

Charms



CHARMS Family Hubs Management Software

About CHARMS for Family Hubs

CHARMS has been used as the core case management system at a number of Children's Centres for more than 10 years and offers a single, secure, comprehensive solution which enables Family Hub professionals to keep information secure. Families, children and all individuals and professionals in the wider support network can feel that their information is safe in the CHARMS environment.

Key Features

One Secure Place For Everyone

Whether support is delivered through the family hub or elsewhere in the network CHARMS offers the right access for everyone (for example, via outreach, at a youth centre, a clinical setting such as a maternity hub, a voluntary and community sector (VCS) organisation or a faith setting).

Appointment and Event Scheduling

Schedule parenting classes, health checks, and community events in the CHARMS built-in calendar.

Integrated Assessments

Capture early help assessments, family plans, and progress reviews in one place.

Secure Information Sharing

Enable multi-agency collaboration with permission-based access and GDPR-compliant data handling.

Reporting

Generate reports for local authority returns, OFSTED inspections, and internal reviews.

Outcomes Tracker


Monitor and demonstrate outcomes using the dedicated 'CHARMS Outcomes Tracker'.

Why Choose CHARMS?

- ✓ More than 300 registered providers, including local authority teams, use CHARMS across the UK and Ireland.
- ✓ CHARMS is unique in that it is used to support all operational teams in multi-agency settings.
- ✓ Secure, cloud-based access, in real time, for multi-agency teams.
- ✓ Easy to use, with mobile-friendly design.
- ✓ One helpdesk phone number, with no menu. Just get straight through to the dedicated, experienced team based in the UK.
- ✓ Face-to-face training, or one-to-one on Teams, all delivered by real humans (not AI).
- ✓ OMG, otherwise known as 'Online Mail Grabber', is a huge time-saver. With one click you can save emails from Outlook/Gmail and others, with attachments, to the relevant case file. No more copy, paste, download, upload...

Get in Touch or Book a Demo

Discover how CHARMS can help your Family Hub deliver better outcomes for children and families.

 Call us on 0161 237 1872

 Email us at enquiries@socialcarenetwork.com

 Book a Demo today

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