

Westmorland and Furness Council Case Study

Transforming housing operations with a smarter solution

The Challenge

Westmorland and Furness Council faced challenges in configuring the Civica Cx housing management system to fully support service delivery. Internal teams didn't have the specialist skills to make the system deliver, and key system interfaces with contractors were missing — preventing smooth data transfer. Performance reporting fell short, with output that didn't support decision-making.

The Solution

iStride worked with the council to develop a robust and future-ready Civica Cx environment. This included building effective workflows, particularly around repairs and rent arrears, and delivering seamless interfaces between internal systems and external repair contractors. Additionally, iStride delivered a comprehensive suite of live and period level reports to support performance management, tenant insight, and financial reconciliation. Throughout the project, iStride created process maps and documentation to upskill internal staff and embed system knowledge.

The Results

The council has achieved major improvements across operations:

- Efficiency gains in arrears management, enabling officers to prioritise cases and take appropriate legal action earlier — reducing escalation risk.
- Better customer experience, with live rent account data and repair statuses ensuring transparency, timely communication, and more reliable services.
- Upskilled staff, thanks to hands-on training and tailored process guidance, allowing the housing team to confidently manage and evolve the system day to day.

"Jim's wealth of knowledge and responsiveness have been invaluable in helping us shape Civica Cx around our service needs. He understands the detail, works with the team, and delivers solutions that make a real difference — particularly during critical times like rent reviews!"

Rebecca Halton, **Senior Manager – Housing
Landlord and Homelessness**



Jim Walker
Director

☎ 07984 564 304
🌐 www.istride.co.uk
✉ jim.walker@istride.co.uk

Scan
for more
information



From complexity to **clarity**