



How Hugh Jones Solicitors Transformed Their Deputyship Operations

Hugh Jones Solicitors is one of the UK's leading specialist Court of Protection law firms, dedicated exclusively to mental capacity, deputyship and vulnerable-client work. Operating nationally from their Manchester base, the firm manages hundreds of property and financial affairs deputyships and provides a comprehensive range of supporting services, including welfare benefits advice, property transactions for deputyship clients and HR support for care teams. Their team works solely in this area of law, offering deep, specialist expertise and a holistic approach to supporting individuals who lack capacity.

The Challenge

Professional deputies in England and Wales manage complex financial and property affairs under the authority of the Court of Protection, working within the framework of the Mental Capacity Act 2005. The Office of the Public Guardian (OPG) supervises this work and requires an annual deputy report demonstrating accurate record-keeping, clear explanations of decisions made in the client's best interests, transparent financial evidence, and consistent documentation throughout the year.

For Hugh Jones Solicitors – managing more than 350 deputyship clients – this created significant pressures. Before implementing CasparLaw, the firm relied on a combination of spreadsheets, legacy software and manual processes, which made it challenging to maintain real-time accuracy across all clients.

They needed a purpose-built solution capable of centralising information, reducing manual work and supporting compliance across all deputyship responsibilities.

The Solution

Hugh Jones Solicitors adopted CasparLaw, a digital platform designed specifically for professional deputies operating within the Court of Protection and OPG supervision framework.

“CasparLaw’s centralised platform has greatly improved the speed and accuracy of our processes, saving valuable time and giving us confidence in compliance.”

Jon Miller, Finance Director

CasparLaw's centralised client profiles brought together personal, financial, property and contextual information into a single, structured view – enabling faster decision-making and reducing reliance on fragmented data sources.

The platform's automated financial management tools streamlined recurring income and expenditure, provided real-time visibility of balances and valuations, and significantly reduced the need for manual ledger maintenance.

The most transformative improvement came from automated bank reconciliation, where CasparLaw replaced hours of manual matching with fast, rules-based processing. This enhanced both accuracy and auditability while strengthening the firm's compliance position.

CasparLaw also simplified OPG annual reporting by automatically categorising transactions under OPG-aligned headings and keeping all relevant documents and financial evidence structured and accessible. This reduced the time and stress associated with preparing annual submissions and increased confidence in compliance.

With a scalable digital foundation in place, the firm can now focus more time on supporting vulnerable clients and less on administrative overhead.

Ready to Transform Your Deputyship Practice?

CasparLaw is purpose-built for professional deputies. If your team is ready to modernise workflows, strengthen compliance, and reduce administrative pressure, we can help.

Email marketing@idoxgroup.com to find out more about Idox's solutions.