

Tier 1 & Tier 2 Public Benefit Entities

PBE FRS 48 Service Performance Reporting

Factsheet 3: SPI considerations during the reporting period

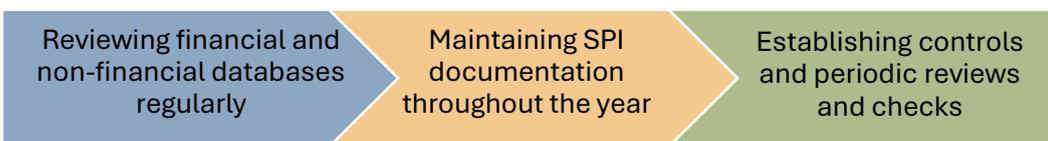
FACTSHEET 3 OF 4

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

5

Throughout the period gather the information and supporting documentation

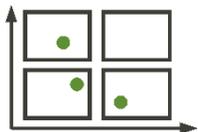
It is important to think about your approach to maintaining documentation regularly throughout the period. You should consider the following:



There are benefits to investing in systems and processes that collect evidence around service performance information (SPI). It will help you comply with requirements, support the entity’s governance and making informed and effective decisions.

Determine the most appropriate and meaningful way to present the period end SPI

6



PBE FRS 48 does not prescribe the format for presenting SPI. As it is likely to be a combination of narrative and numerical information, a variety of formats can be used.

You should consider the best way to present key SPI to users, consider what others are doing and make SPI visually engaging and useful for decision-making and accountability. Possible formats include graphs, tables, narrative, infographics and explanatory comments in ‘pop-up’ boxes.

7

Prepare SPI for reporting together with the financial statements

SPI and financial statements are both important components of an annual report. Annual reports should tell the whole story of the entity’s performance – both in terms of its financial performance and its service performance, with an explanation of the links between the two.

Examples include:

- linking cost of services with outputs delivered
- using charts to demonstrate how funds were allocated.



Acknowledgement of the use of donated goods or services which have not been recognised in the financial statements and information about volunteer contributions can be more useful than cost information in providing an overall picture of the entity’s performance.



Review the SPI to ensure it complies with PBE FRS 48



PBEs often make judgements about what to measure, how to measure it, and how to present it. Disclosures help users understand why the information is the way it is and is an important part of reporting appropriate and meaningful service performance information.

You need to explain your reasoning for the information you chose to report, especially if you:

- **Choose one measure over another when they measure similar things.**
- **Group certain activities together to shorten the reporting.**
- **Use a new method or stop reporting something done last year.**

Be sure to consider judgements around selection, measurement, aggregation, and presentation of your service performance information.

The following questions will be a useful starting point when thinking about the disclosure of judgements.

What judgements had the most significant effect on the service performance information reported?

To what extent is the service performance information reported consistent with the entity's overall purpose and objectives? Explain if it's not.

How much discretion does the entity have over the selection, aggregation and presentation of service performance information reported?

To what extent was the selection of performance measures determined through internal judgement, or informed through consultation with key users?

Have the key judgements been documented?

Has the entity advised the external assurance practitioners which judgements it plans to disclose?

9

Obtain approval by the governing body and prepare for assurance

The governing body (for example, the Board of Trustees) is responsible for final approval of the SPI. You should ensure they have input into the selection of measures and the reporting presentation.

Where applicable, talk to your assurance practitioners early about what information you are planning to report, why you believe this will meet the requirements of the standard and what evidence you will have.



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.

