CHARMS for Women's Refuges

Safe, Secure Support for Domestic Abuse Services

Specialist Support for Refuge Services

CHARMS Women's Refuges is a secure, trauma-informed platform designed specifically for domestic abuse services. Originally developed in 1999, CHARMS has evolved into the leading software for social care services across the UK. Our system helps you manage safe accommodation, client support, and staff safety while maintaining the highest levels of confidentiality and compliance.

Key Features for Refuges

🔐 **Secure Client Records**

Protected case files with restricted access, alias management, and automatic location redaction for safety. Upload support plans, health records, and documents directly into secure digital case files.

🏠 **Safe Accommodation**

Manage refuge placements, room allocations, and property safety checks with discreet labeling. Create personalized housing plans including tenancy searches and benefits support.

🛡️ **Risk Management**

DASH risk assessments, safety planning tools, and automated high-risk alerts to safeguarding teams.

👪 **Child & Family Support**

Track children's needs, school placements, and family court proceedings in linked records.

💊 **Health & Wellbeing**

Record health needs, mental health support, and referrals to specialist services.

⚡ **Instant Referrals**

Enter referrals in seconds and notify refuge managers immediately. All staff are aware of the new referral and all associated documentation is attached in CHARMS.

🎙️ **Voice-to-Text Notes**

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

📱 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.

📷 "OMG" - Online Mail Grabber

Instantly save emails and attachments from Outlook or Gmail directly into resident records - no more manual filing. Secure email integration for safe communications.

📊 Outcomes Tracker

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

👥 Staff Management

Fully featured personnel management system. Keep complete records of recruitment, manage staff rotas, sickness monitoring, annual leave, supervisions, and appraisals.

Safety & Compliance Features

CHARMS meets all refuge-specific requirements:

GDPR-Compliant End-to-end encryption and strict access controls for sensitive data.

DASH Integration Built-in domestic abuse risk assessment framework with scoring.

Multi-Agency Working Secure information sharing with MARAC and other approved partners.

Comprehensive, Structured Data All elements of women's and children's sensitive information stored and accessible to all staff for safeguarding.

Regulatory Compliant The principles of information recording are in line with Domestic Violence, Crime and Victims Act 2004 and the Victims and Prisoners Act 2024. Pre-built reports enable the monitoring of support provided and all activity in support of the residents.

Accessibility is the Priority Opendyslexic font and Voice to Text technology.

Why Choose CHARMS?

Human-Led Technology for Human-Led Care

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

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.

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.

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

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

Trusted Nationwide CHARMS is 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.

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

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

Free Implementation & Data Transfer We handle the complete migration of your existing data securely and at no extra cost. Face-to-face and Teams training from experts.

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. Built on more than 25 years of experience CHARMS is one of the most mature, safe, reliable systems available."

— Jim Moores, Managing Director

Ready to Enhance Your Refuge Services?

Discover how CHARMS can help you deliver safer, more effective support.

Contact Information

📞 **Phone:** 0161 237 1872 📧 **Email:** info@socialcarenetwork.com 🌐 **Website:** www.socialcarenetwork.com/womens-refuges

Address: Social Care Network Solutions Ltd The Old Salvation Army Building 49 Bridge Street Heywood OL10 1JF

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