



tri.x

Part of the  OneTouch Health Group

tri.x

All Services Brochure

Procedures to empower social care professionals and providers



www.trixonline.co.uk

About Us

At tri.x, we specialise in expertly creating, updating, and hosting procedures that not only enable you to meet statutory requirements and regulatory standards but also reflect best practices and empower your team to achieve the best possible outcomes for children, families, adults and carers.

Our innovative platform provides you with a range of features and functions to streamline the management of your own resources and enhance team collaboration.



Our Expertise

With over 20 years of expertise, we pride ourselves on our in-house team of experts who bring a wealth of experience and deep knowledge of the whole social care sector.

We stay abreast of legislative changes, evolving best practices and the latest research to ensure that our procedures are always current and relevant.

This saves you invaluable time and resources and gives you the peace of mind that comes from knowing you're supported by the best in the business.

tri.x is trusted by 98% of Local Authorities across the UK.

Our Services & Products by Sector

Children's Services

Local Authority Children's

Local Authority Children's Homes

Local Safeguarding Children's Partnership Boards

Regional Adoption Agencies

Local Authority Foster Carer Handbook

Local Authority Supported Accommodation

Local Authority Supported Lodgings

Local Authority Scotland Children's Services

Independent Children's & Adult Services

Supported Accommodation

Residential Children's Homes

Independent Fostering Agencies

Voluntary Adoption Agencies

Foster Care Handbook
Independent Fostering

Adult Care Providers Handbook
(including Domiciliary Care)

Supported Lodgings Handbook

Adult Services

Local Authority Adults

Safeguarding Adults Boards

Adult Care Providers' Handbook

Independent Care Providers Manuals



At tri.x, we are committed to empowering Independent Service Providers across Adult and Children's Social Care with trusted, expertly developed resources.

Through close collaboration with practitioners, managers, directors, and carers, we create clear, compliant online procedures and comprehensive handbooks that reflect real-world practice.

Our tailored approach ensures providers are equipped with the guidance and tools they need to deliver safe, consistent, and high-quality care.



Our Services Include:

Residential Children's Homes

Essential frameworks and step-by-step procedures designed to support safe, nurturing environments and smooth, consistent operations in residential settings for children.

Independent Fostering Agencies

Tailored policies, workflows, and best-practice guidance that meet the unique needs of independent fostering providers—promoting quality, compliance, and positive outcomes for children and families.

Foster Carer Handbook (Independent Fostering)

A comprehensive, practical guide for foster carers—combining regulatory clarity with real-world advice to support consistent, high-quality care.

Adult Care Providers' Handbook (Including Domiciliary Care)

Designed for adult care and domiciliary providers—offering clear protocols, operational checklists, and quality assurance tools to ensure safe, person-centred care and regulatory compliance.

Supported Accommodation

Dedicated guidance for managing semi-independent living arrangements—empowering providers to enhance the autonomy of care recipients.

Local Authority Adult Services



The tri.x Adult Social Care Manual delivers expertly developed procedures, practice guidance, and tools designed to strengthen the delivery of adult social care. With a focus on clarity, accessibility, and practical support, it empowers practitioners and local authorities to provide consistent, high-quality care. Discover how tri.x helps improve outcomes for adults with care and support needs—and the carers who support them—by equipping teams with the knowledge and confidence to excel.

We provide a range of online adult social care procedure solutions for Local Authorities, Safeguarding Adult Boards and regulated care providers.

Designed to meet the specific needs of each service, our solutions embed personalisation and strengths-based practice and support effective, consistent decision-making in line with key legislation and regulations.

We also provide free resources and toolkits for governmental acts such as the Care Act 2014 and more. These are designed to help practitioners effectively implement the recommendations and guidelines into practice.

Our Services Include:

Adult Social Care Procedures

Designed specifically to meet the needs of practitioners working in local authorities, our procedures, practice guidance and tools embed personalisation and strengths-based practice and support effective, consistent decision-making in line with the Care Act and other key legislation.

Safeguarding Adults Boards Multi-Agency Procedures

A set of multi-agency safeguarding procedures and supplementary guidance, reflective of legislation and best practice, maintained by tri.x experts with minimal localisation required.

Adult Care Providers Handbook

Designed for busy managers and staff working at all levels in care homes, supported living or domiciliary care services, the handbook will provide a range of guidance which will support the service to meet its regulatory responsibilities and provide the best care and support possible.



Join us in setting a new standard in adult care and support—where technology meets compassion and practicality.

Local Authority Children's Services

At tri.x, we understand the importance of robust procedures in supporting good practice within the increasingly complex legislative environment of children's services. Our procedures are designed to provide clarity and authority where statutory obligations are clear, while also encouraging creativity and best practice among practitioners.

Our online procedures and handbooks underpin social care practice and safeguarding partnership responsibilities, promoting the best possible outcomes for children.

They support good practice in an increasingly complex legislative framework, offering clarity and authority in areas where there is a clear statutory obligation, yet also encouraging creativity and best practice.

Our resource library is linked to the procedures site and gives customers the flexibility to upload local guidance, forms, as well as direct work materials - the list is almost endless.

Unlike the online procedures, the Resource Library is controlled by the user who can upload new material and replace out-of-date versions of documents through a secure website.

Our Services Include:

- ✓ Children's Social Care Procedures
- ✓ Safeguarding Children's Partnership Multi-Agency Procedures
- ✓ Children's Residential Homes Procedures
- ✓ Regional Adoption Agencies Procedures
- ✓ Supported Accommodation Procedures
- ✓ Supported Lodging Handbook
- ✓ Foster Carer Handbook



Implementation

A dedicated tri.x Lead Consultant will meet you regularly to assist your team in integrating local protocols and practices into the manual. They are effectively your account manager and their role is to make sure you get the most from your partnership with tri.x

This ongoing collaboration with the tri.x Lead Consultant ensures they are well-acquainted with your specific processes and requirements. This enables us to offer optimal guidance and support for you and your team.

Our experienced team of social care practitioners maintain the procedures in line with new or reviewed legislation, statutory guidance, case law and good practice.

Your Lead Consultants can also help you communicate the tri.x offering to your team. This helps to ensure that everybody knows where the online procedures manual will be available, when they will be launched and how they can register for the automated update alerts.

Compliance

tri.x also provides you with an innovative portal that enables you to upload your own documents to the resource library. This means that your documents can sit alongside the tri.x manuals and can also be assigned by managers as reading tasks for individual users as required. You can also use the platform to evidence and monitor compliance with assigned reading.

This platform has been designed to be easy to use and update for all users but we do also provide a comprehensive set of user guides and videos to make sure that you have all the information you need on hand.



Why choose tri.x?



When you partner with tri.x you can avail of our team's in-depth sectoral expertise, market-leading support and a proactive partnership designed to help you and your team.



Expertise

Our lead consultants are experienced social care practitioners who have worked as managers and practitioners, across all areas of social care including safeguarding, legal services, youth work and education.



Support

We work closely with you for the duration of your contract. You will always have somebody to contact for expert advice and best practice guidance that is continuously updated based on the latest findings and regulatory updates.



Managed Offering

Our multidisciplinary team of lead consultants, editors, formatters and legal associates develop and manage our manuals to the highest standards. This means that you can focus on what really matters while we look after your manuals for you.



Regular Updates

Our Content Review and Development Board (CRD) meets regularly to review changes to the statutory framework, legislation, case law, best practice, and research, and considers the best way to integrate them into all of our customer's manuals.

Partner with us for unparalleled support, expertise, and resources that empower your organisation to excel.

At tri.x, we're not just a service provider; we're your partner in defining the future of social care.

The tri.x Portal is a powerful, easy-to-use platform that helps you manage resources, assign reading tasks, and improve team performance — all in one secure place.

Key Benefits

- ✔ Effortless Compliance Tracking: Monitor and evidence staff compliance through assigned reading tasks with clear audit trails.
- ✔ Best-in-Class Security & Accessibility: Fully compliant with AA accessibility standards and Cyber Essentials Security.
- ✔ Secure Access: two-factor authentication (2FA) provides robust protection.
- ✔ Global Search Function: Instantly locate pages, documents, and resources from anywhere on the platform with a single, intelligent search function.
- ✔ Round-the-Clock Document Management: Local administrators can upload and manage documents 24/7/365 – meaning no downtime and no bottlenecks for staff.
- ✔ Insightful Analytics: Google Analytics tracking can be integrated within the portal for full visibility of user engagement and behaviour.



Core Features

- ✔ Branded for You: The platform can be branded with all of your logos to reinforce your identity at every touchpoint.
- ✔ Centralised Resource Library: Access key documents and guidance in one easy-to-navigate location — always up to date.
- ✔ Real-Time Task Progress: Instantly view task completion and engagement across your team.
- ✔ Smart Automation: Tasks are automatically triggered when chapters or policies are updated — keeping everyone aligned, effortlessly.
- ✔ Manager Oversight Made Simple: Team-wide task visibility ensures managers can track progress, address delays, and drive accountability.
- ✔ Optimised for Mobile & Tablet: Designed for the your team works — anytime, anywhere access on any device.



tri.x in Action - Derby City Council Case Study

The Challenge

Derby City Council was tasked with launching a new service aimed at supporting young people transitioning from residential care to independent living, as part of a government pilot scheme. The initiative lacked established benchmarks and comprehensive guidelines, making it difficult to create procedures from scratch. Additionally, the service had to comply with new legislation, including Ofsted registration for supported accommodations and the Supported Accommodation (England) Regulations 2023, while also being flexible enough to accommodate local needs.

The Solution

Derby City Council's team received a pre-existing framework from tri.x for drafting procedures, which covered all necessary legislative requirements. This allowed the team to "localise" the procedures to meet their specific needs, instead of starting from scratch. The system's ease of customisation made it simple to modify the pre-set procedures, such as adjusting the language to better communicate with young people in care. By using tri.x, the team saved significant time and effort, focusing on proofing and approving the procedures rather than writing them from the ground up. The tri.x portal also enabled the team to assign reading tasks and track compliance, ensuring consistent implementation of procedures across all staff and young people in care.

The Benefits

On-Time Ofsted Registration:

The team was able to meet their goal of having all properties registered by the required deadline. This was achieved with minimal issues, thanks to the quick implementation and adaptability of tri.x procedures.

Reduced Administrative Burden:

With tri.x handling much of the procedure creation and compliance management, the team saved a considerable amount of time, which was a crucial benefit for management.

Improved User Experience:

The Council noted that even staff who transitioned from other departments found the tri.x portal easier to navigate than their previous systems.

The introduction of the tri.x portal was a game-changer for Derby City Council and its staff. Not only did it provide a ready-made solution for policy creation, but it also streamlined compliance and monitoring processes, ensuring a consistent, young-person-focused approach to care. tri.x's flexibility, ease of use, and the strong support provided by its team helped the local authority meet its legislative requirements on time, with minimal disruption.

Our Users Say Some Really Nice Things About Us



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The new format is much easier to navigate and engage with, and it has really motivated me to ensure it is as accurate as possible. I really enjoy using it, and I know that my SCP Business Manager feels the same way.

**Madeline Jones, Learning & Development Officer
St. Helens Borough Council**

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The Adult Care Providers Handbook is an incredibly valuable resource that can be accessed by managers or care workers to provide instant or deep information on any subject in health and social care. It has been incredible to be working with tri.x and with people who are as passionate as us. To meet a team and organisation who are likeminded, at the same level as us in terms of quality, and who also want projects to thrive has been so inspiring.

**Colin Hanley, Training Co-Ordinator
Age UK Hereford & Worcestershire**

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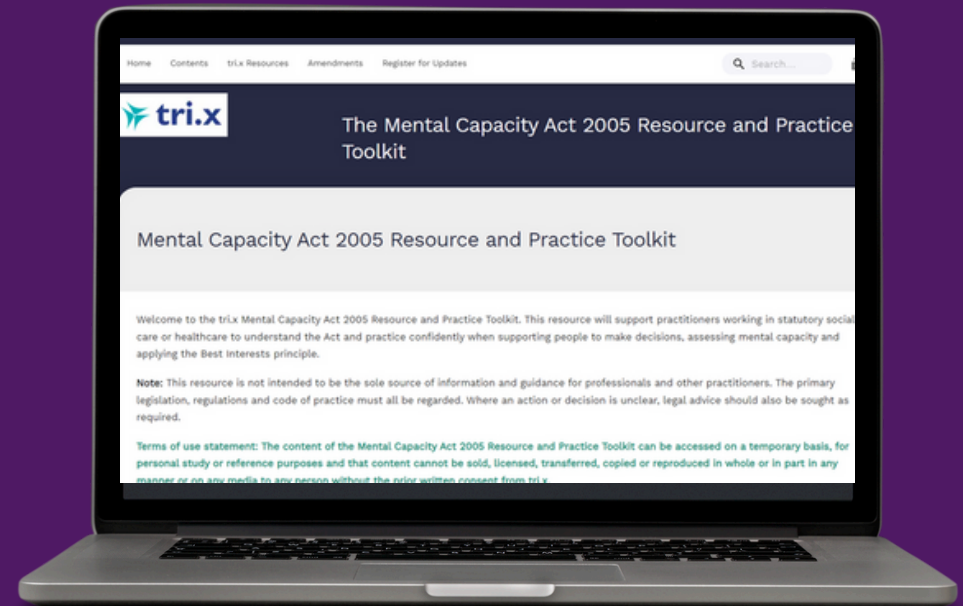


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It has been an absolute pleasure working in partnership with tri.x to develop our Gateshead Safeguarding Adults Board Multi-Agency Policy and Procedures. The tri.x team demonstrated a wealth of knowledge and experience in Adult Safeguarding and was able to provide us with an impressive foundation that was statutorily compliant and highlighted national guidance and best practices. We were then able to shape our policy and procedures to ensure they truly represented our local values, structures, and operational practices.

**Carole Paz-Uceira, Safeguarding Adults Business Manager
Gateshead Council**

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