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Estyn's performance indicators 2025-2026

Performance indicator	PI reference	Target 2024-2025	Achieved 2024-2025	Target 2025-2026	Achieved 2025-2026	Target 2026-2027
Percentage of completed inspections that met planned inspection activity set out in our annual plan	PI 1(a)	97%	405 inspections planned for the whole year; 440 inspections delivered One inspection halted mid-inspection, and rescheduled for 2025-2026	98%	374 inspections planned for the whole year; 388 delivered	100%
Deployment of peer inspectors on core inspections in line with Estyn standards	PI 1(b)	at least 1 peer inspector on each core inspection (100%)	97.5% 318 core inspections requiring a peer inspector – 310 included a peer inspector	at least 1 peer inspector on each core inspection (100%)	97% 291 core inspections requiring a peer inspector – 281 included a peer inspector	at least 1 peer inspector on each core inspection (100%)
(New Indicator) Deployment of lay inspectors on all school and PRU core inspections in line with Estyn standards	PI 1(c)	N/A	N/A	One lay inspector on each school and PRU core inspection (100%)	100% 258 core inspections requiring a lay inspector – 258 core inspections included a lay inspector	One lay inspector on each school and PRU core inspection (100%)

Performance indicator	PI reference	Target 2024-2025	Achieved 2024-2025	Target 2025-2026	Achieved 2025-2026	Target 2026-2027
Percentage of providers who complete a post inspection questionnaire who indicate their satisfaction following inspection: (Denominator: number of inspections)	PI 2	Reported separately under PI 2(a) – (c)				
That inspectors gave helpful feedback during the inspection by identifying relevant strengths and areas for improvement	PI 2(a)	97%	99% No of providers satisfied – 251 No of inspections – 254	97%	97% No of providers satisfied – 247 No of inspections – 254	97%
With the reliability and independence of Estyn’s evaluation	PI 2(b)	97%	92% No of providers satisfied – 135 No of inspections – 142	97%	97% No of providers satisfied – 143 No of inspections – 147	97%
That the inspection helped them to plan for improvement	PI 2(c)	97%	95% No of providers satisfied – 136 No of inspections – 142	97%	97% No of providers satisfied – 143 No of inspections - 147	97%

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Further our work arrangements with Medr at both strategic and operational levels and ensure an updated MOU is agreed and deliver on funded work.	PI 3	Ongoing	Working arrangements have become better established with a few key actions completed: • MOU presented by the Welsh Government for working with Medr and Estyn • 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 • Regular catch up meetings set up • Senior Estyn representation at the bi-monthly Quality Committee	31 March 2026	An updated MOU for 2026-27 has been developed and agreed to reflect the change to Medr's statutory responsibilities from April 2026.	31 March 2027
(New Indicator) Proportion of stakeholders who rate our stakeholder events as useful or very useful	PI 4(a)	N/A	N/A	96%	75%	96%
(New Indicator) Proportion of stakeholders who rate Estyn's communication as positive	PI 4(b)	N/A	N/A	55%	38% (52% of senior staff report Estyn communications favourably compared to 16% of other staff)	55%
(New Indicator) Proportion of stakeholders who believe that our work has led to improvements in the delivery of education and training	PI 4(c)	N/A	N/A	55%	36% (38% disagreed) The annual perceptions survey provides valuable insight, but changing samples—particularly the increased	55%

Performance indicator	PI reference	Target 2024-2025	Achieved 2024-2025	Target 2025-2026	Achieved 2025-2026	Target 2026-2027
services and policy development in Wales (Source: stakeholder perceptions survey)					focus on middle leaders—mean percentage results are not directly comparable year on year.	
(New Indicator) The combined users accessing our key Improvement resources through our website (Annual report, effective practice, podcasts, thematic reports) during the reporting period	PI 4(d)	N/A	N/A	20,000	41,489	20,000
(New Indicator) The number of views of our multimedia resources on our Youtube channel	PI 4(e)	N/A	N/A	10,000	24,616	10,000
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(f)	7%	6.41%	7%	5.2%	7% (2-3% is industry target)
Civil Service People Survey engagement index score	PI 5(a)	Within top quartile (64%)	69% (Met)	Within top quartile (more than 65%)	73% (Met)	Within the top quartile
(New indicator) Civil Service People Survey learning and development theme score	PI 5(b)	N/A	N/A	At least the median benchmark score (54%)	52% (not met)	At least the median benchmark score
(New Indicator) Introduce a proactive policy to develop and facilitate the use of the Welsh	PI 5(c)	N/A	N/A	N/A	N/A	31 March 2027

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language within Estyn						