

# Tier 1 & Tier 2 Public Benefit Entities

## PBE FRS 48 *Service Performance Reporting*

### Factsheet 2: SPI considerations before the reporting period begins

#### FACTSHEET 2 OF 4

For previous steps in the SPI reporting process refer to previous factsheets. For overview of SPI reporting process refer [here](#).

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### Document the entity's purpose, vision, its key objectives and the broader aims and objectives it is hoping to achieve

Some Public Benefit Entities (PBEs) will already have much of the information they need to report service performance information (SPI), although it might not be in an appropriate format for external reporting.

You should think about your existing internal and external reporting and what information can be repurposed and cross-referenced.



It may be a question of pulling the information together, connecting the dots, highlighting the important elements, and making existing information engaging and accessible to users.

### Document how the entity plans to achieve its objectives over the medium to long term



PBE FRS 48 requires an entity to explain what it does and why, the changes it wants to bring about, and how it plans to achieve its desired objectives. The change that an entity wants to bring about can range from the achievable to the aspirational.

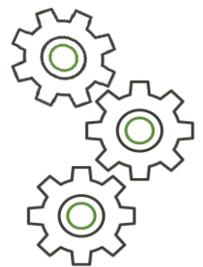
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### Develop processes, systems and controls for measuring and collecting selected SPI

You should think about measurement processes, definitions, relevant data sources, frequency of controls and relevant supporting documentation for their SPI. If you have clear strategies and report regularly to your governing body on progress in relation to those strategies, the end of year SPI will largely be an aggregation of that information.

There may be a trade-off between the costs and benefits of reporting certain information. Some aspects of service performance may be easy to measure at low cost, but other aspects may be more costly but might be more relevant and therefore be of more benefit to users — judgement is required.



You should document how you have selected and measured your SPI. This will assist discussions with your assurance practitioner and be a useful internal record for the next year, by retaining institutional knowledge and helping with decision-making and accountability.



## Select an appropriate and meaningful mix of performance measures and/or descriptions to present SPI



PBE FRS 48 emphasises the importance of considering the information needed by users for accountability and decision making, the desired qualities of information (such as relevance and reliability) and the need to apply the concept of materiality. It uses the phrase ‘appropriate and meaningful’ as a reminder to think about all of these things.

Ideas for possible performance measures can come from the reports of PBEs with similar objectives and services, talking to people involved with similar entities and reading relevant publications. Discussions with other individuals can help identify commonly used measures and/or descriptions. You will need to determine the level of detail that is the most appropriate and meaningful to explain what your entity does and why, having regard to the users of this information.

Consider a mix of quantitative metrics (numbers) and qualitative descriptions (narrative and stories) that:

- **Show what you delivered** (e.g. meals provided, workshops run).
- **Show what changed as a result** (e.g. improved wellbeing, less isolation).
- **Focus on what your audience cares about** (e.g. consider what matters to groups such as funders, donors, supporters or your local community).

Remember to engage with your assurance practitioner when selecting your SPI (if relevant)

The following questions might be useful when preparing SPI about what the entity has done in the period:

What are the entity’s key objectives? What is it accountable/responsible for? What did the entity intend to achieve?

What activities or activities’ effects will best illustrate what the entity has done during the period in working towards its broader aims and objectives?

What internal records are already retained on the achievement of the entity’s key objectives/goals (and/or grant purposes)?

What performance measures will be used to report on the delivery of service objectives? Where will the information come from?

For new information, what additional systems and controls are required to capture the required information?

How will we validate the information about what the entity has done in the period for external assurance purposes?

EG A10 offers practical examples and guidance to help PBEs understand this reporting. Keep in mind this reporting is about accountability for a specific reporting period.

### Explanatory Guide EG A10

Please refer to the **standard** and detailed **guidance** on our website. Explanatory Guide EG A10 provides detailed guidance and implementation support to help you think about SPI and your reporting. If you require further information and guidance, please refer to this guide regularly.

