



NATIONAL
CYBER
RESILIENCE
CENTRE
GROUP

NCRCG
**Impact
Report**
2025



Index

Tijs's Welcome Message	4
Alan's Welcome Message	5
Patrick's Welcome Message	6
<hr/>	
Supply chain and customer resilience	
Preventing weak links in your supply chain	8
Developing bespoke campaigns	9
L'Oréal highlights the beauty of a bespoke approach	10
Nationwide's supply chain campaign makes its mark with Chipping Norton creative agency	12
NatWest Group adopt a highly targeted approach	13
Security Minister inspires collaboration with the Business Services Association	14
Collaboration is key: Targeting the MSP community	15
End-to-End Campaign Management with NCRCG	16
<hr/>	
Work-place ready talent	
Cyber PATH: 2025, a year of development	18
Insights to SME risk: Manufacturing business almost had to throw in the towel	20
SME Insights: Cyber resilience delivered in the heart of the community	21
<hr/>	
Social value	
Sir Robert McAlpine is playing its part nationally and locally	23
CRC Network webinars inspire staff at Nationwide	24
Reaching SMEs, sector by sector: Care Sector focus	25
<hr/>	
NCRCG Helping police scale and deliver impact for cyber resilience	
SME Experience Journey with each CRC	28
The Impact by the end of 2025	30
Police Centres Impact	31
CRC Network Insights	32
CyberVersed Podcast	33
Key contacts	34

WELCOME



TIJS BROEKE
Chair, NCRCG

Thank you for taking the time to read the National Cyber Resilience Centre Group (NCRCG) 2025 Impact Report.

Over these twelve months, our organisation has continued to play a pivotal role in strengthening the nation's cyber resilience. Owned by the City of London Corporation, we remain a critical supplier to law enforcement and a trusted partner in delivering aspects of the UK's National Security Strategy.

We are pleased to have made substantial progress against our core objectives, which you can read more about on the following pages:

1. Helping policing scale and deliver impact for cyber resilience.

We have supported law enforcement in expanding their operational reach of the Cyber Resilience Centre network, enabling faster response times and more effective interventions to protect businesses and communities.

2. Helping enterprise engage SME suppliers and customers in taking action to bolster their cyber defences.

We have worked closely with and empowered risk teams within enterprise roll out of large-scale and effective communications campaigns to their suppliers and customers that provide measured reporting on uptake.

3. De-risking industry with workplace-ready talent.

Our investment in skills development has created a pipeline of cyber-ready professionals, reducing risk for organisations and ensuring the sector has access to the expertise it needs. Importantly, we have enhanced our ability to provide actionable SME engagement intelligence and analytics, enabling stakeholders to understand key engagement trends and drive behaviour change as the cyber landscape evolves.

Within this Impact Report you will also find a dedicated section from the City Of London Police on behalf of all 43 police forces across England and Wales, setting out the impact of their support to over 30,000 Cyber Resilience Centre members.

The impact of our work is clear: stronger partnerships between law enforcement, academia, and industry, improved resilience across critical sectors, and a growing workforce equipped to meet tomorrow's challenges.

Thank you for your ongoing interest and support as we continue to deliver innovation, collaboration and leadership in safeguarding the UK's digital economy.

Tijs Broeke

Starting 2026 with renewed vigour, enthusiasm and focus

The final days of 2025 were an opportunity to reflect on everything we collectively achieved. This New Year was more poignant as it marked the end of the transformation project to re-establish the regional Cyber Resilience firms into mainstream Policing.

We start 2026 with new vigour, enthusiasm, and focus to maximise our time, relationships, and expertise in working to reduce cybercrime across SMEs throughout England and Wales.

When we set out on this journey, our mandate was clear: to help SME firms navigate the complexities of tech fraud and risk without having organisational leaders become experts in Cyber. The answer was through an innovative, cohesive, and collaborative approach involving regional policing, regional academia, and regional/national business. It's only when we all work together that we can provide straightforward, straight-talking solutions that SMEs can access, understand, and consider.

My thanks to you all for being part of the solution and for providing your time and expertise to such an innovative and hugely valuable initiative. To those business leaders, both national and regional, to those in academia teaching our new cadre of tech defenders, and to those students who work with enthusiasm to learn their trade, I thank you all for your pivotal roles.

2026 will be the year we exponentially improve awareness and help as many SMEs as we can.

Alan Greig

WELCOME



ALAN GREIG
CEO, NCRCC

WELCOME



PATRICK MILFORD
CRC Network Lead

Embracing exciting times for the CRC Network

The National Police Chief's Council (NPCC) Cybercrime Programme works across law enforcement to develop capacity, resources, and tools to help policing work with individuals and businesses to tackle the growing threat of cybercrime. The progress achieved to date by the police-led Cyber Resilience Centres, within this programme, has only been possible through the highly effective collaboration, commitment, and support of our colleagues in policing and key stakeholders, working alongside NCRCG.

As a pioneering police service, we are now at a pivotal stage where we can report clear, measured impact back to Government and law enforcement, demonstrating what this unique capability can deliver at scale.

Following pilot programmes, including our recent campaigns with Thames Valley Police, West Mercia Police, and National Ambassador Sir Robert McAlpine, supported by NCRCG, we

are ready to partner with law enforcement teams nationwide to replicate this highly efficient approach in collaboration with the complete cadre of National Ambassadors in 2026.

We are at an exciting moment for cybercrime prevention in the UK. For the first time, we have the ability to deploy consistent, scalable campaigns to support SMEs across the country. In addition, we now have the data analytics capabilities to enable us to refine future campaigns and provide evidence of behavioural change among SMEs and third-sector organisations.

It is a privilege to take up this new role as CRC Network Lead for 2026. In January 2026, we gathered our CRC leadership from the regions and, over two days, agreed on our strategy for the year ahead. Under police leadership, we will prioritise delivering a refined, consistent member experience with a CRC, informed by analytics to achieve optimal behavioural change. In addition, we will strive to strengthen relationships with regional universities through the Cyber PATH programme to increase cyber talent recruitment.

Finally, we will increase ongoing engagement with our members to ensure they receive relevant support and trusted guidance that will help them become more cyber resilient.

I look forward to working closely with my colleagues across UK policing to make a meaningful contribution to the resilience of our economy and its critical services.

Patrick Milford



Supply chain and customer resilience

Preventing weak links in your supply chain

Supply chain cyber security is a significant concern. Every organisation in the supply chain must have robust cyber security measures in place to prevent it from becoming a weak link. The importance of this issue is highlighted in the foreword by Cyber Security Minister, Liz Lloyd in NCSC's recently released **Cyber Essentials Supply Chain Playbook**.



There have been too many occasions where we've seen first-hand the impact that cyber attacks can have on businesses. Supply chains can provide numerous points that attackers look to exploit, but only 14% of firms are on top of the potential risks faced by their immediate suppliers. That's why we wrote to the UK's leading companies, to set out steps to bolster their cyber security – including a specific action on securing supply chains using the Cyber Essentials scheme – which should be a priority for every company. The Cyber Essentials Supply Chain Playbook we have developed with the NCSC is designed to help organisations manage their supply chains more effectively, ensuring their operations are protected every step of the way.

NCRCG's National Ambassador Programme provides supply chain solutions to the organisation's risk, marketing, and communications teams.

Using the **NCRCG framework**, we can deliver bespoke solutions that complement each enterprise's internal structure and operating model.



Developing bespoke campaigns

This diagram outlines **three types of campaigns** — for suppliers, customers/clients, and members — delivered through a mix of digital, in-person, and collaborative activities. These include emails, webinars, events, training, community engagement, and reporting, designed to support awareness, participation, and behavioural change across different audiences.

We use a unique framework, but design everything bespoke to meet the operations and brand guidelines of each enterprise organisation.



L'Oréal highlights the beauty of a bespoke approach



L'ORÉAL
G R O U P E

National Ambassador, L'Oréal is keen to see SMEs in its supply chain and customer base become more resilient, and NCRCG has been working with their Northern Europe CISO and his team to determine the best way to reach its target audiences.

He was quick to recognise that reaching their salon customers would require the assistance of their marketing and communications teams, and he was grateful for NCRCG to collaborate directly with them to explore workable solutions to raise awareness among the thousands of salon customers in the UK.

Traditional National Ambassador campaigns have been via email promotions directing SMEs to a landing page that redirects them to their nearest participating regional CRC. However, it was felt that there were better, more impactful ways to reach this particular audience.

The vast majority of salons are owner-managed, open extended hours, at least six days per week. Many use social media platforms extensively to promote their businesses and take bookings. So, email-driven campaigns didn't seem to be the best approach.

NCRCG hosted several exploratory meetings with the L'Oréal marketing teams to fully understand their business and how they

traditionally interact with their customers. Indeed, as a leading brand, they provide extensive support for their salons, including their learning platform, where they regularly create video training and knowledge-sharing content specifically designed for their salon customers. This is a hugely engaged platform used by their customer salons.

NCRCG recommended that a more effective and impactful way to reach these business owners would be through video masterclasses delivered via the established highly popular learning platform.

We presented the findings and proposed solutions of our research to the marketing teams, those who look after customer comms as well as corporate comms, which included sanctions by legal teams, as well as for technical content with the CISO team. All teams were impressed with the depth of our expertise in navigating and liaising internally in enterprise organisations, research, and the knowledge we had acquired through meticulous investigation. All agreed that the customer campaigns should be delivered via the learning platform.

From there, we have worked with Cyber PATH's Talent Manager, Sophie Powell, and former Cyber PATH student also current team member at Eastern CRC, Sapphire Little, to develop bespoke masterclass content tailored to salon owners.

L'Oréal highlights the beauty of a bespoke approach

The presentations were recorded in-house and presented to L'Oréal for content approval. Then, we commissioned a professional video production company to create the final masterclass videos in line with L'Oréal's branding and video style, and presented by Cyber PATH.

NCRCG will also work with L'Oréal's business relationship managers to brief them on the many benefits of joining a regional police Cyber Resilience Centre and make them aware of the content that is available on the learning platform before this is launched to the customer salons.

We believe we have identified a solution that integrates well with L'Oréal's customer engagement approach and clearly demonstrates NCRCG's willingness to collaborate with each National Ambassador to deliver a bespoke solution. We know there is no one-size-fits-all answer, so we strive to identify the best way to reach your audience and have the expertise to do so.

We are also working with L'Oréal's procurement team to identify how we can assist them in making their supply chain more cyber resilient. Again, we will explore how they work and communicate with their suppliers, and we will develop solutions that match their operations.

Our collaboration with L'Oréal so far has involved meetings across several countries and has included input from communication, marketing, cyber, and legal teams. It is a testament to the L'Oréal brand that it places such significant importance on cyber resilience, and trust NCRCG to deliver campaigns for both its suppliers and its customers. It also highlights the beauty of being flexible and offering bespoke solutions that meet the precise needs of the business.



Nationwide's supply chain campaign makes its mark with Chipping Norton creative agency



One of the reasons Nationwide is engaged in the National Ambassador programme is to derisk its SME supply chain. Working in collaboration with NCRCG and IASME, Nationwide ran a campaign to encourage its supply chain to become Cyber Essentials or Cyber Essentials+ certified. They also offered funding support to supply chain partners who wanted to explore certification.

One supplier, the creative agency, mark-making* was already Cyber Essentials certified, but that didn't deter them from becoming members of the South East Cyber Resilience Centre.

After joining their nearest CRC, Russ Holt had an introductory call with Patrick Milford, a Police Detective Superintendent at the **South East CRC**, to learn more about the services and support available to SMEs through the centre.

Russ was quick to identify a service that is crucial to all businesses: Security Awareness Training. Regardless of their Cyber Essentials certification, the company appreciated the need to make staff aware of the ever-changing cyber threats and scams. Training was provided in person at the mark-making* offices.



Speaking about the Cyber PATH training experience, **Russ Holt** said:



The training was highly beneficial to all of the team; indeed, it was a real awakening to hear some of the facts and examples of the threats faced by SMEs daily.



RUSS HOLT
Head of Production

Even though we are Cyber Essentials certified, Nationwide's campaign prompted us to join the **South East CRC**, because they can offer ongoing guidance, support and relevant up-to-date threat intel.

It also made perfect sense to us that cyber security is everyone's responsibility. Therefore, we have a duty to ensure that the entire team understands the threats. So, opting for the Security Awareness Training was an easy decision.

All in all, it was a very worthwhile exercise, and we will certainly be looking at some of the other Cyber PATH services to bolster our cyber resilience in the future.



Patrick Milford also commented:

It's great to see companies adopt a continuous learning approach to cyber. mark-making* sets an excellent example for others; even with Cyber Essentials certification, they appreciate the need to make staff aware of the threats continually.



PATRICK MILFORD
Police Detective Superintendent

It's also great to see that Nationwide's national supply chain campaign is working and, as a result, SMEs are becoming more resilient.

NatWest Group adopt a highly targeted approach



NatWest Group recognised that, for their customer campaigns, a highly targeted approach would work best, so we created separate landing pages for each identifiable business category. This approach enables us to craft specific messages and graphics relevant to the intended audience.

The first campaign has been launched to 1500+ charity sector organisations that are NatWest Group customers; other campaigns will follow soon.

NatWest Group use a variety of methods to promote the campaign, including email with PDF attachments. However, we know from experience that these campaigns require additional signposting and promotion. We identified that relationship managers and other customer-facing personnel should receive bespoke CRC briefings to ensure they are confident when talking to customers about the campaign's value and joining a CRC.



NCRCG has organised a series of briefing events delivered online by police officers working in the regional CRCs. The staff briefing is a significant undertaking, but one we believe is extremely worthwhile because these people have day-to-day relationships with business customers. We have begun with the objective of reaching 10,000 managers.

The spin-off benefit is that they are better equipped to communicate with all their customers across all sectors.

Directing respondents to a dedicated landing page enables us to track the campaign and report on the outcomes. Doing this helps us to refine future campaigns, but more importantly, it allows us to provide evidence of behavioural change among the SME community.

We will report the open and click-through rates for each landing page, as well as the number of organisations that signed up as a result of each campaign. We can also segment the data to show how many have signed up with each CRC.

Following on from the launch of the Charities campaign, NatWest Group is now working with NCRCG to initiate new campaigns. The first of these is highly focused and will target legal firms, specifically conveyancers. The intention is to follow a similar model, in which we brief staff and provide any support materials to help them reach the intended audience.

We are also working with NatWest Group to create and launch supply chain campaigns that will roll out soon.

Security Minister inspires collaboration with the Business Services Association



In a speech at Hallam University, UK Government Security Minister Dan Jarvis said: "By providing cyber security services to small organisations, we're improving national resilience". His statement is certainly something a select gathering in London agreed with wholeheartedly.

The event, inspired by a suggestion from the UK Security Minister, brought together senior leaders from across industry and law enforcement to explore how the NCRCG's National Ambassador Programme is driving real change.

The Business Services Association (BSA) hosted a panel discussion to highlight the need to encourage enterprise organisations to do more to help small and medium-sized organisations (SMEs) in their supply chains become cyber resilient. Significantly, the discussion revealed that the National Cyber Resilience Centre Group (NCRCG) has the answer.

The BSA, acting on the Minister's recommendation, convened a panel featuring: Ian Pratt, Head of Global Security for global giant, HP, Steve Turner, Co-founder of mark-making*, Sharon Gould, Supplier Security & Resilience Manager, Nationwide Building Society, Andy Black, Chief Information Security Office, Sir Robert McAlpine, and Kunle Anjorin, Director Consulting Delivery Cyber Security at CGI.

The panel explored how the National Ambassador Programme is helping enterprise

organisations such as CGI, SRM, and Nationwide engage their suppliers in meaningful cyber resilience efforts to align with government-recommended baseline standards such as Cyber Essentials.

The outcomes of the National Ambassador's national supply chain campaigns were clearly demonstrated by a captivating presentation by Steve Turner from creative agency, mark-making*. (Case study featured on Page 12)

Steve's story sparked a lively discussion about the role of media, behavioural science, and data analytics in crafting communications that resonate with SMEs. The consensus? We need innovative techniques to achieve the right message, at the right time, on the right topics. Techniques like the National Ambassador programme currently provides.

Nationwide's Sharon Gould added:

The Cyber Resilience Centres offer our SME suppliers realistic, pragmatic and effective strategies, which will be deliberately tailored to their specific business. This helps our suppliers avoid getting overwhelmed by the wider cyber risk landscape and intense media coverage of incidents, and to access human help in prioritising the practical steps to protect their own systems and data. This easily-accessible and confidential support very helpfully augments the oversight and advice that we can provide when managing our supply chain security and resilience.



SHARON GOULD
Supplier Security &
Resilience Manager

Collaboration is key: Targeting the MSP community



NCRCG and the CRC Network are proud to fulfil an important role in the cyber ecosystem. We are also aware of the vital contributions other organisations make to making the UK a safer place to work and live. We work closely with other government-funded organisations to promote good practice and signpost SMEs to trusted guidance and support.

We have been pleased to work with NCSC to help promote the Cyber Action Toolkit (CAT), a free, personalised cyber security tool for SMEs that translates cyber protection into simple, achievable steps. The CRC Network has embraced this exciting and engaging new tool, and we are actively promoting it to the 30,000+ SMEs registered with a CRC to receive cyber support.

Importantly, NCSC can monitor the progress of registered users and use the data to evidence behavioural change, or to identify where users might be experiencing challenges.

Using unique URLs and QR Codes, the CRC Network has been promoting CAT to member SMEs and the wider business community through online and offline channels. CAT will also be a primary feature of the new member CX Journey, which is currently in development.

NCRCG has also been delighted to assist NCSC in promoting CAT to enterprise businesses, highlighting how it can play a pivotal role in making their supply chains more cyber resilient. We recently responded to the NCSC's request to

present CAT to the Business Services Association (BAS). NCRCG's CXO, Joanna Goddard, and CRC Network Lead, Detective Superintendent, Patrick Milford, recently led a highly engaged briefing session to BSA members at their office in Central London.

NCRCG and the CRC Network have also responded to the Home Office request to work closely with Managed Service Providers (MSPs). Working with National Ambassadors, CyberSmart, GTIA and Trustify, we are exploring how the CRC Network can work in tandem with MSPs across the country. GTIA and Trustify have already been in consultation with the Home Office, and we are working with them to develop a strategy to create close working relationships with the MSP community.

Furthermore, we have recently released two episodes of the CyberVersed podcast focusing on the MSP community: Dr Mandy Haeburn-Little, Jamie Akhtar, Co-Founder and CEO of CyberSmart, Wayne Selk, VP Cyber Security Programs & Executive Director, GTIA ISAO, Michelle Ohren, Director at CRC West Midlands, and Patrick Milford, CRC Network Lead contributed to the discussion around how the CRC Network and the MSP Community are working together to support SMEs across England and Wales.

GTIA is providing a "train the trainer" support for police, to enable effective MSP engagement.

We are also working with Police CyberAlarm and Report Fraud to ensure their services are promoted clearly and meaningfully across the CRC Network and on all our online assets.

End-to-End Campaign Management with NCRCG

As you will see on the Departures Board, NCRCG is currently working on multiple campaigns, each tailored to the specific requirements of the National Ambassador.

Working closely with cyber, marketing, communications, procurement, and legal teams, NCRCG is creating bespoke campaigns

to meet the organisation's objectives.

NCRCG is happy to discuss your requirements and work with our National Ambassadors and Blue Forces, to develop a campaign plan and provide all the supporting materials you need to reach your customers, suppliers, or members successfully.

CAMPAIGNS DEPARTURE BOARD			
NATIONAL	TARGET AUDIENCE	VOLUME	LAUNCH DATE
nationwide	CONVEYANCERS	4,000	BOARDING
AVIVA	BROKERS	3,500	DEPARTED
Sir Robert M'ALPINE	SUPPLIERS	1,200	DEPARTED
GTIA	MSPs	183	BOARDING
AVIVA	BROKERS (2)	TBC	BOARDING
AVIVA	SUPPLIERS	200	BOARDING
Trustify	MSPs	10,000	BOARDING
LOGISTICS UK	MEMBERS	21,000	BOARDING
NatWest Group	CHARITIES	1,580	DEPARTED
NatWest Group	DOCTOR'S SURGERIES	TBC	BOARDING
NatWest Group	DENTAL PRACTICES	TBC	BOARDING
NatWest Group	CARE HOMES	1,700	BOARDING
NatWest Group	LEGAL PRACTICES	TBC	BOARDING
mastercard	BANKING PARTNERS	TBC	BOARDING
L'ORÉAL	BUSINESS PARTNERS	100	BOARDING
L'ORÉAL	SUPPLY CHAIN	800	BOARDING
L'ORÉAL	SALONS	7,000	BOARDING
CyberSmart	MSPs	6000	DEPARTED
LOCAL			
Sir Robert M'ALPINE	MARKET TOWN	100+	DEPARTED
Sir Robert M'ALPINE	SOCIAL ENTERPRISE	100+	DEPARTED
THAMES VALLEY POLICE	SUPPLY CHAIN	1,500	DEPARTED
WEST MERCIA POLICE	SUPPLY CHAIN	800	DEPARTED
Home Office	INITIATIVE	700	DEPARTED



Workplace-ready talent

Cyber PATH: 2025, a year of development

David Socha joined NCRCG as Interim Head of Cyber PATH in the summer, with a remit to guide the team through the period of structural changes that the Police were implementing with Regional Cyber Resilience Centres (CRCs) and Cyber PATH were undergoing to align all more closely and better serve our clients and our students; and, of course, to integrate the CRCs into Policing.

Without doubt, the most significant change for Cyber PATH in 2025 was merging the existing Cyber PATH function with similar capabilities in the North East and North West CRCs to form a “new” Cyber PATH, serving SMEs from all nine CRC Regions in England & Wales for the first time.

All of the above meant much excitement at Cyber PATH last year. We also expanded the team, with three strategic recruits. Eli Bowen joined us as a Student Supervisor; Sophie Powell as our first Talent Manager, taking a close interest in the welfare and development of our student cohorts; and right at the end of the year, Morgan Oakes joined from the North West CRC as our newest Student Supervisor.

More recruitment to come in 2026.



ELI BOWEN
Student Supervisor



SOPHIE POWELL
Talent Manager



MORGAN OAKES
Student Supervisor

Cyber PATH: 2025, a year of development

The key themes for 2025 were Structure and Order. These took many forms, often focusing on increased standardisation and repeatability of how we interact with all the key stakeholders, from the Regional CRCs to the SMEs we serve and the students we recruit, train, and deploy. It also saw us redefine our internal roles and responsibilities. While we made significant progress last year, there is more to be done on the theme of Structure and Order in 2026, including a focus on our CRM and the data capabilities we use to inform our business as efficiently and effectively as possible.

Of course, among all this change, we continued to do the day job of delivering services to SMEs and developing our students. **In 2025, those students gained more than 400 days of work experience, providing services to more than 80 SME businesses.**

We recruited a new cohort of students and worked with our friends in the London CRC to run our first (and hugely successful) London-specific recruitment campaign. We spent time with a number of our National Ambassadors, working out how we can best engage their support in the interest of our student development. One great example of this was in November, when three of our students attended the London Build Expo, representing Cyber PATH, in collaboration with representatives from National Ambassador Sir Robert McAlpine.

**Sir Robert
McALPINE**

Beginning in 2025 and continuing into 2026, we have been participating in the ongoing Home Office Evaluation of CRC Student Services. To date, this has been an entirely positive experience and is clearly a valuable exercise, reviewing the services we deliver, the techniques we use to support adoption, how they're delivered, and the value they bring to our SMEs.

We look forward to participating further, as required, and to the conclusions it delivers.

“
**There is a bright
future for
Cyber PATH.**”





Insights to SME risk: Manufacturing business almost had to throw in the towel



The Cyber Resilience Centre for Wales has been working with a company to prevent a recurrence of a near-catastrophic event. A medium-sized manufacturing company operating under a hybrid working model experienced a significant cyber incident that severely impacted both its IT infrastructure and production capability.

An employee working from home on a company laptop wanted to live-stream a boxing match; unfortunately, he did so on his work device. When setting up in preparation for the fight, he was instructed to download specific software via the link provided to him to join the broadcast. After following the instructions, he was able to enjoy the bout.

Unfortunately, when he returned to his office and connected to the company network, malware was installed on the system. The result was far-reaching. There was a loss of critical data, including production schedules, order information and client records.

Furthermore, they experienced significant operational downtime due to infected computers and manufacturing equipment; 80% of the system had to be taken offline, halting production because it could not communicate with automated machinery.

Beyond the operational impact, the incident resulted in significant financial and reputational damage because of lost production and delays in customer fulfilment.

With guidance from the Cyber Resilience Centre for Wales, the business identified several key actions to prevent a recurrence:

Staff Cyber Awareness Training: **CYBER PATH** POLICE & ACADEMIA TALENT HORIZONS

Regular training sessions to help employees recognise unsafe websites, phishing attempts, and the dangers of streaming or downloading unverified content.

Anti-Malware and Endpoint Protection:

Deployment of robust anti-malware and endpoint detection solutions to monitor and automatically block malicious activity.

Network Segmentation: Separating the operational technology (OT) network from the IT environment to prevent malware from spreading between production systems and office devices.

Device Monitoring and Access Control:

Implementing mandatory security scans for all devices before connecting to internal systems.

Engagement with the CRC Wales: Ongoing collaboration with the Centre to conduct cyber health checks, review internal policies, and promote improved cyber hygiene practices.

Unfortunately, the incident occurred before engagement with the CRC. Still, it highlights the critical need to make staff aware of the risks and fully understand the vulnerabilities in your operation. Membership of a CRC would have signposted the company to Cyber PATH Security Awareness Training, Vulnerability Assessments and Policy Assessments. Fortunately, it wasn't a knockout blow, and, with the CRC's help, the company is recovering from the incident.

SME Insights: Cyber resilience delivered in the heart of the community



Dorothy Parkes Centre in Smethwick, West Midlands, has a long and fascinating history dating back over 300 years, to when Dorothy Parkes left £800 (equivalent to over £500,000 today) to build, amongst other things, a chapel, a minister's house, and a church school. Over the years, trustees have ensured the legacy continues to support the local community through the Dorothy Parkes Centre.

The centre is a busy and thriving hub, with over 40 scheduled group meetings every week and a packed calendar of other events, all of which keep the team extremely busy. In the long-established spirit of responsible stewardship, the centre's management team decided to review and improve their cyber resilience, something prompted by the increasing need for Cyber Essentials accreditation, particularly in tender situations.

To find out more, CEO Rob Bruce and a colleague attended a Cyber Security Masterclass breakfast in Sandwell, where they were made aware of the Cyber Resilience Centre for the West Midlands and the Cyber PATH programme. This led to a meeting with a Cyber PATH team member, who outlined the Cyber PATH programme and recommended services best suited to the centre's needs. The initial services they agreed on were Security Awareness Training and an Internal Vulnerability Assessment.

Five members of the team attended an online Security Awareness Training session hosted by Cyber PATH, all of whom found it interesting, insightful, and highly beneficial in highlighting actions they could take to become more resilient. All attendees appreciated the tone, clarity, and pace of the session, as well as the opportunity to ask questions throughout.

The second service was an Internal Vulnerability Assessment (IVA). An IVA looks at what a cyber criminal could see and what they could do if they were to gain access to an organisation's internal network. Working alongside a professional cyber supervisor, Cyber PATH conducted the assessment and submitted the findings to Rob and their external IT support providers. They followed up with a call to go through the report in detail.

Both Rob and the IT team appreciated the in-depth nature of the assessment, the explanations and the recommendations, and the team implemented all fixes quickly.

Rob was quick to acknowledge the help and support he had from the Cyber PATH team and the Cyber Resilience Centre for the West Midlands, commenting:



It was good preparation that makes us much more confident as we start our Cyber Essentials journey. I'd recommend it to all organisations as a fantastic starting point.



CYBER PATH
POLICE & ACADEMIA
TALENT HORIZONS

A landscape photograph of a forest valley under a cloudy sky. The foreground is filled with a dense forest of tall, thin trees. In the background, there are rolling hills and mountains. The sky is filled with large, white clouds. A central text overlay is present, consisting of a dark blue rectangle with a white border. The text "Social Value" is written in white, bold, sans-serif font. Below the text is a thin orange horizontal line. The top part of the image is a close-up of a tree branch with leaves, partially obscuring the sky.

Social Value

Sir Robert McAlpine is playing its part nationally and locally

**Sir Robert
McALPINE**

National Ambassador organisations are playing their part in assisting the CRC Network to reach SMEs, whether by engaging with their customers or supply chain; however, some are going much further to highlight the work of their regional CRCs in the communities where they work or live. They are actively encouraging and supporting employees to use their 'volunteer days' to raise awareness about cyber threats and signpost them to their local Cyber Resilience Centre.

Rachel Lloyd-Moseley, Head of Procurement - Nuclear at Sir Robert McAlpine, recently addressed local businesses at a networking event in the West Midlands. Having collaborated with NCRCG to launch a supply campaign for Sir Robert McAlpine, Rachel was inspired to help local companies, charities, schools and community groups by presenting to them about the ever-increasing cyber threats facing all businesses, large and small. The event was a resounding success, with many local companies signalling their intent to join the Cyber Resilience Centre and start their journey towards better cyber resilience.

Speaking about the experience, Rachel said:

I'm delighted with the engagement at the event and the genuine interest shown by all on the night. And it's not only the response from the business owners, but I was also approached by many people seeking similar presentations for their



community groups.

It is gratifying to be able to help small organisations, many of whom don't have internal resources to address cyber issues. Invariably, these business owners are time-poor and totally focused on running their businesses. In many cases, they are not entirely aware that the company could be a target of a cyber attack. Even those who are aware of the threats struggle to find trusted support.

I'm delighted I can use my knowledge of the threats, and with the support of Sir Robert McAlpine and NCRCG, I can play a part in helping local organisations by signposting them to government-funded, police-led support and guidance.

The Mayor and several councillors attended and expressed their gratitude to Rachel for her enlightening presentation; the Mayor also expressed his intent to share the meeting details with his counterparts in the surrounding areas. So, from a small-town meeting, the word is spreading, not just in Rachel's community, but also in neighbouring parishes!

NCRCG's CXO, Joanna Goddard, said:

Rachel has demonstrated her passion for helping local SMEs by taking our message into her community. NCRCG is delighted to support this work, and we're grateful for her ongoing contributions and advocacy locally and nationally. She has also inspired other National Ambassador organisations to adopt a similar model to make a greater impact in local communities.

CRC Network webinars inspire staff at Nationwide

Inspired by Sir Robert McAlpine's story, Nationwide identified an opportunity to adopt a similar model in which their staff utilise volunteer days to raise awareness of the CRC Network in their respective communities.

Nationwide hosts a regular Cyber Café event for anyone in the organisation who has an interest in cyber, whether or not they work in a cyber role. Sharon Gould, Supplier Security & Resilience Manager at Nationwide, identified this as an excellent place to share information on how NCRCG could support staff volunteers who wish to use their time to help SMEs in their community.

With Sharon's help, NCRCG organised and supported a series of webinars on community outreach for Nationwide's Cyber Café attendees. Michelle Ohren, a police Detective Inspector and Director at West Midlands CRC, and Chris White, a Detective Inspector and Deputy Director at South East CRC, presented the webinars. So far, several Nationwide personnel have come forward to express an interest in working with their regional CRC to raise awareness in their local community. The unique technique of having experienced police officers is critical to this success.

NCRCG will support these volunteers and ensure they have adequate promotional material and police representation at their events.

Delivering social value in towns and parishes

Sir Robert McAlpine's story also inspired Conover Parish Council to organise a 'Town Hall' meeting in the parish to raise awareness among the SMEs in the parish about cyber threats and the work of West Midlands CRC. Not only is

Rachel willing to share her experience with the Conover councillors, but she is also presenting at an event scheduled for Little Ryton.

Within the parish, there are 131 SME businesses and several non-profit and charitable organisations, all within a short travel distance of the venue. The Parish Council also has the names and addresses of all the businesses, so, with the help of NCRCG, they initially wrote to all of them inviting them to the town hall event. The event promotion has also been followed up with poster and social media campaigns, all provided by NCRCG.

Rachel from Sir Robert McAlpine will be joined by Detective Inspector Michelle Ohren from West Midlands CRC, who will highlight the threats to SMEs and the support and services provided by the CRCs. Rachel will also highlight why enterprise businesses like Sir Robert McAlpine must ensure that SMEs in their supply chain are cyber resilient.

NCRCG's CXO, Joanna Goddard, commented:

This National Ambassador volunteer activity plays a crucial role in raising awareness among SMEs in local communities. We at NCRCG are delighted to support the incredibly passionate people working with the National Ambassadors who are willing to give their time to help business owners and third sector organisations locally. It's an excellent example of how our National Ambassadors are playing a pivotal role in delivering social value that will make our economy better equipped to deal with the ever-increasing threat of cyber attacks. I am delighted to also provide data reporting on this too.



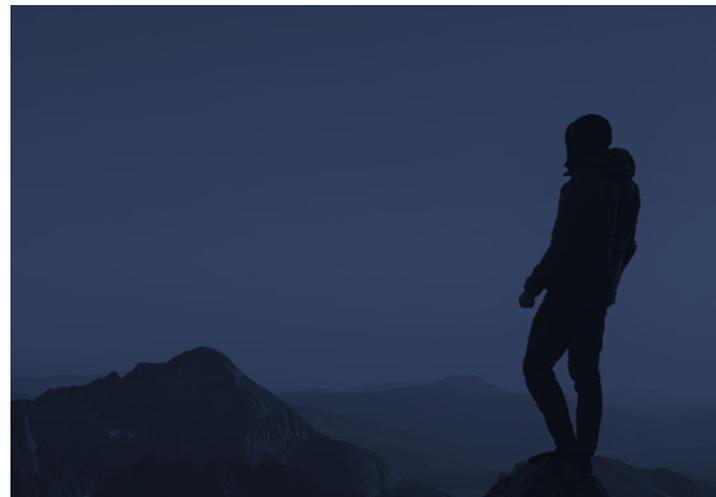
West
Midlands
POLICE

Reaching SMEs, sector by sector: Care Sector focus:

We recently piloted a sector-specific approach. Our initial activity was to target the Care Sector with a series of specially prepared webinars offering relevant guidance for organisations in the sector.

East CRC worked with us utilising a team members OSINT skills to support the research and its delivery.

Supported by Paul Lopez, Director at The Cyber Resilience Centre for the East, Sapphire Little has coordinated the campaign with considerable success. The three-webinar series received **781 registrations**, resulting in **617 new members** in the care sector joining a regional CRC.



Care Sector focus

The **Care Sector Cyber Series** has been a great success already; however, it has also led to a further opportunity with **Care England**, an organisation representing the entire adult care sector in England. Their membership includes organisations of varying types and sizes, among them, single care homes, small local groups, national providers, and not-for-profit voluntary organisations and associations.



Care England promoted the webinars internally, and while they were successful and extremely well received, they were not as well attended as the original series run by the CRC Network.

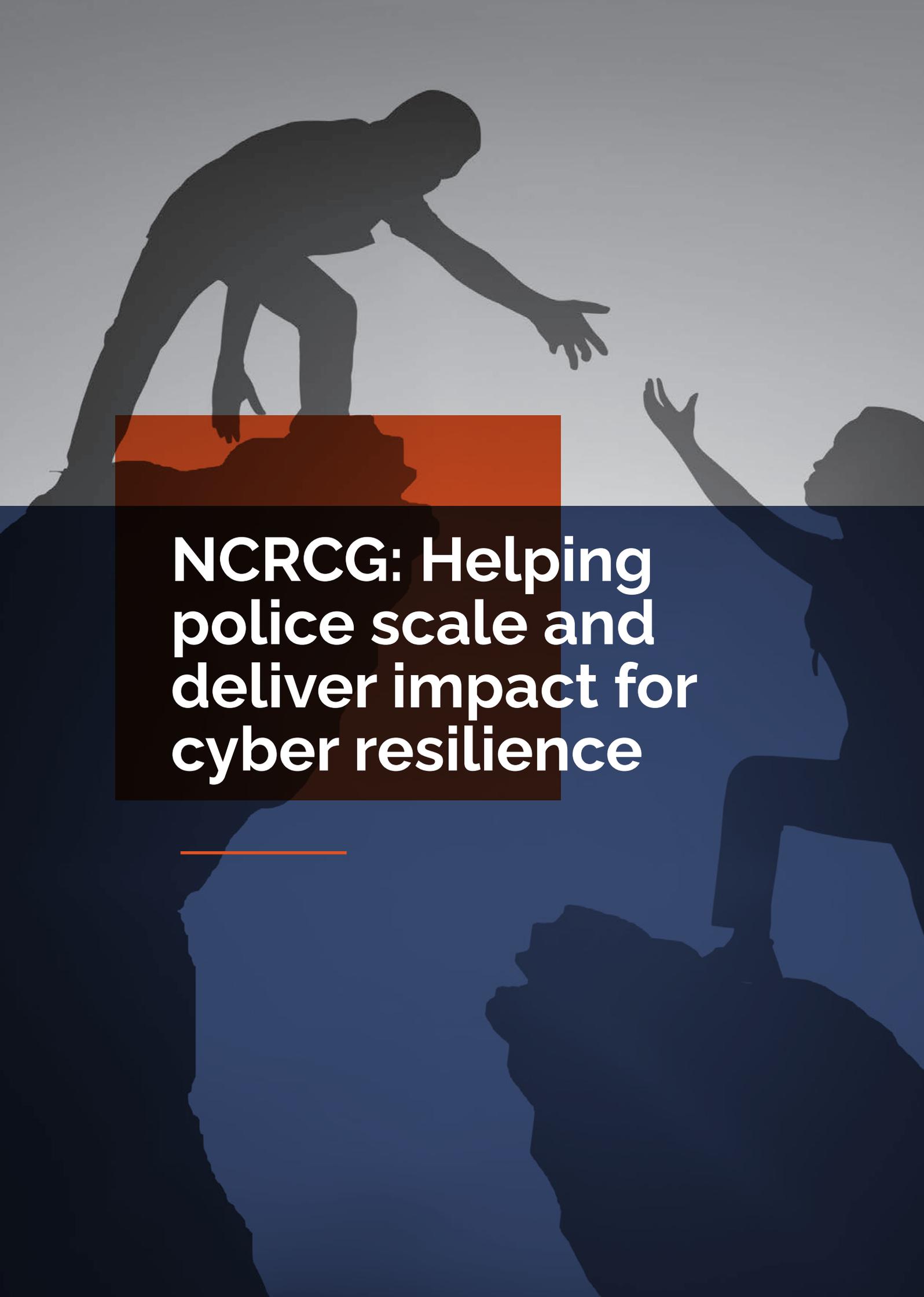
Following a review of the exercise with Care England, we were invited to run another series of webinars for **The Care Provider Alliance** in association with Care England.

The Care Provider Alliance (CPA) brings together the ten main national associations representing independent and voluntary adult social care providers in England. They represent the entire sector, providing a coordinated response to the major issues affecting it.

This time, we were invited to promote the event through the CRC Network's outreach channels, using the same process we deployed for the CRC Network Cyber Series. These webinars are scheduled for late February and early March. Early indications are very encouraging, with registrations already coming from across the country.

We know that the process works well, so we have recently developed a CRC Network Sector-Specific Campaign Guide. The step-by-step document outlines the process and provides clear guidance to enable NCRCG to replicate the planning, promotion and delivery of future campaigns in other sectors in collaboration with other CRCs. We are currently reviewing priority sectors and we will launch similar campaigns either through the CRC Network or in collaboration with relevant governing bodies.





**NCRCG: Helping
police scale and
deliver impact for
cyber resilience**

SME Experience Journey with each CRC

What an SME should expect on the first year of Sign up with CRC Network.



Consistent communication, onboarding and police support methods are provided. This standardisation also improves police reporting through consistently reported data points, measuring engagement and behavioural change patterns.

WELCOME EMAIL

When an SME signs up they receive a **welcome email** from the centre which outlines next steps and how the centres can support them, along with **welcome pack, resources** and next steps.



1:1 CALL

During this explorative call we discuss their current cyber status and introduce **Cyber PATH, Cyber Essentials, IASME** and the **NCSC** support tools and services. The aim of the call is to identify their key challenges, and establish specific requirements of the organisation and the best route for them at that time.



REFERRAL TO CYBER PATH

Following the explorative call, if the recommendation is to proceed with Cyber PATH, the organisation is referred to the appropriate team member **to discuss and identify** which Cyber PATH service is most appropriate based on their business requirements.



EMAIL/CALL WITH SERVICE SIGN UP DETAILS

The centres send an email to onboard clients as members/service users, including **next steps and access instructions**.



REGIONAL

MONTHLY NEWSLETTER

The centre maintains ongoing engagement by sending members a monthly newsletter, keeping them informed about all cyber security activities and help **in their area**.



CONTINUOUS SUPPORT

SMEs are invited to local events to meet their CRC team, raise questions, book explorative calls and more. They are also invited to **local webinars** to learn about the CRC help available or how to **stay safe online**.



The Impact by the end of 2025

SME supply chain mitigation



of National Ambassador supply chain campaign respondents that sign up with a CRC

Skills crisis mitigation



Total number of days of Cyber PATH paid work experience days



SMEs in active learning



National Ambassadors now **running scaled campaigns** to supply chain and customer bases, escalating this rate of registration.

The smallest SMEs now being helped



of CRC engagement is with organisations with less than 50 employees - the hardest to reach as identified by UK Home Office

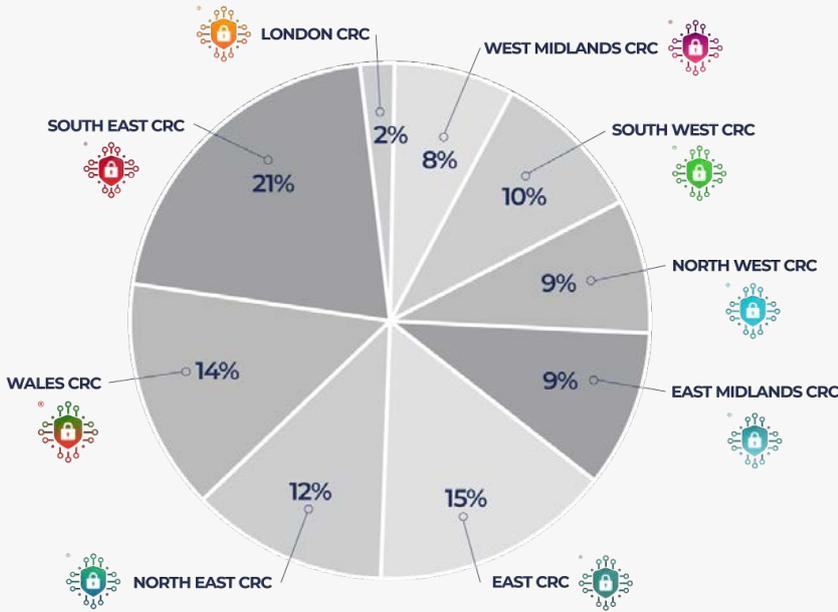
Recognised by Academia



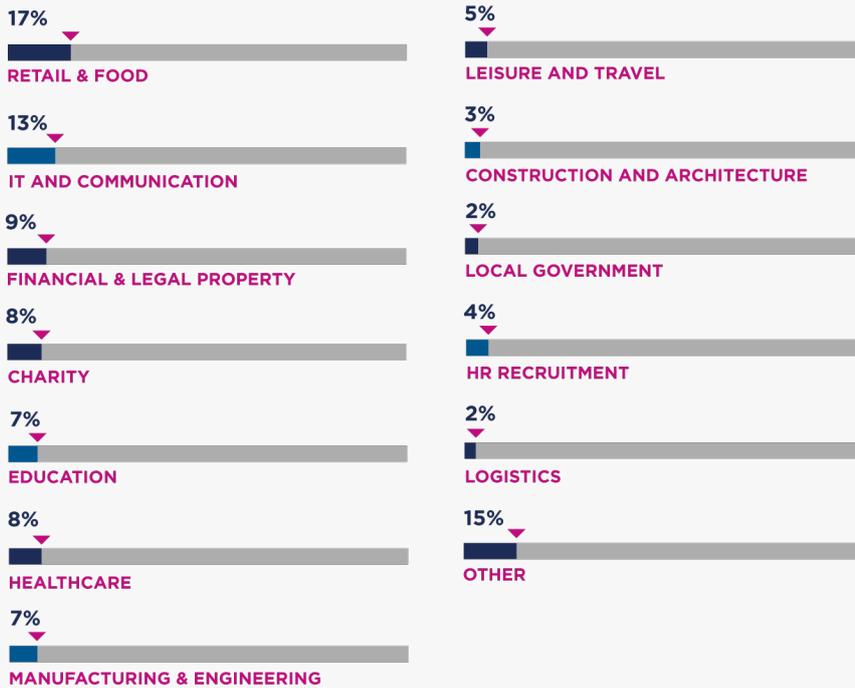
The network is working with over 29 University partners as part of our talent pipeline programme Cyber PATH, and benefiting over 100 students now set to scale and nearing 80+ enterprise organisations and their supply chains.

Police Centres Impact

Core Membership by Regional CRC



Core Members by Sector

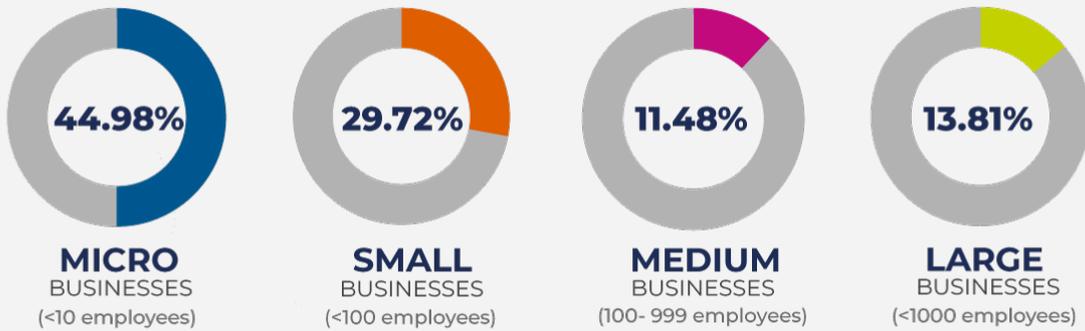


CRC Network Insights

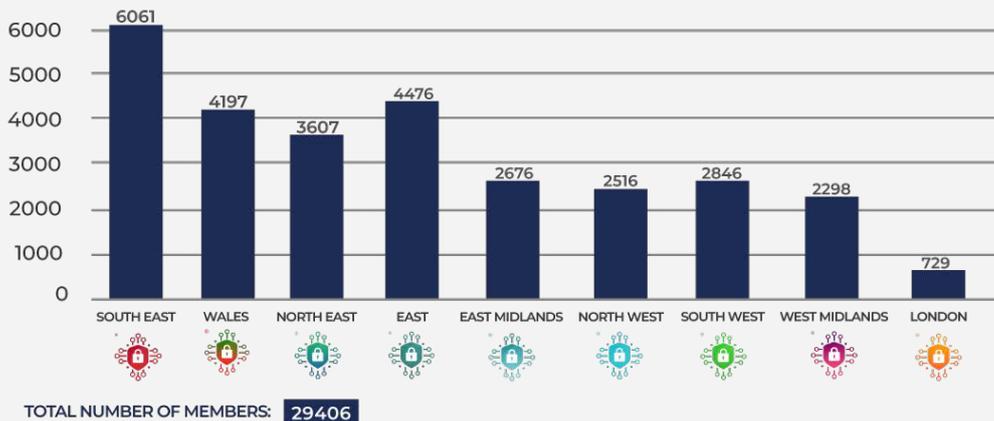
Cyber PATH students update



Core Membership breakdown by business size



Core Member Volume by CRC region



TOTAL NUMBER OF MEMBERS: **29406**

CyberVersed Podcast

Our CyberVersed podcast continues to grow in popularity, reaching new listeners across the globe. We have now released 49 episodes and it has been downloaded in **65 countries**. We have received enquiries about the CRC model from Interpol countries, government and academia internationally.

Thank you to all who have taken part in the recordings, and thank you to **Dr Mandy Haeburn-Little**, who has very ably hosted every episode.

Since the Q3 Quarterly Impact Report, we have released a **further three episodes**:



You can listen to and download the podcast from all major podcast channels:



DEEZER



Or you can go to the CyberVersed podcast website page:

nationalcrcgroup.co.uk/cyberversed-podcast/

If you have a suggestion for a podcast or wish to take part in future roundtable recordings, please contact gordon.white@nationalcrcgroup.co.uk

Key contacts

We are keen to work with all of our National Ambassador organisations, not only on the delivery of our goals to improve cyber resilience among SMEs but also to assist you with your aims and aspirations.

Whether it is a supply chain or customer campaign, collaboration on white papers, participation of senior law enforcement at your events, or assisting in the development of a robust cyber talent pipeline, we are happy to work with you. Please feel free to reach out, and we will facilitate the necessary meetings and provide the resources to achieve the desired outcome.



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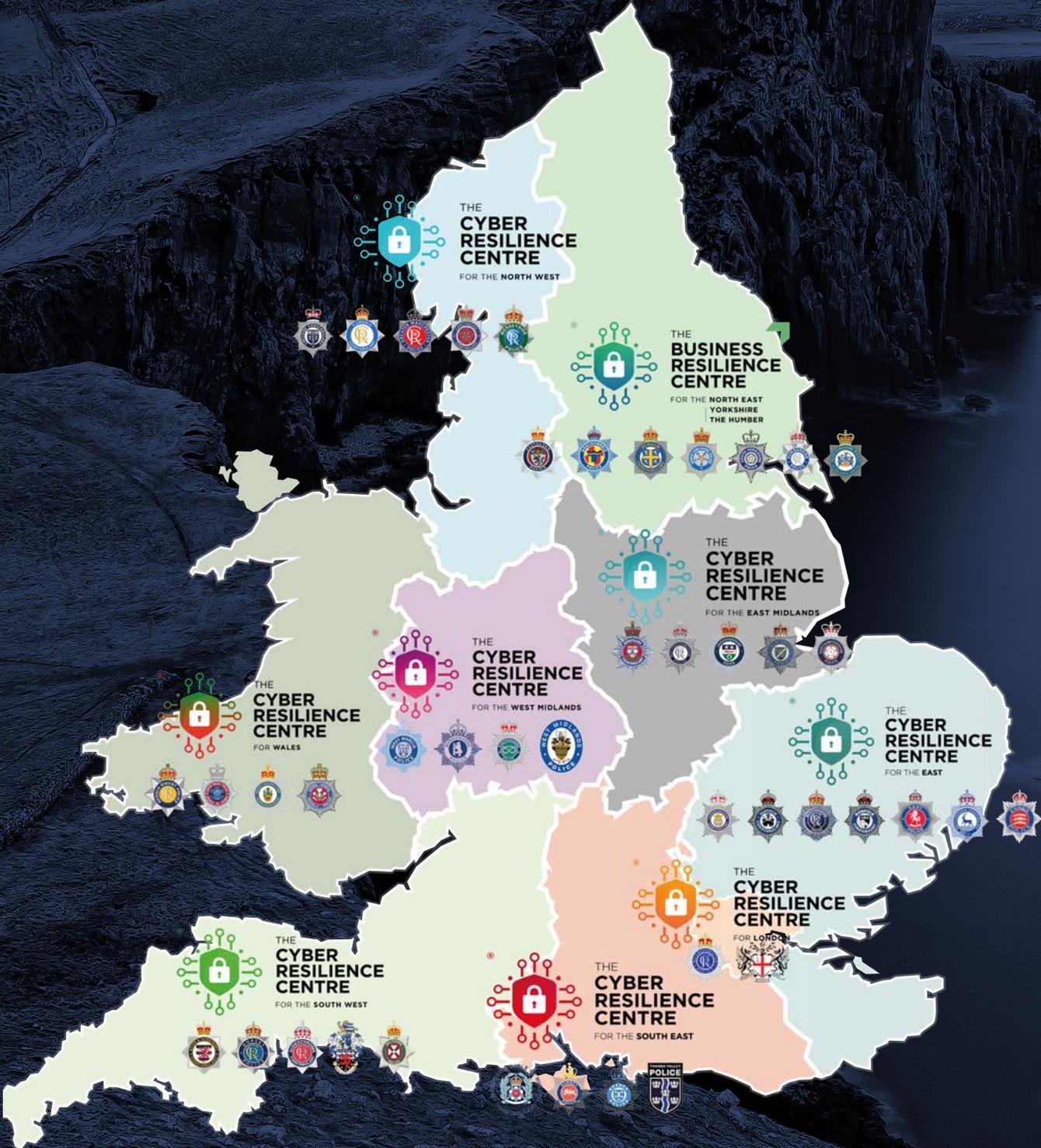
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The CRC Network

A network of police-led centres across England and Wales.





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National Cyber Resilience Centre Group



LLOYDS



nationwide



AVIVA

L'ORÉAL
GROUPE



NatWest Group



GTIA

Global Technology Industry Association

Sir Robert
McALPINE

CGI



CyberSmart



Chainalysis

resilience

LOGISTICS UK

Trustify
Find. Fix. Secure. Insure.



Akamai



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