

CASE STUDY • LOCAL GOVERNMENT

After a major cyber attack, a London borough got 88% of staff learning on one platform

How the Royal Borough of Kensington and Chelsea chose Learning People to build cyber security skills across its IT department, and why staff took to it so quickly.



88%

of staff signed up to the portal and using it

CLIENT

Royal Borough of Kensington and Chelsea

SECTOR

Local government

TRIGGER

Recovery from a criminal cyber attack, November 2025

LEARNING NEEDS

Cyber security, software development, project management, professional skills

The challenge

In November 2025, the Royal Borough of Kensington and Chelsea was hit by a criminal cyber attack. Resident data was copied, more than 100,000 households were contacted, and the council began a long recovery alongside independent security specialists.

Restoring systems came first. The harder job was making sure the people who run those systems had the skills to keep them secure, and that meant training the whole IT department. The council chose Learning People to do it.

"Our team has a really wide range of learning requirements, particularly technical ones," says Tim Ellis, the borough's Head of Digital Inclusion and Behaviours. "Some of those quite deep technical learning requirements include improving cybersecurity and software development skills."

WHY IT MATTERS

After an attack, every council asks the same question: do our people have the skills to stop the next one? Training only answers it if staff actually use it.

A panel of actual users chose it

RBKC ran a full procurement exercise comparing three learning platforms. The panel was built to test adoption before rollout: senior managers and two members of the IT leadership team sat alongside a software developer and a data scientist, the people who would live in the platform day to day. "We looked at the quality of the offerings and at the different learning modes," Ellis says. The platform Learning People delivers won on "the quality of the curation and the quality of the learning offer."

Curation

The quality of the learning offer across the library, course by course.

Formats

Videos, books, courses and assessments, so each role learns its own way.

Hands-on labs

Safe spaces to practise security and development tools before using them for real.

The relationship

How Learning People managed the evaluation stood out against both other vendors.

Price

Competitive against the alternatives on the table.



I wish that this had been the platform that we'd had for a long time now.

Tim Ellis · Head of Digital Inclusion and Behaviours, Royal Borough of Kensington and Chelsea

The result

Rollout is where platforms usually stall: licences get bought and logins go unused. RBKC's went the other way. Staff signed up quickly across every technical ability level, and "the feedback that we've had has been very positive," Ellis says. People find the portal easy to use.

Cyber security learning now sits alongside software development and project delivery in one place, open to everyone in the department. Assessments show each person where their gaps sit, and a pathway fills them.

920+

corporate clients trusted us with their training

55,000+

learners supported worldwide

16 years

in tech and business skills training

Start with your team's gaps

Talk to us about your team's cyber and technical skills. We'll follow up with where the gaps sit and how to close them.

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