

The Children's Trust

The Children's Trust, the UK's leading charity for children with brain injury, is one of the organisations benefiting from the use of our Cati online compliance management solution.

The trust provides rehabilitation, education and community services through skilled teams who work with children and young people and their families on a 25-acre site in Tadworth, Surrey. It also has 17 charity shops.

The Children's Trust uses two of Cati's modules:

- Property/Estates, which helps estates and property managers to ensure the highest levels of compliance in building certification
- Clinical Assets, which helps those responsible for the life cycle of equipment and machinery manage the testing and compliance programmes.

In this case study we chat with estates lead Luke Coleman and clinical asset lead Orla Nee.

What compliance challenges were you facing that led you to use Cati?

Luke: 'We were spending a lot of time going through hundreds of service reports, manually tracking the services coming up and, with such a large estate, including our charity shops, items were easily missed.'

How did you hear about Cati?

Orla: 'As we manage clinical devices within the site in Tadworth, we wanted computer-aided facility management software. Cati was suggested as an alternative option for servicing compliance tracking and for monitoring project, portfolio and budgetary management.'

How has Cati improved the way you work?

Luke: 'It has made the compliance tracking and reporting much easier and enabled us to share our compliance stats with everyone who needs to see them. Our monthly reports are much more detailed and accurate, and the reminders set by the system mean it is easier to book required servicing, so there is no risk of a service becoming overdue.'

Orla: 'Being able to show our PPM plan and pull a report in a matter of seconds to show the service has taken place ensures we are prepped for any routine visits/assessments.'

What is your opinion of Cati?

Orla: 'In the beginning, Cati would not have been an appropriate system for the complex data needs of medical devices, but the Cati team were willing to make the necessary changes and are always on hand to make further changes as we request them.'

Luke: 'It's a great, easy to use system. We have used it across various parts of our organisation, all working slightly differently, which shows how diverse it can be.'