

Estyn's performance indicators¹

Strategic objective 1: Provide public accountability to service users on the quality of education and training provision in Wales

Performance objective	Performance indicator	PI reference	Target 2017-2018	Achieved 2017-2018	Target 2018-2019	Achieved up to Q3 2018-2019	Target 2019-2020
To ensure inspections and their reports meet the quality requirements set out in Estyn's published frameworks for inspection and guidance	Percentage of published inspection reports requiring amendment after publication as a result of substantiated challenge to judgements	PI 1	0%	✓	0%	✓	0%
To ensure inspections are experienced by providers as a positive process that promotes improvement	Percentage of providers whose inspection questionnaire responses fall into the disagree or strongly disagree category across the range of questions posed	PI 2	< 3%	✓	< 3%	✓	< 3%
	Percentage of providers who indicate their dissatisfaction with the reliability and independence of Estyn's judgements following publication of the inspection report	PI 3a	< 3%	✓	< 3%	✓	< 3%

¹ We set ourselves challenging targets based on actual performance levels in previous and current years. Targets are set and monitored by our Executive Board, which includes the Chief Inspector, Strategic Directors and the Corporate Services Director.

	Percentage of providers who indicate dissatisfaction that the inspection helped them to plan for improvement following publication of the inspection report	PI 3b	< 3%	✓	< 3%	✓	< 3%
To ensure inspection reports are published in a timely manner	Reports published outside of statutory or agreed deadlines	PI 4	0%	✓	0%	✓ On track	0%

Strategic objective 2: Inform the development of national policy by the Welsh Government

Performance objective	Performance indicator	PI reference	Target 2017-2018	Achieved 2017-2018	Target 2018-2019	Achieved up to Q3 2018-2019	Target 2019-2020
To ensure the Welsh Ministers have regular, independent feedback on the standards and quality of education and training provision in Wales in an annual report	HMCI's Annual Report to be produced in-year on schedule	PI 5	Publication of 2016-2017 AR by 31 January 2018	✓	Publication of 2017-2018 AR by 31 January 2019	✓	Publication of 'state of the nation' 2018-2019 AR by end February 2020
To ensure that independent advice requested in the Ministerial remit is provided in a timely way	All advice work listed in the annual Ministerial remit letter is published to deadlines	PI 6	100%	✓	100%	✓	100%
Impact on development of national policy and education and training initiatives	Percentage of recommendations for improvement that are fully accepted by Welsh Government	PI 7	90%	✓	95%	✗ 92%	95%

Strategic objective 3: Building capacity in the delivery of education and training in Wales

Performance objective	Performance indicator	PI reference	Target 2017-2018	Achieved 2017-2018	Target 2018-2019	Achieved up to Q3 2018-2019	Target 2019-2020
To ensure Estyn-hosted training events and best practice conferences meet the needs of delegates	Percentage of delegates indicating satisfaction in evaluations of Estyn training events and best practice conferences	PI 8	98%	✓	98%	✗ 97%	98%
To ensure the training received by Peer Inspectors and their experience of deployment on Estyn inspections are regarded as positive activities that enhance professional development and support practitioners to lead improvement.	Percentage of Peer Inspectors providing a positive response to survey.	PI 9	95%	✓	95%	✓	95%

Delivery principle 1: Develop Estyn as a 'best value' organisation and exemplary employer

Performance objective	Performance indicator	PI reference	Target 2017-2018	Achieved 2017-2018	Target 2018-2019	Achieved up to Q3 2018-2019	Target 2019-2020
To maintain high levels of engagement in staff surveys	Estyn's staff engagement index percentage in the Civil Service People Survey remains above the top quartile of Civil Service departments	PI 10	Above top quartile	✓	Above top quartile	✓	Above top quartile
To manage staff absence levels	Total annual sickness absence rate	PI 11	< 4%	✗ 4%	< 4%	✓	< 4%

To ensure we produce • an Annual Plan that meets the requirements of the Learning and Skills Act 2000	Annual Plan to be produced on schedule	PI 12	AP 2018-2019 forward to Assembly by 31/03/2018	✓	AP 2019-2020 forward to Assembly by 31/03/2019	✓ On track	AP 2020-2021 forward to Assembly by 31/03/2020
To report on Estyn's achievements and performance for the financial year	Annual Report and Accounts produced within statutory timescales	PI 13	ARAC 2016-2017 publish by 31/10/2017	✓	ARAC 2017-2018 publish by 31/10/2018	✓	ARAC 2018-2019 publish by 31/10/2019
To ensure that Estyn's accounting procedures are accurate, transparent and accountable	Estyn's annual resource accounts are not qualified by external audit	PI 14	Unqualified accounts for 2016-2017	✓	Unqualified accounts for 2017-2018	✓	Unqualified accounts for 2018-2019
To ensure that Estyn processes invoices in a timely manner	All undisputed invoices paid within 30 days	PI 15a	100%	✓	100%	✗ 99.7%	100%
	Undisputed invoices paid within 10 days	PI 15b	95%	✗ 91%	95%	✓	95%
To ensure best practice in relation to investment in people, sustainability and health standards	Implementation and ongoing maintenance of action plans for key corporate initiatives: Investors in People, Green Dragon, Corporate Health Standard ²	PI 16	Actions implemented within timescales	✓	Actions implemented within timescales	✓ On track	Actions implemented within timescales
To ensure that Estyn is addressing the requirements of the Welsh Language Standards.	Achievement of objectives as outlined in the Welsh Language Scheme action plan and in Estyn's revised Welsh Language Policy.	PI 17	Actions implemented within timescales	✓	Actions implemented within timescales	✓ On track	Actions implemented within timescales

² Action plans currently include the staff engagement action plan, the staff conference action plan, the health, safety and wellbeing committee action plan, the training and development plan, and the sustainability plan.

To ensure integration of equality and diversity in all aspects of Estyn's work	Achievement of objectives set for completion in 2015-2016 as outlined in the Strategic Equality Plan	PI 18	Actions implemented within timescales	✓	Actions implemented within timescales	✓ On track	Actions implemented within timescales
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Delivery principle 2: Work collaboratively with other inspectorates and stakeholders to support the improvement of public service delivery

Performance objective	Performance indicator	PI reference	Target 2017-2018	Achieved 2017-2018	Target 2018-2019	Achieved up to Q3 2018-2019	Target 2019-2020
To work collaboratively with other inspectorates and stakeholders to share information, develop and deliver joint inspection activity, or to carry out joint thematic reviews with other inspection, audit and regulatory (IAR) bodies.	Fulfil requests for joint work within Estyn's remit from IAR bodies and other national education organisations	PI 19a	95%	✓	95%	✓	95%
	Engagement with a representative body of each sector that Estyn inspects	PI 19b	All sectors	✓	All sectors	✓	All sectors