as soon as they appear.

<https://www.cyberaware.gov.uk/>



This website provides free National Curriculum materials that help teachers address these issues with young people so they can protect themselves when using a mobile device.

<http://www.outofyourhands.com/>



Get Safe Online is the UK's leading source of unbiased, factual and easy-to-understand information on online safety.

Get Safe Online is a public/private sector partnership supported by HM

Government and leading organisations in banking, retail, internet security and other sectors.

<https://www.getsafeonline.org/safeguarding-children/>



The Metropolitan Police have produced little book of big scams for both businesses and individuals containing a number of hints and tips to stop you becoming a victim of fraud.

For Individuals:

http://www.met.police.uk/docs/little_book_scam.pdf

For Businesses:

http://www.met.police.uk/docs/little_book_big_scams_business_edition.pdf



The government has worked with the Information Assurance for Small and Medium Enterprises (IASME) consortium and the Information Security Forum (ISF) to develop Cyber Essentials, a set of basic technical controls for organisations to use.

<https://www.cyberstreetwise.com/cyberessentials/>



eCrime Team

Online scams and rip-offs to Trading Standards via the Citizen's Advice Consumer Helpline on: 03454 04 05 06

[http://www.tradingstandardsecrime.org.uk/report-fraud/](http://www.tradingstandardscrime.org.uk/report-fraud/)

This guidance explains the threat from cyber-attack and shows how you can protect your business.



Provides guidance on crime and fraud issues in international trade: theft of goods, money laundering, cyber crime, employee fraud, infringement of intellectual property.

Advice for small businesses

<https://www.gov.uk/government/publications/cyber-security-what-small-businesses-need-to-know>

Advice for businesses in international trade

<https://www.gov.uk/crime-and-fraud-prevention-for-businesses-in-international-trade>



Financial Fraud Action UK
Working together to prevent fraud

Provides information on how to bank safely online.

<http://www.financialfraudaction.org.uk/Consumer-fraud-prevention-advice-remote-banking.asp>



Leaders in fraud prevention

Cifas Protective Registration is a defence against identity fraud for anyone with good reason to think they're at risk, for example:

- People who have recently lost personal documents, or had them stolen;
- Customers of organisations that recently lost or leaked sensitive data;
- Anyone who has been advised by the police that they're at risk.

<https://www.cifas.org.uk/pr>



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The Office of the Police and Crime
Commissioner wishes to thank those residents
of Staffordshire who gave their time to
participate in the survey and appear in images
within this document.

For further information on this publication
or for alternative formats please contact the
Office of The Police and Crime Commissioner,
PCC@staffordshire.pcc.pnn.gov.uk