



CAMBRIDGE HOUSE: TRANSFORMING CYBERSECURITY CULTURE THROUGH PLAYFUL LEARNING

How Cybility's CybilityXP™ LIVE Level 1 awareness training transformed Cambridge House's security culture and reduced cybersecurity risks

OVERVIEW

Cambridge House, a London-based charity fighting poverty since 1889, helps thousands of vulnerable people across the capital.

While expert in delivering social care, they needed to protect their vital services from cyber threats.

The charity turned to Cybility to strengthen their cyber defences, focusing particularly on their most valuable asset - their people.

Snapshot Helps over 3,000 frontline service users across 30 local authorities in and around London.



Challenge Protecting the sensitive personal information of vulnerable individuals



Benefits Significantly reduced the human risk factors with staff empowered to act



CAMBRIDGE HOUSE CLIENT PROFILE

Sector: Social Welfare and Community Development

Location: London, UK

Size: 53 employees and 6 volunteers

Services: Legal advice and advocacy
Community engagement initiatives
Social action and justice programs
Youth empowerment programs
Educational support

Use Case: Strengthen cybersecurity to protect the sensitive personal data of vulnerable people



“Ana was fantastic and bright, enthusiastic and made the training good fun. The pace was great and the relaxed atmosphere made it feel more interactive and a safe space for questions.”

CHALLENGE: THE HUMAN FACTOR IN CYBERSECURITY

Despite their commendable work in the community, Cambridge House faced a significant challenge in cybersecurity awareness. With 68% of breaches involving non-malicious human actions (Verizon Data Breach Report 2024), the charity recognised the urgent need to address this vulnerability. Although they had previously shared advice with staff via email on topics like phishing and safe web browsing, these methods proved insufficient in creating lasting behaviour change and fostering a robust security culture.

The primary concern for Cambridge House was the potential leakage of sensitive personal data. Scenarios causing concern included lost or stolen mobile devices, beneficiaries data being published online, and inadvertent disclosure of sensitive information through phishing attacks.

Given the nature of Cambridge House's work with vulnerable individuals and communities, the protection of personal data was paramount.

The challenge, therefore, was to create a more engaging and effective method of cybersecurity training that would resonate with staff across all technical levels, whilst instilling a sense of personal responsibility and vigilance in each employee.

Most data breaches globally (68%), whether they include a third party or not, involve a non-malicious human action, which refers to a person making an error or falling prey to a social engineering attack.



WHY CAMBRIDGE HOUSE CHOSE CYBILITY

Cybility was highly recommended to Cambridge House by one of the trustees who had first-hand experience of cybersecurity awareness training from our founder. Cybility's experience in the charity sector, combined with our knowledge of the unique challenges balancing security with charitable operations, made us ideally suited to support Cambridge House.

Cybility's CybilityXP LIVE Level 1 awareness training stood out for its:

- Playful H.A.C.C.E.R.™ approach
- Engaging and interactive format
- Expert-led instruction
- Tailored content
- Inclusive and diverse material
- Focus on behaviour change

These elements aligned perfectly with Cambridge House's values of inclusivity and commitment to professional development.

SOLUTION

Cybility tailored their CybilityXP™ LIVE Level 1 awareness training to meet Cambridge House's specific needs (of our three options they selected 'standard'). The training for all staff consisted of 3 on-site sessions and 1 virtual online session. These involved:



A highly interactive scenario where participants worked together to investigate a cyberattack by solving clues.



A blend of humour and surprises to create a playful state of mind, making information easy to understand and remember.



Content designed for staff of all technical levels, ensuring inclusivity.



Examples featuring people of different ages, ethnicities, and abilities, reflecting Cambridge House's diverse team.

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We recently engaged Cybility Consulting to deliver cyber security training across our organisation. They engaged with us during the planning to ensure the course was appropriate and relatable to our organisation and that delegates could identify with the training in terms of their day-to-day activities.

The course was well-structured and engaging, it allowed participants to apply what they learned in a practical, real-life scenario.

The facilitators were very knowledgeable. They explain complex concepts in a way that is easy to understand, and relatable. Their expertise and passion for cybersecurity were evident throughout the course.

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Katie Evans
Head of Administration and Corporate Services

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Trainer was very engaging and made a potentially boring topic very easy, accessible, and interesting. Improved my knowledge, awareness and confidence in cyber security.

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RESULTS

The implementation of CybilityXP™ LIVE Level 1 awareness training yielded excellent results for Cambridge House:

- ✓ **Increased Vigilance:** Staff became more alert to potential cyber threats, creating a human firewall against attacks.
- ✓ **Improved Confidence:** Employees felt more empowered to speak up and take appropriate actions to protect the organisation.
- ✓ **Enhanced Security Culture:** The playful and engaging approach fostered a positive attitude towards cybersecurity across the organisation.
- ✓ **Reduced Human Risk:** By addressing the human factor, Cambridge House significantly decreased its vulnerability to cyber incidents.

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Since we completed the training, I have noted a more vigilant and initiative-taking attitude to cyber security across our teams. I would highly recommend the Cybility Consulting to anyone looking to embed a culture of awareness and proactive cyber security into their organisation.

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Katie Evans
Head of Administration and Corporate Services

FUTURE PLANS

Buoyed by the success of the CybilityXP LIVE Level 1 awareness training, Cambridge House plans to:

- Implement regular instructor-led refresher courses to reinforce good habits.
- Use our [CISO Advisor service](#) to get expert cybersecurity guidance as and when they need it.
- Explore our managed security culture service to support awareness activities throughout the year, such as gamified puzzles, and briefings.



If your organisation, like Cambridge House, is looking to embed security into its culture and reduce human risk in cybersecurity, partner with Cybility.

Book a call today to discuss your requirements and discover how Cybility's playful and effective approach can strengthen your organisation's cybersecurity posture: <https://bit.ly/CybilityEnquiryTraining>



enquiries@cybility.co.uk
www.cybility.co.uk
+44 20 4583 2468

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