



## **CHARMS for Supported Accommodation**

### **CHARMS For Supported Accommodation Providers - Helping Children Leaving Care**

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#### **Transform Your Supported Accommodation Services**

CHARMS for Supported Accommodation is a secure, cloud-based case management platform designed specifically for children's homes across the UK. Whether you're managing a single home or a multi-site service, CHARMS helps you deliver safe, compliant, and child-centred care—while reducing paperwork and improving team efficiency.

Built in collaboration with supported accommodation services across the UK, CHARMS supports every aspect of care delivery, from referrals and placements to daily logs, incidents, and outcomes — all in one intuitive, mobile-friendly system.

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#### **Important Data Protection Information**

**The GDPR places the same level of responsibility on providers as it does on commissioners.**

CHARMS has your back. Hosted in the UK, your data is accessed through your own copy of CHARMS and held in its own database, separate from every other customer.

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#### **Comprehensive Features for Supported Accommodation**

##### **Instant Referrals & Placements**

Enter referrals in seconds with instant visibility for home managers - no clicking through multiple screens. Referral reports when you need them. Easy to upload the referral paperwork from the local authority. Upload care plans, CPRs, EHCPs, and health records with immediate access for care staff.

##### **Start Recording Activity - Instantly**

The whole story of the child's journey, from referral to independence. Comprehensive daily logs, incident reports, and keyworker notes all in one place - the child's "Progress" screen.

##### **Online Mail Grabber (OMG)**

Who needs AI, we've got OMG. Revolutionary email management - save emails and attachments directly to a child's case file with one click. Eliminate 2.5 hours of weekly admin time. Select multiple emails and "OMG it" to save everything instantly.

### **Mobile-Ready & Voice-Enabled**

Responsive design works on smartphones, tablets, and laptops. Staff can speak notes directly into CHARMS using their mobile phones - no need to carry laptops around the home. Updates happen in real-time.

### **Complete Establishment Management**

Manage inspectorate registration paperwork, buildings insurance, fire safety certificates, fire alarm tests, cleaning checklists, health and safety checks, and Reg 44 inspections. Everything tracked in one simple "Progress" screen with automated reminders and compliance checklist.

### **Comprehensive Staff Management**

Full personnel management from job applications to employment, supervisions, annual reviews, ongoing support. Staff can apply for holidays securely, managers receive email alerts for approvals. Bradford Factor built-in for sickness monitoring and support.

### **Advanced Rota System**

Fully featured rota management covering all aspects of care delivery. Integrated with staff records and training schedules for seamless workforce planning and compliance monitoring. No need for a separate system.

### **Complete Training Management**

Manage training bookings, confirmations, delegate lists, certificates, and waiting lists. Staff can view their training history and upcoming sessions.

### **Security & Compliance**

Role-based access controls and comprehensive audit trails. GDPR-compliant cloud hosting designed to meet Ofsted requirements and Supported Accommodation Regulations with full chronology tracking.

### **Real-Time Reporting & Analytics**

Generate reports for inspections, local authorities and internal teams instantly. Monitor outcomes, incidents and support activity. Export anonymised data for analysis. Custom reports developed free of charge.

### **Multi-Agency Collaboration**

Share records securely with social workers and professionals. Control access to sensitive documents while maintaining a single source of truth for every child. Secure email portal with 2-stage login.

### **Current Placements Dashboard**

View all current placements with one-click navigation to individual child records. Complete placement history for each home. Start or end placements in seconds with full audit trail.

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## **Why Choose CHARMS for Supported Accommodation?**

CHARMS transforms traditional paper-based and spreadsheet systems into a comprehensive, secure platform that supports every aspect of Supported Accommodation delivery while ensuring compliance and improving outcomes for children.

#### **Key Benefits:**

**No More Paper or Spreadsheets** Complete elimination of Word files, Excel trackers, and paper folders. Everything managed securely in one searchable, accessible platform with full audit trails.

**Free Implementation & Data Transfer** We handle the complete migration of your existing data securely and at no extra cost. All implementation, training, and data import included free of charge.

**Direct UK-Based Support** One helpdesk number (0161 237 1872) with no menu systems. We don't do AI chatbots or ticketing systems. Get straight through to an experienced, non-technical UK support team member focused solely on resolving your queries, with a service level agreement of two hours for resolution - 95% of calls are dealt with there and then.

**Trusted Nationwide** Used by local authorities, charities, and private providers across the UK. Over 50,000 users trust CHARMS for secure, reliable care management.

**Instant Information Access** Find any information at the touch of a button. No more endless trawling through paper files or unsafe spreadsheet trackers. Be proactive and identify issues before they become problems.

**Voice-to-Text Technology** One of CHARMS' most popular features - speak notes directly into the system using any device. Saves time and ensures records are updated immediately.

**Compliance Monitoring** Red, amber, green alerts when key dates approach. Automated reminders for all stakeholders with complete chronology tracking for regulatory compliance.

**Custom Development** All system developments funded by SCN. Custom reports built free of charge. Continuous innovation based on user feedback and sector needs.

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#### **What Our Users Say**

*"The voice recording feature saves so much time and makes it easy to update records immediately. CHARMS has transformed how we manage our Supported Accommodation services and the children in our care benefit from better, more timely record keeping."*

##### **— Supported Accommodation Manager**

*"OMG has been a game-changer for us. What used to take hours of copying emails and downloading attachments now takes seconds. We can focus more time on the children and less on administration."*

##### **— Senior Care Worker**

*"Having all our establishment management, staff records, training, and care records in one system has improved our efficiency dramatically. The compliance monitoring helps us stay on top of everything with automated alerts."*

##### **— Registered Manager**

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## Ready to Transform Your Supported Accommodation Services?

Discover how CHARMS can enhance your Supported Accommodation Services, reduce administration time, and help to improve outcomes for the children in your care.

### Contact Us Today



**Phone:** 0161 237 1872



**Email:** [info@socialcarenetwork.com](mailto:info@socialcarenetwork.com)



**Website:** [www.socialcarenetwork.com](http://www.socialcarenetwork.com)

**Book a Demo:** <https://socialcarenetwork.com/contact>

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### Company Information

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