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### **Estyn's performance indicators 2024-2025**

<b>Performance indicator</b>	<b>PI reference</b>	<b>Target 2023-2024</b>	<b>Achieved 2023-2024</b>	<b>Target 2024-2025</b>	<b>Achieved 2024-2025</b>	<b>Target 2025-2026</b>
Percentage of completed core inspections that met planned inspection activity set out in our annual plan	PI 1a	97%	100%  425 inspections planned for the whole year; 425 inspections delivered. (100%)	97%	405 inspections planned for the whole year; 440 inspections delivered  One inspection halted mid-inspection, and rescheduled for 2025-2026	97%
Deployment of peer inspectors and lay inspectors on inspection in line with Estyn standards	PI 1b	at least 1 peer inspector on each inspection	87%  340 inspections requiring a peer inspector – 295 included a peer inspector	at least 1 peer inspector on each inspection	97.5%  318 inspections requiring a peer inspector – 310 included a peer inspector	at least 1 peer inspector on each inspection

Performance indicator	PI reference	Target 2023-2024	Achieved 2023-2024	Target 2024-2025	Achieved 2024-2025	Target 2025-2026
Percentage of providers who indicate their satisfaction following inspection:	PI 2	100%				
a. That inspectors gave helpful feedback during the inspection by identifying relevant strengths and areas for improvement			(a) 97% No of providers not satisfied – 13 No of inspections – 425	97%	(b) 99% No of providers not satisfied – 3 No of inspections – 254	97%
b. With the reliability and independence of Estyn's judgements			(b) 99.5% No of providers not satisfied – 2 No of inspections – 425	97%	(b) 92% No of providers not satisfied – 7 No of inspections – 142	97%
c. That the inspection helped them to plan for improvement			(c) 99.5% No of providers not satisfied – 2 No of inspections – 425	97%	(c) 95% No of providers not satisfied – 6 No of inspections – 142	97%
<b>Denominator: number of inspections</b>						

Performance indicator	PI reference	Target 2023-2024	Achieved 2023-2024	Target 2024-2025	Achieved 2024-2025	Target 2025-2026
MoU in place between Medr and Estyn that sets out our respective roles	PI 3	Ongoing	Work was ongoing to establish Medr and work out the implications for various organisations, ourselves included. Managers continued to meet key stakeholders with a view to discussing our roles and responsibilities and establishing MOUs.	Consolidating our working arrangements as the body became operational in August 2024	<p>Working arrangements have become better established with a few key actions completed:</p> <ul style="list-style-type: none"> <li>• MOU presented by the Welsh Government for working with Medr and Estyn</li> <li>• Closer links established with QAA – through revising an MOU between Estyn and QAA and setting up a collaborative site to share planning in a safe space around any joint work to be commissioned by Medr</li> <li>• Regular catch up meetings set up</li> <li>• Senior Estyn representation at the bi-monthly Quality Committee</li> </ul>	Further our work arrangements with Medr at both strategic and operational levels and ensure an updated MOU is agreed and deliver on funded work.
The number of downloads for all our key publications and associated materials during the reporting period	PI 4 (a)	40,000 each year	<p>The total number of downloads/views for all our key publications and associated materials : 72,953.</p> <p>Annual Report microsite views: 67,828</p>	50,000	<p>The total number of downloads/views for all our key publications and associated materials : 52,615</p> <p>Annual Report microsite views: 41,382</p>	20,000 each year

Performance indicator	PI reference	Target 2023-2024	Achieved 2023-2024	Target 2024-2025	Achieved 2024-2025	Target 2025-2026
The percentage of people who click through to read our key publications from various sources (including search engines, direct traffic, referred links from other sites, eshots and our social media posts)	PI 4 (b)	2.5% (industry standard for social media referrals. Education industry average is 2.2%*)	The percentage of people who click through to read our key publications (Annual Report) from various sources: Search engines: 14% Direct traffic: 61% Referred links from other sites: 7%	Search engines: 26% Direct traffic: 50% Referred links from other sites: 5%	The percentage of people who click through to read our key publications (Annual Report) from various sources:  Search engines: 32% Direct traffic: 41% Referred links from other sites: 27%	
Click through rate (CTR) of our half termly external stakeholder newsletter (this is distributed to more than 2,500 contacts highlighting topical headlines and publications)	PI 4 (c)		New PI for 2024-2025	7%	6.41%	7%
Civil Service People Survey engagement index score - target within the top quartile	PI 5	Within top quartile (68%)	67% (Met)	Within top quartile (64%)	69% (Met)	Within top quartile
Implement our learning and development strategy for all colleagues	PI5 (b)		Learning and development strategy implemented.	Implemented	Improved learning opportunities for all have taken place. Leadership development programmes completed for CS and HMI; and new cohorts for both InPD leadership programme and Thrive programmes are taking place.	Continue to implement