

LSB progress report

Intellectual Property Regulation Board (IPReg)

Date action plan was published: 29 June 2017

The action plan is published [here](#).

The LSB sufficiency assessment of action plan is published [here](#).

Progress Update: 16 October 2018

The action plan set out a number of commitments from IPReg. This update reviews its progress in delivering on these commitments. Where possible the information below has been drawn from the following key document:

- IPReg Consultation [document](#) 'Response to the recommendations of the CMA Legal Services Market Study Report'

IPReg has had an opportunity to update the LSB on its progress on any commitments in the action plan not covered by the publications above.

The commitments related to four different high-level outcomes relating to market transparency which LSB asked all frontline regulators to focus on in their action plans. This note sets out the status of each commitment under each outcome:

- 1) Action to deliver a step change in standards of transparency to help consumers (i) to understand the price and service they will receive, what redress is available and the regulatory status of their provider and (ii) to compare providers
 - **Completed:** IPReg published a consultation 'IPReg Consultation - response to the recommendations of the CMA Legal Services Market Study Report' in October 2017.
 - **In progress:** IPReg's action plan set out that it planned to deliver guidance in relation to price, service, redress and regulatory status, supported by guidance on implementation. The consultation included questions on this area. IPReg has informed us that it plans to commence a second stage of consultation in the autumn and aims to publish guidance in Spring 2019.
 - **Not started:** In relation to client care letters, IPReg's action plan included a commitment to issue additional guidance under Rule 10 to enhance transparency of costs to clients and potential clients. IPReg has informed us that client care letter requirements, and any

underpinning guidance, will be reviewed as part of the planned broader review of the IPReg regulatory arrangements.

- 2) Promotion of the use of independent feedback platforms to help consumers to understand the quality of the services offered by competing providers
 - No new commitments made under this category.
- 3) Facilitation of the development of a dynamic intermediary market through making data more accessible to comparison tools and other intermediaries.
 - No new commitments made under this category.
- 4) Making better information available to assist consumers when they are identifying their legal needs and the types of legal services providers (both regulated and unregulated) who can help them.
 - **In progress:** The legal regulators are working together to deliver a three-year plan to enhance the Legal Choices website and social media channels. The Legal Choices Governance Board and Steering Group are continuing to lead the work, informed by the Advisory Panel which includes 17 organisations from the consumer and not-for-profit sectors. The suppliers that have been appointed to deliver the plan's market research and digital design components delivered a two day 'ideation' workshop in June 2018, which is informing a detailed redesign and relaunch strategy for the website. This will be discussed with the legal regulators in the autumn. In the meantime the regulators are continuing with their schedule of new content for members of the public that focuses on priority areas of law, as well as topical articles, which is promoted by using the website's social media channels. So far in 2018 new articles have focused on holiday sickness claims, immigration work (connected to Windrush), cycling laws and divorce processes.
 - **In progress:** The regulators have taken some steps to assess the feasibility of a joint register, in particular working on a taxonomy of the data to be included in the register. Work to explore the feasibility of a single digital register is ongoing. As an interim step, regulators are working on opportunities to provide a better access point to the legal regulators' respective registers of regulated entities and individuals through the Legal Choices website.