



AssureTechnical

Case Study: Black Country Housing Group

Strengthening Cyber Resilience Through a Comprehensive Technical Security Audit

Company Overview

Black Country Housing Group (BCHG) is an established housing association based in the Black Country.

Operating within a highly regulated sector, BCHG handles sensitive personal, financial, and operational data for tenants, staff, and partners, making the security, availability, and integrity of its systems critical to trust, compliance, and service continuity.

Their IT environment supports a wide range of services, including housing management systems, cloud collaboration tools, remote working, and third-party integrations.

As cyber threats and regulatory expectations continue to increase, they recognised the need for an independent and objective assessment of its cybersecurity posture.

To address this, BCHG engaged Assure Technical to conduct a comprehensive technical security assessment, aimed at strengthening cyber resilience, validating existing controls, and supporting the organisation's ongoing information security maturity.

The Challenge: Building Confidence in Cyber Resilience

BCHG recognised the need for a proactive, risk-based view of cybersecurity and independent assurance over its exposure to real-world threats.

Although a range of security controls were in place, there was limited insight into how effectively these controls protected internet-facing services, internal systems, cloud platforms, and endpoints.

The challenge was to clearly understand true cyber risk, validate existing controls against recognised standards, and prioritise remediation in line with operational and resource constraints.

BCHG also required clear, actionable insight that could be communicated effectively to both technical teams and senior leadership, supporting ongoing improvement rather than a one-off compliance exercise.



Black Country Housing Group

The Solution

Assure Technical delivered a comprehensive Technical Security Audit to provide BCHG with a clear, realistic view of its cybersecurity posture.

The engagement combined automated testing, manual validation, and stakeholder input to assess the effectiveness of key technical controls across the environment.

Scope and delivery focused on the primary attack vectors used by modern threat actors:

- **Vulnerability scanning** of internal and external systems to identify exploitable weaknesses and misconfigurations
- **External penetration testing** to simulate real-world internet-based attacks
- **Internal penetration testing** to assess network resilience, privilege escalation, and lateral movement
- **Wi-Fi penetration testing** to evaluate wireless security, segregation, and authentication controls
- **Microsoft 365 secure configuration review**, covering identity, MFA, email security, and data protection
- **Firewall configuration review** to validate segmentation, rule hygiene, and least-privilege alignment
- **Security monitoring and EDR review** to assess endpoint coverage, alerting, and response effectiveness

The methodology combined **CREST-aligned penetration testing** with configuration reviews mapped to recognised best practice, including **NCSC guidance, CIS benchmarks, and Microsoft Secure Score**.

Targeted workshops with BCHG's IT and operational teams were used to validate findings, apply business context, and confirm ownership of controls.



"We've spent several years building strong cyber foundations, with robust controls already embedded across our business systems. This assessment validated that investment, highlighted where we're performing well, and helped us identify targeted improvements. It gives us confidence that BCHG is operating at a mature level and is well-placed to meet rising regulatory expectations."

Sharon Woods, Head of Corporate Services, BCHG.



AssureTechnical

Delivering Measurable Risk Reduction & Executive Assurance

Executive Visibility & Assurance

BCHG gained a clear, evidence-based view of its cybersecurity posture, grounded in real-world attack scenarios rather than theoretical risk.

Independent assurance was mapped to recognised national standards, providing confidence to senior leadership, regulators, and external stakeholders.

Risk Reduction with Practical Focus

The assessment delivered prioritised, actionable recommendations aligned to BCHG's operational realities.

This enabled targeted risk reduction without unnecessary disruption, supporting informed decision-making and efficient use of resources.

Regulatory Confidence & Trust

Improved alignment with regulatory and contractual expectations strengthened BCHG's ability to demonstrate robust cyber governance, reinforcing trust with tenants, partners, and regulators in a highly scrutinised sector.

Accreditation & Security Maturity

The findings provided a strong foundation to maintain Cyber Essentials and Cyber Essentials Plus, supporting a recognised baseline of cyber hygiene while contributing to BCHG's broader information security maturity journey.

Sustainable, Long-Term Value

Clear reporting tailored to executive and technical audiences ensured findings were understood and actionable.

Debrief sessions, confirmatory checks following remediation, and forward-looking recommendations ensured the engagement delivered lasting value beyond a one-off assessment.



Looking Ahead: Trusted by Tenants and Regulators

With a clear, independently validated understanding of its cyber risk profile, BCHG is well positioned to meet evolving regulatory expectations and maintain the trust of its tenants.

The assessment provides a strong foundation for demonstrating effective cyber governance within a highly scrutinised housing sector.

As cyber threats and regulatory requirements continue to evolve, BCHG can take a structured, risk-based approach to strengthening security controls while protecting the availability and integrity of services relied upon by tenants.

By continuing its partnership with Assure Technical, BCHG can maintain ongoing assurance, proactively address emerging risks, and support sustained cyber resilience that underpins safe, reliable tenant services.



Conclusion: Protecting Services Tenants Rely On

By partnering with Assure Technical, BCHG gained access to a reliable, experienced, and proactive cybersecurity team committed to supporting its long-term security objectives.

The Technical Security Audit delivered meaningful assurance, actionable insight, and strategic guidance, enabling them to strengthen cyber resilience in a structured and sustainable way.

This engagement reinforced BCHG's commitment to protecting its tenants, systems, and data, while demonstrating a mature, risk-based approach to cybersecurity that supports both operational resilience and regulatory confidence.

GET IN TOUCH WITH OUR CYBER EXPERTS

Telephone: +44 (0)1684 252 770

Email: hello@assuretechnical.com

www.assuretechnical.com



Excellent 4.9 out of 5