

# Civil Court Users Association



Between them, CCUA Members issue 85% of all civil proceedings in England and Wales. Some benefits;

Your views represented where & when it counts

Keep ahead of legislation

Liaison on alternative recovery strategies

Networking opportunities

CPD accreditation for Law Society and ILEX at regional meetings

Annual Conference & Dinner at the House of Lords

Ministry of Justice/Her Majestys Courts Service Liaison

Half price industry magazines



## Civil Court Users Association

Warwick Enterprise Park  
and Conference Centre  
Wellesbourne, Warwickshire, CV35 9EF

Phone: 0845 052 5336  
Fax: 0845 052 5337  
Email: [info@ccua.org.uk](mailto:info@ccua.org.uk)  
Web: [www.ccua.org.uk](http://www.ccua.org.uk)



## Background



In 1987 the Trade Protection and Debt Recovery Agents set up a working party to explore what action was possible to improve the apparent poor performance of the County Courts.

The view was taken that a new organisation comprising Public Utilities, Banks, Finance Houses and Law firms to lobby the Lord Chancellor's Department, (recently the Department for Constitutional Affairs) now the Ministry of Justice (MoJ), would be the ideal.

In 1988, the County Court Users Association was launched, changing its name in 1995 to the Civil Court Users Association.

The newly formed Association became the only organisation in the credit industry with the sole aim of lobbying the Lord Chancellor's Department (now MoJ).

When the Court Service (now Her Majesty's Courts Service) was created in the mid 1990's, the CCUA worked with this agency also and achieved a good working relationship with both.

Since inception, the CCUA has relied heavily on the voluntary work put in by its elected members as Regional Chairs and Officers of the National Council, together with other volunteers sitting on internal committees and representing the Association on external Government and credit industry groups.

Without this time freely given, the Association would not have achieved the status it now enjoys.



## Mission Statement

The purpose of the Civil Court Users Association is to promote a better Court Service for our Members and all other court users, by liaison with and lobbying the Ministry of Justice and Her Majesty's Court Service and other relevant bodies.

We are established as the recognised litigation spokesman for the creditor sector and constantly aim to increase the range of our proactive radar for our Members on all that is happening in England and Wales.

We will canvass and represent our members views on a variety of subjects and ensure that our Members' interests are fairly and accurately taken into consideration when decisions are being made that affect them.

The CCUA will endeavour to promote a balanced and realistic picture of our industry by working openly with the money advice sector and other parties with a relevant interest in the work of the creditor sector. Our aim in this regard is mutual understanding and to attempt to counteract the negative press generated about debt collection.

The CCUA further aims to continue to work to bring together all relevant organisations within the industry on subjects of relevance to promote a united and cohesive front.

The CCUA is a non profit organisation run for the benefit of the membership, by representatives elected from the membership. The Association is involved across the litigation spectrum, including consumer and commercial, High Court and County, enforcement and insolvency.



## Benefits of Membership

- Membership of the only organisation lobbying solely on litigation matters within the credit industry. The Association remains focused on improving the service provided by the Courts for all Court Users.
- An ongoing liaison with the Ministry of Justice and Her Majesty's Court Service for an improved service for CCUA members and all other court users in the creditor sector. A new liaison group has also been set up with the Association of District Judges.
- Membership of a regional group of the Association which through regular local meetings provides an effective networking facility and an important opportunity for exchanging member's views and experiences.
- The CCUA website. [www.ccua.org.uk](http://www.ccua.org.uk) including Members only area containing news, events, regional homepages, documents, contacts and links.
- Half price industry publications deal with Credit Collections & Risk, Credit Management (The ICM magazine) and Credit Today magazines.




## credit collections & risk



*Empowering the credit profession*

CreditToday

- Annual Conference, which is the highlight of the Association's year and which offers Members the opportunity to meet and network with senior MoJ and HMCS Officers and other relevant guests.
- Discounted rate process serving - discounts from several companies of at least 10%.
- Regular newsletter providing updates about industry developments in the area of litigation.

-  CCUA has CPD accreditation from both the Law Society and ILEX to award CPD training points for attendance at events, including the National Conference and Regional Meetings.
-  Representation by Council members on MoJ Groups, OFT Liaison, Insolvency Service groups and Civil Justice Council committees.
-  The Association acts as the secretariat for the CCBC/CPC User Group and is therefore well placed to feedback important information to members.

## CCUA Members say...

... Regional meetings are the right frequency, gravity and humour. The content is always good.

... Early warnings are well timed and the extra communication regarding county courts is well received.

... I get what I expected when we joined, I only wish I had the time to contribute more.

... I find the regional meetings and the annual conference very valuable, not only for the networking but also for the updates on legislation, court processes, bankruptcy processes etc. & lobbying.

... The CCUA really lets us know what's going to happen in the industry and, better than that, help us to have an input into the decision making processes.

... The CCUA actually assisted us in solving a particular problem through their contacts, saving our company a huge amount of time and money. We would not wish to be without them.

# Membership Status

Applications for membership are self certified and each applicant should apply under one of the following category headings:

**Level 1** - Large or Multi Centre Organisations

**Level 2** - Multi staff organisations, other limited companies

**Level 3** - Sole Traders, Consultants and Individual members\*



Membership lists and levels will be published for member information. The Association retains the right to challenge the basis of any application and will approve or refuse the application based on that and other factors. Supporting information about the company or individual is required at the time of application, eg. company information pack, website address.



*\* Individual membership is normally only be available to those who cannot fit, or who are not employed by a company that fits, into any of the other categories. Individual membership will not be granted where a company eligible for standard or level one membership will be the main beneficiary of the membership through an individual.*

## What you need to know to join

Subscription rates, are laid out separately and are subject to annual review. When applying for membership, the membership belongs to the organisation, which acts through designated individual representatives. In the event that a representative leaves a Member company, it is vital for details of the new representative to be communicated to the Association.

When signing the Declaration, the applying company agrees to observe the rules and regulations of the Association set out in the Memorandum and Articles of the Association, which are available prior to signing the form on request and any company can revoke it's application during 14 days of approval.

Cancellation of membership must be received by the Operations Manager 1 month prior to the new year. i.e. The letter must be received by 30th November of the current year if a member wishes to resign for the next year. Otherwise, the following annual subscription is payable in full.



## WOULD YOU LIKE TO JOIN?

If there is an application form enclosed, please fill it out and post it to us with your cheque, made payable to the 'Civil Court Users Association'. If not, please ask for one by calling 0845 052 5336 or emailing [info@ccua.org.uk](mailto:info@ccua.org.uk)

All memberships are subject to council approval, after which you will receive an acknowledgement letter/email with a copy of the Association's Memorandum and Articles, possibly via a link to the website.

Your certificate will be posted out to you.

If you would simply like to know more about the CCUA, please contact us.

We do our best to communicate by email to save paper, so please always quote your email address.

We look forward to hearing from you

Regards

The National Council

Civil Court Users Association  
Warwick Enterprise Park and Conference Centre  
Wellesbourne  
Warwickshire  
CV35 9EF

Tel. 0845 052 5336  
Email. [info@ccua.org.uk](mailto:info@ccua.org.uk)

Abaydebt, Abbey National Litigation, Aktiv Kapital, Alliance & Leicester plc, Alpha Law, Andrew Wilson & Co., Anglian Water Services Ltd, Appleton Massey, AS Associates, Association Civil Enforcement Agencies, Bank of Scotland/HBOS, Banque PSA Finance, Barclays Bank plc, BDO Stoy Hayward LLP, Begbies Traynor, Bournemouth & West Hampshire Water, Brachers Solicitors, Bradford and Bingley Group, Bristow & Sutor, British Cheque Cashers Association, Browne Jacobson LLP, Burges Salmon, bware Legal Solutions Ltd, C W Harrison & Son, Cabot Financial (Europe) Ltd, CapQuest, CCSG, Cheshire Building Society, Chivers Easton Brown Solicitors, Clarke Willmott, Cobbetts LLP, Coltman Warner Cranston LLP, Commercial Collection Services Limited, Complete Credit Management, Consumer Credit Trade Association, County Court Solicitors Agents, Credit Services Association, Devon Investigations Ltd, Direct Auto Finance, Direct Legal & Collections, Drydens, DVLA, Echo Managed Services, Echo South West Ltd, Enforcement Services Association, EOS Solutions UK Plc, EquiDebt Ltd, European Collections & Investigations, Eversheds Solicitors, Fredrickson International Ltd, Geldards LLP, Geoffrey Parker Bourne, Green & Co RBS, Halliwells Clark, HFC HFGL Ltd, Enforcement C o u r t Officer - Bryan High Court Officers Association, HM Revenue & Customs, Howdens Joinery Ltd (MFI Group), HSBC Bank plc, I-many International Ltd, Institute of Credit Management, iQor Recovery Services Ltd, Irwin Mitchell, John Marston & Co, Kirklees Metropolitan Council, KPMG, Kudos Collections, Lester Aldridge LLP, Linetime Ltd, Link Financial Ltd, Lloyds TSB Asset Finance, Lloyds TSB Bank plc, Lloyds TSB Bank Plc, London House (Services) Ltd, London Scottish Bank PLC, Loop - Yorkshire Water Services, Lovetts plc, Lowell Financial, Moorcroft Debt Recovery Ltd, National Australia Bank Group, Nationwide Building Society, Nelsons, Northumbrian Water plc, Office Depot Int (UK) Ltd T/As Caveat Emptor, P&A Receivables Services PLC, Paragon Personal Finance Ltd, Philips Collection Services Ltd, Pricewaterhousecoopers LLP, Provident Financial Services, Redcats UK, Registry Trust Ltd, Roxburghe UK Ltd, Severn Trent Water Ltd, Shergroup, Shoosmiths, South West Collections, Stoke-On-Trent City Council, Student Loans Company Ltd, Target, The Connolly Partnership, The Credit Protection Association, The Lewis Group, Thomas Higgins & Co, Transcom Worldwide (uk) Ltd., Trethowans, United Utilities Customer Sales, Village Investigations T/As Vilcol, Walker Morris Solicitors, Wessex Water Services Ltd, Wragge & Co LLP, Wright Hassall & Co

[www.ccua.org.uk](http://www.ccua.org.uk)  
[info@ccua.org.uk](mailto:info@ccua.org.uk)

Solicitors -  
LLP, Harrison  
Bank plc,  
High Court  
Ltd, High  
Enforcement  
Constant,  
Enforcement