



CHARMS for Supported Employment and Connect to Work

Empowering Individuals with Disabilities to Thrive in Work

Transform Your Supported Employment Service

CHARMS Supported Employment is a specialized platform designed to help providers match candidates with employers, track workplace support, and demonstrate outcomes in line with the **Equality Act 2010** and **DWP disability employment standards**. Reduce paperwork and focus on sustainable employment journeys.

Nearly Two Decades of Supported Employment Excellence

For nearly two decades, our CHARMS system has been an integral part of supported employment across England and Wales. This experience has given us a deep understanding of your needs and the unique demands of your work.

Supporting Connect To Work

Connect to Work, the first major element in the Government's Get Britain Working Strategy, includes detailed Management Information (MI) requirements, reporting standards, and evaluation frameworks. CHARMS is designed to meet all these requirements seamlessly.

All reports specified in "**The Connect to Work, Grant Guidance for England and Wales, Management Information Notes**" are included in CHARMS, ensuring you're fully compliant from day one.

Comprehensive Features for Employment Services

Streamlined Referral Management

All referrals are recorded in CHARMS, with dedicated reports and dashboards showing the progress and outcomes of referrals and placements.

Integrated Assessment & Vocational Profiling

CHARMS tracks the progress of each assessment, allowing agency team and QA staff to monitor and give feedback throughout the process.

Comprehensive Employer Engagement

The entire history of communication and engagement with employers is held in CHARMS, from canvassing interest through to sustained employment support.

Find an Employer Tool

Match skills being sought with participants who have those skills. On the click of a button, the most suitable employers are identified upon referral/assessment.

Job Coaching & In-Work Support

Schedule and record in-work support sessions, tracking progress toward independence with comprehensive coaching management.

Customizable Outcomes Tracking

The CHARMS Outcomes Tracker tool allows you to create custom questions and scoring scales to monitor people's progress and distance travelled towards and in work.

Training Management

All training for participants, staff, and other individuals is managed within a dedicated module, with eLearning integration through CHARMS APIs.

Incident & Accident Recording

Details of all incidents and accidents are recorded with automated email alerts to designated individuals when incidents are logged.

Generate Record Cards

Easily generate grab sheets (medical information), missing protocols, risk assessments, and more with automated document generation.

Save Time – Save emails In Seconds

The ground-breaking OMG (Online Mail Grabber) tool takes just seconds to save emails and attachments from Outlook, Google Mail, or any other mail utility into the relevant case record. As our customers say "Just OMG it!".

Comprehensive Reporting

All regulatory and management reports can be generated, and customers can request new reports at any time, free of charge.

Security and Responsibility

Supported Employment teams have a critical responsibility to keep all records secure. The information they handle is sensitive and must be protected to ensure the safety and confidentiality of the people they support.

CHARMS is designed with robust security measures to help you meet these responsibilities effectively, ensuring GDPR compliance and secure handling of sensitive candidate and employer data.

Human-Centered Support

While AI is impacting all our lives, we at CHARMS recognize that the support you provide to people cannot be replaced by technology. Our user support is still, and will continue to be, provided by actual human beings at the end of a phone line. We can utilize AI to streamline tasks, but it cannot replace the essential human interactions in care.

Meeting Employment & Disability Standards

CHARMS ensures compliance with key frameworks:

Equality Act 2010 Document reasonable adjustments and prevent workplace discrimination with comprehensive tracking.

DWP Disability Confident Track employer commitments and candidate outcomes for accreditation with dedicated reporting.

Connect to Work Compliance All required Management Information reports and evaluation metrics are built into CHARMS.

Supported Employment Standards Adhere to best practices for job matching, coaching, and retention with evidence-based tracking.

GDPR & Data Protection Secure handling of sensitive candidate and employer data with robust security measures.

SEQF Reporting Generate SEQF figures from dedicated reports with comprehensive outcome tracking.

Save Time - Be Safe More than 50% of office staff spend more time searching for files than on work. Word, Excel, PDF files are not a safe or efficient way of holding sensitive information. **CHARMS is.**

Supporting Sustained Employment Create vocational profiles, identify barriers to employment, and match people to employers based on skills alignment. **CHARMS delivers.**

Ofsted (for linked services) Demonstrate impact for young people transitioning from care to work with comprehensive outcome tracking.

Supporting The Five Stage Model


CHARMS supports the whole range of employment provision including, Supported Internships: youth-focused; Inclusive Apprenticeships: on the job supported employment; Individual Placement and Support (IPS): supporting people with Mental Health issues.

And The Five Stage Model: 1. Engagement; 2. Vocational Profiling; 3. Employer Engagement; 4. Job Matching; 5. In-Work Support and Career Progression.


With complete flexibility in the creation of types of activity relevant to the provision; and support offered to candidates and employers, relevant to the type of provision. You are never told "you can't do that". Yes you can - and your dedicated CHARMS Account Manager is there, all the time to help you to get the most out of CHARMS; and training whenever you need it.

Ready to Elevate Your Supported Employment Service?

Discover how CHARMS can streamline your operations and improve job outcomes. We would be delighted to arrange a demonstration, on Teams or in person, to show you exactly how CHARMS can transform your service delivery.

Contact Us:  Call us: 0161 237 1872

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