The Cyber Helpline

Supporting victims of cybercrime

DIGITAL VICTIMISATION

Adapting services to online harms

Charlotte Marie Hooper, Head of Operations

A MOVEMENT BY THE CYBER SECURITY COMMUNITY TO CLOSE THE GAP

1.5m
Users

80,000
Cases

150+
Volunteers

HOW WE HELP

We help individuals:

- **Understand** what has happened
- **Contain** the issue
- **Collect evidence** & report
- **Recover** back to safety
- **Learn** from their experience

By providing:

- **Free,** unmetered help
- **24/7** intelligent chatbot
- **Assisted self-help** from experts
- **trauma-informed** support

WHY THIS MATTERS

1. Cybercrime and online harm now intersects with domestic abuse, stalking, fraud and harassment.

2. Victims and survivors are often left without clear support pathways

3. The law is evolving but many frontline professionals report low confidence in responding

Common blockers to progress

CYBERTRAUMA

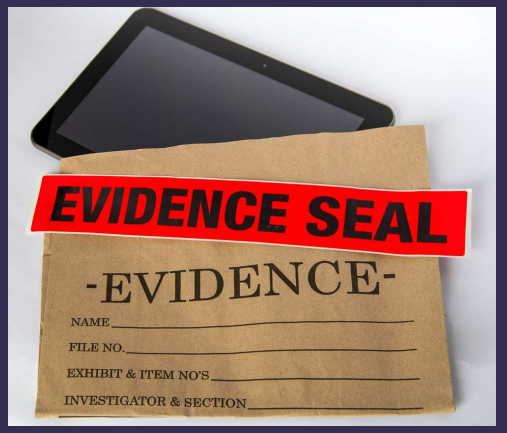
HYPER VIGILANCE

EVERYTHING HACKED

Common blockers to progress

TOO ADVANCED / LACK OF TECHNICAL EXPERTISE IN SERVICES

“POLICE / PLATFORMS NOT INTERESTED”AND FEELING DISMISSED OR MISUNDERSTOOD



NO EVIDENCE

58%

of all crimes in England & Wales involve technology. Investment in online crime is less than 5% of police spend.

5,000,000

victims of cybercrime, digital fraud & online harm make 1.7m reports (36%).

87%

of those who report get an immediate ‘no further action’ decision

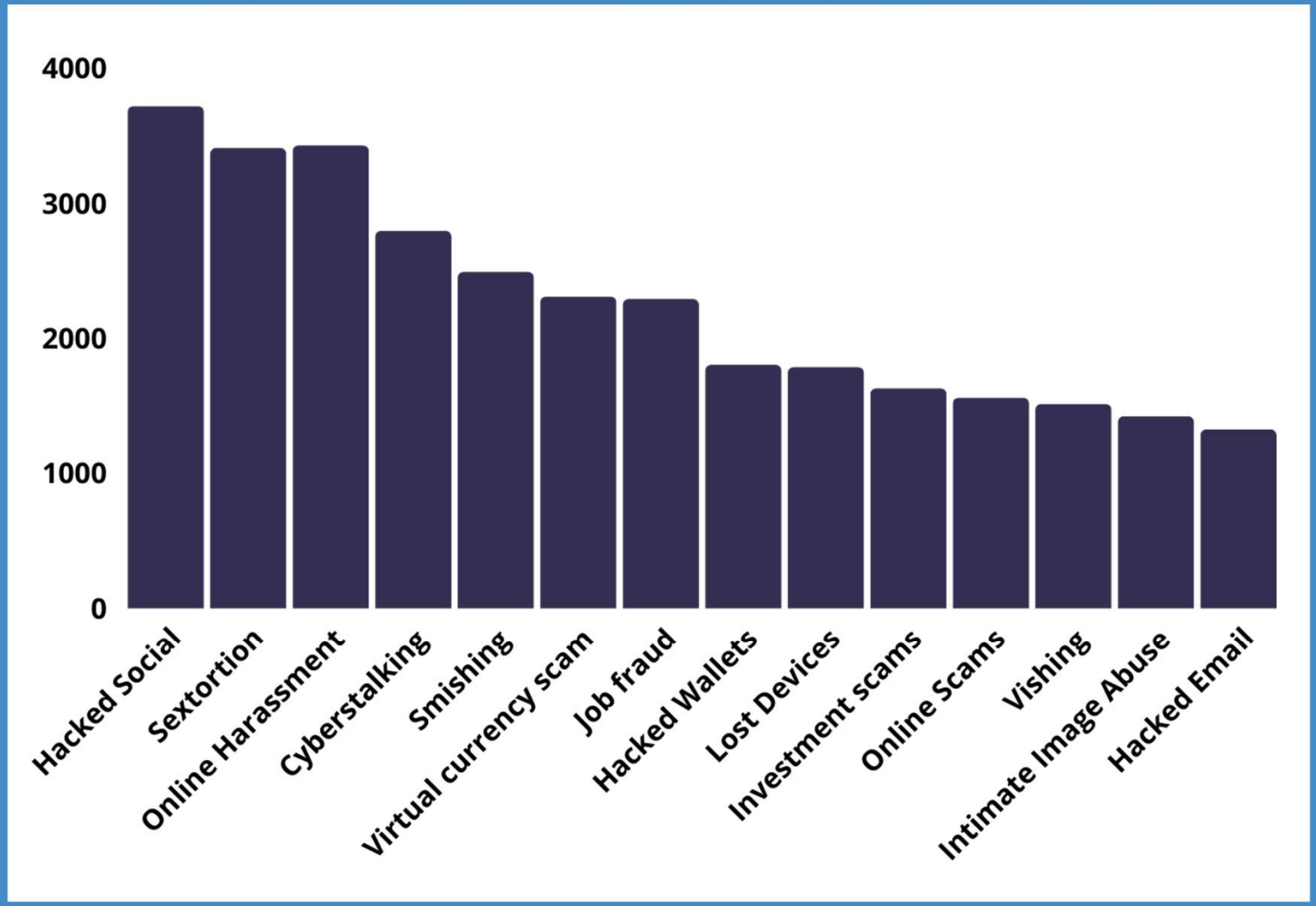
TWO THIRDS

Do not report to the police

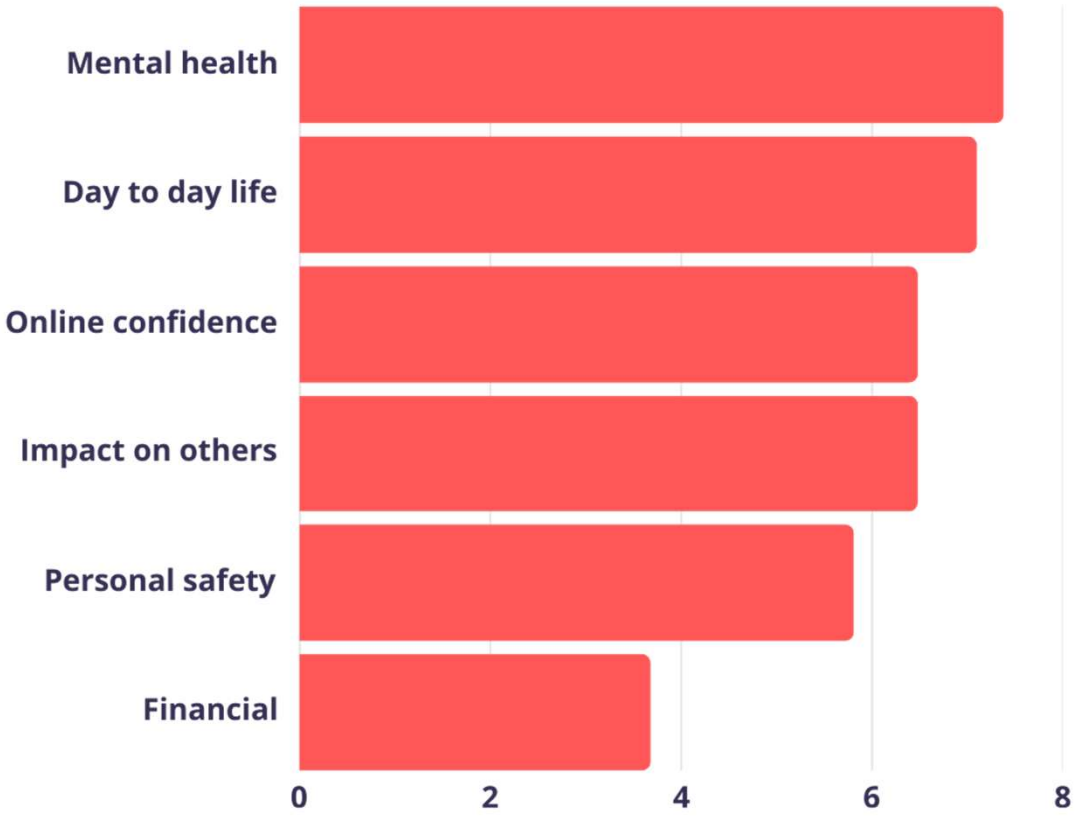
7 TIMES

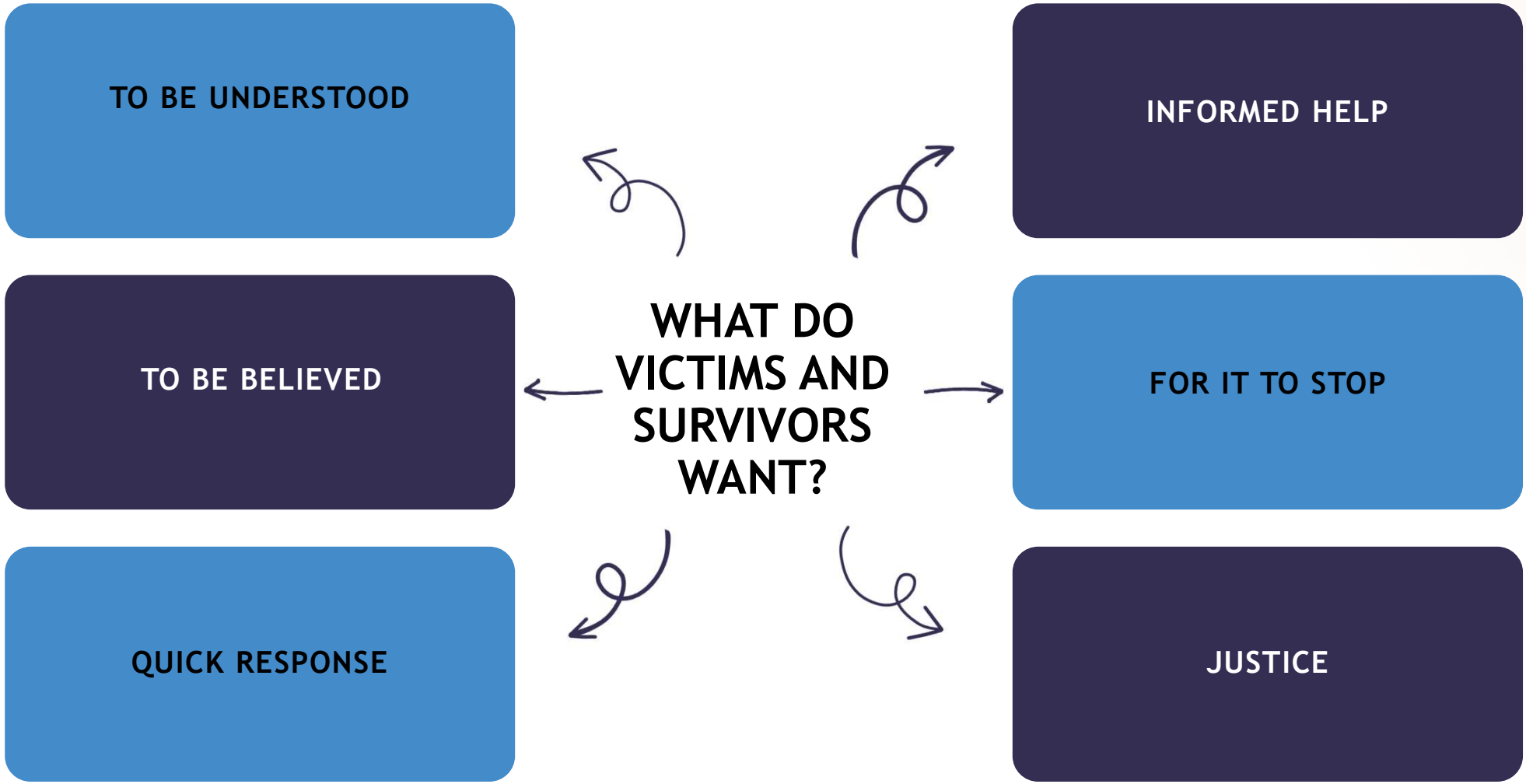
less likely to see your perpetrator charged or summoned

What does cybercrime and online harm look like?



THE REAL IMPACT OF CYBERCRIME




TO BE UNDERSTOOD
INFORMED HELP
TO BE BELIEVED
WHAT DO VICTIMS AND SURVIVORS WANT?
FOR IT TO STOP
QUICK RESPONSE
JUSTICE

WHAT WORKS?

CROSS SECTOR PARTNERSHIPS AND MULTI AGENCY WORKING

CLEAR REFERRAL PATHWAYS

ONGOING PROFESSIONAL TRAINING

PRACTICAL SUPPORT

WORKING TOGETHER AND UPSKILLING

No one can be an expert in everything

- Utilise support
  - victim advocacy
  - safeguarding and safety planning
  - digital security expertise
- Specialist cyber support can help with:
  - device and account security
  - evidence preservation
  - understanding digital risks
- At the same time, frontline professionals benefit from training to recognise tech-facilitated abuse and professional curiosity
- Building confidence across services helps ensure victims receive coordinated and effective support

TAKEAWAYS

TECHNOLOGY DOES NOT CREATE ENTIRELY NEW CRIMES, IT OFTEN AMPLIFIES EXISTING HARMS

VICTIMS AND SURVIVORS STRUGGLE TO ACCESS THE RIGHT SUPPORT

FRONTLINE PROFESSIONALS NEED SUPPORT, TRAINING AND TOOLS

COLLABORATION IS ESSENTIAL

Referrals

Refer a Service User

Refer a service user to us directly.

We will create a case and work directly with the service user on their cybersecurity issues.

If you are also keeping the case open, we will co-work the case with you.

Case Assistance

Online referrals to support you with a case you are working on. We will not work with the service user directly but will help you with cyber subject matter expertise.

For cases where:

- You have a one off question
- The service user is not able to engage with our service directly

THECYBERHELPLINE.COM/REFERRALS

The Cyber Helpline

Supporting victims of cybercrime

Talk to us about:

Formal referral pathways

Training

Joint initiatives and campaigns

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www.thecyberhelpline.com