



**Western Cape  
Government**  
Economic Development  
and Tourism

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# Technical Indicator Description (TID)

<b>DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM</b>	<b>2018 / 2019</b>
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**Western Cape  
Government**  
Economic Development  
and Tourism


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## Technical Indicator Description (TID)

<b>Programme 1: Administration</b>	<b>2018 / 2019</b>
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**PROGRAMME 1: TECHNICAL INDICATOR REPORT 2018/2019**

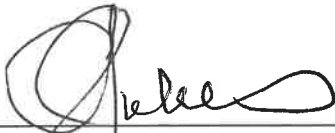
**APPROVED BY:**



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**PROGRAMME MANAGER: ADMINISTRATION  
MS. M. ABRAHAMS**

**DATE:** 28/03/2018



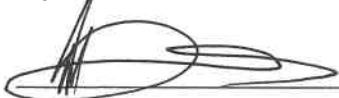
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**DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT  
MS. CHERYL JULIES**

**DATE:** 29/3/2018

**Sub Programme 1.2: Financial Management****Strategic Objective Performance Indicator (Outcome)**

<b>Indicator title</b>	<b>7.3.3 Audit Opinion obtained from the AGSA in respect of the previous financial year</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>	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. Types of opinions used: <ul style="list-style-type: none"><li>• Adverse;</li><li>• Disclaimer;</li><li>• Qualified;</li><li>• Financial unqualified with other matters and</li><li>• Financial unqualified with no other matters.</li></ul>
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Non - cumulative because it is based on each individual financial year.
<b>Reporting cycle</b>	Annually within six months after the previous financial year ended.
<b>New indicator</b>	No
<b>Desired performance</b>	To meet the targeted performance
<b>Indicator responsibility</b>	Chief Financial Officer

**Signed off by:**

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**Chief Financial Officer**

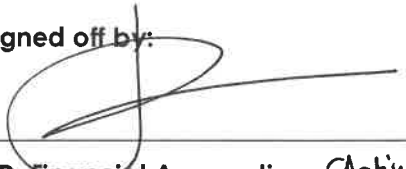
Ms. Mymoena Abrahams

Date: 28/3/18

**Output Indicators**

<b>Indicator title</b>	<b>7.3.4 The processing of payments to creditors within 30 days</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 the invoice is received in the Department.
<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>	1. Provincial Treasury Kitso System Report (on a CD) and, 2. Signed departmental excel spreadsheet summarising the turnaround time.
<b>Method of calculation</b>	Kitso report will present the average days from date of receipt of invoice in the department to the payment date. So, the calculation will be: Action date less Source doc received 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>	To meet the desired standard.
<b>Indicator responsibility</b>	DD: Financial Accounting

Signed off by:

  
 DD: Financial Accounting (Acting)  
 Mr. Terrence Johnson      Ms Leanne Williams

Date: 28/03/2018

<b>Indicator title</b>	<b>7.3.4 Percentage of bids processed within 60 days (No of bids processed within 60 days / total number of bids)</b>
<b>Short definition</b>	This indicator will measure the percentage of the total number of competitive bids above R500K processed by the SCM unit within 60 days.
<b>Purpose/importance</b>	This indicator is intended to reflect the efficiency of the bidding process within the Department.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>Signed excel database with at least the following information (data fields) provided: <ul style="list-style-type: none"> <li>Name of bid</li> <li>Value of bid</li> <li>Date of DBAC approval to advertise the Terms of Reference (TOR)</li> <li>Date submission to approve the successful service provider is signed (approved) by HOD, and</li> </ul> </li> <li>An electronic copy of the above MS Excel database, replicating the exact information in the signed version and</li> <li>Source information to substantiate that the days reported are accurate (e.g. copies of the approved Terms of Reference (TOR) signed-off by the DBAC Chairperson and the Approved submission by HOD, awarding the bid to the successful service provider.</li> </ol> <p>The database will be signed (approved) by the Chief Financial Officer and Head of SCM.</p>
<b>Method of calculation</b>	Calculate the total length of time in days from the date when 'Request to Advertise Bid (TOR) is approved by DBAC' and the date 'HOD approved Submission to Award the Bid to the Successful Service Provider.' And then, calculate the difference, divide by 60 days and report as %.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	Yes
<b>Desired performance</b>	Higher than targeted performance is desired.
<b>Indicator responsibility</b>	DD: Supply Chain Management

Signed off by:

  
DD: Supply Chain Management  
Mr. Mervyn Hartman

Date:

2018/03/28

<b>Indicator title</b>	<b>7.3.4 Cumulative expenditure as a percentage of the budget (Actual expenditure/ Adjusted 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 approved submission, each or any to be signed by the CFO.
<b>Method of calculation</b>	Total expenditure incurred divided by the total adjusted appropriation budget reflected as a percentage. Note: Decimals will be rounded off; i.e. any percentage equal and greater to .5 will be rounded off to the next percentage point (e.g. 96,6 will be reported as 97% and 96,4 will be reported as 96%).
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Non-cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	No
<b>Desired performance</b>	To meet the targeted performance (to be 2% within the adjusted appropriation) is desired.
<b>Indicator responsibility</b>	DD: Management Accounting

Signed off by:



DD: Management Accounting

Mr. Robert Le Breton

Date: 28-03-2018

<b>Indicator title</b>	<b>7.3.4 Number of financial efficiency interventions implemented</b>
<b>Short definition</b>	This indicator will measure the impact 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 procedure that is implemented by Financial Management.
<b>Purpose/importance</b>	This intervention reflects the Unit's efforts to continuously evolve and provide an efficient and effective support service to enable the Department to deliver on its objectives.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Report, approved by the Chief Financial Officer, detailing all the financial efficiency interventions implemented in current year and</li> <li>2. Signed substantiating documents to support the interventions cited in the report.</li> </ol>
<b>Method of calculation</b>	Each intervention noted in the report with corresponding supporting information, will be counted as one.
<b>Data limitations</b>	None. Financial efficiency intervention can be implemented across the year and span multiple quarters. As a result, this indicator will measure financial efficiency interventions which occurred at any point in the financial year.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<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:

  
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Date: 28/3/2018

**DD: Internal Control**

**Ms. Bronwen Mott**



<b>Indicator title</b>	<b>7.3.4 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. This will include any and all requests for training from line functions or programmes, can be of an ad-hoc nature and / or can include any planned training where appropriate.
<b>Purpose/importance</b>	<ul style="list-style-type: none"> <li>• Training interventions are intended to ensure a better support service, unqualified audits and ultimately for the preservation of 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 sessions or workshop or meeting and,</li> <li>2. Signed attendance registers.</li> </ol>
<b>Method of calculation</b>	Each signed attendance register counts as 1 training session conducted.
<b>Data limitations</b>	None.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<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

Ms. Bronwen Mott

Date: 28/3/2018

### Sub Programme 1.3: Corporate Services:

#### Departmental Communication Service

#### Strategic Objective Performance Indicator (Outcome)

<b>Indicator title</b>	<b>7.4.1.2 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>	<p>1. A signed Communications Plan that was drafted and signed off in Q4: 2017/18 that provides an overview of the planned communication interventions for the 2018/19 year and lists:</p> <ul style="list-style-type: none"><li>• The Department's communication intervention (s)/projects (s)</li><li>• Purpose of the communication initiative</li><li>• Target audience</li><li>• Budget</li><li>• Communication channels/mediums</li><li>• Which communication services and resources are to be used to implement the particular interventions</li></ul> <p>and</p> <p>2. A signed off updated Communications report that provides the overview of both the planned and actual communication interventions delivered in the financial year under review</p>
<b>Method of calculation</b>	Both the signed off communications plan (1) and the signed off communications report (2) will count as 1.
<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

Calculation type	Non-Cumulative
Reporting cycle	Annual (in Q4)
New indicator	No
Desired performance	To meet the desired target set
Indicator responsibility	Deputy Director: Martie Carstens

Signed off by:



DD: Communications  
Ms. Martie Carstens

Date: 2018-03-28

## Output Indicators

Indicator title	<b>7.4.1.3 Number of Departmental events calendar developed and updated</b>
Short definition	To keep stakeholders informed of Departmental events and Departmental activities.
Purpose/importance	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.
Source/collection of data	Quarterly, an updated calendar of events that provides an overview of events taking place 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>
Method of calculation	One signed events calendar listing the events for the current year signed by the Director: Strategic and Operational Support, is counted.
Data limitations	<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).</p> <p>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 <b>focuses on the events and not communication campaigns</b>.</p>
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual (in Q4)
New indicator	Old
Desired performance	To meet the targeted performance
Indicator responsibility	Deputy Director: Martie Carstens

Signed off by:



**DD: Communications**

Ms. Martie Carstens

Date: 2018-03-28

<b>Indicator title</b>	<b>7.4.1.3 Number of official documents translated</b>
<b>Short definition</b>	To translate Departmental documents in terms of the three official languages of the Western Cape and render a language advisory service. The emphasis will be on tracking the translations rather than the number of publications (official documents) translated.
<b>Purpose/importance</b>	Provide 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>	1. Signed database listing the documents translated and; 2. Copies of the documents translated (source document and translated version.)
<b>Method of calculation</b>	Each translation will count as 1 e.g. Annual Report translated into Afrikaans and Xhosa – Afrikaans will be counted as one and Xhosa as the second
<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>	Higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Martie Carstens

**Signed off by:**

  
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**DD: Communications**

Ms. Martie Carstens

Date: 2018-03-28

<b>Indicator title</b>	<b>7.4.1.3 Number of communication initiatives supported</b>
<b>Short definition</b>	Execution of communication initiatives on the communication plan.
<b>Purpose/Importance</b>	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 Unit, 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.
<b>Source/collection of data</b>	1. Report, signed by the Sub-Programme Manager, detailing the communication initiatives <b>and</b> supported by: 2. Approved communication briefs, and / or 3. Project executions (e.g. newspaper clippings, radio recordings, flyers, booklets, poster samples etc.)
<b>Method of calculation</b>	Each substantiated communication initiative (i.e. 1 – 3 above) will count as one initiative implemented.
<b>Data limitations</b>	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.  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.
<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 target set
<b>Indicator responsibility</b>	Deputy Director: Martie Carstens

Signed off by:



**DD: Communications**

Ms. Martie Carstens

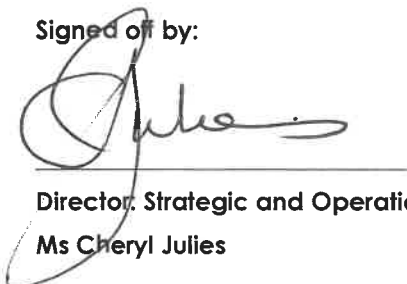
Date: 2018-07-28

**Departmental Performance Monitoring**

**Strategic Objective Performance Indicator (Outcome)**

<b>Indicator title</b>	<b>7.4.2.2 Functional 'M&amp;E system' aligned to national / provincial standards</b>
<b>Short definition</b>	Measures the existence and functioning of a departmental 'M&E system' through an external assessment of the 'Monitoring' and 'Evaluation' functions using the Management Performance Assessment Tool (MPAT) methodology.
<b>Purpose/importance</b>	The Government – Wide M&E System Framework and related guidelines requires departments to institutionalise "M&E systems" in departments. In this way, the government views an 'M&E' system as a key management tool to publicly track, measure and report on government's performance. Since 2012, the Department of Planning, Monitoring and Evaluation (DPME) uses MPAT to assess management practices in 4 organisational functions; viz. M&E, finance, HR and governance. In DEDAT, how the department scores in the MPAT standard 1.3.1 (Monitoring) and 1.3.2 (Evaluation) is used as a proxy to describe the functioning of its 'M&E system'. The use of MPAT as a rating methodology is advantageous since the department's performance is externally verified, which can add a greater measure of credibility in the performance being reported.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Electronic DEDAT MPAT Assessment Scorecard showing moderated and final scores for Standards 1.3.1 &amp; 1.3.2 <b>and</b></li> <li>2. Email message reflecting the sender and date details, with attachment (1) above.</li> </ol>
<b>Method of calculation</b>	Final score for Standards 1.3.1 & 1.3.2 as reflected in (1) above to be used.
<b>Data limitations</b>	Where the DPME releases the final results later than 31 March, the moderated scores may be used for reporting purposes.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Non-cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	Old
<b>Desired performance</b>	Higher than targeted performance in Standard 1.3.2 is desirable
<b>Indicator responsibility</b>	Director: Strategic and Operational Support

Signed off by:



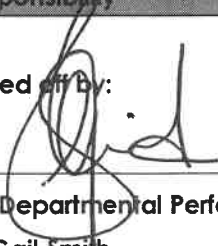
Director: Strategic and Operational Support  
Ms Cheryl Julies

Date: 29/3/2018

## Output Indicators

<b>Indicator title</b>	<b>7.4.2.4 Number of monitoring reports</b>
<b>Short definition</b>	This indicator measures the quantity of monitoring activities.
<b>Purpose/Importance</b>	<p>Monitoring refers to the tracking of performance information against a stated informational need. Monitoring is routine, continuous and usually conducted by the staff managing or implementing a project or programme, whether these are internal or external to the Department (as in the case of outsourced providers).</p> <p>For a centralised M&amp;E Unit, as applies in the current case, the monitoring activities conforms to the evaluation body of knowledge, rather than the monitoring done by managers in their contract management purposes. This said, the Unit can produce a monitoring report using any of the 7 types of monitoring, including results, activity, context, beneficiary, financial or organisational, see <a href="http://www.ifrc.org/Global/Publications/monitoring/IFRC-ME-Guide-8-2011.pdf">http://www.ifrc.org/Global/Publications/monitoring/IFRC-ME-Guide-8-2011.pdf</a>.</p> <p>Often, formal evaluation studies are negatively affected because of a lack of project monitoring or monitoring-level data, which means that a monitoring report, as a precursor to formal evaluations can yield benefits to improving the efficacy of evaluations.</p>
<b>Source/collection of data</b>	Monitoring reports approved by sub-programme manager.
<b>Method of calculation</b>	Each approved and signed 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>	Bi Annually
<b>New indicator</b>	Old
<b>Desired performance</b>	Higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director: Departmental Performance Monitoring

Signed off by:



Date: 28 March 2018

DD: Departmental Performance Monitoring

Ms Gail Smith



<b>Indicator title</b>	<b>7.4.2.4 Manage the Department's MPAT</b>
<b>Short definition</b>	The Managing Performance Assessment Tool (MPAT) is a national assessment by Dept. of Planning, Monitoring and Evaluation, and annually scores the management practices in departments in the areas of financial management, HR, governance and strategic management.
<b>Purpose/Importance</b>	The MPAT assesses and rates the existence and performance of management practices in those areas listed above and identifies areas for improvements. Annually, the results of how government departments fared, are mass-published and presented for discussion at the national and provincial cabinets, to aid communicating the results of the assessment into government performance and being accountable to citizenry. In the Western Cape, all 13 departments are mandated by the DOTP to prioritise and strive to improve its annual MPAT showing, the latter being declared a provincial priority in 2015. The MPAT therefore, clearly links to an outcome for the WCG PSP department's in the PSP Goal 5.
<b>Source/collection of data</b>	<p>The source data is largely derived from collecting the approved departmental records across the following 4 Key Performance Areas pertaining to the MPAT assessment year under review:</p> <ul style="list-style-type: none"> <li>• Strategic Management</li> <li>• Governance and Accountability</li> <li>• Human Resource Management</li> <li>• Financial Management</li> </ul> <p>Each official responsible for the performance or delivery of the approved records will upload the required evidence for assessment by the MPAT assessment team appointed by the DPME.</p> <p>The supporting documents to validate performance for this indicator are:</p> <p><b>For Q1: 2018/19:</b></p> <ol style="list-style-type: none"> <li>1. DEDAT MPAT Improvement Plan approved by the Accounting Officer <b>and</b>;</li> </ol> <p><b>For Q2: 2018/19:</b></p> <ol style="list-style-type: none"> <li>2. DEDAT MPAT self-assessment scorecard approved by Accounting Officer on or before 30 September <b>and</b>;</li> <li>3. Signed minutes of meeting where MPAT performance was reviewed and approved by the Accounting Officer; <b>and</b></li> </ol> <p><b>For Q4: 2018/19:</b> Department submits challenge scores in MPAT Moderation:</p> <ol style="list-style-type: none"> <li>4. Final DEDAT Scorecard with email received from the DPME / DOTP reflecting the challenged scores.</li> </ol>
<b>Method of calculation</b>	<p>For Q1: Signed DEDAT MPAT Improvement Plan is counted.</p> <p>For Q2: Signed DEDAT MPAT Self-Assessment Scorecard with minutes is counted.</p> <p>For Q4: DPME/ DOTP's email with attachment, 'DEDAT Final Scorecard' reflecting the challenged scores, counts.</p>
<b>Data limitations</b>	None

Type of indicator	Output
Calculation type	Cumulative – year end
Reporting cycle	Bi-Annually
New Indicator	Old (restated from previous, 'plan, implement and review the department's participation in MPAT.'
Desired performance	To meet the desired performance.
Indicator responsibility	Deputy Director: Departmental Performance Monitoring

Signed off by:



DD: Departmental Performance Monitoring

Ms Gail Smith

Date: 28 March 2018.

<b>Indicator title</b>	<b>7.4.2.4 Manage the Department's Non-Financial Performance Reporting function</b>
<b>Short definition</b>	The Quarterly Performance Report (QPR) provides information to the executive and public on a government department's progress against its objectives, targets and plans as stated in its published Annual Performance Plan.
<b>Purpose/importance</b>	Performance information is integral to the accountability and performance monitoring cycle of government departments.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. e-QPRS generated spreadsheet approved by the Accounting Officer and</li> <li>2. e-QPRS 'Certificate of Approval,' approved by the Accounting Officer; and;</li> <li>3. Minutes of QPR Approval meeting signed by Director: SOPS; and</li> <li>4. Screenshot where HOD uploads the Certificate of Approval as proof of submission on the eQPRS system.</li> </ol>
<b>Method of calculation</b>	Each approved quarterly performance report (i.e. 1 to 4 above) counts as 1.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative – quarter to date
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	To meet the desired performance.
<b>Indicator responsibility</b>	Deputy Director: Departmental Performance Monitoring

Signed off by:



DD: Departmental Performance Monitoring  
Ms Gail Smith

Date: 28 March 2018

<b>Indicator title</b>	<b>7.4.2.4 Department publishes approved Technical Indicator Descriptions</b>
<b>Short definition</b>	<p>A Technical Indicator Description (TID) are the descriptions of the Department's indicators published in its Annual Performance Plan. The TID is a technical explanation aimed at clarifying or defining the nature and importance of the performance indicator and its linkage to the desired performance of a government department. Further, a TID also explains, to the public,</p> <ul style="list-style-type: none"> <li>• Why the indicator in the Annual Performance Plan, are important;</li> <li>• How the performance information is calculated?</li> <li>• Measurement parameters and</li> <li>• Responsibility for the performance</li> </ul>
<b>Purpose/importance</b>	In the public service, a technical indicator is a holistic statement which describes the indicator (or performance measure), and a well written indicator should provide the reader (auditing body, public, executive) with a clear statement of why the measure is important and how it will be measured and reported on.
<b>Source/collection of data</b>	<p>The data will be derived from the departmental programmes who are responsible for developing their draft Programme TID.</p> <p><b>Q2: 2018/19 - 1<sup>st</sup> Draft DEDAT TIR assessed and submitted to DOTP</b></p> <ol style="list-style-type: none"> <li>1. Email with attachment of the 1<sup>st</sup> Draft DEDAT Technical Indicator Report (now Technical Indicator Description) submitted to the Director SOPS for onward forwarding to DOTP <b>and</b></li> </ol> <p><b>Q3: 2018/19 - 2<sup>nd</sup> Draft DEDAT TIR 2018/19</b></p> <ol style="list-style-type: none"> <li>2. Email with attachment of the 2<sup>nd</sup> Draft DEDAT Technical Indicator Report submitted to Director: SOPS for onward forwarding to DOTP <b>and</b></li> </ol> <p><b>Q4: 2018/19 - Approved DEDAT TIR published on website</b></p> <ol style="list-style-type: none"> <li>3. Email from DD: Communications confirming the approved DEDAT TIR was published on the website with the URL.</li> </ol>
<b>Method of calculation</b>	<p>Email proof that the M&amp;E Unit sent the 1<sup>st</sup> and 2<sup>nd</sup> Draft DEDAT TIR to the Office of the Director: SOPS for submission to DOTP.</p> <p>Email confirmation from the DD: Communications containing the URL link.</p>
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative – year end
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	Old
<b>Desired performance</b>	To meet the desired performance.

Indicator responsibility	Deputy Director: Departmental Performance Monitoring
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Signed off by



DD: Departmental Performance Monitoring  
Ms Gail Smith

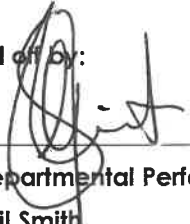
Date: 28 March 2018

<b>Indicator title</b>	<b>7.4.2.4 Number of evaluation reports</b>
<b>Short definition</b>	<p>Is a measure of the quantity of internal or external evaluation research reports delivered to track the relevance, efficiency, effectiveness, impact or sustainability of strategic, departmental or transversal programmes, projects or initiatives.</p> <p>Evaluation, as defined through the National Evaluation Policy Framework of 2011, is defined as, " is a process which aims to determine relevance, efficiency, effectiveness, impact and sustainability. Evaluation is a time-bound exercise that systematically analyses and assesses performance against the agreed objectives for the purpose of rendering a judgement or making recommendations for improvement.</p>
<b>Purpose/importance</b>	<p>Evaluation studies constitute a more in-depth review of projects and programmes. It considers the effectiveness of implementation and depending on the life cycle of the project, whether the project/ programme is achieving or has achieved its objectives.</p> <p>This indicator aims to give evidence based feedback as to the efficiency and effectiveness of DEDAT programs or projects. This information is crucial for management decisions, resource allocation, good governance, accountability and to support a learning organisation.</p>
<b>Source/collection of data</b>	<p>Evaluation reports approved by the sub-programme manager for whom the evaluation is being conducted (i.e. client within DEDAT).</p> <p>For an evaluation research report delivered by a service provider, the version of the report should be clearly delineated (as either Draft or Final) and in this case, the report should be appended by a signed certification by the Sub Programme Manager as to which version is being presented for verification.</p>
<b>Method of calculation</b>	Each report, approved by the Line Function's Sub-Programme Manager counts as one.
<b>Data limitations</b>	<p>Lack of statistical baseline data, lack credible data and the availability of monitoring and beneficiary data for project or program to be evaluated.</p> <p>The geographical spread of beneficiaries also presents a challenge as this places restrictions on suitable data collection methods</p>
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	Yes
<b>Desired performance</b>	The indicator is meant to encourage the evaluation of DEDAT projects/programmes. Higher number of evaluation studies will provide a wide spread of feedback in areas such as the strategic worthiness of DEDAT's projects/ programmes, generation of knowledge, support the notion of a learning organisation and contribute towards overall performance improvement.

Indicator  
responsibility

Deputy Director: Departmental Performance Monitoring

Signed off by:



DD: Departmental Performance Monitoring  
Ms Gail Smith

Date: 28 March 2018.

## Knowledge Management

### Strategic Objective Performance Indicator (Outcome)

<b>Indicator title</b>	<b>7.4.3.3 Maintenance of the centralised knowledge management system (ECM) to achieve electronic data governance and institutional memory</b>
<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 ECM System usage report which includes: <ul style="list-style-type: none"> <li>• Description of the usage activity on the ECM system in the year under review current year</li> <li>• Changes or additions to the system, effected in the current year, <b>and</b></li> </ul> </li> <li>2. Signed minutes of meetings describing the change / maintenance activity or email correspondence reflecting the ECM maintenance work requested, <b>and</b></li> <li>3. Signed report that reflects the completion of the maintenance work requests required in (2) above and effected in the current year.</li> </ol>
<b>Method of calculation</b>	Each signed report, substantiated with (2) & (3) above, will reflect the maintenance activity.
<b>Data limitations</b>	None
<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>	To meet the desired performance
<b>Indicator responsibility</b>	Deputy Director: Knowledge Management

Signed off by:



Date: 29 March 2018

**DD: Knowledge Management**

**Mr. A Gabier**



Output Indicator

<b>Indicator title</b>	<b>7.4.3.4 % of Departmental records stored on ECM out of the total records received</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 into a 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 records management policy.
<b>Source/collection of data</b>	1. Signed Register for Scanning to reflect all records acknowledged as received by the Unit for electronic scanning and uploading onto ECM. Register to include, at minimum, the date of receipt in registry, amount of records and the Registry receiving official and 2. Signed ECM system-generated report reflecting the upload status of each valid record listed in (1) above.
<b>Method of calculation</b>	Each received 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. Notes: i. 90% of the documents recorded in the registry register (1 above) must be loaded and viewable in the ECM system-generated report. ii. Single page will not be counted as 1 record, unless the page is a complete document (e.g. one-page memo.). For added clarity, a performance agreement is a record and made up of multiple pages; in this case the record is the agreement.
<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 (in Q4)
<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: 29 March 2018

DD: Knowledge Management  
Mr. A Gabier

<b>Indicator title</b>	<b>7.4.3.4 Number of Learning networks facilitated</b>
<b>Short definition</b>	A learning network is a facilitated, peer-to-peer learning approach that can be highly effective at documenting and sharing knowledge between peers to help strengthen a particular technical area. A learning network is one tool that can help support the implementation of DEDATs collaborating, learning, and adapting to changing conditions
<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>	Each Learning network will submit the following three items as evidence: 1. Learning Network Agenda and 2. Presentation of the presenter or signed interaction report and 3. Signed attendance register.
<b>Method of calculation</b>	Each substantiating event (i.e. all 3 source documents) will collectively be counted as one
<b>Data limitations</b>	The availability of learning networks presenters
<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: Knowledge Management

Signed off by:



DD: Knowledge Management

Mr. A Gabier

Date: 29 March 2018



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## Technical Indicator Description (TID)

<b>Programme 2: Integrated Economic Development Services</b>	<b>2018 / 2019</b>
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**PROGRAMME 2: TECHNICAL INDICATOR REPORT 2018/2019**


**APPROVED BY:**

  
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**PROGRAMME MANAGER: INTEGRATED ECONOMIC DEVELOPMENT SERVICES**

**MR JOHN PETERS**

**DATE: 29/03/2018**

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*Ag* **DEPUTY DIRECTOR - GENERAL: ECONOMIC OPERATIONS**

**MR RASHID TOEFY**

**DATE: 29/3/2018**

*A Phuy*

  
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**DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT**

**MS CHERYL JULIES**

**DATE: 29/3/2018**


## SUB PROGRAMME 2.1: ENTERPRISE DEVELOPMENT

### Strategic Objective Performance Indicator (Outcome)

<b>Indicator title</b>	<b>8.4.2 Number of businesses expanded</b>
<b>Short definition</b>	<p>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 agents, whose turnover (sales) or number of employees or asset values have increased.</p> <p>A businesses demonstrating turnover growth of at least 3% (minimum CPI target) will be considered to be expanded.</p> <p>A business demonstrating any increase in the number of persons employed (permanent and/or temporary) will be considered to be expanded.</p> <p>A business demonstrating an increase in the value of their assets will be considered to be expanded.</p>
<b>Purpose/importance</b>	<p>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.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Database, signed by the Director, reflecting the businesses expanded; with minimum fields being company name, company representative name and surname, company contact details – business or mobile telephone number, email and physical address; sector in which the business operates, value of grant (where applicable), change in turnover information, change in employment statistics, change in asset value, date of establishment/registration number <b>and</b></li> <li>2. Signed declaration forms from business owner/s confirming assistance received, clearly indicating how the business has expanded / improved in one or more of the following: turnover information, employment statistics and asset value; <b>and/or</b></li> <li>3. Completed electronic survey forms from the business confirming assistance received, clearly indicating how the business has expanded / improved in one or more of the following: turnover information, employment statistics and asset value <b>and</b></li> <li>4. Where (3) is elected, an accompanying email from the business owner that confirms that the electronic survey was completed by him or herself or that the information recorded in the survey is an accurate reflection of the change in turnover, employment and/or asset value being presented.</li> </ol> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Annually, an electronic copy of the above database (1), in MS Excel format, replicating the exact information as reflected on the signed schedule is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> <li>iii. Further supporting documentation is kept by the Programme or Partner and is available on request.</li> </ol>
<b>Method of calculation</b>	<p>Each valid business declaration will count as one where it reflects: either an increase in employees or a signed business declaration where turnover has</p>

	increased by a minimum of 3% or a signed business declaration that reflects the increase in asset value.
<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>• Using the Annual Financial Statements 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>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	No
<b>Desired performance</b>	Performance that is equal or higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Director: Enterprise Development

**Signed off by:**



Director: Enterprise Development  
Mr. Joshua Wolmarans

Date: 29/3/2018

## SUB PROGRAMME 2.1: ENTERPRISE DEVELOPMENT

### PERFORMANCE INDICATOR (OUTPUT INDICATOR)

<b>Indicator title</b>	<b>8.4.3 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 agents. Interventions include 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>	<ol style="list-style-type: none"> <li>1. A signed project report (by a Senior Manager) articulating the <ul style="list-style-type: none"> <li>• Purpose and</li> <li>• Description of the intervention;</li> </ul>                     and                 </li> <li>2. Evidence of the entrepreneurship promotion or business support activities which can include, signed minutes, signed attendance registers (business support training programmes), promotional material (photographs, etc) or any relevant support documents which can be used to substantiate the interventions detailed in the project report.</li> </ol>
<b>Method of calculation</b>	Each intervention detailed in the signed report (and substantiated as per (2) above), 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>	Director: Enterprise Development

Signed off by:



Director:

Mr. Joshua Wolmarans

Date: 29/8/2018



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

**Strategic Objective Performance Indicator (Outcome)**

<b>Indicator title</b>	<b>8.5.2 Number of municipal business-facing services improved (in terms of either time, complexity and/or cost)</b>
<b>Short definition</b>	<p>Based on the interventions implemented, this indicator will measure the number of municipal business facing services improved.</p> <p>It will involve doing business process optimization interventions, with municipalities, in selected services, that demonstrate a reduction in cost, time and/or complexity.</p> <p>Process, communication and/or legislative interventions will be used to tackle improvements required in the selected service.</p> <p>The intent is to have more simplified government processes and policies that improve business facing service delivery to the private sector.</p>
<b>Purpose/importance</b>	<p>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.</p> <p>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.</p> <p>The outcome of implementing improvement measures (or variations thereof) starts being significant when the municipalities start removing red tape, reducing unnecessary costs, and speeding up processing times, that ultimately needs to contribute towards the provincial goal of achieving a cost saving of R1bil, by 2019.</p> <p>This translates into the municipalities becoming more effective at solving the problems faced by the local business communities.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Comparison of pre and post intervention analysis in terms of the reduction in the cost, time and/ or complexity of the targeted service;</li> <li>2. Written confirmation from the mandated official of the beneficiary organisation (e.g. municipality) that the service has improved in terms of reduced cost, time and/or complexity.</li> </ol> <p>The improvement will demonstrate a reduction in either: cost, time and/or complexity of the service.</p> <p>Where one is appointed, the final service provider report will be annexed to the Departmental Final Report, together with the certification by the Senior Manager that the service provider's report, is the final version.</p>

<b>Method of calculation</b>	Each municipal service improved (in terms of a reduction in either cost, time and/or complexity of service) in each municipality supported, 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 to sound record keeping, or monitoring and evaluation, by the local municipalities
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New Indicator</b>	Existing
<b>Desired performance</b>	Performance that is equal or higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Director: Regional & Local Economic Development

Signed off by:

  
 \_\_\_\_\_  
 Director: Regional & Local Economic Development  
 Ms Fayruz Dharsey

Date: 29/03/18

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

**PERFORMANCE INDICATORS (OUTPUT INDICATOR)**

<b>Indicator title</b>	<b>8.5.3 Number of local government specific business processes and/or legislation improvements developed and proposed.</b>
<b>Short definition</b>	<p>Administrative processes, systems and/or legislation supporting government business-facing services can be inefficient and unnecessarily complicated thus negatively impacting on service delivery.</p> <p>This indicator will aim to demonstrate how interventions 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.</p> <p>Projects are proposed for implementation where the Department in partnership with municipalities will implement appropriate BPIs that reduce red tape being experienced.</p>
<b>Purpose/Importance</b>	<p>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.</p> <p>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.</p> <p>The indicator will aim to demonstrate how interventions will deliver improvements developed and proposed, that improve business facing services delivered to citizens and businesses in the province.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Written confirmation that the beneficiary organisation (e.g. municipality) supported the investigation and development of the improvements to the selected services;</li> <li>2. Where the improvements have been developed and proposed by an appointed service provider details of proposed improvements will be clearly set out in the service provider's report, and</li> <li>3. The improvements developed and proposed (in terms of processes, communication and or legislation) will be compiled as part of the signed (by a senior manager) Departmental Final Report;</li> </ol> <p>The final service provider report will be annexed to the Departmental Final Report, together with the certification by the Senior Manager that the service provider's report is the final version.</p>
<b>Method of calculation</b>	<p>Each local government-specific business process improvement measure and/or legislative or policy amendment or improvement measure recommended, will count as one.</p>

<b>Data limitations</b>	Data limitations may be affected by inconsistent participation and commitment to sound record keeping, or failure by municipalities to adopt the proposed process improvements.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	Existing
<b>Desired performance</b>	Performance that is equal or higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Deputy Director: Regional & Local Economic Development

Signed off by:



Director: Regional & Local Economic Development  
Ms Fayruz Dharsey

Date: 29/03/18

**SUB PROGRAMME 2.4: RED TAPE REDUCTION**  
**STRATEGIC OBJECTIVE PERFORMANCE INDICATOR (OUTCOME)**

<b>Indicator title</b>	<b>8.6.2 Monetary value of savings by, and benefits to, government and business resulting from red tape reduction initiatives</b>
<b>Short definition</b>	This indicator tracks the monetary savings as well as increased turnover and related benefits, to business and government, resulting from interventions by (or initiated, facilitated 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 legislation or deficient communication.
<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 and publicising monetary savings and benefits to business and government brought about by red tape reduction interventions, ease of doing business will gain prominence, become widely demanded and generally applied in the province, across all spheres of government, thus bringing about a general increase in the ease of doing business in the province.
<b>Source/collection of data</b>	<p>1. A report compiled by the unit and signed by the Programme Manager, on –</p> <ul style="list-style-type: none"> <li>(a) the monetary value of cost savings, and/or</li> <li>(b) the increased turnover and related benefits</li> </ul> <p>to both business and government, resulting from interventions by or initiated, facilitated or supported by, the unit in regard to removal or reduction of red tape.</p> <p>The data presented in the report will be based on such cost savings and benefits as calculated using the red tape savings/benefit calculation tool developed and adopted in 2016/17, or any subsequent iteration thereof.</p> <p>The report must include narratives clarifying the cost savings and benefits as reflected in the report, and set out the assumptions, parameters and any other relevant conditions and circumstances pertaining to the calculation of the said amounts. It may include references to baselines of the cost of red tape where these have been established, or are available, and must indicate</p> <ul style="list-style-type: none"> <li>(a) extent to which the interventions reduced and/or are likely to reduce the administrative burden to businesses and government in the province and</li> <li>(b) the cumulative monetary benefit of the interventions.</li> </ul> <p>2. The said report must be supplemented by the provision of:</p> <ul style="list-style-type: none"> <li>(a) signed summaries of the interventions and</li> <li>(b) source information relevant to the calculation of the current year's cost savings and/or benefits being reported.</li> </ul>

<b>Method of calculation</b>	The aggregated value of each qualifying intervention captured in the costing tool will be used, which includes both the current cost saving/benefit and future cost saving/benefit derived from current & past RTR interventions.
<b>Data limitations</b>	Failure or refusal by businesses, government departments or regulators/public entities to provide the information required to enable the calculation of the said cost savings and benefits.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	No (but amended)
<b>Desired performance</b>	Performance that is equal or higher than the targeted performance
<b>Indicator responsibility</b>	Director: Red Tape Reduction (Raybin Windvogel)

Signed off by:



Director: Red Tape Reduction  
Mr Raybin Windvogel

Date: 28/03/2018

<b>Indicator title</b>	<b>8.6.2 Closure rate of cases referred for investigation</b>
<b>Short definition</b>	<p>This indicator reflects the number of cases* referred to the Red Tape Reduction Unit (RTRU) for investigation and closed.</p> <p>The closure rate is expressed as a percentage of the total number of cases referred during the reporting period closed .</p> <p>For the current purposes, 'closure' is defined as cases closed by the RTR unit, through</p> <ul style="list-style-type: none"> <li>• supplying relevant information, where required;</li> <li>• completing the investigation and responding to the business, whether in favour of the client or not;</li> <li>• closing a case at the request of the business, or</li> <li>• a lack of co-operation by and/or response from the business.</li> </ul> <p>*A 'case' is an enquiry or request for assistance received from a businessperson or prospective businessperson in relation, but not necessarily limited, to</p> <ul style="list-style-type: none"> <li>• regulatory requirements for the establishment, operation or financing of a business,</li> <li>• securing of licences, permits, approvals or other forms of authorisations as may be prescribed and</li> <li>• availability of or access to information and/or other resources relating to the above, and which unit identifies as business-related and constituting red tape.</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 contributes to achieving this objective.</p> <p>The indicator reflects the level of support provided to businesses with a base or operations in the province which request assistance from the unit.</p>
<b>Source/collection of data</b>	<p>1. A signed database of cases referred to the RTR for investigation, reflecting at least the following information:</p> <ul style="list-style-type: none"> <li>• Case reference number</li> <li>• Name of the person requesting information or assistance;</li> <li>• Name of the business concerned (if applicable);</li> <li>• Contact information (land line or mobile telephone numbers), e-mail address and/or physical address)</li> <li>• Date the case was referred to / received by the RTR for handling / resolution;</li> <li>• Status of the case;</li> <li>• Date the case was closed, (to corroborate that it does fall within reporting period)</li> <li>• Name of official to whom the case was allocated and/or who attended to the case <b>and</b></li> </ul>

	2. Annually, an electronic copy of the above database, in MS Excel format and replicating the exact information in the signed database, is required.
<b>Method of calculation</b>	Each case referred to the RTR during the reporting period, and any such case that is closed during the said period, is counted as one.  The number of cases that are referred and closed during the reporting period will be expressed as a percentage of the total number of cases referred to the RTR during the reporting period.
<b>Data limitations</b>	(a) Possible inaccuracy or misrepresentation (by the business, either intentional or deliberate) in the recording of the case received and/or its status; (b) Cases that are not business-related being logged, and (c) Cases being referred to government departments, public entities, regulators or agencies that do not, or are not able to, deal with or attend to them.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	No (indicator wording changed from previous, 'percentage resolution rate of cases received').
<b>Desired performance</b>	Performance that is equal or higher than the targeted performance.
<b>Indicator responsibility</b>	Director: Red Tape Reduction (Raybin Windvogel)

Signed off by:

  
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 Director: Red Tape Reduction  
 Mr Raybin Windvogel

Date: 28/03/2018



## SUB PROGRAMME 2.4: RED TAPE REDUCTION

### PERFORMANCE INDICATORS (OUTPUT INDICATOR)

Indicator title	2.6.4 Number of red tape reduction initiatives supported
<p><b>Short definition</b></p>	<p>This indicator reflects the Unit's support of the following red tape reduction initiatives, in the national, provincial and local government environment:</p> <ul style="list-style-type: none"> <li>• business-facing processes and/or</li> <li>• pieces of legislation or policies and/ or</li> <li>• instances of deficient communication.</li> </ul> <p>'Initiatives supported' refer to instances in any of the three types of initiatives above, where improvements were developed and proposed to the relevant stakeholder(s), after they were identified as contributing to the regulatory burden faced by businesses operating in the Western Cape.</p> <p>'Business-facing processes' means those processes at government departments (national or provincial government) or the City of Cape Town metropolitan municipality, or their agencies or entities, which businesses must use in order to access certain services or obtain certain approvals, authorisations or licences that they require to operate legally.</p> <p>'Legislation or policies' means existing or proposed acts, regulations or policies.</p> <p>'Communication improvements' means an improvement in the way that the beneficiary department or regulatory entity communicates with its clients.</p>
<p><b>Purpose/importance</b></p>	<p>This indicator addresses the PSP goal of improving the regulatory environment by identifying and prioritising business-facing legislation and policies, processes and information provision or communication that should be improved 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.</p>
<p><b>Source/collection of data</b></p>	<ol style="list-style-type: none"> <li>1. A signed departmental report indicating             <ol style="list-style-type: none"> <li>i. how the relevant legislation and/or policies and/or business-facing processes and/or instances of deficient information provision or communication were identified (e.g., via minister's office, cases logged), and</li> <li>ii. the motivation for the review,</li> </ol> <p><u>and</u></p> </li> <li>2. A copy of the department's recommendation for the improvement proposed, <u>with proof</u> of how it was communicated</li> </ol>

	or proposed to the relevant stakeholder (e.g. e-mail or hand delivered).
<b>Method of calculation</b>	Each piece of legislation, policy, business process or information/communication deficiency identified for improvement, with proof of how it was proposed to the stakeholder, 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: 28/03/2018





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<b>Programme 3: Trade &amp; Sector Development</b>	<b>2018 / 2019</b>
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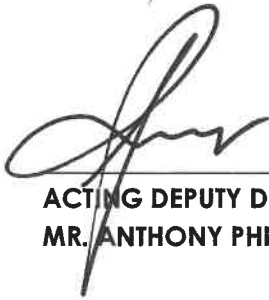
**PROGRAMME 3: TECHNICAL INDICATOR REPORT 2018/19**

**APPROVED BY:**



**ACTING PROGRAMME MANAGER: TRADE & SECTOR DEVELOPMENT  
MR. GOODWELL DINGAAN**

DATE: 6/4/2018



**ACTING DEPUTY DIRECTOR-GENERAL: ECONOMIC OPERATIONS  
MR. ANTHONY PHILLIPS**

6/4/2018



**DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT  
MS. CHERYL JULIES**

DATE: 6/4/2018

## SUB-PROGRAMME 3.1: TRADE AND INVESTMENT PROMOTION

### Strategic Objective Performance Indicator (Outcome)

Indicator title	<b>9.3.3 RAND VALUE OF COMMITTED INVESTMENTS INTO THE PROVINCE</b>
<b>Short definition</b>	<p>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. This indicator will include the values for investment into the Department's Khulisa priority sectors of Oil, gas and marine services and Agri-processing (Halal and Wine Promotion).</p>
<b>Purpose/importance</b>	<p>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.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed and verified database; and</li> <li>2. Signed investor declaration.</li> </ol> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Annually, a consolidated, electronic MS Excel version of the database, listing all the approved investments (with values and jobs) and reconciled to (1) above, will also be made available.</li> <li>ii. Where the investment (and jobs related to it) are dually claimed between Wesgro and another implementing agent on a 50/50 basis, a Memo signed by the Programme Manager, is to be provided attesting to the portion of the investment (and jobs) claimable by Wesgro, and the portion claimable by the implementing entity.</li> <li>iii. Wesgro will submit a memo confirming that all signed declarations for the quarter have been authenticated and verified by Wesgro.</li> </ol>
<b>Method of calculation</b>	<p>Wesgro only claims the deal once a record of decision has been taken by the client. Upon completion of the project an investor declaration is signed by investors and the date on which it was signed is used as the date of realisation.</p> <p>The committed investment figures are derived from all the investor declarations for the financial year and are added together to give the overall total.</p> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. All committed investments secured within the priority sectors of the Department, in line with Project Khulisa and additional research, contributes to the value of investment in to the Province. The value of investments committed within the oil and gas and agro-processing sectors will also be reported in indicator 9.4.3, 'Estimated value of trade and investment facilitated' as it contributes to the total value of committed investments in to the</li> </ol>

	<p>province as it forms part of the priority sectors identified by Project Khulisa.</p> <p>ii. The variance is calculated using the lower band (annual reporting requirement.)</p>
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual in Q4
<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:

  
 Acting Programme Manager  
 Mr Goodwell Dinga

Date: 6/4/2018

  
 Wesgro Senior Manager  
 Mr Cornelis Van der Waal

Date: 06-04-2018

<b>Indicator title</b>	<b>9.3.3 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>	<ol style="list-style-type: none"> <li>1. Signed and verified database; and</li> <li>2. Signed investor declaration.</li> </ol> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Annually, a consolidated, electronic MS Excel version of the database, listing all the approved investments (with values and jobs) and reconciled to (1) above, will also be made available.</li> <li>ii. Where the investment (and jobs related to it) are dually claimed between Wesgro and another implementing agent on a 50/50 basis, a Memo signed by the Programme Manager, is to be provided attesting to the portion of the investments (and jobs) claimable by Wesgro, and the portion claimable by the implementing entity.</li> <li>iii. Wesgro will submit a memo confirming that all signed declarations for the quarter have been authenticated and verified by Wesgro.</li> </ol>
<b>Method of calculation</b>	<p>The number of jobs delineated in the the admissible investor declarations is added to provide the cumulative total jobs. Wesgro only counts direct permanent jobs.</p> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. The variance is calculated using the lower band (annual reporting requirement.)</li> </ol>
<b>Data limitations</b>	None
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<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:



  
Acting Programme Manager  
Mr Goodwell Dingaen

Date: 6/4/2018

  
Wesgro Senior Manager  
Mr Cornelis Van der Waal

Date: 06-04-2018

<b>Indicator title</b>	<b>9.3.3 ESTIMATED RAND VALUE OF BUSINESS AGREEMENTS SIGNED (trade)</b>
<b>Short definition</b>	The estimated value of trade business agreements signed, including distributors and funders. This indicator will include the value of the business agreements signed within the Department's Khulisa priority sectors of Oil, gas and marine services and Agri-processing (Halal promotion and Wine Promotion).
<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> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Annually, a consolidated, electronic MS Excel version of the database, listing all the approved investments (with values) and reconciled to (1) above, will also be made available.</li> <li>ii. Where the business deals are dually claimed between Wesgro and another implementing agent on a 50/50 basis, a Memo signed by the Programme Manager, is to be provided attesting to the portion of the business deals (and jobs) claimable by Wesgro, and the portion claimable by the implementing entity.</li> <li>iii. Wesgro will submit a memo confirming that all signed business agreements for the quarter have been authenticated and verified by Wesgro.</li> </ol>
<b>Method of calculation</b>	<p>The figure for the estimated rand value is derived from adding the admissible values in each approved business agreement to calculate a cumulative total.</p> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i All business deals of a trade nature signed within the priority sectors of the Department, in line with Project Khulisa and additional research, contributes to the estimated rand value of business agreements (trade). The estimated value of business agreements signed within the agri-processing sector, with specific focus on halal promotion and wine promotion, will also be reported in indicator 9.4.3, 'Estimated value of trade and investment facilitated' as it contributes to the estimated rand value of business agreements signed and has been identified by Project Khulisa as priority sub-sectors within agri-processing.</li> <li>ii. The variance is calculated using the lower band (annual reporting requirement.)</li> </ol>
<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>	Annual (in Q4)
<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:**

  
\_\_\_\_\_  
Acting Programme Manager  
Mr Goodwell Dingaen

Date: 6/4/2018

  
\_\_\_\_\_  
Wesgro Senior Manager  
Mr Cornelis Van der Waal

Date: 06-04-2018

**PERFORMANCE INDICATORS (OUTPUT INDICATORS)**

<b>Indicator title</b>	<b>9.3.4 NUMBER OF INVESTMENT PROJECTS REALISED</b>
<b>Short definition</b>	Refers to the number of confirmed direct international 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>	<ol style="list-style-type: none"> <li>1. Signed and verified database; and</li> <li>2. Signed investor declaration.</li> </ol> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Quarterly, an electronic MS Excel version of the database, listing all the approved investments (with values and jobs) and reconciled to (1) above, will also be made available.</li> <li>ii. Where the investment (and jobs related to it) are dually claimed between Wesgro and another implementing agent on a 50/50 basis, a Memo signed by the Programme Manager, is to be provided attesting to the portion of the investments (and jobs) claimable by Wesgro, and the portion claimable by the implementing entity</li> <li>iii. Wesgro will submit a memo confirming that all signed investor declarations for the quarter have been authenticated and verified by Wesgro</li> </ol>
<b>Method of calculation</b>	Each signed investor declaration counts as 1. NOTE: <ol style="list-style-type: none"> <li>i. Only declarations with a clear investment value and clear jobs delineated (i.e. aligned to indicators 'rand value of committed investment' and 'number of jobs from committed investments' will be accepted as performance against this target.</li> <li>ii.</li> </ol>
<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:**

  
\_\_\_\_\_  
Acting Programme Manager  
Mr Goodwell Dinga

Date: 6/4/2018

  
\_\_\_\_\_  
Wesgro Senior Manager  
Mr Cornelis Van der Waal

Date: 06-04-2018

<b>Indicator title</b>	<b>9.3.4 NUMBER OF BUSINESS AGREEMENTS SIGNED</b> (including distributors and funders)
<b>Short definition:</b>	Refers to the number of confirmed export transactions facilitated. All transactions facilitated by the Trade team including transactions between distributors, importers and funders are included in the actuals for the number of business deals signed based on the facilitation services offered. Distributors and importers refer to companies that do not manufacture products internally, however they acquire products from external service providers which is then sold to other specific businesses or retail outlets based on the product at hand. Further to this, funders refer to financial institutions that make capital available to companies to facilitate their export deals or operational expansion in order to export. These include risk insurance and trade finance.
<b>Purpose/Importance</b>	For the business that receives revenue from export 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 and job creation.
<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>NOTES:</p> <ol style="list-style-type: none"> <li>i. Quarterly, an electronic MS Excel version of the database, listing all the approved business (trade) agreements and reconciled to (1) above, will also be made available.</li> <li>ii. Where the business deals are dually claimed between Wesgro and another implementing agent on a 50/50 basis, a Memo signed by the Programme Manager, is to be provided attesting to the portion of the business deals (and jobs) claimable by Wesgro, and the portion claimable by the implementing entity.</li> <li>iii. Wesgro will submit a memo confirming that all signed business agreements for the quarter have been authenticated and verified by Wesgro.</li> </ol>
<b>Method of calculation</b>	Each signed business (trade) agreement counts as 1. NOTE: <ol style="list-style-type: none"> <li>i. Only agreements with a clear trade value reflected (i.e. aligned to indicator 'estimated rand value of business agreements' will be accepted as performance against this target.</li> </ol>
<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>	No
<b>Desired performance</b>	Higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:

  
\_\_\_\_\_  
Acting Programme Manager  
Mr Goodwell Dingaen

Date: 04/2018

  
\_\_\_\_\_  
Wesgro Senior Manager  
Mr Cornelis Van der Waal

Date: 06-04-2018

**SUB-PROGRAMME 3.2: SECTOR DEVELOPMENT**

**Strategic Objective Performance Indicator (Outcome)**

<b>Indicator title</b>	<b>9.4.3 ESTIMATED VALUE OF TRADE AND INVESTMENT FACILITATED</b>
<b>Short definition</b>	<p>The rand value of committed investment into the Khulisa targeted sectors for Oil, Gas and Marine Services and the the Agri-processing sector.</p> <p>The rand value of committed <u>trade</u> into the Khulisa targeted sector of Agri-processing with specific attention on:</p> <ol style="list-style-type: none"> <li>I. Strategic Intent 1: Halal Export Promotion</li> <li>II. Strategic Intent 2: Wine and/or Brandy Exports to Angola &amp; China</li> <li>III. Oil and Gas as well as Marine Services</li> </ol> <p>The Oil, Gas &amp; Marine Services and Agri-processing sectors identified above, are two of the priority sectors identified by Project Khulisa and forms part of the suite of priority sectors which Wesgro focuses on, through their general investment and trade promotion activities (see 9.3.3 earlier).</p>
<b>Purpose/importance</b>	<p>The value of investment and trade provides additional contributions towards the Economic Growth in terms of GVA and Jobs. For the Western Cape, investment can provide a source of new technologies, capital, processes, products, organisational technologies and management skills, and as such can provide a strong impetus to economic development.</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Database, signed by the Programme Manager and</li> <li>2. For Khulisa Oil, Gas &amp; Marine Services: Signed investor declaration and / or</li> <li>3. For Khulisa Agro-Processing: signed business (trade) agreement</li> </ol> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Annually, a consolidated, electronic MS Excel version of the database, listing all the approved investments and trade (business) agreements and reconciled to (1) above, will also be made available.</li> <li>ii. Wesgro will submit a memo confirming that all signed business agreements for the quarter have been authenticated and verified by Wesgro.</li> </ol>
<b>Method of calculation</b>	<p>The figure for the estimated rand value of Trade (Khulisa's Strategic Intent for Agr-Processing) and Investment (Khulisa's Strategic Intent for Oil, Gas &amp; Marine Services) is derived from adding the admissible values in each approved investment declaration and approved trade (business) agreement to calculate a cumulative total.</p> <p>NOTES:</p>



	<p>i. Wesgro will be the implementing agent to deliver against this Outcome and the 3 outcomes for:</p> <ul style="list-style-type: none"> <li>Rand value of committed investment into Province (9.3.3)</li> <li>Number of jobs facilitated from committed investments into the Province (9.3.3) and</li> <li>Estimated rand value of business agreements signed (trade) (9.3.3)</li> </ul> <p>ii. All investment declarations and business agreements in the current sectors (i.e. Oil, Gas &amp; Marine Services, Agri-Processing - Halal promotion and wine and / or brandy promotion) will contribute to the total estimated value reported by Wesgro under trade ( as per 9.3.3.) and investment (9.3.3) and will be used to report as performance against the target of this outcome.</p> <p>It should be noted, the target reported in this indicator is included in the overall Investment and trade targets reflected in indicator 9.3. This indicator emphasises the outcome of the investment and trade activities within the Project Khulisa sectors with a specific focus on Oil, Gas &amp; Marine Services and Agri-Processing (Halal promotion and wine and / or brandy promotion).</p>
<b>Data limitations</b>	<p>Value of investment is often calculated at the onset of the project. Full roll-out of the project implementation can take one to three years. At times, however, due to factors such as the economic climate or changing circumstances of the company, 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. Value of trade is extremely difficult to determine, as companies often regard this as proprietary and confidential information. It is therefore assumed that the value of trade reported will be an undercount of the true export value of the successful export contracts.</p>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	No
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director: Economic Sector Support, Directors and Sector Specialists

Signed off by:



Acting Programme Manager  
Mr Goodwell Dingaan

Date: 6/4/2018



Wesgro Senior Manager  
Mr Cornelis Van der Waal

Date: 06-04-2018

  
Director Agri-processing  
Mr Goodwell Dingaen

Date: 04/2018

  
Deputy Director Economic Sector Support  
Mr Marthinus van Wyk

Date: 06.04.2018

**PERFORMANCE INDICATORS (OUTPUT INDICATORS)**

<b>Indicator title</b>	<b>9.4.4 Number of Khulisa initiatives supported</b>
<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 Agriprocessing sub-sector was identified as having significant opportunities for economic growth and employment creation.</p> <p>To realise this aforementioned growth, the Western Cape Government identified the Halaal and Wine Sectors as one of the key areas to focus on through driving the following initiatives:</p> <ul style="list-style-type: none"> <li>• Halal Export Promotion activities in strategic markets; and</li> <li>• Wine Promotion activities.</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 Programme will specifically be responsible for the facilitation of the identified initiatives in the 2018/2019 financial year:</p> <p>Strategic Intent 1: Grow WC share of the global Halal market from &lt;1% to &lt;2%</p> <ol style="list-style-type: none"> <li>i. Promote SA Halal Products in key markets</li> <li>ii. Promote investment in a Halal processing hub</li> <li>iii. Establish appropriate governance structures in the Halal sector and</li> <li>iv. Strengthen the domestic Halal certification standard and</li> </ol> <p>Strategic Intent 2: Double the value of wine and / or brandy exports to China &amp; Angola (Source: DEDAT APP 2018/19, pp. 59 – 60)</p>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database of Khulisa initiatives supported; <b>and</b></li> </ol> <p><b>Where the support claimed is against the Khulisa Intent (i) above): Halal Export Promotion activities in strategic markets:</b></p> <ol style="list-style-type: none"> <li>2. Project Report, signed by the Programme Manager, detailing the strategic markets visited, <b>and</b> substantiated by</li> <li>3. Halal export promotion activities <u>including</u>, signed attendance registers of Halal Export Promotion activities for inward buying missions or approved travel itinerary for outward selling missions, or approved promotional materials used in inward or outward missions or signed market intelligence report or signed minutes of business to business engagement or invitations to companies with the list the invitation was sent to or signed meeting or signed event reports.</li> </ol>

	<p><b>Where the support claimed is against the Khulisa Intent (ii), 'Wine and/ or Brandy Promotion in Angola and China:</b></p> <ol style="list-style-type: none"> <li>4. Project Report, signed by the Programme Manager, detailing the Wine and/or Brandy promotion activities involving the target markets and substantiated by:</li> <li>5. Wine and/or brandy promotion activities including, signed attendance registers of wine and brandy promotion activities for inward buying missions, approved travel itinerary for outward selling missions, approved promotional materials used in inward or outward missions, signed minutes of in-market networking events with media and select consumer or signed minutes of business to business engagements or invitations to companies with the list the invitation was sent to and or signed meeting or signed event reports.</li> </ol> <p><b>Where the support claimed is against the Khulisa Intent (3 above), 'Establish appropriate governance structures in the Halal sector':</b></p> <ol style="list-style-type: none"> <li>6. Project Report, signed by the Programme Manager, detailing the nature of the activities of the governance structures in the Halal sector for the period under review <b>and</b> substantiated by:</li> <li>7. Signed Minutes of a governance structure meeting; where the minutes are signed by the Chairperson of the meeting <b>and</b> Signed attendance registers.</li> </ol> <p><b>Where the support claimed is against the Khulisa Intent (4 above), 'Strengthen the Halal Certification Standard':</b></p> <ol style="list-style-type: none"> <li>8. Project Report, signed by the Programme Manager, detailing the nature of the activities to strengthen the Halal certification standard for the period under review <b>and</b> substantiated by:</li> <li>9. Signed Minutes of meetings towards the strengthening of the Halal Certification Standard; where the minutes are signed by the Chairperson of the meeting <b>and</b> Signed attendance registers.</li> </ol> <p>NOTE:</p> <p>Points (3) and (5) are non-exhaustive and illustrative of the kinds of supporting information which must accompany the Project Report submitted for verification.</p>
<b>Method of calculation</b>	<p>Each signed project report, substantiated with the relevant supporting information as per the Source of Data above, will count as 1 initiatives supported.</p> <p>In other words, if performance reported is against,</p>

	<p>Halal Export Promotion activities in strategic markets then, source documents 1 and 2 and 3 counts as 1 initiative supported..</p> <p>For 'Wine and/ or Brandy Promotion in Angola and China, source documents 1 and 4 and 5 counts as 1 initiative supported..</p> <p>For 'Establish appropriate governance structures in the Halal sector,' source documents 1 and 6 and 7 counts as 1 initiative supported. (Signed Minutes &amp; Signed Attendance registers)</p> <p>For 'Strengthen the Halal Certification Standard,' source documents 1 and 8 and 9 (Signed Attendance Registers) counts as 1 initiative supported.</p>
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New Indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desired.
<b>Indicator responsibility</b>	Chief Director ESS, Director Agriprocessing & Wesgro Senior Manager

**Signed off by:**

  
 Acting Programme Manager  
 Mr Goodwell Dinga

Date: 8/4/2018

  
 Director Resource Based Industries  
 Mr Goodwell Dinga

*AGRI-PROCESSING*

Date: 8/4/2018



**Western Cape  
Government**  
Economic Development  
and Tourism


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## Technical Indicator Description (TID)

<b>Programme 4: Business Regulation and Governance</b>	<b>2018 / 2019</b>
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**PROGRAMME 4: TECHNICAL INDICATOR DESCRIPTION 2018/19**

**APPROVED BY:**



**DIRECTOR: BUSINESS REGULATION AND GOVERNANCE  
MR. ASHLEY SEARLE**

DATE: 27/3/18



**DEPUTY DIRECTOR GENERAL: ECONOMIC OPERATIONS  
MR. RASHID TOEFY**

DATE: 28/03/18



**DIRECTOR: STRATEGIC AND OPERATIONAL SUPPORT  
MS. CHERYL JULIES**

DATE: 29/3/2018

### Strategic Objective Performance Indicator (Outcome indicator)

<b>Indicator title</b>	<b>10.3.3 Number of strategic consumer NGO and other relevant partnerships established.</b>
<b>Short definition</b>	Tracks the number of partnerships established between consumer NGOs and the OCP. 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>	<ol style="list-style-type: none"> <li>1. Signed database listing the partnerships established, and</li> <li>2. A project report indicating the details of the strategic partners, the nature of the strategic partnership, the number of engagements held and recommendations on the continuation or not of the partnership and</li> <li>3. Signed MOU, or,</li> <li>4. Signed partnership letter</li> </ol>
<b>Method of calculation</b>	Each signed MOU or signed partnership letter will be counted as one.  NOTES:  i. Each MOU or partnership letter to describe the partnership activities or the nature of the partnership in the current financial year.
<b>Data limitations</b>	N/A
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	Old
<b>Desired Performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Director: Business Regulation and Governance

Signed off by:

  
 Director: Business Regulation and Governance  
 Mr. Ashley Searle

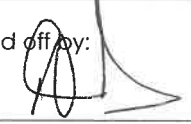
Date:

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<b>Indicator title</b>	<b>10.3.3 Monetary value saving to consumers</b>
<b>Short definition</b>	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 assistance of the OCP to consumers involved in consumer complaints.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. A signed database indicating: case number, consumer name and surname, name of business, contact details of consumer or business assisted and monetary saving value, and</li> <li>2. Signed Final Report detailing the total value of savings and</li> <li>3. <u>Substantiating evidence in the form of:</u> <ol style="list-style-type: none"> <li>3.1 Business – correspondence from entity indicating monetary value of saving made available to consumer and/or</li> <li>3.2 Consumer assisted –written acknowledgement of monetary value entitled to or received by the consumer; and/or</li> <li>3.3 Settlement agreements/ orders signed</li> </ol> </li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. Annually 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. Under 3.1 above, "correspondence" refers to emails or signed correspondence from the business.</li> <li>iii. Under 3.2, "written acknowledgement" refers to emails or signed correspondence from the consumer.</li> </ol>
<b>Method of calculation</b>	Each clearly indicated instance of monetary saving to the consumer (either due to, (committed, agreed to or received by the consumer) will be aggregated to reflect the actual value of either the replacement product, refund or repair which the consumer received.
<b>Data limitations</b>	<p>Inaccurate information provided by consumer</p> <p>Difficulty 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>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	Old
<b>Desired Performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Director: Business Regulation and Governance

Signed off by:

  
 Director: Business Regulation and Governance  
 Mr. Ashley Searle

Date:

27/3/18

**Programme Performance Indicator (Output indicators)**

<b>Indicator title</b>	<b>10.3.5 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 <ul style="list-style-type: none"> <li>• information sessions,</li> <li>• workshops,</li> <li>• community outreach engagements,</li> <li>• business engagements,</li> <li>• joint campaigns with stakeholders,</li> <li>• radio, print and/or other media engagements.</li> </ul>
<b>Purpose/importance</b>	Tracks the number of consumer rights awareness interventions conducted to ensure that the level of awareness of consumer rights is enhanced.
<b>Source/collection of data</b>	1. Signed monthly calendar of events detailing the programmes conducted and 2. Approved and signed report per education programme conducted.  NOTES:  ii. Quarterly, an electronic list of the events will be submitted, replicating the exact performance information reported in the hard copy database.
<b>Method of calculation</b>	Each approved report counts as one consumer education programme conducted.
<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: Consumer Education

PP 

Deputy Director: Consumer Education  
Mr. P. Ncube

Date: 27/3/18

<b>Indicator title</b>	<b>10.3.5 Percentage of complaints handled/managed</b>
<b>Short definition</b>	<p>Measures the number of complaints received and attended to by the OCP during the reporting period.</p> <p>The complaints received and attended to, 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 received</li> <li>• emails and post received.</li> </ul> <p>In the OCP, a consumer query via a 'call received' is used inter-changeably with 'case received' or 'complaint received.'</p> <p>Nationally it was agreed that since all cases reported would require some intervention, inquiry and/or assistance, it would be recorded as a resolved case. As such, matters that would be referred to another body/ institution, or closed due to insufficient evidence, or due to jurisdictional issues, would be included in the resolved cases. In this department therefore, the number of received and resolved cases must be seen in this context.</p>
<b>Purpose/importance</b>	Tracks the number of consumer complaints received and attended to by the unit to determine the scale, area and type of consumer-related assistance provided to citizens. 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. A signed Departmental database, consolidating all the complaints received and attended to by both the call centre and the Department's CMAT system (i.e. 2 and 3 below). Database fields, in the minimum to include: case number, name and surname of consumer, date case received, date case handled, type of complaint, name of company and status of the complaint (received and handled) <b>and</b></li> <li>2. For complaints received via the call centre: departmentally approved MS excel database of the calls received and attended to by the call centre and /or,</li> <li>3. For complaints received via CMATS: departmentally approved database of calls received and attended to by the OCP walk in centre.</li> </ol> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Quarterly, an electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the approved databases (2 and/or 3) are required.</li> </ol>
<b>Method of calculation</b>	Each unique call received and attended to counts as 1. NOTES: In the cases where an individual or business re-contacts the OCP walk-in centre or the call centre with a follow up on a call already logged, this follow up will not be recorded as a new complaint received and attended to.
<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

Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes (changed from previously stated as, 'number of complaints received and number of complaints resolved.'
Desired performance	To meet the desired performance.
Indicator responsibility	Deputy Director: Complaints Management

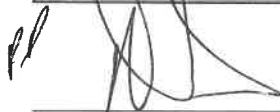
*L. Brown*

Deputy Director: Complaints Management  
Ms. L Brown

Date: 27/3/18

Indicator title	<b>10.3.5 Number of consumer education booklets and/or information material distributed to citizens and business.</b>
Short definition	Tracks the distribution of internally developed booklets at consumer education events aimed at providing advice and guidance to consumers.
Purpose/importance	Tracks the number of booklets distributed to strategic partners. Enhances the awareness levels amongst consumers about the OCP. Enables consumers to become equipped to resolve matters by themselves and thereby reducing the number of complaints received by the OCP.
Source/collection of data	<ol style="list-style-type: none"> <li>By consumers: Signed attendance register, containing provision on the register for signature by consumer to acknowledge receipt of the publication, and / or</li> <li>By business / strategic partners: Signed or stamped distribution form by the representative of the organisation or business</li> </ol>
Method of calculation	<p>Each booklet acknowledged as received counts as 1..</p> <p>Consumers: The attendance register will contain a section for acknowledgment by the consumer that he/she has received a copy of the publication distributed at the specific engagement. Each individual booklet noted on the attendance register by the consumer will count as one.</p> <p>Business and partners: each pamphlet or booklet on the signed or stamped distribution form will count as one.</p>
Data limitations	N/A
Type of indicator	Output.
Calculation type	Cumulative

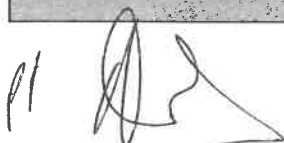
<b>Reporting cycle</b>	Quarterly
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director



Deputy Director: Consumer Education  
Mr. P. Ncube

Date: 27/3/18

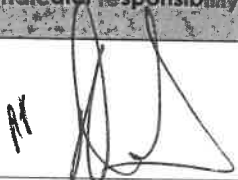
<b>Indicator title</b>	<b>10.3.5 Number of financial literacy workshops conducted</b>
<b>Short definition</b>	Provision of financial literacy workshops presented to consumers requiring financial literacy guidance.
<b>Purpose/importance</b>	Tracks the number of financial literacy interventions conducted amongst consumers with the intent of assisting consumers with with financial literacy guidance.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. A signed database to include: Consumer name and surname, contact number, type of workshop conducted, date of workshop, workshop location, 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 approved workshop report with accompanying attendance register, will count as one workshop conducted.
<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: Consumer Education



Deputy Director: Consumer Education  
Mr. P. Ncube

Date: 27/3/18

<b>Indicator title</b>	10.3.5 Number of SMME engagements conducted.
<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 consultative engagements with SMME's reached.
<b>Source/collection of data</b>	1. Signed report of each engagement with an SMME; and 2. Signed attendance register
<b>Method of calculation</b>	Each SMME Engagement report with 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>	No
<b>Desired performance</b>	Performance higher than targeted performance is desired.
<b>Indicator responsibility</b>	Deputy Director: Consumer Education

  
 Deputy Director: Consumer Education  
 Mr. P. Ncube

Date:

27/3/18



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# Technical Indicator Description (TID)

<b>Programme 5: Economic Planning</b>	<b>2018 / 2019</b>
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**PROGRAMME 5: TECHNICAL INDICATOR REPORT 2018/19**

**APPROVED BY:**



**DEPUTY DIRECTOR GENERAL: STRATEGIC ECONOMIC ACCELERATORS AND DEVELOPMENT**

**MS JO-ANN JOHNSTON**

**DATE:** 29/03/2018



**DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT**

**MS. CHERYL JULIES**

**DATE:** 29/3/2018

**Programme 5: Economic Planning**

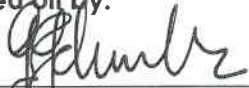
**Sub Programme 5.1: Economic Policy and Planning:**

**Strategic Objective Performance Indicator (Outcome)**

INDICATOR TITLE	11.3.4 NUMBER OF ECONOMIC STRATEGIES OR POLICIES OR GOVERNANCE FRAMEWORKS 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>A framework is defined as a conceptual structure and set of rules that outlines how Western Cape Government through its departments or strategic partners will go about to achieve outcomes aimed at improving the manner in which economic activity can be stimulated.</p> <p>Economic strategies or policies refer to strategies or policies that emanate from the Department of Economic Development and Tourism or any other sphere of government or where Programme 5 provided support or added value in its development.</p> <p>These economic strategies or policies or governance frameworks would generally include those that could have a significant impact on economic development and growth.</p> <p>Signed-off' refers to where the Programme Manager, senior manager or political office bearer responsible for the implementation of the economic strategy or policy or governance framework signs off and where support has been provided by Programme 5 (see Output Indicators).</p>
Purpose/importance	<p>The development of policies, strategies or frameworks and the support thereof 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.</p>
Source/collection of data	<ol style="list-style-type: none"><li>1. Economic strategy or policy or governance framework, signed off by relevant Programme Manager and in cases where Programme 5 provided support or added value in the development of the strategy / policy signed off:"</li><li>2. Signed Memo by the Programme Manager delineating the nature of activities or extent of support by the sub-programme or Department in cases where the economic strategies or policies or governance frameworks did not emanate from the Department.</li></ol>
Method of calculation	<p>Each signed-off economic strategy or policy or governance framework by the relevant Programme Manager (or Head of Department where applicable), will count as one.</p>
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative

<b>INDICATOR TITLE</b>	<b>11.3.4 NUMBER OF ECONOMIC STRATEGIES OR POLICIES OR GOVERNANCE FRAMEWORKS SIGNED OFF</b>
Reporting cycle	Annual in Q4
New indicator	No
Desired performance	To have economic development strategies or policies that is aligned to or supporting the provincial objectives or goals. Therefore, performance above the targeted number is desired as it signals improved alignment.
Indicator responsibility	Deputy Director General and Director

Signed off by:



Deputy Director General: Strategic Economic Accelerators and Development

Ms Jo-Ann Johnston

Date: 28/03/2018



Acting Director: Research and Development

Ms. Celeste Kriel

Date: 27/03/2018

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	11.3.5 NUMBER OF STRATEGIES, POLICIES OR GOVERNANCE FRAMEWORKS REVIEWED AND/OR SUPPORTED
Short definition	<p>A policy is defined as a 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>A governance framework is defined as a conceptual structure and set of principles that outlines how Western Cape Government through its departments or strategic partners will go about to achieve objectives aimed at improving the manner in which economic activity can be stimulated.</p> <p>Economic strategies or policies refer to strategies or policies that emanate from the Department of Economic Development and Tourism or any other sphere of government or where Programme 5 provided support or added value in its development.</p> <p>The annual output therefore reflects the processes and activities undertaken to support in the development and/or review of strategies or polices.</p> <p>'Supported' is defined as any assistance provided by this Programme in facilitating the progress of economic strategy, policy or governance framework developed or support provided in delivering on economic policies, strategies or governance frameworks.</p> <p>Support can include the</p> <ul style="list-style-type: none"> <li>• actual drafting of strategies or polices,</li> <li>• reviewing of past, current or proposed strategies or polices,</li> <li>• research input,</li> <li>• co-ordination amongst relevant stakeholders in the development of policies or strategies, or</li> <li>• assistance in delivering upon strategies, policies and governance frameworks.</li> </ul> <p>This indicator includes strategies, polices or frameworks 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>

<b>INDICATOR TITLE</b>	<b>11.3.5 NUMBER OF STRATEGIES, POLICIES OR GOVERNANCE FRAMEWORKS REVIEWED AND/OR SUPPORTED</b>
	Evidence based inputs into development of policy and strategy is salient and will be undertaken in the support of policy and strategy development.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database (list) of economic strategies or policies or governance frameworks supported or reviewed and</li> <li>2. Approved project report on economic strategies or policies or governance frameworks reviewed or supported, signed by Programme Manager and/or</li> <li>3. Evidence based documents to substantiate the 'support or review' activities detailed in the Project Report, such as research inputs, reviews, draft strategies or policies and/or</li> <li>4. Signed attendance register/signed minutes of meetings which links how the attendance of the strategic engagement or the minute of the engagement, substantiates the support or review activities by the departmental staff.</li> </ol>
<b>Method of calculation</b>	Each approved Project Report, with evidence-based substantiating information (i.e. 3 or 4 above) will count as 1.
<b>Data limitations</b>	The development of strategies and policies however could span multiple financial years.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	No
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable as it signals improved alignment.
<b>Indicator responsibility</b>	Director

Signed off by:



Acting Director: Research and Development  
Ms. Celeste Kriel

Date: 27/03/2018

**Sub Programme 5.2: Research and Development**

**Strategic Objective Performance Indicator (Outcome)**

<b>INDICATOR TITLE</b>	<b>11.4.4 DEVELOP AN ECONOMIC RESEARCH AGENDA</b>
<b>Short definition</b>	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.
<b>Purpose/importance</b>	To provide economic intelligence that will inform strategic decisions or shape economic discourse.
<b>Source/collection of data</b>	Research agenda signed-off by the Programme Manager
<b>Method of calculation</b>	The signed research agenda counts as one.
<b>Data limitations</b>	Research is demand driven and the research agenda may change or have gaps.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Non-Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	No
<b>Desired performance</b>	Actual performance must be equivalent to desired performance
<b>Indicator responsibility</b>	Deputy Director General and Director

Signed off by:



Deputy Director General: Strategic Economic Accelerators and Development  
Ms Jo-Ann Johnston

Date: 29/03/2018



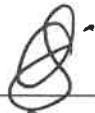
Director: Research and Development  
Ms. Celeste Kriel

Date: 27/03/2018

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	11.4.5 NUMBER OF ECONOMIC RESEARCH REPORTS DEVELOPED
Short definition	<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>
Purpose/importance	<p>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</p>
Source/collection of data	<ol style="list-style-type: none"> <li>1. A database (list) of research reports completed or drafted signed by the Programme Manager and</li> <li>2. A signed copy of the research report.</li> </ol>
Method of calculation	<p>Each report, approved by the Sub-Programme Manager, counts as one.</p> <p>Note:</p> <ol style="list-style-type: none"> <li>i. For an economic research report delivered by a service provider, the version of the report should be clearly delineated (as either Draft or Final) and in this case, the report should be appended by a signed certification by the Sub Programme Manager as to which version is being presented for verification.</li> </ol>
Data limitations	<p>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 impact much needed economic analysis, outcomes of analysis and their subsequent recommendations.</p>
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Actual performance higher than the desired performance
Indicator responsibility	Chief Director, Director and Deputy Directors

Signed off by:



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Acting Director: Research and Development

Ms. Celeste Kriel

Date: 27/03/2018



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Deputy Director

Mr. Gershon Oliver

Date: 27/03/2018



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Deputy Director

Mr. Shuray Bux

Date: 27/3/2018




**Sub Programme 5.3: Knowledge Management (WC Economic Development Partnership)**

**Strategic Objective Performance Indicator (Outcome)**

INDICATOR TITLE	11.5.4 REPORTS ON PERCENTAGE IMPROVEMENT IN PARTNERING MATURITY
Short definition	Effective partnering solutions between the WCEDP 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 challenges that may arise from these varying approaches and objectives across multiple stakeholders, the WCEDP will provide tailored partnering solution initiatives, both issue-based and area-based, to support the implementation of public sector development objectives within the local and regional economic development system. As part of the tailored partnering solution initiatives, the WCEDP undertakes Partnering Maturity Assessments, measured from a baseline for each project.
Source/collection of data	Signed project report detailing the percentage improvement in partnering maturity, per project.
Method of calculation	Each signed project report, clearly delineating to the reader; the ii. baseline for each project; iii. what the percentage increase is and iv. how the percentage increase was calculated will count as one
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual (in Q4)
New indicator	No (Indicator Title reworded from 2017/18)
Desired performance	Actual performance higher than the desired performance
Indicator responsibility	Deputy Director General and Director

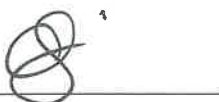
Signed off by:



Deputy Director General: Strategic Economic Accelerators and Development

Ms Jo-Ann Johnston

Date: 29/03/2018



Acting Director: Research and Development

Ms. Celeste Kriel

Date: 27/03/2018

### **Programme Performance Indicator (Output Indicators)**

<b>INDICATOR TITLE</b>	<b>11.5.5 NUMBER OF JOINT PLANS/PROJECTS BETWEEN THE WESTERN CAPE ECONOMIC DEVELOPMENT PARTNERSHIP AND ITS PARTNERS</b>
<b>Short definition</b>	Projects and economic plans aimed at facilitating economic growth developed in partnerships between the WCEDP and its partners/ stakeholders
<b>Purpose/importance</b>	An effective economic ecosystem principled through co-operation is often best expressed through the co-development of economic projects and economic development plans
<b>Source/collection of data</b>	<ol style="list-style-type: none"><li>1. Signed database (list) of projects and plans and</li><li>2. Signed and approved project reports detailing each joint plan or project undertaken.</li></ol>
<b>Method of calculation</b>	Each signed project report covering a joint plan or project, 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>	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:**



Acting Director: Research and Development

Ms. Celeste Kriel

Date: 27/03/2018



Deputy Director

Ms. Mary-Anne Lahusen

Date: 29/3/18

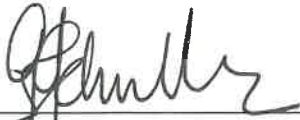
**Sub Program: 5.5 Enabling Growth Infrastructure and Initiatives (Cape Catalyst & Coordination of Industrial Development)**

**Strategic Objective (Outcome Indicator)**

INDICATOR TITLE	11.7.4 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'.</p> <p>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.</p> <p>'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. 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).</p> <p>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.</p> <p>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>

INDICATOR TITLE	11.7.4 VALUE OF INVESTMENT
Source/collection of data	<ol style="list-style-type: none"> <li>1. Signed project database (list) reflecting total value of investments into strategic projects and</li> <li>2. Signed MOA's/ signed confirmation letters from funders and investors/funding leveraged/financial statements <b>OR</b></li> <li>3. Final feasibility study/business plan clearly indicating the value of the investment project.</li> </ol>
Method of calculation	Each admissible value denoted in the source documentation (2 or 3 above) will be added to produce the cumulative total toward the 5-year target.
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.</p> <p>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 <i>outcome</i> 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> <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.</p> <p>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 (in Q4)
New indicator	No
Desired performance	Higher performance is desirable
Indicator responsibility	Deputy Director General and Directors

Signed off by:



Deputy Director General: Strategic Economic Accelerators and Development

Ms Jo Ann Johnston

Date: 29/03/2018



Director: Coordination of Industrial Development

Mr Herman Jonker

Date: 29 March 2018.

P.P. B. Mpahlaza-Schiff



Director: Cape Catalyst

Ms Bianca Mpahlaza-Schiff

Date: 29 March 2018

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	11.7.5 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>
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.</p> <p>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 database (list) of infrastructure projects supported and</li> <li>2. Signed / Approved Project Report and supported by;</li> <li>3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; signed minutes of meetings/ stakeholder forums/workshops; adopted TOR for projects/committees; signed MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials.</li> </ol> <p>NOTE:</p> <ol style="list-style-type: none"> <li>i. Point (3) above is not exhaustive and the Project Report can be substantiated by any of the examples provided in (3).</li> <li>ii. The amount of project preparation and management activities (3 above) submitted for verification will be at the discretion of the Programme; provided that the Programme submits the most</li> </ol>

INDICATOR TITLE	11.7.5 NUMBER OF INFRASTRUCTURE PROJECTS SUPPORTED
	relevant documentary sources to support and substantiate the performance detailed in the approved Project Report (2 above).
Method of calculation	Each signed Project Report with substantiating information (i.e. 3 above) will count as 1 infrastructure project supported.
Data limitations	N/A
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual (n Q4)
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Directors and Deputy Directors

**Signed off by:**



Director: Coordination of Industrial Development  
Mr Herman Jonker

Date: 29 March 2018

P.P. Bianca Mpahlaza-Schiff



Director: Cape Catalyst  
Ms Bianca Mpahlaza-Schiff

Date: 29 March 2018

INDICATOR TITLE	11.7.5 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.</p> <p>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.</p> <p>'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, replaced 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 design and innovation in the Western Cape.</p>
Source/collection of data	<ol style="list-style-type: none"> <li>1. Signed database (list) of design and innovation projects supported and</li> <li>2. Signed / Approved Project Report and</li> <li>3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; signed minutes of meetings/ stakeholder forums/workshops; adopted TOR for projects/committees; signed MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects or promotional materials</li> </ol>



INDICATOR TITLE	11.7.5 NUMBER OF DESIGN AND INNOVATION PROJECTS SUPPORTED
	NOTE: <ul style="list-style-type: none"> <li>i. Point (3) above is not exhaustive and the Project Report can be substantiated by any of the examples provided in (3).</li> <li>ii. The amount of project preparation and management activities (3 above) submitted for verification will be at the discretion of the Programme; provided that the Programme submits the most relevant documentary sources to support and substantiate the performance detailed in the approved Project Report (2 above).</li> </ul>
Method of calculation	Each signed Project Report with substantiating information (i.e. 3 above) will count as 1 design and / or innovation project supported
Data limitations	N/A
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual (in Q4)
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Directors

**Signed off by:**

  
 Director: Cape Catalyst  
 Ms Bianca Mpahlaza-Schiff  
 Date: 28 March 2018

  
 Deputy Director: Cape Catalyst  
 Mr Alex Allie  
 Date: 29/03/2018

**Sub Program: 5.6 Broadband for the Economy (Digital Economy)**

**Strategic Objective Performance Indicator (Outcome)**

INDICATOR TITLE	11.8.4 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.</p> <p>'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. 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 project database (list) reflecting total value of investments into strategic projects and</li> <li>2. Signed MOA's/confirmation letters from investors or funders/funding leveraged/financial statements <b>OR</b></li> </ol>

INDICATOR TITLE	11.8.4 VALUE OF INVESTMENT
	3. Final feasibility study/business plan clearly indicating the value of the investment project.
Method of calculation	Each admissible value denoted in the source documentation (2 or 3 above) will be added to produce the cumulative total toward the 5-year target.
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 <i>outcome</i> 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> <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	No
Desired performance	Higher performance is desirable
Indicator responsibility	Deputy Director General and Director

**Signed off by:**



Deputy Director General: Strategic Economic Accelerators and Development

Ms Jo-Ann Johnston

Date: 29/03/2018



Director: Digital Economy

Ms Olivia Dyers

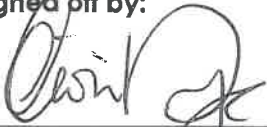
Date: 29.03.2018

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	11.8.5 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."</p> <p>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.</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>
<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.</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>
<p><b>Source/collection of data</b></p>	<ol style="list-style-type: none"> <li>1. Signed database (list) of broadband projects supported and</li> <li>2. Signed / Approved Project report and</li> </ol>

INDICATOR TITLE	11.8.5 NUMBER OF BROADBAND PROJECTS SUPPORTED
	<p>3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; signed minutes of meetings/ stakeholder forums/workshops; adopted TOR for projects/committees; signed MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials</p> <p>NOTE:</p> <ol style="list-style-type: none"> <li>i. Point (3) above is not exhaustive and the Project Report can be substantiated by any of the examples provided in (3).</li> <li>ii. The amount of project preparation and management activities (3 above) submitted for verification will be at the discretion of the Programme; provided that the Programme submits the most relevant documentary sources to support and substantiate the performance detailed in the approved Project Report (2 above).</li> </ol>
Method of calculation	Each signed Project Report with substantiating information (i.e. 3 above) will count as 1 broadband project supported. .
Data limitations	N/A
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual (in Q4)
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Directors

Signed off by:



Director: Digital Economy

Ms Olivia Dyers

Date: 21.03.2018



Deputy Director: Digital Economy

Mr Marc Cloete

Date: 27.03.2018



Deputy Director: Digital Economy

Mahdi Hendricks

Date: 09.03.2018



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Deputy Director: Digital Economy

Robert Davids

28/03/2018

Date:



Deputy Director: Digital Economy

Nathan Erasmus

Date: 27/03/2018

**Sub Programme: 5.7 Green Economy (includes Energy)**

**Strategic Objective Performance Indicator (Outcome)**

INDICATOR TITLE	11.9.4 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 reflects the full value of the project rather than only the financial contribution of the Department.</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 that is 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 of an existing project / business. 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 from outside of the department into strategic projects supported by DEDAT.</p> <p>'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, within the 5-year period.</p> <p>Strategic projects are defined as projects which are supported by the Sub-Programme: Green Economy. 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 for 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 (e.g. institutional support, skills development, enterprise development, trade &amp; investment promotion, technology support, marketing &amp; innovation, advocacy &amp; policy realignment) which facilitate the project preparation and off-take stages. Furthermore, it gives a sense of the scale of commitment and tracks the effectiveness of the projects in terms of investment or additional revenue that it generates (e.g. investors into SEZ). 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>	<p>1. Signed project database (list) reflecting total value of investments into strategic projects and</p>



INDICATOR TITLE	11.9.4 VALUE OF INVESTMENT
	<p>2. Signed MOAs/confirmation letters or declarations by investors or funders/funding leveraged/financial statements, <b>OR</b></p> <p>3. Final feasibility study/business plan clearly indicating the value of the investment project.</p>
Method of calculation	Each admissible value denoted in the source documentation (2 or 3 above) will be added to produce the cumulative total toward the 5-year target.
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 <i>outcome</i> 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> <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	No
Desired performance	Higher performance is desirable
Indicator responsibility	Deputy Director General, Chief Director and Director

Signed off by:



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Deputy Director General: Strategic Economic Accelerators and Development

Ms Jo-Ann Johnston

Date: 29/03/2018



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Chief Director: Green Economy

Ms Helen Davies

Date: 28.03.18



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Director: Energy

Mr Ajay Trikarn

Date: 28/03/2018

**Programme Performance Indicator (Output Indicators)**

INDICATOR TITLE	11.9.5 NUMBER OF GREEN ECONOMY PROJECTS SUPPORTED
<p><b>Short definition</b></p>	<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. A green economy is an economy that uses sustainable and resource efficient practices; and is at the forefront of creating opportunities in the provision of green services and in the research, design, manufacture, use, reuse and trade of innovative green products/services in a socially inclusive 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>
<p><b>Purpose/Importance</b></p>	<p>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 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.</p> <p>This indicator therefore tracks the number of Departmental initiatives supported to develop and implement a green growth path for the province.</p>
<p><b>Source/collection of data</b></p>	<ol style="list-style-type: none"> <li>1. Signed database (list) of Green Economy projects supported and</li> <li>2. Signed / Approved Project report and</li> <li>3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; signed minutes of meetings/ stakeholder forums/workshops; adopted TOR for projects/committees; signed MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials</li> </ol> <p>NOTE:</p> <ol style="list-style-type: none"> <li>i. Point (3) above is not exhaustive and the Project Report can be substantiated by any of the examples provided in (3).</li> <li>ii. The amount of project preparation and management activities (3 above) submitted for verification will be at the discretion of the Programme; provided that the Programme submits the most relevant documentary sources to support and substantiate the performance detailed in the approved Project Report (2 above).</li> </ol>
<p><b>Method of calculation</b></p>	<p>Each signed Project Report with substantiating information (i.e. 3 above) will count as 1 Green Economy project supported.</p>
<p><b>Data limitations</b></p>	<p>N/a</p>

INDICATOR TITLE	11.9.5 NUMBER OF GREEN ECONOMY PROJECTS SUPPORTED
Type of indicator	Output
Calculation type	Not cumulative (all active projects within the financial year can count toward the target)
Reporting cycle	Annual
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable.
Indicator responsibility	Chief Director, Director and Deputy Directors

Signed off by:



Chief Director: Green Economy  
Ms Helen Davies  
Date:



Director: Energy  
Mr Ajay Trikam  
Date: 28/03/2018



Deputy Director: Green Economy  
Ms Anzel Venter  
Date: 29/03/2018



Deputy Director: Energy  
Dr Fernel Abrahams  
Date: 28. 3. 2018





**Western Cape  
Government**  
Economic Development  
and Tourism

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<b>Programme 6: Tourism, Arts &amp; Entertainment</b>	<b>2018 / 2019</b>
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**PROGRAMME 6: TECHNICAL INDICATOR REPORT 2018/2019**

**APPROVED BY:**



**ACTING PROGRAMME MANAGER: ECONOMIC SECTOR SUPPORT**

**Mr N. JOSEPH**

**DATE:** 26 March 2018



**DEPUTY DIRECTOR GENERAL: ECONOMIC OPERATIONS  
MR. RASHID TOEFY**

**DATE:** 26/03/2018



**DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT**

**MS. CHERYL JULIES**

**DATE:** 29/3/2018

## SUB-PROGRAMME 6.1: TOURISM PLANNING

### Strategic Objective (Outcome Indicator)

No Technical Indicator Description for this indicator; delivery due in FY: 2019/2020

### Programme Performance Indicator (Output)

<b>Indicator title</b>	<b>12.3.5 Number of stakeholder co-ordination strategies developed</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>	1. Strategy signed off by the Chief Director ESS and supported by: 2. Strategy preparation documents which informed the development; which could include, signed minutes of stakeholder engagements, signed consultative workshop minutes, etc.
<b>Method of calculation</b>	Each signed strategy (i.e. (1) and (2) above, counts as one.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Annual
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	Old
<b>Desired performance</b>	Targeted performance is desired.
<b>Indicator responsibility</b>	Chief Director: ESS, Director: Tourism; Deputy Director: Tourism Planning.

**Signed off by:**



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018



Deputy Director Tourism Planning  
Riana Meyer

Date: 23/03/2016




## SUB-PROGRAMME 6.2: TOURISM GROWTH AND DEVELOPMENT

### Strategic Objective Performance Indicator (Outcome)

<b>Indicator Title</b>	<b>12.4.3 Number of tourism niche markets supported</b>
<b>Short definition</b>	<p>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. For the 2018/19 year, the following planned markets will be supported:</p> <ol style="list-style-type: none"> <li>1. Cycle Tourism</li> <li>2. Culture and Heritage</li> </ol> <p>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 scoping exercises.</p>
<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>	<ol style="list-style-type: none"> <li>1. Project Report; signed by the Programme Manager, detailing:             <ol style="list-style-type: none"> <li>a) which niche markets were supported;</li> <li>b) comprehensive description of the nature of the support during the financial year in question <b>and</b> substantiated by:</li> </ol> </li> <li>2. Tourism Market support activities used to develop or inform the report's development; including signed service provider progress, draft or final reports (where one was appointed), research reports, signed minutes of meetings, etc.</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>I. Point (2) above is not exhaustive and the Project Report can be substantiated by any of the examples, or other relevant documents to substantiate the report's content.</li> <li>II. Where the substantiating information is the final service provider report, the departmental project or programme manager needs to certify that the report submitted for verification, is the draft or final version.</li> <li>III. Given that this outcome is linked to the output for 'number of tourism products supported, the supporting information will be clearly differentiated from and additional to that which is submitted for the output.</li> </ol>
<b>Method of calculation</b>	Each Signed Report with substantiating information, (2 above) clearly indicating the tourism niche markets supported counts as one tourism market developed.
<b>Data limitations</b>	None. The choice of niche markets supported can change during the course of the year due to the need to remain adaptive to new sectoral prospects, should new niche market opportunities arise.
<b>Type of Indicator</b>	Outcome
<b>Calculation type</b>	Cumulative

<b>Reporting cycle</b>	Annual (in Q4)
<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 Destination Development.

Signed off by:



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018



Deputy Director: Tourism Destination Development  
Madeleine Mitchell

Date: 23/03/2018

## PERFORMANCE INDICATORS (OUTPUT INDICATORS)

Indicator Title	12.4.5 Number of Tourism Products Supported
Short definition	<p>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 appeals to their specific travel motivations and needs.</p> <p>For the 2018/19 year, the following planned products will be supported:</p> <ol style="list-style-type: none"> <li>1. 2<sup>nd</sup> phase of the Cape Cycle Route</li> <li>2. Madiba Legacy Project (Design, Manufacture and Install Madiba Statue on City Hall Balcony.</li> </ol> <p>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 scoping exercises</p>
Purpose/Importance	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.
Source/collection of data	<ol style="list-style-type: none"> <li>1. Project Report; signed by the Programme Manager, detailing: <ol style="list-style-type: none"> <li>a) which tourism products were supported;</li> <li>b) comprehensive description of the nature of the support during the financial year in question <b>and</b> substantiated by:</li> </ol> </li> <li>2. Tourism product support activities used to develop or inform the report's development; including signed service provider progress, draft or final reports (where one was appointed), research reports, signed minutes of meetings, etc.</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>I. Point (2) above is not exhaustive and the Project Report can be substantiated by any of the examples, or other relevant documents to substantiate the report's content.</li> <li>II. Where the substantiating information is the final service provider report, the departmental project or programme manager needs to certify that the report submitted for verification, is the draft or final version.</li> </ol>
Method of calculation	Each Signed Report with substantiating information, (2 above) clearly indicating the tourism product supported counts as one tourism product developed.
Data limitations	None
Type of Indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual (in Q4)
New Indicator	Old
Desired performance	Dependant on resources but higher than targeted performance is more desirable.
Indicator responsibility	Chief Director: ESS, Director: Tourism; Deputy Director: Tourism Destination Development

Signed off by:



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018



Deputy Director: Tourism Destination Development  
Madeleine Mitchell

Date: 23/03/2018

<b>Indicator title</b>	<b>12.4.5 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. Signed 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 counts 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 Destination Development.

Signed off by:



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018

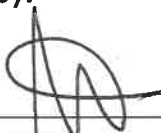


Deputy Director: Tourism Destination Development  
Madeleine Mitchell

Date: 23/03/2018

<b>Indicator title</b>	<b>12.4.5 Number of beneficiaries participating in the service level improvement programmes</b>
<b>Short definition of indicators</b>	<p>This is the number of beneficiaries participating in the service level improvement programmes implemented to improve the service levels in Hermanus and Garden Route and Klein Karoo.</p> <p><b>Project 1:</b> The <u>Journey to Service Excellence</u> (J2SE) programme will be implemented and is aimed at creating a culture of service excellence in a region or town. The aim of the Journey to Service Excellence programme (J2SE) 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 project has a workshop component that will cover 4 modules over 4 days which will target beneficiaries from tourism and non-tourism businesses. This programme will be implemented in Hermanus.</p> <p><b>Project 2:</b> Customer Care Programme is an Accredited Cathsseta programme over 7 days. This programme will be implemented in the Garden Route and Klein Karoo region.</p>
<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>	<p>For the Journey to Service Excellence (J2SE) Programme</p> <ol style="list-style-type: none"> <li>1. Signed database with fields including at least, the name, surname, ID number, region, training provider, name of training course, training provider, training date (month), duration of training (days) <b>and</b></li> <li>2. Signed Attendance registers.</li> </ol> <p>For the Customer Care Training Programme:</p> <ol style="list-style-type: none"> <li>a) Signed and verified database reflecting the Customer Care attendees, and</li> <li>b) Signed Attendance registers.</li> </ol> <p>NOTES:</p> <ol style="list-style-type: none"> <li>i. Bi-annually, an electronic copy of the above databases, in MS Excel format, will also be made available; which is reconciled to the exact information listed as performance information in the signed database. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	A Journey to Service Excellence training beneficiary will only be counted if they have attended each of the 4 of the modules. A Customer Care training beneficiary will only be counted if they have attended at least 6 of the 7 days.
<b>Data limitations</b>	None
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Bi-annually
<b>New Indicator</b>	Old
<b>Desired performance</b>	Higher than targeted performance is more desirable.
<b>Indicator responsibility</b>	Chief Director: ESS, Director: Tourism & Deputy Director: Tourism Destination Development.

Signed off by:



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018



Deputy Director: Tourism Destination Development  
Madeleine Mitchell

Date: 23/03/2018

**SUB-PROGRAMME 6.3: TOURISM SECTOR TRANSFORMATION  
PERFORMANCE INDICATORS (OUTPUT INDICATORS)**

<b>Indicator title</b>	<b>12.5.4 Number of tourist guides developed</b>
<b>Short definition</b>	<p><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.</p> <p>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.</p>
<b>Purpose/importance</b>	<p><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.</p>
<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> <p>NOTES: Notes:</p> <ol style="list-style-type: none"> <li>i. Annually, an electronic copy of the above database, in MS Excel format, will also be made available.</li> <li>ii. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	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>	Annual (in Q4)
<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:**





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Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018



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Deputy Director: Tourism Regulation  
Buyile Nopote

Date: 23.03.2018

<b>Indicator title</b>	<b>12.5.4 Number of individuals registered (Tourist Guides)</b>
<b>Short definition</b>	<p>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.</p> <p>The number of individuals registered refers to the number of new tourist guides registered and the number of existing tourist guides, that renew and is regulated through the registration and renewal processes.</p>
<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>	<p>1. Signed and approved Tourist guide spreadsheet comprising names of new and / or renewed guides registered with badge numbers reflected.</p> <p>NOTES: Notes:</p> <ol style="list-style-type: none"> <li>i. Quarterly, an electronic copy of the above database or spreadsheet, in MS Excel format, will also be made available.</li> <li>ii. No electronic signatures on source information will be permitted</li> <li>iii. Approved Application Forms (will be kept by the Programme 6)</li> </ol>
<b>Method of calculation</b>	Each individual registered/renewed 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:



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018




Deputy Director Tourism Regulation  
Buyile Nopote

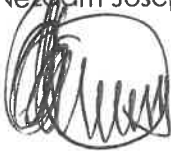
Date: 23.03.2018

<b>Indicator title</b>	<b>12.5.4 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. A legally operating tourist guide is defined as one who have their valid badge visibly displayed at the point of the inspection by the Departmental officials.
<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>	<ol style="list-style-type: none"> <li>Signed database of individuals and businesses inspected and</li> <li>Signed inspection /incident report</li> </ol> <p>Notes: Quarterly, 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>	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:

  
 \_\_\_\_\_  
 Acting Programme Manager  
 Mr. Nezaam Joseph

Date: 26 March 2018

  
 \_\_\_\_\_  
 Deputy Director Tourism Regulation  
 Buyile Nopote

Date: 23.03.2018

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

**Strategic Objective Performance Indicator (Outcome)**

<b>Indicator title</b>	<b>12.6.3 Estimated economic value of tourism destination marketing initiatives supported</b>
<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. Signed Departmental database which lists each of the valid destination marketing initiatives accepted (as outputs), with a clear breakdown of how the estimated value attached for each initiative, was calculated; and</li> <li>3. Evidence substantiating the economic value of each initiative, 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 total economic value will be calculated by adding the economic value of each of the valid tourism the initiatives supported.
<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 (in Q4)
<b>New indicator</b>	No
<b>Desired performance</b>	Higher than the targeted performance is desirable.
<b>Indicator responsibility</b>	Chief Director ESS & Wesgro CMO Tourism.

Signed off by:



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018



Wesgro CMO: Tourism  
Judy Lain

Date: 26 MARCH 2018

<b>Indicator title</b>	<b>12.6.5 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>	<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 13 initiatives supported.</li> </ol>
<b>Method of calculation</b>	Each substantiated initiative (1) and (2) above and as 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 (in Q4)
<b>New indicator</b>	No
<b>Desired performance</b>	To achieve the target as indicated.
<b>Indicator responsibility</b>	Chief Director ESS & Wesgro CMO Tourism.

Signed off by:



Acting Programme Manager  
Mr. Nezaam Joseph

Date: 26 March 2018



Wesgro CMO: Tourism  
Judy Lain

Date: 26 MARCH 2018



**Western Cape  
Government**  
Economic Development  
and Tourism

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## Technical Indicator Description (TID)

<b>Programme 7: Skills Development &amp; Innovation</b>	<b>2018 / 2019</b>
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**PROGRAMME 7: TECHNICAL INDICATOR DESCRIPTION: 2018/2019**

**APPROVALS:**

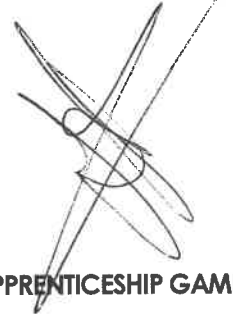


**PROGRAMME MANAGER: SKILLS DEVELOPMENT**

**MR. ANTHONY PHILLIPS**

**DATE:**

23/3/2018



**APPRENTICESHIP GAME CHANGER**

**DR. FLORUS PRINSLOO**

**DATE:**

22/3/2018



**DEPUTY - DIRECTOR GENERAL: ECONOMIC OPERATIONS**

**MR. RASHID TOEFY**

**DATE:**

28/03/2018



**DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT**

**MS. CHERYL JULIES**

**DATE:**

29/3/2018

**Sub Programme: 7.1 Provincial Skills and Partnership**

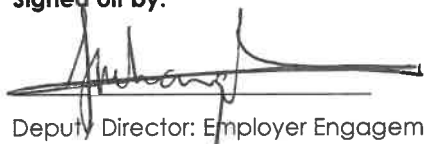
**Strategic Objective Performance Indicator (Outcome Indicator)**

<b>Indicator title</b>	<b>13.4.3 Number of Employers supporting the Apprenticeship Game Changer (AGC)</b>
<b>Short definition</b>	<p>An employer supports the AGC by committing time, funds or other resources in support of the Apprenticeship Game Changer. This support or commitment can include employers:</p> <ol style="list-style-type: none"> <li>1. Supporting Technical Advisory Forums</li> <li>2. Supporting career awareness through open days</li> <li>3. Supporting schools or colleges with Maths support interventions</li> <li>4. Taking on learners into a workplace</li> <li>5. Supporting A21 processes directly or through a Centre of Specialisation</li> <li>6. Supporting RPL and /or mentor development (will these be placed in employers?) (if they are already working, what evidence can we use to show that their company, through allowing the candidates' involvement in RPL / Mentorship / Work Readiness programmes sponsored by DEDAT, can we use?</li> <li>7. Supporting Work Readiness Programmes</li> <li>8. Supporting the Apprenticeship Game Changer through sponsored events or resources such as venues.</li> </ol> <p>An employer is defined as an entity in the public or private sector and includes sites of multi nationals. The Western Cape government as an employer will set an example where possible, but all over the world, where workplace based learning such as apprenticeships is successful, it is driven by the private sector.</p>
<b>Purpose/importance</b>	To facilitate the involvement of employers in the AGC. All workplace based learning programmes that fall under the AGC critically need employers for the AGC to succeed.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>(1) Signed database of employers supporting the AGC (database to reflect minimum fields of, attendee name &amp; surname, designation, company (employer) represented, date (if event attended), nature of support, AGC activity aligned to; date support rendered, company contact information (email, telephone, physical address) <b>and</b>;</li> <li>(2) Project Report signed by the AGC Lead, summarising employer support, <b>and</b>, with said performance denoted in the report substantiated and informed by any of the following:</li> <li>(3) <u>For Technical Advisory Forums (1 above)</u> Signed attendance registers highlighting name and surname of stakeholder, organisation or <b>company or employer</b> represented (for forums, workshops or meetings where the Department is the organiser / host / co-host) <b>and / or</b></li> <li>(4) <u>For RPL, Mentorship (6) &amp; Work Readiness programmes (7):</u> Signed Letter of Support from Employer, on company letterhead, (as employer of RPL / Mentorship / Work Readiness programme) attesting that they support the AGC through availing their current employees (listing these) to participate in the Department's sponsored RPL / Work Readiness / Mentorship programmes <b>and / or</b></li> <li>(5) <u>For career awareness (2), Maths interventions (3), A21 process (5) &amp; sponsored events (8):</u> Signed Letter of Support from Employer, on company letterhead, attesting that they supported any of these AGC interventions</li> </ol> <p>Notes:</p>



	<ul style="list-style-type: none"> <li>• Annually, 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> </ul>
<b>Method of calculation</b>	<ol style="list-style-type: none"> <li>Each employer supporting the AGC will only be counted once (uniquely) given that the unit of measurement is employers and in the interest of not distorting information in the cases where the same company attends a TAF and takes on RPL training &amp; Work Readiness training.</li> <li>Excluded are companies presented under Output 13.5.5. (number of host companies participating in work placement)</li> <li>Each signed attendance register highlighting name and surname of stakeholder, organisation or company or employer represented will count as 1 company.</li> <li>Two or more representatives from the same employer will be counted as 1 employer supporting the AGC unless they are franchisers of an employer.</li> <li>Each signed Letter of Support from Employer, on company letterhead, (as employer of RPL / Mentorship / Work Readiness programme) attesting that they support the AGC through will be counted as 1 employer supporting the AGC.</li> <li>Each signed Letter of Support from Employer, on company letterhead, attesting that the company sponsored an event or a venue, supported the Maths, A21 or Career Awareness intervention; will count as 1.</li> </ol>
<b>Data limitations</b>	<ul style="list-style-type: none"> <li>• Even though employers may commit to support the AGC, the actual contribution may be realised in later financial years.</li> <li>• In some instances, contributions 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> </ul>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	New
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: Employer Engagements

Signed off by:



Deputy Director: Employer Engagements

Mr Luvuyo Mkangelwa

Date: 22-03-2018

### Programme Performance Indicator (Output Indicator)

<b>Indicator title</b>	<b>13.4.5 Number of structured and scheduled skills stakeholder engagements, forums and events</b>
<b>Short definition</b>	<p>Structured and scheduled skills stakeholder engagements, forums or events refer to the quantity of formal forums, workshops or meetings held with relevant stakeholders to direct various skills development initiatives.</p> <p>This indicator is differentiated from the Outcome (13.4.3) in that the former targets and measures the attendance, support and participation of <b>employers</b> in AGC activities (including some of the engagements, forums and event activities occurring in this output). This indicator will track the hosting or attendance of engagements or forums or events whilst the emphasis in the related Outcome, will be on the tracking the employer attendees at these for a.</p>
<b>Purpose/importance</b>	<ul style="list-style-type: none"> <li>• Ensure stakeholders' inputs are considered 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 list (database) of stakeholder engagements, forums and events and</li> <li>2. Agenda for meetings, workshops or forums; and</li> <li>3. Departmental notes, signed by the Deputy Director or signed minutes of engagements, forums and / events and</li> <li>4. Signed attendance registers reflecting name and surname of stakeholder, organisation or company or employer represented (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. Quarterly, an electronic copy of the above schedule, in MS Excel format, replicating the exact information as reflected on the signed schedule is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> <li>iii. In the cases where minutes are ratified (approved) at the next meeting and the next meeting date occurs after the reporting has ended, the interim minutes are accepted provided.</li> <li>iv. Once the Chairperson has approved the minutes, this version of the minutes must be the final official record of the engagement that is admissible as evidence for this indicator.</li> </ol>
<b>Method of calculation</b>	Each stakeholder engagement, forum or event will count as 1. In other words, (2), (3) and (4) above are required to substantiate one engagement, forum or event. This will exclude any event that does not prioritise the AGC and will also exclude the performance as reported under 13.6.5.
<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: AGC SETA Coordination

Signed off by:

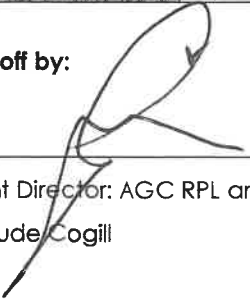


Deputy Director: AGC SETA Co-ordination  
Ms Lana van der Westhuizen

Date: 22/03/18

<b>Indicator title</b>	<b>13.4.5 Number of Recognition of Prior Learning and mentor candidates trained</b>
<b>Short definition</b>	Persons assessed and trained at educational institutions, funded in whole or part by the Department or its implementing entities.  An RPL candidate is defined as a semi-skilled or skilled worker, who is assisted to become certificated through participation in a Recognition of Prior Learning skills training programme.  A mentor candidate is defined as a self-employed, unemployed or employed, qualified artisan, who is up – skilled through participation in a mentorship training programme.
<b>Purpose/Importance</b>	To increase the number of qualified and certificated persons in occupations in those sectors deemed a departmental priority for which there are critical shortages of skilled employees.
<b>Source/collection of data</b>	1. Signed database; including name and surname of learner, contact details (telephone, mobile phone, home address, email), I.D number, category of employment (self-employed / unemployed / employed for Mentorship Training), region, Training provider, name of training, training start and end dates , duration of training; and 2. Statement of results; and/ or 3. Signed Certificate of Completion for RPL candidates or 4. Signed Certificate of Completion for Mentorship Skills Training  Notes: i. Bi-annually, 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 Statement of Results or Signed Certificate will count as one NOTE: i. Where a candidate attends both an RPL training and the Mentorship training, the candidate will only be counted once. ii. Where a candidate is trained in one quarter (i.e. by 30 June) but the statement of results is only available the following quarter (s), (7 July) the candidate will be counted as part of the quarter in which he / she was trained and not when the statement was signed /issued.
<b>Data limitations</b>	Reliance on accuracy of information from beneficiaries and service providers.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Bi-annual
<b>New indicator</b>	New (in 2018/19; reworded from 'number of artisanal candidates trained' previously).
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Assistant Director: AGC RPL and Mentor Development

Signed off by:

  
Assistant Director: AGC RPL and Mentor Development  
Mr. Claude Cogill

Date: 22/03/2018

<b>Indicator title</b>	<b>13.4.5 Number of semi-skilled people trained through Work Readiness programmes</b>
<b>Short definition</b>	To measure the number of unemployed persons trained and/or the up skilling (training) of persons already in employment 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 in employment in specific industries.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database; including name and surname of learner, contact details (telephone, mobile phone, home address, email), I.D number, employment status (employed / unemployed), region, Training provider, name of training programme, training start and end dates, duration of training and</li> <li>2. Signed certificate of attendance (certificate to be signed by training provider)</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.
	<p>NOTE:</p> <ol style="list-style-type: none"> <li>i. Where a candidate is trained in one quarter (i.e. by 30 June) but the statement of results is only available the following quarter (s), (7 July) the candidate will be counted as part of the quarter in which he / she was trained and not when the statement was signed / issued</li> </ol>
<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
<b>New indicator</b>	New
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Deputy Director: AGC SETA Coordination

Signed off by:



Deputy Director: AGC SETA Coordination


Ms. Lana van der Westhuizen

Date: 22/03/18

**Sub Programme 7.2: Skills Programmes and Projects**  
**Strategic Objective Performance Indicators (Outcome Indicator)**

<b>Indicator title</b>	<b>13.5.3 Number of Artisanal candidates ready for trade testing</b>
<b>Short definition</b>	Refers to 'Artisanal candidates' who: <ul style="list-style-type: none"> <li>• Have completed their required period of workplace based experiential learning and</li> <li>• Meet the statutory requirement for trade testing as per the trade test regulations and</li> <li>• For whom a trade test date has been requested.</li> </ul>
<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: (Candidate's name and surname, contact details, (telephone, mobile, home address and email), ID number, trade and the date when the organisation requested a date for the candidate's trade test and</li> <li>2. One, consolidated signed letter from the Organisation, confirming, for each artisanal candidate claimed, the date when the organisation requested a trade test date for each candidate.</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. Annually, 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 a TVET College or Private training provider or Host Company or SETA or DEDAT Service Provider.</li> <li>iv. The substantiating information which informed the development of the Organisation's letter in (2) will be made available on request.</li> </ol>
<b>Method of calculation</b>	Each unique artisanal candidate, for whom a trade test date was requested, counts as 1.  NOTE: <ol style="list-style-type: none"> <li>i. The Department will only count the candidate once, even if the candidate had more than 1 trade test attempts.</li> </ol>
<b>Data limitations</b>	Trade testing facilities are only operational on certain days and at certain times. This can lead to delays in trade testing dates being allocated. 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.
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	Yes (amended from previous indicator, 'number of artisanal candidates trade tested.')
<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  
Mr. Claude Orgill

Date: 22-03-2018

### Programme Performance Indicator (Output Indicator)

<b>Indicator title</b>	<b>13.5.5 Number of semi-skilled people trained</b>
<b>Short definition</b>	"Person trained" defined as a person who has completed training including relevant assessments and has been deemed as passed or competent.
<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 in employment in specific industries.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database; including name and surname of learner, contact details (telephone, mobile phone, home address, email), I.D number, employment status (employed / unemployed), region, Training provider, name of training programme, training start and end dates, 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. Annually 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>i. No electronic signatures on source information will be permitted.</li> </ol>
<b>Method of calculation</b>	Each Statement of Results <b>or</b> Signed Certificate will count as one. NOTE: <ol style="list-style-type: none"> <li>i. Where a candidate is trained in one quarter (i.e. by 30 June) but the statement of results is only available the following quarter (s), (e.g. 7 July) the candidate will be counted as part of the quarter in which he / she was trained and not when the statement was signed / issued</li> </ol>
<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>	Annual (in Q3)
<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:

  
\_\_\_\_\_

Acting Director: Skills Partnerships

Ms. Melissa Parker

Date: 23/03/18

### Programme Performance Indicator (Output Indicator)

<b>Indicator title</b>	<b>13.5.5 Number of host companies participating in work placement</b>
<b>Short definition</b>	This indicator refers to the number of host companies agreeing to place beneficiaries in their organisation to receive experiential learning through assistance received from the Department and/or its implementing Entities
<b>Purpose/importance</b>	Host companies to place unemployed beneficiaries to gain relevant work experience, to increase the employability of youth
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database indicating name of company, company representative name and designation, address, contact details, sector, (name of AGC sector / general sector name), placement start and end date; and period of placement); and</li> <li>2. A signed contract between the host company and DEDAT (denoting the agreement for the company to host the learners for work 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> </ol>
<b>Method of Calculation</b>	Each valid contract will count as one. NOTE: i. Included here are only the host companies (employers) contracted for the Work and Skills programme and to whom stipends were provided to, will be counted in this indicator.
<b>Data limitations</b>	Companies, due to decrease in production/profits, growth of economy slower than anticipated, or mismatch of supply and demand of skills and or lack of human resource support, could decide not to take on placement as originally anticipated/delay placement.
<b>Type of indicator</b>	Output
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual
<b>New indicator</b>	New (Related to previous output, ' number of semi-skilled people placed in host companies')
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Assistant Director: Skills Programmes and Projects

Signed off by:



Assistant Director: Skills Programmes and Projects

Mrs Caro Sanker

Date: 23 | 03 | 2018

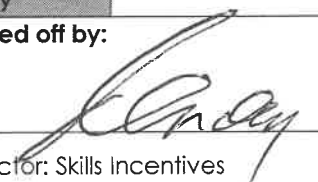


### Sub Programme 7.3 Skills Incentives

#### Strategic Objective: Performance Indicators (*Outcome Indicators*)

<b>Indicator title</b>	<b>13.6.3 Number of collaborative skills interventions supported</b>
<b>Short definition</b>	To attract and access skills placement, skills incentives for placement opportunities and skills initiatives
<b>Purpose/Importance</b>	To facilitate the co-ordination amongst stakeholders 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 were formed amongst the skills stakeholders on collaborative skills interventions to make the skills value-chain or environment more effective.
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed database of skills interventions supported; and</li> <li>2. Signed agreement / signed letter / signed declaration from partner/s with whom DEDAT collaborated on skills interventions with , denoting the nature of the collaboration and / or partnership; or</li> <li>3. Signed letter from the partner/s or the beneficiary (recipient) of the collaboration, confirming the nature of the support provided by the Department (where the Department is not the signatory).</li> </ol> <p>Notes:</p> <ol style="list-style-type: none"> <li>i. Annually, an electronic copy of 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>	<p>Either (2) or (3) above will be counted as 1.</p> <p>NOTE: No performance information (source data) accepted under this indicator can be accepted as evidence under the Outcome 13.4.3 (Employers supporting the ACG), 13.4.5 (structured or scheduled engagements) or Output 13.6.5 (structured or scheduled engagements).</p>
<b>Data limitations</b>	<ul style="list-style-type: none"> <li>• Even though partners may commit, as per source data, the actual projects resulting from the collaboration may often only materialise in later financial years.</li> <li>• In some instances, 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 which can lead to inconsistencies in reporting on expenditures and targets.</li> </ul>
<b>Type of indicator</b>	Outcome
<b>Calculation type</b>	Cumulative
<b>Reporting cycle</b>	Annual (in Q4)
<b>New indicator</b>	New
<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: 22/3/18

**Programme Performance Indicator (Output Indicator)**

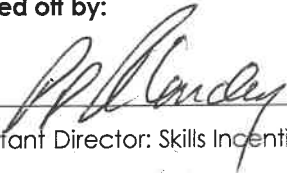
<b>Indicator title</b>	<b>13.6.5 Number of structured and scheduled skills stakeholder engagements, forums and events</b>
<b>Short definition</b>	<p>Structured and scheduled skills stakeholder engagements, forums or events refer to the quantity of formal forums, workshops or meetings held with relevant stakeholders to direct various skills development initiatives.</p> <p>This indicator is differentiated from the Outcome (13.4.3) in that the former targets and measures the attendance, support and participation of <b>employers</b> in-AGC activities. This indicator is broader and includes Project Khulisa and sectors that seek collaboration towards increasing the employability of youth. This indicator is also differentiated from the similar titled Output (13. 4.5) in that the focus of these stakeholder engagements, forums and events is to attract and access skills incentives for <u>placement</u> opportunities and skills initiatives.</p>
<b>Purpose/importance</b>	<ul style="list-style-type: none"> <li>• Ensure stakeholders' inputs are considered when formulating skills development initiatives;</li> <li>• Provide a platform for networking, information sharing, working together and reaching consensus across stakeholders;</li> <li>• Minimise the risks of failure and redundancy of skills development efforts;</li> <li>• Support the integration of effort across the three spheres of government to achieve the desired synergy and impact.</li> </ul>
<b>Source/collection of data</b>	<ol style="list-style-type: none"> <li>1. Signed list (database) of stakeholder engagements, forums and events and</li> <li>2. Agenda for meetings, workshops or forums; and</li> <li>3. Departmental notes, signed by the Director or signed minutes of engagements, forums and / events and</li> <li>4. Signed attendance registers reflecting name and surname of stakeholder, organisation or company or employer represented (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. Quarterly, an electronic copy of the above schedule, in MS Excel format, replicating the exact information as reflected on the signed schedule is required.</li> <li>ii. No electronic signatures on source information will be permitted.</li> <li>iii. In the cases where minutes are ratified (approved) at the next meeting and the next meeting date occurs after the reporting has ended, the interim minutes are accepted provided.</li> <li>iv. In the case of the Chairperson approving the minutes, this version of the minutes must be the final official record of the engagement that is admissible as evidence for this indicator.</li> </ol>
<b>Method of calculation</b>	Each stakeholder engagement, forum or event will count as 1. In other words, (2), (3) and (4) above are required to substantiate one engagement, forum or event.
<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>	New (previously, 'number of SETA cluster engagements')
<b>Desired performance</b>	Actual performance higher than targeted performance is desirable
<b>Indicator responsibility</b>	Assistant Director: Skills Incentives

PTO 

*MS*

Indicator title 13.65 Number of structured and scheduled skills stakeholder engagements, forums and events

Signed off by:

  
Assistant Director: Skills Incentives

Ms Marian Schroeder

Date: 28/3/18 *MS*