

# Trafalgar House sets out best practice for trustees as NCSC issues new warnings of sustained cyber pressure

**Press release: 27 August 2025**

Trafalgar House, a specialist third-party pensions administrator, today have set out what effective trustee oversight of cyber resilience should look like, following warnings from the National Cyber Security Centre of sustained national cyber pressure.

The number of nationally significant attacks has more than doubled in the past year, with high-profile incidents at Marks & Spencer, Harrods and the Co-op showing how damaging breaches can be. Government reports have also highlighted severe resilience gaps across critical national systems, underscoring the urgency for stronger defences.

Against this backdrop, Trafalgar House warns trustees to remain vigilant and to ensure they are receiving accurate and comprehensive reporting from their administrator. Without this visibility, trustees risk being unable to properly monitor threats or take timely action to protect members' data and scheme integrity.

**Daniel Taylor, Director at Trafalgar House, said:** "Trustees increasingly recognise that cyber resilience is a critical governance responsibility, but it can be difficult to judge what good looks like in practice. One of the most valuable steps they can take is to ask their administrators the right questions. Are defences being tested on a regular basis? Are vulnerabilities identified and resolved quickly? Can recovery procedures be proven and evidenced? Trustees should expect clear reporting on these points, not generic risk scores, so they can be confident that their schemes are protected."

**He continued:** "Administrators should be able to demonstrate transparency in their approach, whether that is through continuous threat monitoring, evidence of vulnerabilities being resolved, or the results of recovery testing and staff readiness exercises. These are the practical indicators that give trustees assurance and allow them to hold providers to account."

**Taylor added:** "The recent cyberattacks affecting large firms such as Marks & Spencer, Harrods and the Co-op are a powerful reminder of how damaging these incidents can be, not only financially but also in terms of public trust. For trustees, the lesson is clear, cyber resilience must stay high on the agenda, and it starts with demanding the right evidence from your providers."

**Ends**

**Notes to editors:**

Trafalgar House is a specialist pensions administrator.

Founded in 2006, our mission is to set the highest standard of pensions administration by any recognised measure. We achieve this through sustained investment in our people, processes and systems.

We started life as an in-house administrator. Our foundations are in quality and member experience. Since our creation, we have grown as a third-party administrator. Adopting technology and innovation from across the market, we have emerged as a business of administration experts.

We have offices in London and Farnborough, over 30 clients and 160 staff. We hold internationally recognised accreditations for quality, security, development, customer service and environmental protection.

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