



Cambridgeshire County Council modernises client oversight with CasparGov

Cambridgeshire County Council serves a rapidly growing and diverse population of around 680,000 residents across urban, market town, and rural communities. The county continues to experience sustained population growth, increasing demand on public services, and rising expectations around governance, transparency, and safeguarding.

Whilst Cambridgeshire County Council is not under a statutory duty to provide an Appointee or Deputyship service, it does operate a corporate Appointee and Deputyship service. Where the Local Authority is appointed as Deputy by the Court of Protection, it assumes statutory responsibilities. This includes managing complex financial and casework arrangements for vulnerable individuals who lack capacity, requiring robust systems to ensure legal compliance, accuracy, and effective oversight.

The Challenge

Before implementing CasparGov, Cambridgeshire County Council relied heavily on manual processes to manage its caseload

Almost everything was handled outside a core system – including OPG reports, weekly reconciliations, charging, audit trails, and record-keeping. Large, complex spreadsheets formed the backbone of daily operations, but they were time-consuming to maintain, prone to errors, and would often break.

Elements of the workload were highly repetitive and required extensive manual checking to ensure accuracy and compliance. This increased operational risk and placed significant pressure on staff capacity. As caseloads continued to grow, the existing approach became increasingly unsustainable.

The team simply could not safely manage its current workload using the old system, and valuable time was being spent on administrative work rather than on oversight, judgement, and supporting clients.

Why CasparGov

CasparGov stood out immediately as the strongest option. Unlike other systems, it demonstrated a genuine understanding of the challenges faced by Local Authorities. Its functionality is clearly designed to reduce manual effort and automate many of the most time-consuming tasks, from reconciliations to reporting and audit trails.

It was the only system that met Cambridgeshire County Council's operational needs and aligned with how the service needed to work.

The Solution: Implementing CasparGov

While implementation required a significant initial effort to assure data quality, it also took several months for the team to fully adapt to the system, alongside some further background configuration to optimise its use. Once embedded, the benefits were quickly realised.

Following the go live of CasparGov, the team experienced a marked reduction in repetitive tasks and administrative pressure, with client management becoming significantly easier and more transparent going forward.

Ongoing support from Idox has been a key part of the success. The support team is consistently described as friendly, helpful, and highly responsive. Importantly, they actively listen to feedback and are clearly committed to improving the system and helping councils get the best possible outcomes.

Idox. Do more.



“The customer service and experience delivered by CasparGov is exceptional - we couldn’t feel more supported. The system has modernised the way the team works, strengthened oversight, and enhanced our ability to operate safely and efficiently at scale.

Rachel Corbett,
Client Funds Manager at Cambridgeshire County Council

The Impact

CasparGov has transformed day-to-day working across the service.

Improved efficiency and capacity

With manual processes largely removed, the team can now safely manage higher caseloads – something that would not have been possible before. Time previously spent maintaining spreadsheets is now focused on oversight, decision-making, and client support.

Stronger reconciliation and reporting

Weekly reconciliations using CasparGov’s red/amber/green status make issues visible at a glance, supporting early intervention and safer working. OPG reports are now quick, accurate, and far easier to produce, with the ability to add notes throughout the year that sit directly on the reports.

Everything in one place

CasparGov provides a single, secure system for notes, documents, flags, charges, reporting, and audit trails. This has significantly simplified working practices, improved visibility across the entire client base, and strengthened governance and compliance.

Reduced risk, better oversight

By removing the bulk of repetitive, labour-intensive work, CasparGov supports safer, more compliant operations. Issues are highlighted earlier, oversight is clearer, and the risk associated with manual processes is dramatically reduced.

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