



## **CHARMS for Homeless Shelters**

### **Comprehensive Shelter Management Solution**

---

#### **Transform Your Shelter Operations**

Originally developed in 1999, CHARMS has evolved into the leading software for social care services and support services across the UK. CHARMS streamlines everything from client intake to staff management, helping you focus on delivering exceptional support - while keeping all your data safe.

---

#### **Key Features for Shelter Management**

##### **Instant Referrals**

Enter referrals in seconds and notify shelter managers immediately. All staff are aware of the new referral and all associated documentation is attached in CHARMS. No need for complicated multi-folder file systems.

##### **Digital Case Records**

Upload support plans, health records, and documents directly into secure digital case files. Keep all sensitive information in one secure accessible system including:

- Housing needs and circumstances
- Support requirements
- Previous accommodation history
- Benefits and financial information
- Next of kin or emergency contacts

##### **Voice-to-Text Notes**

Staff can dictate notes on any device for fast, effortless record keeping.

##### **Housing Plans**

Create personalized housing plans including tenancy searches and benefits support.

##### **Mobile Access**

Fully responsive design works perfectly on smartphones, tablets, and computers.

### **Building Compliance Tracking**

Log fire tests, safety checks, and facility maintenance in one centralized system. Red, amber, green alerts when key dates approach. Automated reminders for all stakeholders with complete chronology tracking for regulatory compliance.

### **"OMG" - Online Mail Grabber**

Instantly save emails and attachments from Outlook or Gmail directly into resident records - no more manual filing. Who needs AI when you've got OMG!

### **Outcomes Tracker**

The unique Outcomes Tracker tool can be tailored for your unique environment and it allows you to demonstrate people's progress in all areas of support.

### **Staff Management**

Fully featured personnel management system. Keep complete records of recruitment, references and on to interview and appointment. Thereafter manage staff rotas, sickness monitoring (including tailorable Bradford Factor), annual leave application and approval, supervisions, annual appraisals and more.

---

## **Why Choose CHARMS?**

### **Human-Led Technology for Human-Led Care**

**Free Implementation** Includes secure data migration and tailored training for your team.

**Dedicated Support** Real people answer your calls—no chatbots or endless call queues.

**Real Support From Real, Human, Experts** Real support from real experts - no chatbots, no offshore calls, just dedicated UK-based professionals who understand your world. All of our staff hold enhanced DBS checks - does ChatGPT or Copilot, not to mention off-shore workers?

**Social Enterprise** We're a social enterprise - every penny we earn goes back into improving support for the sector, not shareholder profits.

**Custom Reporting** Tailored reports created by your account manager at no extra cost.

**GDPR-Compliant & Secure** Built with robust access controls, encryption, and full audit trails to protect sensitive data.

**Real-Time Reporting** Generate insights for internal teams, funders, and stakeholders at the click of a button.

**Artificial Intelligence** We use technology to assist your staff - not replace them. Think automated reminders, not robotic support workers.

**Customizable Workflows** Tailor forms and processes to your specific service model and requirements.

**Expert Support** Dedicated assistance whether you're managing a single service or national program.

**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. Face-to-face and Teams training from experts each with many years of experience.

**Direct UK-Based Support** One helpdesk number (0161 237 1872) with no menu systems. Get straight through to experienced, non-technical UK support team focused solely on resolving your queries.

**Trusted Nationwide** CHARMS is used by local authorities, charities, and private providers across the UK, and across a broad range of children and adults services. Over 50,000 users trust CHARMS for secure, reliable care management.

**Instant Information Access** Find any resident information at the touch of a button. No more endless trawling through paper files or unsafe spreadsheet trackers. Be proactive in care delivery.

**Voice-to-Text, Read Aloud Technology** One of CHARMS' most popular features - speak notes directly into the system using any device. And read aloud does just as it says. Saves time and ensures records are updated immediately.

**Opendyslexic Font** Opendyslexic font, which has been shown to help people with dyslexia and has also shown promise for ADHD readers.

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

---

## **We Are A Social Enterprise**

Established in 1996, we're a social enterprise - not a corporate giant. That means:

- Zero profits to outside investors - every penny is reinvested in better support for you.
- No pressure to cut corners with AI - we answer to the sector, not shareholders.
- A long-term commitment to ethical tech in social care.

— *Jim Moores, Managing Director*

---

## **Ready to Modernize Your Shelter Management?**

Discover how CHARMS can streamline your operations and enhance client support.

**Call 0161 237 1872 for immediate assistance**

---

## **Contact Information**

**Phone:** 0161 237 1872

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

**Web:** [www.socialcarenetwork.com/homeless-shelters](http://www.socialcarenetwork.com/homeless-shelters)

## **Social Care Network Solutions Ltd**

The Old Salvation Army Building, 49 Bridge Street, Heywood OL10 1JF

Registered in England No: 3223082 | VAT No: 704 1277 66

