Internal Audit Report: Cyber Security Maturity Assessment

Introduction

Freebridge Community Housing recognises the increasing risk posed by cyber incidents and cyber-crime. To better understand and manage this risk, we commissioned TIAA to support a self-assessment of our maturity across 10 recognised areas of cyber security (see 10 Steps to Cyber Security - NCSC.GOV.UK). This report sets out the work completed by TIAA and the resulting assessment of our current cyber security maturity.

TIAA completed the assessment using its Cyber Maturity Model, which is based on the traditional maturity model and comprises levels 0–5, as described below:

Level	Status	escription
0	Incomplete	The process is not implemented or fails to achieve its process purpose. At this level, there is little or no evidence of any systematic achievement of the process purpose.
1	Initial	Unpredictable process that is poorly controlled and reactive
2	Managed	Process is planned, documented and monitored ad-hoc and is often reactive
3	Defined	Proactive process meant for organizations
4	Quantitative	Measured and controlled process
5	Optimising	Focus is on continuous process and improvement

Summary

Audit Strategy Methodology

TIA assessed our current maturity level across each of the 10 areas and discussed with us our aspirations and appetite for improvement in managing and mitigating cyber risk. The work was completed in June 2026 by TIAA's Cyber Assurance team as part of our proactive Internal Audit programme for 2026/27. The report was finalised in October 2026.

Freebridge Community Housing's dependency on information technology is high. In this context:

- Cyber-crime is considered as a significant risk.
- The risk of untreated cyber risks would be high if they were not addressed with high importance.
- The organisation has invested significantly in improving cyber security measures in the last 12 months.

We have not experienced any cyber incidents within the last 12 months that have affected our operations.

The maturity assessment completed by TIAA is summarised in the radar diagram below.

Where gaps were identified, TIAA made maturity improvement recommendations for our consideration. There were nine recommendations made. Freebridge has developed actions in response to all of these.

