

CharmsTM



CHARMS for Refugee Services

Comprehensive Support for Asylum Seekers and Refugees

Transform Your Refugee Support Services

CHARMS Refugee Services is a secure, cloud-based case management system designed specifically for organizations supporting refugees and asylum seekers across the UK. From initial arrival to long-term integration, CHARMS helps you deliver coordinated, compassionate, and compliant services.

Key Features for Refugee Support

Legal & Asylum Support

Track asylum claims, legal appointments, and immigration status with secure document storage and deadline alerts.

Housing Management

Manage placements, tenancy agreements, and property details for both temporary and resettlement housing.

Financial Assistance

Record asylum support payments, integration loans, and generate reports for funders and audits.

Healthcare Access

Log NHS registrations, health assessments, and referrals to mental health and trauma services.

Education Tracking

Enroll clients in ESOL and school programs, track attendance, and monitor educational progress.

Employment Support

Support job readiness, vocational training, and employment placements with outcome tracking.

Why Choose CHARMS?

Our platform is designed to meet the unique challenges of refugee support services:

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.

Multi-Agency Collaboration

Share information securely across departments and partner organizations.

Mobile Access

Update records and access case files from any device, anywhere.

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.

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

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 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 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.

What Our Customers Say

Real support and training from real experts - no chatbots, no offshore calls, just dedicated UK-based professionals who understand your world.

Customer Testimonials:

"Jamie was very clear and ensured that we understood and gave opportunity to ask questions should we need to."

"I found the course, delivered by Adam, interesting and enjoyable, and look forward to using the programme in the near future."


"Anna was very helpful with great direction." And another delegate said: "Very informative and specific to my role."

"Simplified and uncomplicated delivery, by Edward. I've never used CHARMS before so it gave me an introduction to the system that give me confidence when using it for the first time."

Ready to Enhance Your Refugee Services?

Discover how CHARMS can help you deliver more effective support while reducing administrative burdens.

Contact us today:

 **Phone:** 0161 237 1872

 **Email:** info@socialcarenetwork.com

 **Website:** www.socialcarenetwork.com/refugee-services

Company Information

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