



HM Courts & Tribunals Service

HM Courts & Tribunals Service
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Family Court Stakeholders

www.justice.gov.uk

Date: 27th June 2016

Electronic File Process for new Public Law cases from revised date of 25th July 2016 in Exeter and Plymouth family courts.

Dear Sir/Madam,

Further to our letter of 23rd June 2016, we have reviewed the use of family electronic files and are pleased to inform you that we are now in a position to go live across all of the Devon DFJ Area sooner than expected.

The new 'Go Live' date will therefore be Monday 25th July for the family courts at both Exeter and Plymouth (and not 4th July as previously communicated.)

We ask that as of this date, for these new cases, you forward all documents to the Court via email. **Please do not send hard copies if you have already filed a document by email.**

Exeter Email: family@exeter.countycourt.gsi.gov.uk

Plymouth Email: family@plymouth.countycourt.gsi.gov.uk

Further contact details can be found on the HMCTS Courtfinder pages:

<https://courtribunalfinder.service.gov.uk/courts/exeter-combined-court-centre>

<https://courtribunalfinder.service.gov.uk/courts/plymouth-combined-court>

Please can we ask that when you email a draft order to the above email address, that you include the word ORDER at the beginning of the subject field along with the Case Number, Name, which Judge heard the case and the Date of Hearing.

Any orders filed without this detail in the subject field may be overlooked or not be dealt with in time, leading to delays and unnecessary rework.

Please also ensure that any papers sent to the email address are in separate documents (rather than all in 1 PDF file). **It is particularly important that draft orders are in a stand alone word document – ie not a PDF file.**

If your email is in regards to a forthcoming hearing, please include the hearing date in the subject field to ensure it is dealt with prior to the hearing and if your email is urgent, please ensure the word 'URGENT' is in the subject field.

Please note that bundles for all hearings will continue to be dealt with in paper form until further notice. The use of Electronic Bundles is being considered and reviewed, but there are no current plans to introduce these immediately. We will keep you updated as appropriate.

If there is a fee payable for your documents, you can still submit the papers via email and pay using one of the following options:

1. Fee Account customers can pay by noting their fee account number in the email. (Please see the attached leaflet for more information).
2. To pay by card, please note your telephone number within the email and the Court will call you to take payment.

This change in the way the Court is administering your case will not affect the service you receive. If you have any queries regarding this issue please do not hesitate to contact the Court using the email address above.

Please note that there will be **no change in the way documents are sent to you from the court** (e.g. whether hard copy in the post or, by email where this is currently practiced.)

It is our intention that cases of Private Law new issue will also be dealt with electronically in the coming months. More detail will be provided separately as relevant.

Your help is much appreciated.

Kind Regards

Mandy Squire
Jan Skaith

Mandy Squire
Operations Manager for Exeter and Barnstaple

And

Jan Skaith
Operations Manager for Plymouth and Torquay



How to apply for an account?

If your organisation is interested in opening an account please e-mail:

MiddleOffice.DDServices@liberata.gse.gov.uk

On application you will receive our Fee Account application pack consisting of:

- Direct Debit application form
- Terms and conditions
- Frequently asked questions

On receipt of your application HM Courts & Tribunals Service will carry out the relevant credit check.

For any customers that don't meet the credit check, HM Courts & Tribunals Service will offer an option of paying initially in advance whereby users can still have an account with the department (if you need further information on payment in advance please contact the Fee Account team on the email provided).

Application for a payment account is quick and easy with a response to your application within 7 days.

Further information

For all enquiries on the fee account service please contact the team on:

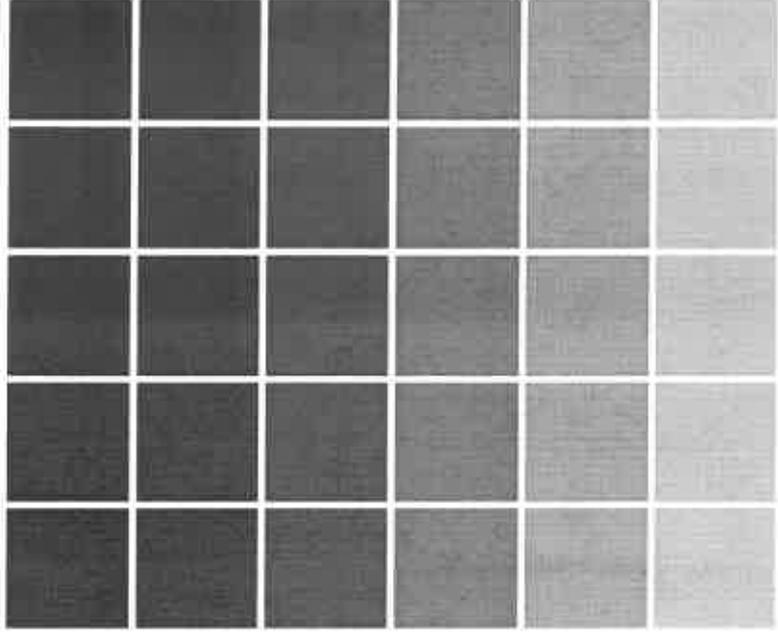
MiddleOffice.DDServices@liberata.gse.gov.uk

Further information can be found at:

www.justice.gov.uk/courts/fees/payment-by-account

Fee Account

The easy way to pay fees



www.justice.gov.uk/courts/fees/payment-by-account

What is Fee Account?

Fee Account is a fast, easy and secure method for paying fees into HM Courts & Tribunals Service civil and family jurisdictions. The system allows regular customers to pay their fees into courts via a direct debt facility eliminating the need to issue cheques for each transaction.

Fee Account provides customers with a credit limit which fees will be deducted from, customers simply have to quote their Fee Account reference number when submitting work which attracts a court fee and the corresponding amount will be debited from their account at the end of the week or month as applicable.

Who can use Fee Account?

Solicitors, Local Authorities, Utility Companies, other government departments in fact any customer who transacts with HM Courts & Tribunals Service on a regular basis.

Where can I use Fee Account?

Customers can use their account in National Business Centres (County Court Money Claim Centre, County Court Business Centre), all offices of the county court and family court, probate registries, magistrates' courts which deal with civil and family work, Court of Protection and the Royal Courts of Justice.

Benefits of Fee Account

Easy – one single account to transact across all the jurisdictions (or if required an option for sub accounts).

Lower costs – potential reduced costs in raising and authorising cheques.

Security – fees deducted directly from your payment account.

Credit – weekly or monthly credit allowance.

Control – customers can cancel the Direct Debit instruction at any time.

Fast – no delays in processing your claims/ applications due to unsigned cheques, wrong fees submitted or missing cheques (correct fee will be deducted on lodgement).

Direct – refunds will be applied directly to your accounts.

Simple – invoicing – weekly or monthly options with breakdown on a per-case basis and refunds applied.

Customer Comments

The response to this new service has been overwhelmingly positive and the number of customers signing up to this service continues to grow.

Quotes from a number of Fee Account customers:

"We found using the system easy to use and we would recommend it to other customers"

Connells Solicitors

"I would wholeheartedly recommend the facility to any organisation that makes regular payments to the courts"

Wigan Council

"The new HMCTS service has dramatically reduced the workload both for our accounts team and our fee earners. JCA thoroughly recommend its use to other solicitors"

JCA Solicitors