

Erskine Waterfront Campus: Transforming student care

Erskine Waterfront Campus in Scotland provides residential care and education for young people with complex needs. Before switching to Bromcom five years ago, staff relied on Word documents, Excel spreadsheets, and paper records, making it impossible to get a single, quick view of each child. Erskine now reports a transformational change – staff can open a pupil profile and immediately see daily routines, medical notes, and up-to-date behaviour records, delivering real, tangible benefits for children, carers, and partner agencies. We caught up with Elizabeth Pye, administrator from Erskine, about their experiences so far.



Choosing Bromcom

Erskine's residential model requires detailed, person-centred records that are accessible quickly and securely, both on site and in the community. With information spread across paper and multiple files the team faced three core problems:

- ✓ No single source of truth for a pupil's needs and routines
- ✓ Labour-intensive reporting with no consistent report-card process for stakeholders
- ✓ Limited visibility for care staff who needed instant access to critical medical and welfare information.

These issues increased operational risk and made it hard for staff to provide consistent, joined-up support. During their decision-making process, Erskine evaluated a range of available MIS and chose Bromcom for the following reasons:

- ✓ The clarity and usability shown during the demo
- ✓ Its flexible, child-centred interface
- ✓ Bromcom's customer support

Decision-makers valued Bromcom's one-stop shop approach with an integrated MIS and parent/residential portal as opposed to a set of costly and unnecessary bolt-ons. Configurable dashboards and an intuitive interface also made the system easy for care staff to adopt.

The switching process

Initial worries about migration and costs were quickly eased. With full guidance and support Erskine's MIS was set up, configured, and customised to meet their unique needs and requirements. Training sessions and webinars helped staff build confidence in the system and enabled them to move from spreadsheets to live pupil profiles. Erskine praised Bromcom's responsiveness and follow-through, noting that any technical escalations were managed professionally and promptly. The school highlighted Bromcom's supportive approach during the rollout, with the Bromcom team providing practical training and responsive assistance throughout the transition.

The experience so far

Having been with Bromcom for a significant amount of time, the team at Erskine have seen a real and positive change.

"Before Bromcom, we had records distributed across Word and Excel. Opening a child's profile now, I can see everything I need, including daily routines, medical needs, and recent behaviour all in one place. It has been transformational.", Elizabeth says. "We have been able to take a child's welfare case and provide a clear, time-stamped log for social services. We had the full picture when it mattered."



She shared a specific example from a care team member's personal experience: "We have one pupil with diabetes who has two separate care providers – with Bromcom, we can now easily track his insulin levels and communicate them between care providers. That has been life changing for that child and his family."

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For Erskine Waterfront Campus, Bromcom is more than an MIS: it's an integrated platform that supports residential care by bringing medical records, behaviour logs, daily routines, and stakeholder reporting together. The result is safer, more personalised care and demonstrable improvement in how staff support every child.



Learn more about Bromcom MIS

Our MIS and finance solutions support primaries, secondaries, special schools, multi-academy trusts, and local authorities. To find out how Bromcom could help your setting, book a 15-minute discovery call with our team.

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