



For Innovation

Facts and Figures 2004 - 2005





PATENT OFFICE

A DTI SERVICE

The Patent Office is an Executive Agency of DTI and is responsible for the national framework of Intellectual Property rights, comprising patents, designs, trade marks and copyright.

We manage an intellectual property system that stimulates innovation and creativity, balances the needs of consumers and users, promotes strong and competitive markets and is the foundation of the knowledge based economy.

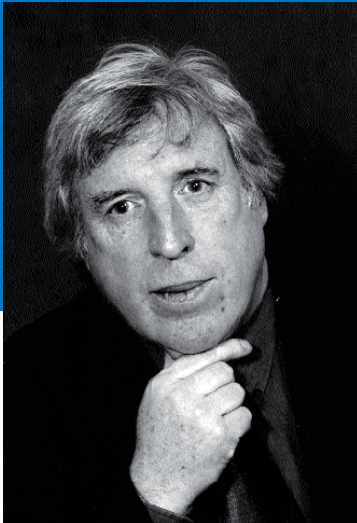
The DTI drives our ambition of "prosperity for all" by working to create the best environment for business success in the UK. We help people and companies become more productive by promoting enterprise, innovation and creativity.

We champion UK business at home and abroad. We invest heavily in world-class science and technology. We protect the rights of working people and consumers. And we stand up for fair and open markets in the UK, Europe and the world.

Facts and Figures 2004 - 2005

NOTE: All data and information contained within this publication is provided for indicative purposes only, and is not necessarily comprehensive. Whilst we have made every effort to ensure that the data is complete, we cannot accept any responsibility for any inaccuracies or omissions.

Chief Executive's Summary



This Facts and Figures booklet contains statistical data relating to patents, trade marks and designs for the year 2004. We have continued to present the data on a calendar basis to give our users information on annual trends and to allow comparisons to be made with the international organisations to which we contribute, who also record their business volume on a calendar year.

We have highlighted the number of patent, trade mark and design applications made in 2004 by applicants from countries around the world. This indicates the truly global source of applications. We have also shown the total number of patents and trade marks granted.

This year we have included details of our performance against our agency targets and our customer service standards for the financial year April 2004 to March 2005. Our performance targets focus on the core business activities of the Office and are agreed with Ministers at the beginning of each financial year. Our service standards are drawn up in consultation with customers and staff and cover the major transactions carried out by each operational area of the Office. We review these standards periodically to ensure we continue to provide improved delivery and high quality customer services.

A handwritten signature in black ink, consisting of a large, stylized 'R' followed by a horizontal line that ends in a small dot.

Ron Marchant

“we continue to provide improved delivery and high quality customer services”

2004 Highlights of the Year

28,223

patent applications were made to the UK Patent Office by applicants from countries around the world.



4,174

design applications for design registration were made to the UK Patent Office by applicants made from countries around the world in 2004.

61,931

trade mark applications were made to the UK Patent Office by applicants from countries around the world.



10,541

patents were granted in 2004 - the largest number of these being in the telecommunication area.

49,913

trade marks were granted in 2004 - the largest number of these being in the scientific, nautical and surveying and electrical apparatus and instruments (including wireless) area.

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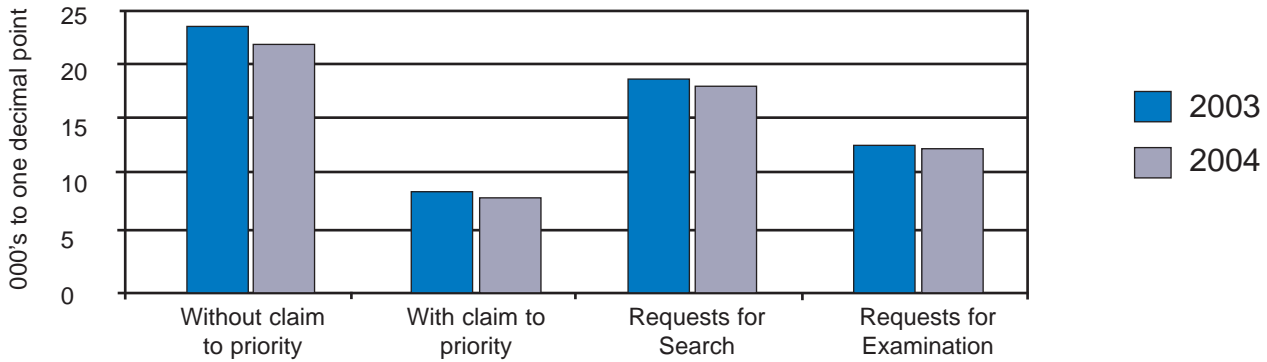
Our Year at a Glance



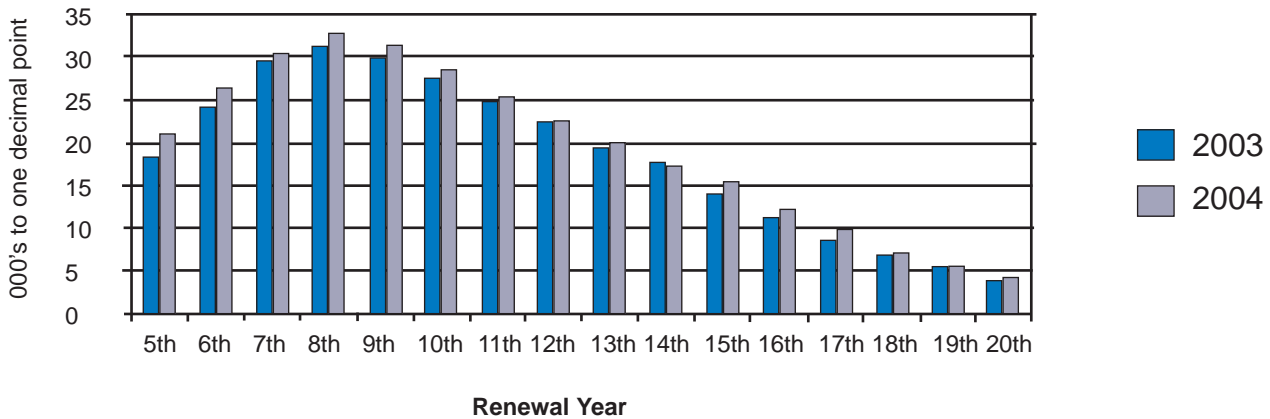
“Our performance targets focus on the core business activities of the Office”

Our Year at a Glance

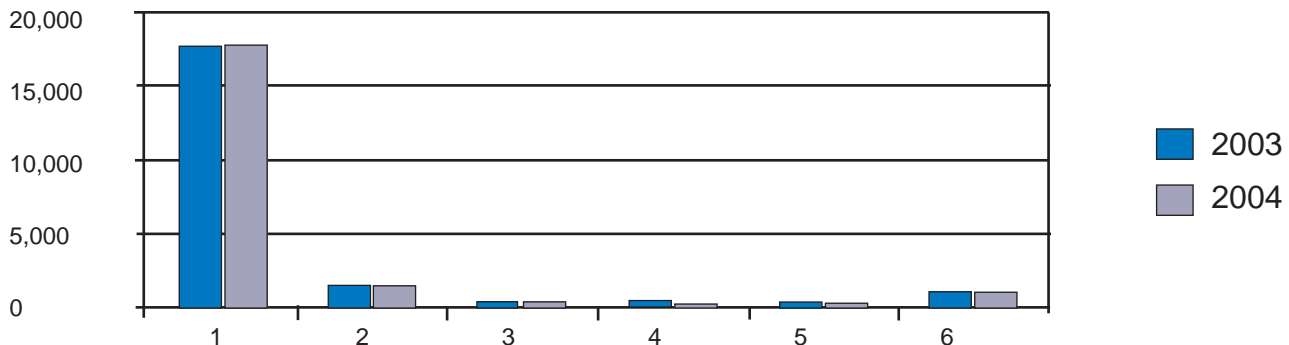
Requests for Grant for Search and Examination (Patents Act 1977)



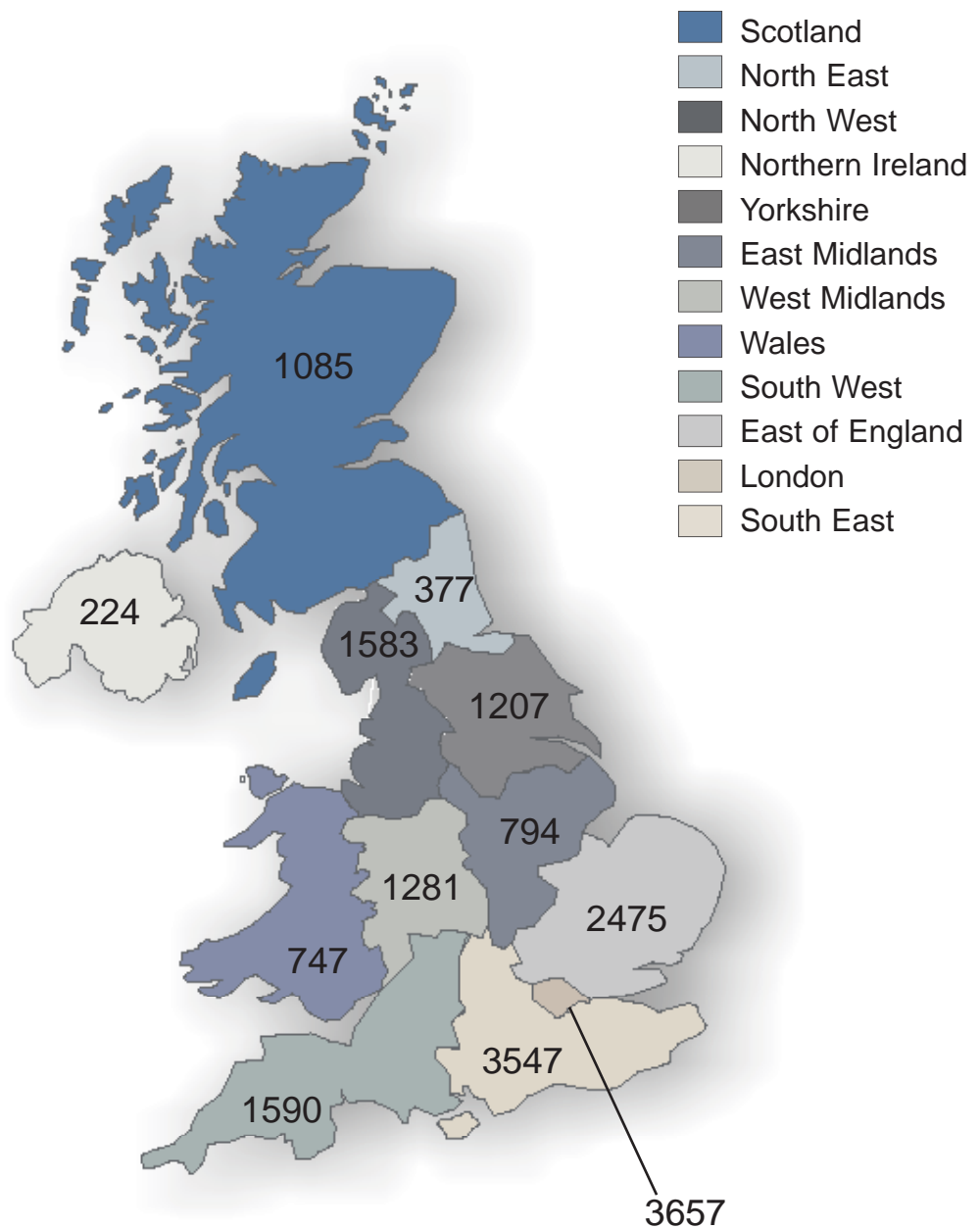
Patent Renewal Fees 2003 - 2004



Extensions of Period for Payment of Patent Renewal Fees

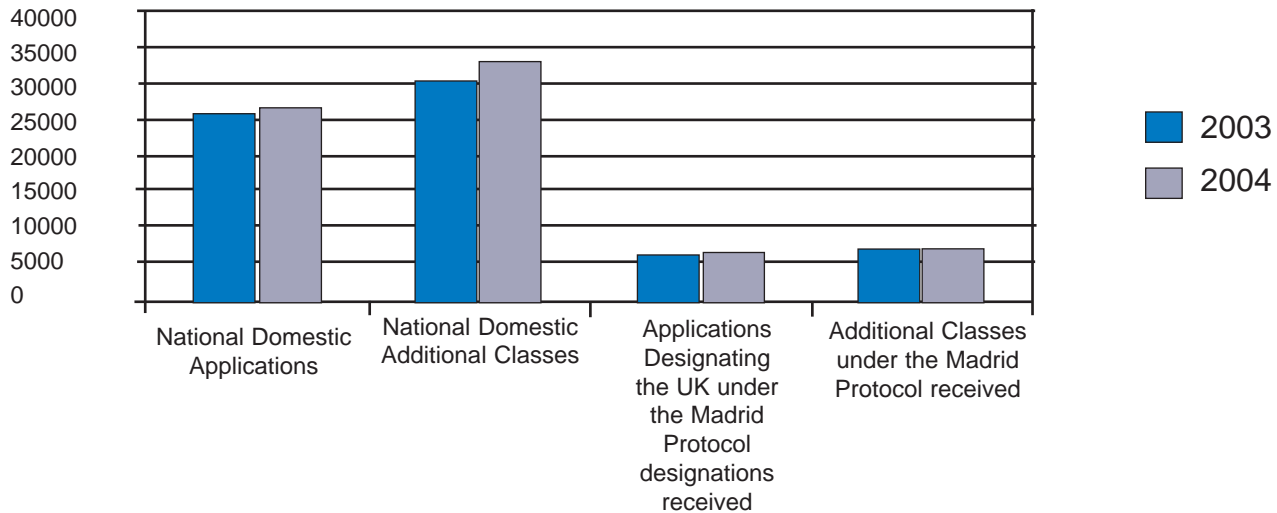


Patent Applications Filed by Region - 2004

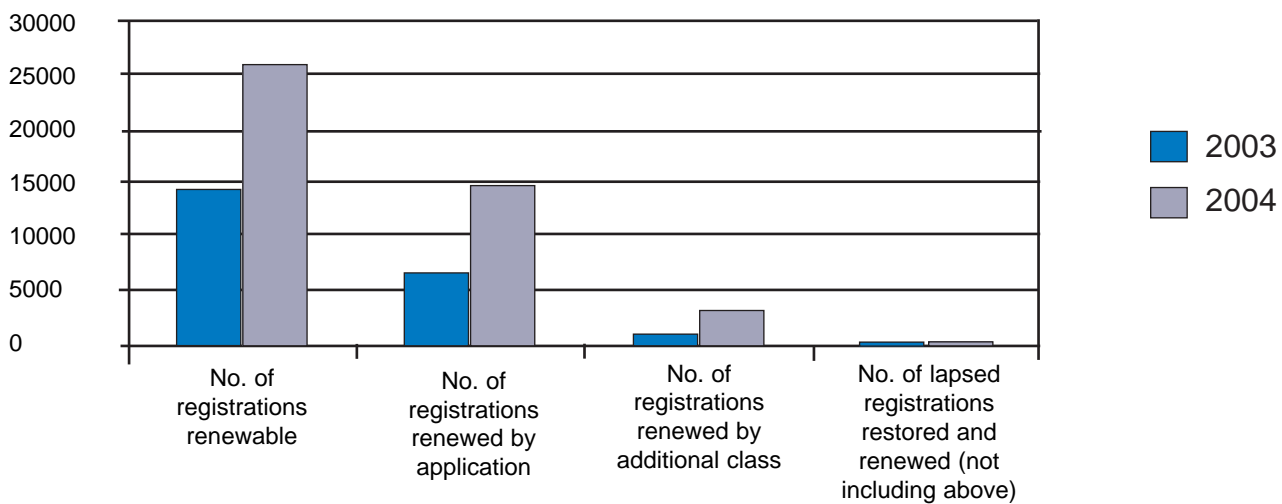


Our Year at a Glance

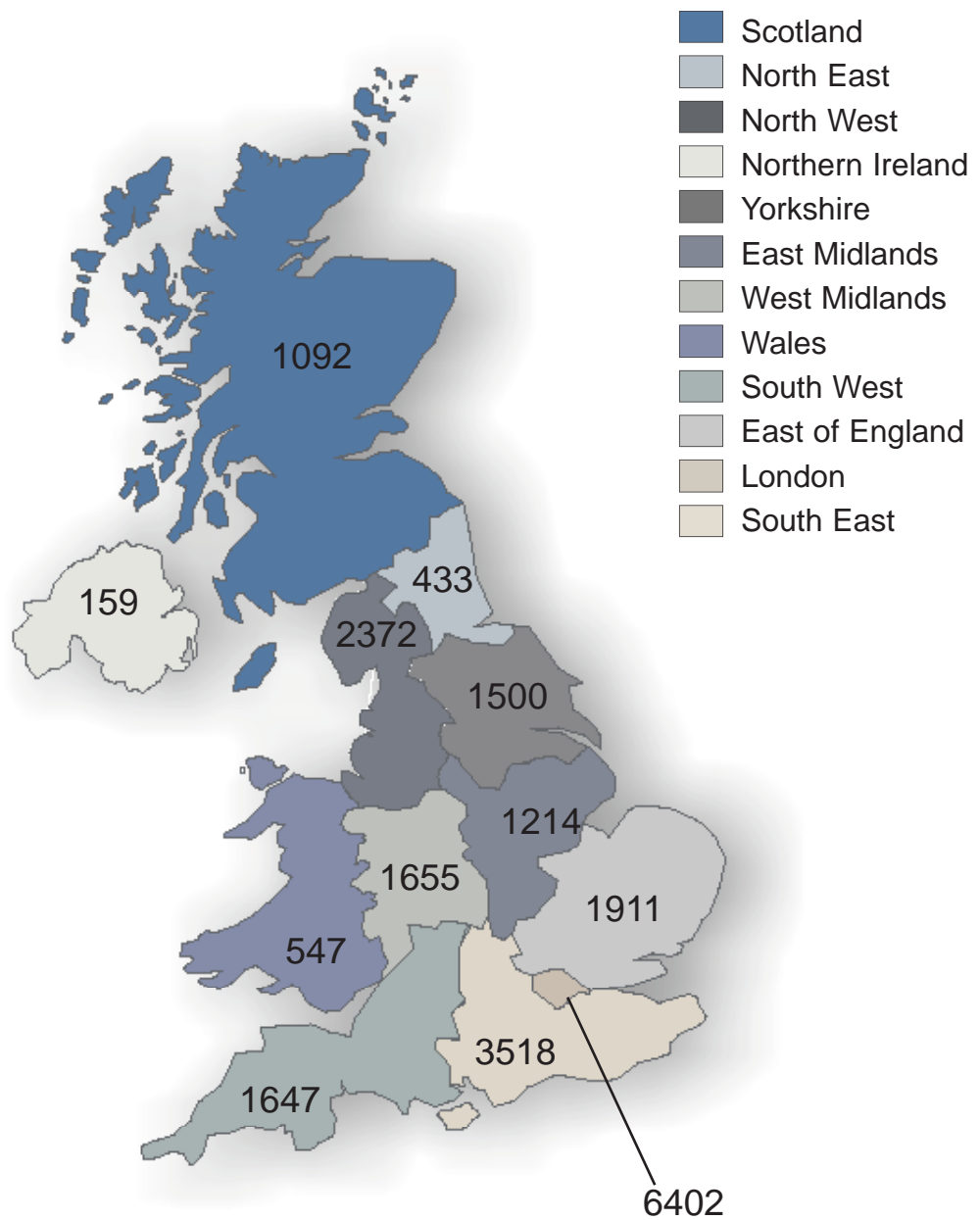
Trade Mark Applications 2003 - 2004



Maintenance of the Trade Marks Register

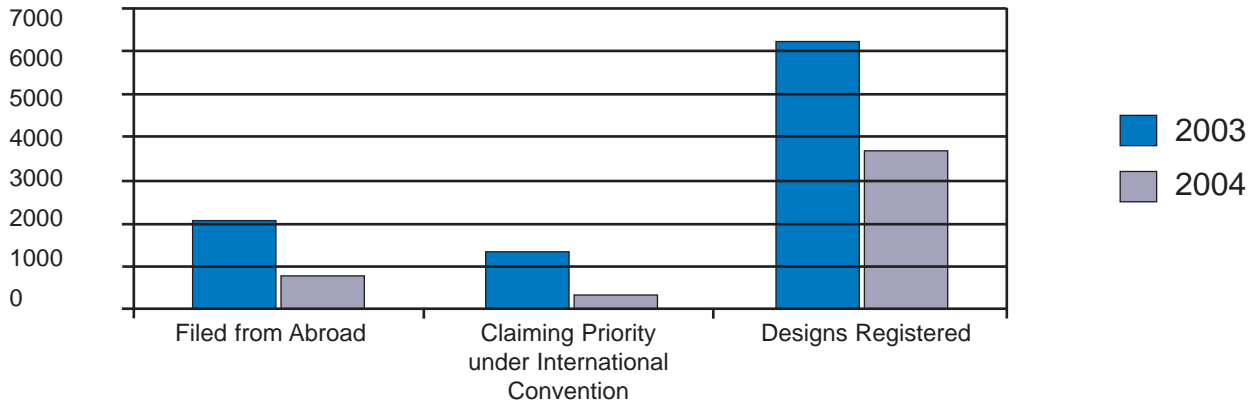


Trade Mark Applications Filed by Region - 2004

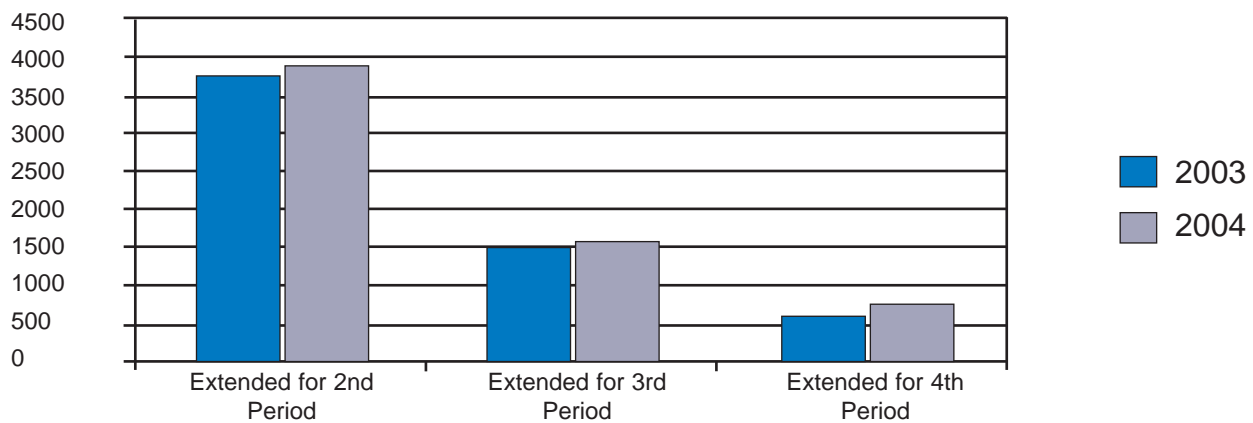


Our Year at a Glance

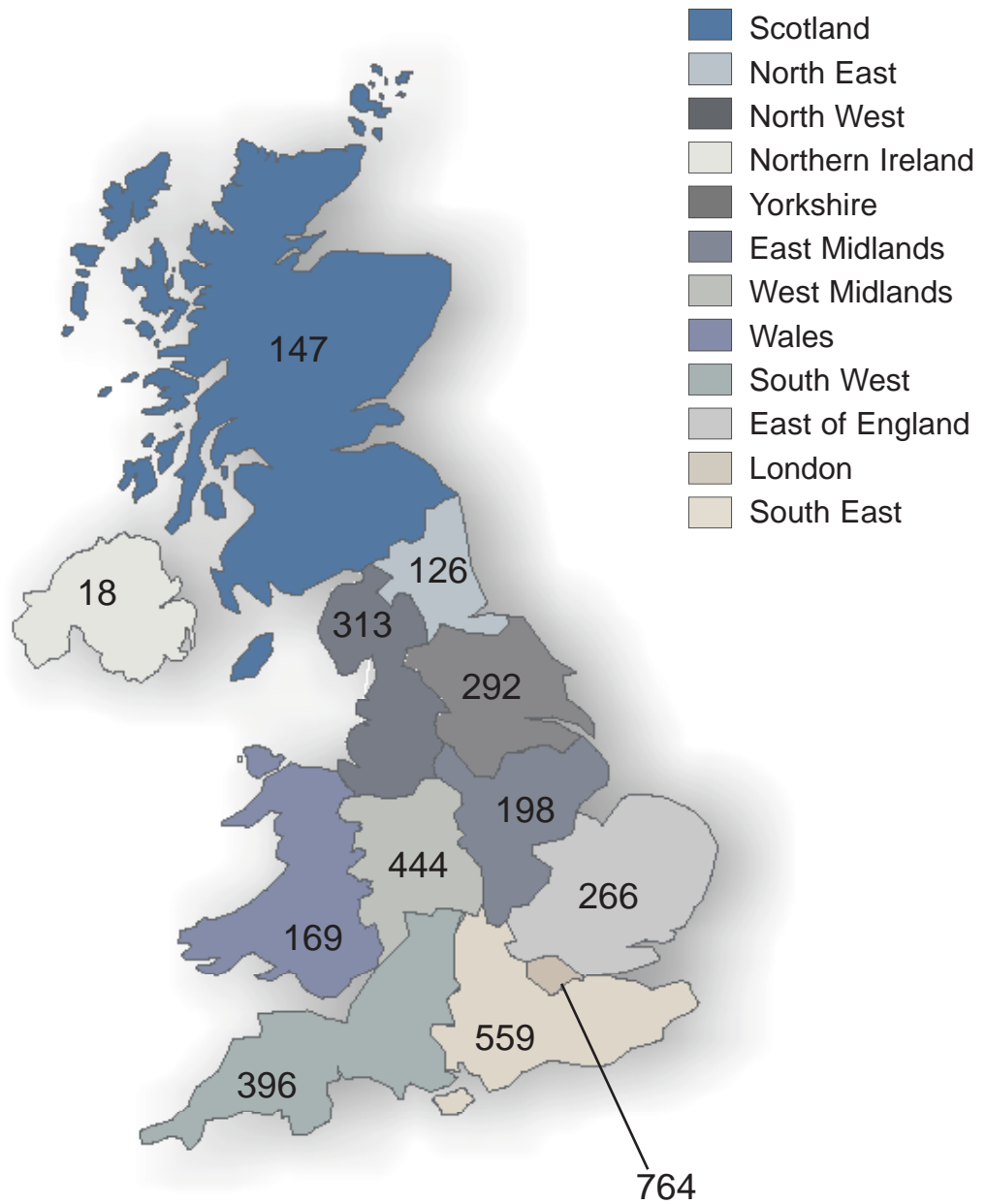
Design Applications and Registrations



Design Renewals



Design Applications Filed by Region - 2004



Facts and Figures 2004 - 2005



“This indicates the truly global source of applications”

Patents

1. Patent Applications Filed and Granted by Region*

| Region | Number of Applications Filed | | Number of Applications Granted | |
|-----------------------|------------------------------|---------------|--------------------------------|--------------|
| | 2003 | 2004 | 2003 | 2004 |
| East Midlands | 793 | 794 | 180 | 194 |
| East of England | 2,445 | 2,475 | 420 | 492 |
| London | 3,794 | 3,657 | 561 | 645 |
| North West | 1,731 | 1,583 | 326 | 274 |
| Northern Ireland | 217 | 224 | 13 | 18 |
| North East | 438 | 377 | 54 | 51 |
| Scotland | 1,220 | 1,085 | 183 | 162 |
| South East | 3,591 | 3,547 | 799 | 820 |
| South West | 1,948 | 1,590 | 355 | 350 |
| Wales | 841 | 747 | 117 | 116 |
| West Midlands | 1,395 | 1,281 | 360 | 332 |
| Yorkshire | 1,272 | 1,207 | 172 | 216 |
| Unmatched Postcodes** | 379 | 249 | 106 | 110 |
| Total | 20,064 | 18,816 | 3,646 | 3,780 |

* Patent applications for the first named applicant at the time of filing.

** Full address details not given at point of data capture.

2. Classification of Published Applications and Granted Patents by UK Classification Key*

| Division | Title | Applications Published | | Patents Granted | |
|----------|--|------------------------|-------|-----------------|------|
| | | 2003 | 2004 | 2003 | 2004 |
| A1 | Agriculture: animal husbandry | 155 | 182 | 152 | 130 |
| A2 | Food: tobacco | 71 | 80 | 44 | 42 |
| A3 | Apparel: footwear, jewellery | 130 | 104 | 69 | 72 |
| A4 | Furniture: household articles | 594 | 676 | 374 | 422 |
| A5 | Medicines: surgery | 469 | 506 | 253 | 407 |
| A6 | Entertainments | 325 | 326 | 164 | 212 |
| B1 | Physical and Chemical apparatus | 186 | 191 | 162 | 130 |
| B2 | Crushing: coating, separating | 106 | 129 | 121 | 91 |
| B3 | Metal working | 198 | 199 | 218 | 199 |
| B4 | Cutting: hand tools: radioactive handling | 88 | 123 | 77 | 46 |
| B5 | Working non-metals; presses | 203 | 188 | 161 | 168 |
| B6 | Stationery: printing: writing: decorating | 202 | 191 | 180 | 180 |
| B7 | Transport | 546 | 506 | 393 | 388 |
| B8 | Conveying: packing: load handling: hoisting: storing | 506 | 511 | 347 | 379 |
| C1 | Inorganic chemistry: glass: fertilizers: explosives | 108 | 123 | 91 | 66 |
| C2 | Organic chemistry | 125 | 90 | 74 | 134 |
| C3 | Macromolecular compounds | 210 | 172 | 158 | 166 |
| C4 | Dyes: paints: miscellaneous compositions | 32 | 66 | 40 | 44 |
| C5 | Fats: oils: waxes: petroleum: gas manufacture | 101 | 81 | 60 | 69 |
| C6 | Sugar: skins: microbiology: beverages | 24 | 32 | 15 | 27 |
| C7 | Metallurgy: electrolysis | 97 | 102 | 112 | 93 |
| D1 | Textiles: sewing: ropes | 94 | 67 | 81 | 73 |
| D2 | Paper | 7 | 3 | 5 | 5 |
| E1 | Civil engineering: building | 950 | 1,106 | 937 | 738 |
| E2 | Fastenings: operating doors | 224 | 292 | 190 | 181 |
| F1 | Prime movers: pumps | 287 | 365 | 209 | 280 |
| F2 | Machine elements | 659 | 604 | 532 | 648 |
| F3 | Armaments: projectiles | 38 | 40 | 44 | 58 |

Patents

2. Classification of Published Applications and Granted Patents by UK Classification Key* continued

| Division | Title | Applications Published | | Patents Granted | |
|--------------|--|------------------------|---------------|-----------------|---------------|
| | | 2003 | 2004 | 2003 | 2004 |
| F4 | Heating: cooling: drying: lighting | 334 | 326 | 195 | 198 |
| G1 | Measuring: testing | 723 | 856 | 586 | 653 |
| G2 | Optics: photography | 242 | 218 | 211 | 112 |
| G3 | Controlling: timing | 188 | 185 | 143 | 189 |
| G4 | Calculating: counting: checking: signalling: data handling | 1,532 | 1,434 | 747 | 991 |
| G5 | Advertising: education: music: recording | 306 | 284 | 222 | 213 |
| G6 | Nucleonics | 9 | 5 | 8 | 15 |
| H1 | Electric circuit elements: magnets | 689 | 597 | 470 | 521 |
| H2 | Electric power | 375 | 419 | 311 | 287 |
| H3 | Electronic circuits: radio receivers | 181 | 160 | 168 | 178 |
| H4 | Telecommunications | 1,733 | 1,423 | 1,405 | 1,700 |
| H5 | Miscellaneous electric techniques | 42 | 31 | 32 | 36 |
| Total | | 13,089 | 12,993 | 9,761 | 10,541 |

*Covers published applications originally filed under the UK Patents Act and the PCT.

3. Classification of Published Applications and Granted Patents by International Patent Classification (IPC)

| IPC Technical Unit | Title | Applications Published | | Patents Granted | |
|--------------------------|---|---------------------------|-------|--------------------|------|
| | | 2003 | 2004 | 2003 | 2004 |
| 01 | Agriculture; animal husbandry; forestry; fishing | 173 | 186 | 157 | 138 |
| 02 | Foodstuffs; tobacco | 89 | 95 | 53 | 54 |
| 03 | Apparel; footwear; jewellery; furniture; household articles | 630 | 717 | 381 | 414 |
| 04 | Health; surgery; amusement | 845 | 813 | 493 | 624 |
| 05 | Medical, dental or toilet preparations | 134 | 133 | 48 | 116 |
| 06 | Separating; cleaning; crushing; coating | 268 | 294 | 244 | 193 |
| 07 | Metal-working; machine tools | 145 | 147 | 175 | 146 |
| 08 | Hand tools; shaping; layered products | 349 | 371 | 275 | 264 |
| 09 | Printing; bookbinding; writing; decorating | 190 | 171 | 161 | 161 |
| 10 | Vehicles; transporting; conveying; packing; containers | 1,228 | 1,243 | 875 | 975 |
| 11 | Micro-structural technology; nano-technology | 7 | 2 | 1 | 1 |
| 12 | Inorganic chemistry; glass; fertilisers | 96 | 109 | 89 | 63 |
| 13 | Organic chemistry; biocides | 176 | 130 | 110 | 167 |
| 14 | Macromolecular compounds | 65 | 78 | 69 | 80 |
| 15 | Dyes; paints; oils; fats; petroleum; detergents | 152 | 155 | 132 | 118 |
| 16 | Microbiology; alcoholic beverages; sugar; skins | 94 | 94 | 46 | 84 |
| 17 | Metallurgy; electrolysis; crystal growth | 95 | 82 | 105 | 84 |
| 18 | Textiles; sewing; ropes | 96 | 73 | 79 | 67 |
| 19 | Paper | 29 | 22 | 16 | 23 |
| 20 | Building; civil engineering; locks | 657 | 788 | 597 | 508 |

Patents

3. Classification of Published Applications and Granted Patents by International Patent Classification (IPC) continued

| IPC Technical Unit | Title | Applications Published | | Patents Granted | |
|--------------------------|--|---------------------------|---------------|--------------------|---------------|
| | | 2003 | 2004 | 2003 | 2004 |
| 21 | Earth or rock drilling; mining | 469 | 610 | 514 | 393 |
| 22 | Engines; pumps; hydraulics; pneumatics | 405 | 433 | 282 | 373 |
| 23 | Engineering elements; storing gases; pipe-lines | 556 | 505 | 450 | 556 |
| 24 | Lighting; heating; cooling; drying; heat-exchange | 283 | 260 | 163 | 155 |
| 25 | Weapons; ammunition; blasting; explosives | 42 | 42 | 53 | 56 |
| 26 | Measuring; testing; optics; photography | 987 | 1,027 | 806 | 759 |
| 27 | Controlling; computing; timing; checking; signalling | 1,773 | 1,663 | 928 | 1,214 |
| 28 | Educating; advertising; music; recording | 381 | 346 | 297 | 275 |
| 29 | Nucleonics | 11 | 7 | 11 | 14 |
| 30 | Electric elements; electric power | 1,038 | 1,012 | 798 | 831 |
| 31 | Electronic circuitry; telecommunications | 1,626 | 1,385 | 1,353 | 1,635 |
| 32 | Others (unclassified) | - | - | - | - |
| Total | | 13,089 | 12,993 | 9,761 | 10,541 |

4. Supplementary Protection Certificates* : applications for medicinal products under Regulation (EEC) No 1768/92 and plant protection products under Regulation (EC) No 1610/96 for 2004

| SPC applications | Filed | Granted | Withdrawn | Rejected | Entered into force |
|---------------------------|-----------|-----------|-----------|----------|--------------------|
| Medicinal products | 36 | 19 | 1 | - | 35 |
| Plant protection products | 4 | 7 | - | - | 7 |
| Total | 40 | 26 | 1 | - | 42 |

*A supplementary protection certificate is intended to compensate a patent holder for the loss of effective protection that results from the time taken to obtain regulatory approval to place a product on the market as either a medicinal or plant protection product. A certificate takes effect at the end of the lawful term of the patent but does not extend the term of the patent itself. It extends the protection conferred by the patent only in respect of a product that is covered by an authorisation to place the product on the market as a corresponding medicinal or plant protection product.

Patents

5. Patents Granted 2003 and 2004 (Top 10)*

| 2003 | | | 2004 | |
|---------|-----------------------------|--------|-----------------------------|--------|
| Ranking | Organisation | Number | Organisation | Number |
| 1 | NEC | 209 | Hewlett Packard | 294 |
| 2 | Hewlett Packard | 196 | Visteon Global Technologies | 247 |
| 3 | Samsung | 177 | NEC | 234 |
| 4 | Schlumberger | 172 | Schlumberger | 200 |
| 5 | IBM | 171 | IBM | 169 |
| 6 | Baker Hughes | 120 | Samsung | 166 |
| 7 | Ericsson | 115 | Ford | 159 |
| 8 | Motorola | 113 | Ericsson | 132 |
| 9 | Visteon Global Technologies | 112 | Motorola | 127 |
| 10 | Ford | 100 | Intel | 107 |

*Top 10 companies who have had the most patents granted in any particular year.

6. GB Patents Granted 2004 (Top 50)*

| Ranking | Number | Organisation |
|---------|--------|-----------------------------|
| 1 | 294 | Hewlett Packard |
| 2 | 247 | Visteon Global Technologies |
| 3 | 234 | NEC |
| 4 | 200 | Schlumberger |
| 5 | 169 | IBM |
| 6 | 166 | Samsung |
| 7 | 159 | Ford |
| 8 | 132 | Ericsson |
| 9 | 127 | Motorola |
| 10 | 107 | Intel |
| 11 | 78 | Nokia |
| 12 | 77 | Bosch Gmbh |
| 13 | 68 | Kimberley Clark |
| 14 | 68 | Lear Corp |
| 15 | 64 | Baker Hughes |
| 16 | 63 | Matsushita |
| 17 | 61 | Roke Manor Research Ltd |
| 18 | 56 | Mitel |
| 19 | 55 | Rolls Royce |
| 20 | 54 | Fujitsu |
| 21 | 54 | Honda |
| 22 | 54 | Sun Microsystems |
| 23 | 53 | LG |
| 24 | 51 | Siemens |
| 25 | 50 | Hyundai |

Patents

6. GB Patents Granted 2004 (Top 50)* continued

| Ranking | Number | Organisation |
|---------|--------|---|
| 26 | 50 | Sony |
| 27 | 46 | Hynix Semiconductor Inc |
| 28 | 45 | Seagate Technology |
| 29 | 44 | Agilent Technologies |
| 30 | 44 | Mitsubishi |
| 31 | 43 | ABB Group |
| 32 | 43 | LUK Group |
| 33 | 42 | Callaway Golf |
| 34 | 42 | Smith International |
| 35 | 41 | Toshiba |
| 36 | 36 | Sagem |
| 37 | 33 | Halliburton Energy Services |
| 38 | 33 | Yazaki Corp |
| 39 | 32 | Caterpillar |
| 40 | 32 | Murata Manufacturing |
| 41 | 32 | Smiths Group |
| 42 | 30 | Zarlink Semiconductors |
| 43 | 28 | Spalding Sports World Wide |
| 44 | 27 | Bruker Gmbh |
| 45 | 27 | Chevron USA |
| 46 | 26 | UK Secretary for Defence |
| 47 | 25 | Arm Ltd |
| 48 | 25 | Fisher-Rosemount Systems |
| 49 | 24 | Ubinetics Ltd |
| 50 | 23 | Council of Scientific & Industrial Research (India) |

Notes: Figures were obtained from Derwent's World Patent Index database and do not include European patents designating GB.

*Top 50 companies who have had the most patents granted in any particular year.

7. Applications Made and Published, and Patents Granted, in 2003 and 2004, According to Country of Residence*

| | Applications Made | | Applications Published | | Patents Granted | |
|---------------------------------------|-------------------|--------|------------------------|-------|-----------------|-------|
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| United Kingdom | 20,064 | 18,816 | 5,708 | 5,778 | 3,646 | 3,780 |
| Channel Islands | 94 | 95 | 33 | 40 | 30 | 28 |
| Andorra | - | - | - | - | - | 1 |
| Antigua and Barbuda | - | 6 | - | - | - | - |
| Argentina | - | 1 | - | - | 1 | - |
| Aruba | - | 1 | - | - | - | - |
| Australia | 142 | 137 | 98 | 100 | 65 | 84 |
| Austria | 31 | 31 | 16 | 12 | 11 | 16 |
| Bahamas | 19 | 7 | 13 | 15 | 6 | 5 |
| Bahrain | - | 1 | - | - | - | 1 |
| Belgium | 235 | 253 | 37 | 20 | 15 | 16 |
| Belize | - | 3 | - | 1 | 1 | - |
| Bermuda | 4 | 2 | 2 | 3 | 2 | 2 |
| Brazil | 10 | 3 | 4 | 3 | 9 | 8 |
| British Virgin Islands | 231 | 209 | 180 | 226 | 138 | 168 |
| Brunei Darussalem | 1 | - | - | - | - | - |
| Bulgaria | 1 | 1 | - | 1 | - | - |
| Canada | 201 | 206 | 130 | 126 | 126 | 149 |
| Cayman Islands | 16 | 7 | 2 | 10 | 13 | 2 |
| China | 32 | 49 | 43 | 38 | 18 | 24 |
| Columbia | - | 1 | - | - | - | - |
| Cook Island | 1 | 1 | - | 1 | - | - |
| Croatia | 1 | 4 | - | 1 | - | 1 |
| Cyprus | 8 | 8 | 3 | 3 | 3 | 2 |
| Czech Republic | 1 | 5 | 1 | 1 | 2 | 2 |
| Czechoslovakia | 1 | 1 | 1 | - | - | - |
| Democratic People's Republic of Korea | - | - | - | - | 1 | 1 |
| Denmark | 83 | 89 | 31 | 20 | 32 | 31 |
| Dominican Republic | - | 2 | - | - | - | - |

Patents

7. Applications Made and Published, and Patents Granted, in 2003 and 2004, According to Country of Residence* continued

| | Applications Made | | Applications Published | | Patents Granted | |
|--------------------|-------------------|------|------------------------|------|-----------------|-------|
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Egypt | - | 2 | - | - | - | - |
| Estonia | 2 | 2 | - | 2 | - | - |
| Finland | 165 | 138 | 49 | 71 | 101 | 95 |
| France | 140 | 146 | 113 | 110 | 135 | 161 |
| Georgia | - | 3 | - | - | - | - |
| Germany | 545 | 545 | 442 | 408 | 465 | 490 |
| Ghana | - | 4 | - | - | - | 1 |
| Gibraltar | 26 | 11 | 7 | 6 | 3 | 5 |
| Greece | 3 | 4 | - | - | - | - |
| Guatemala | - | - | 1 | - | - | - |
| Hong Kong | 138 | 118 | 109 | 112 | 51 | 62 |
| Hungary | - | 1 | 1 | 1 | 1 | 1 |
| Iceland | - | 1 | - | - | 1 | 1 |
| India | 47 | 39 | 43 | 38 | 19 | 34 |
| Indonesia | 1 | 2 | - | 2 | - | - |
| Iran | - | 2 | - | - | 1 | 1 |
| Iraq | - | 1 | - | - | - | - |
| Irish Republic | 164 | 251 | 80 | 107 | 109 | 95 |
| Isle of Man | 60 | 51 | 14 | 28 | 16 | 22 |
| Israel | 43 | 64 | 36 | 29 | 35 | 43 |
| Italy | 87 | 107 | 47 | 42 | 42 | 40 |
| Jamaica | - | - | - | - | - | 1 |
| Japan | 957 | 807 | 1,040 | 938 | 1,104 | 1,101 |
| Jordan | 1 | - | - | - | - | 1 |
| Kenya | - | 2 | - | - | - | - |
| Korea, Republic of | 265 | 280 | 327 | 268 | 318 | 334 |
| Kuwait | 1 | 3 | 1 | - | 1 | - |
| Kyrgystan | - | 1 | - | - | - | - |
| Lebanon | 2 | 4 | - | 1 | 1 | - |

| | Applications Made | | Applications Published | | Patents Granted | |
|-----------------------------|-------------------|------|------------------------|------|-----------------|------|
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Liechtenstein | 7 | 8 | 16 | 2 | 3 | 7 |
| Lithuania | 1 | - | - | - | - | - |
| Luxembourg | 2 | 16 | 3 | 3 | 1 | 3 |
| Malaysia | 13 | 13 | 13 | 16 | 9 | 8 |
| Malta | 5 | 1 | 2 | 4 | 2 | 1 |
| Mauritius | 4 | 6 | - | - | - | - |
| Mexico | - | 2 | - | 1 | 1 | - |
| Monaco | 3 | - | 2 | - | - | 2 |
| Morocco | 1 | - | - | - | - | - |
| Nauru | 1 | - | - | - | - | - |
| Netherlands | 416 | 424 | 113 | 94 | 71 | 54 |
| Netherlands Antilles | 2 | 2 | 5 | 6 | 5 | 9 |
| New Zealand | 29 | 36 | 24 | 33 | 29 | 26 |
| Niger | - | - | 2 | - | - | - |
| Nigeria | 1 | 3 | 1 | - | - | - |
| Norway | 141 | 172 | 57 | 79 | 55 | 48 |
| Pakistan | - | - | - | - | - | 1 |
| Panama | 2 | 9 | 2 | - | 1 | - |
| Papua New Guinea | 2 | - | - | - | 1 | - |
| Philippines | - | 1 | - | 1 | 1 | - |
| Poland | - | 5 | - | 2 | - | - |
| Portugal | 2 | 4 | 4 | 4 | 1 | - |
| Puerto Rico | - | 1 | - | - | - | - |
| Qatar | - | - | - | - | - | 1 |
| Russian Federation | 12 | 9 | 6 | 6 | 8 | 5 |
| Saudi Arabia | 2 | 8 | 2 | - | - | - |
| St Kitts & Nevis | 1 | 2 | - | - | - | - |
| St Vincent & the Grenadines | - | 4 | - | - | - | - |
| Seychelles | 1 | 6 | - | - | - | - |

Patents

7. Applications Made and Published, and Patents Granted, in 2003 and 2004, According to Country of Residence* continued

| | Applications Made | | Applications Published | | Patents Granted | |
|-----------------------------|-------------------|---------------|------------------------|---------------|-----------------|---------------|
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Singapore | 34 | 38 | 42 | 29 | 24 | 20 |
| Slovakia | - | - | - | - | 1 | - |
| Slovenia, Republic of | 1 | - | 1 | - | - | 1 |
| South Africa | 30 | 29 | 24 | 25 | 16 | 24 |
| Soviet Union | - | - | 1 | - | - | - |
| Spain | 62 | 44 | 16 | 23 | 17 | 8 |
| Sri Lanka | 2 | 2 | - | 1 | - | - |
| Sweden | 399 | 291 | 152 | 159 | 169 | 194 |
| Switzerland | 480 | 480 | 90 | 104 | 80 | 68 |
| Syria | - | 2 | - | - | - | - |
| Taiwan | 502 | 461 | 591 | 487 | 258 | 291 |
| Thailand | 6 | 8 | 2 | 4 | - | 1 |
| Trinidad & Tobago | 6 | 5 | - | - | - | - |
| Turkey | 5 | 3 | 2 | 3 | 2 | 2 |
| Turks & Caicos | - | 1 | 2 | - | 1 | - |
| Ukraine | 8 | 1 | 1 | 1 | 4 | 2 |
| United Arab Emirates | 2 | 6 | 1 | 2 | 1 | 2 |
| United Republic of Tanzania | 1 | 1 | - | - | - | - |
| Uruguay | 1 | - | 1 | 1 | - | - |
| USA | 3,825 | 3,591 | 3,298 | 3,340 | 2,476 | 2,954 |
| Venezuela | - | - | 1 | - | 2 | - |
| Western Samoa | - | 2 | - | - | - | - |
| Yugoslavia | - | - | - | 1 | - | - |
| Total | 29,835 | 28,223 | 13,089 | 12,993 | 9,761 | 10,541 |

*Country of residence of first named applicant.

8. Requests for Grant for Search and Examination (Patents Act 1977)

000's to one decimal point

| | Without claim to priority | With claim to priority | Total | Requests for search | Requests for Examination |
|------|---------------------------|------------------------|-------|---------------------|--------------------------|
| 2003 | 21.9 | 7.9 | 29.8 | 17.6 | 12.0 |
| 2004 | 20.6 | 7.6 | 28.2 | 17.1 | 11.7 |

9. Number of Patent Renewal Fees Paid 2003-2004

000's to one decimal point

| | 5th year | 6th year | 7th year | 8th year | 9th year | 10th year | 11th year | 12th year | 13th year | 14th year | 15th year | 16th year | 17th year | 18th year | 19th year | 20th year |
|------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2003 | 18.8 | 24.8 | 30.1 | 31.7 | 30.5 | 28.1 | 25.2 | 22.8 | 20.2 | 18.3 | 14.6 | 12.0 | 9.2 | 7.5 | 6.2 | 4.5 |
| 2004 | 21.5 | 27.0 | 31.0 | 33.3 | 32.0 | 29.1 | 25.9 | 23.0 | 20.5 | 17.9 | 16.1 | 12.7 | 10.3 | 7.8 | 6.2 | 4.8 |

10. European Patents (UK) (included in table above)

000's to one decimal point

| | 5th year | 6th year | 7th year | 8th year | 9th year | 10th year | 11th year | 12th year | 13th year | 14th year | 15th year | 16th year | 17th year | 18th year | 19th year | 20th year |
|------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2003 | 11.1 | 17.6 | 23.1 | 25.6 | 25.4 | 23.8 | 21.6 | 19.3 | 17.2 | 15.7 | 12.1 | 9.7 | 7.1 | 5.6 | 4.2 | 2.9 |
| 2004 | 13.4 | 19.7 | 24.6 | 27.0 | 27.0 | 24.7 | 22.1 | 19.8 | 17.4 | 15.3 | 13.8 | 10.5 | 8.3 | 6.0 | 4.7 | 3.3 |

11. Extensions of Period for Payment of Patent Renewal Fees

| | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | Total |
|------|---------|----------|----------|----------|----------|----------|--------|
| 2003 | 18,095 | 1,802 | 686 | 465 | 487 | 1,349 | 22,884 |
| 2004 | 18,061 | 1,783 | 708 | 445 | 446 | 1,358 | 22,801 |

12. European Patents (UK) (included in table above)

| | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | Total |
|------|---------|----------|----------|----------|----------|----------|--------|
| 2003 | 13,966 | 1,169 | 471 | 326 | 375 | 1,067 | 17,374 |
| 2004 | 14,051 | 1,210 | 505 | 319 | 337 | 1,067 | 17,489 |

Trade Marks

1. Trade Mark Applications Filed and Registered by Region

| Region | Number of Applications Filed | | Number of Applications Registered | |
|------------------|------------------------------|---------------|-----------------------------------|---------------|
| | 2003 | 2004 | 2003 | 2004 |
| East Midlands | 2,228 | 1,214 | 1,657 | 1,006 |
| East of England | 3,393 | 1,911 | 2,720 | 1,453 |
| London | 1,600 | 6,402 | 1,254 | 4,921 |
| North East | 561 | 433 | 349 | 337 |
| North West | 1,451 | 2,372 | 1,059 | 1,819 |
| Northern Ireland | 171 | 159 | 120 | 133 |
| Scotland | 915 | 1,092 | 812 | 921 |
| South East | 6,044 | 3,518 | 4,983 | 2,718 |
| South West | 1,444 | 1,647 | 1,142 | 1,271 |
| Wales | 564 | 547 | 428 | 420 |
| West Midlands | 1,185 | 1,655 | 1,049 | 1,311 |
| Yorkshire | 1,704 | 1,500 | 1,350 | 1,316 |
| Total | 21,260 | 22,450 | 16,923 | 17,626 |

2. Classification of Trade Marks for Goods and Services Published and Registered in 2003 and 2004

| Class | Classification of Goods | UK Published* | | UK Registered | | Madrid Published* | | Madrid Registered | |
|-------|--|------------------|-------|---------------|-------|----------------------|-------|----------------------|-------|
| | | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| 1 | Chemical products used in industry, science etc | 466 | 511 | 494 | 457 | 388 | 457 | 418 | 418 |
| 2 | Paints, varnishes, lacquers etc | 280 | 305 | 314 | 324 | 122 | 149 | 138 | 129 |
| 3 | Cleaning preparations, soaps, perfumes etc | 1,236 | 1,548 | 1,292 | 1,340 | 633 | 693 | 662 | 646 |
| 4 | Industrial oils and greases, candles, tapers etc | 239 | 296 | 235 | 266 | 91 | 101 | 94 | 101 |
| 5 | Pharmaceutical, veterinary and sanitary substances, infants' and invalids' foods etc | 1,370 | 1,593 | 1,398 | 1,411 | 847 | 776 | 889 | 752 |
| 6 | Unwrought and partly wrought common metals etc | 591 | 736 | 611 | 679 | 315 | 326 | 328 | 306 |
| 7 | Machines and machine tools, motors (except for vehicles) etc | 629 | 639 | 608 | 661 | 477 | 469 | 521 | 441 |
| 8 | Hand tools and instruments; cutlery, forks and spoons; side-arms | 314 | 411 | 320 | 363 | 159 | 153 | 179 | 154 |
| 9 | Scientific, nautical and surveying and electrical apparatus and instruments (including wireless etc) | 4,443 | 5,035 | 4,604 | 4,708 | 1,321 | 1,382 | 1,427 | 1,283 |
| 10 | Surgical, medical, dental and veterinary instruments and apparatus | 513 | 622 | 512 | 585 | 357 | 361 | 354 | 361 |
| 11 | Installations for lighting, cooking etc | 878 | 959 | 877 | 972 | 423 | 463 | 419 | 438 |
| 12 | Vehicles: apparatus for locomotion by land air or water | 593 | 646 | 550 | 661 | 403 | 418 | 422 | 411 |
| 13 | Firearms, ammunition etc | 37 | 39 | 25 | 54 | 32 | 28 | 35 | 27 |
| 14 | Precious metals and their alloys etc | 587 | 807 | 609 | 683 | 312 | 316 | 344 | 272 |
| 15 | Musical instruments (other than talking machines and wireless apparatus) | 59 | 68 | 59 | 75 | 31 | 27 | 37 | 26 |
| 16 | Paper and paper articles, stationery, office requisites etc | 3,339 | 3,898 | 3,503 | 3,628 | 657 | 684 | 698 | 682 |
| 17 | Gutta-percha, indiarubber etc | 231 | 317 | 260 | 291 | 211 | 251 | 207 | 234 |
| 18 | Leather, skins, umbrellas, harness etc | 819 | 1,114 | 829 | 966 | 341 | 347 | 362 | 319 |

Trade Marks

2. Classification of Trade Marks for Goods and Services Published and Registered in 2003 and 2004 continued

| Class | Classification of Goods | UK Published* | | UK Registered | | Madrid Published* | | Madrid Registered | |
|-------|--|------------------|-------|------------------|-------|----------------------|------|----------------------|------|
| | | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| 19 | Building materials, road making materials etc | 601 | 780 | 615 | 744 | 250 | 261 | 274 | 249 |
| 20 | Furniture, articles of wood, cork etc | 815 | 956 | 830 | 873 | 365 | 323 | 388 | 304 |
| 21 | Small domestic utensils and containers (not precious metal) glassware etc | 792 | 1,028 | 857 | 900 | 257 | 271 | 285 | 244 |
| 22 | Rope, string, nets, tents, raw fibrous textile materials etc | 112 | 151 | 101 | 130 | 82 | 72 | 86 | 69 |
| 23 | Yarns; threads | 38 | 49 | 35 | 49 | 48 | 54 | 42 | 54 |
| 24 | Tissues (piece goods) bed and table covers etc | 532 | 653 | 527 | 585 | 202 | 243 | 211 | 227 |
| 25 | Clothing including boots, shoes and slippers | 2,479 | 2,974 | 2,502 | 2,728 | 755 | 847 | 763 | 784 |
| 26 | Lace and embroidery; ribbons and braids; artificial flowers etc | 250 | 319 | 251 | 271 | 71 | 59 | 72 | 59 |
| 27 | Carpets, rugs etc | 212 | 238 | 213 | 223 | 84 | 79 | 89 | 78 |
| 28 | Games etc | 1,321 | 1,705 | 1,360 | 1,494 | 353 | 329 | 380 | 328 |
| 29 | Meat, fish, poultry and game; meat extracts etc | 1,057 | 1,175 | 1,071 | 1,111 | 487 | 381 | 431 | 443 |
| 30 | Coffee, tea, cocoa, sugar, rice etc | 1,319 | 1,560 | 1,379 | 1,444 | 545 | 495 | 510 | 548 |
| 31 | Agricultural, horticultural and forestry products, fresh fruits etc | 395 | 513 | 401 | 484 | 250 | 231 | 240 | 244 |
| 32 | Beer, ale, porter, mineral and aerated waters etc | 764 | 938 | 759 | 814 | 324 | 305 | 321 | 313 |
| 33 | Wines, spirits and liqueurs | 873 | 944 | 875 | 858 | 362 | 380 | 352 | 393 |
| 34 | Tobacco, raw or manufactured; smokers' articles, matches | 142 | 197 | 152 | 176 | 122 | 99 | 130 | 104 |
| 35 | Advertising; business management; business administration etc | 3,507 | 4,041 | 3,711 | 3,770 | 756 | 733 | 861 | 696 |
| 36 | Insurance; financial affairs; monetary affairs etc | 1,902 | 2,209 | 2,055 | 1,975 | 358 | 326 | 387 | 317 |
| 37 | Building; construction, repair; installation services | 1,156 | 1,351 | 1,208 | 1,264 | 346 | 345 | 391 | 330 |
| 38 | Telecommunications | 1,170 | 1,363 | 1,275 | 1,283 | 394 | 373 | 460 | 382 |

| Class | Classification of Goods | UK Published* | | UK Registered | | Madrid Published* | | Madrid Registered | |
|--------------|---|------------------|---------------|------------------|---------------|----------------------|---------------|----------------------|---------------|
| | | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| 39 | Transportation, packaging and storage | 924 | 1,152 | 985 | 1,034 | 275 | 275 | 317 | 267 |
| 40 | Treatment of material | 325 | 428 | 357 | 377 | 176 | 145 | 175 | 155 |
| 41 | Education; entertainment; sporting and cultural applications | 3,645 | 4,113 | 3,740 | 3,845 | 540 | 544 | 612 | 505 |
| 42 | Scientific and technological services and research and design relating thereto; industrial analysis and research services; design and development of computer hardware and software; legal services | 2,653 | 2,917 | 2,860 | 2,837 | 841 | 805 | 972 | 787 |
| 43 | Services for providing food or drink; temporary accommodation | 1,205 | 1,419 | 1,121 | 1,330 | 190 | 172 | 177 | 172 |
| 44 | Medical services; veterinary services, hygienic and beauty care for human beings or animals; agriculture, horticulture and forestry services | 681 | 901 | 675 | 807 | 136 | 163 | 151 | 158 |
| 45 | Personal and social services rendered by others to meet the needs of individuals; security services for the protection of property and individuals | 346 | 453 | 317 | 383 | 48 | 55 | 45 | 52 |
| Total | | 45,840 | 54,071 | 47,332 | 49,913 | 15,737 | 15,766 | 16,656 | 15,262 |

*Following examination for registrability a mark is published for opposition purposes in the Trade Marks Journal (a third party has a period of 3 months in which to object to or oppose the registration). Where a mark is not opposed it is automatically registered at the expiry date of the opposition period.

Trade Marks

3. Trade Marks Registered 2003 and 2004 (Top 10)*

| Ranking | 2003 | | 2004 | |
|---------|---|--------|----------------------------------|--------|
| | Organisation | Number | Organisation | Number |
| 1 | Glaxo Group Ltd | 118 | Glaxo Group Ltd | 150 |
| 2 | Unilever Plc | 104 | Unilever Plc | 93 |
| 3 | National Lottery Commission | 87 | Bristol Myers Squibb Company | 88 |
| 4 | British Telecommunications Plc | 82 | Imperial Chemical Industries Plc | 78 |
| 5 | Imperial Chemical Industries Plc | 80 | Johnson & Johnson | 65 |
| 6 | Westwood Consulting and Licensing | 59 | National Lottery Commission | 62 |
| 7 | Embraer Empresa Brasileira de Aeronautica | 58 | British Telecommunications Plc | 60 |
| 8 | Boots Company Plc | 46 | Reckitt Benckiser UK Ltd | 44 |
| 9 | GlaxoSmithKline Biological SSA | 42 | Pfizer Products Inc | 43 |
| 10 | Avon Products Inc | 40 | Western Wines Ltd | 42 |

*Top 10 companies who have had the most trade marks granted in any particular year.

4. Trade Marks Registered 2004 (Top 50)*

| Ranking | Number | Organisation | Ranking | Number | Organisation |
|---------|--------|-------------------------------------|---------|--------|-------------------------------------|
| 1 | 150 | Glaxo Group Ltd | 26 | 29 | Proctor and Gamble Co |
| 2 | 93 | Unilever Plc | 27 | 28 | Boots Company Plc |
| 3 | 88 | Bristol Myers Squibb Company | 28 | 28 | Fox International Group Ltd |
| 4 | 78 | Imperial Chemical Industries Plc | 29 | 28 | Rajendra Patel |
| 5 | 65 | Johnson & Johnson | 30 | 28 | Vax Ltd |
| 6 | 62 | National Lottery Commission | 31 | 27 | Emap Consumer Media Ltd |
| 7 | 60 | British Telecommunications Plc | 32 | 25 | Multibrands International Ltd |
| 8 | 44 | Reckitt Benckiser UK Ltd | 33 | 25 | United Biscuits UK Ltd |
| 9 | 43 | Pfizer Products Inc | 34 | 24 | Lloyds TSB Bank Plc |
| 10 | 42 | Western Wines Ltd | 35 | 24 | Nisa Todays Holdings Ltd |
| 11 | 41 | Biocare Ltd | 36 | 23 | Aggregate Industries UK Ltd |
| 12 | 40 | Marks & Spencer Plc | 37 | 23 | Fairways Group UK Ltd |
| 13 | 39 | General Alliance Ltd | 38 | 23 | Goodman Fielder Consumer Foods Pty |
| 14 | 38 | Aldi Stores Ltd | 39 | 23 | Jacobs Bakery Ltd |
| 15 | 38 | Chartered Insurance Institute | 40 | 22 | Castrol Ltd |
| 16 | 38 | Societe des Produits Nestle SA | 41 | 22 | J Sainsbury Plc |
| 17 | 37 | J & P Coates Ltd | 42 | 22 | Nippon Denki Kabushiki Kaisha Necc |
| 18 | 37 | Royal Bank of Scotland Group Plc | 43 | 21 | British American Tobacco Brands Ltd |
| 19 | 36 | Otwo Ltd | 44 | 21 | Coca Cola Company |
| 20 | 34 | Beecham Group Plc | 45 | 21 | Conair Group Ltd |
| 21 | 33 | Sony Ericsson Mobile Communications | 46 | 21 | Littlewoods Ltd |
| 22 | 30 | Freemantle Media Ltd | 47 | 20 | British Sky Broadcasting Group Plc |
| 23 | 30 | Neolab Ltd | 48 | 20 | Gallaher Ltd |
| 24 | 29 | British Broadcasting Corporation | 49 | 20 | Gamma Projects Ltd |
| 25 | 29 | Diageo North America Inc | 50 | 20 | Ixl Pharma Ltd |

*Top 50 companies who have had the most trade marks granted in any particular year.

Trade Marks

5. Applications for Trade Marks

| | 2003 | 2004 |
|--|--------|--------|
| National/Domestic applications filed during the year (a) | | |
| - trade marks | | |
| - service marks | | |
| Applications filed during the year (a) | 26,524 | 27,839 |
| Additional classes filed during the year | 31,846 | 34,092 |
| Applications designating the UK under the Madrid Protocol (b) | | |
| Designations received during the year | 7,220 | 7,797 |
| Additional classes received during the year | 8,905 | 8,376 |

(a) Since the implementation of the new Trade Marks Act on 31 October 1994 applicants have been able to file an application (multi-class application) covering more than one class of goods or services.

(b) The UK joined the Madrid Protocol in April 1996. Since then, a holder of a Trade Marks registration in another country (which is a member of the Protocol) can apply through the World Intellectual Property Organisation (WIPO) to "designate" the UK for protection of that Trade Mark (the mark is examined in the UK for registrability in much the same way as an application via the national/domestic route).

6. Trade Marks Applied for and Registered in 2003 and 2004 according to Country of Residence of Applicant*

| Country | Applications and Additional Classes | | | | Registrations | | | |
|---------------------------|-------------------------------------|--------|---------------------|-------|---------------|--------|------------------|-------|
| | Trade Marks | | Madrid Applications | | Trade Marks | | Madrid Protected | |
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| United Kingdom | 49,876 | 53,304 | - | - | 39,864 | 42,318 | - | - |
| Channel Islands | 319 | 346 | - | - | 267 | 298 | - | - |
| Armenia | - | - | - | 1 | - | - | - | 1 |
| Australia | 396 | 521 | 217 | 513 | 313 | 392 | 202 | 499 |
| Austria | 23 | 13 | 511 | 617 | 25 | 15 | 550 | 601 |
| Bahamas | 24 | 96 | - | - | 31 | 52 | - | - |
| Barbados | 7 | 39 | - | - | 17 | 14 | - | - |
| Belarus | - | - | - | 5 | - | - | - | 4 |
| Belgium | 94 | 60 | - | - | 59 | 90 | - | - |
| Benelux | - | - | 1,456 | 1,372 | - | - | 1,448 | 1,330 |
| Bermuda | 55 | 58 | - | - | 46 | 32 | - | - |
| Bulgaria | 1 | - | 57 | 76 | 1 | - | 50 | 60 |
| Canada | 168 | 214 | - | - | 194 | 167 | - | - |
| Caribbean | 191 | 159 | - | 2 | 193 | 54 | 8 | 2 |
| Cayman Islands | 26 | 60 | - | - | 37 | 15 | - | - |
| Central America | 36 | 34 | - | - | 11 | 23 | - | - |
| China (People's Republic) | 49 | 87 | 207 | 476 | 55 | 67 | 199 | 451 |
| Croatia | - | - | - | 20 | - | - | - | 15 |
| Cyprus | 15 | 19 | - | 6 | 9 | 15 | - | - |
| Czech Republic | 11 | 9 | 193 | 292 | 1 | 9 | 176 | 261 |
| Denmark | 12 | 37 | 87 | 128 | 57 | 24 | 130 | 110 |
| Estonia | - | - | 3 | 31 | 1 | - | 2 | 25 |
| Finland | 6 | 19 | 88 | 35 | 7 | 6 | 75 | 37 |
| France | 430 | 332 | 2,452 | 2,204 | 298 | 397 | 2,449 | 2,150 |
| Georgia | - | - | - | 1 | - | - | - | - |
| Germany | 524 | 366 | 5,476 | 4,307 | 458 | 331 | 5,455 | 4,211 |
| Gibraltar | 12 | 12 | - | - | 15 | 6 | - | - |
| Greece | 6 | 15 | 10 | 12 | 13 | 2 | 10 | 5 |
| Hong Kong | 155 | 156 | - | - | 127 | 138 | - | - |
| Hungary | 6 | 2 | 66 | 66 | 1 | 4 | 66 | 55 |

Trade Marks

6. Trade Marks Applied for and Registered in 2003 and 2004 according to Country of Residence of Applicant* continued

| Country | Applications and Additional Classes | | | | Registrations | | | |
|-----------------------|-------------------------------------|------|---------------------|-------|---------------|------|------------------|-------|
| | Trade Marks | | Madrid Applications | | Trade Marks | | Madrid Protected | |
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Iceland | 1 | 1 | 11 | 43 | 6 | - | 15 | 2 |
| India | 51 | 99 | - | - | 62 | 59 | - | - |
| Irish Republic | 289 | 311 | 1 | 7 | 264 | 294 | 5 | 3 |
| Israel | 12 | 21 | - | - | 11 | 11 | - | - |
| Italy | 63 | 67 | 1,108 | 1,312 | 97 | 84 | 1,161 | 1,266 |
| Japan | 503 | 565 | 239 | 417 | 518 | 539 | 258 | 407 |
| Korea (Republic of) | 138 | 96 | 11 | 48 | 123 | 124 | - | 47 |
| Latvia | - | - | 15 | 16 | - | - | 7 | 9 |
| Lebanon | 11 | 5 | - | - | - | 11 | - | - |
| Liechtenstein | 2 | 5 | 88 | 83 | 8 | 4 | 154 | 69 |
| Lithuania | - | - | 6 | 15 | - | - | 20 | 7 |
| Luxembourg | 29 | 34 | - | - | 40 | 17 | - | - |
| Malaysia | 42 | 36 | - | - | 11 | 37 | - | - |
| Malta | 1 | - | - | - | 4 | 1 | - | - |
| Moldova | - | - | 2 | 3 | - | - | 6 | 2 |
| Monaco | 8 | 15 | 30 | 130 | 4 | 16 | 21 | 119 |
| Morocco | 2 | - | 25 | 31 | - | 2 | 20 | 21 |
| Netherlands | 292 | 330 | - | - | 356 | 234 | - | - |
| New Zealand | 96 | 191 | - | - | 71 | 110 | - | - |
| Norway | 39 | 8 | 113 | 123 | 22 | 19 | 101 | 104 |
| Others (Africa) | 46 | 4 | - | - | 16 | 4 | - | - |
| Others (Asia) | 230 | 423 | - | - | 178 | 297 | - | - |
| Poland | 13 | 4 | 165 | 276 | 14 | 9 | 151 | 248 |
| Portugal | 59 | 29 | 51 | 67 | 22 | 39 | 89 | 47 |
| Romania | - | - | 9 | 39 | - | - | 21 | 14 |
| Russian Federation | 15 | 14 | 206 | 229 | 11 | 5 | 291 | 204 |
| Singapore | 32 | 71 | 37 | 35 | 37 | 36 | 36 | 17 |
| Slovakia | - | - | 70 | 52 | - | - | 112 | 17 |
| Slovenia, Republic of | 4 | 4 | 71 | 93 | 1 | 4 | 66 | 16 |

| Country | Applications and Additional Classes | | | | Registrations | | | |
|--------------------------|-------------------------------------|---------------|---------------------|---------------|---------------|---------------|------------------|---------------|
| | Trade Marks | | Madrid Applications | | Trade Marks | | Madrid Protected | |
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| South Africa | 109 | 97 | - | - | 92 | 82 | - | - |
| South America | 363 | 93 | - | - | 106 | 232 | - | - |
| Spain | 64 | 96 | 201 | 231 | 42 | 60 | 278 | 195 |
| Sweden | 175 | 123 | 163 | 183 | 112 | 134 | 203 | 158 |
| Switzerland | 369 | 358 | 2,338 | 1,818 | 452 | 337 | 2,496 | 1,773 |
| Turkey | 23 | 40 | 310 | 286 | 23 | 11 | 305 | 264 |
| Ukraine | 1 | - | 20 | 46 | 5 | 4 | 18 | 41 |
| United States of America | 2,846 | 2,833 | 2 | 414 | 2,524 | 2,628 | 2 | 389 |
| Yugoslavia | - | - | 10 | 12 | - | - | - | 6 |
| Total | 58,370 | 61,931 | 16,125 | 16,173 | 47,332 | 49,913 | 16,656 | 15,262 |

*Country of residence of named applicant.

7. Maintenance of the Trade Marks Register

| | 2003 | 2004 |
|--|--------|--------|
| Renewals and Registrations | | |
| No. of registrations renewable | 15,134 | 26,590 |
| No. of registrations renewed by application | 7,192 | 15,200 |
| No. of registrations renewed by additional class | 807 | 3,796 |
| No. of lapsed registrations restored and renewed (not including above) | 62 | 78 |

Designs

1. Design Applications Filed and Registered by Region

| Region | Number of Applications Filed | | Number of Applications Registered | |
|------------------|------------------------------|--------------|-----------------------------------|--------------|
| | 2003 | 2004 | 2003 | 2004 |
| East Midlands | 348 | 198 | 296 | 148 |
| East of England | 728 | 266 | 560 | 192 |
| London | 361 | 764 | 291 | 530 |
| North East | 131 | 126 | 116 | 112 |
| North West | 332 | 313 | 294 | 240 |
| Northern Ireland | 20 | 18 | 15 | 11 |
| Scotland | 238 | 147 | 205 | 120 |
| South East | 957 | 559 | 704 | 413 |
| South West | 373 | 396 | 305 | 298 |
| Wales | 132 | 169 | 84 | 127 |
| West Midlands | 203 | 444 | 168 | 356 |
| Yorkshire | 277 | 292 | 230 | 235 |
| Total | 4,100 | 3,692 | 3,268 | 2,782 |

2. Design Applications in 2004 by Classification of Goods

| Classification | Number |
|-------------------------------------|--------|
| Foodstuffs | 21 |
| Clothing/haberdashery | 197 |
| Travel goods/cases | 91 |
| Brushware | 30 |
| Textiles | 45 |
| Furnishing | 440 |
| Household goods | 391 |
| Tools and Hardware | 105 |
| Packages etc | 471 |
| Clocks, watches etc | 61 |
| Articles of adornment | 163 |
| Transport/hoisting | 73 |
| Electricity | 55 |
| Recording/communication | 458 |
| Machines not elsewhere specified | 97 |
| Photographic/optical | 33 |
| Musical Instruments | 5 |
| Printing and Office Machinery | 12 |
| Stationery/artists' equipment | 96 |
| Sales/advertising/signs | 68 |
| Games/toys/sports goods | 192 |
| Arms/hunting/fishing | 19 |
| Fluid dis/sanitary/air conditioning | 251 |
| Medical/laboratory equipment | 132 |
| Building/construction | 153 |
| Lighting/apparatus | 123 |
| Tobacco and Smokers' Articles | 6 |
| Pharmaceutical/cosmetic | 134 |
| Fire/accident prevention | 9 |
| Care and handling of animals | 21 |
| Machines for food/drink preparation | 1 |
| Miscellaneous | 221 |

Designs

3. Designs Registered 2003 and 2004 (Top 10)*

| Ranking | 2003 | | 2004 | |
|---------|-------------------------|--------|-------------------------------------|--------|
| | Organisation | Number | Organisation | Number |
| 1 | Oriental Weavers UK Ltd | 90 | W Moorcroft Plc | 73 |
| 2 | Ty Inc | 90 | Lloyd, Pascal & Co Ltd | 63 |
| 3 | Mainetti (UK) Ltd | 72 | Perusahaan Otomobil Nasional Berhad | 38 |
| 4 | Keel Toys Ltd | 47 | Mainetti (UK) Ltd | 36 |
| 5 | Nike Int Ltd | 44 | British Telecommunications Plc | 31 |
| 6 | Withit Ltd | 38 | London Metropolitan University | 30 |
| 7 | Mayfair Brassware Ltd | 34 | Mayfair Brassware Ltd | 29 |
| 8 | Black & Decker Inc | 33 | Lynne Francis Gillard | 23 |
| 9 | Nokia Corporation | 33 | Gilbert Ross | 23 |
| 10 | Devonshire Statuary Ltd | 30 | Scania CV AB | 22 |

*Top 10 companies who have had the most designs granted in any particular year.

4. Design Applicants for Registration 2004 (Top 50)*

| Ranking | Number | | Ranking | Number | |
|---------|--------|-------------------------------------|---------|--------|--|
| 1 | 76 | W Moorcroft Plc | 26 | 15 | Sun 99 Ltd |
| 2 | 74 | Lloyd, Pascal & Co Ltd | 27 | 15 | LG Electronics Inc |
| 3 | 45 | Mainetti (UK) Ltd | 28 | 15 | Oriental Weavers UK Ltd |
| 4 | 40 | Perusahaan Otomobil Nasional Berhad | 29 | 14 | Maurice Martin |
| 5 | 38 | British Telecommunications Plc | 30 | 13 | Reckitt Benckiser Inc |
| 6 | 34 | Unilever Plc | 31 | 13 | Parmy Ltd |
| 7 | 30 | London Metropolitan University | 32 | 12 | The Goodyear Tire & Rubber Co |
| 8 | 29 | Mayfair Brassware Ltd | 33 | 12 | Glaxo Group Ltd |
| 9 | 28 | Multibrands International Ltd | 34 | 12 | Nike International Ltd |
| 10 | 23 | Lynne Francis Gillard | 35 | 12 | Research in Motion Ltd |
| 11 | 23 | Gilbert Ross | 36 | 12 | GlaxoSmithKline Consumer Healthcare GmbH & Co KG |
| 12 | 22 | Scania CV AB | 37 | 12 | Alcan Technology & Management Ltd |
| 13 | 20 | The Proctor Gamble Co | 38 | 12 | Sarwat Badra |
| 14 | 20 | Tiradores Egoki SA | 39 | 12 | Mohammad Dookhee |
| 15 | 19 | Stadium Consumer Products Ltd | 40 | 11 | Phineas Products Ltd |
| 16 | 19 | Black & Decker Inc | 41 | 11 | Heritage Bathrooms Plc |
| 17 | 19 | Novar ED & S Ltd | 42 | 11 | Aggregate Industries UK Ltd |
| 18 | 18 | Solus Garden & Leisure Ltd | 43 | 11 | T & G Woodware Ltd |
| 19 | 17 | Solent Packaging Ltd | 44 | 11 | Tod's SpA |
| 20 | 16 | Herman Chiang | 45 | 11 | Omega SA (Omega AG) (Omega Ltd) |
| 21 | 16 | Carlisle Brass Ltd | 46 | 11 | Swatch AG (Swatch SA) (Swatch Ltd) |
| 22 | 16 | Dyson Ltd | 47 | 11 | Henry William Cope Harrison |
| 23 | 16 | Enda Thomas | 48 | 11 | Brother Industries Ltd |
| 24 | 16 | Ben Farrin | 49 | 10 | GET Plc |
| 25 | 16 | Trend International Group Ltd | 50 | 10 | Devonshire Statuary Ltd |

*Top 50 companies who have applied for design registration.

Designs

5. Applications for Design Registration in 2003 and 2004 according to Country of Residence of Applicant*

| Country | 2003 | 2004 |
|------------------------|-------|-------|
| United Kingdom | 3,671 | 3,273 |
| Channel Islands | 1 | 1 |
| Australia | 51 | 24 |
| Austria | 13 | - |
| Bahamas | 2 | - |
| Belgium | 10 | - |
| Brazil | 1 | 4 |
| British Virgin Islands | 3 | - |
| Bulgaria | 2 | 11 |
| Canada | 15 | 24 |
| Cayman Isles | 14 | - |
| Chile | 1 | - |
| Czech Republic | - | - |
| China | 29 | 31 |
| Cyprus | 5 | - |
| Denmark | 12 | 2 |
| Estonia | 1 | - |
| Finland | 43 | 1 |
| France | 124 | 56 |
| Germany | 277 | 49 |
| Gibraltar | - | 2 |
| Greece | - | 2 |
| Hong Kong | 119 | 36 |

| Country | 2003 | 2004 |
|---------------------|------|------|
| India | 3 | 2 |
| Iran | - | 6 |
| Irish Republic | 6 | 4 |
| Isle of Man | 19 | - |
| Israel | 8 | - |
| Italy | 61 | 18 |
| Japan | 255 | 74 |
| Jersey | 1 | - |
| Korea, Republic of | 56 | 27 |
| Liechtenstein | 8 | - |
| Madeira | 1 | - |
| Malaysia | 11 | 29 |
| Malta | 3 | - |
| Monaco | 1 | 4 |
| Netherlands | 88 | 12 |
| New Zealand | 3 | 12 |
| Norway | 5 | 7 |
| Pakistan | 1 | - |
| Portugal | 1 | 3 |
| Romania | 1 | - |
| Russian Federation | 2 | - |
| Serbia & Montenegro | - | 1 |

Designs

5. Applications for Design Registration in 2003 and 2004 according to Country of Residence of Applicant* continued

| Country | 2003 | 2004 |
|--------------------------|--------------|--------------|
| Singapore | 10 | 5 |
| Slovenia, Republic of | 1 | - |
| South Africa | 5 | 6 |
| Spain | 39 | 25 |
| St Kitts & Nevis | 3 | - |
| Sweden | 22 | 31 |
| Switzerland | 133 | 83 |
| Taiwan | 94 | 60 |
| Thailand | 1 | 3 |
| Trinidad & Tobago | - | 1 |
| Turkey | 10 | - |
| Turks & Caicos | - | 1 |
| United Arab Emirates | - | 1 |
| United States of America | 664 | 237 |
| Ukraine | - | 6 |
| Total | 5,910 | 4,174 |

*Country of residence of first named applicant.

6. Designs Applications and Registrations

| | Total | From Abroad Total | Claiming Priority under International Convention | Designs Registered |
|------|-------|-------------------------|---|-----------------------|
| 2003 | 5,910 | 2,239 | 1,505(a) | 6,470 |
| 2004 | 4,174 | 901 | 529(b) | 3,874 |

(a) In addition convention priority was claimed by 21 UK residents.

(b) In addition convention priority was claimed by 7 UK residents.

7. Renewals (Section 8(2) of the Registered Designs Act 1949)

| | Extended for 2nd Period | Extended for 3rd period | Extended for 4th period |
|------|----------------------------|----------------------------|----------------------------|
| 2003 | 3,887 | 1,675 | 715 |
| 2004 | 4,023 | 1,689 | 869 |

Note: A designs registration must be renewed every 5 years to maintain its validity. If the holder of a registered design chooses not to renew the design, it will be removed from the Register.

Hearing and Dispute Statistics

1. Hearings and Proceedings Concerning Patents 2004 Part 1 - Hearings on Applications For Patents And Supplementary Protection Certificates

| | Decided (a) | | Allowed (b) | | Refused | | Appeals Heard by Patents Court | | Allowed | | Refused | |
|---------------------------------------|-------------|------|-------------|------|---------|------|--------------------------------------|------|---------|------|---------|------|
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Applications for Patents | 25 | 43 | 3 | 3 | 22 | 40 | - | 3 | - | - | - | 3 |
| Supplementary Protection Certificates | 4 | 2 | - | 1 | 4 | 1 | 1 | 1(c) | - | - | 1 | - |

(a) The year 2003 includes 6 cases where a reasoned decision was issued without a hearing; the year 2004 includes 14 cases where a reasoned decision was issued without a hearing.

(b) Includes those allowed in part where applicable.

(c) Proceedings stayed pending reference to ECJ.

Notes:

One preliminary decision was issued in 2004. This has not been included in the figures for 2004.

One Judicial Review held in 2004. Application was dismissed.

Part 2 - Proceedings Concerning Patents (The Sections of the Act shown relate to the Patents Act 1977(a))

| Applications, References and Actions by the Comptroller | Lodged | | Decided (b) | | Allowed (c) | | Refused (d) | | Appeals Heard by Patents Court (e) | |
|--|--------------|--------------|-----------------|-----------------|--------------|--------------|-------------|----------|---|----------|
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Ownership ¹ | 101 | 70 | 60 | 47 | 52 | 36 | 8 | 11 | 1 | 2 |
| Licences ² | 18 | 19 | 17(f) | 5(f) | 17 | 3 | - | 2 | - | - |
| Licences of Right Section 46(1) | 1,240 | 1,002 | 1,240(f) | 1,002(f) | 1,240 | 1,002 | - | - | - | - |
| Sub total | 1,258 | 1,021 | 1,257(f) | 1,007(f) | 1,257 | 1,005 | - | 2 | - | - |
| Revocation ³ | 168 | 180 | 124(f) | 120(f) | 112 | 107 | 12 | 13 | 2 | - |
| Amendments, corrections and oppositions ⁴ | 201 | 279 | 130(f) | 144(f) | 124 | 141 | 6 | 3 | - | - |
| Restoration of Lapsed Patent Section 28 | 169 | 188 | 90(f) | 176(f) | 81 | 153 | 9 | 23 | - | - |
| Other | | | | | | | | | | |
| - Surrender of Patent Section 29 | 9 | 15 | 8(f) | 8(f) | 7 | 7 | 1 | 1 | - | - |
| - Declaration as to Non-Infringement Section 71 | 4 | 1 | - | 1 | - | - | - | 1 | - | - |
| Sub total | 13 | 16 | 8(f) | 9(f) | 7 | 7 | 1 | 2 | - | - |

¹ Includes references under Sections 8, 10, 12 and 37 and applications under Section 13 and 40.

² Includes applications under Sections 46(3), 47(1) and 48(1), and oppositions under Sections 47(6) and 52(1).

³ Includes applications under Section 72 and the number of patents revoked under Section 73.

⁴ Includes applications under Sections 27, 75 (before the Court), 80 and 117 and oppositions under Sections 27(5), 75(2) and 117(2).

Notes:

(a) There were no proceedings under the Patents Act 1949; no declarations were made that Licences of Right shall not extend to excepted uses under Section 293 of the CDP Act 1988.

(b) The year 2003 figures include 51 cases where a reasoned decision was issued without a hearing. There were 39 preliminary decisions issued and these have not been included in the 2003 figures. The year 2004 figures include 34 cases where a reasoned decision was issued without a hearing. There were 7 preliminary decisions issued and these have not been included in the 2004 figures.

(c) Includes those allowed in part where applicable.

(d) Figures do not include proceedings withdrawn, not proceeded with, or not entertained.

(e) Figures do not include appeals in relation to preliminary decisions of the Comptroller.

(f) Includes cases which were decided without a hearing.

Note: Three Case Management Conferences were held in 2004.

Hearing and Dispute Statistics

2. Trade Mark Applications - Objections, Hearings and Appeals - (a)

| | 2000 | 2001 | 2002 | 2003 | 2004 |
|--|-------|-------|-------|-------|-------|
| Hearings - Ex Parte(a) - | | | | | |
| Number appointed | 3,650 | 2,828 | 2,126 | 2,220 | 2,337 |
| Number postponed etc | 187 | 128 | 162 | 113 | 112 |
| Number withdrawn before Hearings | 10 | 26 | 163 | 120 | 180 |
| Number taken | 3,453 | 2,674 | 1,801 | 1,987 | 2,045 |
| Applications allowed to proceed: | | | | | |
| - unconditionally | 961 | 722 | 513 | 834 | 911 |
| - on transfer to part B (1938 Act cases) | 2 | - | - | - | - |
| - conditionally | 177 | 213 | - | - | - |
| Applications suspended pending applicant's agreement to conditions etc | 2,134 | 1,520 | - | - | - |
| Applications withdrawn | 83 | 53 | 63 | 153 | 117 |
| Applications refused | 105 | 80 | 58 | 129 | 140 |
| Number not yet taken | 685 | 971 | 661 | 825 | 841 |
| Refusals | | | | | |
| Written grounds issued | 32 | 38 | 40 | 35 | 24 |
| Appeals to Secretary of State (Trade) /Appointed Person | | | | | |
| Pending at beginning of year | 18 | 19 | 30 | 38 | 49 |
| Lodged during the year | 13 | 78 | 67 | 50 | 53 |
| Withdrawn | 3 | 20 | 21 | 11 | 10 |
| Dismissed | 8 | 37 | 30 | 22 | 18 |
| Allowed | 1 | 10 | 8 | 6 | 12 |
| Pending at end of year | 19 | 30 | 38 | 49 | 62 |
| Transferred to High Court | - | 3 | 2 | 2 | - |

(a) This covers applications under Section 17 of the Trade Marks Act 1938 and Section 37 of the Trade Marks Act 1994. When an objection to the registrability of a mark is raised during the examination process, the applicant/agent has the right to request an oral hearing with a Hearing Officer. Based upon the facts presented at the Hearing, the Hearing Officer will decide whether the objection can be waived or maintained. The Hearing Officer is independent of the examiner and is not involved in the original decision. If the objection is overcome, the mark can proceed to publication in the Trade Marks Journal. Decisions of the Registry can be appealed to the Appointed Person (an independent party specialising in Intellectual Property issues) or the Secretary of State.

3. Oppositions to Trade Mark Registration - (a)

| | 2000 | 2001 | 2002 | 2003 | 2004 |
|--|-------|-------|----------|--------|--------|
| Oppositions before the Registrar: | | | | | |
| Pending at beginning of year | 3,127 | 2,674 | 2,317 | 2,138 | 2,128 |
| Filed during the year | 1,159 | 1,312 | 1,338(b) | 853(d) | 801(e) |
| Withdrawn - | | | | | |
| - applications | 420 | 615 | 540 | 541 | 477 |
| - oppositions | 1,019 | 85 | 710 | 162 | 226 |
| Oppositions refused | 102 | 145 | 135 | 86 | 79 |
| Oppositions allowed | 71 | 94 | 102 | 74 | 69 |
| Pending at end of year | 2,674 | 1,982 | 2,138 | 2,128 | 2,078 |
| Main Hearings in year | 121 | 303 | 198(c) | 169(c) | 166(c) |
| Appeals from Registrar to Court: | | | | | |
| Pending at beginning of year | 17 | 14 | 21 | 40 | 50 |
| Lodged during year | 11 | 11 | 23 | 21 | 4 |
| Withdrawn | 7 | - | 2 | 3 | 3 |
| Dismissed | 5 | 4 | 1 | 6 | 3 |
| Allowed | 2 | - | 1 | 2 | 1 |
| Pending at end of year | 14 | 21 | 40 | 50 | 37 |

(a) This covers applications under Section 18 of the Trade Marks Act 1938 and Section 37 of the Trade Marks Act 1994.

(b) In addition, 198 Interlocutory Hearings were held during the year. (This figure applies to the year 1999, which year falls away on the five year rolling calendar of the AR TMD stats).

(c) Undefended actions are usually determined without a Hearing. 79 decisions were made from the papers without a Hearing.

(d) In addition 31 Interlocutory Hearings were held during the year (refers to year 2003 statistic).

(e) In addition 37 Interlocutory Hearings were held during the year.

Hearing and Dispute Statistics

4. Revocation/Invalidity/Rectification of Trade Marks - (a)

| | 2000 | 2001 | 2002 | 2003 | 2004 |
|--|------|------|--------|--------|--------|
| Applications made to Registrar: (a) | | | | | |
| Pending at beginning of year | 915 | 926 | 1,162 | 1,362 | 1,475 |
| Filed in year | 638 | 490 | 427(b) | 342(d) | 428(e) |
| Withdrawn | 359 | 187 | 161 | 167 | 157 |
| Refused | 11 | 45 | 26 | 25 | 26 |
| Allowed | 257 | 22 | 40 | 37 | 40 |
| Pending at end of year | 926 | 549 | 1,362 | 1,475 | 1,680 |
| Main Hearings held in year (c) | 20 | 34 | 43 | 65 | 34 |
| Appeals from Registrar to Court: | | | | | |
| Pending at beginning of year | 8 | 9 | 5 | 7 | 7 |
| Lodged in year | 5 | 6 | 4 | 2 | 1 |
| Withdrawn | 1 | - | - | - | - |
| Refused | 3 | 1 | 1 | 1 | - |
| Allowed | - | 1 | 1 | 1 | - |
| Pending at end of year | 9 | 5 | 7 | 7 | 8 |
| Applications made direct to Court: | | | | | |
| Pending at beginning of year | 231 | 128 | 133 | 159 | 162 |
| Lodged in year | 33 | 10 | 29 | 5 | 3 |
| Withdrawn | 130 | 5 | 2 | 2 | - |
| Refused | - | - | 1 | - | 127 |
| Allowed | 6 | - | - | - | - |
| Pending at end of year | 128 | 133 | 159 | 162 | 38 |

(a) This covers rectification actions under Sections 26 and 32 of the 1938 Act and revocation, invalidation and rectification action under Sections 46, 47 and 64 of the 1994 Trade Marks Act.

(b) Of which 201 were revocations, 55 invalidations and 171 rectifications (relates to year 2002).

(c) Undefended actions are usually determined without a Hearing.

(d) Of which 161 were revocations, 45 invalidations and 136 rectifications (relates to year 2003).

(e) Of which 278 were revocations, 77 invalidations and 2 were rectifications.

5. Hearings and Appeals Under the Registered Designs Act 1949

| | Hearings held and Outcome | | Allowed to Proceed | | Appeals to Tribunal | | |
|------|---------------------------|---------|--------------------|----------------------|---------------------|---------|-----------|
| | Hearings Held | Refused | With Modification | Without Modification | Dismissed | Allowed | Withdrawn |
| 2000 | - | - | - | - | - | - | - |
| 2001 | 1 | 1 | - | - | - | - | - |
| 2002 | 2 | - | - | - | - | - | - |
| 2003 | 1 | - | - | - | - | - | - |
| 2004 | - | - | - | - | - | - | - |

6. Cancellation under Sections 11(1) and 11(2) of the Registered Designs Act 1949

| | Lodged | Decided | Allowed | Refused | Appeals Heard |
|---|--------|---------|---------|---------|---------------|
| Cancellation filed by registered proprietor Section 11(1) | 11 | 11 | 11 | - | - |
| Cancellation filed by third party Section 11(2) | - | - | - | - | - |
| Invalidations filed Section 11ZB | 5 | 1 | 1 | - | - |

7. Design Right Proceedings under Sections 246 and 247 of the Copyright, Designs and Patents Act 1988

| | Lodged | | Withdrawn | | Decided | | Allowed | | Refused | | Appeals Heard (a) | |
|--|--------|------|-----------|------|---------|------|---------|------|---------|------|-------------------|------|
| | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Design Right Section 246 | 1 | 2 | - | - | - | - | - | - | - | - | - | - |
| Design Right Licences of Right Section 247/237 | 2 | 3 | 3 | - | - | 2 | - | 2 | - | - | - | - |

(a) Appeals heard by Registered Designs Appeal Tribunal or Patents Court.

Other Statistics

1. Performance against Agency Targets April 2004 - March 2005

| Agency Target | | Apr - Jun 2004 | Jul - Sept 2004 | Oct - Dec 2004 | Jan - Mar 2005 | Apr 04 - Mar 2005 | |
|---------------|--|---------------------------|---|------------------|------------------|-------------------|------------------|
| 1 | To be issuing 90% of search reports within 5 months of request by the end of the year. | Target (%) Outturn (%) | 90% 71.65% | 90% 75.8% | 90% 88.7% | 90% 93.5% | 90% 95.2%* |
| 2 | To grant 90% of patents within 3 years of request. | Target (%) Outturn (%) | 90% 95% | 90% 97% | 90% 96.6% | 90% 97% | 90% 96% |
| 3 | Register 90% of processed trade mark applications, to which no substantive objections are raised or oppositions filed, within 8 months of application. | Target (%) Outturn (%) | 90% 97% | 90% 97.5% | 90% 97.6% | 90% 97.7% | 90% 97.5% |
| 4 | To register 90% of correctly filed design applications, to which no substantive objections have been raised, within 3 months of the date of application. | Target (%) Outturn (%) | 90% 99.4% | 90% 99.5% | 90% 99.6% | 90% 98.6% | 90% 99.3% |
| 5 | To reduce to an average of 26 weeks the time taken to issue a decision in trade marks inter parte cases once the case is ready. | Target (%) Outturn (%) | 100% 21 weeks | 100% 26 weeks | 100% 27 weeks | 100% 24 weeks | 100% 24 weeks |
| 6 | To increase output in relation to current expenditure by an average of at least 2% per annum over a rolling 3 year period.** | Target (%) Outturn (%) | 2% n/a | 2% n/a | 2% n/a | 2% n/a | 2% n/a |
| 7 | Ensure that the proportion of bad acceptances published in the Trade Marks Journal is less than 1%. | Target (%) Outturn (%) | 100% 100% | 100% 95.83% | 100% 100% | 100% 100% | 100% 100% |
| 8 | Establish a baseline and metrics for IP | Target (%) | To be determined at the end of the year | | | | |

In addition to these key targets:

| | | | | | | |
|---|---------------------------|----------------|---------------|---------------|---------------|---------------|
| To meet our Customer Service Standards as reported in the Annual Report and on our website www.patent.gov.uk . | Target (%) Outturn (%) | 100% 97.93% | 100% 98.2% | 100% 97.7% | 100% 96.1% | 100% 97.5% |
| The Office will pay 100% of bills within 30 days of receipt of goods or services or a valid invoice, whichever is the later. | Target (%) Outturn (%) | 100% 99.62% | 100% 99.5% | 100% 99.3% | 100% 99.2% | 100% 99.4% |
| The Chief Executive will reply within 10 working days to all letters from members of Parliament delegated for his reply. | Target (%) Outturn (%) | 100% 100% | 100% 100% | 100% 100% | 100% 100% | 100% 100% |

* This Agency Target is based on year-end, not through year performance.

**Figures to follow in Annual Report and Accounts.

2. Performance against Customer Service Standards April 2004 - March 2005

| Standard | Apr - Jun 2004 | Jul - Sept 2004 | Oct - Dec 2004 | Jan - Mar 2005 | Apr 04 - Mar 05 |
|---|-------------------|--------------------|-------------------|-------------------|--------------------|
| 1 See that visitors are met from reception and taken to their meeting within 10 minutes of the time of their appointment. | 92.3% | 96.2% | 100% | 100% | 97% |
| 2 Answer letters and faxes of general enquiry clearly within 5 working days of receipt or explain why not. | 99.5% | 99.7% | 98% | 95.2% | 98% |
| 3 Answer e-mails of general enquiry clearly within 5 working days of receipt or explain why not. | 99.9% | 99.7% | 99% | 98.4% | 99% |
| 4 Answer telephone calls promptly and ensure enquiries are dealt with courteously and professionally. | 100% | 96.1% | 96% | 90.8% | 96% |

The following are targets that are not able to be measured

- | |
|---|
| 5 Provide clear information about our services. |
| 6 Do all we can to make our services available to everyone, including those with special needs. |
| 7 Listen to your comments about our services and if problems occur ensure that steps are taken to prevent them happening again. |

Customer Contact



96 Events

53,590 Visitors

Marketing Events attended during 2004

86,587

Telephone calls received by our Central Enquiry Unit during 2004

18,757

E-mails responded to by our Central Enquiry Unit during 2004

66,419,110

Patent Office Website Hits during 2004



The Patent Office,
Concept House,
Cardiff Road,
Newport,
NP10 8QQ

Tel: 08459 500 505
Minicom: 08459 222 250
Fax: 01633 813600.

www.patent.gov.uk
www.intellectual-property.gov.uk

For copies in alternative formats,
please contact our Central Enquiry Unit

Revised: January 05



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