**High Cost Family (HCF) Contingency Processes – External Provider Update**

To ensure providers are working with the most up-to-date information regarding High Cost Family (HCF) contingencies, the current processes are outlined below and should be followed for all High Cost Family cases. These arrangements will remain in effect until further notice.

All submissions should be directed to:  
[**highcostfamily@justice.gov.uk**](mailto:highcostfamily@justice.gov.uk)

If you wish us to speak directly with a cost lawyer to manage your case plan and associated tasks please email us to confirm the same.

**Please do not email case managers directly.**

**Queries**

For all queries that would previously have been submitted as a VHCC Enquiry and/or Case Enquiry, please email the above address. For case-specific queries, include the following details to assist the case manager:

* Certificate reference number
* Relevant case details and supporting evidence
* Copies of existing agreements (e.g. previous case plans, approvals to instruct two Counsel or King's Counsel)

**Amendments**

App8 forms should be submitted via email to highcostfamily@justice.gov.uk. Please ensure all documents that would ordinarily be uploaded to CCMS are attached. To support the assessment, include:

* Copy of the latest certificate, showing the scope of cover and proceedings
* Current cost limit
* Evidence of agreement for two Counsel or King's Counsel (if applicable)
* Statement of case in support of amendment
* Supporting Court Orders for any Final Hearing listing (if applicable)
* Supporting up to date expert reports and assessments (if applicable)
* Valid LASPO evidence to bring the new proceedings into scope (if applicable)

**Registration Requests**

Submit the same level of information as you would via CCMS, including:

* Certificate reference number
* Copy of the certificate (if available)
* Client’s date of birth for the lead case to ensure the correct case for the client
* Confirmation of the use of CCFS or Hourly Rates for care cases.  The information that would be provided on CCMS, should be attached to your email for any exceptional requests.
* To request Authority for King’s Counsel or Two Counsel please submit an App8 with Counsel’s advice ContactECCT@justice.gov.uk

**Extension to Deadlines**

Requests for deadline extensions should be submitted by email and must include:

* Certificate reference number
* Length of extension required

**Case Plan Submissions**

Case plans can be submitted via email. Please ensure all documents that would ordinarily be uploaded to CCMS are attached. To support the assessment, include:

* Copy of the certificate, showing the scope of cover
* Client’s date of birth for the lead case to ensure the correct case plan for the client
* Current cost limit
* Evidence of agreement for two Counsel or King's Counsel (if applicable)
* Any previously agreed case plans
* Supporting documentation for existing agreements
* High Cost registration date evidence (if known)

**Large Volume Submissions**

For large bundles of documents that cannot be sent via email please contact [SFESupport@justice.gov.uk](mailto:SFESupport@justice.gov.uk) to register for access to Secure File Exchange. If you already have access to the High Cost Family workspace within Secure File Exchange, please upload your documents as usual. Further guidance on the use of Secure File Exchange can be found here;

[Guidance for external requests to use secure file exchange (SFE) – Legal Aid Learning](https://legalaidlearning.justice.gov.uk/guidance-for-external-requests-to-use-secure-file-exchange-sfe/)

Please ensure all submissions are clearly labelled and include the relevant reference details to help expedite processing. We appreciate your cooperation and will continue to provide updates as processes evolve.