Technology that makes sense: how Horton Housing achieved integrated GRC with the CoreStream GRC platform

CHALLENGE
Processes managed across spreadsheets, emails and a mixed bag of tools that weren't up to the job

Horton Housing was managing key processes through spreadsheets, emails, and disconnected tools, creating major challenges such as:

- Time-consuming **manual** spreadsheet updates
- Tasks **stuck** in inboxes, especially when staff were away
- **Limited** reporting capabilities
- Increasing legislative **demands** for documentation and transparency
- Employees struggling with a **fragmented** tech stack

When Darren Butler joined as Head of ICT 5 years ago, he was tasked with overseeing all IT services: *"As the organization had grown, technology had been left behind a little bit. So initially, we had to play catch-up quite a lot, to bring systems up to date and improve utilization of technology."*

SEARCH
Finding a technology partner that aligned with how Horton Housing works

The chosen platform needed to support a wide range of case types, including:
- Safeguarding
- Health and Safety Case Management
- Suggestions and compliments
- Service requests
- Complaints Management
- Anti-social behavior
- Data breaches and near misses
- Significant Events (such as missing persons)
- Registers, such as Gifts and Hospitality Management

Horton Housing began searching for process management software and quickly found a crowded market of tools promising transformation but delivering mixed results. From an initial list of 15 –20 providers, the team reviewed multiple demos to identify a solution that could handle their operational complexity.

Their criteria: **one-third affordability and value, two-thirds product quality and support**, prioritizing effectiveness over price.

CoreStream GRC soon stood out, excelling in functionality and seamlessly adapting to Horton Housing's way of working.

ABOUT HORTON HOUSING

Horton Housing is a not-for-profit housing association that provides housing, training, care and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

- **Industry**: NFP / Charity / Housing
- **Employees**: 400+
- **Properties:** 800+

> "**CoreStream GRC was always a front runner.** As we went through the demos and the proof of concept around the complaints process, it just confirmed that yes, this is going to be **right for us**. So it was quite an easy procurement process."

Darren Butler, Head of ICT
Horton Housing

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IMPLEMENTATION
Co-building a system that actually fits the way Horton Housing works, not the other way around

- **4-month implementation**.
- **10 use cases delivered**, including fraud, conflicts of interest, internal controls, health & safety, and more.

Horton Housing didn't just get a system, they **co-designed** it. Working with CoreStream GRC experts Lionel Matsuya (ex-PwC) and Alex Greer, they turned disconnected processes into one **integrated, intuitive solution**. This wasn't a lift-and-shift; it was a rethink. Horton Housing leveraged CoreStream GRC's experience from hundreds of GRC implementations to **build a solution shaped by their needs** and **ready to work from day one**.

SOLUTION
Delivering on CoreStream GRC's brand promise: we do what we say, every time
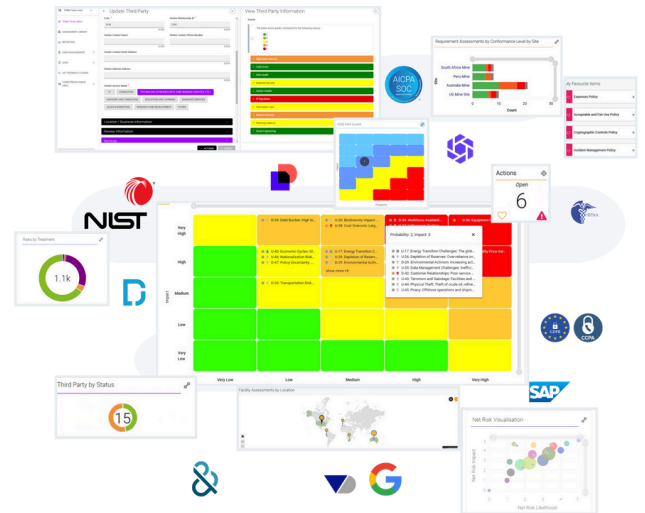
CoreStream GRC gave Horton Housing **one streamlined platform for risk and compliance**, without duplication or admin drag.

Horton Housing now benefit from a **clean UX, easy navigation, and minimal training**. Frontline teams moved from scattered emails to one guided pathway. Managers saw instant adoption with just a short training video.

Reporting, once a major burden, is now effortless. **Real-time dashboards** replace spreadsheets, and reports export in clicks. freeing staff to focus on what matters.

Security improved too. Sensitive data no longer sits in inboxes. A **robust permissions mode**l enables instant case reassignment, full audit trails, and controlled access for QA or external bodies, without exports or email chains.

Result: **fast reporting, secure workflows, and technology that feels like an enabler, not a barrier**: *"The system had to be easy to follow, and CoreStream GRC is exactly that. Colleagues know for incidents, processes, and more, the place I need to go to is CoreStream GRC."*

> "The description of CoreStream GRC being like a box of Lego bricks is a good way of looking at it. Going through implementation, we could see how that was **not just a sales pitch. They put the right blocks together in each area to make it work.**"
>
> **Darren Butler, Head of ICT**
> Horton Housing

W3C · WAI-AA WCAG 2.2 · ISO 27001 INFORMATION SECURITY MANAGEMENT (UKAS) · A-LIGN SOC 2 · CYBER ESSENTIALS PLUS

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