

Adoption & Fostering Organisations

Core Functionality Overview - CHARMS[™]

Foster Carer/Adopter Recruitment

Website Enquiries:

A link to the council website enquiry form allows new prospective carer enquiries to be added to CHARMS with an email sent to the recruitment team alerting them to the new enquiry, Mailing lists can be setup and tailored so that groups of carers and prospective carers may be contacted by SMS/Email. Any such contact is automatically added to the relevant case files.

Adopter/Foster Carer Assessment

CHARMS has the CoramBAAF PAR/Form F built in. CHARMS reports on the progress of each assessment and Fostering/Adoption team. QA staff can monitor it on an ongoing basis and even exchange notes/comments with assessors in a secure, controlled way. NO Word files exchanged with anyone, ever. Adopter/foster carer progress is tracked automatically and every adopter/foster carer at enquiry, stage 1, stage 2, panel, approval and beyond can easily be identified and reported upon.

Foster Carer/Adopter & Children Registers & Trackers

These are available at the click of a button.

Vacancy Lists

Are always on, live, 24/7, and one click away from the Main Menu.

Secure Prospective Foster Carer/Adopter Application (ROI) Form

Instead of the traditional paper or Word/PDF form - with scores of questions of a highly sensitive nature - CHARMS has an in-built application form, in line with the registration of interest requirements. Prospective foster carers/adopters are given permission to login and complete the form. They can save it and return to complete it over time. Social Workers and others can see progress.

Adopter/Foster Carer Profiles

Always up-to-date and easy to share to facilitate the best placement as quickly as possible..

Secure Panel Member Access (Free of charge!)

Panel members access this highly sensitive, personal information only in CHARMS.
NO printed papers.

Secure Independent Assessor Access (Free of charge!)

Assessors access the Form F/PAR only in CHARMS.

Full Chronology Of Significant Events (Linked Progress)

A unique approach has been implemented which offers agencies a simple and accurate way to track the chronology of activities following any significant event, in children or family files.

Secure Foster Carer Access (Free of charge!)

Carers have their own portal to login and view progress and to complete their daily logs which can then be digitally verified by the social worker securely. They can also upload paperwork e.g. birth certificates, insurance documents. And finally they can record actions on the child's file e.g. dentist visits and incidents. Respite carers can login to view important information about the child such as medical needs, dietary, allergies - NO papers are exchanged and NO emails are sent.

Secure Adopter access (Free of charge!)

Adopters too have their own portal to login and view progress with their assessment and to upload paperwork e.g. birth certificates, insurance documents. And when a child is in placement awaiting adoption order the adopters can record updates on the child's file e.g. health visits and incidents. *NO papers are exchanged and NO emails are sent.*

Secure Young People Login

Children placed may share information and ask questions, record thoughts and life story logs. At annual review time in fostering the young people may make their contributions securely and quickly using their own, secure *CHARMS YP Login.*

Secure, Encrypted Email Portal

All files/reports from CHARMS may be shared with third parties securely using 2 stage login. No expensive email sharing systems required. The CHARMS Portal is free for everyone.

Ofsted Reporting

The Ofsted Fostering Dataset data is generated from CHARMS.

ASGLB/List 11 Reporting

All generated from CHARMS quickly and with no fuss.

Secure Ofsted Inspector Access

Inspectors may be given a dedicated user account to enable them to login and look in detail at case files.

Find-a-Family and Find-a-Child

A complete and effective matching system, first developed in 1999. On the click of a button, upon referral of a child, the best potential matches with foster carers/adopters are identified.

Postcode Searches

Quickly locate families, on a map, within a given radius filtered by approval terms – ethnicity, age, matching considerations...

Potential Links

These are recorded quickly and easily and can be shared, securely with adopters and foster carers who can then digitally verify that they have seen them. Nothing is saved on foster carers own computers. GDPR and data protection are paramount.

Staff Management

A complete HR/staff management system – built in to CHARMS. But not just staff – panel members, independent assessors, third parties. Track recruitment from start to finish. Monitor sickness/absence, annual leave, Police checks, training, supervisions, appraisals and just about everything else. Staff and panel member registers are included in the reporting suite. The Bradford Factor is used to help manage sickness.

Auto Email of Incidents

CHARMS allows all actions to be set up so that when recorded an auto email can be sent to designated people. NO sensitive data/information is sent in the email - just a simple alert to login to CHARMS to see key tasks/incidents allocated to the recipient.

Adopter/Carer/Staff/Children Training Management

All training is managed in a unique, dedicated module in CHARMS. When carers login they can see which courses they are booked on - and which training sessions they failed to attend...

OMG - Online Mail Grabber

A unique facility to "grab" emails from any email client and save them to the carer, child or staff members' case files.

SMS

Individual or grouped text messages may be sent to carers and staff and the details are stored in each individual case file.

Reporting

all regulatory reports can be generated. All customers can ask for new reports at any time and they are built free of charge. A full assessment checklist is generated showing where all prospective adopters/carers are up to.

Cont/...

System Developments

All developments are funded by SCN. No customer pays for any developments.

Cost

CHARMS cost £85 per month per concurrent licence. Expenses only are charged for setup, training data import etc.

Example

Small IFA/LA fostering service with 50 families, 15 staff, 60 children placed.

9 x licences @£100 each per month (plus VAT) = £900 per month.

Implementation, training, data import, support, – **free of charge**.

Jim Moores
October 2019

NB : Please ask for the separate documents describing Letterbox and Post Adoption Support modules, both modules are free of charge.

Ofsted comment (fostering agency inspection) :

"Their knowledge is supported through dedicated use of an online system that centrally records information from carers, staff and managers in one place. This helps to track progress and outcomes for children and young people.

Rigorous and effective monitoring of the service is aided by comprehensive use of a recognised online information system. This is used by carers and staff alike to record all aspects of the agency's work and to track the individual progress of children and young people. By providing all with relevant access, information is shared more effectively and efficiently. For example, supervising social workers are able to review daily records completed by foster carers in advance of supervision visits. This helps them to maintain awareness of significant developments and to support carers appropriately. Records of supervision visits can be accessed by foster carers as soon as they are completed. This enables foster carers to be clear about advice or direction given to them by supervising social workers during visits. Leaders and managers have close links with the software manufacturer and are able

to influence positive changes in the system. All users have access to technical support to assist when problems occur."

Some Customer feedback :

Tree House Care

"CHARMS has changed our business and the service we provide, and in every respect for the better. No more endless trawling through paper files - I am able to put my finger on the information I need at the touch of a button. It helps everyone to be proactive and identify issues before they become big problems. Having CHARMS means we are better prepared for an OFSTED Inspection than ever before and that is incredibly reassuring. It really does free up staff to do what they do best - supporting foster carers and children.....and they love CHARMS for that. Working with Social Care Network is excellent - it's a real partnership and when there are problems the service desk is prompt and reliable. They are great problem solvers."

Hugh Mellett, Director Of Operations, Tree House Care

DFW Adoption

"The service we've had from the CHARMS team has been exceptionally responsive and supportive and that we are more than happy with the CHARMS"

Irene Redshaw, Team Manager, DFW Adoption

Homes2inspire Ltd

"We are a large provider of residential care for looked after children and semi-independent flats for care leavers; we joined the Charms family in October 2018. We have been supported by the team at Social Care Network Solutions during every step of our implementation project. The team have been flexible to our needs; knowledgeable and solution focused whilst we have worked through how Charms can be most effectively used for our services. Charms is a system that provides us with easily accessible, secure and required information; this has reduced the amount of time that managers spend sharing information, therefore they can concentrate on delivering high quality care to children and young people. We are looking forward to a virtually paper-less; future where our records can be quality assured efficiently and staff can be freed from being office bound!"

Family Fostering Partners

"As a new agency, we made the decision to be paperless from Day 1, and therefore CHARMS is an integral part of our systems and processes. The database is easy to

use and supports our clearly defined standard operating procedures. This means that accurate and secure data is always available to staff and carers, simplifying recording, reporting and outcomes tracking.”

Judith Rees, Managing Director, Family Fostering Partners Ltd

FosterCare UK

”As a Registered Manager I rely completely on Charms for auditing and monitoring purposes. The reports available on Charms quickly provide me with the data I need for Regulation 35 purposes and produce our annual Ofsted Dataset at the push of a button. I don’t know how I would do my job without it! – Danni, Registered Manager.”

Danni Starley, Registered Manager, FosterCareUK

Xcel 2000 FosterCare Services

“Charms has enabled me within my Monitoring Outcomes role, to track a child’s journey and highlight where significant improvements have been made since being looked after by our agency. But equally what we can do to improve outcomes for young people. The database has fantastic reporting systems built in providing statistical information to support my job role and reduce my workload enabling me to focus on monitoring and improving outcomes.”

Janice Nunn, Monitoring Officer , Xcel 2000 FosterCare Services