

Bank of England

Firm Feedback Survey – 2025 Results



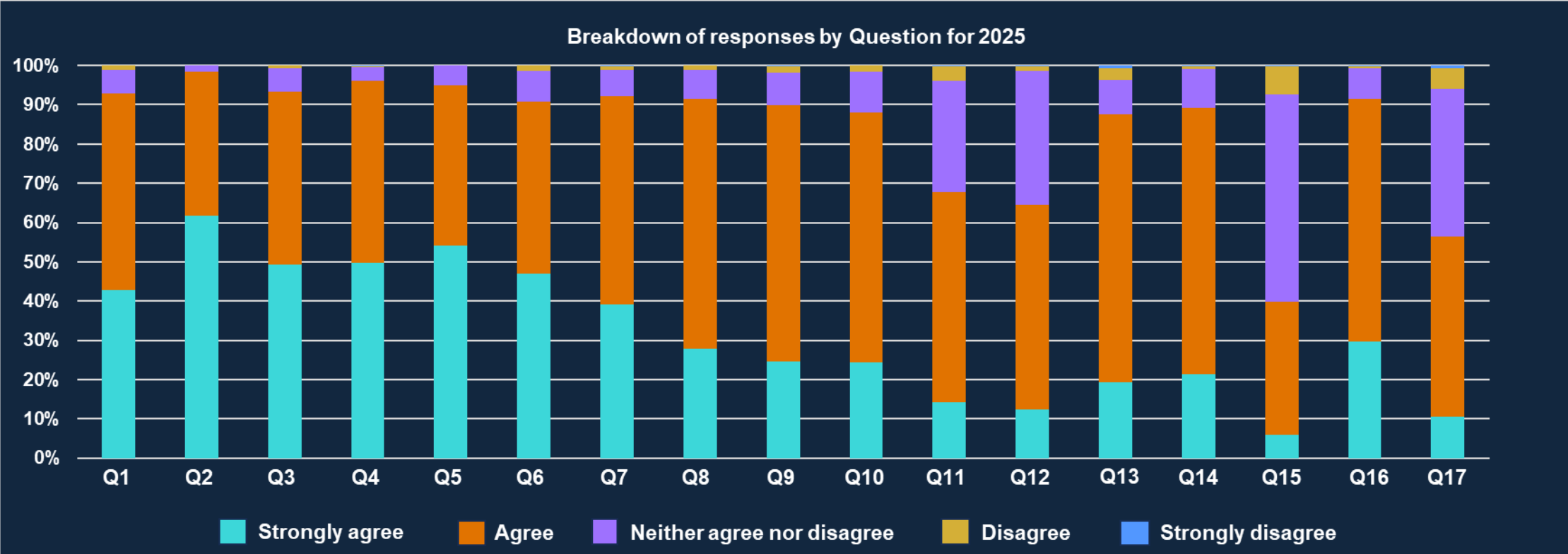
2025 survey questions

Q1	The PRA has an appropriate understanding of the sector my firm operates in and its business models.
Q2	My firm has a clear understanding of the regulatory objectives of the PRA.
Q3	The PRA has clearly articulated what it sees as the key risks my firm poses to its objectives.
Q4	My firm is clear about the specific actions the PRA expects us to take.
Please include any further comments about the PRA's assessment and analysis of risks at your firm.	
Q5	My firm has an effective relationship with the PRA.
Q6	My firm has adequate access to the right people at the PRA.
Q7	Communication from PRA supervisors is clear, timely and appropriate for my firm.
Please include any further comments about the relationship and communication between your firm and the PRA.	
Q8	The PRA explains clearly why it is requesting data and information from my firm.
Q9	Deadlines for requests for data and information from the PRA are generally reasonable.
Q10	General information channels - publications, speeches, Bank of England website, letters to industry and conferences - are effective at informing our firm of the PRA's expectations.
Please include any further comments regarding data and information requests.	
Q11	The PRA and FCA are appropriately coordinated in their supervision of my firm taking account of their respective regulatory objectives.
Q12	The PRA and overseas regulators are appropriately coordinated in their supervision of my firm taking account of their respective regulatory objectives.
Please include any further comments about the PRA's coordination with other regulators.	
Q13	The relevant prudential rules that apply to my firm are accessible and clear.
Q14	The PRA is clear in its reasons for new and revised policy.
Q15	The PRA undertakes high quality cost benefit analysis to inform its rule-making.
Q16	The PRA's regulatory framework fosters trust in PRA-regulated firms
Q17	The PRA's actions, effectiveness, and approach to proportionality, make the UK a more attractive place to do business.
Please provide any further comments about PRA rules, requirements and policies.	
Topical Q	The PRA Rulebook website was updated in April 2024. To what extent do you consider it has become more accessible and user-friendly?
Topical Q	What improvements could the PRA make to its publications to enhance their usefulness (e.g. structure length, level of detail and frequency of publication)?
What three things could the PRA do to improve?	

The table lists the standard and topical questions for the 2025 survey.

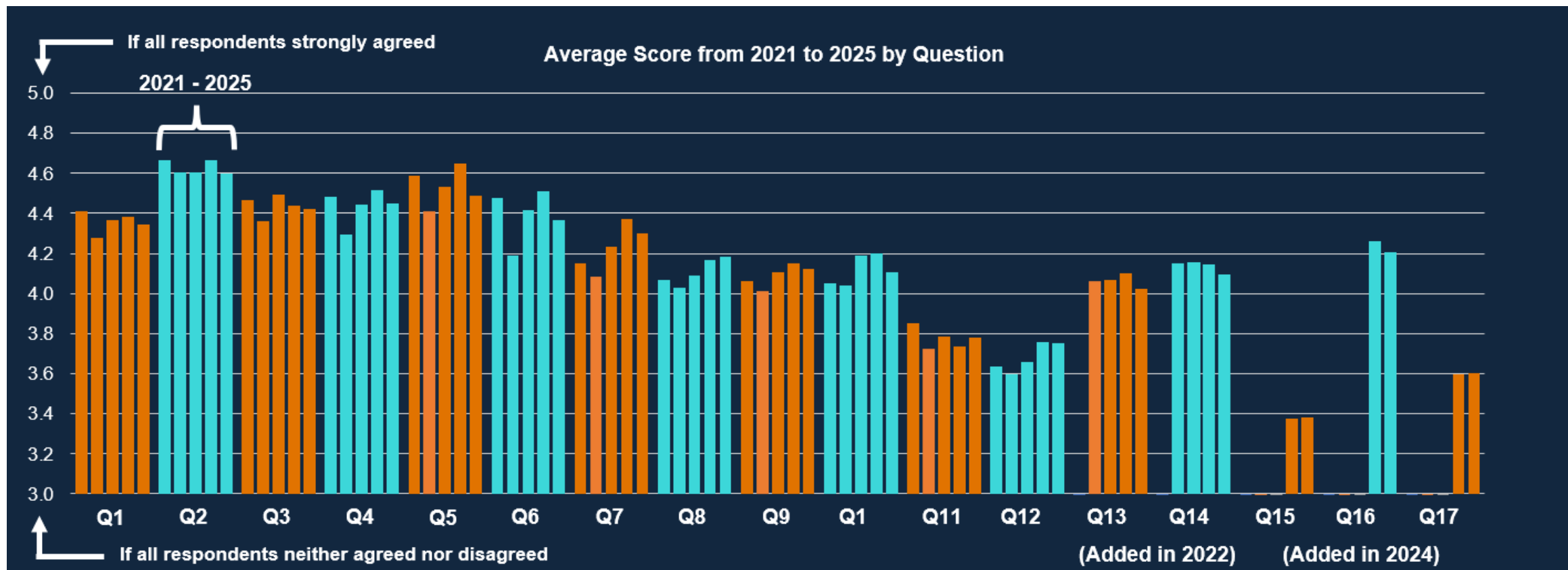
Firms were asked to indicate the extent to which they agreed with each statement, in a range of 'strongly disagree' (least favourable), to 'strongly agree' (most favourable).

Breakdown of responses to survey questions



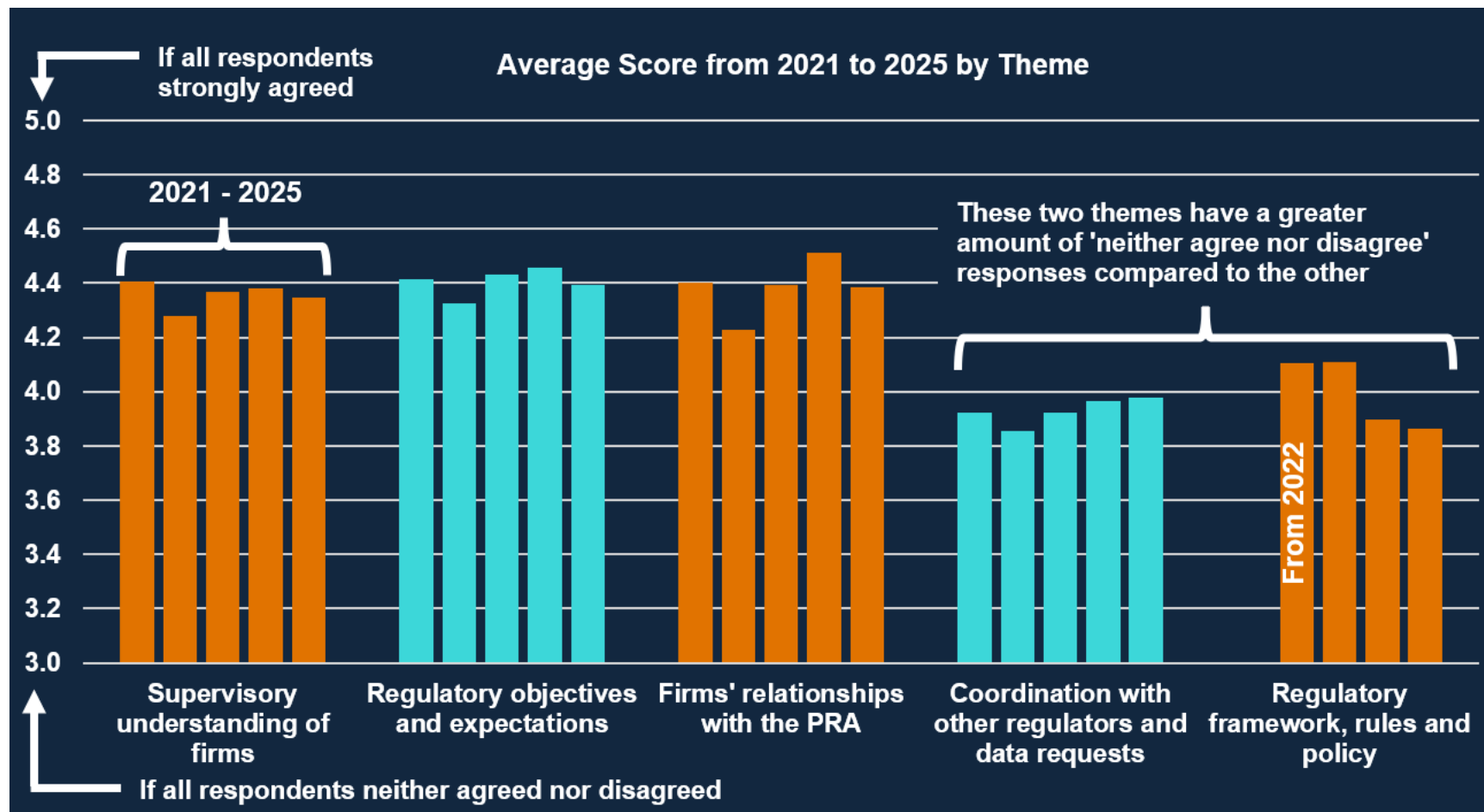
The graph shows the percentage of firms which responded 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree' and 'strongly disagree' to each of the survey questions in the 2025 Firm Feedback survey.

Average score comparison by question 2021-25



The graph compares responses to all questions for the years 2021-2025. A score of 5 is the most favourable, and equates to 'strongly agree', 4 equates to 'agree', 3 equates to 'neither agree nor disagree', 2 equates to 'disagree', and 1 equates to 'strongly disagree'. (NB: The range on the y-axis begins at 3 (averaging yielded no scores below 3).)

Average score comparison 2021-25 grouped by theme



This graph illustrates the trends in scores in response to the survey questions grouped into five themes:

1. Supervisory understanding of firms (Q1)
2. Regulatory objectives and expectations. (Q2, 3, 4 and 10)
3. Firms' relationship with the PRA (Q5, 6 and 7)
4. Coordination with other regulators and data requests (Qs 8, 9, 11 and 12)
5. Regulatory framework, rules and policy (Qs 13-17)

A score of 5 is the most favourable, and equates to 'strongly agree', 4 equates to 'agree', 3 to 'neither agree nor disagree', 2 to 'disagree', and 1 to 'strongly disagree'. (NB: The range on the y-axis begins at 3 (averaging yielded no scores below 3).)

