THE
CYBER
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CENTRE
NETWORK

Cyber Threats In Care:

What You Need To Know Now

Delivered on behalf of the CRC Network by:
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Agenda

Current Threats facing Care Providers

What Can You Do to Protect Your Organisation?

The CRC Network – who we are & how we can help

Free Tools & Resources available from Local Policing and National Cyber Security Centre

How to get in touch

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What Are the Current Threats to the Care Sector?

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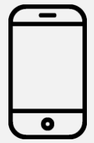
From Phish To Fraud

Search on YouTube: Cyber Resilience: A social care impact by the Welsh Government to watch the video

Understanding The Scale Of The Problem

Key Facts

41%		41% of health or care organisations fell victim to cybercrime in the last 12 months	**75%**		75% of cyber attacks are committed outside the UK
75%		The most common type of cyberattack was phishing attempts (75%)	**£9.5K**		A successful cyber security breach could result in costs of around £9528 for micro/small businesses
50%		Online Fraud and Cybercrime equates for 50% of all recorded crime in England and Wales	**39%**		39% of staff regularly use their own devices to store sensitive information

Stats from the UK Cyber Breaches Survey 2025, Digital Care Hub and The Department of Health and Social Care

"Why would I be a target?"

Being a care provider doesn't mean you're off the radar when it comes to cybercrime

- **If you're online, you're a target -** e.g., Email, Care records, Banking, Social media.
- **Cyber criminals exploit vulnerabilities -** not organisation size or sectors
- The care sector is especially at risk due to:
  - Shared devices
  - Limited time & resources
  - Sensitive data

Theft From a Motor Vehicle

- **Common 90s crime type** where criminals simply tried handles until they came to an unlocked car
- This is **very similar** to the way **cyber attacks** work
- It's not **if** you get **cyber attacked**...it's **when!**

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Let’s play a game

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Is This A Phishing Attempt?

Police-led, **Business**-focused

Message from Jonathan Hale — Chief Executive, MeridianCare Ltd

jonathan.hale@meridiancare-support.com • 09:12 AM, Mon 20 Oct

Dear **Finance Team**,

We have a short-notice request to support a local community hospice that provides vital end-of-life care for families in our area. I would like MeridianCare to make a corporate donation of **£5,000** to the **Riverside Community Hospice Fund** today so we can be listed as a principal sponsor in this week's charity brochure.

Please process a BACS payment to the following account by the end of the day and confirm to me once completed. I am travelling and will not be in the office, so I need this handled urgently.

```
Account name: Riverside Community Hospice
Sort code: 40-12-99
Account number: 20123456
```

Kindly mark the payment as 'Charity — Riverside' and reply to confirm. I can't access my computer right now.

Confirm payment (Reply to CEO)

Best regards,
Jonathan Hale
Chief Executive — MeridianCare Ltd

MeridianCare Ltd • 14 Highbrook Court • London • Registered in England: 08912345

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Is This A Phishing Attempt?

Police-led, **Business**-focused

HR

Claim Your £50 Employee Gift Voucher!

rewards@company-benefits.com • 08:45 AM, Tue 21 Oct

Dear Employee,

As part of our annual employee appreciation program, you are entitled to a £50 gift voucher. To claim your voucher, please log in to our secure portal using the link below:

Claim My Voucher

Note: This offer is only valid for 24 hours, so please claim your voucher promptly.

Best regards,
Employee Rewards Team
Company Benefits Ltd

Company Benefits Ltd • 22 Main Street • London • Registered in England: 09123456

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Is This A Phishing Attempt?

Police-led, **Business**-focused

Hello! I'm the Recruitment Manager (UpWork Group) , and I'm contacting you because I have good news for you. Can I have a few minutes of your time?

11:21

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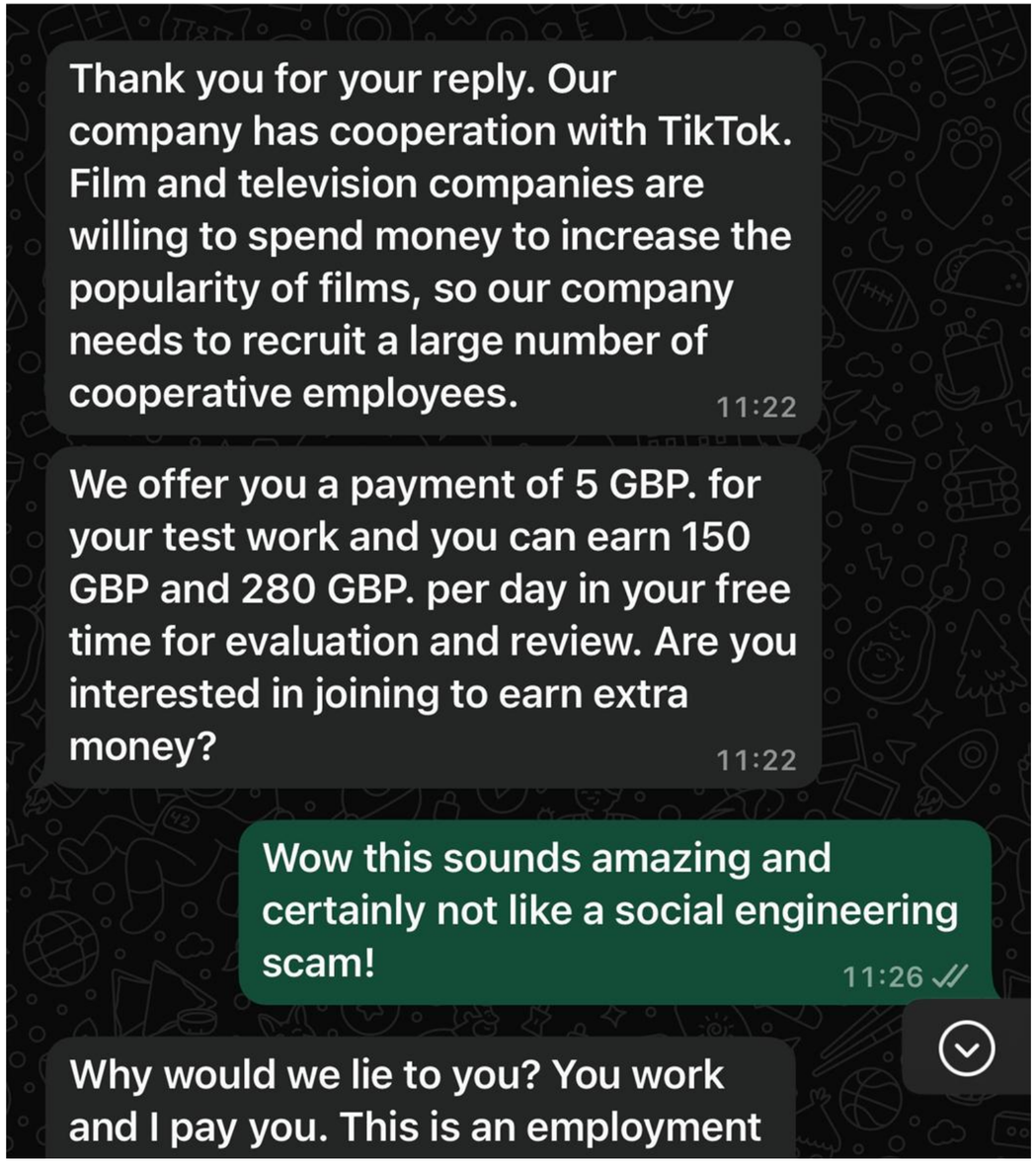
Is This A Phishing Attempt?

Police-led, **Business**-focused



How To Spot A Phishing Attack

REMEMBER: They are designed to get you to do something

- **Urgency –** "this has to be done NOW!"
- **Authority –** from CEO / senior member of staff
- **Mimicry –** impersonation of individual or organisation
- **Curiosity –** "OMG! Have you seen this?"

Things to check for:

- Go to **legitimate site** and **check information** rather than **clicking a link**
- **Confirm information** with person using **different communication method**
- **Review the URL** before clicking
- **Grammar** and spelling
- **Email address**

⚠ **Always ask yourself - "Is it too good to be true?"**

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What Can You Do To Protect Your Organisation?

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Use Strong Passwords

First line of defence against criminals or unauthorised people accessing your accounts

The stronger your password, the more protected your system will be

TIME IT TAKES A HACKER TO BRUTE FORCE YOUR PASSWORD IN 2024

How did we make this? Learn at hivesystems.com/password

Number of Characters	Numbers Only	Lowercase Letters	Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters, Symbols
4	Instantly	Instantly	3 secs	6 secs	9 secs
5	Instantly	4 secs	2 mins	6 mins	10 mins
6	Instantly	2 mins	2 hours	6 hours	12 hours
7	4 secs	50 mins	4 days	2 weeks	1 month
8	37 secs	22 hours	8 months	3 years	7 years
9	6 mins	3 weeks	33 years	161 years	479 years
10	1 hour	2 years	1k years	9k years	33k years
11	10 hours	44 years	89k years	618k years	2m years
12	4 days	1k years	4m years	38m years	164m years
13	1 month	29k years	241m years	2bn years	11bn years
14	1 year	766k years	12bn years	147bn years	805bn years
15	12 years	19m years	652bn years	9tn years	56tn years
16	119 years	517m years	33tn years	566tn years	3qd years
17	1k years	13bn years	1qd years	35qd years	276qd years
18	11k years	350bn years	91qd years	2qn years	19qn years

HIVE SYSTEMS

› Hardware: 12 x RTX 4090 | Password hash: bcrypt

Three Random Words

Take a memory and reduce it to three words	The **tree** fell down, **smashed** the fence and the dog **escaped**
Combine them in a random order	**escapedsmashedtree**
Add upper case letters	**ESCAPEDsmashedTREE**
Add special characters and numbers	**ESCAPED100smashed!TREE**

Enable 2-Step Verification

- 2-Step Verification - means using two or more pieces of information to prove it's really you, like a password and a code sent to your phone
- Think of it like a chain/deadlock on your door - even if someone has the key, they still need the second lock to get in

Types of 2SV Information

Knowledge	Possession	Inherence
Something you know	Something you have	Something you are
E.g. Password	E.g. Authenticator code	E.g. Biometrics

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Cyber Resilience Free Tools and Resources

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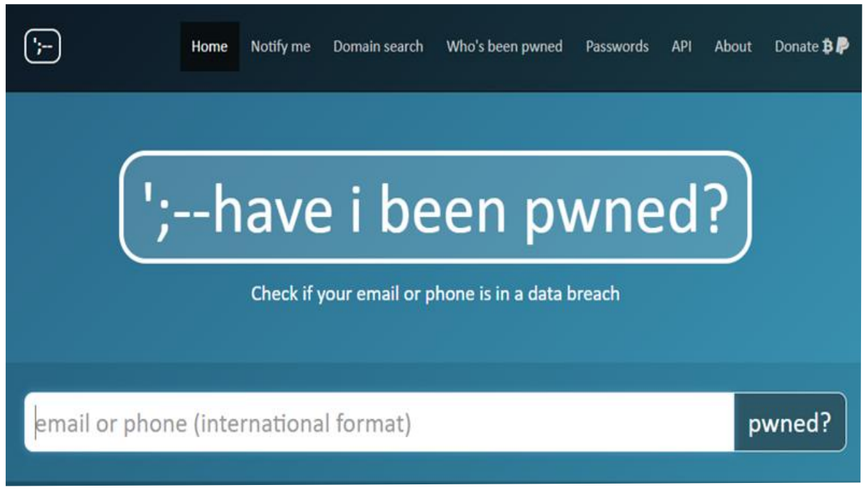
Understanding Your Current Cyber Resilience



Haveibeenpwned.com

See if you've appeared in a data breach with this free to use database of publicly available data breaches

NCSC Cyber Action Toolkit

Build confidence, track your progress, and protect your business from common cyber threats

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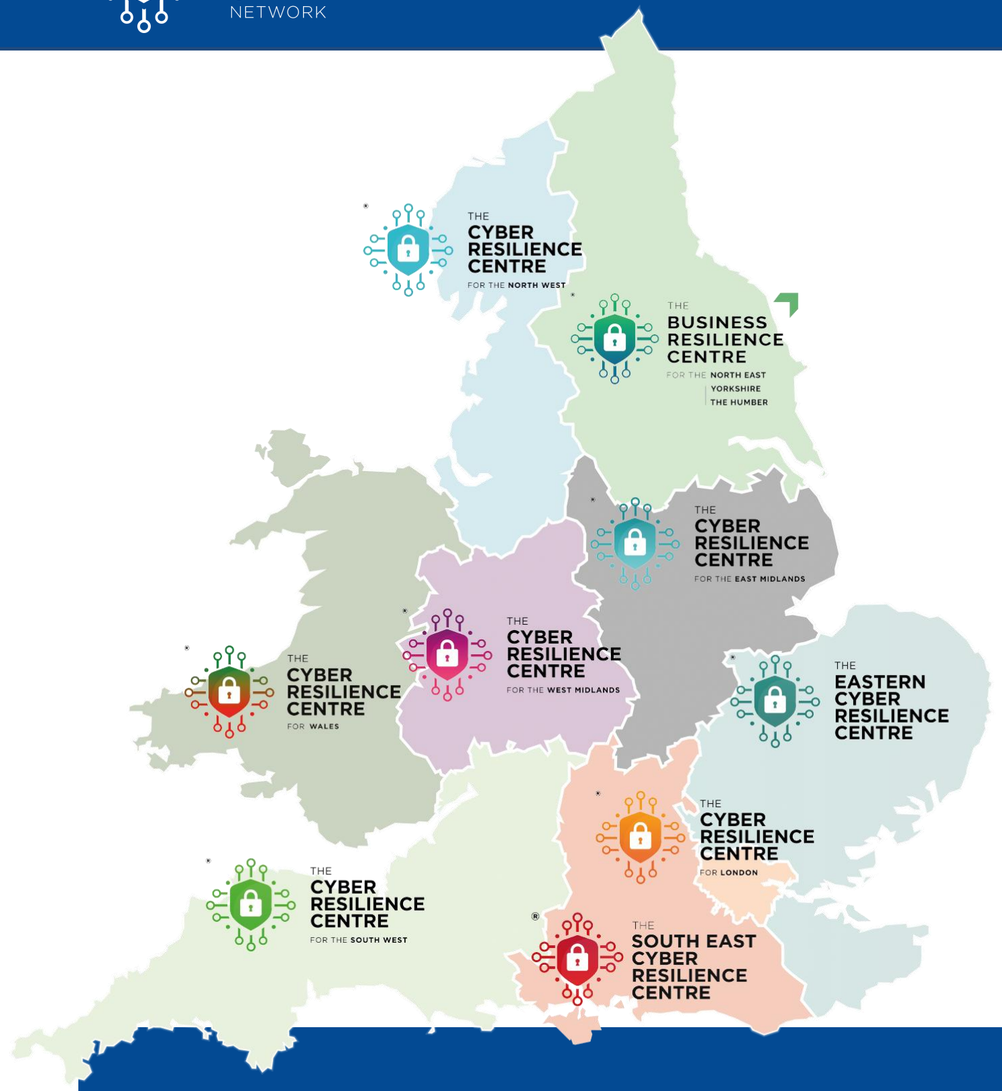
How can the CRC Network help?



The CRC Network

- Cyber Resilience Centre Network
- Police led, government funded network of centres
- Collaboration between Policing, Industry Experts and Academia

The ground we cover

- Small and Medium Organisations
- Charities
- Schools

Free membership

- Free membership which includes newsletter, educational customer journey, signposting to free tools

Our aim:

To increase the cyber resilience of small and medium businesses, charities and the third sector

Police-led, **Business**-focused

CRC Membership

Provides members with:

- **Regional and national threat alerts**
- **Monthly Newsletter** featuring the latest guidance
- **Signposting to free tools and resources** from Cyber PATH, policing and the NCSC
- **Funded Cyber Security Awareness Presentations/webinars** to staff, customers and supply chain
- **Access to a wide range of Cyber Security Services** via our Cyber PATH programme including training, vulnerability assessments, Microsoft 365 reviews etc.

We have nine Cyber Resilience Centres across England and Wales

Four Things To Remember

Make your Passwords secure and unique

Use 3 random words or a password manager and don't use the same password across multiple accounts.

Enable 2SV across your devices

Especially on your email and social media accounts - remember it's like a deadlock on your front door!

Check out our free tools and resources

CRC network for tailored support, NCSC My Cyber Toolkit, Cyber PATH fully funded services.

Sign up for our Newsletter

To continue to receive the latest police guidance around cyber crime and access a wealth of resources.

Links

Reporting a suspicious website https://www.ncsc.gov.uk/section/about-this-website/report-scam-website

Reporting a suspicious email forward to report@phishing.gov.uk

Reporting a suspicious text message send to 7726

Check your compromise www.haveibeenpwned.com

Cyber Action Plan www.ncsc.gov.uk/cyberaware/actionplan

The ECRC

www.ecrcentre.co.uk

https://www.linkedin.com/company/the-eastern-cyber-resilience-centre/

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Thanks For Listening

Any Questions?

Upcoming webinars in the Care sector Cyber series:

Personal Devices, WhatsApp & Data Sharing: Are You Putting People at Risk?

5th Nov
12-12:30pm

Spotting Human Error: Building a Cyber Aware Culture in Care

18th November
12-12:30pm

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