

**In this edition of
InTouch...**

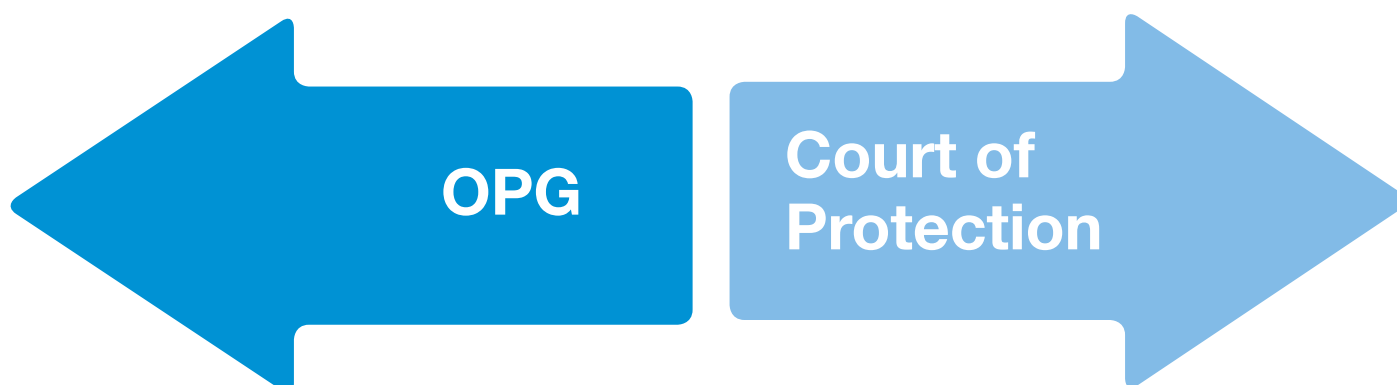
**Top 10 deputy report
mistakes**

**Changes to the
online reporting
service**

Fixed costs for travel

...and much more

Roles and differences between OPG and the Court of Protection



During your journey as a deputy there will be times when you need to speak to the Office of the Public Guardian (OPG) and others when you need to contact the Court of Protection (CoP).

You've told us that, at times, it's not always clear which organisation you need. In this article we explain when you need to contact OPG and when you'll need to apply to the CoP.

What can OPG do for you?

You start your journey as a deputy when the CoP grants your court order. OPG picks up after that and supervises you throughout your deputyship to make sure everything you do is in line with your court order and in the best interests of the person whose affairs you're looking after.

We contact you in an introductory phone call and assign you a named case manager. They work for OPG and can help you and guide you through the paperwork involved in being a deputy. They can also give you advice on things like paying care fees and making gifts on the person's behalf. Your case manager will review your reports, arrange for CoP visitors to meet you and provide telephone support.

Throughout your deputyship we'll collect your fees and investigate any concerns if we believe you're not acting in the person's best interests.

You should contact OPG if you:

- have concerns about the person
- have concerns about the deputyship
- need help with your report

- aren't sure if a decision is in the person's best interests
- aren't sure if something you want to do is authorised by your court order
- need to update your contact details or the person's
- the person's finances change significantly
- the person passes away or regains capacity

We can't give you permission to:

- do something that isn't authorised by your court order
- do something that will have a significant impact on the person's finances
- allow anyone, other than the person, to benefit from the deputyship

If you need financial or legal advice, we can't provide this. For this, you should speak to a solicitor or accountant.

If you're uncertain which organisation to contact, please call your case manager, they'll be happy to help.

When should you contact the Court of Protection?

As a rule of thumb, you need to return to the CoP if you want to make changes to your court order.

When you first receive your court order check it to make sure there aren't any errors such as a misspelling of any names, and make yourself familiar with the kinds of decisions you're allowed to make. If you don't think it's right, tell the CoP within 21 days.

Fill in a COP9 form which can be found at [gov.uk/become-deputy/when -youre-appointed](https://www.gov.uk/become-deputy/when-youre-appointed)

If you don't tell the court about any errors within 21 days you might get charged for another application to fix the problem.

You need to apply to the CoP to make changes to your court order after this initial period including to:

- make decisions that aren't in the original court order
- renew your deputyship (if it has an expiry date)

- change the amount covered by your security bond
- make a gift that is outside the court order
- make a loan from the person's funds
- sell the person's house, but the court order says you can't
- decide where the person should live – if you have a health and welfare deputyship and can't agree with family, health professionals or care staff, ask for advice from the CoP

You should also contact the CoP:

- to obtain extra official copies of your court order
- when the person regains mental capacity
- if you decide to step down or add someone else to the deputyship

Remember, the CoP can't give general advice – they can only consider information when it's written in an application. If you want to do something that isn't allowed in your court order, you can only get approval by submitting an application to the court.

How to apply to the CoP

It costs £400 to apply to the court (from the person's funds) and there may be extra costs if there's a court hearing. You can apply to pay less or no fee if the person has a low income.

You'll need to fill out an application form (COP1) and a witness statement (COP24) with details of the person's current finances and why you're applying. You then send the forms with a cheque for £400, made payable to HM Courts & Tribunals Service, paid from the person's funds.

Court of Protection

Phone: **0300 456 4600**

Email: courtprotectionenquiries@hmcts.gsi.gov.uk

Monday – Friday 9am to 5pm

Fixed costs for travel – practice direction explained

We recently published guidance for public authority and third sector deputies on how to apply a new provision – paragraph 21 – in the updated Court of Protection (CoP) practice direction on fixed costs - Practice Direction B to Part 19 of the CoP rules.

Paragraph 21 allows public authorities and other third sector deputies to claim a fixed amount for travel costs.

With the guidance we aim to explain what counts as a reasonable claim under the court's new provision, when this rule would apply, how to calculate travel costs and how OPG will supervise claims for costs under this revised paragraph.

The practice direction does not apply to lay deputies, so if you're a lay deputy you can't claim fixed costs for travel time.

The new paragraph and guidance does not apply either to solicitor deputies, who should continue to claim their costs in the same way.

We detail some of the highlights from the practice note below.

How much can I claim?

The practice direction states that public authority and other third sector deputies can claim travel costs at a rate of £40 for each hour spent travelling, regardless of the pay or position in the organisation of the person travelling.

When should I claim for expenses?

Deputies can only claim costs for travel they undertake to carry out their duties. We consider claims for costs unrelated to the deputyship - for example, journeys to carry out care reviews or any other statutory functions - unreasonable.

We expect most claims to relate to visits to the client or their property. However, deputies can also claim if they have to travel for other reasons related to the deputyship - for example, to attend a meeting or to accompany their client to an appointment with a bank. When the deputy claims travel costs for more than one visit to

the client a year, they need to explain why in their report.

How do I calculate travel costs?

Deputies should calculate travel time from their work base to the meeting location and for the return journey. If the travel time is shorter – for example, because of travelling from home – then they should claim the lower amount. If travel time is longer because of travelling from home, then deputies should deduct normal home-to-office travel time from the claim.

To avoid claims for small units, we suggest deputies round time up or down to the nearest 15 minutes they spent travelling.

To read the guidance in full visit gov.uk/opg



Changes to online reporting

Earlier this year we made changes to the online reporting service to make it easier for deputies to use.

Over 2,700 lay deputies have submitted their report online since the service launched in June 2016. The service has been designed around feedback from users, and we're always making improvements to ensure the system supports you in your deputyship.

Earlier this year, we made some changes so that the service is easier to use, especially for deputies that are new to online reporting. We've changed the layout of the report so that there's only one question per page, which is the same as other services on GOV.UK. This helps deputies to focus on a specific question and its answer, ensuring nothing is missed.

We've also changed how the service saves information. Previously the system automatically saved information as the report progressed. This confused some deputies as they couldn't check if their information had been saved. Now, deputies need to click 'save' once they've completed an answer to go on to the next question.

The next stage of development is to create an option to upload documents, such as bank statements, to support completed reports. This should

be added to the service by August 2017.

If you'd like to complete your report online, go to complete-deputy-report.service.gov.uk

To create an account you'll need your case number (the OPG reference number on letters you receive) and your email address.

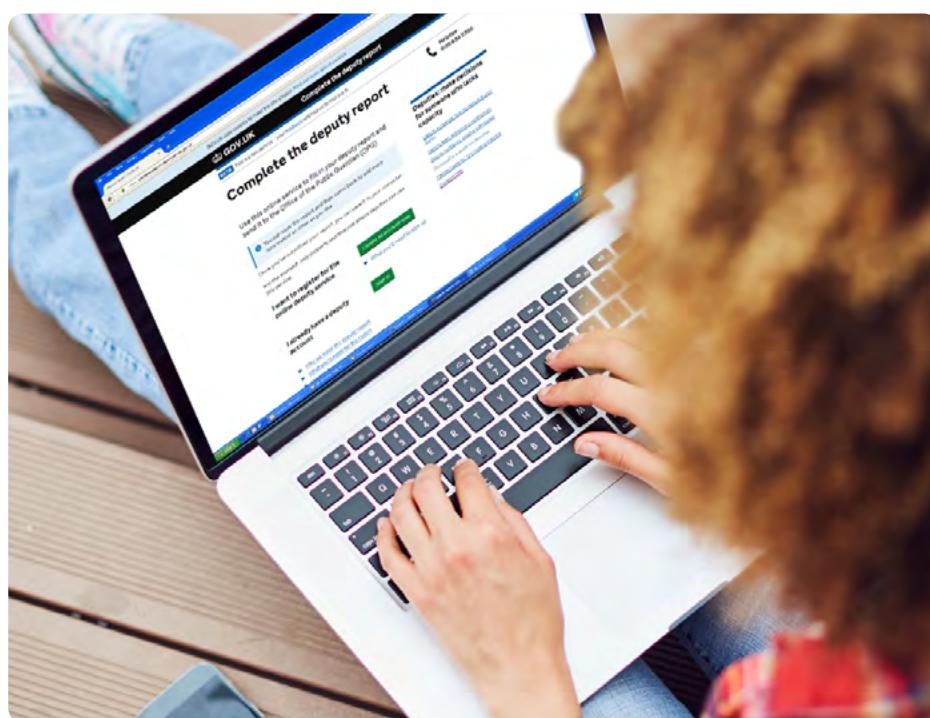
Public authority deputies

The online reporting service for public authority deputies is now live. So far 33 authorities have registered to use the service. If you're interested in using the service to manage your clients

reports please contact the public authority deputy team on opg.publicauthorityteam@publicguardian.gsi.gov.uk or **0115 9342817**. The team will create an account and upload your cases to the service for you.

Professional deputies

The online reporting service isn't available to professional deputies at the moment. But, we've started researching how to extend the service to this group and we hope it will be ready by spring 2018.



A day in the life of an executive case manager

Elizabeth is an executive case manager and she mainly deals with cases where extra support is needed. She's office based, like her fellow case managers, and can spend much of the day on the phone offering support and advice to deputies.

Elizabeth says: "I'm more likely to deal with a case if there's a problem. A deputy may not have understood their court order and might have done something they shouldn't. It's my job to try to undo those mistakes and stop them from happening again."

A general case manager takes a deputy through the entire journey, from the introductory process, all the way through to the end of the deputyship. But Elizabeth, as an executive case manager, steps in when concerns are raised or something looks unusual.

Something on a deputy's report might look strange, or not add up. Elizabeth can pick this up and ask for extra information such as receipts, invoices and bank statements to try and identify the deputy's mistake. If it seems like deputies aren't acting in the best interest of the person whose affairs they're looking after, or are in breach of their court order, she'll find out why and explain to the deputy what action needs to be taken.



"Come to us and talk to us if you need us, come to us and talk to us if you feel isolated and overwhelmed, and tell us if you think you've made a mistake."

Elizabeth adds: "Most of the time it's just a genuine mistake, where the deputy may have lacked a bit of guidance or understanding. If it's unintentional I'll try and educate them and work with them to undo any mistakes that have been made."

Every working day is different for Elizabeth, depending on the phone calls she receives.

"You can get phone calls from nursing homes raising concerns about people not having enough spending money, or a deputy

that's struggling and needs some support - we'll deal with anything that arises from those phone calls."

She doesn't meet deputies face-to-face, but she does try to make sure she uses the telephone as the first point of contact.

"It's often a lot easier to clear mistakes up by talking to somebody. I know it can be quite worrying for a deputy to get a letter with our official OPG stamp on, so we generally try to call people up first to see if we can get to the bottom of the issue.

"We can send visitors out to meet people face-to-face too if we think that would help."

For Elizabeth, the most important part of her job is safeguarding vulnerable adults – and that

could include supporting a deputy to find out about benefits that they're struggling to get for the person whose affairs they're looking after.

"It's not about telling the deputy they've done things wrong, a big part of my job is supporting them to try to get the person everything they are entitled to - to try and ensure the person's finances are as good as they can be in their situation.

"Obviously, the main thing is to protect the person but when you're certain that's been done it's very rewarding to provide a bit of support to deputies who are often in a difficult situation themselves."

One of the things that deputies should take comfort in is, because of the amount of

deputies Elizabeth and her colleagues speak to, the chances are they'll have spoken to other people who are in similar situations before. If case managers can't fix a problem they can signpost you in the right direction and, at the very least, provide a shoulder to cry on or somebody to vent to a little bit.

"Come to us and talk to us if you need us, come to us and talk to us if you feel isolated and overwhelmed, and tell us if you think you've made a mistake."

She adds: "We know most of our deputies are family members at the end of the day, and they're in a difficult situation - we'll always try and be sympathetic to that."

Ahead of the game

Acquired brain injuries (ABI) made up 348,934 of all UK hospital admissions in 2013/14. That figure equals almost 956 admissions per day - or one every 90 seconds.

These ABIs include non-superficial head injuries, strokes, brain tumours, encephalitis, and a variety of additional conditions – all of which could result in fluctuating or permanent loss of mental capacity. Because of this, in recent years there has been an increase in the number of professional deputies who have

clients with brain injuries. OPG works alongside the brain injury charity, Headway, to promote the understanding of all aspects of brain injury and to provide information, support and services to survivors, their families and carers.

Headway and OPG are hosting a conference specifically for professional deputies working with brain injury survivors, on Thursday 12 October at the Museum of Science and Industry in Manchester.



The programme for the conference will include advice and information regarding the challenges associated with deputyship of brain injury survivors.

For more information, and details of how to attend the event, please visit headway.org.uk/about-brain-injury/professionals/events-and-conferences/headway-deputy-conference/

Top 10 mistakes made when completing a deputy report



More deputies than ever before are reporting following our decision to ask all deputies to complete a report.

To make reporting simpler, we introduced new report forms in 2016 – property and financial decisions (OPG102), property and financial decisions short form (OPG103) and health and welfare decisions (OPG104).

The new forms are clearer and we have improved the guidance to make them easier to complete.

However, we know for some this is all new so we've drafted a list of common mistakes made when completing a report and how to avoid them.

1. Using the wrong reporting period

Make sure your report covers the correct reporting period. Reports that have

incorrect dates on page 1 may be returned. You should also only record completed transactions during the period. For example, if you wrote a cheque that has not yet cleared, report it in the next period after the money has actually left the account.

2. Leaving sections blank (questions 2 – 5)

Some deputies leave sections blank, particularly questions 2 - 5. These questions cover your decisions: if you've involved your client in decision making and to what extent, people you've consulted, contact the client has with you and others and how their care is paid for. You must complete each section. In particular, if the client has no capacity to be involved in decisions, or you didn't need to make any decisions or consult anyone, you need to state this and explain why.

3. Using monthly or weekly figures

In the money in and money out sections (pages 7 and 9) of the OPG102, you need to use total figures for the reporting period. Some deputies make the mistake of using monthly or weekly figures.

4. Forgetting to explain items marked with the information icon

In the OPG102, if you complete boxes on pages 7 and 9 marked with the information icon, you'll need to explain these items in full on pages 8, 10 and 11.

5. Reporting on more than one bank account on the same page

In the OPG102, some deputies try to merge figures from multiple bank accounts

into section 5. However, we ask that you use section 5 for the first bank account and detail the other accounts on the extra sheets at the back of the form.

6. Recording items twice

In the OPG102 on pages 7 - 9, make sure you don't record the same item twice. For example, if you withdraw cash to spend on a day trip for the client, enter it under either 'day trips' or 'cash you have withdrawn' but not both.

7. Recording gifts incorrectly

If you make any gifts, please record each one on page 8 of the OPG103 or page 10 of the OPG102, including the recipient and the occasion on which it was made.

8. Forgetting to complete the balancing the account page

If the balancing the account (page 12) section of the OPG102 is not completed or the account does not balance, without a good explanation, we may not be able to accept your report and it will be returned to you.

9. Reporting transfers incorrectly

If you've transferred money between the client's accounts, please make sure you've accounted for both the withdrawal from one account and the deposit into the other (OPG102 only).

10. Reporting cash in hand incorrectly

The cash in hand section (page 16) in the OPG102 or 'other' in the OPG103 (page 10) is only cash you hold as notes and coins. Please do not include the balance in any bank account.

Hopefully, these tips will help you when you next prepare a report. But we're always on hand to help so if you have any queries, please contact your case manager.

Howden UK Group Limited

– security bond supplier website address

In our last edition of InTouch, we told you about the new security bond supplier, Howden UK Group Limited.

To find out more about this new provider, please visit howdendeputybonds.co.uk. You can get a quote for your bond and have it issued immediately.

You can contact them by phone - deputy bond support team on **0121 516 7690** Monday to Friday from 9am to 5pm.

Howden UK Group Limited has managed deputies' bonds since 1 October 2016 and they cover both lay and professional deputies. They offer competitive rates and, as the approved bond

supplier, their service is closely monitored.

If you hold an existing bond with any of the previous approved suppliers, you don't need to transfer these to Howden UK Group Limited unless you want to. These suppliers will continue to honour and manage all existing bonds.

Would you recognise the signs if a person in your care was being abused?

When you look after a loved one or a client's financial affairs, but don't see them every day, it might be difficult to know if they're being cared for properly.

Anyone who doesn't have the capacity to look after their own financial affairs is at risk of being abused. Because of this, it's important to look out for their general wellbeing as well as their financial wellbeing. Abuse can be physical, financial, verbal or psychological. It includes neglect and can be the result of an act or a failure to act.

Remember that abuse can be carried out by someone close, such as a family member or carer, or by people in a position of trust, including professionals.

What signs should you look out for?

There are many things in a person's life which can tell you if they're not being treated well by their carers. Signs of physical abuse may include:

- the person refusing or being reluctant to accept the care that they need
- physical deterioration, such as ulcers, bed sores or being left in wet clothing
- minor injuries, weight loss, weight gain or tearfulness



When you see them, ask yourself the following questions:

- Are they receiving their prescribed medication or appropriate medical care?
- Do they have enough clothing and personal belongings?
- Can you hear any paranoid, secretive or inappropriate language from the people around them?

If they live in their own home, piles of junk mail, hoarding or high volumes of telephone calls or emails could indicate financial abuse.

We list more possible signs in our safeguarding policy on

our GOV.UK page at [gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults](https://www.gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults)

Who else can help you recognise signs of problems?

If you can't be there, neighbours or other people who are there regularly may spot unusual things happening.

Tell them that you act for the person and, if they have any concerns, they can report them to you.

Professional deputies

Get to know the person in your care, if you don't already. If you

know someone well, changes in their behaviour are an important sign that something's amiss.

If you're part of a large legal firm or a local authority with a lot of cases this might not be possible. In this case you should:

- consider employing a 'befriender', if the client has funds to do so
- make sure that everyone in your firm who has contact with the client knows how to make safeguarding referrals
- keep up-to-date with developments in social care including case law affecting the vulnerable as part of your continuing professional development

These expectations are set out in our professional deputy standards which can be found on our website at [gov.uk/government/publications/office-of-the-public-guardian-deputy-standards](https://www.gov.uk/government/publications/office-of-the-public-guardian-deputy-standards)

How does OPG safeguard people at risk?

We work in partnership with agencies including adult social services and the police. We take part in joint investigations into suspected abuse.

If you raise a concern with us about a deputy or attorney acting under a lasting power of attorney (LPA), we will investigate. As set out in the Mental Capacity Act 2005, we can only investigate people acting under an LPA, enduring power of attorney (EPA) and court-appointed deputies.

We take all allegations of abuse seriously and risk-assess all concerns to help us decide whether to carry out a full investigation. If we can't act, we'll refer it to the appropriate agency such as the police, children's services or adult social services.

To make a safeguarding referral

Email: opg.safeguardingunit@publicguardian.gsi.gov.uk
Telephone: **0115 934 2777**
Textphone: **0115 934 2778**

Our safeguarding unit is open Monday to Friday, between 9am to 5pm, and 10am to 5pm on Wednesdays.

Dummy deeds – example of a valid court order on GOV.UK

When using your court order to carry out your duties as a deputy, you can sometimes face problems when people have never seen one before.

To help improve this situation, we've published an example of a valid court order on our GOV.UK pages, which can help reassure

people that the document you show them is valid. To see the example court order, visit [gov.uk/government/publications/deputy-court-order-valid-example](https://www.gov.uk/government/publications/deputy-court-order-valid-example)

The page explains what kinds of decisions the order covers and what it should look like.

It also explains that you can apply to search OPG's register at [gov.uk/find-someones-attorney-or-deputy](https://www.gov.uk/find-someones-attorney-or-deputy) to confirm that someone has a deputy acting for them. In addition, it points to our pages which explain the power being a deputy gives someone.

Listening to feedback from our deputies

At OPG we're always looking for ways to improve our services for you. That's why, last year, we changed our deputyship survey process from paper to electronic.

Our new process allows us to gather more up-to-date feedback from you as electronic copies are sent out by email every month. We're still able to offer you paper copies of the survey, if you prefer.

We send surveys to professional and public authority deputies every six months. For lay deputies, we randomly select over 1000 deputies to send surveys to each month.

For the period January – March 2017, we found that 78% of our deputies were satisfied with our services. But that doesn't mean that the other 22% are dissatisfied with our services, as our deputies can answer this question as neither satisfied nor dissatisfied.

Your comments are valuable to us, as they help us to:

- identify what it's like to be a deputy
- learn more about you
- identify issues that we haven't come across before

Some comments we've received from our deputies are about:

- value for money
- what the deputy fee covers
- the amount of support that is offered by OPG
- the time taken to answer the phone when a deputy calls us

Your feedback also helps us to make changes to our processes. We may suspect something isn't working well, but if you tell us, that's evidence we can use to change things for you. When we receive positive feedback, we tell our whole business about it.

An example of an issue that we resolved using your feedback is when our deputies couldn't get through to us on the phone at peak times. To solve this we spoke to our teams, identified gaps in our process and put more of our people on the phones during busy times.

We're continuously monitoring our surveys to look at ways we can adapt them to gather as much feedback as we can on what's important to you as a deputy.

If you'd like to give us your feedback, talk in more detail about your experiences, or have any queries or suggestions about our research, please email us at customerrelations@publicguardian.gsi.gov.uk



OPG and the financial sector – working together to help you

Our customer relationship management team works closely with the financial sector, from regulators down to individual banks and building societies, to help improve things for our customers. You've told us in your feedback that you sometimes have problems dealing with financial institutions when using your deputyship court orders. Here we explain some of the work we've been doing to make your life easier.

High street banks and building societies

In the spring 2015 edition of InTouch we told you about our new e-learning package for front line staff in high street banks and building societies. This educates front line staff about how deputyships and powers of attorney (PoAs) work and, importantly, how to recognise the documents.

The training is now being followed in most banks and building societies. We're receiving excellent feedback about how it's being used to train front line staff. We hope that, as a result, deputies will receive a higher quality of service when using banking services.

We've also worked with every major high street bank and building society to encourage them to post a link to the lasting power of attorney (LPA) digital tool on their own websites.

The hope is that this will give many banking customers the opportunity to create an LPA for themselves, before it's too late.

Regulators

We work closely with the Financial Ombudsman Service (FOS) and the Financial Conduct Authority (FCA) to achieve better outcomes for our customers. This includes providing training to the FOS to equip them with the knowledge they need to arbitrate in complex complaints that concern a deputyship or an LPA.

We've developed a new relationship with the Money and Mental Health Policy Institute. They're helping us to understand the issues that deputies and attorneys have using an LPA or deputyship. We'll carefully consider the feedback we receive. It will be used for future policy decisions to make sure that LPAs and deputy court orders are compatible with both the technology and policies of banks and building societies.

Your feedback is so important to us and we'll always use it to highlight areas for improvement to industry bodies, such as the British Bankers Association (BBA) and Building Societies Association (BSA). Please make sure you tell us if you do face any difficulties. The article 'Listening to feedback from our deputies' in this magazine goes

into more detail about how we follow up your comments.

What to do if you have problems dealing with a bank or building society

- Give the business you're unhappy with a chance to put things right. They have up to eight weeks to give you an answer.
- If the business doesn't answer within eight weeks or you're unhappy with what they say, then you can get in touch with the FOS. You can do this by phone on **0300 123 9123** or **0800 023 4567**. Lines are open from 8am to 8pm Monday to Friday and from 9am to 1pm on Saturdays. Alternatively you can email complaint.info@financial-ombudsman.org.uk or visit their website financial-ombudsman.org.uk
- Let OPG know about any examples of poor service and we'll make sure we highlight these with the relevant companies and authorities. We can't intervene directly in a dispute between a bank and its customer, but we can make banks aware of common problems you might be having. Phone our contact centre on **0300 456 0300** or email customerservices@publicguardian.gsi.gov.uk

Improving OPG's services for Welsh speakers

Did you know you can communicate with OPG in Welsh?

We provide our services in England and Wales, which means we have a responsibility to provide Welsh-language services. This includes supplying information about our services and safeguarding work.

Our team of editors has steadily increased the amount of Welsh-language guidance available on GOV.UK, and each time a new piece of guidance or new form is published, they translate it into Welsh.

To make using our GOV.UK page easier to use for Welsh-language speakers, the team have built a Welsh-language 'hub' page – linking to all our Welsh documents on GOV.UK.

This basically acts as an index for all the information that we provide in Welsh. Our editors continually add more and more documents and forms to the hub, and you can already find the following:

- corporate information such as our annual reports and accounts, our digital strategy, our review of deputy supervision, the Public Guardian's report to Parliament and the Mental Capacity Act (2005)

- deputy forms and guidance including the 'Deputy report', 'Deputy fees: remission or exemption', 'Deputy guidance: how to carry out your duties', 'Deputy standards and assurance visits guidance', and an example of a valid deputy court order

- InTouch magazine

Soon, you'll be able to find the following guidance on the hub:

- our safeguarding policy, our suite of practice notes, including 'Security bonds', 'Deputy final reports', 'Public authority deputyship responsibilities', and 'Fixed costs for solicitors and public authorities'

Keep visiting the hub as we add more information in Welsh at: [gov.uk/guidance/ffurflenni-a-chanllawiau-ar-gyfer-atwrneiaeth-a-dirprwyon](https://www.gov.uk/guidance/ffurflenni-a-chanllawiau-ar-gyfer-atwrneiaeth-a-dirprwyon)

Of course, we also offer lasting power of attorney (LPA) and enduring power of attorney (EPA) GOV.UK pages in Welsh too.

As well as offering our information and services in Welsh, we regularly meet people who can tell us more about the needs of Welsh-language speakers.

Alan Eccles, Public Guardian, meets with the Older Person's Commissioner for Wales every six months which helps OPG better understand the issues facing older people in Wales, particularly about preserving and upholding human rights. Recently Alan and representatives from our policy team visited the Association of Directors of Social Services Cymru (ADSS Cymru) to forge a new working relationship.

ADSS Cymru promotes the wellbeing, protection, support and care of vulnerable adults and children in Wales. They also provide experience and expertise, both in terms of policy and professional practice, covering all aspects of social services. ADSS Cymru is an important information resource in the social services sector, for strategic decision-making and best practice.

These meetings are going to be a regular event, so we'll build a much closer working partnership for the future. If you need help in carrying out your duties as a deputy in Wales, please get in touch with opgpolicy@publicguardian.gsi.gov.uk

Useful contacts

Office of the Public Guardian (OPG)

OPG is responsible for registering lasting and enduring powers of attorney, so that people can choose who they want to make decisions on their behalf if they can not. We maintain the public register of deputies and people who have been given lasting and enduring powers of attorney. We also supervise and support deputies appointed by the Court of Protection and look into reports of abuse carried out by registered attorneys or deputies.

The Office of the Public Guardian,
PO Box 16185, Birmingham,
B2 2WH

www.gov.uk/opg

OPG contact centre

Tel: 0300 456 0300

9am to 5pm – Monday to Friday
10am to 5pm – Wednesday

Calls are charged at no more than the national call rate

Email: customerservices@publicguardian.gsi.gov.uk

If you have speech or hearing difficulties and you have access to a textphone you can use the textphone on 0115 934 2778

Fax: 0870 739 5780

To download deputyship forms or guidance please visit www.gov.uk/becomedeputy

OPG visits team

Email: opgvisitorsoffice@publicguardian.gsi.gov.uk

Court of Protection

The Court of Protection (CoP) is a specialist court for all issues relating to people who lack capacity to make specific decisions. The court makes decisions and appoints deputies to make decisions in the best interests of those who lack capacity to do so.

Court of Protection,
PO Box 70185,
First Avenue House,
42 - 49 High Holborn,
London,
WC1A 9JA

Tel: 0300 456 4600

To download CoP forms visit HMCTS Form Finder <http://hmctscourtfinder.justice.gov.uk/HMCTS/FormFinder.do>

To see information on CoP decisions visit www.bailii.org/ew/cases/EWHC/COP

Contact InTouch

Office of the Public Guardian
PO Box 16185, Birmingham, B2 2WH

[**intouch@publicguardian.gsi.gov.uk**](mailto:intouch@publicguardian.gsi.gov.uk)