

## Estyn's performance indicators<sup>1</sup>

### 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 2016-2017	Achieved 2016-2017	Target 2017-2018	Achieved 2017-2018	Draft target 2018-2019
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	< 5%	✓ <1%	< 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%	✓ <1%	< 3%	✓	< 3%

<sup>1</sup> 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	New indicator for 2017-2018		< 3%	✓	< 3%
To ensure inspection reports are published in a timely manner	All reports published within statutory or agreed deadlines	PI 4	100%	✓	n/a	n/a	n/a
	Reports published outside of statutory or agreed deadlines <sup>2</sup>	Revised PI 4	Revised indicator for 2017-2018		0%	✓	0%

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

Performance objective	Performance indicator	PI reference	Target 2016-2017	Achieved 2016-2017	Target 2017-2018	Achieved 2017-2018	Draft target 2018-2019
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 2015-2016 AR by 31 January 2017	✓	Publication of 2016-2017 AR by 31 January 2017	✓	Publication of 2017-2018 AR by 31 January 2018
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	New indicator for 2016-2017		90%	✓	95%

<sup>2</sup> Performance indicator revised for 2017-2018 – indicator flipped from 'all reports published with statutory or agreed deadlines' (target 100%) to 'reports published outside of statutory or agreed deadlines'(target 0%).

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

Performance objective	Performance indicator	PI reference	Target 2016-2017	Achieved 2016-2017	Target 2017-2018	Achieved 2017-2018	Draft target 2018-2019
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%	✓	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 2016-2017	Achieved 2016-2017	Target 2017-2018	Achieved 2017-2018	Draft target 2018-2019
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	Forward to Assembly by 31/03/2017	✓	Forward to Assembly by 31/03/2018	✓	Forward to Assembly by 31/03/2019
To report on Estyn's achievements and performance for the financial year 2015-2016	Annual Report and Accounts produced within statutory timescales	PI 13	Publish by 31/08/2016	✓	Publish by 31/08/2017	✓	Publish by 31/07/2018
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 2015-2016	✓	Unqualified accounts for 2016-2017	✓	Unqualified accounts for 2017-2018
To ensure that Estyn processes invoices in a timely manner	All undisputed invoices paid within 30 days	PI 15a	100%	✗ 99.8%	100%	✓	100%
	Undisputed invoices paid within 10 days	PI 15b	New indicator for 2017-2018		95%	✗ 91%	100%
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 <sup>3</sup>	PI 16	Actions implemented within timescales	✓	Actions implemented within timescales	✓	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	✓	Actions implemented within timescales

<sup>3</sup> 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	✓	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 2016-2017	Achieved 2016-2017	Target 2017-2018	Achieved 2017-2018	Draft target 2018-2019
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.	Number of inspections, special investigations or joint thematic reviews undertaken with other Welsh and UK inspectorates	PI 19	16	✗ 14	Replaced by new indicators		n/a
	Fulfil requests for joint work within Estyn's remit from IAR bodies and other national education organisations	New PI 19a	New indicator for 2017-2018		95%	✓	95%
	Engagement with a representative body of each sector that Estyn inspects	New PI 19b	New indicator for 2017-2018		All sectors	✓	All sectors