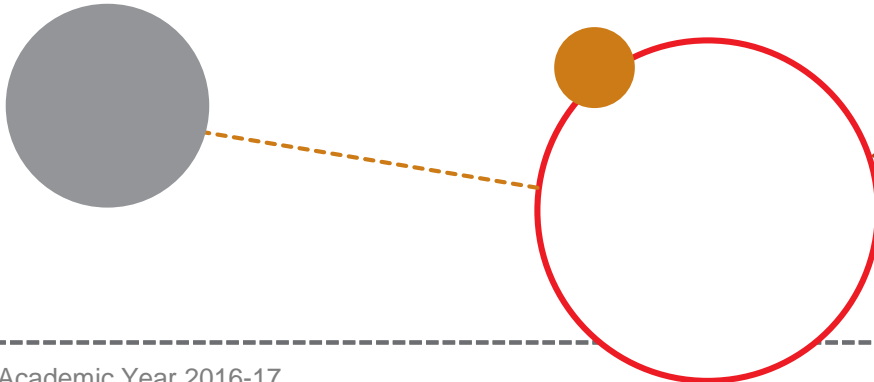


# An impact case study on cybercrime: *what have we learned so far?*

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# Outline

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1. Background to our research
2. Aim of our research
3. Methodology
4. Impact
5. How to demonstrate impact



# Background to our research

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- Project title:
  - Effective strategies for supporting victims of cybercrime in Ealing: working in partnership to manage cyber risks
- Cybercrime: a growing global phenomenon
- [Crime Survey for England & Wales](#): an estimated 5.4 million incidents of fraud and computer misuse offences in the survey year ending Dec 2016



# Background to our research

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- PwC, [Global Economic Crime Survey 2016:](#)

‘Digital technology continues to transform and disrupt the world of business, exposing organisations to both opportunities and threats. So it’s hardly surprising that cybercrime continues to escalate – ranking as this year's second most reported economic crime.’



# Our overarching aim

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- To measure the impact of different types of cybercrime that affect individuals in the broader London Borough of Ealing and deliver initiatives to prevent victimisation and support those affected in the local community



# An overview of our methods

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- A mixed methods approach:
  - quantitative data about the extent of cybercriminality
  - qualitative data:
    - focus groups;
    - in-depth interviews;
    - open-ended questionnaires.



# Impact

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## Impact

- In the REF, impact is defined as an effect on, change or benefit to the economy, society, culture, public policy or services, health, the environment or quality of life, **beyond academia.**
- REF impact is assessed in the form of impact case studies.



# Impact

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## **Impact – how can it be demonstrated?**

There are many ways in which research may have underpinned impact, including:

- impacts on public awareness, attitudes, understanding or behaviour that arose from engaging the public with research.

In these cases, the submitting unit must show

- that the engagement activity was, at least in part, based on the submitted unit's research and drew materially and distinctly upon it.



# How to demonstrate impact

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Demonstrate that research has played a key role in identifying the scale of the cybercrime problem and developing effective strategies for supporting victims and preventing crime.

## **1. Raising public awareness and understanding**

- Appearances on radio and TV
- Surveys before and after media coverage on whether public awareness has increased

## **2. Training**

- Developing training packages for the police: Findings from the research could be incorporated into police training packages designed to improve public protection in areas such as Cybercrime. First responders could be issued with guidelines on how to treat victims of this particular crime.
- Developing training packages for the citizens of Ealing.

# How to demonstrate impact

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## **3. Advice to law enforcement bodies**

How best to support victims and provide ongoing support

## **4. Victim support**

Initiating a trial to determine the best way to support victims of cybercrime



# How to demonstrate impact

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## **Sources to corroborate the impact**

- Advice on respective websites, e.g., Action Fraud
- Links to example media coverage
- Training packages for the police and victims
- Publications
- Conferences



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**Thank you for your attention!**