



**Western Cape
Government**
Economic Development
and Tourism

Technical Indicator Report (TIR) – 2017/18

**Department of Economic
Development and Tourism**

PROGRAMME 1: TECHNICAL INDICATOR REPORT 2017/2018

APPROVED BY:



PROGRAMME MANAGER: ADMINISTRATION

MS. M. ABRAHAMS

DATE: 23/8/17



DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE: 21/8/2017

Programme 1: Administration

Sub Programme 1.2: Financial Management

Strategic Objectives (Outcome Indicator)

Indicator title	1.2.1 Unqualified Audit Opinion
Short definition	An Independent report regarding the reliability and accuracy of Financial and Performance information which is issued by the Auditor General.
Purpose/importance	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.
Source/collection of data	Annual audit conducted by the Auditor General. Auditor General issues a report to the Department, Shared Audit Committee and Parliament.
Method of calculation	Based on the criteria used by the Auditor General in expressing its opinion. Types of opinions used: Adverse, Disclaimer, Qualified, Financial unqualified with other matters and Financial unqualified with no other matters.
Data limitations	None
Type of indicator	Outcome
Calculation type	Non - cumulative because it is based on each individual financial year.
Reporting cycle	Annually within six months after the financial year end
New indicator	No
Desired performance	To meet the targeted performance
Indicator responsibility	Chief Financial Officer

Signed off by:



Chief Financial Officer

Date: 23/08/17

Output Indicators

Indicator title	1.2.2 Average number of days for the processing of payments to creditors
Short definition	Paragraph 8.2.3 of the National Treasury Regulations determines all payments due to creditors must be settled within 30 days from the date of receipt of the invoice in the department.
Purpose/Importance	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.
Source/collection of data	1. Provincial Treasury Kitso System Report (on a CD) and, 2. Signed departmental excel spreadsheet summarising turnaround time.
Method of calculation	Kitso report will calculate the average days from date of receipt of invoice in the department and the payment date. So, calculation will be: Action date less Source doc received date.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To meet the desired standard.
Indicator responsibility	DD: Financial Accounting

Signed off by:



DD: Financial Accounting

Date: 21/8/2017

Indicator title	1.2.3. Percentage of bids processed within 60 days (No of bids processed within 60 days / total number of bids)
Short definition	This indicator will measure the percentage of the total number of competitive bids above R500K processed by the SCM unit within 60 days.
Purpose/importance	This indicator is intended to reflect the efficiency of the bidding process within the Department.
Source/collection of data	<ol style="list-style-type: none"> Signed critical path excel database with at least the following information (data fields) provided: <ul style="list-style-type: none"> Name of bid Value of bid Date received by DBAC Date submission to approve the successful service provider is signed (approved) by HOD, and An electronic copy of the above MS Excel database, replicating the exact information in the signed version and Source information to substantiate that the days reported are accurate (e.g. with DBAC signature and AO signature) <p>The database will be signed (approved) by the Chief Financial Officer and Head of SCM.</p>
Method of calculation	Calculate the total length of time in days from the date when it serves at DBAC to Award of Bid to the Successful Service Provider.' And then, calculate the difference, divide by 60 days and report as %.
Data limitations	None
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	70%
Indicator responsibility	DD: Supply Chain Management

Signed off by:


 DD: Supply Chain Management

Date: 2017/08/23

Indicator title	1.2.4 Cumulative expenditure as a % of the budget (Actual expenditure/ Adjusted budget)
Short definition	This indicator will demonstrate the percentage of expenditure spent by the Department in relation to the Adjusted Appropriation budget.
Purpose/importance	Effective expenditure management
Source/collection of data	Approved spreadsheet or BAS system report or approved submission, each or any to be signed by the CFO.
Method of calculation	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%).
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	To meet the targeted performance (to be 2% within the adjusted appropriation) is desired.
Indicator responsibility	DD: Management Accounting

Signed off by:



DD: Management Accounting

Date: 18/08/2017

Indicator title	1.2.5 Number of financial efficiency interventions implemented
Short definition	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.
Purpose/Importance	This intervention is the support services' efforts to continuously evolve and provide an efficient and effective support service to enable the Department deliver on its objectives.
Source/collection of data	1. Report, approved by the Chief Financial Officer, detailing all the financial efficiency interventions implemented in current year and 2. Substantiating documents to support the performance cited in the report.
Method of calculation	Each intervention noted in the report and supported by supporting information, will be counted as one.
Data limitations	None
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance in desired
Indicator responsibility	DD: Internal Control: Assurance Service, Governance, Fraud and Loss Management

Signed off by:

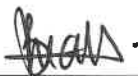


DD: Internal Control

Date: 21/8/2017

Indicator title	1.2.6 Number of financial manual training sessions conducted
Short definition	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.
Purpose/Importance	<ul style="list-style-type: none"> • The training interventions are intended to ensure a better support service, unqualified audits and ultimately for the preservation of sound governance structures. • 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.
Source/collection of data	<ol style="list-style-type: none"> 1. Agenda/Training material/Presentation of training sessions or workshop or meeting and, 2. Signed attendance registers.
Method of calculation	Each training session will count as one.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance is desired.
Indicator responsibility	DD: Internal Control: Assurance Service, Governance, Fraud and Loss Management

Signed off by:



Date: 21/8/2017

DD: Internal Control

Sub Programme 1.3: Corporate Services:

Departmental Communication Service

Outcome Indicator

Indicator title	1.3.1 Number of Departmental Plans in place to ensure effective communication
Short definition	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.
Purpose/importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. A signed Communications Plan that was drafted and signed off in Q4: 2016/17 , that provides an overview of the planned communication interventions for the 2017/18 year and lists: <ul style="list-style-type: none"> • The Department's communication intervention (s)/projects (s) • Purpose of the communication initiative • Target audience • Budget • Communication channels/mediums • Which communication services and resources are to be used to implement the particular interventions <p>and</p> <ol style="list-style-type: none"> 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
Method of calculation	Collectively, the signed off communications plan (1) above and the signed off communications report detailing the planned & actual interventions, will count as 1.
Data limitations	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.
Type of indicator	Outcome

Output Indicators

Indicator title	1.3.2 Number of Departmental events calendar developed and updated
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	A quarterly updated calendar of events that provides an overview of events taking place for each programme which includes: Dates Venues Responsible persons Purpose of event
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). The Communication Unit provides a support function to programmes planning events. The unit has little control over the cancellation of events on the events calendar.</p> <p>The events calendar differs from the departmental communications plan in that the calendar focuses on the events and not communication campaigns.</p>
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Old
Desired performance	To meet the targeted performance
Indicator responsibility	Deputy Director: Martie Carstens

Signed off by:



Date: 2017-05-11

DD: Communications



Date: 18/05/2017

Director: Strategic & Operational Support

Indicator title	1.3.3 Number of official documents translated
Short definition	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.
Purpose/importance	Provide accurate translations and editing service to the Department in the three official languages of the Western Cape according to the WCG Language Policy
Source/collection of data	1. Signed database listing the documents translated and; 2. Copies of the documents translated (source document and translated version.)
Method of calculation	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
Data limitations	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.
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance is desirable
Indicator responsibility	Deputy Director: Martie Carstens

Signed off by:



DD: Communications

Date: 2017-08-18



Director: Strategic & Operational Support

Date: 18/08/2017


Indicator title	1.3.4 Number of communication initiatives implemented
Short definition	Execution of communication initiatives on the communication plan.
Purpose/importance	Communication initiatives keep stakeholders informed of the Departmental activities. These initiatives can include regular or routine interventions such as the Annual Report, campaigns for the Red Tape Reduction Business Helpline, newsletters, the Premier's Entrepreneurship Recognition Awards, the Western Cape Funding Fair and Consumer Protection Awareness campaigns. Other initiatives include calls for applications for a certain programme, informing stakeholders of the result of a specific initiative, showcasing/marketing achievements of the Department, creating/discussing topical issues affecting the work of the Department, empowering stakeholders and informing them of a specific service being delivered by the Department.
Source/collection of data	<ol style="list-style-type: none"> 1. Departmental communication plan, and 2. Approved communication briefs, where required and 3. Project executions (e.g. newspaper clippings, radio recordings, flyers, booklets, poster samples etc.)
Method of calculation	Each substantiated communication initiative (i.e. 1 – 3 above) will count as one initiative implemented.
Data limitations	<p>The Communication Unit, as a support function, has to be responsive to the needs of the various programmes. With the implementation of Provincial Strategic Goal 1, new/ad hoc communication requests and initiatives might arise during the financial year as programmes work actively to give expression to PSG1. Therefore the number communication interventions are an estimate and dependent on requests from Departmental programmes.</p> <p>While the unit does its best to consult with programmes to crystalize communication plans before the start of the financial year, the scope of projects might change during the financial year. This means that new communication projects may arise or planned communication projects may be cancelled.</p>
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	To meet the target set
Indicator responsibility	Deputy Director: Martie Carstens

Signed off by:



DD: Communications

Date: 2017-08-17



Director: Strategic & Operational Support


Date: 17/8/17

Departmental Performance Monitoring

Strategic Objective Performance Indicator (Outcome)

Indicator title	1.3.5 Functional 'M&E system' aligned to national / provincial standards
Short definition	Measures the existence and functioning of a departmental 'M&E system' through an external assessment of both the 'Monitoring' and 'Evaluation' functions using the Management Performance Assessment Tool (MPAT) methodology.
Purpose/importance	The Government – Wide M&E System policy related frameworks and 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 track, manage and report on government's performance to its citizens. Since 2012, the 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 for the M&E system. The use of MPAT as a rating methodology is advantageous since the department's performance will have been externally verified, which can add a greater measure of credibility in the performance being reported.
Source/collection of data	<p>0.1. Electronic DEDAT MPAT Assessment Scorecard showing moderated and final scores for Standards 1.3.1 & 1.3.2 and</p> <p>0.2. Email message attached to (1) above.</p>
Method of calculation	Final score for Standards 1.3.1 and 1.3.2 to be used.
Data limitations	Where the DPME releases the final results later than 31 March, the moderated scores may be used for reporting purposes.
Type of Indicator	Outcome
Calculation type	Not cumulative
Reporting cycle	Annually
New Indicator	Old
Desired performance	Higher than targeted performance in Standard 1.3.2 is desirable
Indicator responsibility	Director: Strategic and Operational Support

Signed off by:



Director: Strategic and Operational Support
Ms Cheryl Julies

Date: 18/08/2017

Output Indicators

Indicator title	1.3.6 Number of monitoring reports
Short definition	This indicator measures the quantity of monitoring activities.
Purpose/importance	<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&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 http://www.ifrc.org/Global/Publications/monitoring/IFRC-ME-Guide-8-2011.pdf.</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>
Source/collection of data	Monitoring reports approved by sub-programme manager.
Method of calculation	Each approved report will count as one.
Data limitations	The lack of appropriate, regular, or relevant monitoring data collected before and whilst a project or programme is being implemented.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Higher than targeted performance is desired.
Indicator responsibility	Deputy Director: Departmental Performance Monitoring

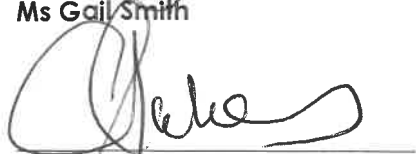
Signed off by:



DD: Departmental Performance Monitoring

Ms Gail Smith

Date: 17 August 2017



Director: Strategic and Operational Support

Ms Cheryl Julies

Date: 18/8/2017

Indicator title	1.3.7 Plan, implement and review the Department's participation in MPAT
Short definition	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.
Purpose/importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Departmental MPAT self-assessment scorecard approved by Accounting Officer by 30 September, and 2. Signed minutes of meeting where MPAT performance was reviewed and approved by the Accounting Officer.
Method of calculation	The approved DEDAT self-assessment scores for current year and email confirming submission will count as one.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	Old
Desired performance	To meet the desired performance.
Indicator responsibility	Deputy Director: Departmental Performance Monitoring

Signed off by:



DD: Departmental Performance Monitoring

Ms Gail Smith



Director: Strategic and Operational Support

Ms Cheryl Julies

Date: 17 August 2017

Date: 18/8/2017

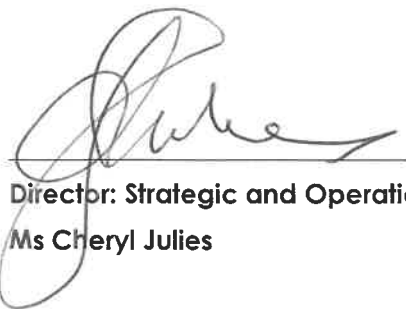
Indicator title	1.3.8 Quarterly performance reports submitted
Short definition	Quarterly Performance Reports provides information to the executive and public on the department's progress against its pre-determined objectives as stated in its Annual Performance Plan.
Purpose/importance	Performance information is integral to the accountability and performance monitoring cycle of government departments.
Source/collection of data	Quarterly Performance Reports approved by the Accounting Officer.
Method of calculation	Each approved quarterly performance report and acknowledgement of receipt will count as one.
Data limitations	None
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Old
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: 17 August 2017



Director: Strategic and Operational Support
Ms Cheryl Julies

Date: 18/08/2017

Indicator title	1.3.9 Co-ordinate the development, review and submission of indicator reports for departmental programmes.
Short definition	<p>'Indicator reports' are statements to define the organisation's performance indicators as published in the Annual Performance Plan and further describes</p> <ul style="list-style-type: none"> • Why the indicator is important; • How performance will be presented, • Measurement parameters and • Responsibility for the performance
Purpose/importance	In the public service, a technical indicator is a holistic statement which describes the indicator (or performance measure), and a well written indicator report should provide the reader (auditing body, public, executive) with a clear statement of why the performance measure is important and how it will be measured and reported on.
Source/collection of data	Draft DEDAT Technical Indicator Report 2018/19
Method of calculation	For the Q3 target, DEDAT 2 nd Draft TIR 18/19 submitted to DOTP qualifies and for the Q4 target, the DEDAT 3 rd Draft TIR 18/19 submitted to DOTP qualifies.
Data limitations	None
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Old
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: 17 August 2017



Director: Strategic and Operational Support
Ms Cheryl Julies

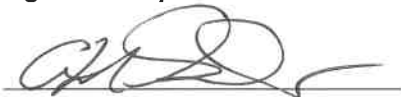
Date: 18/08/2017

Knowledge Management

Strategic Objective (Outcome Indicator)

Indicator title	1.3.10 Maintenance of the centralised knowledge management system (ECM) to achieve electronic data governance and institutional memory
Short definition	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.
Purpose/importance	A repository which houses and manages internal electronic institutional knowledge to ensure a centralised repository for easy access and retrieval of information.
Source/collection of data	<ol style="list-style-type: none"> Signed ECM System usage report which includes: <ul style="list-style-type: none"> Description of the usage of the ECM system in the current year Prioritised / high effort changes or additions to the system, effected in the current year, and Signed minutes of meetings describing the change / maintenance activity or email correspondence reflecting the ECM maintenance work requested and <ul style="list-style-type: none"> Signed ECM report that reflects the completion of the maintenance work requests required in (2) above and effected in the current year.
Method of calculation	Each signed report, substantiated with (2) & (3) above, will reflect the maintenance activity.
Data limitations	None
Type of indicator	Outcome
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	To meet the desired performance
Indicator responsibility	Deputy Director: Knowledge Management

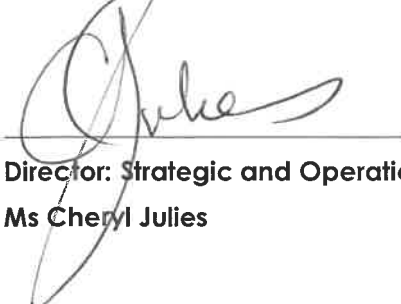
Signed off by:



DD: Knowledge Management

Mr. A Gabier

Date: 07/08/2017



Director: Strategic and Operational Support

Ms Cheryl Julies

Date: 18/8/2017

Output Indicator

Indicator title	1.3.11 Percentage of departmental records stored on ECM out of the total records received
Short definition	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.
Purpose/importance	The purpose is to house a central records management system to ensure that filing is done in terms of the records management policy.
Source/collection of data	<ol style="list-style-type: none">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 or receipt in registry, nature or type of record, amount of records and the Registry receiving official and2. Signed ECM system-generated report reflecting the upload status of each valid record listed in (1) above.
Method of calculation	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: <ol style="list-style-type: none">i. 85% 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.
Data limitations	Data governance rules and guidelines restrict certain data from being housed and distributed via the ECM
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance is desired
Indicator responsibility	Deputy Director : Knowledge Management

Signed off by:


DD: Knowledge Management

Mr. A Gabier


Director: Strategic and Operational Support

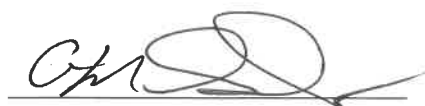
Ms Cheryl Julies

Date: 07/08/2017

Date: 18/8/17

Indicator title	1.3.12 Number of Learning networks facilitated
Short definition	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
Purpose/importance	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.
Source/collection of data	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.
Method of calculation	Each substantiating event (i.e. all 3 source documents) will collectively be counted as one
Data limitations	The availability of learning networks presenters
Type of indicator	Output
Calculation type	cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance is desired
Indicator responsibility	Deputy Director: Knowledge Management

Signed off by:



DD: Knowledge Management

Mr. A Gabier

Date: 07/08/2017



Director: Strategic and Operational Support

Ms Cheryl Julies

Date: 18/8/17



Technical Indicator Report (TIR) – 2017/18

Programme 2:

PROGRAMME 2: TECHNICAL INDICATOR REPORT 2017/2018

APPROVED BY:



PROGRAMME MANAGER: INTEGRATED ECONOMIC DEVELOPMENT SERVICES

MR. JOHN PETERS

DATE: 25/08/17



DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS CHERYL JULIES

DATE: 29/8/2017

SUB PROGRAMME 2.1: ENTERPRISE DEVELOPMENT

STRATEGIC OBJECTIVE (OUTCOME INDICATOR)

Indicator title	2.1.1 Number of businesses expanded
Short definition	Number of existing businesses that have participated in a small business or entrepreneurship assistance project or programme of the department, its' Partners or its implementing agent, whose turnover (sales) or number of employees has increased. A businesses demonstrating turnover growth of at least 3% (minimum CPI target) will be considered to be expanded. A business demonstrating any increase in the number of persons employed (permanent and/or temporary) will be considered to be expanded.
Purpose/importance	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.
Source/collection of data	<ul style="list-style-type: none"> • Signed excel database and an electronic version of the excel database of businesses expanded. (The database could include the following: Business details, sector in which the business operates, value of grant (where applicable), change in turnover information, change in employment statistics and date of establishment/registration number. • The excel database must be signed and verified by a senior manager. Further supporting documentation, are kept by the Programme or Partner. • Signed declaration forms from business owners confirming assistance received, clearly indicating how the business has expanded / improved in one or more of the following: turnover information and employment statistics. Using the AFS limits information in terms of employment figures as well as provides challenges in terms of timing e.g. audited AFS are available at a specific time; the timing may not be aligned to the Department's reporting deadline.
Method of calculation	Each valid business declaration will count as one where it reflects that an increase in employees or where turnover has increased by a minimum of 3%.
Data limitations	<ul style="list-style-type: none"> • Accuracy and lack of information provided by client; • Availability of client to provide information; • Reluctance of client to provide information; and • Signed AFS may not be available at the time when the department submits performance information.
Type of indicator	Outcome
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Performance that is equal or higher than targeted performance is desirable.
Indicator responsibility	Joshua Wolmarans

Indicator title	Number of businesses expanded (continued)
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Signed off by:



Director:
Mr. Joshua Wolmarans

Date: 24/8/2017



Programme Manager
Mr. John Peters

Date: 25/8/17

SUB PROGRAMME 2.1: ENTERPRISE DEVELOPMENT

PERFORMANCE INDICATOR (OUTPUT INDICATOR)

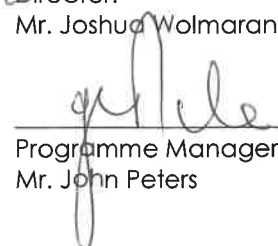
Indicator title	2.1.2 Number of entrepreneurship promotion and business support interventions
Short definition	These are interventions implemented within the priority sectors as identified by Project Khulisa and within the sectors historically supported by the department. The interventions referred to are either directly initiated and/or supported by the Department, its' Partners or its implementing agent. Interventions are where individuals, entrepreneurs and business enterprises are celebrated for entrepreneurial achievement, are made aware of departmental and other business support interventions and/or are directly supported. These interventions include, but are not limited to: business support, advice, information, workshops, publications, articles, capacity building, recognition awards, funding and competitions.
Purpose/importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. A signed report (by a Senior Manager) articulating the purpose and description of the intervention; and 2. To substantiate the performance reported in the signed report, any copies of the relevant source documents used to develop the report.
Method of calculation	Each intervention detailed in the signed report (and substantiated as per (2) above), will be counted as one.
Data limitations	Where the executions of these interventions are outsourced, the timeous submission of reports may be a challenge.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance that is equal or higher than targeted performance is desirable.
Indicator responsibility	Joshua Wolmarans

Signed off by:



Director:
Mr. Joshua Wolmarans

Date: 24/8/2017



Programme Manager
Mr. John Peters

Date: 25/8/2017

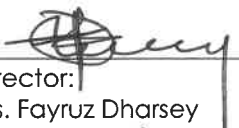
SUB PROGRAMME 2.2: REGIONAL AND LOCAL ECONOMIC DEVELOPMENT

STRATEGIC OBJECTIVE (OUTCOME INDICATOR)

Indicator title	2.2.1 Number of municipal business-facing services improved (in terms of either time, complexity and/or cost)
Short definition	Based on intervention implemented, this indicator will measure the number of municipal business facing services improved. It will involve doing business process optimization interventions, with municipalities, in selected services, that demonstrate a reduction in cost, time and/or complexity. Process, communication or legislative intervention will used to tackle improvement required in the selected service. The intent is to have more simplified government processes and policies that improve business facing service delivery to the private sector.
Purpose/importance	One of the PSG1 objectives is to improve the regulatory and administrative environment to enhance the ease of doing business. In order to improve the ease of doing business, one of the areas that the Department will focus on, is simplified government processes and policy frameworks. This indicator aims to capture the extent to which the improvement in policies, processes and procedures reduces red tape which is created by procedures and systems that do not function in an efficient and effective way. 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. This translates into the municipalities becoming more effective at solving the problems faced by the local business communities.
Source/collection of data	The data that will be collected will be presented in the Signed Departmental Final Report that reflects municipal business process or procedural improvement or amendment, in selected service(s). The improvement will demonstrate a reduction in either: cost, time and/or complexity of the service. (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.).
Method of calculation	Each municipal service improved (in terms of a reduction in either cost, time and/or complexity of service, through either process, communication or legislative intervention, in each municipality supported, will count as one - as reflected in a signed Departmental Final Report.

Data limitations	Data limitations may be affected by inconsistent participation and commitment to sound record keeping, or monitoring and evaluation, by the local municipalities
Type of indicator	Outcome
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Performance that is equal or higher than targeted performance is desirable.
Indicator responsibility	Director: Regional & Local Economic Development

Signed off by:


 Director:
 Ms. Fayruz Dharsey

Date: 24/08/17


 Programme Manager
 Mr. John Peters

Date: 25/8/17

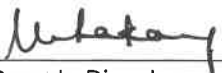
SUB PROGRAMME 2.2: REGIONAL AND LOCAL ECONOMIC DEVELOPMENT

PERFORMANCE INDICATORS (OUTPUT INDICATOR)


Indicator title	2.2.2 Number of local government specific business processes and/or legislation improvements developed and proposed to the relevant stakeholder (s)
Short definition	Administrative processes, systems and/or legislation supporting government business-facing services can be inefficient and unnecessarily complicated thus negatively impacting on service delivery. This indicator will aim to demonstrate how intervention developed and proposed to the relevant stakeholders for adoption and implementation can contribute to more simplified government processes and policies in place and improving business facing services delivered to citizens and businesses in the province. Projects are proposed for implementation where the Department in partnership with municipalities will implement appropriate BPIs that reduce red tape being experienced.
Purpose/importance	One of the PSG1 objectives is to improve the regulatory and administrative environment to enhance the ease of doing business. To do so, one of the areas that the Department will focus on, is simplified government processes and policy frameworks. This indicator aims to capture the extent to which an improvement in policies, processes and procedures reduces red tape which is created by procedures and systems that do not function in an efficient and effective way. The indicator will aim to demonstrate how intervention will deliver improvements developed and proposed, that improve business facing services delivered to citizens and businesses in the province.
Source/collection of data	The data that will be collected will be presented in the Signed Departmental Final Report that reflects the improvements developed and proposed. (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.).
Method of calculation	Each local government-specific business process improvement measure and/or legislative or policy amendment or improvement measure recommended, will count as one.
Data limitations	Data limitations may be affected by inconsistent participation and commitment to sound record keeping, or failure by municipalities to adopt the proposed process improvements.

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

Signed off by:


 Deputy Director:
 Mr. Mark Lakay

Date: 24/08/2017


 Director:
 Ms. Fayruz Dharsey

Date: 24/08/17


 Programme Manager
 Mr. John Peters

Date: 25/8/17

SUB PROGRAMME 2.4: RED TAPE REDUCTION

STRATEGIC OBJECTIVE (OUTCOME INDICATORS)

Indicator title	2.4.1 Number of provincial/national business-facing services improved
Short definition	This indicator will measure the number of provincial and/or national government business-facing services improved. Process, legislative, policy and /or communication interventions will be used to effect improvements in the selected services. The objective is to have more simplified government processes and policies that improve business facing service delivery to the private sector.
Purpose/importance	One of the PSG1 objectives is to improve the regulatory and administrative environment to enhance the ease of doing business in the Western Cape. To this end, the Red Tape Reduction Unit will focus on simplifying government processes and policy frameworks, and improving communication. This indicator aims to capture the extent to which improvements processes, legislation, policies and communication reduce red tape created by procedures and systems that do not function in an efficient and effective way. The outcome pursued through implementing improvement measures is that the entities concerned – government departments, regulators, public entities and agencies – remove red tape (by, e.g., facilitating easier lodgement, speeding up processing times, providing more and better feedback, making more information available and improving decision-making), thereby contributing to the provincial goal of a cost saving or benefit (to government and business) of R 1 billion by 2019. This requires government becoming more effective at solving the issues faced by businesses in the province.
Source/collection of data	The data that will be collected will be presented in the signed Departmental Final Report that reflects improvements in business processes or procedures, legislation, policy or communication relating to the selected services. The improvement will entail a reduction in the cost, time and/or complexity of the service concerned. Where a service provider is appointed, its final 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.)
Method of calculation	Each provincial and/or national government service improved in terms of time, complexity and/or cost through process, legislative, policy or communication interventions, will be counted as one, as reflected in a signed Departmental Final Report.
Data limitations	Poor/inconsistent participation, commitment and/or implementation and/or poor record keeping and/or monitoring and evaluation by the by

	the stakeholders (departments, regulators, public entities and agencies) concerned
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No (amended)
Desired performance	Performance that is equal or higher than the targeted performance
Indicator responsibility	Director: Red Tape Reduction (Raybin Windvogel)

Signed off by:


 Director, Red Tape Reduction
 Mr. Raybin Windvogel

Date: 24/08/2017


 Programme Manager
 Mr. John Peters

Date: 25/8/17

Indicator title	2.4.2 Monetary value of savings by and benefits to, government and business resulting from red tape reduction initiatives
Short definition	This indicator tracks the monetary savings as well as increased turnover and related benefits, to business and government, resulting from interventions by (or initiated or supported by) the unit in regard to removal or reduction of red tape, including reductions in the resources required to attend to the administrative burden of dealing with government processes and/or legislation or deficient communication.
Purpose/importance	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.
Source/collection of data	<p>1. A report compiled by the unit and signed by the Programme Manager, on –</p> <ul style="list-style-type: none"> (a) the monetary value of cost savings, and/or (b) the increased turnover <p>to both business and government, resulting from interventions by or initiated or supported by, the unit in regard to removal or reduction of red tape. 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. The report must include narratives clarifying the cost savings and benefits as reflected in 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 the</p> <ul style="list-style-type: none"> (a) the extent to which the interventions reduced and/or are likely to reduce the administrative burden to businesses and government in the province and (b) the cumulative monetary benefit of the interventions. <p>2. The said report must be supplemented by the provision of:</p> <ul style="list-style-type: none"> (a) signed summaries of the interventions and (b) source information relevant to the calculation of the current year's cost savings and/or benefits being reported.
Method of calculation	The aggregated value of each qualifying intervention inputted into the costing tool will be used.

Data limitations	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.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No (but amended)
Desired performance	Performance that is equal or higher than the targeted performance
Indicator responsibility	Director: Red Tape Reduction (Raybin Windvogel)

Signed off by:



Director: Red Tape Reduction
Mr. Raybin Windvogel

Date: 24/08/2017



Programme Manager
Mr. John Peters

Date: 25/8/17

Indicator title	2.4.3 Percentage resolution rate of cases received
Short definition	<p>This indicator reflects the number of cases resolved, expressed as a percentage of the total of cases* received during the reporting period, whether resolved at the call centre or by or through the intervention by the department. In the department and Unit's context, 'cases resolved' includes all cases closed due to the following: –</p> <ul style="list-style-type: none"> • "1st call resolution"; • by referral of the caller to the correct/appropriate department, public entity or government agency; • by supplying the information required; • after completion of investigation and resolution of the case, whether in favour of the client or not; • upon the client's request, or • due to lack of co-operation and/or response from the client. <p><i>*A case is an enquiry or request for assistance received from a businessperson or prospective businessperson in relation, but not necessarily limited, to regulatory requirements for the establishment, operation or financing of a business, the securing of licences, permits, approvals or other forms of authorisations as may be prescribed and the 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.</i></p>
Purpose/importance	<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. The indicator reflects the level of support provided to businesses in the province which request assistance from the unit.</p>
Source/collection of data	<ol style="list-style-type: none"> 1. A signed database of cases received (reflecting at least the following information): <ul style="list-style-type: none"> • name of the person requesting information or assistance; • the name of the business concerned (if applicable); • name of the official to whom the matter was allocated and/or who attended to the matter; • status of the case and its reference (ticket) number) and 2. An electronic copy of the above database, in MS Excel format will also be availed.
Method of calculation	<p>Each case received will be counted as one. The number of received cases that are resolved during the reporting period will be expressed as a percentage of the total number of cases received during the reporting period.</p>

Data limitations	Examples of instances where cases can be closed and thereby resolved, include: (a) Possible inaccuracy or misrepresentation (either intentional or deliberate) in the recording of the case and/or its status; (b) Cases that are not business-related being logged, and (c) Cases not being referred to the correct/appropriate department, public entity or government agency. (d) Businesses does not provide required information; (e) Business instructs that the case is closed because it has decided to abandon he application concerned for reasons unrelated to the failure on the part of the government department or regulator concerned.
Type of indicator	Outcome
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Lower than targeted performance, as a higher number of cases may be indicative of high levels of red tape (excessive, unnecessary administrative burdens, caused by problematic processes and legislation/policy and inadequate communication).
Indicator responsibility	Director: Red Tape Reduction (Raybin Windvogel)

Signed off by:



Director: Red Tape Reduction
Mr. Raybin Windvogel

Date: 24/08/2017



Programme Manager
Mr. John Peters

Date: 25/8/17

SUB PROGRAMME 2.4: RED TAPE REDUCTION

PERFORMANCE INDICATORS (OUTPUT INDICATOR)

Indicator title	2.4.4 Number of provincial and national government-specific business processes and legislation or policies for which improvements were developed and proposed to the relevant stakeholder(s)
Short definition	<p>This indicator reflects the number of</p> <ul style="list-style-type: none"> • business-facing processes and/or • pieces of legislation or policies and/ or • instances of deficient communication in the provincial and national government environment <p>for which 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>In this indicator, the emphasis here will be on the <i>improvements</i> proposed by the Department.</p>
Purpose/importance	<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>
Source/collection of data	<p>1. A signed departmental report indicating how the relevant legislation and policies, processes and instances of deficient information provision or communication were identified, and the motivation for the review, and</p>

	2. Copy of the department's recommendation for the improvement proposed, with proof of how it was communicated or proposed to the relevant stakeholder (e.g. e-mail or hand delivered).
Method of calculation	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.
Data limitations	The refusal by departments, government entities, regulators or agencies to co-operate may require alternative institutions to be targeted for this type of intervention.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	New
Desired performance	Higher than targeted performance is desirable.
Indicator responsibility	Deputy Director: Business Process Improvement (Tiaan Visser)

Signed off by:



 Director: Red Tape Reduction
 Mr. Raybin Windvogel

Date: 24/05/2017




 Programme Manager
 Mr. John Peters

Date: 25/8/17

Indicator title	2.4.5 Number of cases received
Short definition	This indicator measures the number of cases received from businesses during the period of reporting. In this department, a case refers to any matter (e.g. query/complaint/compliment/information request) received from a business, businessperson or prospective businessperson made available to business by the department, including a contact centre, and which the unit (or the contact centre, if applicable, with the concurrence of the unit) identifies as business-related and constituting red tape.
Purpose/importance	The Provincial Strategic Plan obliges the WCG to improve the regulatory environment for businesses in the Western Cape. The extent to which businesses lodge cases with the unit indicates the level of access provided for them to do so, the (perceived) level of red-tape related barriers experienced by businesses in the province, and the extent to which they rely on the unit to assist in removing or reducing the regulatory or administrative burdens they face. Analysis of the cases logged will enable the unit to prioritise target its interventions, both in terms of the nature of the blockage experienced and its extent.
Source/collection of data	<ol style="list-style-type: none"> 1. A signed database of cases received (reflecting at least the following information: name of the person requesting information or assistance; the name of the business concerned (if applicable); name of the person who attended to the matter, or to whom it was allocated; status of the case and its reference (ticket) number) and 2. An electronic copy of the above database, in MS Excel format, will also be availed.
Method of calculation	Each case received will be counted as one.
Data limitations	Misrepresentation (either unintentional or deliberate) by people logging cases. Possible inaccuracy in the recording of the case received.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Lower than targeted performance, as a higher number of cases may be indicative of red tape (excessive, unnecessary administrative burdens, caused by problematic processes and legislation/policy and inadequate communication)

Indicator responsibility	Deputy Director: Case Management and Awareness (Joe-Mark Arnold)
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Signed off by:


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

Date: 24/08/2017


 Director: Red Tape Reduction
 Mr. Raybin Windvogel

Date: 24/08/2017


 Programme Manager
 Mr. John Peters

Date: 25/8/17

Indicator title	2.4.6 Number of commentaries submitted in respect of bills, draft regulations and/or policies
Short definition	The indicator reflects the number of bills, draft regulations and draft policies in respect of which general commentary will be submitted to the relevant department, municipality or government entity, regulator or agency, as the case may be. This indicator is distinguished from a previous indicator is that the focus in this measure is on providing general commentary, whereas in indicator 2.4.4, the focus will be on providing improvements to existing acts, regulations or policies.
Purpose/importance	The Provincial Strategic Plan obliges the WCG to improve the regulatory environment for businesses in the Western Cape. An important way to contribute to the creation of such an environment is to scrutinise proposed legislations (bills and draft regulations) as well as policy to ensure that the regulatory burden to businesses is not increased.
Source/collection of data	A record, signed by the Director indicating the commentary submitted.
Method of calculation	Each signed commentary will be counted as one.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To meet the target set
Indicator responsibility	Deputy Director: Red Tape Reduction (Michelle Ellis)

Signed off by:



Deputy Director: Red Tape Reduction
Ms Michelle Ellis

Date: 24/08/2017



Director: Red Tape Reduction
Mr. Raybin Windvogel

Date: 24/08/2017



Programme Manager
Mr. John Peters

Date: 25/8/17



**Western Cape
Government**
Economic Development
and Tourism

Technical Indicator Report (TIR) – 2017/18

**Department of Economic
Development and Tourism**

PROGRAMME 3: TECHNICAL INDICATOR REPORT

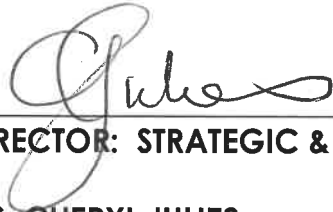
APPROVED BY:



PROGRAMME MANAGER: ECONOMIC SECTOR SUPPORT

MS LABEEQAH SCHUURMAN

DATE: 14/08/2017



DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE: 14/8/2017

SUB-PROGRAMME 3.1: TRADE AND INVESTMENT PROMOTION

STRATEGIC OBJECTIVE (OUTCOME INDICATORS)

Indicator title	3.1.1 RAND VALUE OF COMMITTED INVESTMENTS INTO THE PROVINCE
Short definition	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.
Purpose/Importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database; and 2. Signed investor declaration. <p>An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.</p>
Method of calculation	<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. 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>The variance is calculated using the lower band (annual reporting requirement).</p>
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance at the lower band is desirable.
Indicator responsibility	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



 Programme Manager
 Ms Labeeqah Schuurman

Date: 01/08/17



 Wesgro Senior Manager
 Mr Yaw Peprah

Date: 31-07-17

Indicator title	3.1.2 NUMBER OF JOBS FACILITATED FROM COMMITTED INVESTMENTS INTO THE PROVINCE
Short definition	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.
Purpose/Importance	Employment is a good indicator of a committed investment on the economy of the Western Cape.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database; and 2. Signed investor declaration. <p>An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.</p>
Method of calculation	The number of jobs indicated in the investor declarations is calculated to determine the total. Wesgro only counts direct permanent jobs. The variance is calculated using the lower band (annual reporting requirement.)
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance at the lower band is desirable.
Indicator responsibility	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



Programme Manager
Ms Labeeqah Schuurman

Date: 01/08/17



Wesgro Senior Manager
Mr Yaw Peprah

Date: 31-07-17

Indicator title	3.1.3 ESTIMATED RAND VALUE OF BUSINESS AGREEMENTS SIGNED (trade)
Short definition	The estimated value of trade business agreements signed, including distributors and funders.
Purpose/Importance	To measure monetary inflows into the Province.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database; and 2. Signed business agreements 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.
Method of calculation	The figure for the projected rand value is derived from the business agreements signed and is added together to give the overall total. The variance is calculated using the lower band (annual reporting requirement.)
Data limitations	Non-disclosure of third party information.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance at the lower band is desirable.
Indicator responsibility	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



Programme Manager
Ms Labeeqah Schuurman

Date: 01/08/17



Wesgro Senior Manager
Mr Yaw Peprah

Date: 31-07-17

PERFORMANCE INDICATORS (OUTPUT INDICATORS)

Indicator title	3.1.4 NUMBER OF INVESTMENT PROJECTS REALISED
Short definition	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.
Purpose/importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database; and 2. Signed investor declaration. <p>An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.</p>
Method of calculation	The number of signed investor declarations is counted to determine the number of projects realised.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance is desirable.
Indicator responsibility	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



 Programme Manager
 Ms Labeeqah Schuurman

Date: 01/08/2017



 Wesgro Senior Manager
 Mr Yaw Peprah

Date: 31-07-17

Indicator title	3.1.5 NUMBER OF BUSINESS AGREEMENTS SIGNED (including distributors and funders)
Short definition	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.
Purpose/importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database and 2. Signed business agreement. <p>An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.</p>
Method of calculation	The number of signed business agreements is calculated to determine the number of projects realised.
Data limitations	Non-disclosure of third party information.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New Indicator	No
Desired performance	Higher than targeted performance is desirable.
Indicator responsibility	Chief Director: ESS & Wesgro Senior Manager.

Signed off by:



Programme Manager
Ms Labeeqah Schuurman

Date: 01/08/2012



Wesgro Senior Manager
Mr Yaw Peprah

Date: 31-07-2012

SUB-PROGRAMME 3.2: SECTOR DEVELOPMENT

STRATEGIC OBJECTIVE (OUTCOME INDICATORS)


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

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

Signed off by:


 Programme Manager
 Ms Labeeqah Schuurman

Date: 01/08/2017


 Director Agri-processing
 Mr Goodwell Dinga

Date: 31/7/2017


 Deputy Director Economic Sector Support
 Mr Marthinus van Wyk

Date: 31.07.2017

Indicator title	3.2.2 ESTIMATED VALUE OF TRADE AND INVESTMENT FACILITATED
Short definition	Develop the baselines for Khulisa agriprocessing and Oil & Gas sectors with regard to the; <ul style="list-style-type: none"> • 'Value of committed investment' in the respective sectors in the financial year and • 'Value of trade' is the monetary value of contracts received by the beneficiary company in the region.
Purpose/importance	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.
Source/collection of data	Baseline will be via a signed report to establish the baselines for <ol style="list-style-type: none"> 1. Trade & investment in Khulisa Oil & Gas (2 baseline figures) and, 2. Trade & investment in Khulisa Agri-processing (2 baseline figures) and 3. Any substantiating information from which the report was generated (e.g. research reports, service provider final report, etc) and 4. A certificate, signed by the Programme Manager, attesting that the report (service provider report) attached, is the final report of the baselines developed. <p>An electronic copy of the above report (1 and 2) and source information (3) will also be made available.</p>
Method of calculation	The report, signed by the Programme Manager, will be counted as one.
Data limitations	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 under-count of the true export value of the successful export contracts.
Type of indicator	Outcome
Calculation type	Non - Cumulative
Reporting cycle	Annual
New indicator	YES
Desired performance	Actual performance higher than targeted performance is desirable.
Indicator responsibility	Chief Director: Economic Sector Support, Directors and Sector Specialists

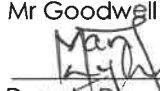
Signed off by:


Programme Manager
Ms Labeeqah Schuurman

Date: 01/08/2017


Director Agri-processing
Mr Goodwell Dinga

Date: 31/7/2017


Deputy Director Economic Sector Support
Mr Martinus van Wyk

Date: 31.07.2017


Director Economic Research and Development
Mr Nezaam Joseph

Date: 31/8/2017


PERFORMANCE INDICATORS (OUTPUT INDICATORS)

Indicator title	3.2.3 Number of Khulisa initiatives supported
Short definition	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. 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: <ul style="list-style-type: none"> • Halaal Export Promotion activities in strategic markets; and • Wine Promotion activities.
Purpose/Importance	In response to the facilitation of the key initiatives as part of the Western Cape Government's transversal approach, the Economic Sector Support (ESS) Programme will specifically be responsible for the facilitation of the identified initiatives in the 2017/2018 financial year.
Source/collection of data	1. Signed database of Khulisa initiatives supported; and <ul style="list-style-type: none"> i. Halal Export Promotion activities in strategic markets: <ul style="list-style-type: none"> a) Signed attendance registers of export promotion Workshops/Information sessions/ inward buying missions/ Outward selling missions held with Industry Stakeholders; and b) Signed Report highlighting all the strategic markets visited. ii. Wine Promotion activities in Angola and China: <ul style="list-style-type: none"> a) Signed attendance registers of Wine promotion seminars/workshops/inward buying missions/ Outward selling missions held with Industry Stakeholders; and b) Signed report for Angola and China.
Method of calculation	For initiative: Halal Export Promotion: Signed Report together with the substantiating information in i. (a) above, will count as one. For Initiative: Wine Promotion: Signed Report together with ii. (b) above, will count as one.
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Higher than targeted performance is desired.
Indicator responsibility	Chief Director ESS, Director Agriprocessing & Wesgro Senior Manager

Signed off by:


 Programme Manager
 Ms Labeeqah Schuurman

Date: 01/08/2017


 Director Resource Based Industries
 Mr Goodwell Dinga

Date: 31/7/2017


Indicator title	3.2.4 Number of sector bodies supported
Short definition	Sector bodies refer to the non-profit organisations DEDAT utilises as partners in implementation to realise its strategic goals.
Purpose/Importance	The strategic goals of the Department are the creation of employment opportunities and increased economic growth.
Source/collection of data	1. Signed beneficiary database; and 2. Signed transfer payment agreement. An electronic copy of the above database, in MS Excel format, will also be made available. No electronic signatures on source information will be permitted.
Method of calculation	Each signed transfer payment agreement will count as 1.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	To meet the desired target. .
Indicator responsibility	Chief Director ESS, Director Agri-processing & Deputy Director Economic Sector Support.

Signed off by:




Programme Manager
Ms Labeeqah Schuurman

Date: 01/08/2017 .



Director Agri-processing
Mr Goodwell Dinga

Date: 31/7/2017



Deputy Director Economic Sector Support
Mr Marthinus van Wyk

Date: 31.07.2017

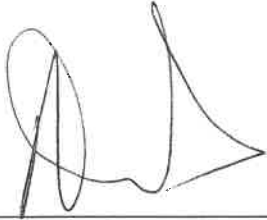


Technical Indicator Report (TIR) – 2017/18

Programme 4:

PROGRAMME 4: TECHNICAL INDICATOR REPORT 2017/18

APPROVED BY:



Director: Business regulation and Governance

Mr. A. Searle

Date: 24/7/17



Director: Strategic and Operational Support

Ms. C. Julies

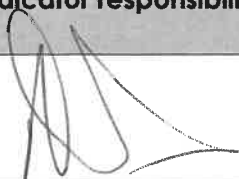
Date: 26/7/2017

PROGRAMME 4: Business Regulation and Governance

Sub Programme 4.1 Consumer Protection

Strategic objective (Outcome indicator)

Indicator title	4.1.1 Number of strategic consumer NGO and other relevant partnerships established.
Short definition	Tracks the number of partnerships between consumer NGOs and the OCP established. Relevant partnerships are defined as those organisations or groupings which play a role in assisting with the generation of awareness in communities on consumer protection issues.
Purpose/importance	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
Source/collection of data	<ol style="list-style-type: none">1. Signed database listing the partnerships established, and2. A signed unit report developed at the end of the financial year indicating the details of the strategic partners, the nature of the engagements, the number of engagements held and recommendations on the continuation or not of the partnership and3. Signed MOU, or,4. Signed partnership letter
Method of calculation	Each signed MOU or signed partnership letter will be calculated as one. Notes: Each MOU or partnership letter to describe the partnership activities or the nature of the partnership in the current financial year.
Data limitations	N/A
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Old
Desired Performance	Performance higher than targeted performance is desired.
Indicator responsibility	Director: Business Regulations and Governance



Director
Mr. A. Searle

Date: 24/7/17

Indicator title	4.1.2 Monetary value saving to consumers
Short definition	The monetary value of the saving to a consumer due to the OCP's assistance.
Purpose/importance	Establishes the annual amount of money saved by consumers due to the assistance of the OCP to consumers involved in consumer complaints.
Source/collection of data	<ol style="list-style-type: none"> 1. A signed database indicating: case number, consumer name, name of business and monetary saving value, and 2. Signed Final Report detailing the total value of savings and 3. Substantiating evidence in the form of: <ol style="list-style-type: none"> 3.1 Business – correspondence from entity indicating monetary value of saving made available to consumer and/or 3.2 Consumer assisted –written acknowledgement of monetary value entitled to or received by the consumer ; and/or 3.3 Settlement agreements/ orders signed <p>Notes:</p> <ol style="list-style-type: none"> i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database is required. ii. Under 3.1 above, "correspondence" refers to emails or signed correspondence from the business. iii. Under 3.2, "written acknowledgement" refers to emails or signed correspondence from the consumer.
Method of calculation	Each clearly indicated instance of monetary saving to the consumer (either due to (committed or 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.
Data limitations	<p>Inaccurate information provided by consumer</p> <p>Difficulty tracing consumer</p> <p>Lack of cooperation from businesses (after a complaint was settled)</p>
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Old
Desired Performance	Performance higher than targeted performance is desired.
Indicator responsibility	Director: Business Regulations and Governance

Director
Mr. A. Searle

Date: 24/7/17

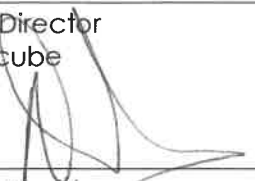
Sub Programme 4.2: Consumer Protector: performance indicator (Output indicators)

Indicator title	4.2.1 Number of consumer education programmes conducted
Short definition	Tracks the number of consumer rights interventions conducted during the reporting period with stakeholders. Consumer educational programmes include and are not limited to information sessions, workshops, community outreach engagements, business engagements, joint campaigns with stakeholders, radio engagements, print and other media engagements.
Purpose/importance	Tracks the number of consumer rights awareness interventions to ensure that the level of awareness of consumer rights is enhanced.
Source/collection of data	1. Signed attendance registers and 2. Approved and signed report per education programme conducted.
Method of calculation	Each approved report will count as one consumer education programme conducted.
Data limitations	N/A
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Performance higher than targeted performance is desired.
Indicator responsibility	Deputy Director: Consumer Education



Deputy Director
Mr. P. Ncube

Date: 24/7/17



Programme Manager
Mr. A. Searle

Date: 24/7/17

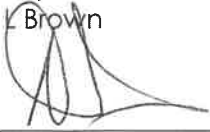
Indicator title	4.2.2 Number of complaints received
Short definition	<p>Measures the number of consumer complaints received during the reporting period. Complaints received, at both call centre level and OCP walk in centre, includes:</p> <ul style="list-style-type: none"> • all calls recorded • all walk ins recorded • all faxes, emails and post received.
Purpose/Importance	Tracks the number of consumer complaints received and attended to by the unit to determine the scale, area and type of assistance provided to citizens. Ensures that the legislative mandate (Consumer Protection Act, Consumer Affairs Act) relating to consumers affairs is performed.
Source/collection of data	<ol style="list-style-type: none"> 1. A signed consolidated database including both call centre and CMATS cases received and; 2. For complaints received via the call centre: Signed and verified call centre report ; and 3. For complaints received from other sources: Signed and verified CMATS report. <p>Notes:</p> <ol style="list-style-type: none"> i. Signed database indicating: case number, name and surname of consumer, date case received, type of complaint, name of company. ii. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database is required.
Method of calculation	Each unique case or call received as enumerated in the consolidated database will be counted as one.
Data limitations	The accuracy of the data depends on the regular updating of the electronic system by officials. In the OCP, a consumer query via a 'call received' is used inter-changeably with 'case received' or 'complaint received.' Cases received and resolved is part of the so-called nationally agreed sector specific indicators, adopted on a national level. 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.
Type of indicator	Output.
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Lower than targeted performance is desirable since a higher number of complaints may be indicative of a problematic policy or practice.

Indicator
responsibility

Deputy Director: Complaints Management



Deputy Director
Ms. L. Brown



Programme Manager
Mr. A. Searle

Date: 24/7/17.

Date: 24/7/17

Indicator title	4.2.3 Number of Complaints Resolved
Short definition	<p>Measures the number of consumer complaints resolved during the reporting period.</p> <p>"Complaints resolved" at both the call centre level and the OCP office, includes all cases closed due to the following:</p> <ul style="list-style-type: none"> • 1st call resolution • Referrals • inquiries and/or enquiries • advice calls • investigated matters, including successful and unsuccessful matters • complaints closed due to the consumers' indication • complaints closed due to the lack of cooperation and/or response from the consumer.
Purpose/importance	Tracks the number of consumer complaints resolved by the unit to determine the scale and success of assistance provided to citizens.
Source/collection of data	<ol style="list-style-type: none"> 1. A consolidated and signed database reflecting all the cases resolved during the quarter and, 2. For complaints resolved via call centre: Signed and verified call centre report clearly delineating the resolved cases being reported ; and 3. For complaints received via call centre and resolved by the OCP: Signed and verified call centre report clearly delineating the resolved cases being reported and 4. For complaints resolved by other sources: signed and verified CMATS report clearly delineating the resolved cases being reported. <p>Notes:</p> <ol style="list-style-type: none"> i. Signed database indicating: case number, name and surname of consumer, date case resolved, name of company, type of closure. ii. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database is required.
Method of calculation	Every listed consumer query or complaint delineated in the consolidated database as resolved, will count as one.
Data limitations	<p>The accuracy of the data depends on the regular updating of the electronic system by officials.</p> <p>Cases received and resolved is part of the so-called nationally agreed sector specific indicators, adopted on national level. 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. The number of received and resolved cases must be seen in this context.</p>
Type of indicator	Output
Calculation type	Cumulative

Reporting cycle	Quarterly
New indicator	No
Desired performance	Lower than targeted performance is desirable since a higher number of complaints may be indicative of a problematic policy or practice.)
Indicator responsibility	Deputy Director: Complaints Management



Deputy Director
Ms. L. Brown

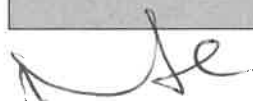
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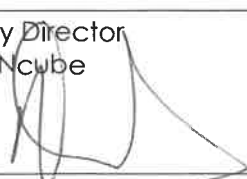
Programme Manager
Mr. A. Searle

Date: 24/7/17

Indicator title	4.2.4 Number of consumer education booklets and/or information material distributed to citizens and business.
Short definition	Development of internal publications which will be distributed at consumer education events and programmes 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"> By consumers: Signed attendance register, containing provision on the register for signature by consumer to acknowledge receipt of the booklet / publication, and / or By business / strategic partners: Signed or stamped distribution form by the representative of the organisation or business
Method of calculation	<p>The number of booklets distributed to and acknowledged as received, will be counted.</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 publication 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
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance is desired.
Indicator responsibility	Deputy Director: Consumer Education



Deputy Director
Mr. P. Ncube



Programme Manager
Mr. A. Searle

Date: 24/7/17

Date: 24/7/14

Indicator title	4.2.5 Number of financial literacy workshops conducted
Short definition	Provision of financial literacy workshops presented to consumers requiring financial literacy guidance.
Purpose/importance	Tracks the number of consumers assisted with financial literacy guidance.
Source/collection of data	<ol style="list-style-type: none"> 1. A signed database to include: Consumer name and surname, contact number, type of workshop conducted, date of workshop, workshop location, ; and 2. Signed attendance registers; and 3. Approved and signed report of each workshop.
Method of calculation	Each approved workshop report with accompanying attendance register, will count as one workshop conducted.
Data limitations	Failure to obtain and capture data timeously.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance higher than targeted performance is desired.
Indicator responsibility	Deputy Director: Consumer Education



Deputy Director
Mr. P Ncube



Programme Manager
Mr. A. Searle

Date: 24/7/17

Date: 24/7/14

Indicator title	4.2.6 Number of SMME engagements conducted.
Short definition	Establishes the number of SMME's with whom engagements regarding Consumer Protection compliance issues were conducted.
Purpose/importance	Tracks the number of consultative engagements with SMME's reached.
Source/collection of data	1. Signed report of each engagement with an SMME ; and 2. Signed attendance register
Method of calculation	Each SMME Engagement report and signed attendance register will count as one.
Data limitations	N/A
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Performance higher than targeted performance is desired.
Indicator responsibility	Deputy Director: Consumer Education



Deputy Director
Mr. P Ncube

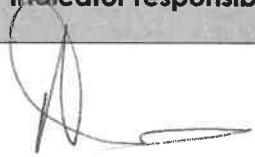


Programme Manager
Mr. A. Searle

Date: 24/7/17

Date: 24/7/17

Indicator title	4.2.7 Number of Business licence appeal recommendations provided.
Short definition	Tracks the number of appeals received in terms of the Businesses Act, 1991, and the departmental recommendation made in connection thereto.
Purpose/importance	Successful appeal management by the department will contribute to an enabling environment for business since more businesses could receive approval to trade.
Source/collection of data	Approved submission signed by MEC.
Method of calculation	Each approved submission counts as one.
Data limitations	N/A
Type of indicator	Output.
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	Old
Desired performance	Lower number of appeals will be indicative of an environment which supports business development and growth
Indicator responsibility	Director: Business Regulations and Governance



Director
Mr. A. Searle

Date: 24/7/17



**Western Cape
Government**
Economic Development
and Tourism

**Programme 5:
Economic Planning**

2017/18

Technical Indicator Report

PROGRAMME 5: TECHNICAL INDICATOR REPORT 2017/18

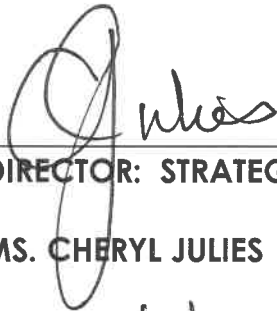
APPROVED BY:



PROGRAMME MANAGER: ECONOMIC PLANNING

MS JO-ANN JOHNSTON

DATE: 24/08/2017.



DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE: 29/8/17

Programme 5: Economic Planning

Sub Programme 5.1: Economic Policy and Planning:

Strategic Objective (Outcome Indicator)

INDICATOR TITLE	5.1.1 NUMBER OF ECONOMIC STRATEGIES OR POLICIES SIGNED OFF
Short definition	<p>A policy is defined as course of action or a set of guiding principles intended to express the economic outcomes of WCG or the Department, whereas a strategy is defined as a plan of action to realise economic goals or outcomes.</p> <p>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 and/or policies refer to strategies and/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 policies and/or strategies and/or frameworks would generally include those that could have a significant impact on economic development and growth. 'Signed-off' refers to where the Programme Manager, senior manager or political office bearer responsible for the implementation of the strategy and/or policy signs off on the strategy or policy and where support has been provided by Programme 5 (see Output Indicators).</p>
Purpose/importance	The development of 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.
Source/collection of data	<ol style="list-style-type: none"> Each signed-off strategy or policy/or framework, by the relevant Programme Manager will be counted as one and In cases where Programme 5 provided support or added value in the development of the strategy / policy signed off:" Signed Memo by Programme 5 Programme Manager delineating the nature of activities or extent of support by the sub-programme or Department in cases where the strategies or policies did not emanate from the Department.
Method of calculation	Each signed-off economic strategy or policy or framework by the relevant Programme Manager (or Head of Department where applicable), will count as one.
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	To have economic development strategies or policies that is aligned to or supports the provincial objectives or goals will be the desired performance. Therefore, performance above the targeted number is desired as it signals improved alignment.
Indicator responsibility	Chief Director and Director

Signed off by:

Signed off by:



Programme Manager: Economic Planning

Ms Jo Ann Johnston

Date: 24/08/2017



Director: Research and Development

Mr. Nezaam Joseph

Date: 16/08/2017

Programme Performance Indicator (Output Indicators)

INDICATOR TITLE	5.1.2 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 framework is defined as a conceptual structure and set of principals 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 and/or policies refer to strategies and/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 the Programme in facilitating the progress of strategy, policy or framework developed or support provided in delivering on economic policies, strategies or governance frameworks. Support can include the actual drafting of strategies or polices, reviewing of past, current or proposed strategies or polices, research input, or co-ordination amongst relevant stakeholders in the development of policies or strategies. In addition, support could also include assistance in delivering upon strategies, policies and governance frameworks. 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> <p>Evidence based inputs into development of policy and strategy is salient and will be undertaken in the support of policy and strategy development.</p>
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database of strategies, policies or governance frameworks supported or reviewed and approved by the Programme Manager, and/or 2. Signed project report on strategies or policies or frameworks reviewed or supported and approved by the Programme Manager and/or 3. Support activities such as research inputs, reviews, draft strategies or policies and/or 4. Signed attendance register/minutes of meetings which links how the strategic engagement or minute of the engagement, substantiates the support or review activities by the departmental staff.
Method of calculation	Each strategy,policy or governance framework reviewed or supported will be counted as one.
Data limitations	The development of strategies and policies however could span multiple financial years.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No

Desired performance	Actual performance higher than targeted performance is desirable as it signals improved alignment.
Indicator responsibility	Chief Director and Director

Signed off by:



Programme Manager: Economic Planning
Ms Jo Ann Johnston

Date: 24/08/2017



Director: Research and Development

Mr. Nezaam Joseph

16/08/2017

Sub Programme 5.2: Research and Development

Strategic Objective (Outcome Indicator)

INDICATOR TITLE	5.2.1 DEVELOP AN ECONOMIC RESEARCH AGENDA
Short definition	Develop the research agenda to guide and describe research. The Research agenda aims to demonstrate research support to support strategic economic outcomes as described in Provincial Strategic Goal 1. In addition it aims to stimulate conversation amongst stakeholders through evidence based research for the purpose of strengthening economic strategy and policy and ensuring the relevance of the research to the stakeholders.
Purpose/importance	To provide economic intelligence that will inform strategic decisions or shape economic discourse
Source/collection of data	Research agenda signed-off by the Programme Manager
Method of calculation	The signed research agenda counts as one.
Data limitations	Research is demand driven and the research agenda may change or have gaps
Type of indicator	Outcome indicator
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Actual performance must be equivalent to desired performance
Indicator responsibility	Chief Director, Director and Deputy Director

Signed off by:



Programme Manager: Economic Planning
 Ms Jo-Ann Johnston
 Date: 24/08/2017




Director: Research and Development
 Mr. Nezaam Joseph
 Date: 16/08/2017

Programme Performance Indicator (Output Indicators)

INDICATOR TITLE	5.2.2 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	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
Source/collection of data	<ol style="list-style-type: none"> 1. Database of research reports completed or drafted and 2. A signed copy of research report
Method of calculation	Each signed report, as approved by the Subprogramme Manager, will count as one
Data limitations	While the Department has significantly improved its subscriptions and access to key datasets, data granularity, availability, completeness and sufficient degrees of credibility of key datasets are still often found wanting. It is widely accepted that these factors negatively impacts much needed economic analysis, outcomes of analysis and their subsequent recommendations.
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:


 Programme Manager Economic Planning
 Ms Jo Ann Johnston
 Date: 24/08/17


 Director: Research and Development
 Mr. Nezaam Joseph
 Date: 16/08/2017



Deputy Director
Ms. Celeste Kriel

Date: 16/8/2017



Deputy Director
Mr. Gershon Oliver

Date: 10/08/2017



Deputy Director

Mr. Shuray Bux

Date: 10/8/17

Sub Programme 5.3: Economic Development Partnership

Strategic Objective (Outcome Indicator)

INDICATOR TITLE	5.3.1 NUMBER OF PARTNERSHIPS TESTED BY MEANS OF PIA
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/Approved reports on percentage improvement in partnering maturity.
Method of calculation	Each signed report will count as one
Data limitations	None
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Actual performance higher than the desired performance
Indicator responsibility	Chief Director and Director

Signed off by:



Programme Manager: Economic Planning

Ms Jo Ann Johnston

Date:

24/08/2017



Director: Research and Development

Mr. Nezaam Joseph

Date: 16/08/2017

INDICATOR TITLE	5.3.2 NUMBER OF JOINT PLANS/PROJECTS BETWEEN THE WESTERN CAPE ECONOMIC DEVELOPMENT PARTNERSHIP AND ITS PARTNERS
Short definition	Projects and economic plans aimed at facilitating economic growth developed in partnerships between the WCEDP and its partners/ stakeholders
Purpose/importance	An effective economic ecosystem principled through co-operation is often best expressed through the co-development of economic projects and economic

	development plans
Source/collection of data	1. Signed and verified database of projects and plans and 2. Signed / Approved Project report detailing each plan or project undertaken.
Method of calculation	Each project or plan detailed in the report will count as one
Data limitations	N/A
Type of Indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Actual performance higher than the desired performance
Indicator responsibility	Chief Director, Director and Deputy Director

Programme Performance Indicator (Output Indicators)

Signed off by:



Programme Manager: Economic Planning

Ms Ja-Ann Johnston

Date: 24/08/2017



Director: Research and Development

Mr. Nezaam Joseph

Date: 16/08/2017



Deputy Director

Ms. Mary-Anne Lahusen

Date: 16/8/17

Sub Program: 5.5 Enabling Growth Infrastructure and Initiatives (Cape Catalyst & Coordination of Industrial Development)
Strategic Objective (Outcome Indicator)

INDICATOR TITLE	5.5.1 VALUE OF INVESTMENT
Short definition	<p>Value of investment into strategic projects is the aggregate of 'value of infrastructure investment', value of funding leveraged and 'value of direct investment'. The "Value of investment" indicator does not reflect only the financial contribution of the Department, but the full value of the project.</p> <p>'Value of infrastructure investment' is the total fixed or technology investment or the provision of capital (including working capital) of an infrastructure project supported by the Department. Infrastructure investment refers to physical economic infrastructure developments aimed at improving the competitiveness of the regional economy and may be a new greenfield project or an expansion. The point of realisation is the stage at which activity/physical construction on the project commences or when funding has been transferred for implementation of the project.</p> <p>'Value of funding leveraged' reflects monies orientating outside of the department into strategic projects supported by DEDAT. 'Value of direct investment' reflects monies (capital and initial operating costs) invested by domestic or foreign stakeholders as a result of projects supported by the Department.</p> <p>Strategic projects are defined as projects which are supported by the Sub-Programme. 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"> 1. Signed and verified project database reflecting total value of investments into strategic projects and 2. Signed MOA's/confirmation letters from funders and investors/funding leveraged/financial statements <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 3. Final feasibility study/business plan clearly indicating the value of the investment project.
Method of calculation	Total rand value of all investments on database.
Data limitations	<p>Value of investment is often calculated at the onset of the project. Full roll-out of the project implementation can take two to five years. At times, however, due to factors such as the economic climate or changing government priorities, the value may be over-estimated or under-estimated. For the purposes of the measurement of the indicator, the initial figure of value is utilised. Furthermore value projections will be based on the net present value of money, which will have a discount rate pertinent to the particular sector the investment is in. These discount rates are often contentious and this will have an effect on the ultimate value of investment.</p> <p>Baseline data is frequently difficult to determine ahead of time, particularly with respect to large projects that require investigations into feasibility and overall costs. Previously, the Sub-programme tracked 'number of jobs facilitated/sustained', but this specific indicator is generally an outcome of the 'value of investment' outcome</p>

INDICATOR TITLE	5.5.1 VALUE OF INVESTMENT
	<p>indicator and thus has proved to be enormously difficult to predict for the purposes of APP measurement. As a result, the Department has discontinued the 'no of jobs facilitated/sustained' outcome indicator, although the sub-programme will continue to advocate, track, and monitor the jobs facilitated or sustained as a result of the 'value of investment' indicator.</p> <p>Furthermore, while there are other indicators which could be used to measure outcomes, the Department does not have sufficient control over these outcome indicators, particularly where there is a high dependency on external stakeholder support and funding for its realisation. Therefore, while the Department endeavours to monitor and track these other outcomes, and where relevant, report these outcomes to stakeholders, it will not be used for the purpose of the APP indicators.</p>
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Higher performance is desirable
Indicator responsibility	Chief Director, Directors and Deputy Director

Signed by:



Programme Manager: Economic Planning
 Ms Jo-Ann Johnston
 Date: 24/08/2017



Director: Coordination of Industrial Development
 Mr Herman Jonker
 Date: 14-08-2017



Director: Cape Catalyst
 Ms Bianca Mpahlaza-Schiff
 Date: 10 August 2017

Programme Performance Indicator (Output Indicators)

INDICATOR TITLE	5.5.2 NUMBER OF INFRASTRUCTURE PROJECTS SUPPORTED
Short definition	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.
Purpose/importance	<p>The provision of economic infrastructure is critical in creating an enabling and competitive environment for businesses (local and foreign) to grow and flourish. Infrastructure development requires co-ordination and cooperation among a range of government stakeholders – national, provincial and local, and more frequently than not, the Department may not be the government investor in physical infrastructure. However, enormous effort and resources to kick-start and develop the infrastructure project may be exerted by the Department or the implementing agent, without which, the project may not likely to have happened or within the determined timeframe.</p> <p>Frequently the imperatives of the Annual Performance Plan and the budgeting process re-enforces a silo approach and does not easily translate to APP contributions towards intra-dependent projects and management of initiatives between different government entities, particularly where final funding or delivery resides in a separate government department. Within the greater economic cluster, co-ordination which accommodates inter-dependency will need to be undertaken in the planning process and the APP deliverable.</p>
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database of infrastructure projects supported and 2. Signed / Approved Project report and 3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; minutes of meetings/ stakeholder forums/workshops; adopted TOR for committees; MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials
Method of calculation	Each infrastructure project supported will count as 1.
Data limitations	N/a
Type of indicator	Output
Calculation type	Not cumulative (this counts all active projects within the financial year)
Reporting cycle	Annual
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Directors and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms Jo-Ann Johnston

Date:

24/08/2017



Director: Coordination of Industrial Development

Mr Herman Jonker

Date: 14-08-2017



Director: Cape Catalyst

Ms Bianca Mpahlaza-Schiff

Date: 10 August 2017



Deputy Director: Cape Catalyst

Mr Alex Allie

Date:

INDICATOR TITLE	5.5.3 NUMBER OF DESIGN AND INNOVATION PROJECTS SUPPORTED
Short definition	<p>Design or innovation projects refer to projects undertaken or supported by the Department to promote, provide, develop and sustain design and innovation by citizens, businesses and government in the Western Cape. Design is defined as "activities that use creative and iterative processes to take into account a range of factors and needs in the development of innovative products, services, environments and communication in response to the human condition and society's needs" (WC Design Strategy) while Innovation is defined as "a new idea, device or process. Innovation can be viewed as the application of better solutions that meet new requirements, in articulated needs, or existing market needs. This is accomplished through more effective products, processes, services, technologies, or ideas that are readily available to markets, governments and society. The term innovation can be defined as something original and, as a consequence, new, that "breaks into" the market or society" (Wikipedia)</p> <p>Design and/or innovation projects may be government funded, private-funded or jointly funded by government and private sector. 'Supported' is defined as any assistance provided by the Department in facilitating the progress of the project and support can include co-ordination amongst relevant stakeholders, funding of projects, project management, undertaking/directing project preparation studies such as feasibility investigations or scoping exercises, and/or guiding or overseeing the operations of the project.</p> <p>This indicator includes projects which have not yet been finalised, implemented or approved and includes transversal support provided by the Department to other WCG departments or spheres of government.</p>
Purpose/importance	<p>Innovation and design drives growth and helps address social challenges, according to the OECD. Innovation and design are the driving forces for markets being transformed, brands being built, products and services being re-designed, 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"> 1. Signed and verified database of design and innovation projects supported and 2. Signed / Approved Project report and 3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; minutes of meetings/ stakeholder forums/workshops; adopted TOR for committees; MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials
Method of calculation	Each project supported will count as 1.
Data limitations	N/a
Type of indicator	Output
Calculation type	Not cumulative (this counts all active projects within the financial year)
Reporting cycle	Annual
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms Ja-Ann Johnston

Date: 24/08/2017



Director: Cape Catalyst

Ms Bianca Mphahla-Schiff

Date: 10 August 2017.



Deputy Director: Cape Catalyst

Mr Alex Allie

Date:

Sub Program: 5.6 Digital Economy
Strategic Objective (Outcome Indicator)

INDICATOR TITLE	5.6.1 VALUE OF INVESTMENT
Short definition	<p>Value of investment into strategic projects is the aggregate of 'value of infrastructure investment', value of funding leveraged and 'value of direct investment'. The "Value of investment" indicator does not reflect only the financial contribution of the Department, but the full value of the project.</p> <p>'Value of infrastructure investment' is the total fixed or technology investment or the provision of capital (including working capital) of an infrastructure project supported by the Department. Infrastructure investment refers to physical economic infrastructure developments aimed at improving the competitiveness of the regional economy and may be a new greenfield project or an expansion. The point of realisation is the stage at which activity/physical construction on the project commences or when funding has been transferred for implementation of the project. 'Value of funding leveraged' reflects monies orientating outside of the department into strategic projects supported by DEDAT. 'Value of direct investment' reflects monies (capital and initial operating costs) invested by domestic or foreign stakeholders as a result of projects supported by the Department.</p> <p>Strategic projects are defined as projects which are supported by the Sub-Programme. 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"> 1. Signed and verified project database reflecting total value of investments into strategic projects and 2. Signed MOA's/confirmation letters from investors or funders/funding leveraged/financial statements <p>OR</p> <ol style="list-style-type: none"> 3. Final feasibility study/business plan clearly indicating the value of the investment project.
Method of calculation	Total rand value of all investment on database.
Data limitations	<p>Value of investment is often calculated at the onset of the project. Full roll-out of the project implementation can take two to five years. At times, however, due to factors such as the economic climate or changing government priorities, the value may be over-estimated or under-estimated. For the purposes of the measurement of the indicator, the initial figure of value is utilised. Furthermore value projections will be based on the net present value of money, which will have a discount rate pertinent to the particular sector the investment is in. These discount rates are often contentious and this will have an effect on the ultimate value of investment.</p> <p>Baseline data is frequently difficult to determine ahead of time, particularly with respect to large projects that require investigations into feasibility and overall costs.</p> <p>Previously, the Sub-programme tracked 'number of jobs facilitated/sustained', but this specific indicator is generally an outcome of the 'value of investment' outcome indicator and thus has proved to be enormously difficult to predict for the purposes of APP measurement. As a result, the Department has discontinued the 'no of jobs facilitated/sustained' outcome indicator, although the sub-programme will continue to advocate, track, and monitor the jobs facilitated or sustained as a result of the 'value of investment' indicator.</p>

INDICATOR TITLE	5.6.1 VALUE OF INVESTMENT
	Furthermore, while there are other indicators which could be used to measure outcomes, the Department does not have sufficient control over these outcome indicators, particularly where there is a high dependency on external stakeholder support and funding for its realisation. Therefore, while the Department endeavours to monitor and track these other outcomes, and where relevant, report these outcomes to stakeholders, it will not be used for the purpose of the APP indicators.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Higher performance is desirable
Indicator responsibility	Chief Director, Director

Signed by:



Programme Manager: Economic Planning

Ms Jo Ann Johnston

Date: 24/08/2017



Director: Digital Economy

Ms Olivia Dyer

Date: 16.08.17

Programme Performance Indicator (Output Indicators)

INDICATOR TITLE	5.6.2 NUMBER OF BROADBAND PROJECTS SUPPORTED
<p>Short definition</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>Purpose/importance</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>Source/collection of data</p>	<ol style="list-style-type: none"> 1. Signed and verified database of broadband projects supported and 2. Signed / Approved Project report and 3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; minutes of meetings/ stakeholder forums/workshops; adopted TOR for committees; MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials
<p>Method of calculation</p>	<p>Each project supported will count as 1.</p>
<p>Data limitations</p>	<p>N/a</p>
<p>Type of indicator</p>	<p>Output</p>
<p>Calculation type</p>	<p>Not cumulative (this counts all active projects within the financial year)</p>

INDICATOR TITLE	5.6.2 NUMBER OF BROADBAND PROJECTS SUPPORTED
Reporting cycle	Annual
New indicator	No
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning
 Ms Ja-Anne Johnston
 Date: 24/08/2017



Director: Digital Economy
 Ms Olivia Dyers
 Date: 16.08.17



Portfolio Manager: Digital Economy
 Mr Marc Cloete
 Date: 10.08.2017



Portfolio Manager: Digital Economy
 Mahdi Hendricks
 Date: 10/08/2017



Portfolio Manager: Digital Economy
 Robert Davids
 Date: 16/08/2017



Portfolio Manager: Digital Economy
 Nathan Erasmus
 Date: 16/08/2017

Sub Programme: 5.7 Green Economy (includes Energy)
Strategic Objective (Outcome Indicator)

INDICATOR TITLE	5.7.1 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 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. 'Value of funding leveraged' reflects monies from outside of the department into strategic projects supported by DEDAT. 'Value of direct investment' reflects monies (capital and initial operating costs) invested by domestic or foreign stakeholders as a result of projects supported by the Department, 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>
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 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 & investment promotion, technology support, marketing & innovation, advocacy & 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).</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"> 1. Signed and verified project database reflecting total value of investments into strategic projects and 2. Signed MOAs/confirmation letters or declarations by investors or funders/funding leveraged/financial statements or Final feasibility study/business plan clearly indicating the value of the investment project.
Method of calculation	Total rand value of all investments on database.
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</p>

INDICATOR TITLE	5.7.1 VALUE OF INVESTMENT
	<p>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	Chief Director, Director and Deputy Director

Signed by:



Programme Manager: Economic Planning

Ms Jo-Ann Johnston

Date: 24/08/2017



Chief Director: Green Economy

Ms Helen Davies

Date: 18.08.17 HD



Director: Energy

Mr Ajay Trikam

Date: 18/08/2017

INDICATOR TITLE	5.7.2 NUMBER OF GREEN ECONOMY PROJECTS SUPPORTED
Short definition	<p>Green Economy projects refer to projects undertaken or supported by the Department to promote, provide, develop and sustain the green economy in the Western Cape. 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 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>
Purpose/importance	<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>
Source/collection of data	<ol style="list-style-type: none"> 1. Signed and verified database of Green Economy projects supported and 2. Signed / Approved Project report and 3. Project preparation and management activities such as pre-feasibility studies; feasibility studies; business case studies; business plans; minutes of meetings/ stakeholder forums/workshops; adopted TOR for committees; MOAs/ MOUs/ TPAs/co-operation agreements; research studies; proof of deliverables emanating from projects; or promotional materials
Method of calculation	Each project supported will count as 1
Data limitations	N/a
Type of indicator	Output
Calculation type	Not cumulative (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 Director

Signed by:



Programme Manager: Economic Planning

Ms Jo-Ann Johnston

Date: 24/08/2017



Chief Director: Green Economy

Ms Helen Davies


Date: 18.08.17



Director: Energy

Mr Ajay Trikam

Date: 18/08/2017

PP- 

Deputy Director : Green Economy

Ms Anzel Venter

Date: 18.08.17



Deputy Director : Energy

Dr Fernel Abrahams

Date: 18. 8. 2017



Technical Indicator Report (TIR) – 2017/18

**Department of Economic
Development and Tourism**

PROGRAMME 6: TECHNICAL INDICATOR REPORT

APPROVED BY:



PROGRAMME MANAGER: ECONOMIC SECTOR SUPPORT

MS LABEEQAH SCHUURMAN

DATE: 10/08/2017 .



DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE: 10/8/2017

SUB-PROGRAMME 6.1: TOURISM PLANNING

PERFORMANCE INDICATORS (OUTPUT INDICATORS)

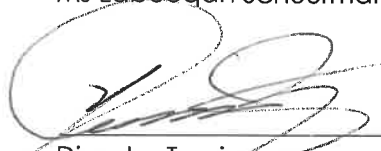
Indicator title	6.1.1 Number of stakeholder co-ordination strategies developed
Short definition	A stakeholder coordination strategy that will ensure collaboration with private and public stakeholders in the tourism and hospitality industry to ensure collective buy-in on all policies, strategies and interventions.
Purpose/importance	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.
Source/collection of data	Strategy signed off by the Chief Director ESS.
Method of calculation	Each signed strategy counts as one.
Data limitations	None
Type of indicator	Output
Calculation type	Annual
Reporting cycle	Annual
New Indicator	Old
Desired performance	Targeted performance is desired.
Indicator responsibility	Chief Director: ESS, Director: Tourism; Deputy Director: Tourism Planning.

Signed off by:



Programme Manager
Ms Labeeqah Schuurman

Date: 10/08/2017



Director Tourism
Ms Noxolo Ntenetya

Date: 07/08/2017



Deputy Director Tourism Planning
Riana Meyer

Date: 2/8/2017

SUB-PROGRAMME 6.2: TOURISM GROWTH AND DEVELOPMENT


STRATEGIC OBJECTIVE (OUTCOME INDICATOR)

Indicator Title	6.2.1 Number of tourism niche markets supported
Short definition	A niche market is defined as the subset of the market on which a specific product is focused. The niche market is the product that is aimed at satisfying specific market needs. The two niche markets that will be supported are: <u>Cycling and the Madiba Legacy component of the cultural and heritage tourism niche market.</u> Supported' is defined as any assistance provided by the Department in facilitating the progress of the project and support can include co-ordination amongst relevant stakeholders, project management and/or scoping exercises.
Purpose/Importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed departmental report by Chief Director clearly indicating the niche markets supported to enhance the destination, and 2. Supporting information to substantiate the progress or performance detailed in the report above, which can include, signed service provider progress, draft or final reports (where one was appointed). <p>Notes:</p> <ol style="list-style-type: none"> I. 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. II. Given that this outcome is linked to the output for 'number of tourism products supported, the supporting information will be over and above that which is submitted for the output.
Method of calculation	Each Signed Report clearly indicating the tourism niche markets supported counts as one.
Data limitations	None
Type of indicator	Outcome
Calculation type	Non-Cumulative
Reporting cycle	Annually
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:


 Programme Manager
 Ms Labeeqah Schuurman

Date: 10/08/2017


 Director Tourism
 Ms NoxoloNtenetya

Date: 07/08/2017


 Deputy Director: Tourism Destination Development
 Madeleine Mitchell

Date: 02/08/2017

PERFORMANCE INDICATORS (OUTPUT INDICATORS)

Indicator Title	6.2.2 Number of Tourism Products Supported
Short definition	A tourism product is any product/service that is marketed by a country or an institution to visitors so as to attract them to visit a country as tourists and experience product. It is made up of tangible and intangible components which offer benefits that may draw certain types of consumers as it appeal to their specific travel motivations and needs. The "Tourism products that will be supported" include the 160km Cycle Trail and the Madiba project. DEDAT will build the 160km cycle trail stretching from Plettenberg Bay to George. The second product that will be supported is the Madiba Legacy project which celebrate Nelson Mandela's Legacy
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"> 1. Signed report by Chief Director clearly indicating the 2 niche products supported and 2. Signed minutes of meetings held on the cycling and 3. Signed progress report from the service provider (cycling) and 4. Signed minutes of meetings held on the Madiba Legacy Project
Method of calculation	Each Signed Report, with substantiating sources clearly indicating the tourism products supported counts as one.
Data limitations	None
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annually
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:



Programme Manager
Ms Labeeqah Schuurman

Date: 10/08/2017



Director Tourism
Ms Noxolo Ntenetya

Date: 07/08/2017



Deputy Director: Tourism Destination Development
Madeleine Mitchell

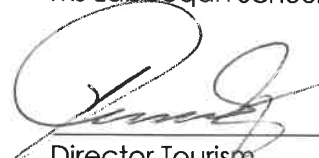
Date: 02/08/2017

Indicator title	6.2.3 Tourism Support Services: Number of tourism establishments / individuals supported/assisted
Short definition	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.
Purpose/Importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed activation reports (which will include a signed database of activation reports by management) clearly showing support / assistance by TSSP, and / or 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 3. Signed distribution list to the organisations.
Method of calculation	<ul style="list-style-type: none"> • Each signed activation report counts as 1. • Each signed and minuted application for tourism road signage and tourism routes facilitated will count as 1. • Each organization signing for receipt of TSSP information will count as 1.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New Indicator	Old
Desired performance	Dependant on resources but a higher than targeted performance is more desirable.
Indicator responsibility	Chief Director: ESS, Director: Tourism & Deputy Director: Tourism Destination Development.

Signed off by:


 Programme Manager
 Ms Labeeqah Schuurman

Date: 10/08/2017


 Director Tourism
 Ms Noxolo Ntenetya

Date: 02/08/17


 Deputy Director: Tourism Destination Development
 Madeleine Mitchell

Date: 02/08/2017

Indicator title	6.2.4 Number of beneficiaries participating in the service level improvement programme
Short definition of indicators	This is the number of beneficiaries participating in the service level improvement programme implemented to improve the service levels in the West Coast. 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.
Purpose/importance	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.
Source/collection of data	<p>1. Signed report of the entire programme (including training and media) with supporting information, including:</p> <p>For the Journey to Service Excellence project:</p> <p>a) Signed and verified database reflecting the J2SE attendees, and</p> <p>b) Signed Attendance registers.</p> <p>For the Customer Service Training Programme:</p> <p>a) Signed and verified database reflecting the J2SE attendees, and</p> <p>b) Signed Attendance registers.</p> <p>An electronic copy of the above databases, in MS Excel format, will also be made available.</p> <p>No electronic signatures on source information will be permitted.</p>
Method of calculation	Under the Journey to Service Excellence, a beneficiary will only be counted if they have attended all 4 of the modules. Under the Customer Service Training programme, a beneficiary will only be counted if they have attended all 7 days of the programme.
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	New indicator.
Desired performance	Dependant on resources but a higher than targeted performance is more desirable.
Indicator responsibility	Chief Director: ESS, Director: Tourism & Deputy Director: Tourism Destination Development.


Signed off by:


 Programme Manager
 Ms Labeeqah Schuurman

Date: 10/08/2017


 Director Tourism
 Ms Noxolo Ntenetya

Date: 07/08/2017


 Deputy Director: Tourism Destination Development
 Madeleine Mitchell

Date: 02/08/2017

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

Indicator title	6.3.1 Number of tourist guides developed
Short definition	Tourist Guides: The development of the tourist guiding sector forms an integral part of the Tourism Act, Act 3 of 2014. The number of tourist guides developed refers to the number of individuals trained as new guides as well as the up-skilling of existing tourist guides. Training can be accredited or non-accredited courses, information sessions and or be practical in nature with clear outcomes. Training can take the form of capacity building to acquire "soft skills" or "technical skills" which are deemed critical skills. Tourist guide developed includes both information sessions and/or training sessions.
Purpose/Importance	Tourist Guides: 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.
Source/collection of data	<ol style="list-style-type: none"> 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 2. For both training and information sessions: Signed Attendance Register containing, name, surname, registration number or ID number, contact telephone number and signature. <p>Notes: 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>
Method of calculation	Tourist Guides: Each signature on the attendance register (training and or information session) will count as one.
Data limitations	Inaccurate information supplied by individuals.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Bi Annually
New indicator	Old
Desired performance	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.
Indicator responsibility	Chief Director ESS; Director: Tourism, Deputy Director: Tourism Regulation.

Signed off by:



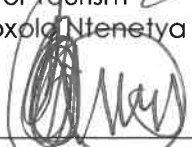
Programme Manager
Ms Labeeqah Schuurman

Date: 10/08/2017



Director Tourism
Ms Noxola Ntenetya

Date: 07/08/2017



Deputy Director: Tourism Regulation
Buyile Nopote

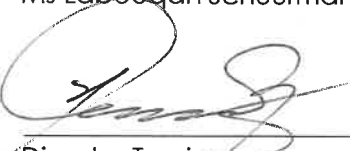
Date: 10/08/17

Indicator title	6.3.2 Number of individuals registered (Tourist Guides)
Short definition	According to the Tourism Act, Act 3 of 2014, all tourist guides are expected to register with the National Department of Tourism via the Provincial Registrar. These names are to be part of a database, housed Provincially. Tourist Guides that operate without being registered are considered to be operating illegally. The number of individuals registered refers to the number of new tourist guides registered and regulated through the registration and renewal processes.
Purpose/importance	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.
Source/collection of data	<p>1. Signed and approved Tourist guide spreadsheet comprising names of new and / or renewed guides registered, badge numbers</p> <p>Approved Application Forms (will be kept by the Programme).</p> <p>Notes: 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>
Method of calculation	Each individual registered/renewed as reflected on the spreadsheet will count as 1.
Data limitations	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.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Higher than targeted performance is desirable.
Indicator responsibility	Chief Director ESS, Director: Tourism & Deputy Director: Tourism Regulation.

Signed off by:


 Programme Manager
 Ms Labeeqah Schuurman

Date: 10/08/2017


 Director Tourism
 Ms Noxolo Ntenetya

Date: 07/08/2017


 Deputy Director Tourism Regulation
 Buyile Nopote

Date: 10/08/17

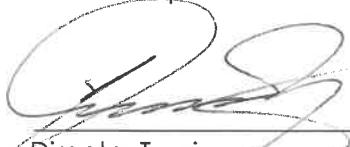
Indicator title	6.3.3 Number of individuals/tourism related businesses inspected or monitored (Tourist Guides)
Short definition	According to the Tourism Act, Act 3 of 2014, all tourist guides are expected to register with the National Department of Tourism via the Provincial Registrar. Tourist Guides that operate without being registered are considered to be operating illegally. The number of individuals regulated refers to the number of individuals acting as tourist guides inspected during illegal guiding inspection processes
Purpose/Importance	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
Source/collection of data	<ol style="list-style-type: none"> Signed database of individuals and businesses inspected and Signed inspection /incident report <p>Notes: 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>
Method of calculation	Each individual / business inspected per site will count as 1
Data limitations	Inaccurate information provided by individuals acting as tourist guides during inspections. Refusal of individuals to supply information
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Higher than targeted performance is desirable
Indicator responsibility	Chief Director ESS, Director: Tourism & Deputy Director: Tourism Regulation.

Signed off by:



Programme Manager
Ms Labeeqah Schuurman

Date: 10/08/2017



Director Tourism
Ms Noxolo Ntenetya

Date: 07/08/2017



Deputy Director Tourism Regulation
Buyile Nopote

Date: 10/08/17

SUB-PROGRAMME 6.4: TOURISM DESTINATION MARKETING

Indicator title	6.4.1 Estimated economic value of tourism destination marketing initiatives supported
Short definition	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.
Purpose/importance	To drive geographic spread, improve seasonality, job creation and the stimulation of economic growth.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed Wesgro marketing report clearly indicating the 13 initiatives supported and estimated economic value of initiatives supported and 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 3. Evidence substantiating the economic value of each initiative, which may include: <ul style="list-style-type: none"> • Signed Joint marketing agreements and/or • Signed Service Level Agreements and /or • Signed bid letters confirming that the bid has been awarded and /or • Signed Events marketing agreements and /or • Signed AVE report
Method of calculation	The total economic value will be calculated by adding the he economic value of each of the valid tourism the initiatives supported.
Data limitations	No control over data provided by third parties or the timing of the submission thereof
Type of indicator	Outcome
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Higher than the targeted performance is desirable.
Indicator responsibility	Chief Director ESS & Wesgro CMO Tourism.

Signed off by:



Programme Manager
Ms Labeeqah Schuurman

Date: 10/8/2017



Director Tourism
Ms Noxolo Ntenetya

Date: 07/08/2017



Wesgro CMO: Tourism
Judy Lain

Date: 08/08/2017

Indicator title	Number of tourism destination marketing initiatives supported.
Short definition	To measure the number of tourism destination marketing initiatives supported.
Purpose/importance	To drive geographic spread, improve seasonality, job creation and the stimulation of economic growth.
Source/collection of data	1. Signed Wesgro marketing report clearly indicating the 13 initiatives supported and estimated economic value of initiatives supported and 2. Evidence substantiating the 13 initiatives supported.
Method of calculation	Each substantiated initiative detailed in the report counts as one.
Data limitations	Dependency on partnerships.
Type of Indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	To achieve the target as indicated.
Indicator responsibility	Chief Director ESS & Wesgro CMO Tourism.

Signed off by:


 Programme Manager
 Ms Labeeqah Schuurman

Date: 10/8/2017


 Director Tourism
 Ms Noxolo Nfenetya

Date: 07/08/2017


 Wesgro CMO: Tourism
 Judy Lain

Date: 08/08/2017



**Western Cape
Government**
Economic Development
and Tourism

Technical Indicator Report (TIR) – 2017/18

**Department of Economic
Development and Tourism**

PROGRAMME 7: TECHNICAL INDICATOR REPORT 2017/2018

APPROVED BY:



PROGRAMME MANAGER: SKILLS DEVELOPMENT

MR. ANTHONY PHILLIPS

DATE:

21/8/2017

SUPPORTED BY:



DIRECTOR: STRATEGIC & OPERATIONAL SUPPORT

MS. CHERYL JULIES

DATE:

21/8/2017

Sub Programme 7.1 Provincial Skills Partnership

Strategic Objective: Performance Indicators (*Outcome Indicators*)

Indicator title	7.1. 1 Value of funds leveraged
Short definition	Value of funds leveraged (from individuals, government, private sector corporates locally or internationally) by the Department or its identified Entities.
Purpose/importance	<ul style="list-style-type: none"> To reduce the reliance, also on government funding and encourage public private partnership interventions and funding. To increase training and relevant skills development through leveraging additional funding (whether financial or in-kind). To support unemployed persons to gain access to work and training opportunities within the economy. This will ultimately enhance the correct match between demand and supply. To encourage the up skilling of underemployed persons within targeted/prioritised industries or sectors of the economy. To support interventions aimed at improving the skills-ecosystem.
Source/collection of data	<ol style="list-style-type: none"> Signed and verified database (of qualifying skills interventions) and Signed Project Report and Signed contractual agreement and/or signed letter and/or signed declaration from funder denoting the value of funding leveraged and Signed letter from the funder and/ or the beneficiary of the funds, confirming the support provided by the Department (where the department is not the signatory on the contract). <p>Notes:</p> <ol style="list-style-type: none"> An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. No electronic signatures on source information will be permitted.
Method of calculation	Each signed contractual agreement and/or signed letter and/or signed declaration with the signed confirmation of support (4 above) counts as 1.
Data limitations	<ul style="list-style-type: none"> Even though funders may commit through, e.g., a signed Memoranda of Understanding, the actual funding may often only in subsequent years. Since assistance may be provided in cash and "in kind," assistance such as expertise (e.g. mentors time, training, goods and facilities), is difficult to simply quantify and aggregate, despite the fact that they provide a valuable contribution to the success and sustainability of projects. The funding and reporting cycles of various partners in co-funded programmes may differ. These often lead to inconsistencies in reporting on expenditures and targets achieved. This indicator measures both committed and / or actual funds leveraged.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Strategy and Stakeholder Management

Signed off by:



Date: 21/08/2017

Director: Strategy and Stakeholder Management

Ms Elizabeth Walters

Indicator title	7.1.2 Number of collaborative skills interventions supported
Short definition	A collaborative skills intervention is defined as a formal, discrete skills intervention in which more than one stakeholder is involved in the development of the project towards ensuring its successful implementation. Support as provided by the Programme, is defined as assistance in the development of the project and/or co-ordination of meetings or/and any activities to progress the development of the project.
Purpose/importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed database of skills interventions supported; and 2. Signed Project Report; and 3. Signed contractual agreement and/or signed letter and/or signed declaration from partner/s entered into the collaboration, denoting the partnership; and 4. Signed letter from the partner/s and/ or the beneficiary of the collaboration, confirming the support provided by the Department (where the Department is not the signatory). <p>Notes:</p> <ol style="list-style-type: none"> i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted.
Method of calculation	Each signed contractual agreement and / or signed letter and / or signed declaration together with the signed confirmation of support (4 above) will be counted as 1.
Data limitations	<ul style="list-style-type: none"> • Even though partners may commit through a signed MOU, the actual projects resulting from the collaboration may often only materialise in later financial years. • 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. • The funding and reporting cycles of various partners in co-funded programmes may differ. These often lead to inconsistencies in reporting on expenditures and targets achieved.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Strategy and Stakeholder Management

Signed off by:



Director: Strategy and Stakeholder Management

Ms Elizabeth Walters

Date: 21/08/2017

Indicator title	7.1.3 Number of structured & scheduled stakeholder engagements, forums and events
Short definition	Structured and scheduled stakeholder engagements/forums refer to the quantity of formal forums, workshops or meetings held amongst relevant stakeholders to direct various skills development initiatives.
Purpose/importance	<ul style="list-style-type: none"> • Ensure relevant stakeholders' inputs are considered when formulating skills development initiatives; • Provide a platform for networking, information sharing, working together and reaching consensus across stakeholders; • Support the integration of effort across the three spheres of government to achieve the desired synergy and impact; and • Minimise the risks of failure and redundancy of skills development efforts.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed database of structured and scheduled stakeholder engagements, forums and events; and 2. Signed report providing a narrative of the meetings, workshops or forums; and 3. Signed minutes of meetings, forums or workshop proceedings; and 4. Signed attendance registers (for forums, workshops or meetings where the Department is the organiser / host / co-host). <p>Notes:</p> <ol style="list-style-type: none"> i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted. iii. In the cases where minutes are ratified (approved) at the next meeting and the next meeting date occurs after the reporting has ended. In these instances, the interim minutes are accepted provided that these are signed by the senior Departmental official attending the meeting and / or, the Chair –approved minutes, once available, is presented.
Method of calculation	Each structured and scheduled stakeholder engagement, forum or event will count as 1. For an engagement / forum or event to be counted, it must be denoted in the project report and both (3) and (4) are required to substantiate one engagement, forum or event.
Data limitations	n/a
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Strategy and Stakeholder Management

Signed off by:



Date: 21/08/2017

Director: Strategy and Stakeholder Management

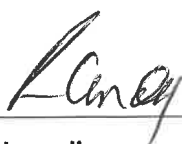
Ms Elizabeth Walters

Sub Programme 7.2: Skills Programmes and Projects

Strategic Objective Performance Indicators (*Outcome Indicator*)

Indicator title	7.2.1 Number of Artisanal candidates ready for Trade Testing
Short definition	Number of Artisanal candidates ready for Trade testing refers to Artisanal candidates who have completed their required period of work experiential learning and meet the statutory requirement for trade testing as per the trade test regulations and for whom a trade test date has been requested.
Purpose/importance	To increase the number of Qualified Artisans in the Western Cape to support local and foreign investment opportunities in key sectors.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed database indicating the following: (Candidate's name and surname, contact details, ID number, trade and the date when the organisation requested the date for a trade test and 2. A signed letter from the Organisation confirming that a Trade Test date was requested for the artisanal candidate. <p>Notes:</p> <ol style="list-style-type: none"> i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted. iii. "Organisation" here, is defined as TVET College or Private training provider or Host Company or SETA or DEDAT Service Provider. iv. The substantiating information which informed the development of the Organisation's letter in (2) will be made available on request.
Method of calculation	Each artisanal candidate, for whom a trade test date was requested, will be counted as one.
Data limitations	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.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes (amended from previous indicator, 'number of artisanal candidates trade tested.'
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Skills Incentives

Signed off by:



Director: Skills Incentives

Ms. Rahima Loghdey

Date: 22/08/17

Indicator title	7.2.2 Value of funds leveraged
Short definition	Value of funds leveraged (from individuals, government, private sector corporates locally and or internationally) by the department and/or its identified Entities.
Purpose/importance	<ul style="list-style-type: none"> To reduce the reliance, also on government funding and encourage public private partnership interventions and funding. To increase training and relevant skills development through leveraging additional funding (whether financial or in-kind). To support interventions aimed at improving the skills eco-system.
Source/collection of data	<p>1. Signed database of funder/s indicating funder name, funder's contact person, contact details, value of funds and nature of funding (e.g. co-funding value of stipends, training, traveling, equipment, clothing) and Signed contractual agreement and/ or signed letter and / or signed declaration from funder and / or Host Company denoting the value of own funds contributed.</p> <p>Notes:</p> <ol style="list-style-type: none"> Excluded is the multi-year DBSA / Jobs Fund matched funding commitments by DEDAT and its applicants (ICT, Tooling SPVs) which was previously claimed. Funds leveraged within the financial year will be calculated as the total amount to be taken in the year in which the agreement /contract is signed). The W&S stipends will be pro-rated where applicable. In terms of stipends, the Department will accept signed evidence stipulating the 'own contribution' from the host company; i.e. the top – up portion from the host company in the case where stipends is partially funded from the DEDAT's Work and Skills portion. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. No electronic signatures on source information will be permitted.
Method of calculation	Each signed contractual agreement and/or letter and/or declaration from funder and/or host company denoting the value of own funds contributed will be counted. The monetary value stipulated in each agreement / letter / declaration is aggregated.
Data limitations	Even though funders may commit in a current financial year, the actual funding may often only be forthcoming in subsequent financial years. "In – kind" assistance (e.g. mentors time, training, goods and facilities), is difficult to quantify, yet are a valuable contribution to the projects' success and sustainability. The funding and reporting cycles of various partners in co-funded programmes may differ. These often lead to inconsistencies in reporting on expenditures and targets achieved. This indicator measures both committed and / or actual funds leveraged.
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Skills Incentives

Signed off by:



Director: Skills Incentives

Ms. Rahima Loghdey

Date: 22/08/17

Programme Performance Indicator (Output Indicator)

Indicator title	7.2.3 Number of artisanal candidates trained
Short definition	Artisanal candidates are persons trained at educational institutions, funded in whole or part by the Department or its implementing entities and are : <ul style="list-style-type: none"> • Self-employed, unemployed or employed qualified artisans to be up-skilled through Mentorship Training; and/or • Semi-skilled and Skilled Trade Workers assisted to become qualified through the Competency Based Modular Training (CBMT) and Recognition of Prior Learning Skills Training.
Purpose/importance	To increase the number of qualified artisans in trades in those sectors deemed a departmental priority for which there are critical shortages of skilled employees.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed database; including name and surname of learner, I.D number, region, Training provider, type of training, training date (month), duration of training; and 2. Statement of results; and/ or 3. Signed Certificate of Completion for CBMT Training and 4. Signed Certificate of Completion for RPL & Mentorship Skills Training <p>Notes:</p> <ol style="list-style-type: none"> i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted.
Method of calculation	Each Statement of Results or Signed Certificate will count as one
Data limitations	This is dependent on the extent to which accurate information is provided by beneficiaries and/or service providers.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Deputy Director: Skills Programmes and Projects

Signed off by:

E Walters

Date: 21/08/2017

Director: Strategy and Stakeholder Management

Ms Elizabeth Walters

Indicator title	7.2.4 Number of semi-skilled people trained
Short definition	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.
Purpose/importance	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.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed database; including name and surname of learner, I.D number, region, Training provider, type of training, training date (month), duration of training; and 2. Statement of results, and / or 3. Signed certificate of completion <p>Notes:</p> <ol style="list-style-type: none"> i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted.
Method of calculation	Each Statement of Results or Signed Certificate will count as one.
Data limitations	<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>
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Deputy Director: Skills Programmes and Projects

Signed off by:



Director: Strategy and Stakeholder Management
Ms Elizabeth Walters

Date: 21/08/2017

Indicator title	7.2.5 Number of artisanal candidates placed in host companies
Short definition	Artisanal candidates placed in host companies tracks the number of individuals placed in host companies for workplace experience, as a result of the assistance by the Department and/or it's implementing Entities. 'Artisanal candidates' refer to individuals who have completed both their institutional training (minimum N2/NCV3/Technic Matric) and Competency Based Modular Training phases or Artisanal Learnerships (minimum NQF3), of their respective trades, within TVET Colleges.
Purpose/importance	To increase the supply of workplace-ready artisanal candidates, in order to be granted access to undertake a Trade Test.
Source/collection of data	1. Signed database indicating name, surname & I.D number, age, gender, race, address of artisanal candidate, region, name of Host Company, Trade, placement start and end date; and period of placement); and 2. A signed experiential learner agreement between the Artisanal Candidate, and the relevant Organisation. Notes: i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted. iii. "Organisation" here, is defined as Host Company or TVET College or Private training provider or SETA or DEDAT Service Provider.
Method of calculation	Each valid signed experiential learner agreement will be counted as one.
Data limitations	Companies could, due to a decrease in production/profits or lack of Human Resource support, decide not to take on placement as originally anticipated.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Skills Incentives

Signed off by:




Director: Skills Incentives

Ms. Rahima Loghdey

Date: 22/08/17

Indicator title	7.2.6 Number of semi-skilled people placed in host companies
Short definition	This indicator refers to the number of unemployed people placed for experiential learning in host companies / organisations through assistance received from the Department and or its implementing Entities
Purpose/importance	Place unemployed persons within host companies to gain relevant work experience.
Source/collection of data	<ol style="list-style-type: none"> Signed database indicating name, surname & I.D number, age, gender, race, address of learner, region, name of Host Company, Job Type/Occupation, placement start and end date; and period of placement); and A signed experiential learner agreement between the unemployed person, Host Company/Organisation and DEDAT <p>Notes:</p> <ol style="list-style-type: none"> An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. No electronic signatures on source information will be permitted, "Organisation" here, is defined as Host Company.
Method of calculation	Each valid experiential learner agreement as per (2) above) will count as one.
Data limitations	Companies, due to decrease in production/profits, growth of economy slower than anticipated, or lack of Human Resource support, could decide not to take on placement as originally anticipated.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Skills Incentives

Signed off by:



 Director: Skills Incentives
 Ms. Rahima Loghdey

Date: 22/08/17

Sub Programme 7.3 Skills Incentives

Strategic Objective: Performance Indicators (Outcome Indicator)

Indicator title	7.3.1 Value of funds leveraged
Short definition	Value of funds leveraged (from individuals, government, private sector corporates locally and or internationally) by the Department and/ or its identified Entities.
Purpose/importance	<ul style="list-style-type: none"> To reduce the reliance on government funding and encourage public private partnership interventions and funding. To increase training and relevant skills development through leveraging additional funding (whether financial or in-kind). To support unemployed persons to gain access to work and training opportunities within the economy. This will ultimately enhance the correct match between demand and supply. To encourage the up skilling of underemployed persons within targeted/prioritised industries or sectors of the economy. To support interventions aimed at improving the skills-ecosystem
Source/collection of data	<ol style="list-style-type: none"> Signed and verified database and Signed contractual agreement and/or signed letter and/or signed declaration from funder denoting the value of funding leveraged and Signed letter from the funder and/ or the beneficiary of the funds, confirming the support provided by the Department (where the department is not the signatory on the contract) <p>Notes:</p> <ol style="list-style-type: none"> An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. No electronic signatures on source information will be permitted.
Method of calculation	Each signed contractual agreement / signed letter and / or signed declaration from funder denoting the value of funding leveraged will be counted as 1.
Data limitations	<p>Even though funders may commit in a current financial year, the actual funding may often only be forthcoming in subsequent financial years.</p> <p>Since assistance may be provided in cash and "in kind" assistance such as expertise (e.g. mentors time, training, goods and facilities), it is difficult to simply quantify and aggregate, despite the fact that a valuable contribution was provided to the success and sustainability of projects.</p> <p>The funding and reporting cycles of various partners in co-funded programmes may differ and this can lead to inconsistencies in reporting on expenditures and targets. This indicator measures both the committed and / or actual funds leveraged.</p>
Type of indicator	Outcome
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Old
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Skills Incentives

Signed off by:



Date: 22/08/17

Director: Skills Incentives

Ms. Rahima Loghdey

Programme Performance Indicator (Output Indicator)

Indicator title	7.3.2 Number of collaborative agreements signed
Short definition	A collaborative agreement is defined as a formal partnership in which one or more stakeholders are involved in the development of skills intervention/s. It is partnerships that rely on participation by at least two parties (one being DEDAT) who agree to share resources, such as finances/ knowledge/people or all three
Purpose/importance	To facilitate the co-ordination amongst stakeholders with the aim to improve information or resource sharing and enhance the understanding of the value and roles of other organisations involved in the skills development value-chain within the Western Cape's Economy.
Source/collection of data	1. Signed and verified database of collaborative agreement/s signed; and Where the DEDAT is a signatory on the Agreement: 2. Signed letter or signed declaration from partner denoting the nature of the collaborative agreement/s; Or Where the DEDAT is not a signatory but played a role in the agreement being formed: 3. Signed letter from either signatory attesting to the role of the DEDAT in forging this collaboration.
Method of calculation	1. Each signed letter and/or signed declaration (2 above) will be counted as 1. Or 2. Each signed letter from either signatory attesting to the role of DEDAT in forging this collaboration will be counted as 1.
Data limitations	Even though Collaborative agreements can result in financial and non-financial gains in terms of skills projects, this may often only be forthcoming in subsequent financial years.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Skills Incentives

Signed off by:



Director: Skills Incentives

Ms. Rahima Loghdey

Date: 22/08/17

Indicator Title	7.3.3 Number of SETA Cluster engagements
Short definition	SETA Cluster Engagements refers to the quantity of formal forums, workshops and meetings held amongst SETAs and the Department of Economic Development towards enhancing Skills Development in the province.
Purpose/Importance	To facilitate the co-ordination amongst DEDAT and SETAs with the aim to improve information or resources sharing to enhance the understanding of the value and roles of SETAs, in the skills development value- chain within the Western Cape's Economy.
Source/collection of data	<ol style="list-style-type: none"> 1. Signed database of SETA engagements, forums and events; and 2. Signed report, providing a narrative of the meeting(s) workshops or forums; and 3. Signed minutes of the meetings, workshop or forums; and 4. Signed attendance registers (for forums, workshops or meetings, where the Department is the organiser/host/co-host) <p>Notes:</p> <ol style="list-style-type: none"> i. An electronic copy of the above database, in MS Excel format, replicating the exact information as reflected on the signed database, is required. ii. No electronic signatures on source information will be permitted. iii. In the cases where minutes are ratified (approved) at the next meeting and the next meeting date occurs after the reporting has ended. In these instances, the interim minutes are accepted provided that these are signed by the senior Departmental official attending the meeting and / or, the Chair –approved minutes, once available, is presented.
Method of calculation	Each structured and scheduled stakeholder engagement, forum or event will count as 1. For an engagement / forum or event to be counted, it must be denoted in the project report and both (3) and (4) are required to substantiate one engagement, forum or event.
Data limitations	Even though SETA Cluster meetings may result in Financial and non- financial gains in terms of or skills projects being implemented, this may often only be forthcoming in subsequent financial years
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Actual performance higher than targeted performance is desirable
Indicator responsibility	Director: Skills Incentives

Signed off by:



 Director: Skills Incentives
 Ms. Rahima Loghdey

Date: 22/08/17