



The Intellectual Property Regulation Board (IPReg) Regulatory standards action plan progress

In June 2016 we published action plans that we had agreed with regulators, to address areas for improvement identified through our 2015/16 regulatory standards project. This report records progress made by IPReg against its [action plan](#), based on information provided at the end of March 2017.

We will monitor progress against the ongoing actions noted below under our new regulatory performance assessment process, which we anticipate will commence in 2018/19.

Overview

IPReg is making significant progress against its action plan. Its 2017 Business Plan includes a number of activities which should help to embed its risk framework and it will be important that these activities are undertaken and that the evidence from them contributes to strengthening of its approach.

Notable progress

- Issued news bulletin to registrants and published accessible key principles on public and client-facing area of website to reflect the findings of consumer research into client care letters, which was jointly commissioned by the approved regulators.
- Established a new website area dedicated to small business consumers.
- Adopted and published performance against key performance indicators for its admissions and authorisations functions.

Ongoing actions

- There has been some progress in rolling out and embedding IPReg's assurance policy (which sets out its approach to assessing risk), with its 2017 Business Plan providing for three risk-based thematic reviews. IPReg has committed to using the evidence gathered through such activities to review and strengthen its risk assessment framework. This work has a review date of January 2018.
- IPReg does not consider it appropriate to adopt KPIs for enforcement activities at this time. We would encourage IPReg to continue to consider the case for publishing enforcement KPIs, which would help to manage the expectations of consumers and those involved in enforcement proceedings.

Actions requiring collaboration across all regulators

There has been some positive progress on the all regulator actions, including:

- Jointly commissioned research into client care letters, which identified a number of recommendations for improving client engagement
- Progress on processes for information sharing between regulators
- Establishment of a cross-regulator risk forum.

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Progress on other all regulator actions has been slower than we had originally anticipated. However, we recognise that collaborative working across the regulators has focussed on responding to the recommendations in the CMA's market study, which was published after the action plans were agreed.