

1. **Support the development of a strategy for the CCTA.**
2. **Monitor the regulatory and public policy environment** to identify threats and potential opportunities.
3. **Support the development of clear and robust policy positions** on critical issues potentially affecting members.
4. **Help shape the direction of government and regulatory policy** for the benefit of CCTA members through regular engagement with members, regulators, policymakers, and third-party stakeholders.
5. Including delivering effective, evidence-based **responses to external consultation exercises**.
6. **Communicate CCTA policy positions to members and stakeholders** to build effective coalitions where appropriate.
7. **Highlight issues affecting members to the relevant regulators** and policymakers, e.g., report Claims Management Companies to the Financial Conduct Authority (FCA)/Solicitors Regulation Authority (SRA).
8. **Provide information and insight to members** on policy and regulatory developments to ensure members:
  - a. are aware of changes and timelines involved.
  - b. are aware of the rationale behind changes and the outcomes sought.
  - c. have access to information and other resources to help with the practical implementation of changes.
9. **Run the CCTA Advice Line service**, providing timely responses to members and analysing the issues raised. Building a knowledge base from the aggregated experience of members.
10. **Provide relevant content** for CCTA weekly news and CCTA Magazine.
11. **Management of CCTA credit agreements sales process.**