

ANNUAL REPORT 2022



THE
**BUSINESS
RESILIENCE
CENTRE**
FOR THE NORTH EAST





THE
**BUSINESS
RESILIENCE
CENTRE**



FOR THE NORTH EAST

INTRODUCTION



From Chair of the Advisory Board, Brian Dilley. Lloyds Banking Group

I am delighted to share our third annual report, which details another fantastic year for the award-winning North East Business Resilience Centre (NEBRC) and outlines the priorities for 2023.

In October, I had the opportunity to present at the National Cyber Resilience Centre Network Summit, which was hosted by Microsoft UK. The Summit highlighted the maturity of the NEBRC and benefits of having a focus on fraud to support small businesses. It also demonstrated the importance of knowledge sharing between the regional centres.

From a Lloyds Banking Group perspective we continue to share NEBRC messages on the current cyber and fraud threat landscape through our regional ambassador network. Additionally, we have promoted online and in-person events to educate our customers, and promote the services of NEBRC.

The NEBRC has been recognised in various awards. These include:

- Winning Policing Team of the Year at the National Cyber Awards. At the same awards Rebecca Chapman was highly commended for Cyber Citizen of the Year and Cyber Individual of the Year.
- Named as a finalist for the Outstanding Police Initiative Award in the forthcoming Cyber Outstanding Security Performance Awards (OSPAs). Joe Cockcroft has also been announced as a finalist for Outstanding Young Cyber Security Professional.
- Nominated for three awards in the Dynamites Awards; Project of the Year, Rising Star (Joe Cockcroft, for which he was highly commended) and Tech Champion (Martin Wilson).

INTRODUCTION

**From Chair of the Advisory Board,
Brian Dilley.
Lloyds Banking Group**

Other notable achievements this year include developing a 24/7 incident response capability, expanding the team, launching a podcast series and conducting open source work for the BBC documentary series 'Dirty Rotten Scammers'.

Once again, none of this would have been possible without the continued incredible leadership of Rebecca Chapman, who continues to expand the remit of the Centre and drive forward its objectives.



I would also like to thank the Board for continuing to give up their time to provide expert guidance to the Centre on its work and strategy. This year we have welcomed to the Board Costas Moraitis from MJ Gleeson and Jonathan Evison from Humberside Police. I know they will both add further to what is, already, a great set of people.

Finally, it is with mixed feelings that I will be stepping down as Chair of the Advisory Board at the end of 2022. I decided earlier this year to hang up my boots at Lloyds Banking Group and will be leaving at the end of March 2023. It has been a privilege to work with you all and witness the growth of the NEBRC since its inception. I wish you all the best in the future and look forward to reading about the Centre's continued successes.

WELCOME

**From Chief Executive Officer
/ Director of the NEBRC,
Rebecca Chapman**

Welcome to the 3rd annual report from the NEBRC!

As I reflect over the last 3 years its quite incredible how far we have come. We have gone from no members to over 1300 on the database. This is due to the hard work of the commercial team- DI Steve Leach and our Client Relations Manager, Lizzie Buckler. They have also now been joined by Chantelle Whitham, an excellent addition to the staff here at the NEBRC and heading up Admin and digital marketing supported by our PR consultant Caroline Woffenden and team from MK Public Relations.



We have delivered no less than 33 student services using 166 students days. We have then seen those students fly the nest into the world of employment, all securing fantastic roles which they all say they wouldn't have secured as easily were it not for the experience they have gained through our programme. We have recruited new students to replace them, growing our alumni year on year with the expert help and guidance of Sheffield Hallam and Northumbria universities and our Technical senior from BRIM.

This year we have recruited a student ourselves- the addition of Joe Cockcroft to the staff at the NEBRC as Student Supervisor has enabled us to take on more cyber security services supervised by Joe and our resident Head of Student Services, DI Martin Wilson who continues his PhD studies in a cyber security related subject.

We have finally learnt to live a little easier with Covid 19 and have re-emerged into the face to face world once more, taking in a number of expos and events where we have met with even more members of the public needing our help. This, far more personal service, is a fantastic way of delivering guidance and assistance but it also means that we are all living out of suitcases in order to cover the Region's needs! With this growth in mind and with our ambitious plans to grow membership by 2% in the next 3 years we are looking at taking on extra staff and Interns from the Regions universities.

WELCOME

From Chief Executive Officer / Director of the NEBRC, Rebecca Chapman

As we celebrate new members of the Advisory Board and Trusted Partners joining us; Lee Bradley, Costas Moraitis, Paul Matthewson and Jonathan Evision as Board members and Tara Leathem, Jamie Robson, Paresh Deshmukh, Deepak Dhar, Lois Inman, Michael Lamb and Mark Patterson as Trusted Partners / Cyber Experts.

We also bid a very fond farewell at Christmas to our founding Chair, Brian Dilley. Brian was the very first person I approached to head up my Board and has been one of our staunchest supporters over the last 3 years. Our Vice Chair, Richard Holmes will step in as Chair until March 2023 when we hope to have appointed a new Chair. All of us at the NEBRC, but especially myself and fellow Director DCC Paul Anderson, would like to thank Brian for his support and encouragement and excellent Chairship and wish him the very best in his retirement from this role.

We should also celebrate our successes... Winner of the Cyber Policing Team of the Year at the National Cyber Awards was a highlight and making the final for the Cyber OSPAs once more is fantastic news. Joe, our new addition, has received 2 nominations and made it to the final for Rising Star and Cyber Student of the Year along with Martin Wilson nominated for Tech Champion. Joe was 'Highly Commended' in the Rising Star category.

As we head into 2023 we face a number of challenges- scaling up 2% to significantly grow the business and members, growing student services in the face of economic adversity for many and supporting our ever busy Police colleagues as crime figures return post pandemic. Our team are poised for the challenge and bursting with new ideas to take us to the next level as a Police led, unique nexus between corporate business, academia and law enforcement which is now part of a network covering England and Wales.

Thanks for all your magnificent support in 2022 and here's to a very Happy and Prosperous New Year in 2023.

Rebecca Chapman
Supt / CEO
NEBRC



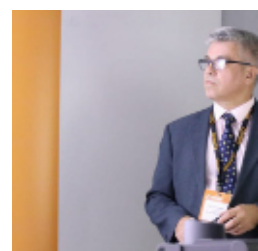
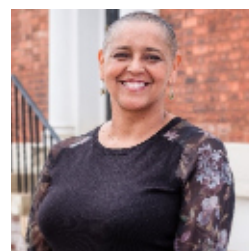
THANKS TO.. THE NEBRC ADVISORY BOARD

My particular thanks goes to Brian Dilley from Lloyds who has continued as a most effective Chair, providing experience and enthusiasm for this area of business, connecting cyber with online fraud.

I'd also like to thank Richard Holmes for sponsoring our end of year reception and for being an enthusiastic and involved Vice-Chair.

Also, our new Board members Jonathan Evison, the Police and Crime Commissioner for Humberside; the IT Director of Gleasons, Costas Moraitis; Paul Matthewson, Accenture Strategy and Consulting Security Manager and Lee Bradley, the Group Fraud and Financial Crime Oversight Director at Lloyds for joining the Advisory Board this year.

Finally, I'd like to thank the whole Board for their continued commitment and contribution, which has allowed us to trade and implement the vision set in 2021.



THANKS TO..

CYBER EXPERTS

I'd also like to extend my thanks to our Cyber Experts Panel and Trusted Partner Network, many of whom have been invaluable to the ongoing operational development of the centre.

A special thanks goes to Chris Tait from Layer 7 who is funding OSCP sponsorship for two of our students, and who has got us through Cyber Essentials and Cyber Essentials Plus again this year and latterly, IASME Gold standard.



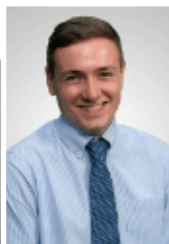
I must also mention Alan Moffatt, thanking him for his continued support, namely sponsorship of our upcoming series of podcasts.

Another thank you to our new Cyber Experts who have joined us this year: Cybit, Aindale, Baseel, Data Connect, Aspire, HTG Howell Technology Group and Secure Schools.



Our Trusted Partners & Cyber Experts

Our members have been instrumental in planning joint events with us, ideas for campaigns, as well as showing us how to engage with the market.



THANKS TO.. THE STUDENT SERVICES STEERING GROUP

I would also like to thank the members of the Student Services Steering Group for their continued commitment to developing our service offerings. The group have real interest in developing cyber security experts by providing students with professional experience alongside their studies.

To date, we have employed over 30 undergraduate and postgraduate students from Northumbria and Sheffield Hallam universities, and we are currently in the midst of a third round of recruitment where we hope to employ 10+ more. Biju Issac, Phil Anderson and Shahrzad Zargari, from Northumbria and Sheffield Hallam respectively, have been a great help in this process and a special thanks goes out to them for their support in the centre. Northumbria University have also been nominated for the Times Higher Education University of the Year Award, which is a great achievement and real testament to the team. We have also received continuing support from Ashley Woodhall (student mentor) from Practical Info-Sec and Alan Greig and Paul Boam from BRIM.



Northumbria University
NEWCASTLE



Northumbria University
NEWCASTLE



Sheffield Hallam University



THE BUSINESS RESILIENCE CENTRE
FOR THE NORTH EAST



BRIM
BUSINESS RESILIENCE
INTEGRATED MANAGEMENT



PRACTICAL INFO-SEC

ALUMNI

Student Services



We have also seen our students go on to get industry-recognised certifications whilst studying and working with us.

Jack Gooday saved the money he earned from delivering student services to fund his OSCP certification, which he completed over the summer, prior to starting his placement with the NHS – well done Jack.

PROGRESS

Marketing

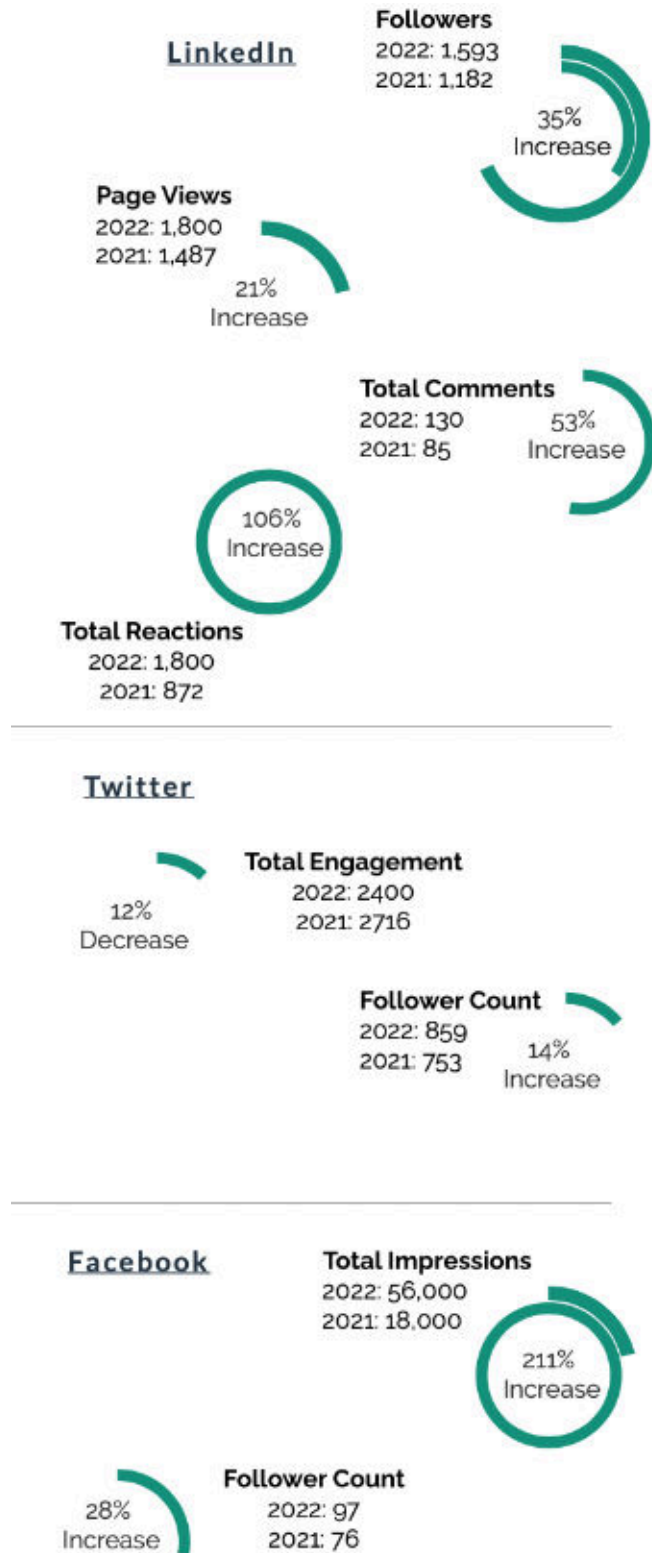
In the last year marketing continued to be undertaken by the MK Group on our behalf and I'm pleased to report that we have had further uplift in media, social media and newsletter reach, as well as their following.

We now have 1,353 members compared to 678 this time last year and have had a further 52 pieces of coverage championing key messages and calls to action.

Our webinars have reached audiences of over 3,500 people across specialist areas such as hacking, passwords, phishing and internal fraud.

Our social media reach has developed considerably, particularly on LinkedIn where we are targeting businesses and individuals from across the region, in the last year we show page views on LinkedIn as 1,800 – a 21% increase from the year prior. Followers have increased by an impressive 411.

Even Twitter followers have now increased by 105. We have also had over 56k impressions on Facebook – bolstered this year by our work on Ads – increasing our brand awareness across the platform.



ACHIEVEMENTS

New Bundles and Website Launch

Since the beginning of the year, we have worked hard on creating a brand new website for our audience. Our priority was to make sure our homepage was attractive and easy to navigate, so we implemented 6 easy to use buttons directing our visitors to the best option for them.

Alongside this, we have launched four new support bundles alongside our free core membership. These include policy, website, training and sole trader support, based these bundles upon market research conducted around our members and stakeholders.



ACHIEVEMENTS

24/7 Incident Response Launch

In August, we announced the launch of a completely free 24/7 emergency response service for any business or individual who finds themselves under a cyber attack. Expertise can only be a phone call away with selected Expert Partners available to offer free, initial support that could help to lessen the impact of a cyber attack from the outset.

Our experience has shown that by seeking immediate support and guidance it can lessen the impact of an attack. First and foremost, **we always advise businesses and individuals to get in touch with their local police force**, but by also engaging with one of our Expert Partners it could help with damage limitation in those crucial first minutes and hours.

All of our six partners have committed to offering an hour's support for free and, once the immediate actions have been carried out, the business then has a choice of which path, if and, they wish to take next. The six NEBRC Trusted Partners supporting the service are; **Bleam, DigitalXRaid, NGS, Waterstons, Cybit, Aspire and Aindale.**

Commenting on the new service, Chris Rich, Senior Technology Consultant at Waterstons said: "We have a longstanding relationship with Business Resilience Centres across the UK and are very proud to be part of such an important team, protecting businesses here in the North East and helping them to thrive in an ever-changing digital era."

	07494875672 24/7
	0800 062 4022 24/7
	0330 30 2559 24/7
	0330 326 8807 24/7
	01484 538999* *8:30am - 5:00pm only
	0130 104 2711 24/7
	03300 577350* *9:00am - 5:00pm only (24/7 for existing customers)

ACHIEVEMENTS

TV Appearances



One of our most prolific achievements includes our open source work that we completed as part of the documentary series 'Dirty Rotten Sc@mmers' which aired on BBC1 throughout June. Our students and very own Martin Wilson were featured frequently in the series, with our students discussing their findings on camera. The NEBRC's Steve Leach also took part in a campaign for Local TV Tyne and Wear, discussing the importance of online safety.

National Cyber Award Winners

In September, the NEBRC was named the **Policing Team of the Year** at the **2022 National Cyber Awards**. Commenting on the award win, NEBRC Director Rebecca said "The NEBRC offers a unique bond between police, business and academia to provide affordable cyber security support to businesses of any size, and from any sector, across our region but particularly those small and medium enterprises that might struggle to grasp cyber security issues or not be able to afford them. "To date we have supported scores of businesses from numerous sectors across our region to better understand and manage their cyber security needs. We are very proud of our current legacy and absolutely delighted to have been recognised in this year's National Cyber Awards as we continue to build and develop our work in the years to come."

Rebecca also **won the North East Chamber's Inspiring Female Awards Business Leader of the Year** category, announced in November and received '**Highly Commended**' at the **National Cyber Awards 2022 for Cyber Citizen of the Year and Cyber Individual of the Year**. The NEBRC has also been shortlisted for the Outstanding Police Initiative Award in the forthcoming Cyber OSPAs, and Joe Cockcroft has been announced as a finalist for Outstanding Young Cyber Security Professional. In addition to this, we were nominated for three awards in this years **Dynamites, the North East's IT and Technology Awards** in the following categories:- Project of the Year: Incident Response Helpline, **Rising Star**: Joe Cockcroft and **Tech Champion**: Martin Wilson. **Joe received 'Highly Commended' for Rising Star.**



ACHIEVEMENTS

Student Services

This year saw the delivery across the suite of student services for the third year running. This meant working in partnership with the National CRC group to continue developing the testing infrastructure, policies, and procedures as they start their journey as Cyber PATH. The result has been some very happy clients and thrilled students.

Clients ranged from education trusts, charities and engineering firms. Of the 9 testimonials received this year, some of these testimonials for our work are included below.



"The support offered to Spencer Hayes Group by the NEBRC has been invaluable to us. The NEBRC team delivered helpful and informative advice to our listeners during our webinar, ensuring the listeners was well informed and went away more knowledgeable on how they can keep themselves safe online. NEBRC created a bespoke presentation that suited our listeners and their businesses which was delivered exceptionally well. We recommend any organisation to get in touch with the NEBRC to have the opportunity to learn more about how they can avoid risks online. In the current climate, it is so important for all of us to understand the ever changing challenges we face."

"As a small, fledgling business, it's been a fantastic opportunity to take stock and consider how to embed the right skills and put digital safety and security at the core of all decision making. The business now has a clear set of recommendations and roadmap to improve the site , applying the learning and building on this new core knowledge to maintain ongoing site security. Many thanks to the team at the NEBRC for their help and support."

& MATHER

Educational Services

"Just wanted to let you know that our business was successful with our cyber essentials certification. I wanted to say a huge thank you to you as we would have really struggled without your help. I came into this not knowing much about it and your support and guidance was very helpful. Thanks again for your time and I really appreciate you going through everything with me patiently over the phone"

The testing revealed some real vulnerabilities and we were able to advise our clients how to fix them, making them more resilient. Some examples include, default credentials, outdated software, open printers and lack of email spoofing protection. These common themes have been shared with all of our members to ensure their resilience. We have also supported other centres within the National Cyber Resilience Centre network with student services, and carried out testing on their behalf.

ACHIEVEMENTS

Team

As we expand, we take on more staff and we have been joined this year by our Business Assistant, Chantelle Whitham, who has been an excellent addition to the team. Chantelle is currently undertaking the EC Council Essentials Course which includes modules around Ethical Hacking, Network Defense and Digital Forensics.



We were also joined full time by previous student Joe Cockcroft, who now supervises our Student Services cohort. Joe has been nominated for multiple awards this year including Cyber Student of the Year in the National Cyber Awards, Young Cyber Security Professional in the Cyber OSPAs, and Rising Star in the Dynamites Awards. Like Chantelle, he is also undertaking further study and Joe is undertaking the OSCP.



This year, our Director Becky and Head of Business Development Steve have gained their Institute of Director qualifications. Our Client Relations Manager Lizzie achieved an MSc in International Security and is currently studying towards a CMI L5 Operations Manager Apprenticeship. Head of Student Services, Martin, is continuing his PhD.

Going into 2023, we are also exploring offering placement opportunities to students across other North East and Yorkshire Universities.



2023

The Future

In terms of new plans for 2023 we are looking forward to launching our new podcast series 'Gone Phishing' in conjunction with our Board members, Trusted Partners and senior police colleagues.



We are also excited to develop our student services and recruit more talented ethical hackers to continue their amazing work and helping small businesses become more cyber secure, as well as enhancing and feeding the cyber security talent pipeline.



2023-26 BUSINESS PLAN

MISSION

“By 2025 our mission is to have helped 12,000 small, medium and third sector businesses in the North East of England become more resilient from cyber and online crime”

“Growing the membership of the NEBRC to a measured percentage of all SMEs in the NE”

We will strive to achieve a percentage of SMEs registered for our free and affordable support. By taking our current annual costs and, giving consideration to the annual cost of a cyber-attack to an SME, we will seek to have provided 11,360 SMEs and third sector organisations with guidance to make themselves more resilient to a cyber-attack. In doing this we will also be providing valuable work experience to students in the NE. It is our intention to introduce a growth programme where we aim to support 2% of all SMEs in The NE (11,360) over the following three years. Therefore, the estimated crime reduction value in financial losses on the economy would be in excess of £38.5 million pounds for the North East (based on DCMS stating 65% attacked and average loss is £1740).

“Developing revenue streams to achieve self-sustainability by 2026”

Our current operating yearly budget to run the business is met by grant funding, 70% donations and operating profit, 30%. We plan to achieve £560k annual turnover by 2026. We will continue to work with consultants, partners, and the wider network to put in place best practice to achieve this objective. This aim is important to help alleviate demand on public sector funding and to provide high value of public and private sector partnership working.

“Improving connection with existing members through measured customer experience and engagement performance”

Developing engagement is key to improving the adoption of cyber resilience practices and provides worthwhile support to SMEs.

2023-26 BUSINESS PLAN

“Growing student services by links to Sheffield Hallam and Northumbria University and to the National Cyber Volunteers and Specials Programme”

Promoting student services and the talent pipeline by engaging with partners and provider universities and the NCDSV programme in all 7 forces.

“Realising the engagement with the NCRCG and its income stream”

Developing relationships with National Ambassadors, maximising income stream from NCRCG, ensuring the ‘ask’ is clear of our Advisory Board, Trusted Partners and National Ambassadors to sustain growth and reach.

“Budgetary Breakdown”

Understanding and maximising the various funding streams and commercial services to realise self-sufficiency by 2026. The NEBRC budget has a variety of streams- Home Office support via the National Cyber Crime Programme, donations from private sector and external grant funding. Alongside this the NEBRC offers Student Services- a commercial cyber security service delivered by students and supervised by an industry specialist.



ANNUAL REPORT 2022



nebrcentre.co.uk



North East Business
Resilience Centre



[@nebrcentre](https://twitter.com/nebrcentre)



THE
**BUSINESS
RESILIENCE
CENTRE**
FOR THE NORTH EAST

