



# **Departmental Technical Indicator Report (TIR) – 2016/17**



# **Technical Indicator Report (TIR) – 2016/17**

## **Programme 1**

PROGRAMME 1: TECHNICAL INDICATOR REPORT 2016/2017

APPROVED BY:



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PROGRAMME MANAGER: ADMINISTRATION

MS. MYMOENA ABRAHAMS

DATE: 13/9/16



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ACTING DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE: 13/9/2016

## Programme 1: Administration

### Sub Programme 1.2: Financial Management

#### Strategic Objective (Outcome Indicator)

<b>Indicator title</b>	<b>Unqualified Audit Opinion</b>
<b>Short definition</b>	An Independent report regarding the reliability and accuracy of Financial and Performance information which is issued by the Auditor General.
<b>Purpose/importance</b>	Strengthens governance structures. Enable credibility, accountability and instils public/stakeholder confidence in the Department's Financial and Performance status and ultimately its ability to deliver on its mandate effectively and efficiently.
<b>Source/collection of data</b>	Auditor General issues an audit report to the Department, Shared Audit Committee and Parliament.
<b>Method of calculation</b>	Based on the criteria used by the Auditor General in expressing its opinion. Types of opinions used: Adverse, Disclaimer, Qualified, Financial unqualified with other matters and Financial unqualified with no other matters
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Non - cumulative because is based on each individual financial year.
<b>Reporting cycle</b>	Annually within six month after the financial year end.
<b>New indicator</b>	No
<b>Desired performance</b>	To meet the targeted performance.
<b>Indicator responsibility</b>	Chief Financial Officer

Signed off by:



Chief Financial Officer

Date: 13/09/16

## Output Indicators

<b>Indicator title</b>	<b>Average number of days for the processing of payments to creditors</b>
<b>Short definition</b>	Paragraph 8.2.3 of the National Treasury Regulations determines all payments due to creditors must be settled within 30 days from the date of receipt of the invoice.
<b>Purpose/importance</b>	This indicator will ensure that there are processes in place to effect payments to creditors within 30 days and thereby reduce reputational risk to the Department.
<b>Source/collection of data</b>	<ol style="list-style-type: none"><li>1. Provincial Treasury Kitso System Report (on a CD) and</li><li>2. Departmental excel spreadsheet summarising turnaround time</li></ol>
<b>Method of calculation</b>	Kitso report will calculate the average days from date of receipt of invoice in the Department and the payment date.  So, calculation will be:  Action date less Source doc receive date.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Lower than targeted performance is desirable
<b>Indicator responsibility</b>	DD: Financial Accounting

Signed off by:



DD: Financial Accounting

Date: 12/9/2016

<b>Indicator title</b>	<b>Unqualified Audit Report: Part Three - Financial Statements</b>
<b>Short definition</b>	Presenting financial statement with no material misstatements
<b>Purpose/importance</b>	Strengthens governance structures. Enable credibility, accountability and instils public/stakeholder confidence in the Department's Financial and Performance status and ultimately its ability to deliver on its mandate effectively and efficiently.
<b>Source/collection of data</b>	Annual audit conducted by the Auditor General. Auditor General issues a report to the Department, Shared Audit Committee and Parliament.
<b>Method of calculation</b>	Based on the criteria used by the Auditor General in expressing its opinion. Financial statements free from material misstatements
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Non - cumulative because it's based on each individual financial year.
<b>Reporting cycle</b>	Annually within six month after the financial year end.
<b>New indicator</b>	No
<b>Desired performance</b>	To meet the targeted performance.
<b>Indicator responsibility</b>	DD: Departmental Accounting

Signed off by:



DD: Departmental Accounting

Date:

13/9/2016

<b>Indicator title</b>	<b>Number of internal control reports developed</b>
<b>Short definition</b>	This indicator will measure the number of financial and non-financial audits conducted by the internal control unit over the financial year.
<b>Purpose/importance</b>	The Internal control unit has been identified as one of the key internal assurance providers for the Department in respect of both financial and non-financial information. The assurance provided by the unit contributes to the objective of financial management by ensuring that the controls identified by management is strictly adhered to and where non-adherence is identified that it is reported on. The unit also provides assurance to key management that the financial and performance information reported on in the annual report is credible thereby contributing to the objective of an unqualified audit opinion.
<b>Source/collection of data</b>	Report signed by head of Internal Control.
<b>Method of calculation</b>	Each signed IC audit report will count as one
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Less than desired performance is desirable as it may be indicative of a strengthened, effective and efficient operating environment.
<b>Indicator responsibility</b>	DD: Internal Control: Assurance Service, Governance, Fraud and Loss Management

Signed off by:



DD: Internal Control

Date: 9/9/2016

<b>Indicator title</b>	<b>Cumulative expenditure as a percentage of the budget</b>
<b>Short definition</b>	This indicator will demonstrate the percentage of expenditure spent by the Department in relation to the Adjusted Appropriation budget.
<b>Purpose/importance</b>	Effective expenditure management
<b>Source/collection of data</b>	Approved spreadsheet or BAS system report or submission, signed by the CFO.
<b>Method of calculation</b>	Total expenditure incurred divided by the total adjusted appropriation budget
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output Indicator
<b>Calculation type</b>	Non-cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	No
<b>Desired performance</b>	Within 2% of Adjusted Appropriation
<b>Indicator responsibility</b>	DD: Management Accounting

Signed off by:



\_\_\_\_\_  
 Budget Manager  
 DD: Management Accounting

Date: 09/09/2016



<b>Indicator title</b>	<b>Percentage compliance to the implementation framework</b>
<b>Short definition</b>	This indicator will measure the competency levels of financial management staff in their respective functional areas for Internal Control, Supply Chain Management, Departmental Accounting and Management accounting.
<b>Purpose/importance</b>	Financial Management staff is required to have a set of core skills and competencies to efficiently fulfil their respective roles within finance. This must be continuously assessed and enhanced to ensure that staff is adequately capacitated to fulfil their respective roles.
<b>Source/collection of data</b>	Soft copies of completed staff assessment sheets.
<b>Method of calculation</b>	$(\text{Average score per staff member} / \text{Total score as per framework}) * 100$ The percentage score of each staff member is calculated from which an average is then obtained
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desired
<b>Indicator responsibility</b>	DD: Internal Control: Assurance Service, Governance, Fraud and Loss Management

Signed off by:



DD: Internal Control

Date: 9/9/2016

<b>Indicator title</b>	<b>Number of financial efficiency interventions implemented</b>
<b>Short definition</b>	This indicator will measure the number of efficiency measures on the Department's ability to improve service delivery through its support function. An Efficiency intervention refers to an improvement in a system, process or procedures that is implemented by Financial Management.
<b>Purpose/importance</b>	The Department is the lead in driving and implementing PSG1. This intervention is the financial management Unit support services' efforts to continuously evolve and contribute to an efficient and effective support service to enable the Department deliver on its objectives. .
<b>Source/collection of data</b>	A signed report on financial efficiency interventions implemented.
<b>Method of calculation</b>	Each intervention noted in the report will be counted as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desirable.
<b>Indicator responsibility</b>	DD: Internal Control: Assurance Service, Governance, Fraud and Loss Management

Signed off by:



DD: Internal Control

Date: 9/9/2014

<b>Indicator title</b>	<b>Number of financial manual training sessions conducted</b>
<b>Short definition</b>	Training sessions on all applicable financial management policies, processes and procedures are provided to all staff to ensure that rules and regulations are communicated and understood.
<b>Purpose/importance</b>	<ul style="list-style-type: none"> <li>• The training interventions are intended to ensure a better support service, unqualified audits and ultimately to preserve sound governance structures.</li> <li>• To encourage and support adherence to various norms and standards, all staff in the Department must be made aware of their roles and responsibilities in terms of financial and corporate governance.</li> </ul>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Agenda/Training material/Presentation of training session or workshop or meeting and</li> <li>2. Signed attendance registers</li> </ol>
<b>Method of calculation</b>	Each training session will count as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desired.
<b>Indicator responsibility</b>	DD: Internal Control: Assurance Service, Governance, Fraud and Loss Management

Signed off by:



DD: Internal Control:

Date: 9/11/2016

FOR 2016/17

Sub Programme 1.3: Corporate Services:

Departmental Communication Service

Strategic Objective (Outcome Indicator)

<b>Indicator title</b>	<b>Departmental Communication Plan in place to ensure effective communication</b>
<b>Short definition</b>	An updated Departmental Communications Plan that encapsulates Departmental communication activities, drafted in the fourth quarter of the previous financial year and updated in order to be responsive to communications needs and implementation in the current financial year.
<b>Purpose/importance</b>	It is important for the Department to provide stakeholders with timely accurate, clear information about its policies, programmes, services and initiatives. In this way stakeholders are informed and empowered to participate in Departmental programmes and initiatives. The communication plan is a result of engagements with various programmes to translate the activities of the Department into effective communication campaigns.
<b>Source/collection of data</b>	1. A signed Communications Plan that was drafted in the fourth quarter of the previous financial year, that provides an overview of <ul style="list-style-type: none"><li>• The Department's communication intervention(s)/project(s)</li><li>• Purpose of the communication initiative</li><li>• Target audience</li><li>• Budget</li><li>• And communication channels/mediums</li><li>• Which communication services and resources are to be used to implement the particular</li></ul> and 2. A signed off updated Communications Plan that provides the overview of both the planned and actual communication interventions delivered.
<b>Method of calculation</b>	A signed off communications plan which clearly details both the planned and actual communication interventions.
<b>Data limitations</b>	The compilation of the communication plan is dependent on inputs from the various programmes. The plan is compiled over the December-March period preceding the new financial year. While the unit does its best to consult with programmes to crystalize communication plans before the start of the financial year, a communication project is dependent on the activities within the programme. This means that new communication projects might arise or planned communication projects may be cancelled or changed during the financial year. The unit has to be responsive to changes in Departmental activities and programmes and the communication plan, while compiled at the start of the year, might be reviewed or expanded during the financial year.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	No
<b>Desired performance</b>	To meet the target set.

Indicator  
responsibility

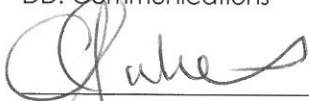
Acting Deputy Director: Martie Carstens

Signed off by:



DD: Communications

Date: 2016-09-08



Acting Director: Strategic & Operational Support

Date: 8/9/2016

**Output Indicators**

<b>Indicator title</b>	<b>Departmental events calendar developed</b>
<b>Short definition</b>	To keep stakeholders informed of Departmental events and Departmental activities. A departmental events calendar is a document developed by Communications with input from Programmes on departmental events.
<b>Purpose/Importance</b>	To communicate effectively and build sound relations with both internal and external customers/clients and stakeholders and to enhance event support internally and externally. The calendar also enhances transversal involvement.
<b>Source/collection of data</b>	An annual calendar of events that provides an overview of events which occurred over the past 12 months for each programme , which includes: <ul style="list-style-type: none"> <li>- Dates</li> <li>- Venues</li> <li>- Responsible persons</li> <li>- Purpose of event</li> </ul>
<b>Method of calculation</b>	One signed and approved events calendar listing the events for the current year signed by the Director: Strategic and Operational Support is counted.
<b>Data limitations</b>	<p>The events calendar is dependent on the inputs of the programmes and the unit is reliant on programmes to supply event information. It may occur that events are planned and arranged without the knowledge of the Communication team, however protocols have been put in place to limit these occurrences (e.g. an Events Protocol has been created and the events calendar is a standing item on the Departmental top management meeting agenda). The Communication Unit provides a support function to programmes planning events. The unit has little control over the cancellation of events on the events calendar.</p> <p>The events calendar differs from the departmental communications plan in that the calendar focuses on events and not communications campaigns.</p>
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	Old
<b>Desired performance</b>	To meet the targeted performance.
<b>Indicator responsibility</b>	Acting Deputy Director: Martie Carstens

Signed off by:

  
 \_\_\_\_\_  
 DD: Communications

  
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 Acting Director: Strategic & Operational Support

Date: 2016-09-05

Date: 8/9/2016

<b>Indicator title</b>	<b>Number of official documents translated</b>
<b>Short definition</b>	To facilitate the translation of Departmental documents in terms of the three official languages of the Western Cape (isiXhosa, Afrikaans and English) and to render a language advisory service.
<b>Purpose/importance</b>	Facilitate an accurate translations and editing service to the Department in the three official languages of the Western Cape according to the WCG Language Policy
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database listing the documents translated and</li> <li>2. Copies of the documents translated (source document and translated version.)</li> </ol>
<b>Method of calculation</b>	Each translated document counts as one.
<b>Data limitations</b>	Translation requests are dependent on the needs of the programmes and therefore it is difficult to accurately predict the number of requests for the year.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	To meet the target set.
<b>Indicator responsibility</b>	Acting Deputy Director: Martie Carstens

Signed off by:



DD: Communications

Date: 2016-09-08



Acting Director: Strategic & Operational Support

Date: 8/9/2016


<b>Indicator title</b>	<b>Number of communication initiatives implemented</b>
<b>Short definition</b>	<p>This indicator measures the quantity of communication initiatives executed as aligned to the communication plan or events calendar or as requested by Programmes.</p> <p>"Communication initiatives" refer to and include the supporting of events by Communications staff or the design of communications material, website uploading or the co-ordination of advertorials and content for press releases.</p>
<b>Purpose/importance</b>	<p>Communication initiatives keep stakeholders informed of the Departmental activities. These initiatives can include regular or routine interventions such as the Annual Report, campaigns for the Red Tape Reduction Business Helpline, newsletters, the Premier's Entrepreneurship Recognition Awards, the Western Cape Funding Fair and Consumer Protection Awareness campaigns. Other initiatives include calls for applications for a certain programme, informing stakeholders of the result of a specific initiative, showcasing/marketing achievements of the Department, creating/discussing topical issues affecting the work of the Department, empowering stakeholders and informing them of a specific service being delivered by the Department.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Approved report which provides information on the nature and number of communication initiatives reported for the quarter; and</li> <li>2. Approved communication briefs or project executions (e.g. newspaper clippings, radio recordings, flyers, booklets, poster samples, etc.)</li> </ol>
<b>Method of calculation</b>	Each substantiated communication initiative is counted as one
<b>Data limitations</b>	<p>The Communication Unit, as a support function, has to be responsive to the needs of the various programmes. With the implementation of Provincial Strategic Goal 1, new/ad hoc communication requests and initiatives might arise during the financial year as programmes work actively to give expression to PSG1. Therefore the number communication interventions are an estimate and dependent on requests from Departmental programmes.</p> <p>While the unit does its best to consult with programmes to crystalize communication plans before the start of the financial year, the scope of projects might change during the financial year. This means that new communication projects may arise or planned communication projects may be cancelled.</p>
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	To meet the targeted performance



**Indicator responsibility**

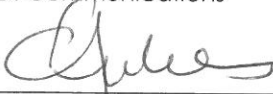
Acting Deputy Director: Martie Carstens

**Signed off by:**

  
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DD: Communications

Date: 2016-09-08

  
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Acting Director: Strategic & Operational Support

Date: 8/9/2016

## Departmental Performance Monitoring

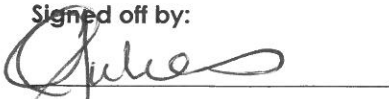
### Strategic Objective Performance Indicator (Outcome)

<b>Indicator title</b>	<b>Functional 'M&amp;E system' aligned to national &amp; regional standards &amp; priorities</b>
<b>Short definition</b>	<p>The indicator is a measure of the extent to which the departmental M&amp;E unit's activities and outputs support the functioning of an "M&amp;E system" as defined in national policies and guidelines affecting the discharge of M&amp;E functions in government departments.</p> <p>This measure will report on the extent to which the Department's discharge of M&amp;E, adheres to the legal and regulatory prescripts and practices governing M&amp;E as determined in the Unit's performance in MPAT assessment, in which the quality of 'M&amp;E systems' and practices in departments, are annually rated and scored.</p>
<b>Purpose/importance</b>	<p>The Government – Wide M&amp;E System policy framework, its related guidelines and practices, requires M&amp;E Units in government to institutionalise "M&amp;E systems" in their respective departments. In this way, the 'M&amp;E' system serves as a public management tool to support the tracking, management and reporting of departmental performance in the public service. It is aimed at strengthening the management practices in departments to ensure for improved performance and ultimately, on how government accounts to its citizens on the progress and performance of its service delivery programmes and plans.</p> <p>Through the Managing Performance Assessment tool (or MPAT), national government has instituted an annual assessment of its management practices in its national and provincial departments. In addition to management practices in the areas of HR and financial management, M&amp;E, or specifically how the practice of M&amp;E as discharged in departments, integrate with strategic management, is a key performance area which is independently scored.</p>
<b>Source/collection of data</b>	Copy of the DPME's MPAT Assessment Scorecard for DEDaT listing the moderated and final scores for 1.3.1 and 1.3.2 (M&E related).
<b>Method of calculation</b>	The attainment of a Level 3 final score in both MPAT standards 1.3.1 and 1.3.2 will be used to calculate the performance.
<b>Data limitations</b>	The final results of the MPAT exercise may not be available by financial year end. Should the risk that the results are not formally released in time for our reporting timeframe, the self-assessment score may need to be used.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Not cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desirable since it may reflect a stronger adoption and use of "M&E" in the planning, performance management, budgeting and strategic management functions in DEDaT.

**Indicator responsibility**

Acting Director: Strategic and Operational Support

Signed off by:



Date: 9/8/2016

Acting Director: Strategic and Operational Support

Ms Cheryl Julies

## Output Indicators

Indicator title	Number of evaluation reports
<b>Short definition</b>  Evaluation is different to research; while it uses applied research techniques, evaluation asks questions against a pre-existing plan or strategic intent of our service delivery agenda to citizens.  The department subscribes to and endeavours to implement its evaluation agenda, in accordance with the National Evaluation Policy Framework and the related guidelines, prescripts and practices.	
<b>Purpose/importance</b>  The National Evaluation Policy Framework of 2011 identified that, "Evaluation is applied sporadically in government and is not adequately informing planning, policy-making and budgeting, so (the public sector) is missing the opportunity to improve the relevance, effectiveness, efficiency, impact and sustainability of government's interventions." Government's programmatic response involves institutionalising evaluation so that we can use evaluation to: Evaluation can be undertaken for four primary purposes: <ul style="list-style-type: none"> <li>• Improve performance (evaluation for learning)</li> <li>• improve accountability and decision making</li> <li>• Generate knowledge about what works and what does not;</li> </ul>	
<b>Source/collection of data</b>	Evaluation reports approved by sub-programme manager.
<b>Method of calculation</b>	Each signed –off report counts as one.
<b>Data limitations</b>	Generally, the quality of evaluation reports is hampered by: <ul style="list-style-type: none"> <li>• Projects not having plans / co-herent plans/ logic models</li> <li>• Non-existent baseline data</li> <li>• Limited, reliable monitoring data ta collection methods</li> </ul>
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	No
<b>Desired performance</b>	Higher number of evaluation studies will provide evidence based feedback to management, contribute towards a learning organisation and ultimately improve overall performance and accountability.
<b>Indicator responsibility</b>	Deputy Director: Departmental Performance Monitoring

Signed off by:

DD: Departmental Performance Monitoring

Ms Gail Smith

  
 Acting Director: Strategic and Operational Support  
 Ms Cheryl Julies

Date: 9/9/2016.

Date: 9/9/2016

<b>Indicator title</b>	<b>Number of monitoring reports</b>
<b>Short definition</b>	This indicator measures the quantity of monitoring activities.
<b>Purpose/Importance</b>	Monitoring refers to the routine collection and analysis of information to track progress against set plans or desired outcomes. Whereas monitoring occurs at the level of inputs and outputs, its benefit also lies in that it is often a precursor to evaluation and in so doing generates useful information required in evaluation studies.  Common questions which monitoring reports can respond to, include: <ul style="list-style-type: none"> <li>• Are inputs available on time, in the right quantities and qualities?</li> <li>• Are project / programme activities being implemented on time, in budget and according to plan?</li> <li>• Are activities leading to expected outputs?</li> </ul>
<b>Source/collection of data</b>	Monitoring reports approved by sub-programme manager.
<b>Method of calculation</b>	Each approved report will count as one.
<b>Data limitations</b>	The lack of appropriate, regular, or relevant monitoring data collected before and whilst a project or programme is being implemented.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director: Departmental Performance Monitoring


Signed off by:

  
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Date: 9/09/2016

DD: Departmental Performance Monitoring

Ms Gail Smith

  
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Date: 9/09/2016

Acting Director: Strategic and Operational Support

Ms Cheryl Julies

Indicator title	MPAT delivered for the Department
<b>Short definition</b>	The Managing Performance Assessment Tool (MPAT) is a national assessment convened by the Department of Planning, Monitoring and Evaluation, which aims to annually assess the quality of management practices in provincial and government departments.
<b>Purpose/importance</b>	The MPAT can be used as a benchmark against which the department assesses the prevalence and quality of its management standards across 4 key areas; viz. Strategy & plans, Governance, HR and Finance. Annually, the review allows for an improvement plan to be developed, against which departments can, year on year, measure its progress against.  The role of the M&E Unit will be to act as MPAT coordinator in the Department.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. MPAT Self-Assessment system printout approved by Accounting Officer and</li> <li>2. Final MPAT Scores system printout.</li> </ol>
<b>Method of calculation</b>	Copy of the DPME's MPAT Assessment Scorecard for DEDaT listing the moderated and final scores for all standards being assessed.
<b>Data limitations</b>	None
<b>Type of Indicator</b>	Output
<b>Calculation type</b>	Non-cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	New
<b>Desired performance</b>	To meet the desired performance.
<b>Indicator responsibility</b>	Deputy Director: Departmental Performance Monitoring

Signed off by:

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DD: Departmental Performance Monitoring

Ms Gail Smith

Date: 9/9/2016

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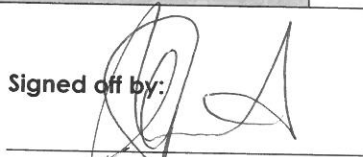
Acting Director: Strategic and Operational Support

Ms Cheryl Julies

Date: 9/9/2016

<b>Indicator title</b>	<b>Number of Quarterly Performance Reports (QPR) submitted by due date to DOTP</b>
<b>Short definition</b>	Quarterly Performance Reports provides information on the overall progress made on the pre-determined objectives as published in the Department's Annual Performance Plan on a quarterly and annual basis.
<b>Purpose/importance</b>	Performance information is integral to the accountability and performance monitoring cycle of government departments.
<b>Source/collection of data</b>	Quarterly Performance Reports approved by the Accounting Officer.
<b>Method of calculation</b>	Each approved QPR will count as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	New
<b>Desired performance</b>	To meet the desired performance.
<b>Indicator responsibility</b>	Quarterly Performance Reports signed by the Accounting Officer

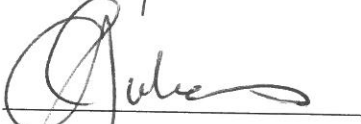
Signed off by:



DD: Departmental Performance Monitoring

Ms Gail Smith

Date: 9/09/2016



Acting Director: Strategic and Operational Support

Ms Cheryl Julies

Date: 9/09/2016

**Knowledge Management**

**Strategic Objective (Outcome Indicator)**

<b>Indicator title</b>	Maintenance of the Centralised knowledge management system (ECM) to achieve electronic data governance and institutional memory
<b>Short definition</b>	A computer system (ECM) by which all internal institutional knowledge can be stored, accessed and managed.  Maintenance in this sense and in the department refers to the ongoing operationalization and usage of the ECM system in the department towards improvements in institutionalised knowledge management.
<b>Purpose/importance</b>	A repository which houses and manages internal electronic institutional knowledge to ensure a centralised repository for easy access and retrieval of information.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed System usage report which includes: <ul style="list-style-type: none"> <li>• Description of the usage of the ECM system in current year</li> <li>• Changes or additions to the file plan and or sub-folder structure,</li> <li>• Year on year changes in usage to illustrate how institutional memory has been maintained</li> </ul> </li> </ol>
<b>Method of calculation</b>	Each signed report will count as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	No
<b>Desired performance</b>	To meet the desired performance.
<b>Indicator responsibility</b>	Deputy Director: Knowledge Management

Signed off by:

  
\_\_\_\_\_

Date: 08 Sept 2016

Deputy Director: Knowledge Management



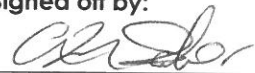
8/09/2016



**Sector Specific Indicator (Output Indicator)**

<b>Indicator title</b>	<b>Enterprise Content Management System implemented and data stored</b>
<b>Short definition</b>	Enterprise Content Management electronic filing system where documents are stored for easy retrieval. Documents received from programmes are being documented in the registry register. The records are then scanned and uploaded onto system into the file plan.
<b>Purpose/importance</b>	The purpose is to house a central records management system to ensure that filing is done in terms of the record management policy.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed Register that numerically lists all the records received for upload onto ECM in the financial year, and</li> <li>2. Signed system-generated report reflecting the upload status of the records on the register above</li> </ol>
<b>Method of calculation</b>	<p>Each record featured as successfully uploaded onto the ECM system in the current year from the list of records provided for uploading, will count as one.</p> <p>80% of the documents recorded in the Registry register must be viewable in the ECM system report.</p> <p>Single pages will not be counted as 1 record, unless the page is a complete document (e.g. one page meeting memo.) For added clarity, a performance agreement is a record and made up of multiple pages; in this case the record is the agreement.</p>
<b>Data limitations</b>	Data governance rules and guidelines restrict certain data from being housed and distributed via the ECM
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Non-cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director: Knowledge Management

Signed off by:

  
\_\_\_\_\_

Date: 08 Sept

Deputy Director: Knowledge Management



8/9/2016

Date: \_\_\_\_\_

Acting Director: Strategic and Operational Support

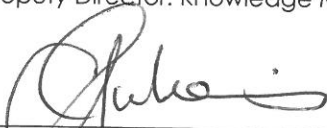
<b>Indicator title</b>	<b>Number of Learning networks facilitated</b>
<b>Short definition</b>	Learning Networks bring together DEDAT role-players and/or external stakeholders which create a platform to develop a shared understanding of economic development approaches and or items of interest to DEDAT. Learning networks could also include shared knowledge of services rendered within DEDAT or PGWC.
<b>Purpose/importance</b>	The primary aim behind the initiative is the exchange of ideas and to facilitate peer to peer learning. To provide a platform for the colleagues to participate, exhibit leadership on a topic, evaluate and reflect on current research, and contribute to the effectiveness of DEDAT
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Agenda and</li> <li>2. Presentation or signed interaction report and</li> <li>3. Signed attendance register</li> </ol>
<b>Method of calculation</b>	Each substantiated event (i.e. all 3 criteria in source documents) will collectively count as one.
<b>Data limitations</b>	The availability of service providers for the learning network
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New Indicator</b>	No
<b>Desired performance</b>	Actual performance is higher than desired performance
<b>Indicator responsibility</b>	Deputy Director: Knowledge Management

Signed off by:

  
\_\_\_\_\_

Date: 08 Sept 2016

Deputy Director: Knowledge Management

  
\_\_\_\_\_

Date: 8/9/2016

Acting Director: Strategic and Operational Support





**Western Cape  
Government**

Economic Development  
and Tourism

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# **Technical Indicator Report (TIR) – 2016/17**

## **Programme 2**

PROGRAMME 2: TECHNICAL INDICATOR REPORT 2016/2017

APPROVED BY:



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PROGRAMME MANAGER: INTEGRATED ECONOMIC DEVELOPMENT SERVICES

MR. JOHN PETERS

DATE: 16/08/2016



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ACTING DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS CHERYL JULIES

DATE: 7/9/16

**SUB PROGRAMME 2.1: ENTERPRISE DEVELOPMENT**

**STRATEGIC OBJECTIVE (OUTCOME INDICATOR)**

<b>Indicator title</b>	<b>Number of businesses expanded</b>
<b>Short definition</b>	Number of existing businesses that have participated in a small business or entrepreneurship assistance project or programme of the department, its' Partners or its implementing agent, whose turnover (sales) or number of employees has increased. A minimum of a CPI linked increase relating to turnover will be considered to be expanded.
<b>Purpose/Importance</b>	The indicator provides an indication of the success of the project or programme to assist existing businesses to expand (i.e., increase their turnover or number of employees). It also provides an indication of the individual growth of existing businesses that have been assisted.
<b>Source/collection of data</b>	<ul style="list-style-type: none"> <li>• Signed excel database and an electronic version of the excel database of businesses expanded. (The database reflects business details, sector in which the business operates, value of grant (where applicable), change in turnover information, change in employment statistics and date of establishment/registration number ; and</li> <li>• The excel database submitted must be signed and verified by a senior manager. Supporting documentation and performance information to be kept by the Programme or Partner and;</li> <li>• Signed declaration forms from business owners confirming assistance received, clearly indicating how the business has expanded / improved in one or more of the following: turnover information and employment statistics. Using the AFS limits information in terms of employment figures as well as provides challenges in terms of timing e.g. audited AFS are available at a specific time; the timing may not be aligned to the Department's reporting deadline.</li> </ul>
<b>Method of calculation</b>	Each business reporting an increase in employees or where turnover has increased by a minimum of 3% will count as one.
<b>Data limitations</b>	<ul style="list-style-type: none"> <li>• Accuracy and lack of information provided by client;</li> <li>• Availability of client to provide information;</li> <li>• Reluctance of client to provide information; and</li> <li>• Signed AFS may not be available at the time when the department submits performance information.</li> </ul>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Performance that is equal or higher than targeted performance is desirable.

<b>Indicator responsibility</b>	Joshua Wolmarans
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Signed off by:

  
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Director:  
Mr. Joshua Wolmarans

Date: 12/8/2016

  
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Programme Manager  
Mr. John Peters

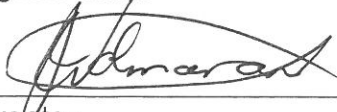
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**SUB PROGRAMME 2.1: ENTERPRISE DEVELOPMENT**

**PERFORMANCE INDICATOR (OUTPUT INDICATOR)**

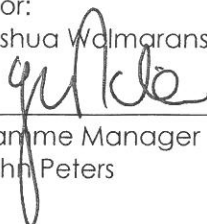
<b>Indicator title</b>	<b>Number of entrepreneurship promotion and business support interventions</b>
<b>Short definition</b>	These are interventions implemented within the priority sectors as identified by Project Khulisa and within the sectors historically supported by the department. The interventions referred to are either directly initiated and/or supported by the Department, its' Partners or its implementing agent. Interventions are where individuals, entrepreneurs and business enterprises are celebrated for entrepreneurial achievement, are made aware of departmental and other business support interventions and/or are directly supported. These interventions include, but are not limited to: business support, advice, information, workshops, publications, articles, capacity building, recognition awards, funding and competitions.
<b>Purpose/importance</b>	Providing platforms in order to facilitate opportunities, encourage partnerships as well as to increase awareness with the objective of increasing entrepreneurial activity and business sustainability.
<b>Source/collection of data</b>	A signed report (by a Senior Manager) articulating: <ul style="list-style-type: none"> <li>• Purpose of the intervention;</li> <li>• Description of the intervention.</li> </ul>
<b>Method of calculation</b>	Each intervention will be counted as one
<b>Data limitations</b>	Where the executions of these interventions are outsourced, the timeous submission of reports may be a challenge.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Performance that is equal or higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Joshua Wolmarans

Signed off by:



Director:  
Mr. Joshua Wolmarans

Date: 12/8/2016



Programme Manager  
Mr. John Peters

Date: 16/2/16

**SUB PROGRAMME 2.2: REGIONAL AND LOCAL ECONOMIC DEVELOPMENT**

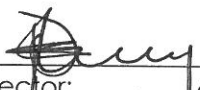
**STRATEGIC OBJECTIVE (OUTCOME INDICATOR)**

<b>Indicator title</b>	<b>Number of local government business processes and/ or pieces of legislation recommended for improvement or amendment (local government)</b>
<b>Short definition</b>	Based on intervention implemented, this indicator will measure the number of business process improvements or amendments recommended to local government for adoption. In the 2016/2017 financial year, the intent is to establish the baseline figure for the number of local government business processes and/ or pieces of legislation recommended for improvement or amendment that contribute to more simplified government processes and policies that improve business facing service delivery to the private sector in the province.
<b>Purpose/importance</b>	One of the PSG1 objectives is to improve the regulatory and administrative environment to enhance the ease of doing business. In order to improve the ease of doing business, one of the areas that the Department will focus on, is simplified government processes and policy frameworks. This indicator aims to capture the extent to which the improvement in policies, processes and procedures reduces red tape which is created by procedures and systems that do not function in an efficient and effective way.
<b>Source/collection of data</b>	Data will be collected through the Signed Departmental Final Report that reflects local government business processes recommended for improvement or amendment (that includes a service provider report where one is appointed).
<b>Method of calculation</b>	Each process and/ or pieces of legislation formally recommended to the relevant structures for improvement or amendment will count as one, as reflected in a signed Departmental Final Report.
<b>Data limitations</b>	Data limitations may be affected by inconsistent participation and commitment by the local stakeholders, and failure by municipalities to adopt the proposed process improvements.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Yes




<b>Desired performance</b>	To meet the target of setting baseline
<b>Indicator responsibility</b>	Fayruz Dharsey

**Signed off by:**

  
\_\_\_\_\_  
Director:  
Ms. Fayruz Dharsey

Date: 15/08/16

  
\_\_\_\_\_  
Programme Manager  
Mr. John Peters


Date: 16/08/16

**SUB PROGRAMME 2.2: REGIONAL AND LOCAL ECONOMIC DEVELOPMENT**  
**PERFORMANCE INDICATORS (OUTPUT INDICATORS)**

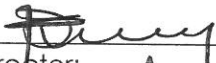
<b>Indicator title</b>	<b>Number of local government specific business processes and/or legislation improvements developed and proposed to the relevant stakeholder (s).</b>
<b>Short definition</b>	Administrative processes, systems and/or legislation supporting government business-facing services can be inefficient and unnecessarily complicated thus negatively impacting on service delivery. This indicator will aim to demonstrate how intervention developed and proposed to the relevant stakeholders for adoption and implementation can contribute to more simplified government processes and policies in place and improving business facing services delivered to citizens and businesses in the province. Three projects are proposed for implementation where the Department in partnership with municipalities will implement appropriate BPIs that reduce red tape being experienced.
<b>Purpose/importance</b>	One of the PSG1 objectives is to improve the regulatory and administrative environment to enhance the ease of doing business. To do so, one of the areas that the Department will focus on, is simplified government processes and policy frameworks. This indicator aims to capture the extent to which an improvement in policies, processes and procedures reduces red tape which is created by procedures and systems that do not function in an efficient and effective way. The indicator will aim to demonstrate how intervention will deliver improvements developed and proposed, that improve business facing services delivered to citizens and businesses in the province.
<b>Source/collection of data</b>	Data will be collected that reflects the improvements developed and proposed, as well as a service provider report (where one is appointed) that shows an improvement and the methodology used. This will be reflected in the Signed Departmental Final Report.
<b>Method of calculation</b>	Each process and/ or pieces of legislation developed and proposed to the relevant stakeholder (s), will count as one.
<b>Data limitations</b>	Data limitations may be affected by inconsistent participation and commitment by the local stakeholders, and failure by municipalities to adopt the proposed process improvements.

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	New
Desired performance	Performance that is equal or higher than targeted performance is desirable.
Indicator responsibility	Deputy Director: Regional & Local Economic Development

Signed off by:

  
 Deputy Director:  
 Mr. Mark Lakay

Date: 15/08/2016

  
 Director:  
 Ms. Fayruz Dharsey

Date: 15/08/16


  
 Programme Manager  
 Mr. John Peters

Date: 16/08/16

<b>Indicator title</b>	<b>Number of district collaborations supportive of the relevant PSP programmes</b>
<b>Short definition</b>	The indicator advises on departmental support for collaborations supportive of the Provincial Strategic Plan's (PSP) programmes for joint planning and delivery that strengthen IGR and spatial alignment across district areas (that may include the metro as an area).
<b>Purpose/importance</b>	Despite concerted effort to improve strategic alignment within spheres of government and between spheres of government, there are significant challenges that remain in the areas of intergovernmental planning and coordination. The PSP of the WCG elaborates on the approach of government moving from a "silo" to a "transversal" approach where policy making and implementation that cuts across the traditional line functions of departments is now done in an integrated, cross-sectoral manner. The reason for this shift is because governments operating in strategically challenging environments require more flexible, integrated and networked plans and processes to achieve coherence in implementation. One of the intervention areas for this department includes delivery on projects from across the province (that includes the metro) that are collaborative in nature, and deliver on the strategic priorities of the Province in context of the PSP approach.
<b>Source/collection of data</b>	Signed Departmental Project Reports that clearly indicate the departmental role in collaborations that occur.
<b>Method of calculation</b>	Each Collaborative Initiative supported will count as one
<b>Data limitations</b>	Comprehensive support is provided by more than one role-player in coordinated, transversal projects – data need to inform the indicator may be affected by: inconsistent participation and commitment by stakeholders translates to inconsistent information provided; partner organisations that do not have sound data management practises means support information is not easily available, or may be inaccurate; high turnover of staff across portfolios (especially in government) translates into a loss of institutional capacity and memory, and can negatively affect data needs and reporting.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually

<b>New indicator</b>	Yes
<b>Desired performance</b>	To meet the target set
<b>Indicator responsibility</b>	Fayruz Dharsey

Signed off by:

  
 \_\_\_\_\_  
 Director:  
 Ms. Fayruz Dharsey

Date: 15/08/16

  
 \_\_\_\_\_  
 Programme Manager  
 Mr. John Peters

Date: 16/08/16

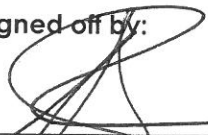
**SUB PROGRAMME: 2.4: RED TAPE**

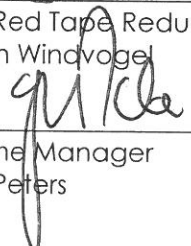
**STRATEGIC OBJECTIVE (OUTCOME INDICATORS)**

<b>Indicator title</b>	<b>Number of provincial and national government specific business-facing processes improvements and/or legislative or policy amendments or improvements developed and proposed to the relevant stakeholder(s)</b>
<b>Short definition</b>	This indicator reflects the number of business-facing processes and/or pieces of legislation or policy in respect of which the unit proposes improvements and or amendments for adoption and implementation by the relevant stakeholders. This will be done in the context of Project Simplify, in order to improve or simplify such processes, legislation or policies that are perceived to be inefficient and unnecessarily complicated.
<b>Purpose/importance</b>	One of the PSG1 objectives is to improve the regulatory environment by enhancing the ease of doing business in the Western Cape. The Red Tape Reduction Unit will, amongst others through Project Simplify, seek to promote the ease of doing business environment by making proposals to the administrators and/or custodian of business-facing processes, legislation and policies to improve and simplify those processes, legislation and policies for the benefit of the business sector, and in so doing contribute to economic growth and job creation.
<b>Source/collection of data</b>	The tools/methodologies which may be used to identify possible process improvements include <ul style="list-style-type: none"> <li>(a) Business Process Improvement: A report on the BPI conducted, or any other report showing t proposed improvement and the methodology used determine the improvement.</li> <li>(b) Legislative or policy recommendations: A report indicating the act(s), bills, (draft) regulation(s) or policy (policies) reviewed, the inefficiencies or problem areas identified and the proposals for amendment or improvement made.</li> </ul>
<b>Method of calculation</b>	Each process and/ or piece of legislation or policy reviewed and in respect of which proposals for amendment, simplification or

	improvement is made, in a report as indicated above, will be counted as one.
<b>Data limitations</b>	Data limitations may be affected by inconsistent participation and commitment by the stakeholders, and failure by the stakeholders concerned to adopt the proposed process, legislative or policy improvements.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Yes
<b>Desired performance</b>	To meet the target set
<b>Indicator responsibility</b>	Raybin Windvogel

Signed off by:

  
 \_\_\_\_\_  
 Director: Red Tape Reduction  
 Mr. Raybin Windvogel

  
 \_\_\_\_\_  
 Programme Manager  
 Mr. John Peters

Date: 15/08/2016

Date: 16/08/16

<b>Indicator title</b>	<b>Monetary value of cost savings and/or increased business turnover resulting from reduction of administrative burden</b>
<b>Short definition</b>	This indicator tracks the monetary saving to businesses and government resulting from interventions by or initiated or supported by, the unit in regard to removal or reduction of red tape, including reductions in the resources required to attend to the administrative burden of dealing with government processes and/or increases in turnover attributable to such removal or reduction.
<b>Purpose/importance</b>	One of the PSG1 objectives is to improve the regulatory environment by enhancing the ease of doing business in the Western Cape. By calculating monetary savings brought about by red tape reductions interventions, the importance of red tape reduction will be emphasised and create traction for it to be applied across all spheres of government in the province, bringing about a general increase in the ease of doing business in the province.
<b>Source/collection of data</b>	<p>A report on</p> <ul style="list-style-type: none"> <li>(a) the baseline for the cost red tape in the Horizon 1 Khulisa priority sectors established on 2015/16;</li> <li>(b) the expansion of the said baseline across other sectors or subsectors of the Western Cape economy, using the findings in the reports used to establish the aforementioned baseline, and</li> <li>(c) the costing (savings calculation) tool being developed in 2016/17, for future use in monitoring and calculating the savings.</li> </ul> <p>These baselines and tool will place the Western Cape Government in a position to produce the necessary reports on red tape reducing interventions in the Western Cape, the extent to which they reduced the administrative burden to businesses and government in the province and the cumulative monetary benefit of the interventions, using an accepted/agreed/approved method of calculation.</p>
<b>Method of calculation</b>	The report will be counted as one.
<b>Data limitations</b>	Failure or refusal by businesses, government departments or regulators/public entities to report turnover figures and/or co-operate with the WCG to enable it to collect the input information required for the calculation.



Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	To meet the target set
Indicator responsibility	Raybin Windvogel

Signed off by:

  
 Director: Red Tape Reduction  
 Mr. Raybin Windvogel

  
 Programme Manager  
 Mr. John Peters

Date: 15/08/2016

Date: 16/08/16

Indicator title	Percentage resolution rate of cases received
<b>Short definition</b>	<p>This indicator reflects the number of cases resolved, expressed as a percentage of the total of cases received during the reporting period. Cases are resolved at both the Call Centre and Department and includes cases closed due to:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> call resolution</li> <li>• Referrals</li> <li>• Inquiries and/or enquiries</li> <li>• Investigated matters</li> <li>• Matters closed at clients indication or request</li> <li>• Matters closed due to lack of co-operation and/or response from the client</li> </ul>
<b>Purpose/importance</b>	<p>One of the PSG1 objectives is to improve the regulatory environment by enhancing the ease of doing business in the Western Cape. Attending to red tape-related queries and requests for assistance from businesses is one way of achieving this. The indicator reflects the level of support provided to businesses in the province which request assistance from the unit.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed report from the Call Centre and</li> <li>2. A signed database of cases received (database to reflect name of the person requesting information or assistance; the name of the business concerned (if applicable); name of the person who attended to the matter, or to whom it was allocated; status of the case and its reference (ticket) number</li> </ol>
<b>Method of calculation</b>	<p>Each case received will be counted as one. The number of received cases that are resolved during the reporting period will be expressed as a percentage of the total number received during the reporting period.</p>
<b>Data limitations</b>	<p>Misrepresentation (either unintentional or deliberate) by people logging cases. Possible inaccuracy in the recording of the case received and/or its status.</p>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Yes
<b>Desired performance</b>	<p>Lower than target performance is desirable (higher number of cases may be indicative of problematic policy or practice).</p>

<b>Indicator responsibility</b>	Deputy-Director: Case Management and Awareness – Joe-Mark Arnold
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Signed off by: 

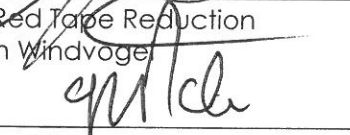
Deputy Director, Case Management and Awareness  
Mr. Joe-Mark Arnold

Date: 15/08/2016



Director: Red Tape Reduction  
Mr. Raybin Windvogel

Date: 15/08/2016



Programme Manager  
Mr. John Peters

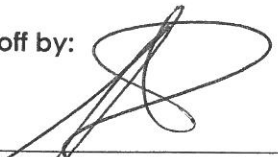
Date: 16/08/16

**SUB PROGRAMME 2.4: RED TAPE**

**PERFORMANCE INDICATORS (OUTPUT INDICATORS)**

<b>Indicator title</b>	<b>Number of provincial and national government-specific business-facing processes and/or pieces of legislation or policies identified for improvement</b>
<b>Short definition</b>	This indicator reflects the number of business-facing processes and/or pieces of legislation or policy in the provincial and national government environment which the unit identifies as contributing to the regulatory burden faced by businesses operating in the Western Cape. The identified processes, legislation and/or policies will then be prioritised for the subsequent process of designing improvements or drafting proposals for amendment, as the case may be.
<b>Purpose/importance</b>	This indicator addresses the PSP imperative to improve the regulatory environment by identifying and prioritising business-facing processes, legislation and policies that should be improved and amended so as to reduce the administrative burden (red tape) impacting businesses in the province. Once the improvements are effected and implemented, they will lead to the enhancement the ease of doing business in the Western Cape.
<b>Source/collection of data</b>	A signed report indicating how the relevant process(es) and/ or policy and/ or legislation to be reviewed were identified and the motivation for the review.
<b>Method of calculation</b>	Each process and/ or pieces of legislation, or policy identified for improvement/amendment will be counted as one.
<b>Data limitations</b>	The refusal by departments, government entities, regulators or agencies to co-operate may require alternative institutions to be targeted for this type of intervention.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	New
<b>Desired performance</b>	Higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Director: Red Tape Reduction - Raybin Windvogel

Signed off by:



\_\_\_\_\_  
Director: Red Tape Reduction  
Mr. Raybin Windvogel

Date: 15/08/2016




\_\_\_\_\_  
Programme Manager  
Mr. John Peters

Date: 16/08/2016

Indicator title	Number of cases received
<b>Short definition</b>	<p>This indicator measures the number of cases received from businesses during the period of reporting. A case refers to any matter (e.g. query/complaint/compliment/information request) received by the Call Centre and/or Department from a client, which identified the matter as a business challenge. Cases are received both electronically and physically, including via the following channels:</p> <ul style="list-style-type: none"> <li>• Telephone called – logged</li> <li>• E-mails, SMSs, faxes or post – recorded</li> <li>• Walk-ins – recorded</li> </ul>
<b>Purpose/importance</b>	<p>The Provincial Strategic Plan obliges the WCG to improve the regulatory environment for businesses in the Western Cape. The extent to which businesses lodge cases with the unit indicates the level of access provided for them to do so, the (perceived) level of red-tape related barriers experienced by businesses in the province, and the extent to which they rely on the unit to assist in removing or reducing the regulatory or administrative burdens they face. Analysis of the cases logged will enable the unit to prioritise target its interventions, both in terms of the nature of the blockage experienced and its extent.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed report from the Call Centre and</li> <li>2. A signed database of cases received (database to reflect name of the person requesting information or assistance; the name of the business concerned (if applicable); name of the person who attended to the matter, or to whom it was allocated; status of the case and its reference (ticket) number</li> </ol>
<b>Method of calculation</b>	Each case received will be counted as one.
<b>Data limitations</b>	Misrepresentation (either unintentional or deliberate) by people logging cases. Possible inaccuracy in the recording of the case received.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Yes
<b>Desired performance</b>	Lower than target performance is desirable (higher number of cases

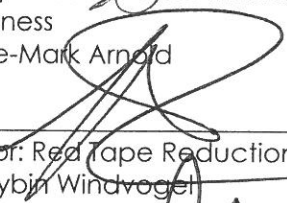
	may be indicative of problematic policy or practice).
<b>Indicator responsibility</b>	Deputy-Director: Case management and Awareness – Joe-Mark Arnold

Signed off by:



Deputy Director: Case Management and Awareness  
Mr. Joe-Mark Arnold

Date: 15/08/2016.



Director: Red Tape Reduction  
Mr. Raybin Windvogel

Date: 15/08/2016

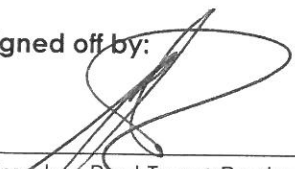


Programme Manager  
Mr. John Peters

Date: 16/08/16

<b>Indicator title</b>	<b>Number commentaries submitted in respect of bills, draft regulations and/or policies</b>
<b>Short definition</b>	The indicator reflects the number of bills, draft regulations and policies in respect of which commentary will be submitted to the relevant department, municipality or government entity, regulator or agency, as the case may be.
<b>Purpose/importance</b>	The Provincial Strategic Plan obliges the WCG to improve the regulatory environment for businesses in the Western Cape. An important way to contribute to the creation of such an environment is to scrutinise and comment on proposed legislation (bills and draft regulations) as well as policy to ensure that the regulatory burden to businesses is not increased.
<b>Source/collection of data</b>	A record, signed by the director, indicating the commentary submitted.
<b>Method of calculation</b>	Each commentary will be counted as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Yes
<b>Desired performance</b>	To meet the target set
<b>Indicator responsibility</b>	Director: Red Tape Reduction Unit – Raybin Windvogel

Signed off by:

  
 Director: Red Tape Reduction  
 Mr. Raybin Windvogel

Date: 15/08/2016

  
 Programme Manager  
 Mr. John Peters

Date: 16/08/16





**Western Cape  
Government**

Economic Development  
and Tourism

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# **Technical Indicator Report (TIR) – 2016/17**

## **Programme 3**

**PROGRAMME 3: TECHNICAL INDICATOR REPORT 2016/2017**

**APPROVED BY:**




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**PROGRAMME MANAGER: ECONOMIC SECTOR SUPPORT**

**MS LABEEQAH SCHUURMAN**

**DATE:** 08/07/2016



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**ACTING DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT**

**MS. CHERYL JULIES**

**DATE:** 11/7/2016

**SUB-PROGRAMME 3.1: TRADE AND INVESTMENT PROMOTION**

**STRATEGIC OBJECTIVE (OUTCOME INDICATORS)**

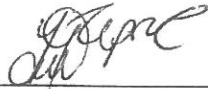
<b>Indicator title</b>	<b>RAND VALUE OF COMMITTED INVESTMENTS INTO THE PROVINCE</b>
<b>Short definition</b>	The rand value of committed investment projects for the financial year. Committed investments are classified as those projects where the investor has already incurred substantial expenditure towards the implementation of the investment project in the Western Cape.
<b>Purpose/Importance</b>	The rand value of committed projects is a good indicator of the impact of committed investment projects facilitated by Wesgro into the Western Cape; contributing to economic growth.
<b>Source/collection of data</b>	1. Signed and verified database; and 2. Signed investor declaration.  An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.
<b>Method of calculation</b>	Wesgro only claims the deal upon the commercialisation of a project. Upon completion of the project an investor declaration is signed by investors and the date on which it was signed is used at the date of realisation. The committed investment figures are derived from all the investor declarations for the financial year and are added together to give the overall total. The variance is calculated using the lower band (annual reporting requirement).
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance at the lower band is desirable.
<b>Indicator responsibility</b>	Chief Director: ESS & Wesgro Senior Manager.

**Signed off by:**



Programme Manager  
Ms Labeeqah Schuurman

Date: 08/07/2016



Wesgro Senior Manager  
Mr Yaw Peprah

Date: 08/07/2016

<b>Indicator title</b>	<b>NUMBER OF JOBS FACILITATED FROM COMMITTED INVESTMENTS INTO THE PROVINCE</b>
<b>Short definition</b>	Number of jobs created via the committed investment projects for the financial year. Committed investments are classified as those projects where the investor has already incurred substantial expenditure towards the implementation of the investment project in the Western Cape.
<b>Purpose/Importance</b>	Employment is a good indicator of a committed investment on the economy of the Western Cape.
<b>Source/collection of data</b>	1. Signed and verified database; and 2. Signed investor declaration.  An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.
<b>Method of calculation</b>	The number of jobs indicated in the investor declarations is calculated to determine the total. Wesgro only counts direct permanent jobs. The variance is calculated using the lower band (annual reporting requirement.)
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance at the lower band is desirable.
<b>Indicator responsibility</b>	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:

  
 Programme Manager  
 Ms Labeeqah Schuurman

Date: 08/07/2016

  
 Wesgro Senior Manager  
 Mr Yaw Peprah

Date: 08/07/2016

<b>Indicator title</b>	<b>ESTIMATED RAND VALUE OF BUSINESS AGREEMENTS SIGNED (trade)</b>
<b>Short definition</b>	The estimated value of trade business agreements signed.
<b>Purpose/importance</b>	To measure monetary inflows into the Province.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed and verified database; and</li> <li>2. Signed business agreements</li> </ol> An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.
<b>Method of calculation</b>	The figure for the projected rand value is derived from the business agreements signed and is added together to give the overall total. The variance is calculated using the lower band (annual reporting requirement.)
<b>Data limitations</b>	Non-disclosure of third party information.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Yes
<b>Desired performance</b>	Higher than targeted performance at the lower band is desirable.
<b>Indicator responsibility</b>	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



\_\_\_\_\_  
Programme Manager  
Ms Labeeqah Schuurman

Date: 08/07/2016



\_\_\_\_\_  
Wesgro Senior Manager  
Mr Yaw Peprah

Date: 08/07/2016

**PERFORMANCE INDICATORS (OUTPUT INDICATORS)**

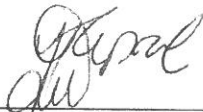
<b>Indicator title</b>	<b>NUMBER OF INVESTMENT PROJECTS REALISED</b>
<b>Short definition</b>	Refers to the number of confirmed investment projects in productive assets by a foreign or local company, as opposed to investments in shares. The point of realisation is the point of first flow of funds and/or the point at which physical activity on the project commences.
<b>Purpose/Importance</b>	For a host country or the firm which receives the investment, it can provide a source of new technologies, capital, processes, products, organizational technologies and management skills, and as such can provide a strong impetus to economic development.
<b>Source/collection of data</b>	1. Signed and verified database; and 2. Signed investor declaration.  An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.
<b>Method of calculation</b>	The number of signed investor declarations is calculated to determine the number of projects realised.
<b>Data limitations</b>	None
<b>Type of Indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New Indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 08/07/2016



Wesgro Senior Manager  
Mr Yaw Peprah

Date: 08/07/2016

<b>Indicator title</b>	<b>NUMBER OF BUSINESS AGREEMENTS SIGNED (trade)</b>
<b>Short definition</b>	Refers to the number of confirmed trade transactions facilitated.
<b>Purpose/Importance</b>	For the business that receives revenue from sales, it can provide a source of new technologies, capital, processes, products, organizational technologies and management skills, and as such can provide a strong impetus to economic development.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed and verified database and</li> <li>2. Signed business agreement.</li> </ol> <p>An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.</p>
<b>Method of calculation</b>	The number of signed business agreements that are added.
<b>Data limitations</b>	Non-disclosure of third party information.
<b>Type of Indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Yes
<b>Desired performance</b>	Higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



\_\_\_\_\_  
Programme Manager  
Ms Labeeqah Schuurman

Date: 08/07/2016



\_\_\_\_\_  
Wesgro Senior Manager  
Mr Yaw Peprah

Date: 08/07/2016

## SUB-PROGRAMME 3.2: SECTOR DEVELOPMENT

### STRATEGIC OBJECTIVE (OUTCOME INDICATORS)

	<b>Value of funding leveraged by the sector bodies</b>
<b>Short definition</b>	Value of stakeholder contribution calculates how much funding and support the Departmental funding contribution has leveraged into the industry and sector bodies for operational and project funding.
<b>Purpose/Importance</b>	While funders (whether private sector or government) tend to only fund projects as opposed to operational costs, it is this area in which the Department plays a pivotal role, funding the 'loss leader' of operations in order for the cluster to have the capacity and capability to develop and deliver projects within its sectors. In addition, obtaining stakeholder funding provides the Department with the reassurance that the projects advocated and implemented by the cluster has relevance and resonance within the private sector, minimising the risk of irrelevant or misdirected projects which has negligible impact or meaning within the industry concerned. Funding may not necessarily flow through to SPV, but the SPV should have had a meaningful influence on the project funding.
<b>Source/collection of data</b>	<p>For funding directly leveraged:</p> <ol style="list-style-type: none"> <li>1. Signed beneficiary database; and               <ol style="list-style-type: none"> <li>a) Signed contractual agreement or signed letter or signed declaration from funder clearly indicating the amount leveraged; and</li> <li>b) Bank statement reflecting the amount leveraged.</li> </ol> </li> </ol> <p>OR</p> <p>For funding directly leveraged, where funding is committed, but not yet paid into the SPV's bank account:</p> <ol style="list-style-type: none"> <li>2. Signed beneficiary database; and               <ol style="list-style-type: none"> <li>a) Signed letter or signed declaration from funder to the SPV clearly indicating the amount leveraged or signed contractual agreement between these two parties.</li> </ol> </li> </ol> <p>For funding indirectly leveraged (through SPV facilitation):</p> <ol style="list-style-type: none"> <li>3. Signed beneficiary database; and               <ol style="list-style-type: none"> <li>a) Signed letter or signed declaration from funder clearly indicating the amount leveraged <u>and</u> the role of the SPV; or</li> <li>b) Signed letter or signed declaration from the beneficiary company ( as the recipient of the funds) clearly indicating the amount leveraged from the funder and the role of the SPV; or</li> <li>c) Signed contractual agreement and a signed letter from the beneficiary company clearly indicating the role of the SPV.</li> </ol> </li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. Annually, an electronic copy of the beneficiary database, in MS Excel format, replicating the information submitted in the hard copy database, will also be made available.</li> <li>ii. Under (3) above, "beneficiary company" is defined as the business to whom the funding is directed and not the sector body.</li> <li>iii. Only signed letters or signed declarations (on company letterheads showing full contact details of the funder or beneficiary company) will be provided and may not be substituted with email correspondence.</li> <li>iv. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	The monetary value reported in each signed contractual agreement or signed letter or signed declaration will be added and a cumulative total will be reported.



<b>Data limitations</b>	In kind contributions will not be accepted as funding leveraged. This indicator can be a measure of both committed funds leveraged and/or actual funds received.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director ESS, Director Agri-processing & Deputy Director Economic Sector Support.

Signed off by:



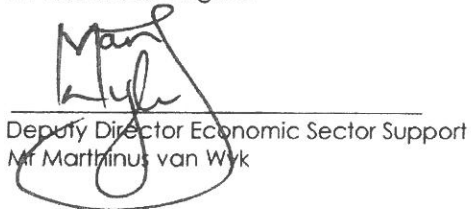
Programme Manager  
Ms Labeeqah Schuurman

Date: 08/07/2016



Director Agri-processing  
Mr Goodwell Dinga

Date: 8/7/2016



Deputy Director Economic Sector Support  
Mr Marthinus van Wyk

Date: 08.07.16

PERFORMANCE INDICATORS (OUTPUT INDICATORS)

Indicator title	Number of Khulisa initiatives supported
<b>Short definition</b>	<p>The role of the Department of Economic Development and Tourism (DEDAT) is underpinned by Provincial Strategic Goal One (PSG 1) – <i>Creating opportunities for growth and jobs</i>. In support of PSG 1, the Department together with Department of Agriculture went through a process called Project Khulisa, which identified the parts of the Western Cape economy with the greatest potential for accelerated, sustained growth and job-creation. Through this process, the Agri-processing sub-sector was identified as having significant opportunities for economic growth and employment creation. To realise this aforementioned growth, the Western Cape Government identified the Halaal Sector as one of the key areas to focus on through driving the following initiatives:</p> <ul style="list-style-type: none"> <li>• Setting up a Halaal Governance Committee (reference group or task team).</li> <li>• Conducting the feasibility study for the potential establishment of the Halaal Industrial Park.</li> </ul>
<b>Purpose/Importance</b>	<p>In response to the facilitation of the key initiatives as part of the Western Cape Government's transversal approach, the Economic Sector Support (ESS) Programme will specifically be responsible for the facilitation of the identified initiatives in the 2016/2017 financial year.</p>
<b>Source/collection of data</b>	<p>1. Signed database of Khulisa initiatives supported; and</p> <p>i. Setting up a Halaal governance committee (reference group or task team):</p> <ul style="list-style-type: none"> <li>a) Signed Terms of Reference for the governance committee; and</li> <li>b) Signed acceptance letter from officials or personnel appointed to the governance committee.</li> </ul> <p>ii. Conducting the feasibility study for the potential establishment of the Halaal Industrial Park:</p> <ul style="list-style-type: none"> <li>a) Signed Project Report; and</li> <li>b) Project supporting documentation, including signed minutes of relevant project meetings / forums, signed <del>signed</del> TOR for feasibility study.</li> </ul> <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> <li>c) Final Feasibility Study Report (from the service provider); and</li> <li>d) A signed cover memo certifying the report as Final.</li> </ul>
<b>Method of calculation</b>	<p>For Initiative: Setting Up a a Halaal governance committee: Signed TOR and the signed acceptance letter(s) will count as one.</p> <p>For Initiative: Feasibility Study:</p> <ul style="list-style-type: none"> <li>1. Signed Report (by sub programme and or Programme Manager) and project supporting information as per (ii b) above will count as one, or</li> <li>2. Signed feasibility study report (from the service provider) and the signed cover memo, as per (1) c and d), will count as one.</li> </ul>
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Non-cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	Yes
<b>Desired performance</b>	Higher than targeted performance is desired.

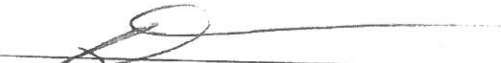
<b>Indicator responsibility</b>	Chief Director ESS & Director Agri-processing.
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Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 08/07/2016



Director Resource Based Industries  
Mr Goodwell Dingaan


Date: 8/7/2016

<b>Indicator title</b>	<b>Number of sector bodies supported</b>
<b>Short definition</b>	Sector bodies refer to the non-profit organisations DEDAT utilises as partners in implementation to realise its strategic goals.
<b>Purpose/importance</b>	The strategic goals of the Department are the creation of employment opportunities and increased economic growth.
<b>Source/collection of data</b>	1. Signed beneficiary database; and 2. Signed transfer payment agreement.  An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.
<b>Method of calculation</b>	Each signed transfer payment agreement will count as 1.
<b>Data limitations</b>	None
<b>Type of Indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New Indicator</b>	Yes
<b>Desired performance</b>	To meet the desired target. .
<b>Indicator responsibility</b>	Chief Director ESS, Director Agri-processing & Deputy Director Economic Sector Support.

Signed off by:

  
\_\_\_\_\_  
Programme Manager  
Ms Labeeqah Schuurman

Date: 08/07/2016

  
\_\_\_\_\_  
Director Agri-processing  
Mr Goodwell Dinga

Date: 8/7/2016

  
\_\_\_\_\_  
Deputy Director Economic Sector Support  
Mr Martinus van Wyk

Date: 08.07.16



**Western Cape  
Government**

Economic Development  
and Tourism

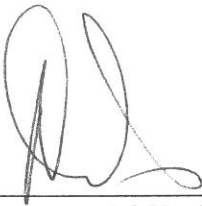
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# **Technical Indicator Report (TIR) – 2016/17**

## **Programme 4**

**PROGRAMME 4: TRECHNICAL INDICATOR REPORT 2016/2017**

**APPROVED Y:**



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**PROGRAMME MANAGER: BUSINESS REGULATION AND GOVERNANCE**

**MR. ASHLEY SEARLE**

**DATE:** 19/7/2016

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**ACTING DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT**

**MS. CHERYL JULIES**

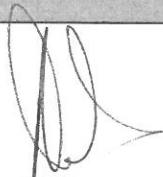
**DATE:**

**PROGRAMME 4: Office of the Consumer Protector**

**Sub Programme 4.1 Consumer Protection**

**Strategic objective (Outcome indicator)**

<b>Indicator title</b>	<b>Number of strategic consumer NGO and other relevant partnerships established.</b>
<b>Short definition</b>	Tracks the number of partnerships between consumer NGOs and the OCP established. Relevant partnerships are defined as those organisations or groupings which play a role in assisting with the generation of awareness in communities on consumer protection issues.
<b>Purpose/importance</b>	Tracks the number of partnerships between consumer groups and the OCP by ensuring the implementation of consumer education services by way of functional relationships between government and consumer education NGOs
<b>Source/collection of data</b>	1. Approved report for each partnership; and; 2. Signed MOU and/or signed partnership letter
<b>Method of calculation</b>	Each signed MOU and / or a signed partnership letter will be calculated as one.
<b>Data limitations</b>	N/A
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Non - Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Old
<b>Desired Performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Director: A Searle



Programme Manager  
Mr. A. Searle

Date: 19/7/16

<b>Indicator title</b>	<b>Monetary value saving to consumers</b>
<b>Short definition</b>	This indicator reports on the monetary value of the saving to a consumer due to the OCP's assistance.
<b>Purpose/importance</b>	Establishes the annual amount of money saved by consumers due to the OCP's assistance to consumers involved in complaints.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed Report and</li> <li>2. Substantiating evidence which can include: <ol style="list-style-type: none"> <li>a) Correspondence from business entity indicating monetary value of saving made available to consumer and/or</li> <li>b) Written acknowledgement of monetary value entitled to or received by the consume assisted by the OCP, and/or</li> <li>c) Settlement agreements/ orders signed</li> </ol> </li> </ol>
<b>Method of calculation</b>	<p>Each clearly indicated instance of monetary saving to the consumer will be counted as one.</p> <p>The monetary saving can either be reported as funds committed, funds agreed to or funds received by the consumer.</p>
<b>Data limitations</b>	<p>Inaccurate information provided by consumer</p> <p>Difficulty of tracing consumer</p> <p>Lack of cooperation from businesses (after a complaint was settled)</p>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Old
<b>Desired Performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Director: A Searle

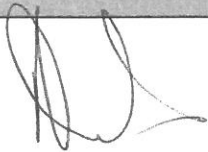


Programme Manager  
Mr. A. Searle

Date: 19/7/16



<b>Indicator title</b>	<b>Number of new businesses operating by virtue of positive departmental appeal recommendations issued.</b>
<b>Short definition</b>	Tracks the number of new businesses trading by virtue of departmental recommendations supporting a successful appeal.
<b>Purpose/Importance</b>	Successful appeal management by the department will contribute to an enabling environment for business since more businesses could receive approval to trade.
<b>Source/collection of data</b>	1. Submission signed by the MEC; and 2. Approved business licence
<b>Method of calculation</b>	Each approved business licence will count as one.
<b>Data limitations</b>	The achievement of this indicator is outside the control of the Department. The submission of appeal (s) depends on the decision of a local authority to reject an application and thereafter the applicant's decision to appeal.
<b>Type of indicator</b>	Outcome.
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annually
<b>New Indicator</b>	No
<b>Desired performance</b>	Lower number of appeals is desired, as this will be indicative of an environment which supports business development and growth
<b>Indicator responsibility</b>	Director – A Searle

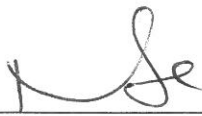


Programme Manager  
Mr. A. Searle

Date: 19/7/16

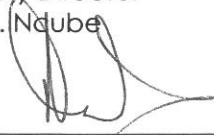
**Sub Programme 4.2: Consumer Protector: performance indicator (Output indicators)**

<b>Indicator title</b>	<b>Number of consumer education programmes conducted</b>
<b>Short definition</b>	Tracks the number of consumer rights interventions conducted during the reporting period with stakeholders.  Consumer educational programmes include and are not limited to information sessions, workshops, community outreach engagements, business engagements, joint campaigns with stakeholders, radio engagements, print and other media engagements.
<b>Purpose/importance</b>	Tracks the number of consumer rights awareness interventions to ensure that the level of awareness of consumer rights is enhanced.
<b>Source/collection of data</b>	Approved and signed report for each education programme conducted.
<b>Method of calculation</b>	Each consumer education programme enumerated in the report counts as one.
<b>Data limitations</b>	N/A
<b>Type of indicator</b>	Output.
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director – Phenias Ncube



Deputy Director  
Mr. P. Ncube

Date: 19/07/16



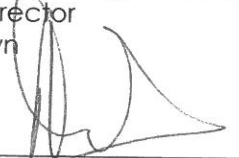
Programme Manager  
Mr. A. Searle

Date: 19/7/16

Indicator title	Number of complaints received
<b>Short definition</b>	<p>Measures the number of consumer complaints received during the reporting period.</p> <p>Complaints received, at both the call centre level and the OCP walk in centre, includes:</p> <ul style="list-style-type: none"> <li>• all calls recorded</li> <li>• all walk ins recorded</li> <li>• all faxes, emails and/or post recorded</li> </ul>
<b>Purpose/importance</b>	Tracks the number of consumer complaints received and recorded by the unit to determine the scale, area and type of assistance provided to citizens. The indicator also ensures that the legislative mandate (Consumer Protection Act, Consumer Affairs Act) relating to consumers affairs is performed.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. For complaints received via call centre: Signed call centre (system- generated) report; and/or</li> <li>2. For complaints received from other sources: Signed CMATS report (system – generated) .</li> </ol>
<b>Method of calculation</b>	<p>Every call recorded by the call centre, as per the call centre report, will count as one and/or</p> <p>Every walk in / direct correspondence recorded on the CMATS report will count as one.</p>
<b>Data limitations</b>	The accuracy of the data depends on the regular updating of the electronic system by officials.
<b>Type of indicator</b>	Output.
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Lower than targeted performance is desirable since a higher number of complaints may be indicative of a problematic policy or practice.
<b>Indicator responsibility</b>	Deputy Director - L Brown

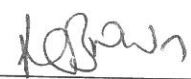
  
 Deputy Director  
 Ms. L Brown

Date: 19/7/2016

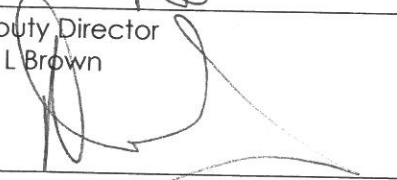
  
 Programme Manager  
 Mr. A. Searle

Date: 19/7/16

Indicator title	Number of Complaints Resolved
<b>Short definition</b>	<p>Measures the number of consumer complaints resolved during the reporting period.</p> <p>"Complaints resolved" at both the call centre level and the OCP office, includes all cases closed due to the following:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> call resolution;</li> <li>• Referrals</li> <li>• inquiries and/or enquiries</li> <li>• advice calls</li> <li>• investigated matters, including successful and unsuccessful matters</li> <li>• complaints closed due to the consumers' indication</li> <li>• complaints closed due to the lack of cooperation and/or response from the consumer</li> </ul>
<b>Purpose/importance</b>	Tracks the number of consumer complaints resolved by the unit to determine the scale and success of assistance provided to citizens.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1) Complaints resolved via call centre: Signed call centre (system-generated) report; and/or</li> <li>2) Complaints resolved via OCP walk in office: Signed CMATS (system – generated) report</li> </ol>
<b>Method of calculation</b>	Every consumer query attended to and or closed by the call centre and OCP office will be counted as one.
<b>Data limitations</b>	The accuracy of the data depends on the regular updating of the electronic system by officials.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Lower than targeted performance is desirable since a higher number of complaints may be indicative of a problematic policy or practice.)
<b>Indicator Responsibility</b>	Deputy Director: L Brown

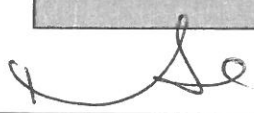
  
 Deputy Director  
 Ms. L Brown

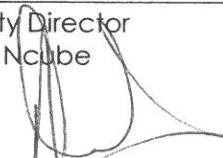
Date: 19/7/2016

  
 Programme Manager  
 Mr. A. Searle

Date: 19/7/16

<b>Indicator title</b>	<b>Number of consumer education booklets and/or information material distributed to citizens and business.</b>
<b>Short definition</b>	This indicator refers to the development of internal publications which will be distributed at consumer education events and programmes aimed at providing advice and guidance to consumers.
<b>Purpose/importance</b>	Tracks the number of publications distributed to strategic partners and citizens. It aims to enhance the awareness levels amongst consumers about the OCP. It also enable consumers to become equipped to resolve matters by themselves and thereby could reduce the number of complaints received by the OCP.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. By consumers: Signed attendance register, containing provision on the register for signature by consumer to acknowledge receipt of the publication, and / or</li> <li>2. By business / strategic partners: Signed or stamped distribution form by the representative of the organisation or business</li> </ol>
<b>Method of calculation</b>	<p>For (1) above, each individual publication noted (signed as received) on the attendance register will count as one..</p> <p>For (2) above, each pamphlet or booklets on the signed or stamped distribution form from either the business or strategic partner, will count as one.</p>
<b>Data limitations</b>	N/A
<b>Type of indicator</b>	Output.
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Yes
<b>Desired performance</b>	An increase in awareness levels amongst consumers.
<b>Indicator responsibility</b>	Deputy Director: P Ncube

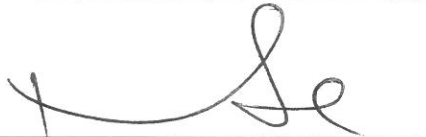
  
 Deputy Director  
 Mr. P. Ncube

  
 ProProgramme Manager  
 Mr. A. Searle

Date: 19/07/16

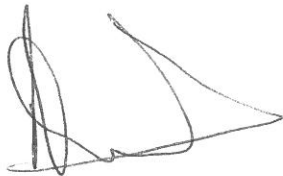
Date: 19/7/16

<b>Indicator title</b>	<b>Number of financial literacy workshops conducted</b>
<b>Short definition</b>	Provision of financial literacy workshops presented to consumers requiring financial literacy guidance.
<b>Purpose/importance</b>	Tracks the number of workshops offering financial literacy guidance.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1) Signed database(database duration of workshop, where the workshop took place ; workshop date) and</li> <li>2) Signed attendance registers; and</li> <li>3) Approved and signed report of each workshop.</li> </ol>
<b>Method of calculation</b>	Each signed attendance register, with date, venue and type of workshop, will be counted as one
<b>Data limitations</b>	Failure to obtain and capture data timeously
<b>Type of indicator</b>	Output.
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director: P Ncube



Deputy Director  
Mr. P. Ncube

Date: 19/07/16



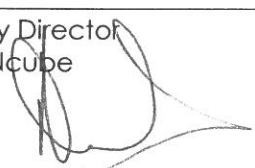
Programme Manager  
Mr. A. Searle

Date: 19/7/16

<b>Indicator title</b>	<b>Number of SMME engagements conducted.</b>
<b>Short definition</b>	Establishes the number of SMME's with whom engagements regarding Consumer Protection compliance issues were conducted.
<b>Purpose/importance</b>	Tracks the number of SMME's reached.
<b>Source/collection of data</b>	1. Signed report of each workshop; and 2. Signed attendance register
<b>Method of calculation</b>	Each signed attendance register will count as one.
<b>Data limitations</b>	N/A
<b>Type of indicator</b>	Output.
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Yes
<b>Desired performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director: P Ncube



Deputy Director  
Mr. P Ncube

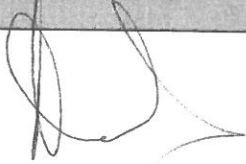


Programme Manager  
Mr. A. Searle

Date: 19/07/16

Date: 19/7/16

<b>Indicator title</b>	<b>Number of Business licence appeal recommendations provided.</b>
<b>Short definition</b>	Tracks the number of appeals received in terms of the Businesses Act, 1991, and the departmental recommendation made in connection thereto.
<b>Purpose/importance</b>	Successful appeal management by the department will contribute to an enabling environment for business since more businesses could receive approval to trade.
<b>Source/collection of data</b>	Approved submission signed by MEC.
<b>Method of calculation</b>	Each approved submission counts as one.
<b>Data limitations</b>	N/A
<b>Type of indicator</b>	Output.
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Old
<b>Desired performance</b>	Lower number of appeals will be indicative of an environment which supports business development and growth
<b>Indicator responsibility</b>	Director – A Searle



Programme Manager  
Mr. A. Searle

Date: 19/7/16





**Western Cape  
Government**

Economic Development  
and Tourism

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# **Technical Indicator Report (TIR) – 2016/17**

## **Programme 5**

PROGRAMME 5: TECHNICAL INDICATOR REPORT 2016/2017

APPROVED BY:

  
PROGRAMME MANAGER: ECONOMIC PLANNING  
MS JO-ANN JOHNSTON

DATE: 26/07/2016.

  
ACTING DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT  
MS. CHERYL JULIES

DATE: 4/8/2016

**Programme 5: Economic Planning**


**Sub Programme 5.1: Economic Policy and Planning:**

**Strategic Objective (Outcome indicator)**

INDICATOR TITLE	NUMBER OF ECONOMIC STRATEGIES OR POLICIES SIGNED OFF
Short definition	<p>A policy is defined as course of action or a set of guiding principles intended to express the economic outcomes of WCG or the Department, whereas a strategy is defined as a plan of action to realise economic goals or outcomes.</p> <p>Economic strategies and/or policies refer to strategies and/or policies that emanate from the Department of Economic Development or any other sphere of government or where Programme 5 provided support or added value in its development.</p> <p>These policies and/or strategies would generally include those that have a significant impact on economic development and growth. 'Signed-off' refers to where the Programme Manager, senior manager or political office bearer responsible for the implementation of the strategy and/or policy signs off on the strategy or policy and where support has been provided by Programme 5 (see Output Indicators).</p>
Purpose/importance	The development of strategies and the support of strategy development are important to guide the development of departmental projects aimed at stimulating employment and economic growth. While the strategic accountability is vested in the senior manager responsible for the theme/sector, the intent is to ensure evidence-based support and transversal co-ordination across the department.
Source/collection of data	Signed-off economic strategies or policies by the relevant Programme Manager (or Head of Department where applicable), will count as one.
Method of calculation	Each signed-off strategy or policy, by the relevant Programme Manager will be counted as one
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	To have economic development strategies or policies that is aligned to or supports the provincial objectives or goals will be the desired performance. Therefore, performance above the targeted number is desired as it signals improved alignment.
Indicator responsibility	Chief Director and Director

Signed off by:

  
 Programme Manager: Economic Planning  
 Ms Jo Ann Johnston  
 Date: 26/07/2016

  
 Director: Economic Planning

Mr. Nezaam Joseph  
 Date: 29/7/2016

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	NUMBER OF STRATEGIES OR POLICIES REVIEWED AND/OR SUPPORTED
Short definition	<p>A policy is defined as course of action or a set of guiding principles intended to express the economic outcomes of WCG or the Department, whereas a strategy is defined as a plan of action to realise economic goals or outcomes.</p> <p>The annual output therefore reflects the processes and activities undertaken to support in the development and/or review of strategies or policies.</p> <p>'Supported' is defined as any assistance provided by the Programme in facilitating the progress of strategy or policy development. Support can include the actual drafting of strategies or policies, reviewing of past, current or proposed strategies or policies, research input, or co-ordination amongst relevant stakeholders in the development of policies or strategies. This indicator includes strategies and policies which have not yet been finalised or approved.</p>
Purpose/importance	<p>The outcome of Provincial Strategic Goal 1 is the increase in employment and gross value addition in the province. In support of this strategic goal, a number of key vertical and horizontal strategies and policies are required to maximise the likelihood of achieving PSG1's outcome.</p> <p>PSG1 defines WCG's economic outcomes, but a myriad of projects and individual activities can be undertaken to give expression to the province's intended economic goals and outcomes. In an environment of limited resources, policy and strategic directives maximises outcomes of individual projects and planned economic activities by creating cohesion amongst projects, project development and allow for individual project goals to support one another.</p> <p>Evidence based inputs into development of policy and strategy is salient and will be undertaken in the support of policy and strategy development.</p>
Source/collection of data	<ol style="list-style-type: none"> <li>1. Signed and verified database of strategies and policies supported and</li> <li>2. Signed/Approved project report on strategies and policies supported and</li> <li>3. Support activities such as research inputs, reviews, draft strategies or policies, signed minutes of meetings.</li> </ol>
Method of calculation	Each strategy or policy will be considered as one
Data limitations	The development of strategies and policies however could span multiple financial years.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable as it signals improved alignment.
Indicator responsibility	Chief Director and Director

Signed off by:

  
 Programme Manager: Economic Planning  
 Ms. Ann Johnston  
 Date: 26/07/2016



Director: Economic Planning

Mr. Nezaam Joseph

Date: 29/7/16

INDICATOR TITLE	NUMBER OF STRATEGIC PLANNING SESSIONS HELD
Short definition	Participate in or facilitate planning or strategic meetings or discussions held to develop Programmatic or Departmental strategic agendas or plans. Participate means not only to attend, but to present at the strategic sessions. Facilitate means to organise and/or co-ordinate the strategic sessions of the relevant sub-programme, programme or department.
Purpose/importance	Whilst senior management within the Department is cognisant of the departmental strategies and policies, the depth and detail of understanding and awareness of these strategies and external trends and developments may vary. The involvement of the Research and Policy Unit is to facilitate platforms in which the Department's or Programmes' strategies, current and future, are developed or clarified; maximise evidence-based decision-making, promote awareness of other departmental or programmatic strategies and/or external trends; and/or facilitate alignment towards the overall objectives of the Department.
Source/collection of data	<ol style="list-style-type: none"><li>1. Distributed strategic agendas by the Unit; and / or</li><li>2. Approved minutes by the chairperson of the strategic workshop or meetings; and/or</li><li>3. Signed attendance registers of workshops or meetings</li></ol>
Method of calculation	Each strategic forum or workshop will count as one.
Data limitations	N/A
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Actual performance higher than the desired performance
Indicator responsibility	Chief Director, Director

Signed off by:



Programme Manager: Economic Planning

Ms JoAnn Johnston

Date: 26/07/2016



Director: Economic Planning

Mr. Nezaam Joseph

Date: 29/7/2016

**Sub Programme 5.2: Research and Development**

**Strategic Objective (Outcome Indicator)**

INDICATOR TITLE	DEVELOP AN ECONOMIC RESEARCH AGENDA
Short definition	Develop the research agenda to guide and describe research. The Research agenda aims to demonstrate research support to support strategic economic outcomes as described in Provincial Strategic Goal 1. In addition it aims to stimulate conversation amongst stakeholders through evidence based research for the purpose of strengthening economic strategy and policy and ensuring the relevance of the research to the stakeholders.
Purpose/importance	To provide economic intelligence that will inform strategic decisions or shape economic discourse
Source/collection of data	Research agenda signed-off by the Programme Manager
Method of calculation	One signed off agenda will count as one.
Data limitations	Research is demand driven and the research agenda may change or have gaps
Type of indicator	Outcome indicator
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Actual performance must be equivalent to desired performance
Indicator responsibility	Chief Director, Director and Deputy Director

Signed off by:



Programme Manager: Economic Planning  
 Ms. Jo Ann Johnston  
 Date: 27/07/2016



Director: Economic Planning  
 Mr. Nezaam Joseph  
 Date: 29/7/16



Deputy Director  
 Ms. Celeste Kriel  
 Date: 29/07/2016



Deputy Director  
 Mr. Gershon Oliver  
 Date: 29/07/2016

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	NUMBER OF ECONOMIC RESEARCH REPORTS DEVELOPED
<b>Short definition</b>	<p>Evidence based research reports aimed at providing economic intelligence to guide and shape economic strategy, policy, projects, internal and external economic discourse for the purpose of strengthening economic strategies and policies.</p> <p>Research reports may analyse global, national and provincial economic performance and trends. Research reports may be desk-top secondary research or primary research conducted by the Department or by service-providers contracted by the Department.</p> <p>Research reports may serve the purpose in identifying potential domestic and foreign economic opportunities with relevant stakeholders through its publication of the Quarterly Economic Bulletin</p>
<b>Purpose/importance</b>	The development of projects, strategy and policy requires evidence based economic intelligence and analysis. The research reports will provide credible economic intelligence and analysis to support the department in fulfilling its objectives. Furthermore, describing economic trends, performances of regional, national and global economies and identifying potential economic opportunities to relevant stakeholders are important in improving economic outcomes and choices
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Database of research reports completed or drafted and</li> <li>2. A signed copy of research report</li> </ol>
<b>Method of calculation</b>	Each signed report will count as one
<b>Data limitations</b>	While the Department has significantly improved its subscriptions and access to key datasets, data granularity, availability, completeness and sufficient degrees of credibility of key datasets are still often found wanting. It is widely accepted that these factors negatively impacts much needed economic analysis, outcomes of analysis and their subsequent recommendations.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	No
<b>Desired performance</b>	Actual performance higher than the desired performance
<b>Indicator responsibility</b>	Chief Director, Director and Deputy Director

Signed off by:



Programme Manager Economic: Planning  
 Ms Ja-Ann Johnston  
 Date: 26/07/2016

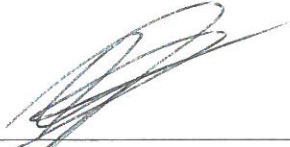


Director: Economic Planning  
 Mr. Nezaam Joseph  
 Date: 29/7/16



Deputy Director  
Ms. Celeste Kriel

Date: 29/07/2016

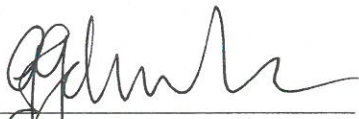


Deputy Director  
Mr. Gershon Oliver

Date: 29/07/2016

INDICATOR TITLE	MAINTAIN THE CENTRALISED ECONOMIC REPOSITORY
Short definition	A repository to house economic data. Maintenance refers to updating data captured on the system or adding additional information or data to the repository.
Purpose/importance	A system that is responsible for the capture and capture of economic data within the Department and Western Cape Government. Currently there are various primary sources of data within the province and within the department. The aim of this indicator is to pool these datasets to facilitate access as well as to address data gaps through procurement or undertaking primary research.
Source/collection of data	A signed off report on each update.
Method of calculation	The collective updates as detailed in the report will count as one.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Actual performance equivalent to the desired performance
Indicator responsibility	Chief Director, Director and Deputy Director

Signed off by:



Programme Manager: Economic Planning  
Ms Jo-Ann Johnston

Date: 26/07/2016



Director: Economic Planning  
Mr. Nezaam Joseph

Date: 21/7/16





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Deputy Director  
Ms. Celeste Kriel  
Date: 29/07/2016



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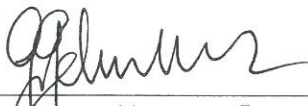
Deputy Director  
Mr. Gershon Oliver  
Date: 29/07/2016

Sub Programme 5.3: Economic Development Partnership

**Strategic Objective (Outcome Indicator)**

INDICATOR TITLE	NUMBER OF PARTNERSHIPS TESTED BY PIA
Short definition	Effective finalisation of strategic partnerships between the EDP and economic delivery organisations for improved economic performance of the Province
Purpose/importance	Economic policy, strategy, project development and implementation often requires inter-government (local, provincial and national) co-operation and co-operation between government, societal stakeholders and business. In expressing the objectives of Provincial Strategic Goal 1 the plethora of stakeholders often experience competing objectives and diverse approaches in achieving similar objectives. In addressing challenge that may arise from these varying approaches and objectives across multiple stakeholders, the EDP will facilitate strategic partnerships amongst all stakeholders with the aim of realising the strategic objectives of the Western Cape Government.
Source/collection of data	Signed off copies of the partnership agreements between the EDP and stakeholders
Method of calculation	Each signed agreement will count as one
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	New
Desired performance	Actual performance higher than the desired performance
Indicator responsibility	Chief Director, Director and Deputy Director

Signed off by:



Programme Manager: Economic Planning  
 Ms Jo-Ann Johnston  
 Date: 26/07/2016



Director: Economic Planning  
 Mr. Nezaam Joseph  
 Date: 27/7/16



Deputy Director  
 Ms. Mary-Anne Lahusen  
 Date: 27/7/16

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	NUMBER OF JOINT PLANS/PROJECTS BETWEEN THE ECONOMIC DEVELOPMENT PARTNERSHIP AND ITS PARTNERS
Short definition	Projects and economic plans aimed at facilitating economic growth developed in partnerships between the EDP and its partners/ stakeholders
Purpose/importance	An effective economic ecosystem principled through co-operation is often best expressed through the co-development of economic projects and economic development plans
Source/collection of data	1. Signed database of projects and plans and 2. Signed report on each plan/project undertaken
Method of calculation	Each project or plan detailed in the report will count as one
Data limitations	N/A
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	YES
Desired performance	Actual performance higher than the desired performance
Indicator responsibility	Chief Director, Director and Deputy Director

Signed off by:



Programme Manager: Economic Planning

Ms. Jo-Ann Johnston

Date: 26/07/2016



Director: Economic Planning

Mr. Nezaam Joseph

Date: 29/7/16



Deputy Director

Ms. Mary-Anne Lahusen

Date: 27/7/16

**Sub Program: 5.4 Enabling Growth Infrastructure and Initiatives (Cape Catalyst & Coordination of Industrial Development)**

**Strategic Objective (Outcome Indicator)**

INDICATOR TITLE	VALUE OF INVESTMENT
Short definition	<p>Value of investment into strategic projects is the aggregate of 'value of infrastructure investment', value of funding leveraged and 'value of direct investment'. The "Value of investment" indicator does not reflect only the financial contribution of the Department, but the full value of the project.</p> <p>'Value of infrastructure investment' is the total fixed or technology investment or the provision of capital (including working capital) of an infrastructure project supported by the Department. Infrastructure investment refers to physical economic infrastructure developments aimed at improving the competitiveness of the regional economy and may be a new greenfield project or an expansion. The point of realisation is the stage at which activity/physical construction on the project commences or when funding has been transferred for implementation of the project.</p> <p>'Value of funding leveraged' reflects monies orientating outside of the department into strategic projects supported by DEDAT. 'Value of direct investment' reflects monies (capital and initial operating costs) invested by domestic or foreign stakeholders as a result of projects supported by the Department.</p> <p>Strategic projects are defined as projects which are supported by the Sub-Programme: Strategic Initiatives. These projects may be government funded, private-funded or jointly funded by government and private sector, but the Department or its implementing organisation is the initiator and/or a facilitator in the realisation of the project.</p>
Purpose/importance	<p>The tracking of investment into strategic projects tracks the aggregate performance of strategic projects supported by the department, from project preparation (funding leveraged), project implementation (funding leveraged or infrastructure investment) and project up-take (investment into activity). This indicator therefore reflects the full life-cycle impact of the projects and accommodates for both hard infrastructure projects as well as the very important but often neglected soft infrastructure projects which facilitate the project preparation and off-take stages. Furthermore, it tracks the effectiveness of the projects in terms of investment or additional revenue that it generates (e.g. investors into IDZs).</p> <p>The provision of economic infrastructure is critical in creating an enabling and competitive environment for businesses (local and foreign) to grow and flourish.</p>
Source/collection of data	<ol style="list-style-type: none"> <li>1. Signed and verified project database reflecting total value of investments into strategic projects and</li> <li>2. Signed MOA's/commitment letters of investments/funding leveraged</li> </ol> <p style="text-align: center;"><b>OR</b></p> <ol style="list-style-type: none"> <li>3. Final feasibility study/business plan clearly indicating the value of the investment project.</li> </ol>
Method of calculation	<p>Total rand value of all investments on database.</p>
Data limitations	<p>Value of investment is often calculated at the onset of the project. Full roll-out of the project implementation can take two to five years. At times, however, due to factors such as the economic climate or changing government priorities, the value may be over-estimated or under-estimated. For the purposes of the measurement of the indicator, the initial figure of value is utilised. Furthermore value projections will be based on the net present value of money, which will have a discount rate pertinent to the particular sector the investment is in. These discount rates are often contentious and this will have an effect on the ultimate value of investment.</p> <p>Baseline data is frequently difficult to determine ahead of time, particularly with respect to large projects that require investigations into feasibility and overall costs. Previously, the Sub-programme tracked 'number of jobs facilitated/sustained', but this specific indicator is generally an outcome of the 'value of investment' outcome</p>

INDICATOR TITLE	VALUE OF INVESTMENT
	<p>indicator and thus has proved to be enormously difficult to predict for the purposes of APP measurement. As a result, the Department has discontinued the 'no of jobs facilitated/sustained' outcome indicator, although the sub-programme will continue to advocate, track, and monitor the jobs facilitated or sustained as a result of the 'value of investment' indicator.</p> <p>Furthermore, while there are other indicators which could be used to measure outcomes, the Department does not have sufficient control over these outcome indicators, particularly where there is a high dependency on external stakeholder support and funding for its realisation. Therefore, while the Department endeavours to monitor and track these other outcomes, and where relevant, report these outcomes to stakeholders, it will not be used for the purpose of the APP indicators.</p>
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Higher performance is desirable
Indicator responsibility	Chief Director, Directors and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms Ja Ann Johnston

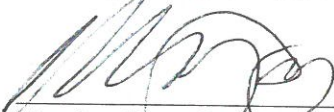
Date: 26/07/2016



Director: Coordination of Industrial Development

Mr Herman Jonker

Date: 25-07-2016



Director: Cape Catalyst

Ms Bianca Mpehlaza-Schiff

Date: 26/07/2016

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	NUMBER OF INFRASTRUCTURE PROJECTS SUPPORTED
Short definition	<p>Infrastructure projects refer to economic projects which have a strong infrastructure orientation, leading to new infrastructure development, improved usage of infrastructure or enhanced access to infrastructure. These economic projects usually benefit more than one company and are aimed at improving the competitiveness of the regional economy. It may be government funded, private-funded or jointly funded by government and private sector. 'Supported' is defined as any assistance provided by the Department in facilitating the progress of the project and support can include co-ordination amongst relevant stakeholders, funding of projects, project management and/or undertaking/directing project preparation studies such as feasibility investigations or scoping exercises. This indicator includes infrastructure projects which have not yet been finalised or approved.</p>

INDICATOR TITLE	NUMBER OF INFRASTRUCTURE PROJECTS SUPPORTED
Purpose/importance	<p>The provision of economic infrastructure is critical in creating an enabling and competitive environment for businesses (local and foreign) to grow and flourish. Infrastructure development requires co-ordination and cooperation among a range of government stakeholders – national, provincial and local, and more frequently than not, the Department may not be the government investor in physical infrastructure. However, enormous effort and resources to kick-start and develop the infrastructure project may be exerted by the Department or the implementing agent, without which, the project may not likely to have happened or within the determined timeframe.</p> <p>Frequently the imperatives of the Annual Performance Plan and the budgeting process re-enforces a silo approach and does not easily translate to APP contributions towards intra-dependent projects and management of initiatives between different government entities, particularly where final funding or delivery resides in a separate government department. Within the greater economic cluster, co-ordination which accommodates inter-dependency will need to be undertaken in the planning process and the APP deliverable.</p>
Source/collection of data	<ol style="list-style-type: none"> <li>1. Signed and verified database of infrastructure projects supported and</li> <li>2. Signed / Approved Project report and</li> <li>3. Project preparation activities such as pre-feasibility studies; feasibility studies; business case studies; minutes of stakeholder forums/workshops; adopted TOR for committees; MOAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials</li> </ol>
Method of calculation	Each infrastructure supported will count as 1.
Data limitations	N/a
Type of indicator	Output
Calculation type	Not cumulative (this counts all active projects within the financial year)
Reporting cycle	Annual
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms JoAnn Johnston

Date: 26/07/2016



Director: Coordination of Industrial Development

Mr Herman Jonker

Date: 2016-07-25



Director: Cape Catalyst

Ms Bianca Mpahlaza-Schiff

Date: 25/07/2016



Deputy Director: Cape Catalyst

Mr Alex Allie

Date: 25/07/16

INDICATOR TITLE	NUMBER OF DESIGN AND INNOVATION PROJECTS SUPPORTED
Short definition	<p>Design or innovation projects refer to projects undertaken or supported by the Department to promote, provide, develop and sustain design and innovation by citizens, businesses and government in the Western Cape. Design is defined as "activities that use creative and iterative processes to take into account a range of factors and needs in the development of innovative products, services, environments and communication in response to the human condition and society's needs" (WC Design Strategy) while Innovation is defined as "a new idea, device or process. Innovation can be viewed as the application of better solutions that meet new requirements, in articulated needs, or existing market needs. This is accomplished through more effective products, processes, services, technologies, or ideas that are readily available to markets, governments and society. The term innovation can be defined as something original and, as a consequence, new, that "breaks into" the market or society" (Wikipedia)</p> <p>Design and/or innovation projects may be government funded, private-funded or jointly funded by government and private sector. 'Supported' is defined as any assistance provided by the Department in facilitating the progress of the project and support can include co-ordination amongst relevant stakeholders, funding of projects, project management, undertaking/directing project preparation studies such as feasibility investigations or scoping exercises, and/or guiding or overseeing the operations of the project.</p> <p>This indicator includes projects which have not yet been finalised, implemented or approved and includes transversal support provided by the Department to other WCG departments or spheres of government.</p>
Purpose/importance	<p>Innovation and design drives growth and helps address social challenges, according to the OECD. Innovation and design are the driving forces for markets being transformed, brands being built, products and services being re-designed, replace or developed through innovation. Research has shown innovation and design enhances industry competitiveness, drives exports, is a critical element in the emergence of high growth, dynamic industry clusters and is a key ingredient in creating environments and delivering services which enhance quality of life.</p> <p>This indicator therefore tracks the number of Departmental initiatives supported to improve access, skills and usage of broadband in the Western Cape.</p>
Source/collection of data	<ol style="list-style-type: none"> <li>1. Signed and verified database of broadband projects supported and</li> <li>2. Signed / Approved Project report and</li> <li>3. Project preparation activities such as pre-feasibility studies; feasibility studies; business case studies; minutes of stakeholder forums/workshops; adopted TOR for committees; MOAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials</li> </ol>
Method of calculation	Each project supported will count as 1.
Data limitations	N/a
Type of indicator	Output
Calculation type	Not cumulative (this counts all active projects within the financial year)
Reporting cycle	Annual
New indicator	Yes
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms JoAnn Johnston

Date: 26/07/2016



Director: Cape Catalyst  
Ms Bianca Mpahlaza-Schiff  
Date: 25/07/2016



Deputy Director: Cape Catalyst  
Mr Alex Allie  
Date: 25/07/16.



**Sub Program: 5.5 Digital Economy**  
**Strategic Objective (Outcome Indicator)**

INDICATOR TITLE	VALUE OF INVESTMENT
<p><b>Short definition</b></p>	<p>Value of investment into strategic projects is the aggregate of 'value of infrastructure investment', value of funding leveraged and 'value of direct investment'. The "Value of investment" indicator does not reflect only the financial contribution of the Department, but the full value of the project.</p> <p>'Value of infrastructure investment' is the total fixed or technology investment or the provision of capital (including working capital) of an infrastructure project supported by the Department. Infrastructure investment refers to physical economic infrastructure developments aimed at improving the competitiveness of the regional economy and may be a new greenfield project or an expansion. The point of realisation is the stage at which activity/physical construction on the project commences or when funding has been transferred for implementation of the project. 'Value of funding leveraged' reflects monies orientating outside of the department into strategic projects supported by DEDAT. 'Value of direct investment' reflects monies (capital and initial operating costs) invested by domestic or foreign stakeholders as a result of projects supported by the Department.</p> <p>Strategic projects are defined as projects which are supported by the Sub-Programme: Strategic Initiatives. These projects may be government funded, private-funded or jointly funded by government and private sector, but the Department or its implementing organisation is the initiator and/or a facilitator in the realisation of the project.</p>
<p><b>Purpose/importance</b></p>	<p>The tracking of investment into strategic projects tracks the aggregate performance of strategic projects supported by the department, from project preparation (funding leveraged), project implementation (funding leveraged or infrastructure investment) and project up-take (investment into activity). This indicator therefore reflects the full life-cycle impact of the projects and accommodates for both hard infrastructure projects as well as the very important but often neglected soft infrastructure projects which facilitate the project preparation and off-take stages. Furthermore, it tracks the effectiveness of the projects in terms of investment or additional revenue that it generates (e.g. investors into IDZs).</p> <p>The provision of economic infrastructure is critical in creating an enabling and competitive environment for businesses (local and foreign) to grow and flourish.</p>
<p><b>Source/collection of data</b></p>	<ol style="list-style-type: none"> <li>1. Signed and verified project database reflecting total value of investments into strategic projects and</li> <li>2. Signed MOA's/commitment letters of investments/funding leveraged</li> </ol> <p style="text-align: center;"><b>OR</b></p> <ol style="list-style-type: none"> <li>3. Final feasibility study/business plan clearly indicating the value of the investment project.</li> </ol>
<p><b>Method of calculation</b></p>	<p>Total rand value of all investment on database.</p>
<p><b>Data limitations</b></p>	<p>Value of investment is often calculated at the onset of the project. Full roll-out of the project implementation can take two to five years. At times, however, due to factors such as the economic climate or changing government priorities, the value may be over-estimated or under-estimated. For the purposes of the measurement of the indicator, the initial figure of value is utilised. Furthermore value projections will be based on the net present value of money, which will have a discount rate pertinent to the particular sector the investment is in. These discount rates are often contentious and this will have an effect on the ultimate value of investment.</p> <p>Baseline data is frequently difficult to determine ahead of time, particularly with respect to large projects that require investigations into feasibility and overall costs.</p> <p>Previously, the Sub-programme tracked 'number of jobs facilitated/sustained', but this specific indicator is generally an outcome of the 'value of investment' outcome indicator and thus has proved to be enormously difficult to predict for the purposes of APP measurement. As a result, the Department has discontinued the 'no of jobs facilitated/sustained' outcome indicator, although the sub-programme will continue to advocate, track, and monitor the jobs facilitated or sustained as a result of the 'value of investment' indicator.</p>

INDICATOR TITLE	VALUE OF INVESTMENT
	Furthermore, while there are other indicators which could be used to measure outcomes, the Department does not have sufficient control over these outcome indicators, particularly where there is a high dependency on external stakeholder support and funding for its realisation. Therefore, while the Department endeavours to monitor and track these other outcomes, and where relevant, report these outcomes to stakeholders, it will not be used for the purpose of the APP indicators.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Higher performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms Jo-Ann Johnston

Date: 26/07/2016



Director: Digital Economy

Ms Olivia Dyers

Date: 27.07.16



Portfolio Manager: Digital Economy

Mr Marc Cloete

Date: 26/07/2016



Portfolio Manager: Digital Economy

Mahdi Hendricks

Date: 26/07/2016



Portfolio Manager: Digital Economy

Robert Davids

Date: 26/07/2016

Programme Performance Indicator (Output Indicators)

INDICATOR TITLE	NUMBER OF BROADBAND PROJECTS SUPPORTED
<p><b>Short definition</b></p>	<p>Broadband projects refer to projects undertaken or supported by the Department to promote, provide, develop and sustain broadband, broadband access, readiness and/or usage by citizens, businesses and government in the Western Cape. Broadband is defined by the World Bank as ""an interconnected, multi-layered ecosystem of high-capacity communications networks, services, applications, and users ... The ecosystem includes the networks that support high-speed data communication and the services these networks provide. It also includes the applications provided by these services and the users who are increasingly creating applications and content. Investments — by public or private investors and agencies—and user demand expand the reach of high-speed networks. These networks increase the availability of high-quality services to both users and application providers. Applications access these services to reach users, who respond to the affordability of the services and relevance of the applications. Users then grow in number and sophistication, demanding and driving greater investments in networks, creating the virtuous circle for broadband. Increasingly this ecosystem is co-created, with users having the —ability to consume, create, and share multimedia content in a variety of formats using a growing range of powerful devices." Broadband projects may be government funded, private-funded or jointly funded by government and private sector. 'Supported' is defined as any assistance provided by the Department in facilitating the progress of the project and support can include co-ordination amongst relevant stakeholders, funding of projects, project management, undertaking/directing project preparation studies such as feasibility investigations or scoping exercises, and/or guiding or overseeing the operations of the project. This indicator includes projects which have not yet been finalised, implemented or approved and includes transversal support provided by the Department to other WCG departments or spheres of government.</p>
<p><b>Purpose/importance</b></p>	<p>The increased adoption of smart and connected ICT, enabled by broadband access infrastructure, is often referred to as increased digitisation of society. Countries that have achieved advanced levels of digitisation (i.e. the mass adoption of connected digital technologies and applications by consumers, enterprises, and governments) have realized significant benefits in their economies, their societies, and the functioning of their public sectors. Considerable research has been conducted which serves to verify and quantify the positive effect that broadband has on an economy, but perhaps the most frequently cited result stems from the World Bank which calculated that for every 10% increase in broadband penetration in a developing country, there would be a corresponding 1.3% increase in GDP. This indicator therefore tracks the number of Departmental initiatives supported to improve access, skills and usage of broadband in the Western Cape.</p>
<p><b>Source/collection of data</b></p>	<ol style="list-style-type: none"> <li>1. Signed and verified database of broadband projects supported and</li> <li>2. Signed / Approved Project report and</li> <li>3. Project preparation activities such as pre-feasibility studies; feasibility studies; business case studies; minutes of stakeholder forums/workshops; adopted TOR for committees; MOAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials</li> </ol>
<p><b>Method of calculation</b></p>	<p>Each project supported will count as 1.</p>
<p><b>Data limitations</b></p>	<p>N/a</p>
<p><b>Type of indicator</b></p>	<p>Output</p>
<p><b>Calculation type</b></p>	<p>Not cumulative (this counts all active projects within the financial year)</p>
<p><b>Reporting cycle</b></p>	<p>Annual</p>

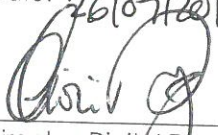
INDICATOR TITLE	NUMBER OF BROADBAND PROJECTS SUPPORTED
New indicator	Yes
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning  
Ms Jo-Ann Johnston

Date: 26/07/2016



Director: Digital Economy  
Ms Olivia Dyers

Date: 27.07.16



Portfolio Manager: Digital Economy  
Mr Marc Cloete

Date: 26.7.2016



Portfolio Manager: Digital Economy  
Mahdi Hendricks

Date: 26/07/2016



Portfolio Manager: Digital Economy  
Robert Davids

Date: 26/07/2016

**Sub Programme: 5.6 Green Economy (includes Energy)**  
**Strategic Objective (Outcome Indicator)**

INDICATOR TITLE	VALUE OF INVESTMENT
Short definition	<p>Value of investment into strategic projects is the aggregate of 'value of infrastructure investment', value of funding leveraged and 'value of direct investment'. The "Value of investment" indicator does not reflect only the financial contribution of the Department, but the full value of the project.</p> <p>'Value of infrastructure investment' is the total fixed or technology investment or the provision of capital (including working capital) of an infrastructure project supported by the Department. Infrastructure investment refers to physical economic infrastructure developments aimed at improving the competitiveness of the regional economy and may be a new greenfield project or an expansion. The point of realisation is the stage at which activity/physical construction on the project commences or when funding has been transferred for implementation of the project. 'Value of funding leveraged' reflects monies orientating outside of the department into strategic projects supported by DEDAT. 'Value of direct investment' reflects monies (capital and initial operating costs) invested by domestic or foreign stakeholders as a result of projects supported by the Department.</p> <p>Strategic projects are defined as projects which are supported by the Sub-Programme: Strategic Initiatives. These projects may be government funded, private-funded or jointly funded by government and private sector, but the Department or its implementing organisation is the initiator and/or a facilitator in the realisation of the project.</p>
Purpose/importance	<p>The tracking of investment into strategic projects tracks the aggregate performance of strategic projects supported by the department, from project preparation (funding leveraged), project implementation (funding leveraged or infrastructure investment) and project up-take (investment into activity). This indicator therefore reflects the full life-cycle impact of the projects and accommodates for both hard infrastructure projects as well as the very important but often neglected soft infrastructure projects which facilitate the project preparation and off-take stages. Furthermore, it tracks the effectiveness of the projects in terms of investment or additional revenue that it generates (e.g. investors into IDZs).</p> <p>The provision of economic infrastructure is critical in creating an enabling and competitive environment for businesses (local and foreign) to grow and flourish.</p>
Source/collection of data	<ol style="list-style-type: none"> <li>1. Signed and verified project database reflecting total value of investments into strategic projects and</li> <li>2. Signed MOA's/commitment letters of investments/funding leveraged OR Final feasibility study/business plan clearly indicating the value of the investment project.</li> </ol>
Method of calculation	<p>Total rand value of all investment on database.</p>
Data limitations	<p>Value of investment is often calculated at the onset of the project. Full roll-out of the project implementation can take two to five years. At times, however, due to factors such as the economic climate or changing government priorities, the value may be over-estimated or under-estimated. For the purposes of the measurement of the indicator, the initial figure of value is utilised. Furthermore value projections will be based on the net present value of money, which will have a discount rate pertinent to the particular sector the investment is in. These discount rates are often contentious and this will have an effect on the ultimate value of investment.</p> <p>Baseline data is frequently difficult to determine ahead of time, particularly with respect to large projects that require investigations into feasibility and overall costs.</p> <p>Previously, the Sub-programme tracked 'number of jobs facilitated/sustained', but this specific indicator is generally an outcome of the 'value of investment' outcome indicator and thus has proved to be enormously difficult to predict for the purposes of APP measurement. As a result, the Department has discontinued the 'no of jobs facilitated/sustained' outcome indicator, although the sub-programme will continue to advocate, track, and monitor the jobs facilitated or sustained as a result of the 'value of investment' indicator.</p>

INDICATOR TITLE	VALUE OF INVESTMENT
	Furthermore, while there are other indicators which could be used to measure outcomes, the Department does not have sufficient control over these outcome indicators, particularly where there is a high dependency on external stakeholder support and funding for its realisation. Therefore, while the Department endeavours to monitor and track these other outcomes, and where relevant, report these outcomes to stakeholders, it will not be used for the purpose of the APP indicators.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Higher performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms Jo-Ann Johnston

Date: 26/07/2016



Portfolio Manager: Green Economy

Ms Anzel Venter

Date: 25/07/2016



Portfolio Manager: Energy

Mr Fernel Abrahams

Date: 1. 8. 2016

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	NUMBER OF GREEN ECONOMY PROJECTS SUPPORTED
Short definition	<p>Green Economy projects refer to projects undertaken or supported by the Department to promote, provide, develop and sustain the green economy in the Western Cape. The Green Economy is defined as an economy in which all citizens prosper and flourish; industry and commerce are efficient and effective delivery agents for economic growth and employment creation/ retention; and resources are transformed and consumed in a low carbon, sustainable manner.</p> <p>Green Economy projects may be government funded, private-funded or jointly funded by government and private sector. 'Supported' is defined as any assistance provided by the Department in facilitating the progress of the project and support can include co-ordination amongst relevant stakeholders, funding of projects, project management, undertaking/directing project preparation studies such as feasibility investigations or scoping exercises, and/or guiding or overseeing the operations of the project.</p> <p>This indicator includes projects which have not yet been finalised, implemented or approved and includes transversal support provided by the Department to other WCG departments or spheres of government.</p>
Purpose/importance	The Western Cape, like the rest of South Africa is extremely resource intensive which exposes us to spiralling energy costs, carbon trade barriers and water shortages and

INDICATOR TITLE	NUMBER OF GREEN ECONOMY PROJECTS SUPPORTED
	places our export competitiveness under pressure. The Green Economy therefore sets out to achieve the double dividend of optimising green economic opportunities and enhancing our environmental performance. This indicator therefore tracks the number of Departmental initiatives supported to develop and implement a green growth path for the province
Source/collection of data	1. Signed and verified database of Green Economy projects supported and 2. Signed / Approved Project report and 3. Project preparation activities such as pre-feasibility studies; feasibility studies; business case studies; minutes of stakeholder forums/workshops; adopted TOR for committees; MOAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials
Method of calculation	Each project supported will count as 1.
Data limitations	N/a
Type of indicator	Output
Calculation type	Not cumulative (this counts all active projects within the financial year)
Reporting cycle	Annual
New indicator	Yes
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning  
Ms Jo-Ann Johnston  
Date: 26/07/2016



Portfolio Manager: Green Economy  
Ms Anzel Venter  
Date: 25/07/2016



Portfolio Manager: Energy  
Mr Fernel Abrahams  
Date: 1/8/2016



**Western Cape  
Government**

Economic Development  
and Tourism

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# **Technical Indicator Report (TIR) – 2016/17**

## **Programme 6**



PROGRAMME 6: TECHNICAL INDICATOR REPORT 2016/2017

APPROVED BY:



PROGRAMME MANAGER: ECONOMIC SECTOR SUPPORT

MS LABEEQAH SCHUURMAN

DATE: 22/07/2016



ACTING DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE: 25/7/2016

**SUB-PROGRAMME 6.1: TOURISM PLANNING**

<b>Indicator title</b>	<b>Development of a stakeholder co-ordination strategy</b>
<b>Short definition</b>	A stakeholder coordination strategy that will ensure collaboration with private and public stakeholders in the tourism and hospitality industry to ensure collective buy-in on all policies, strategies and interventions.
<b>Purpose/Importance</b>	Sound relationships with both private and public sector stakeholders are key to achieving growth in the tourism industry. Stakeholder engagements provide a platform for industry to act collectively to develop detailed policies, strategies and interventions for tourism.
<b>Source/collection of data</b>	Strategy signed off by the Chief Director ESS.
<b>Method of calculation</b>	Each signed strategy counts as one.
<b>Data limitations</b>	None
<b>Type of Indicator</b>	Output
<b>Calculation type</b>	Annual
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	New
<b>Desired performance</b>	Targeted performance is desired.
<b>Indicator responsibility</b>	Chief Director: ESS, Director: Tourism; Deputy Director: Tourism Planning.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 22/7/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/7/16



Deputy Director Tourism Planning  
Riana Meyer

Date: 20.07.2016

**SUB-PROGRAMME 6.2: TOURISM GROWTH AND DEVELOPMENT**

**STRATEGIC OBJECTIVE (OUTCOME INDICATOR)**

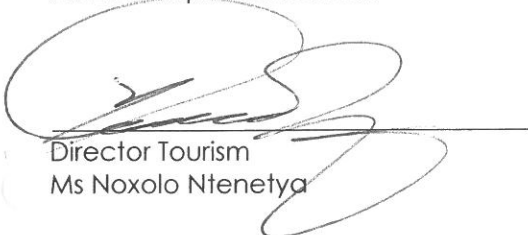
<b>Indicator Title</b>	<b>Number of tourism niche markets supported</b>
<b>Short definition</b>	A niche market is defined as the subset of the market on which a specific product is focused. The niche market is the product that is aimed at satisfying specific market needs. The two niche markets that will be supported are: <u>Cycling and the Madiba Legacy component of the cultural and heritage tourism niche market.</u> Supported' is defined as any assistance provided by the Department in facilitating the progress of the project and support can include co-ordination amongst relevant stakeholders, project management and/or or scoping exercises.
<b>Purpose/importance</b>	To improve destination access and to enhance destination attractiveness by supporting and developing tourism niche markets. To create an enabling environment for tourists and to improve the tourist product offering in the Western Cape in order to boost demand and tourist arrivals. Project Khulisa has identified niche markets as one of the key levers to catalyse a substantial and sustained increase in tourism visits, GVA contribution and job-creation.
<b>Source/collection of data</b>	Signed report by Chief Director clearly indicating the niche market supported to enhance the destination.
<b>Method of calculation</b>	Each Signed Report clearly indicating the tourism niche market supported counts as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Old
<b>Desired performance</b>	Dependant on resources but higher than targeted performance is more desirable
<b>Indicator responsibility</b>	Chief Director: ESS, Director: Tourism & Deputy Director: Tourism Growth and Development.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/2016

Indicator Title	Number of Tourism Products Supported
<b>Short definition</b>	A tourism product is any product/service that is marketed by a country or an institution to visitors so as to attract them to visit a country as tourists and experience product. It is made up of tangible and intangible components which offer benefits that may draw certain types of consumers as it appeal to their specific travel motivations and needs. The "Tourism products that will be supported" include the 160km Cycle Trail and the Madiba project. DEDAT will build the 160km cycle trail stretching from Plettenberg Bay to George. The second product that will be supported is the Madiba Legacy project which celebrate Nelson Mandela's Legacy
<b>Purpose/importance</b>	To improve destination access and to enhance destination attractiveness by supporting and developing tourism niche markets. To create an enabling environment for tourist and to improve the tourist product offering in the Western Cape in order to boost demand and tourist arrivals. Project Khulisa has identified niche markets as one of the key levers to catalyse a substantial and sustained increase in tourism visits, GVA contribution and job-creation.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed report by Chief Director clearly indicating the 2 niche products supported and</li> <li>2. Signed minutes of meetings held on the cycling and</li> <li>3. Signed progress report from the service provider (cycling) and</li> <li>4. Signed minutes of meetings held on the <u>Madiba Legacy Project</u></li> </ol>
<b>Method of calculation</b>	Each Signed Report, with substantiating sources clearly indicating the tourism product supported counts as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	Old
<b>Desired performance</b>	Dependant on resources but higher than targeted performance is more desirable.
<b>Indicator responsibility</b>	Chief Director: ESS, Director: Tourism; Deputy Director: Tourism Growth and Development

Signed off by:

  
 Programme Manager  
 Ms Labeeqah Schuurman

Date: 22/07/2016

  
 Director Tourism  
 Ms Noxolo Nfenetya

Date: 22/07/2016


<b>Indicator title</b>	<b>Tourism Support Services: Number of tourism establishments / individuals supported/assisted</b>
<b>Short definition</b>	The Department contributes towards improving and maintaining a tourism enabling environment for organisations, businesses and tourists, through initiatives such as Quality Assurance, Tourism Road Signage and Tourism Safety and Support.
<b>Purpose/Importance</b>	Provincial proactive programme to create awareness and to counter the negative perception of the safety of the destination, "Demand driven" to create an enabling environment for members and tourists throughout the tourism industry. Demand driven applications for tourism road signage as a part of "access to information" for tourists.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Activation reports (which will include a signed database of activation reports by management) clearly showing support / assistance by TSSP, and / or</li> <li>2. Signed minutes of RTLC meetings reflecting outcome of tourism road signs and tourism route applications (minutes to include list and the number of new applications processed), and / or</li> <li>3. Signed distribution list to the organisations.</li> </ol>
<b>Method of calculation</b>	<ul style="list-style-type: none"> <li>• Each signed activation report count as 1.</li> <li>• Each signed and minuted application for tourism road signage and tourism routes facilitated will count as 1.</li> <li>• Each organization signing for receipt of TSSP information will count as 1.</li> </ul>
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	Dependant on resources but a higher than targeted performance is more desirable.
<b>Indicator responsibility</b>	Chief Director: ESS, Director: Tourism & Deputy Director: Tourism Growth and Development.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/16

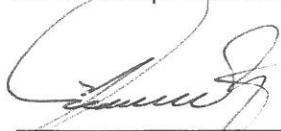
Indicator title	Number of Service Level improvement programmes implemented
<b>Short definition of indicators</b>	This is the number of service level improvement programmes implemented to improve the service levels in the West Coast. The <u>Journey to Service Excellence (J2SE)</u> programme will be implemented and is aimed at creating a culture of service excellence in a region or town. This programme includes Project 1: Journey to Service Excellence (J2SE). The aim of the programmes is to improve service across the value chain. The J2SE programme is based on the SABS service standard for Service Excellence (SANS 1197). The J2SE programme has a workshop component that will cover 4 modules over 4 days. The programme will be implemented in two phases. Phase 1 from 04 July – 12 July 2016 and phase 2 from October to November 2016. The programme will target beneficiaries from tourism and non-tourism businesses. The J2SE Programme includes a Media campaign aimed at creating hype about service excellence. There is also a ½ day leadership workshop. Project 2: Customer Care Programme. This is a CATHSSETA accredited programme over 7-days. The Programme is implemented in the West Coast Region.
<b>Purpose/importance</b>	To develop a culture of service excellence throughout the province, a holistic approach is required to deal with the whole tourism 'value chain' i.e. all businesses which come into contact with visitors, will be implemented.
<b>Source/collection of data</b>	1. Signed report of the entire programme (including training, media and customer care components), and For the Journey to Service Excellence project: a) Signed and verified database reflecting the J2SE attendees, and b) Signed Attendance registers.  For the Customer Care project: c) Signed and verified database (reflecting the customer care attendees), and d) Signed Attendance registers and e) Signed certificates of competence or signed certificates of attendance
<b>Method of calculation</b>	All source information (a to e above) will count as one programme implemented. . Under the Journey to Service Excellence, a beneficiary will only be counted if they have attended all 4 of the modules.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annually
<b>New indicator</b>	New indicator.
<b>Desired performance</b>	Dependant on resources but a higher than targeted performance is more desirable.
<b>Indicator responsibility</b>	Chief Director: ESS, Director: Tourism & ASD Tourism Global Competitiveness.

Signed off by:



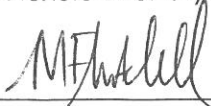
Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/2016



ASD Tourism Global Competitiveness  
Madeleine Mitchell

Date: 22/07/2016

**SUB-PROGRAMME 6.3: TOURISM SECTOR TRANSFORMATION**

Indicator title	Number of tourist guides developed
<b>Short definition</b>	<b>Tourist Guides:</b> The development of the tourist guiding sector forms an integral part of the Tourism Act, Act 3 of 2014. The number of tourist guides developed refers to the number of individuals trained as new guides as well as the up-skilling of existing tourist guides. Training can be accredited or non-accredited courses, information sessions and or be practical in nature with clear outcomes. Training can take the form of capacity building to acquire "soft skills" or "technical skills" which are deemed critical skills. Tourist guide developed includes both information sessions and/or training sessions.
<b>Purpose/importance</b>	<b>Tourist Guides;</b> Training and up-skilling programmes are aimed at enhancing the quality of guiding in the Western Cape. Training is not only a pre-requisite to operate legally as a tourist guide but it also equips individuals with the necessary knowledge and skills to operate guided tours effectively and professionally. The up-skilling programmes for tourist guides could include a range of short courses, recognition of prior learning, workshops and info sessions which are aimed at enhancing the existing skills of tourist guides.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed Database of people trained or attending an information session in Tourism (Name of individual, biographic details, duration of training, name of training or awareness session, date of information session or training intervention, nature of training (accredited or un accredited), town or region where intervention occurred) and</li> <li>2. For both training and information sessions: signed Attendance Register containing, name, surname, registration number or ID number, contact telephone number and signature.</li> </ol>
<b>Method of calculation</b>	Tourist Guides: Each signature on the attendance register (training and or information session) will count as one.
<b>Data limitations</b>	Inaccurate information supplied by individuals.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	Actual performance that is higher than targeted performance is desirable and can occur through leveraging additional funds for training/development. Forming partnerships with tourism stakeholders can also contribute to higher performance.
<b>Indicator responsibility</b>	Chief Director ESS; Director: Tourism, Deputy Director: Tourism Regulation.

Signed off by:




Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/16



Deputy Director Tourism Regulation  
Leigh Pollio

Date: 25/07/16

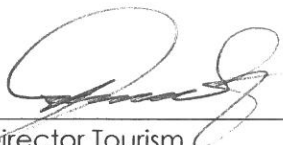
Indicator title	Number of individuals registered (Tourist Guides)
<b>Short definition</b>	According to the Tourism Act, Act 3 of 2014, all tourist guides are expected to register with the National Department of Tourism via the Provincial Registrar. These names are to be part of a database, housed Provincially. Tourist Guides that operate without being registered are considered to be operating illegally. The number of individuals registered refers to the number of new tourist guides registered and regulated through the registration and renewal processes.
<b>Purpose/importance</b>	One of the core reasons for registering tourist guides is to professionalise the tourist guiding sector and to minimise illegal guiding activities in South Africa. Tourist guides play a pivotal role in the tourism value chain. They are important ambassadors for the country and contribute greatly to the South African economy.
<b>Source/collection of data</b>	1. Signed and approved Tourist guide spreadsheet comprising names of new and / or renewed guides registered, badge numbers (An electronic copy should also be submitted).  Approved Application Forms (will be kept by the Programme).
<b>Method of calculation</b>	Each individual registered/renewed as reflected on the spreadsheet will count as 1.
<b>Data limitations</b>	There are a number of factors that could affect performance negatively. One important factor being that the registration office has no control over the number of tourist guides registering and renewing their registrations. Secondly, inaccurate information could be provided by tourist guides in their application forms and during inspections.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	Higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director ESS, Director: Tourism & Deputy Director: Tourism Regulation.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/2016



Deputy Director Tourism Regulation  
Leigh Pollio

Date: 25/7/2016



<b>Indicator title</b>	<b>Number of individuals/tourism related businesses inspected or monitored (Tourist Guides)</b>
<b>Short definition</b>	According to the Tourism Act, Act 3 of 2014, all tourist guides are expected to register with the National Department of Tourism via the Provincial Registrar. Tourist Guides that operate without being registered are considered to be operating illegally. The number of individuals regulated refers to the number of individuals acting as tourist guides inspected during illegal guiding inspection processes
<b>Purpose/importance</b>	One of the core reasons for regulating the tourist guiding sector is to minimise illegal guiding activities in South Africa. Tourist guides are important in the tourism value chain and contribute to the positive image of any tourism destination
<b>Source/collection of data</b>	1. Signed database of individuals and businesses inspected and 2. Signed inspection /incident report
<b>Method of calculation</b>	Each individual / business inspected per site will count as 1
<b>Data limitations</b>	Inaccurate information provided by individuals acting as tourist guides during inspections. Refusal of individuals to supply information
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	Higher than targeted performance is desirable
<b>Indicator responsibility</b>	Chief Director ESS, Director: Tourism & Deputy Director: Tourism Regulation.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/2016



Deputy Director Tourism Regulation  
Leigh Pollio

Date: 25/7/16

**SUB-PROGRAMME 6.4: TOURISM DESTINATION MARKETING**

Indicator title	Estimated economic value of tourism destination marketing initiatives
<b>Short definition</b>	To measure the economic value of the tourism destination marketing initiatives supported by means of the joint marketing agreements secured, conference bids secured, events supported and the amount of AVE (advertorial value equivalent) generated.
<b>Purpose/importance</b>	To drive geographic spread, improve seasonality, job creation and the stimulation of economic growth.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed Wesgro marketing report clearly indicating the 13 initiatives supported and estimated economic value of initiatives supported and</li> <li>2. Evidence substantiating the economic value of initiatives, which may include: <ul style="list-style-type: none"> <li>• Signed Joint marketing agreements and/or</li> <li>• Signed Service Level Agreements and /or</li> <li>• Signed bid letters confirming that the bid has been awarded and /or</li> <li>• Signed Events marketing agreements and /or</li> <li>• Signed AVE report</li> </ul> </li> </ol>
<b>Method of calculation</b>	The monetary value in each of the signed agreements must be clearly denoted and each admissible monetary value will be added to reach a cumulative total.
<b>Data limitations</b>	No control over data provided by third parties or the timing of the submission thereof
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	Yes
<b>Desired performance</b>	Higher than the targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director ESS & Wesgro CMO Tourism.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/2016



Wesgro CMO: Tourism  
Judy Lain

Date: 22/07/2016

<b>Indicator title</b>	<b>Number of tourism destination marketing initiatives supported.</b>
<b>Short definition</b>	To measure the number of tourism destination marketing initiatives supported.
<b>Purpose/importance</b>	To drive geographic spread, improve seasonality, job creation and the stimulation of economic growth.
<b>Source/collection of data</b>	1. Signed Wesgro marketing report clearly indicating the 13 initiatives supported and estimated economic value of initiatives supported and 2. Evidence substantiating the 13 initiatives supported.
<b>Method of calculation</b>	Each substantiated initiative detailed in the report counts as one.
<b>Data limitations</b>	Dependency on partnerships.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	Yes
<b>Desired performance</b>	To achieve the target as indicated.
<b>Indicator responsibility</b>	Chief Director ESS & Wesgro CMO Tourism.

Signed off by:



Programme Manager  
Ms Labeeqah Schuurman

Date: 22/07/2016



Director Tourism  
Ms Noxolo Ntenetya

Date: 22/07/2016



Wesgro CMO: Tourism  
Judy Lain

Date: 22/07/2016




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# **Technical Indicator Report (TIR) – 2016/17**

## **Programme 7**

PROGRAMME 7: TECHNICAL INDICATOR REPORT 2016/2017

APPROVED BY:




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PROGRAMME MANAGER: SKILLS DEVELOPMENT

MR. ANTHONY PHILLIPS

DATE: 24/08/2016



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ACTING DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE: 07/09/16

Sub Programme 7.1: Provincial Skills and Partnership

Strategic Objective Performance Indicators (Outcome Indicators)

Indicator title	Value of funds leveraged
<b>Short definition</b>	Value of funds leveraged (from individuals, government, private sector corporates locally and or internationally) by the Department and or its identified Entities.
<b>Purpose/Importance</b>	<ul style="list-style-type: none"> <li>To reduce the reliance on government funding and encourage public private partnership interventions and funding.</li> <li>To increase training and relevant skills development through leveraging additional funding (whether financial or in-kind).</li> <li>To support unemployed persons to gain access to work and training opportunities within the economy. This will ultimately enhance the correct match between demand and supply.</li> <li>To encourage the up skilling of underemployed persons within targeted/prioritised industries or sectors of the economy.</li> <li>To support interventions aimed at improving the skills-ecosystem.</li> </ul>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>Signed and verified database (of qualifying skills interventions) and</li> <li>Signed Project Report and</li> <li>Signed contractual agreement and/ or signed letter and / or signed declaration from funder denoting the value of funding leveraged and</li> <li>Signed letter from the funder and/ or the beneficiary of the funds, confirming the support provided by the Department.</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	Each signed contractual agreement and/or signed letter and/or signed declaration with the signed confirmation of support (4 above) counts as 1.
<b>Data limitations</b>	<ul style="list-style-type: none"> <li>Even though funders may commit through, e.g., a signed Memoranda of Understanding, the actual funding may often only be forthcoming in subsequent financial years.</li> <li>Since assistance may be provided in cash and "in kind" assistance such as expertise (e.g. mentors time, training), goods and facilities), is difficult to simply quantify and aggregate, despite the fact that they provide a valuable contribution to the success and sustainability of projects.</li> <li>The funding and reporting cycles of various partners in co-funded programmes may differ. These often lead to inconsistencies in reporting on expenditures and targets achieved.</li> <li>This indicator measures both the committed and / or actual funds leveraged.</li> </ul>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Provincial Skills & Partnerships

Signed off by:

  
 Deputy Director: Provincial Skills & Partnerships  
 Ms Elizabeth Walters

Date: 29/08/2016

  
 Programme Manager: Skills Development  
 Mr. Anthony Phillips


Date: 26/8/2016

<b>Indicator title</b>	<b>Number of collaborative skills interventions supported</b>
<b>Short definition</b>	A collaborative skills intervention is defined as a formal, discrete skills intervention in which more than one stakeholder is involved in the development of the project towards ensuring its successful implementation. Support as provided by the Skills Development and Innovation unit, through the Provincial Human Resource Development project office, is defined as assistance in the development of the project and/or co-ordination of meetings or/and any activities to progress the development of the project.
<b>Purpose/importance</b>	To facilitate the co-ordination amongst stakeholders with the aim to improve information sharing and enhance the understanding of the value and roles of other organisations involved in the skills development value-chain. An indicator which demonstrates that stronger relationships have been formed amongst the skills stakeholders on collaborative skills interventions with the aim of making the skills development value-chain or environment more effective.
<b>Source/collection of data</b>	1. Signed database of collaborative skills interventions supported and 2. Signed Project Report and 3. Signed contractual agreement and/ or signed letter and / or signed declaration from funder denoting the value of funding leveraged and 4. Signed letter from the funder and/ or the beneficiary of the funds, confirming the support provided by the Department.  Notes: i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted.
<b>Method of calculation</b>	Each signed contractual agreement and / or signed letter and / or signed declaration together with the signed confirmation of support (4 above) will be counted as 1.
<b>Data limitations</b>	<ul style="list-style-type: none"> <li>• Even though funders may commit through a signed Memoranda Of Understanding, the actual funding may often only be forthcoming in subsequent financial years.</li> <li>• Since assistance may be provided in cash and "in kind" assistance such as expertise (e.g. mentors time, training, goods and facilities), is difficult to simply quantify and aggregate, despite the fact that they provide a valuable contribution to the success and sustainability of projects.</li> <li>• The funding and reporting cycles of various partners in co-funded programmes may differ. These often lead to inconsistencies in reporting on expenditures and targets achieved.</li> </ul>
<b>Type of Indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New Indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Provincial Skills & Partnerships

Signed off by:

  
Deputy Director: Provincial Skills & Partnerships  
Ms Elizabeth Walters

Date: 29/08/2016

  
Programme Manager: Skills Development  
Mr. Anthony Phillips

Date: 26/8/2016

Sub-Programme 7.1: Provincial Skills and Partnership Co-ordination


Programme Performance Indicator (Output Indicator)

<b>Indicator title</b>	<b>Number of structured &amp; scheduled stakeholder engagements, forums and events</b>
<b>Short definition</b>	Structured and scheduled stakeholder engagements/forums refer to the quantity of formal forums, workshops or meetings held amongst relevant stakeholders to direct various skills development initiatives.
<b>Purpose/importance</b>	<ul style="list-style-type: none"> <li>• Structured and scheduled stakeholder engagements, forums and events aim to ensure relevant stakeholders' inputs are taken into account when formulating skills development initiatives;</li> <li>• provide a platform for networking, information sharing, working together and reaching consensus across stakeholders;</li> <li>• support the integration of effort across the three spheres of government to achieve the desired synergy and impact; and</li> <li>• minimise the risks of failure and redundancy of skills development efforts.</li> </ul>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database of structured and scheduled stakeholder engagements, forums and events; and</li> <li>2. Signed report providing a narrative of the meetings, workshops or forums; and</li> <li>3. Signed minutes of meetings, workshop or forums; and</li> <li>4. Signed attendance registers (for forums, workshops or meetings where the Department is the organiser / host / co-host )</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> <li>iii. The minutes can be signed either by the Chair of the meeting or the senior Departmental official attending the meeting.</li> </ol>
<b>Method of calculation</b>	<p>Each structured and scheduled stakeholder engagement, forum and event will count as 1.</p> <p>For an engagement / forum or event, both (3) and (4) above are required to substantiate one engagement, forum or event.</p>
<b>Data limitations</b>	n/a
<b>Type of Indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New Indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Provincial Skills & Partnerships (PSP)

Signed off by:

  
 Deputy Director: Provincial Skills & Partnerships  
 Ms Elizabeth Walters

Date: 21/08/2016

  
 Programme Manager: Skills Development  
 Mr. Anthony Phillips

Date: 26/8/2016



Sub Programme 7.2: Skills Programmes and Projects

Strategic Objective Performance Indicators (Outcome Indicator)

<b>Indicator title</b>	<b>Number of Artisans trade tested</b>
<b>Short definition</b>	Trade Tested refers to those who have undergone a National Trade Test at an accredited Trade Testing facility.
<b>Purpose/Importance</b>	To increase the number of Qualified Artisans in the Western Cape to support local and foreign investment opportunities in key sectors.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database indicating the following: (Name, Surname, I.D Number and Trade test date; and</li> <li>2. A signed letter from the Organisation confirming that the learner underwent the Trade Test</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> <li>iii. "Organisation" here, is defined as TVET College or Private training provider or Host Company Or SETA or DEDAT Service Provider.</li> </ol>
<b>Method of calculation</b>	Each person trade tested will be counted as one.
<b>Data limitations</b>	<p>Some artisanal candidates could be trade tested before or after 18 months, depending on the competency acquired over the placement period in host companies and the level and quality of mentorship provided.</p> <p>Trade testing facilities are only operational on certain days and at certain times. This can lead to delays in trade testing.</p>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	No
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Artisanal Development Programme (ADP)

Signed off by:

  
 Deputy Director: Artisanal Development Programme  
 Mr. Claude Orgill

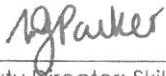
Date: 26/08/2016

  
 Programme Manager: Skills Development  
 Mr. Anthony Phillips

Date: 26/08/2016

<b>Indicator title</b>	<b>Value of funds leveraged</b>
<b>Short definition</b>	Value of funds leveraged (from individuals, government, private sector corporates locally and or internationally) by the department and or its identified Entities.
<b>Purpose/Importance</b>	<ul style="list-style-type: none"> <li>• To reduce the reliance on government funding and encourage public private partnership interventions and funding.</li> <li>• To increase training and relevant skills development through leveraging additional funding (whether financial or in-kind).</li> <li>• To support unemployed persons to gain access to work and training opportunities within the economy. This will ultimately enhance the correct match between demand and supply.</li> <li>• To encourage the upskilling of underemployed persons within targeted/prioritised industries or sectors of the economy.</li> </ul>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed Database to include the following: [name of company, contact person, telephone, type of assistance (e.g. Co-funding stipends &amp; training, travelling, equipment, clothing, other), Total value of assistance provided]; and</li> <li>2. Signed contractual agreement and/ or signed letter and / or signed declaration from the funder and / or host company denoting the value of own funds contributed or leveraged.</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. Excluded as a source of data is the multi-year DBSA / Jobs Fund matched funding commitments by the DEDAT and its 2 applicants (ICT and Tooling sector bodies) as the total commitment was previously claimed.</li> <li>ii. Funds leveraged within the financial year will be calculated as the total amount to be taken in the year in which the agreement /contract is signed).</li> <li>iii. The work and skills programme stipends will be pro-rated where applicable. In terms of stipends, the Department will accept signed evidence stipulating the 'own contribution' from the host company; i.e. the top – up portion from the host company in the case where stipends is partially funded from the DEDAT's Work and Skills portion.</li> <li>iv. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>v. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	The monetary value stipulated in each signed agreement/ letter / declaration will be aggregated.
<b>Data limitations</b>	<p>Even though funders may commit through a signed Memoranda Of Understanding, the actual funding may often only be forthcoming in subsequent financial years.</p> <p>Since assistance may be provided in cash and "in kind" assistance such as expertise (e.g. mentors time, training), goods and facilities), is difficult to simply quantify and aggregate, despite the fact that they provide a valuable contribution to the success and sustainability of projects.</p> <p>The funding and reporting cycles of various partners in co-funded programmes may differ. These often lead to inconsistencies in reporting on expenditures and targets achieved.</p>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New Indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Skills Programmes and Projects

Signed off by:



Deputy Director: Skills Programmes and Projects  
Ms. Melissa Parker

Date: 26/08/16



Programme Manager: Skills Development  
Mr. Anthony Phillips

Date: 26/8/2016

Sub-Programme 7.2: Skills Programmes and Projects


Programme Performance Indicator (Output Indicator)

<b>Indicator title</b>	<b>Number of artisanal candidates trained</b>
<b>Short definition</b>	Artisanal candidates trained at educational institutions co-funded or other support by the Department or Implementing entities can include: <ul style="list-style-type: none"> <li>• Self-employed, unemployed and employed qualified artisans to be upskilled through Mentorship Training; and/or</li> <li>• Semi-skilled and Skilled Trade Workers assisted to become qualified through the Competency Based Modular Training (CBMT) and Recognition of Prior Learning Skills Training.</li> </ul>
<b>Purpose/Importance</b>	To increase the number of qualified artisans in trades in those sectors deemed a priority by the Department, for which there are critical shortages of skilled employees.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database; (database to include the following, name and surname of learner, I.D Number, region , Training provider, type of training, date of training/month of training, duration of training); and</li> <li>2. Statement of results; and/ or</li> <li>3. Signed Certificate of Completion for CBMT Training and</li> <li>4. Signed Certificate of Completion for RPL &amp; Mentorship Skills Training</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	Each Statement of Results or Signed Certificate will count as one.
<b>Data limitations</b>	This is dependent on the extent to which accurate information is provided by beneficiaries and/or service providers.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Skills Programmes and Projects

Signed off by:

  
 Deputy Director: Skills Programmes and Projects  
 Ms. Melissa Parker

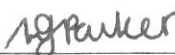
Date: 26/08/16

  
 Programme Manager: Skills Development  
 Mr. Anthony Phillips


Date: 26/8/2016

<b>Indicator title</b>	<b>Number of semi-skilled people trained</b>
<b>Short definition</b>	This indicator aims to measure the number of unemployed persons trained to accomplish specific job-related functions.
<b>Purpose/Importance</b>	To achieve higher numbers of unemployed persons accessing entry level or semi-skilled jobs, and/ or providing for the up skilling of persons already within employment in specific industries.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database; to include the following: name and surname of learner, I.D number, region , Training provider, type of training, date of training/month of training, duration of training); and</li> <li>2. Statement of results, and / or</li> <li>3. Signed certificate of completion</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	Each Statement of Results or Signed Certificate will count as one.
<b>Data limitations</b>	<p>This is dependent on the extent to which accurate information is collected from beneficiaries or service providers.</p> <p>Due to a variety of training mediums (face-to-face, block release, online, correspondence etc.) and the time periods over which the various training which is determined by the host employer, it is possible that training can be completed after the placement period.</p>
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly (when applicable)
<b>New Indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Skills Programmes and Projects

Signed off by:

  
 Deputy Director: Skills Programmes and Projects  
 Ms. Melissa Parker

Date: 26/08/16

  
 Programme Manager, Skills Development  
 Mr. Anthony Phillips

Date: 26/8/2016

<b>Indicator title</b>	<b>Number of artisanal candidates placed in host companies</b>
<b>Short definition</b>	Artisanal candidates placed in host companies refers to the number of placements (for workplace experience) within host companies as a result of the assistance received from the Department and/or its implementing Entities.
<b>Purpose/importance</b>	Placing artisanal candidates who have completed both their institutional training (minimum N2/NCV3) and Competency Based Modular Training phases, of their respective trades, within host companies to gain appropriate workplace experience, in preparation for trade testing.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database indicating: name and surname of artisanal candidate, I.D Number, Name of Company, Trade, Start date); and</li> <li>2. A signed letter from the Organisation confirming the placement.</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> <li>iii. "Organisation" here, is defined as TVET College or Private training provider or Host Company Or SETA or DEDAT Service Provider.</li> </ol>
<b>Method of calculation</b>	Each artisanal candidate placed with a host company, will be counted as one.
<b>Data limitations</b>	Companies could, due to decrease in production/profits or lack of Human Resource support, decide not to take on placement as originally anticipated.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: ADP

Signed off by:



Acting Deputy Director: Artisanal Development Programme  
Mr. Claude Orgill

Date: 26/08/2016




Programme Manager: Skills Development  
Mr. Anthony Phillips


Date: 26/8/2016

<b>Indicator title</b>	<b>Number of semi-skilled people placed in host companies</b>
<b>Short definition</b>	This indicator refers to the number of unemployed people placed for experiential learning within host companies / organisations through assistance received from the Department and or its implementing Entities
<b>Purpose/importance</b>	Place unemployed persons within host companies to gain relevant work experience.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database indicating, name, surname &amp; I.D number, age, gender, race, address of learner, region, name of Host Company, Job Type/Occupation, placement start and end date; and period of placement); and</li> <li>2. A signed agreement between the unemployed person and the Host Company/Organisation.</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	Each agreement between an unemployed person placed with a host company will be counted as one
<b>Data limitations</b>	Companies, due to decrease in production/profits, growth of economy slower than anticipated, or lack of Human Resource support, could decide not to take on placement as originally anticipated.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New Indicator</b>	Old
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Skills Programmes and Projects

Signed off by:

  
 Deputy Director: Skills Programmes and Projects  
 Ms. Melissa Parker

Date: 26/08/16

  
 Programme Manager: Skills Development  
 Mr. Anthony Phillips

Date: 26/8/2016

Sub Programme 7.3: Skills Incentives

Programme Performance Indicator (Output Indicator)

Indicator title	Number of collaborative agreements signed
<b>Short definition</b>	A collaborative agreement is defined as a formal partnership in which one or more stakeholders are involved in the development of skills intervention/s.  It is partnerships that rely on participation by at least two parties (one being DEDAT) who <b>agree</b> to share resources, such as finances/ knowledge/people or all three
<b>Purpose/Importance</b>	To facilitate the co-ordination amongst stakeholders with the aim to improve information or resource sharing and enhance the understanding of the value and roles of other organisations involved in the skills development value-chain within the Western Cape's Economy.
<b>Source/collection of data</b>	1. Signed and verified database of <b>collaborative agreement/s signed</b> and:  Where the DEDAT is a signatory on the Agreement:  1.1 Signed letter or signed declaration from partner denoting the nature of the collaborative agreement/s;  Or  Where the DEDAT is not a signatory but played a role in the agreement being formed,  1.2 Signed letter from either signatory attesting to the role of the DEDAT in forging this collaboration.
<b>Method of calculation</b>	1. Each signed letter/ signed declaration will be counted as 1.  Or 2. Each signed letter from either signatory attesting to the role of DEDAT in forging this collaboration will be counted as 1.
<b>Data limitations</b>	Even though Collaborative agreements can result in financial and non-financial gains in terms of skills projects, this may often only be forthcoming in subsequent financial years.
<b>Type of Indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Quarterly
<b>New Indicator</b>	Yes
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Director: Skills Incentives

Signed off by:

Director: Skills Incentives  
Ms. Rahima Loghdey

Date: 26/08/2016

Programme Manager: Skills Development  
Mr. Anthony Phillips

Date: 26/8/2016