THE CYBER RESILIENCE CENTRE NETWORK

Spotting Human Error:

Building a Cyber Aware Culture in Care

Delivered on behalf of the CRC Network by:
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THE EASTERN CYBER RESILIENCE CENTRE

WWW.ECRCENTRE.CO.UK

Agenda

What is ‘phishing’ and how can you spot it?

How to create a “speak up” culture and embed cyber awareness into daily routines

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

Free tools and Resources available from the CRC Network, local policing and NCSC

How to get in touch

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What is phishing?

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Understanding The Scale Of The Problem

Key Facts

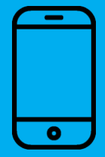
Online Fraud and Cybercrime equates for 50% of all recorded crime in England and Wales

41% of health or care organisations fell victim to cybercrime in last 12 months

The most common type of cyberattack was phishing attempts (75%)

65% of cyber crime victims ascribe phishing as the most disruptive type of breach

A successful cyber security breach could result in average costs of £8,000 for micro/small businesses



There has been 45 million scams reported as of August 2025

Statistics from the UK Cyber Breaches Survey 2025

What is phishing?

Scam emails, texts, calls, or social media messages designed to steal information

- Directing you to **malicious websites**
- Requesting **sensitive data** through fake forms
- Tricking you into **transferring money**

Two Types:

Mass campaigns: Sent indiscriminately to millions of inboxes

Targeted attacks: Personalised attacks using your information to appear legitimate

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

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How to spot phishing attacks

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Is This A Phishing Attempt?

Police-led, **Business**-focused

SUBJECT: Outstanding Invoice for PPE Delivery — Please Pay
FROM: orders@caresupply-uk.com • TO: admin@rosewood-carehome.co.uk

Date: 09 Sep 2025

From: orders@caresupply-uk.com **To:** admin@rosewood-carehome.co.uk

Good morning,

Our records show an outstanding balance for the PPE order delivered to Rosewood Care Home on 28 Aug 2025.

Invoice: CS-2025-458
Amount due: £1,250.00

Please transfer the payment to the account below within 48 hours to avoid collection fees.

Payment details:
Account name: CareSupply UK Ltd
Account number: 12345678
Sort code: 00-11-22

Attached: CS-2025-458-invoice.pdf

If you believe this is an error, reply with a copy of your delivery note and we will investigate.

Kind regards,
Accounts Receivable
CareSupply UK Ltd
tel: 01632 960123

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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

IT

Urgent Security Alert: Account Compromised

security@company-alerts.com • 10:03 AM, Wed 22 Oct

Dear **Employee**,

We have detected unusual activity in your company email account that indicates a potential security breach. For your protection, you must reset your password immediately to avoid service disruption.

Click the link below to log in and secure your account:

Secure My Account

Failure to act within 24 hours may result in account suspension.

IT Security Team
Company Alerts Ltd

Company Alerts Ltd • 55 Tech Avenue • London • Registered in England: 09876543

How To Spot A Phishing Attack

REMEMBER: They are designed to get you to do something

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

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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Creating a ‘speak up’ culture

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How to create a ‘speak up’ culture

- **Normalise Cyber Threats:** Cybercrime is advanced and anyone can be targeted
- **No blame culture:** Early reporting is what matters to reduce harm and protect others
- **Make Reporting Simple:** Have clear, visible channels to report concerns and reinforce that speaking up is the right action

Remember: reporting isn’t admitting fault - it’s protecting the organisation

How to embed cyber awareness into every day routines

- **Embed Awareness from Day One:** Make phishing training core to company culture from onboarding
- **Keep awareness active:** Ensure you have regular training refreshers and cyber safety part of everyday conversations
- **Watch out for high-risk moments:** urgent requests, after-hours communications or busy periods when attention is divided

Remember: reporting isn't admitting fault - it's protecting the organisation

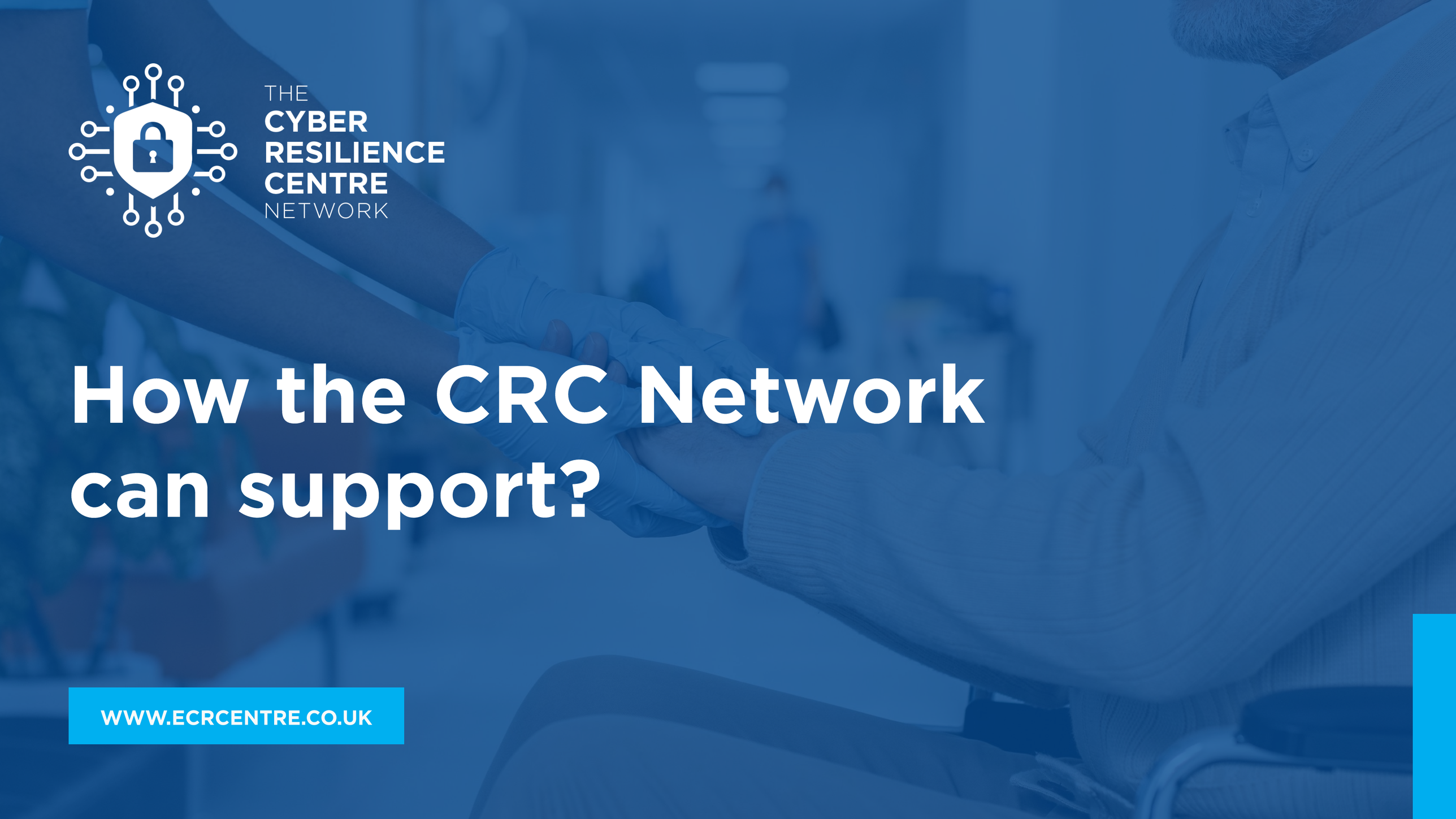
What to do if you suspect phishing

How to report suspicious activity

- **Suspicious emails:** Forward to report@phishing.gov.uk
- **Suspicious texts**: Forward (free) to 7726
- **Suspicious websites:** Report at ncsc.gov.uk/report-scam-website

If you've shared information with a scammer – Remember:

- **Act fast by contacting** your bank, IT department, and reporting to Action Fraud
- **Early action minimises harm -** speaking up protects everyone
- **Sharing information** helps safeguard service users, colleagues, and yourself from cyber attacks
- **Recognising threats is a shared responsibility**, not a test you can fail.



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How the CRC Network can support?

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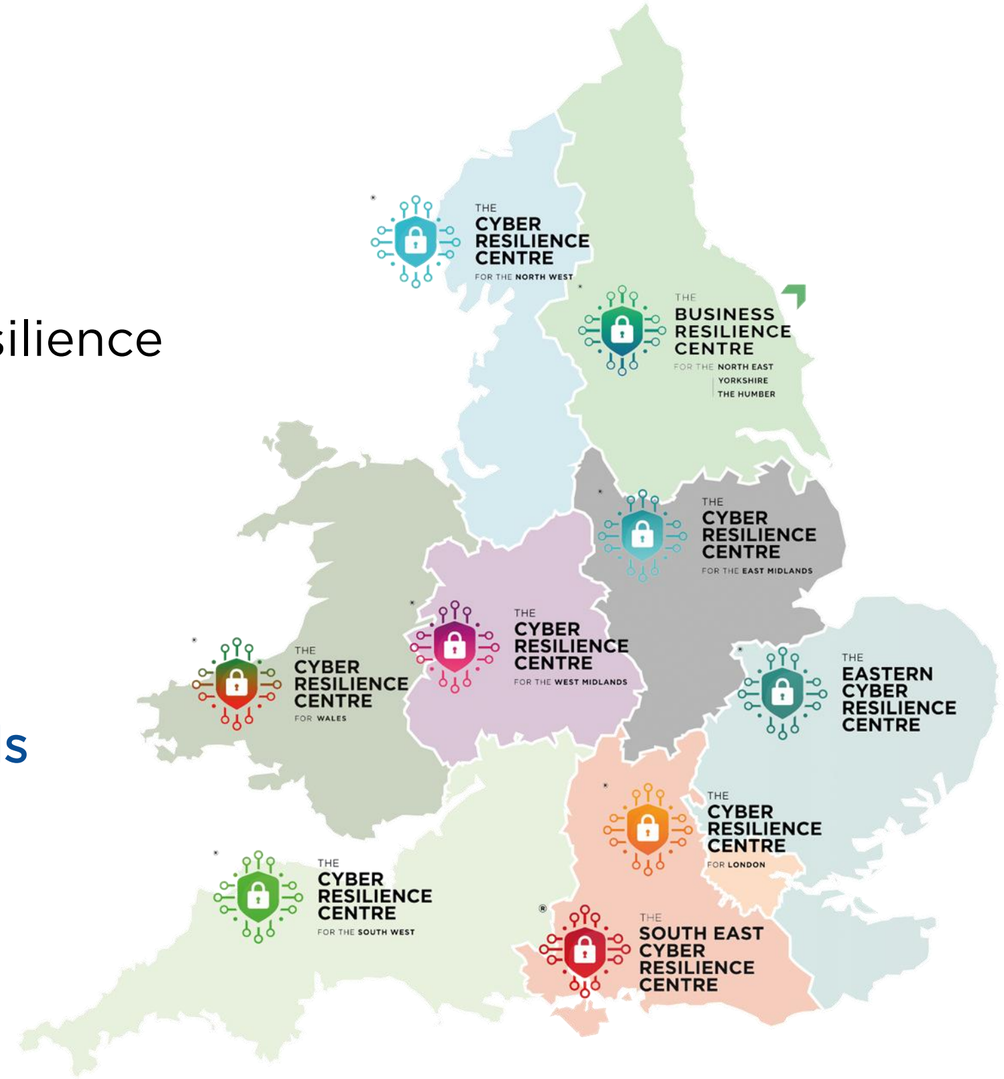
The CRC Network

Who we are

- **Police-led, government-funded** network of Cyber Resilience Centres
- **Working to support** small and medium organisations, charities and the third sector

How we can support your organisation

- **We offer a wide range of fully funded, interactive tools** and training resources to help build cyber awareness
- **These can be incorporated into** inductions, team meetings, and refresher courses



Our aim:

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

CRC Membership

Provides members with:

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

We have nine Cyber Resilience Centres across England and Wales

Cyber PATH Services

CYBER PATH™
POLICE & ACADEMIA TALENT HORIZONS

Security Awareness Training

Staff training for those with little or no cyber security or technical knowledge

Microsoft 365 Service

Reviews your Microsoft 365 configuration to identify any flaws in your organisation's set up.

First Step Web Assessment

Provides you with an initial assessment of your website to highlight its most pressing vulnerabilities

Internet Discovery Service

Comprehensive review of publicly available information about any potential or existing employee.

Internal Vulnerability Assessment

Scan and review your internal networks and systems looking for vulnerabilities

Cyber Business Continuity Review

A thorough review of your business continuity plan and overall resilience to cyber attacks

The Cyber Protect Network

Eastern Region Special Operations Unit

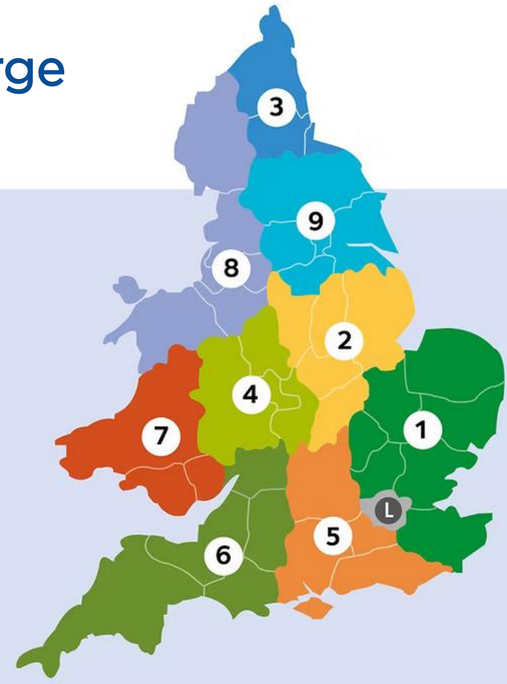
ROCU EASTERN REGION CYBER PROTECT

Police-led Initiative empowering communities against fraud & cyber crime

- 9 UK Regional and Organised Crime Units (ROCUs) across the country tackling serious and organised crime

Local Cyber Protect Officers offer tailored support and services – free of charge

- **Staff Training & Awareness –** Practical advice on cyber security and fraud prevention
- **Cyber Escape Room –** Fun, hands-on activity promoting safe online habits
- **Investing in Infrastructure –** Interactive Lego-based session on digital decision-making



1 Eastern ROCU
2 East Midlands ROCU
3 North East ROCU
4 West Midlands ROCU
5 South East ROCU
6 South West ROCU
7 TARIAN
8 North West ROCU
9 Yorkshire & the Humber ROCU
L Metropolitan Police, City of London Police, British Transport Police*

*Work collaboratively to tackle serious and organised crime with some ROCU capabilities.

The National Cyber Security Centre

The National Cyber Security Centre has a wide range of free tools available all designed to help you increase your cyber resilience

NCSC Cyber Action Toolkit

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

Check Your Email Security

Free online tool from the NCSC which prevents cyber criminals from using your email to conduct cyber attacks

NCSC Early Warning

Free malicious activity notifications from the NCSC for UK organisations

Cyber Security Toolkit for Boards

Resources to enable Boards to govern cyber risks with confidence

Four Things To Remember

Normalise the reality of cyber threats

Enable and encourage reporting without judgement

1

Make reporting easy and visible

Clear channels of reporting suspicious activity so staff feel confident that speaking up is the right action

2

Book Cyber Awareness Training

Regular discussions about online threats create an atmosphere where security concerns can be raised openly

3

Sign up for our Newsletter

Receive the latest police guidance around cyber crime and access a wealth of resources

4

How to get in touch

Sign up to your local CRC to receive free police guidance around cybercrime: Care Sector Get Started - Core Membership

Get in touch to book a service: enquiries@ecrcentre.co.uk

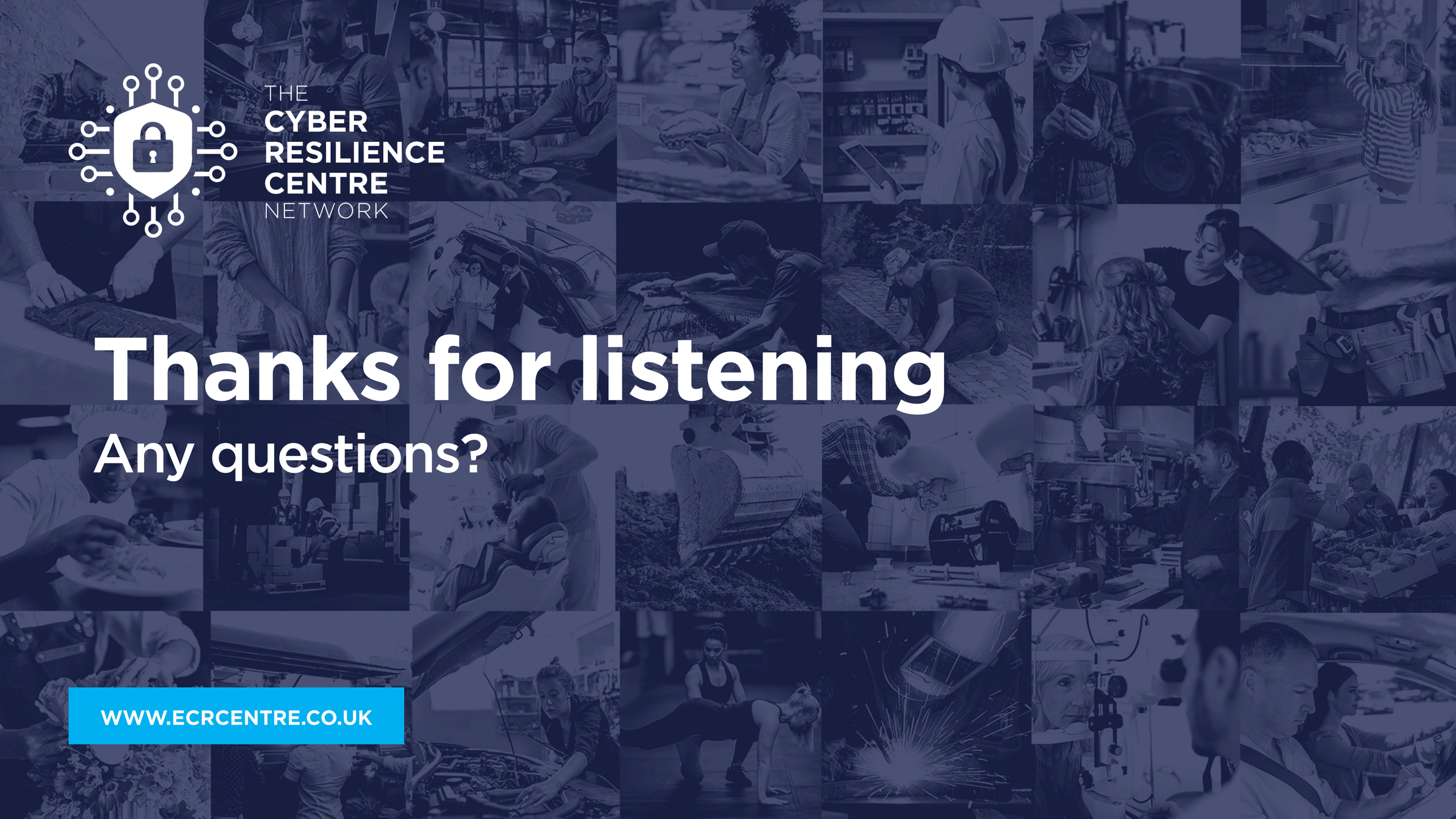
Links

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



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Thanks for listening

Any questions?

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