

**WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2024/25**  
**DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM**

Programme / Sub programme / Performance Measures	Frequency	Target for 2024/25 as per Annual Performance Plan (APP)	1 <sup>st</sup> Quarter Planned output as per APP	1st Quarter Actual output - validated
<b>Programme 1: Administration</b>				
<b>Sub Programme 1.2: Financial Management</b>				
Number of days for the processing of payment to creditors	Quarterly	30 Days	30 Days	19.1
Percentage of customer service satisfaction achieved	Annually	70	-	-
Auditor General of South Africa (AGSA) opinion on the audit on financial statements	Annually	Clean Audit	-	-
<b>Sub-programme 1.3: Corporate Services</b>				
Number of project monitoring reports produced	Quarterly	4	1	2
Number of M&E capacity-building sessions conducted	Quarterly	4	1	1
Number of evaluation reports completed	Annually	2	-	-
Auditor General of South Africa (AGSA) opinion on the audit of the Department's non-financial performance information	Annually	Clean audit	-	-
Number of strategic economic communication agendas developed	Annually	5	-	-
<b>Programme 2: Integrated Economic Development Services</b>				
<b>Sub Programme 2.1: Enterprise Development</b>				
Number of businesses supported with business development services	Quarterly	200	-	13
Rand value of funding leveraged for business development support	Annually	R6m	-	-
Number of early-stage businesses supported with capacity building initiatives	Quarterly	100	-	-
Number of entrepreneurship development campaign events conducted	Quarterly	5	-	2
Number of businesses supported through access to finance programmes	Quarterly	80	-	-
Number of youth-owned businesses supported with business development services	Quarterly	60	-	5
<b>Sub Programme 2.2: Regional and Local Economic Development</b>				
Number of municipalities supported with capacity-building in economic planning	Quarterly	6	-	-
Number of economic growth plans co-developed with municipalities	Quarterly	4	-	-
Number of regional LED fora facilitated for spatial economic opportunity	Quarterly	5	-	-
<b>Sub Programme 2.4: Red Tape Reduction</b>				
Percentage of business support cases resolved (number of cases resolved/number of cases received)	Annually	85	-	-
Number of improvement measures to business-facing government services implemented	Annually	8	-	-
Number of regulatory reforms proposals endorsed by the Executive Authority	Quarterly	8	1	2
Number of capacity-building interventions on red tape reduction approaches conducted	Quarterly	6	-	-
<b>Programme 3: Trade and Sector Development</b>				
<b>Sub Programme 3.1: Trade and Investment Promotion</b>				
Number of oversight reports compiled on Wesgro's Trade Promotion function	Quarterly	2	-	-
Number of oversight reports compiled on Wesgro's Investment Promotion function	Quarterly	2	-	-
<b>Sub Programme 3.2: Sector Development</b>				
Number of businesses assisted through the Export Competitiveness Enhancement Programme (ECEP)	Annually	15	-	-
Number of businesses reached with district export awareness campaigns	Quarterly	200	-	-
Number of Port of Cape Town efficiencies improvement measures implemented	Annually	1	-	-
Rand value of Investment pledged at Western Cape Investment Summit	Annually	R1bn	-	-
Number of Film Incentive Scheme Impact Assessments conducted	Annually	1	-	-
<b>Programme 4: Business Regulation and Governance</b>				
<b>Sub Programme 4.1: Consumer Protection</b>				
Number of people reached through general consumer education interventions	Quarterly	1 000	500	602
Number of people reached through basic financial literacy interventions	Quarterly	2 500	-	-
Percentage of consumer complaints resolved (number of complaints resolved /number of complaints received)	Annually	85	-	-
Number of Western Cape Consumer Affairs Tribunal cases filed for consideration	Annually	30	-	-

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<b>Programme 5: Economic Planning</b>				
<b>Sub-programme 5.1: Economic Policy and Planning; Sub-programme 5.2: Research and Development</b>				
Number of economic intelligence artifacts developed	Annually	10	-	-
<b>Sub Programme 5.3: Knowledge Management</b>				
Number of collaboration agreements supported towards Growth for Jobs priorities	Annually	8	-	-
<b>Sub-programme 5.5: Enabling Growth Infrastructure and Initiatives (aka Catalytic Initiatives)</b>				
Number of catalytic infrastructure projects supported	Annually	2	-	-
Number of oversight reports compiled on Special Economic Zones	Quarterly	6	-	-
<b>Sub-programme 5.6: Broadband for the Economy (aka Digital Economy)</b>				
Number of 'Technology and Innovation' regulatory improvements submitted	Annually	2	-	-
Number of 'Technology & Innovation' ecosystems supported with ecosystem strengthening initiatives	Annually	4	-	-
Number of Economic IQ reports produced with a focus on 'Technology & Innovation'	Annually	1	-	-
<b>Sub-programme 5.7: Green Economy</b>				
Number of growth opportunities supported with regards to energy resilience	Annually	1	-	-
<b>Programme 6: Tourism, Arts and Entertainment</b>				
<b>Sub-programme 6.1: Tourism Planning</b>				
Number of tourism related regulatory reforms proposed	Annually	1	-	-
<b>Sub-programme 6.2: Tourism Growth and Development</b>				
Rand value of funds leveraged for tourism development	Annually	R4m	-	-
Number of businesses supported through the G4J Tourism Challenge Fund	Annually	15	-	-
Number of hospitality frontline staff trained in service excellence	Annually	75	-	-
Number of businesses supported with sustainable tourism practices	Annually	15	-	-
<b>Sub programme 6.3: Tourism Sector Transformation</b>				
Number of tourist guides trained	Annually	100	-	-
Number of individuals registered as tourist guides	Quarterly	1 200	300	261
Number of tourist guides inspected	Quarterly	200	40	61
Number of beneficiaries supported with tourism safety services	Quarterly	300	75	77
Number of Tourism Safety Law Enforcement Officers deployed in Cape Town	Annually	6	-	-
<b>Sub Programme 6.4: Tourism Destination Marketing</b>				
Number of oversight reports compiled on Wesgro's Tourism Destination Marketing function	Quarterly	2	-	-
<b>Programme 7: Skills Development and Innovation</b>				
<b>Sub-programme 7.1: Provincial Skills and Partnership</b>				
Number of training modalities refined	Annually	4	-	-
<b>Sub Programme 7.2: Skills Programmes and Projects</b>				
Number of unemployed persons placed in employment opportunities	Quarterly	2 900	-	-
Number of businesses supported with skilled labour	Quarterly	28	-	-
<b>Sub Programme 7.3: Skills Incentives</b>				
Rand value of funds leveraged for skills development interventions	Annually	R60m	-	-
Information submitted by Acting HOD: Ms. J Johnston				
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