

Bank of England

BEEDS Annual Survey

Earlier this year, we launched the 2026 BEEDS Customer Satisfaction Survey for Portal and Administration users, asking for your views on the platform, support services and available resources.

We received 369 responses during this year's survey. Thank you to everyone who took the time to share their feedback. We have analysed the results to understand what is working well and where we can continue to improve the BEEDS experience.

Executive Summary

The 2026 results show that satisfaction with BEEDS remains strong. Users continue to value the platform's simplicity, familiarity, and ability to support routine regulatory submissions. The most positive comments focus on simplicity, ease of use and the ability to complete routine submissions without extensive training.

Feedback on BEEDSQueries was also highly positive, particularly in relation to professionalism, responsiveness, and the clarity of support. Feedback on authentication and UAT highlighted several practical considerations that will help inform future improvements.

However this year's BEEDS Customer Survey also highlighted a growing demand for a more transparent, flexible and user-friendly submission experience. Respondents identified opportunities to simplify the reporting process, particularly when validating and submitting returns.

1. Clearer Validation Feedback

A common theme throughout the survey was the challenge of interpreting technical validation messages, particularly for XBRL submissions. Users

told us that validation messages, particularly those relating to XBRL submissions, can sometimes be difficult and time-consuming to interpret.

We are committed to exploring clearer, plain-English explanations that help firms understand validation and submission errors and resolve issues more independently.

2. Strengthening User Acceptance Testing (UAT)

The ability to test submissions ahead of live reporting cycles remains an important requirement for many firms. Early testing provides confidence that returns can be submitted successfully and helps identify potential issues before critical reporting deadlines.

We remain committed to strengthening the User Acceptance Testing (UAT) process and giving firms meaningful opportunities to test submissions before live reporting cycles. We will continue to improve how UAT windows are communicated and managed, helping firms test submissions, validate changes and prepare for future reporting requirements.

3. Exploring Validation and Submission Flexibility

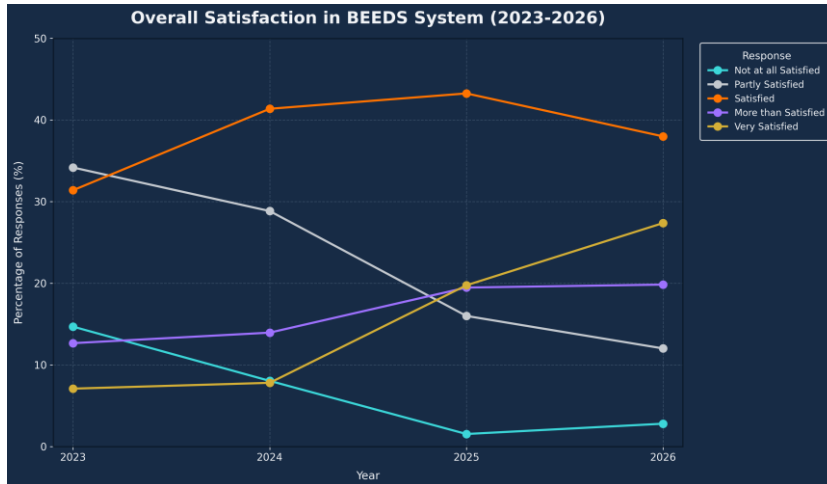
Users also asked for greater control over the submission process. In particular, respondents expressed interest in being able to identify and resolve validation issues independently before undertaking a formal submission.

As part of the procurement process for the replacement BEEDS platform, we will explore options for separating validation from formal submission. This could give firms greater flexibility to identify and resolve issues before formally submitting a return.

These priorities reflect our continued commitment to improving BEEDS in partnership with our users and making the reporting experience clearer, more flexible and easier to manage

Survey Results

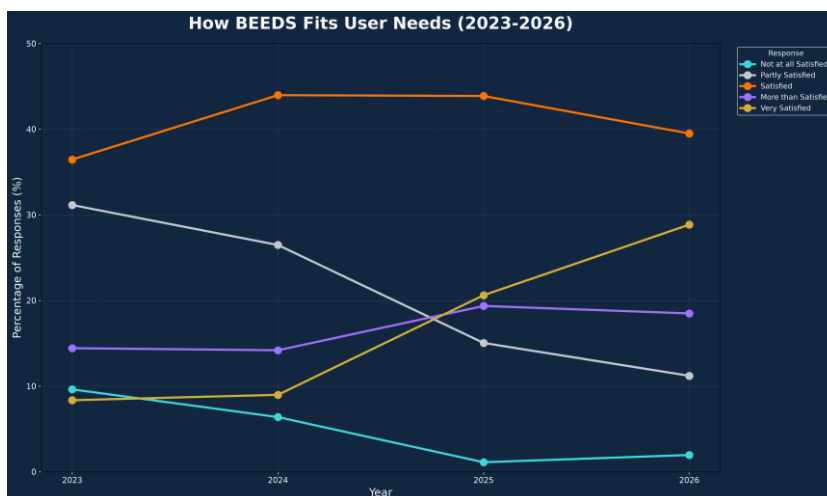
Overall Satisfaction with the System



Overall satisfaction remained strong in 2026, with approximately 85% of respondents selecting 'Satisfied' or better. 'Satisfied' remained the most common response, while the proportion selecting 'Very Satisfied' increased compared with earlier years.

Written feedback supported this positive result. Respondents frequently described BEEDS as easy to use, practical and familiar, highlighting simplicity as a key strength of the platform.

Satisfaction with How the System Fits Users' Needs

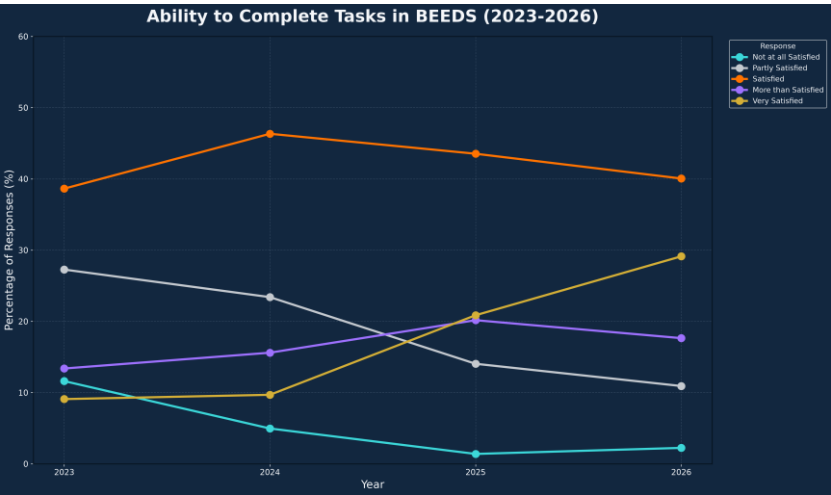


Approximately 87% of respondents were satisfied or better with how well BEEDS meets their needs, while strong satisfaction increased and

dissatisfaction continued to fall.

The written feedback reflects this positive result. Respondents generally believe that the platform performs its core purpose effectively. Suggestions for improvement focused mainly on providing greater visibility and control throughout the reporting process.

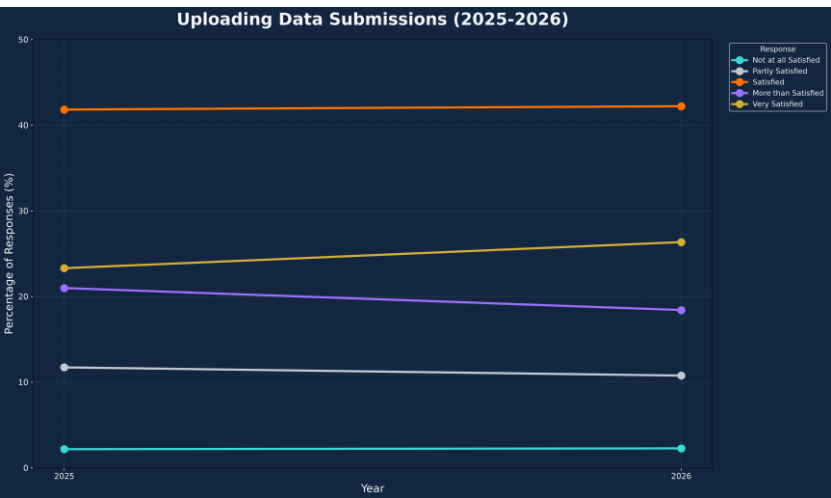
Satisfaction with Ability to Complete Tasks

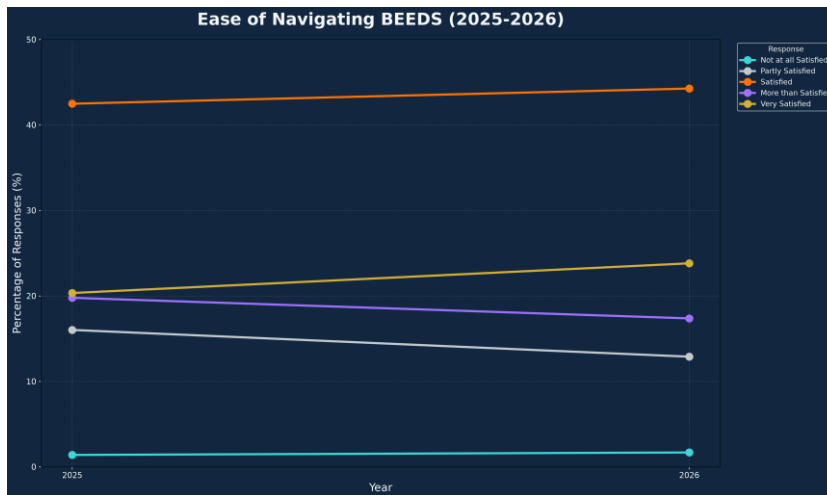


Users also reported strong satisfaction with their ability to complete reporting tasks. In 2026, approximately 87% of respondents selected ‘Satisfied’ or better, while dissatisfaction remained low. This indicates that most users can complete their required reporting activities successfully using BEEDS.

Written feedback suggests that the remaining difficulties relate mainly to validation, review and submission assurance rather than the basic operation of the platform.

Satisfaction with Uploading Data and Navigating the System





The 2026 results for uploading and navigation remain broadly positive. Approximately 87% of respondents were satisfied or better with uploading submissions, while around 85% were satisfied or better with navigating BEEDS.

Written feedback provided further insight into this. The standard upload process is generally well understood, particularly by experienced users. Respondents value familiar steps, straightforward file selection and prompt processing when submissions pass validation.

The most common suggestion was to separate the upload, validation and formal submission stages. Respondents felt this would give firms more opportunity to review validation results, correct issues and complete internal approvals before formally submitting a return.

What Users Liked About BEEDS

Of the 163 substantive responses, 59% referred to ease of use, clarity or user friendliness. Respondents frequently described BEEDS as straightforward, familiar and easy to navigate. Users particularly value being able to complete routine submissions without extensive training.

Self-service Functionality and Additional Capabilities

Respondents identified several related improvements that would support a more flexible submission experience:

- Clearer validation and error messages
- Pre-submission validation checks
- The ability to download submitted files

App-based Authentication

This year's survey included questions exploring whether BEEDS could move from SMS-based two-factor authentication to an app-based authentication model, such as Microsoft Authenticator or Google Authenticator.

Most respondents indicated that they would not expect significant difficulties with a move to app-based authentication. Overall, 83% of respondents said they would not foresee significant issues with such a change.

Among the 17% who anticipated issues, the main considerations were organisational rather than opposition to stronger authentication. IT and security policy restrictions and device availability were the largest area identified. Other considerations included installation controls, the use of personal devices, shared-account arrangements, accessibility and the need for clear support and account-recovery processes.

BEEDSQueries Support

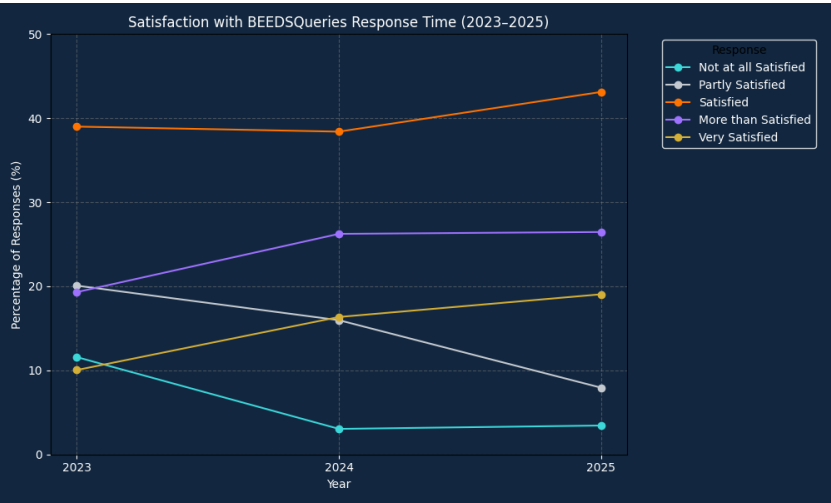
Feedback on BEEDSQueries remained consistently positive across response times, customer service, quality of information and maintenance communications.

In 2026, 60% of respondents reported that they had contacted BEEDSQueries, providing a substantial evidence base for evaluating the support service.

User Experience with BEEDSQueries Support (2023–2026)

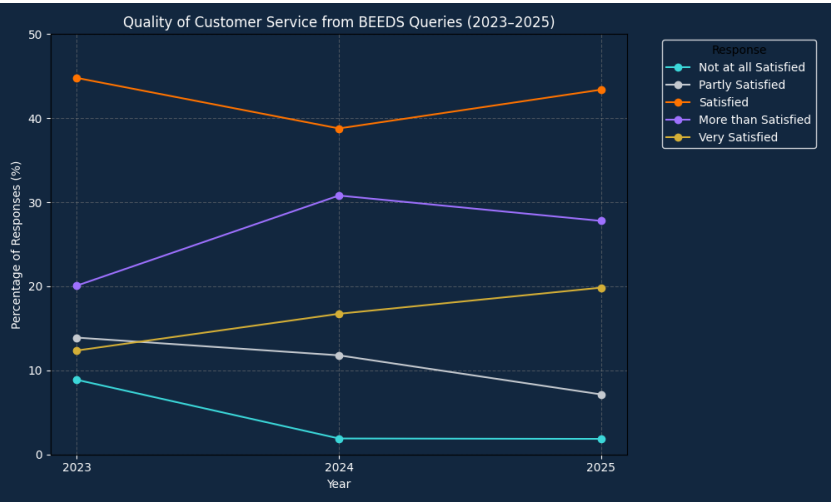
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Response Time



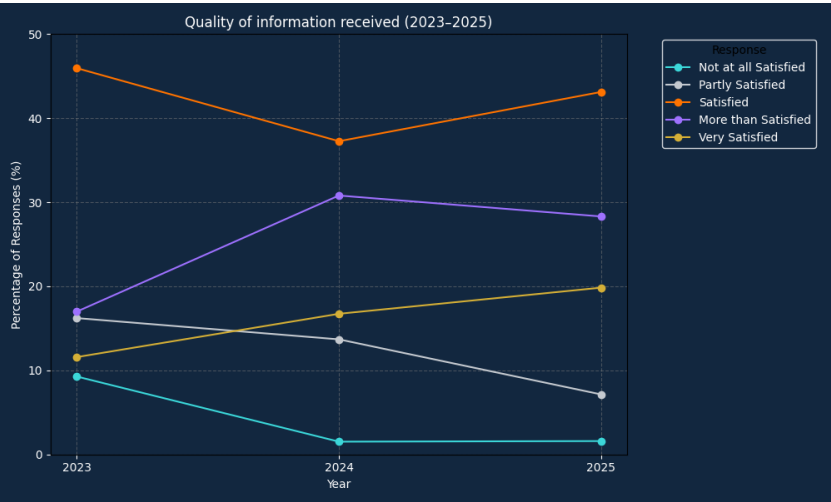
Satisfaction with BEEDSQueries response times remained high in 2026, with 91% of respondents selecting Satisfied or better.

Quality of Customer Service



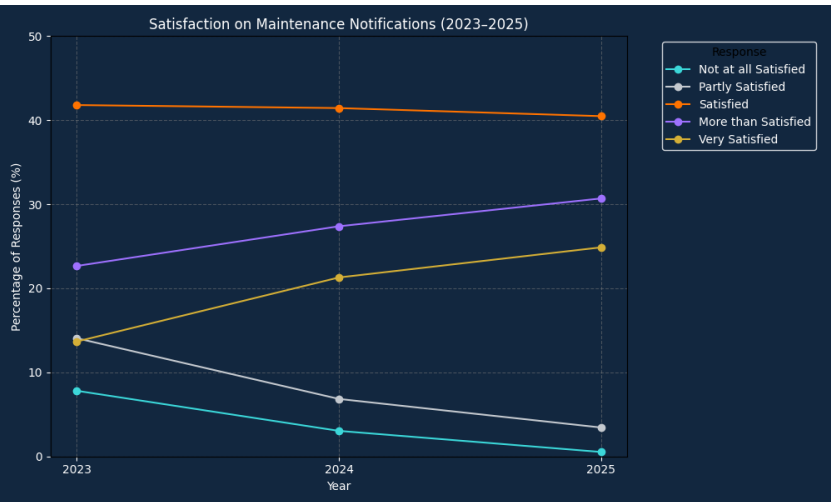
Customer-service ratings remained strong in 2026. 96% of respondents selected Satisfied or better. Written feedback continued to recognise the professionalism, helpfulness and responsiveness of the BEEDSQueries team.

Quality of Information Received



Respondents continued to rate the quality of helpdesk responses highly. 94% selected Satisfied or better. Respondents generally found the information clear, relevant and useful, although some respondents would welcome more detailed, return-specific explanations and greater visibility of progress for complex issues.

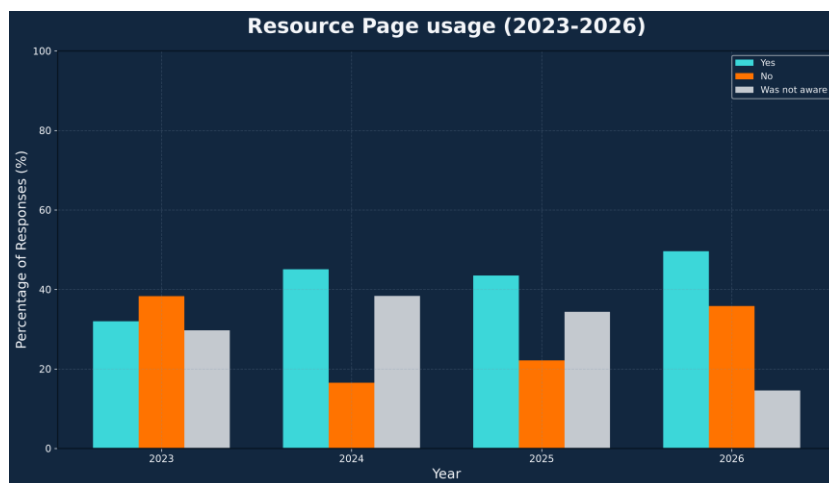
Maintenance Notifications



Communications relating to system outages and maintenance remained positively rated in 2026. 96% of respondents selected Satisfied or better. The results suggest that most users consider the timing and quality of service communications effective, although the written feedback identifies opportunities to provide earlier notice where planned downtime may affect reporting activity.

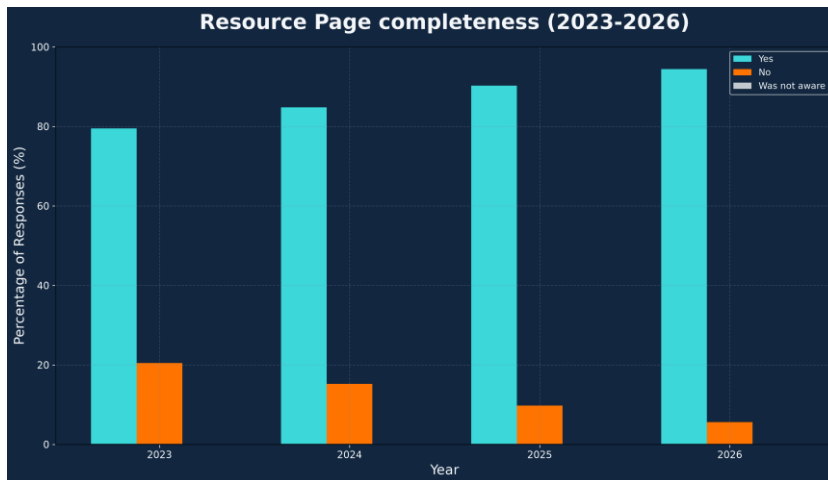
BEEDS Resource Page Usage

Awareness and use of the BEEDS Resource Page improved in 2026. 49% of respondents reported using the Resource Page, while 36% indicated that they had not used it and 15% said they were unaware of it. These results suggest that an increasing number of users are engaging with the available guidance and support materials. We will continue to raise awareness of the Resource Page and make relevant guidance easier to access from within BEEDS.



BEEDS Resource Page Completeness

Feedback on the completeness of the BEEDS Resource Page remained highly positive. 94% of respondents agreed that the page contained the information they needed. This continues the year-on-year improvement in users' assessment of the available content. Feedback focused on making guidance more specific and easier to find, including clearer validation guidance, plain-English explanations of errors, worked examples and improved access to return-specific information, taxonomies and known issues.

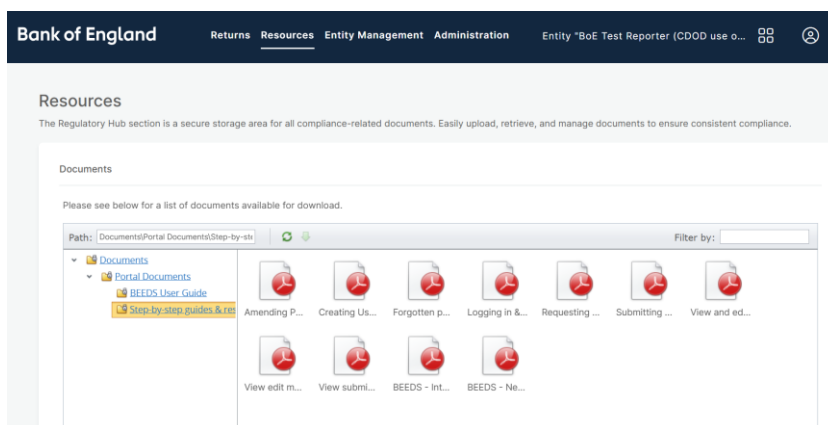


BEEDS User Guides

The user guide provides detailed guidance on using the BEEDS system. Each collection is covered under separate headings, with clear instructions on file types and submission steps. This makes it easier for users to access key information without needing to contact BEEDSQueries. We hope this will further improve usability across all collections and help users access the information they need more quickly.

How to use the Resource Page:

- To access Help and Guidance, select 'Resources' after logging into BEEDS.



From here, users can access the main BEEDS user guide and supporting guidance on topics ranging from logging in to creating an additional user.

- All guides are available in PDF format for easy access.
- Updated video tutorials reflecting the BEEDS user interface are also available alongside the PDF guides.

For more information about BEEDS, visit the following page:

[The Bank of England Electronic Data Submission \(BEEDS\)](#)

BEEDS resources

[User guide](#)

[Portal Layout](#)

[Step-by-step guides](#) [scroll down on webpage]



Thank you to everyone who completed the survey. We greatly appreciate the time you took to share your feedback. Your feedback helps us identify priorities and continue improving the BEEDS service.

We will run the survey again next year and invite all active BEEDS users to participate.

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