



The Cyber Resilience Centre for Wales

Annual Report

June 2023

WELCOME

***From the Director of the Cyber
Resilience Centre for Wales:
Detective Superintendent Paul Peters***



Welcome to the 2023 Annual Report. The WCRC has now been operating for two years, and over the last year I really feel that we have built upon the successes of our first year and this report gives me the opportunity to summarise some of our key achievements this year.

As a centre we want to help businesses across Wales, and in order to do that it is important that we have visibility across the country. So, we have attended events in Pembroke, Wrexham, Anglesey, Carmarthen, Cardiff and many other places across Wales. Over the last year we have introduced a strategy of community outreach events. These have involved community policing, Cyber Protect officers and the WCRC, where we have visited business and charities in the community to provide guidance on improving cyber resilience.

This strategy has really helped us to engage with businesses and charities, and the WCRC has had the fastest growth of any of the centres across Wales and England, so much so that the last analysis conducted on the network of centres revealed that we had the largest membership base which is a great achievement for not just the centre, but our partners, ambassadors, policing and the members themselves who have all contributed to this.

It was also pleasing to be referenced in the recently launched Welsh Government Cyber Action Plan under the Priority Area: Strengthen our Cyber Resilience. But we can't sit back on our successes, we are determined to continue to build on our members receiving our support, to continue developing new relationships and deepen current ones as we work to protect businesses, charities, and other organisations in Wales.

We are excited by the opportunities that are presenting themselves to us and look forward to continuing to expand our membership and provide real and meaningful support to businesses, charities and other organisations across Wales.

ACHIEVEMENTS



The WCRC Business Plan set a target of 1000 members by the end of our second year of trading. This target has been significantly exceeded with a membership of 1634 businesses and organisations.

Importantly, 94% of our members are sole traders, micro-businesses, and SMEs, covering a wide range of sectors and geographically spread throughout Wales.



Member Feedback:

Really fascinating newsletter as ever! I consider myself pretty cyber savvy, but had never heard (somehow!) of the domain name scam. Keep it up. 😊

Our Strategic goals are:

- ***To support businesses and organisations across Wales to develop their cyber resilience.***
- ***To support the talent pipeline.***
- ***To generate revenue to support self-sustainability***
- ***To increase membership & deliver positive customer experience.***
- ***To contribute to the reduction of cybercrime across Wales***

One of our strategic goals is supporting the student pipeline.

This is an opportunity to engage with students, to be seen as role models, and to encourage students to consider career options within policing that they may not previously have thought of. We have three student programmes:

Cyber PATH – This is part of the national programme with students recruited from Welsh universities to provide baseline cyber security services. To date the centre has recruited sixteen students who are either currently part of the Cyber PATH programme or have now moved on into full-time employment. The centre has consistently delivered services including staff awareness training, policy reviews and vulnerability assessments throughout this year with positive feedback being received.

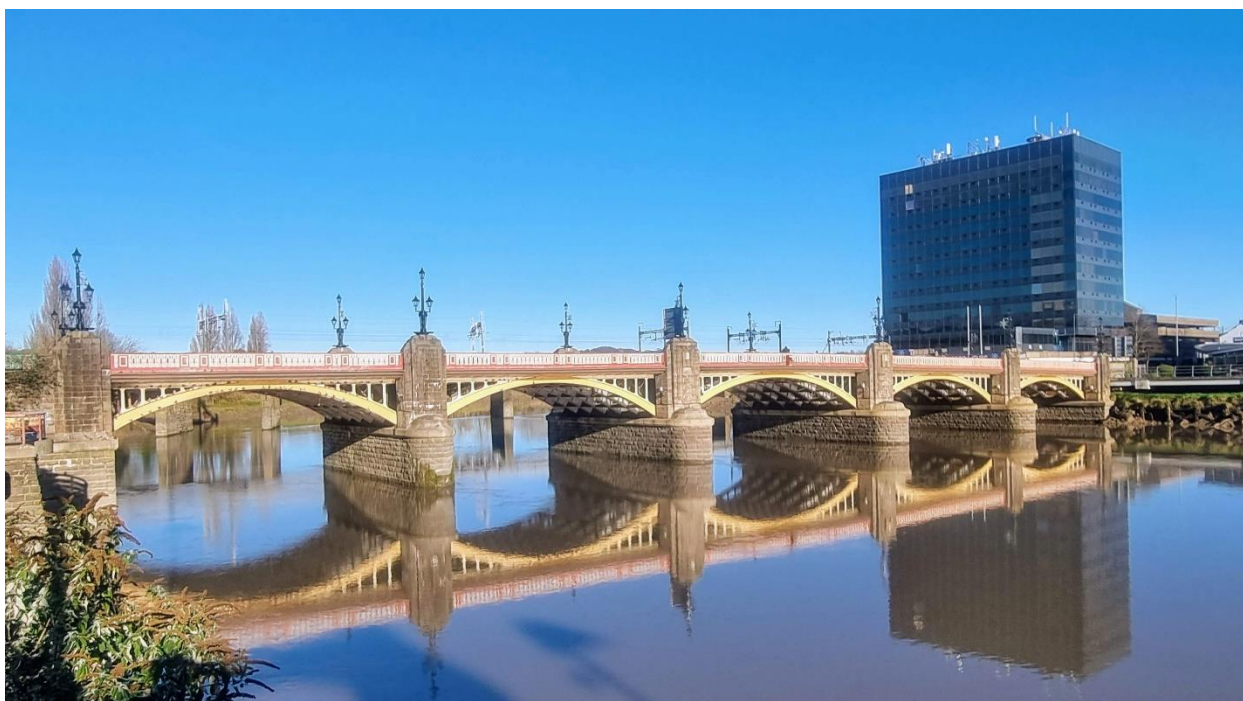
"I found the Cyber PATH service to be very reassuring and valuable to have an independent overview of our cyber security arrangements. It has helped inform us of areas we need to focus and improve on, and it is a great initiative that provides students with on-the-job experience."

Client Relation Managers – Business student placements provide the centre with the support that allows us to provide regular contact in the customer journey whilst giving the student experience of working in the commercial world which helps develop their abilities and understanding. As well as placements, the centre has contracted students to provide additional support to businesses.

"I have benefited greatly from my time at the WCRC and have grown both personally and professionally, giving myself the opportunity to gain many useful new skills throughout the process. I have also benefited from the opportunity to apply these skills in a new context."

Seeing our students develop and gain confidence – particularly those that have delivered our staff awareness training sessions and been involved in customer relations has been one of the highlights of the year.

MARKETING



The centre has successfully created a 'Welsh' brand and regularly achieves coverage in trade and local publications across Wales.

We have focused on building relationships with other membership organisations, producing blogs with partners aimed at being relevant to our membership, to raising our national profile so businesses and organisations are aware of the support we offer.

We have worked with organisations such as IASME, The Association of British Insurers, The Federation of Master Builders, The Law Society, and others to produce informative articles and blogs to help inform their sectors.

We have achieved a following of 1,135 on LinkedIn, 427 on Twitter and 106 followers on our Facebook page.



wcrcentre.co.uk



The Cyber Resilience Centre for Wales



[CRCWales](https://twitter.com/CRCWales)

COMMUNITY ENGAGEMENT



This year the WCRC has continued to work with the Police Cyber Protect Network to support businesses, charities and other organisations.

The development of the WCRC Community Engagement Days has seen the centre team up with local Cyber Protect officers and community policing to visit businesses in towns and cities across Wales.

In fact, the WCRC has visited over fifty different places to deliver over one hundred workshops, engagement days and presentations at events.

COMMUNITY AMBASSADOR MEMBERSHIP

“As a WCRC Community Ambassador, we act as a point of contact between our local businesses and the centre. The WCRC has organised a series of excellent workshops for us with security specialists and provides our members with access to the information needed to run a small business safely and successfully.”

This year the WCRC launched the Community Ambassador Membership, which has been developed specifically for businesses and organisations who want to be a part of our cyber community and who are committed to supporting organisations across the region to develop their cyber resilience.



Paul Peters, Director of the WCRC, appeared on BBC Wales' Xray programme
providing guidance on cyber security

MEMBERSHIP

With close to 1700 members of the Cyber Resilience Centre for Wales it is important that we ensure we continue our engagement so that cyber security and improved resilience remains a current focus. The centre makes contact with members every three months and conducts a survey as part of this. The general consensus of those members that have taken part in the survey is that they feel more alert to cybercrime. Although most of our members have not been the victim of cybercrime, their baseline knowledge of cybercrime has increased since joining the centre's community.



In answer to the question: “What steps have you got in place since being a member?”, more than 50% responded with improved password security and the introduction of two-factor authentication.

“We’re certainly thrilled to be a member of the WCRC. With the centre’s ongoing support and commitment to driving the cyber resilience message across Wales, we know that by joining we are also playing our part in tackling cybercrime.”

OUR PARTNERS

The WCRC would like to thank our partners for their commitment and contribution.

We have four private sector representatives, one from the charitable sector and representation from senior policing on our **management board** which acts as the WCRC steering group. We have private sector representation with Craig Gillespie of **Chainalysis**, Leanne Connor of **Thales**, Robert Howell of **Monmouthshire Building Society** and Simon Tee of **Kilsby Williams Chartered Accountants**, and also Simon Gibson of **The Alacrity Foundation** from the charitable sector.

We also have representation from senior leadership in policing across Wales: Police and Crime Commissioner Jeff Cuthbert **Gwent Police**, Chief Constable Pam Kelly **Gwent Police**, Seb Phillips, Director of Finance & Resources **North Wales Police**, and Assistant Chief Constable Jason Davies **South Wales Police**.



Our **Advisory Group** has representation from across Wales. This includes Mike Learmond of **FSB**, Paul Butterworth of **Chambers Wales**, Dewi Gaylard of **Orangebox**, David Teague of **ICO**, John Lloyd-Jones of **Metrobank**, Chris

Coughlan of **Capital Law**, Jason Davies of **Cyber Wales**, Jim Jones of **Go North Wales**, Ian Tumelty of **Cardiff Against Business Crime** and Michael Groves of the **Welsh Government**. They are there to assist with growing our membership and feeding back on campaigns / products.

And our **Cyber Essentials Partners**, the IASME certification bodies who are approved Cyber Essentials and Cyber Essentials Plus certifiers in Wales. These are **Arcanum Cyber Security, Astrix, Boyns Information Systems, Capital Network Solutions, Excellence IT, Jovasi Technologies, Knox Cyber Security, Morgan & Morgan, Seiber and Pure Cyber**.

More testimonials from our members:

“We see incredible value in strengthening ties between the Centre for Digital Public Services and the WCRC and want to take full advantage of the services and support being offered by the centre. To date, the resources and guidance have been invaluable.”

“As an SME, we had a reasonably good awareness of cyber security and the associated risks. It is not an area where we can afford to be complacent though and the things that attracted us to becoming part of the membership community were the range of services on offer, the very good value for money, the events and updates provided and the chance to be part of a Wales-focused organisation.”

“We have reasonably good cyber knowledge, and the free membership offer has the guidance and practical exercises we’ve needed to push forward in this area. The resources we’ve received are very good and informative and our knowledge and awareness has increased in a short space of time as members.”

FINANCES

- Home Office Funding – A three-year funding settlement through National Cyber Security Program will cover police posts until March 2025
- The company uses the services of Kilsby Williams Chartered Accountants
- The company has continued to trade successfully and is financially solvent
- The company is VAT registered, filing returns on a quarterly basis
- Corporation tax liability is up to date
- Companies House returns have been filed

THE NEXT TWELVE MONTHS

Cybercrime will continue to present a risk to organisations across Wales, and with increasingly sophisticated and evolving attacks, the challenge will only get bigger. The WCRC will maintain its engagement with businesses, charities and other organisations, including business groups and trade bodies, to raise awareness and encourage investment in robust cybersecurity measures.

The interconnected nature of modern business ecosystems also means that supply chain attacks are an increasingly successful method of attack by cyber criminals, allowing them to target multiple organisations. The WCRC will look to work with organisations who can signpost us as a resource to improve the resilience of those businesses within their own supply chains, thereby improving their own resilience to a cyber-attack.

Providing the opportunities for our students to develop and grow in confidence is an important aim of ours, so we will continue to support them both as part of CyberPath but also those in the Customer Support roles. We will continue to engage with universities across Wales to identify further opportunities to collaborate.

Supporting our membership is key to our success, and developing our customer experience is an important part of our journey. As part of this we will look to encourage greater sharing of experiences, as these can be key learning opportunities.

Paul Peters

Ditectif Uwch-arolygydd Dros Dro | Temporary Detective Superintendent

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