



Western Cape
Government
FOR YOU

Record of Delivery 2019 -2024

The Western Cape Government is FOR YOU



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THIS IS OUR RECORD OF DELIVERY **FOR YOU**



FOREWORD

This booklet marks the end point of the 2019 – 2024 term of office. It provides an important opportunity to reflect on what The Western Cape Government has achieved despite significant challenges such as the COVID-19 pandemic, which disrupted many programmes for just under two years. The residents of this province have also had to face some of the harshest load shedding ever, a dysfunctional public rail transport system, minibus taxi violence, significant impediments to economic growth, a shrinking fiscal environment, and the ever-growing challenge of the climate crisis. Despite these significant challenges, I am proud of what the province and its residents have achieved.

The Western Cape Government set itself ambitious goals for the 2019 - 2024 term of office and we were able to achieve and, in some cases, exceed our targets. The journey has not been easy given the constraints that the province faced in the context of national government inefficiencies. However, we persevered and remained steadfast and committed to serving you, the people of the Western Cape.

When I took the oath of office at the start of my term, I swore to uphold and protect the dignity of all our citizens. Five years later, this solemn pledge has not changed. In everything we as the Western Cape Government do, the interests and needs of the residents of our great province are our apex priority. Where there is dignity, there is hope and prosperity, and we must continue our work, striving to do better, every day.

We have learnt significant lessons. We have become more resilient and better equipped as a government to tackle any challenge that comes our way. Our success can in large part be attributed to the tremendous dedication and agility of our Provincial Cabinet, Heads of Department and every single one of our employees. Thank you for all that you do every day for the residents of this extraordinary province.

Yours faithfully,

Alan Winde
Premier of the Western Cape



**Western Cape
Government**
FOR YOU

THIS IS OUR RECORD OF DELIVERY **FOR YOU**



FOREWORD

This Record of Delivery covers a challenging period including a pandemic, economic downturn, energy crisis, major disasters and severe budget reductions. However, despite this, the staff of this provincial government have shown that we are resilient, adaptive and innovative in our responses. Covid-19 interrupted the implementation of the Provincial Strategic Plan 2019 - 2024, which was refocused into the Western Cape Recovery Implementation Plan, adopted on 21 April 2021, which consolidated the priorities of the WCG into “Jobs, Safety and Wellbeing”, supported by the cross-cutting priority of “Innovation, Culture and Governance”.

A Jobs for Growth Strategy 2035 was adopted in 2023 to guide our efforts to boost growth and jobs. In response to persistent and severe load shedding, the Western Cape Government established the Western Cape Energy Resilience Programme and Western Cape Energy Council which drew in Western Cape municipalities and universities in seeking solutions to the energy crisis. The implementation of the Western Cape Safety Plan was the main focus for the Safety priority, which worked to strengthen law enforcement through the Law Enforcement Advancement Programme and to address the causes of violence. The Wellbeing priority includes the vast and challenging Health & Wellness, Education and Social Development mandates. It is difficult to adequately express the huge difference that these teams make in the lives of our residents.

The Innovation, Culture and Governance priority includes the Innovation for Impact Programme and our Culture Journey.

Our government’s values underpin our vision, which is to become a government that people trust, inspiring optimism and a sense of worth in our residents. We have maintained and enhanced our proud record for good governance. As part of the Culture Journey, the Western Cape Government applied for and received certification as a Top Employer during 2023 and for 2024. Top Employer is a global People Management authority on certifying excellence in People Strategies, Practices and Conditions. Recognition helps organisations elevate their status as a credible Employer of Choice. Throughout this term of office, all our staff have upheld our values and spent public funds wisely and efficiently. Through many focused and integrated programmes and projects, we have made decisive interventions for good in the lives of our residents.

Dr Harry Malila

Director-General of the Western Cape

Growing the Economy and Enabling Jobs



JOBS AND THE ECONOMY

The Western Cape is well-connected and strategically placed in Africa. It serves as an entry point to explore the opportunities of the continent, with increasing exports and tourist visits growing the provincial economy.

These have proved to be excellent assets to promote economic growth that is inclusive and resource resilient.

To capitalise on these assets, we have developed and implemented a Growth for Jobs Strategy which targets annual growth of between 4% and 6% and a R1-trillion inclusive economy by 2035. The strategy is underpinned by the principle of creating an enabling environment for private sector-led economic growth. Our role is to attract more investment, along with reducing red tape to facilitate a speedy and agile business ecosystem, especially for Small, Medium and Micro Enterprises (SMMEs) that provide jobs.



JOBS AND THE ECONOMY

**Growth
For
You**

**We have
the lowest
unemployment
rate in South
Africa.**

The Western Cape has the lowest unemployment rate in South Africa at 20.3%. Unemployment dropped by 2.2 percentage points from the fourth quarter of 2022 to the fourth quarter of 2023, which was the biggest decrease in South Africa, and employment increased by 161 000 jobs or by 6.2% year-on-year.



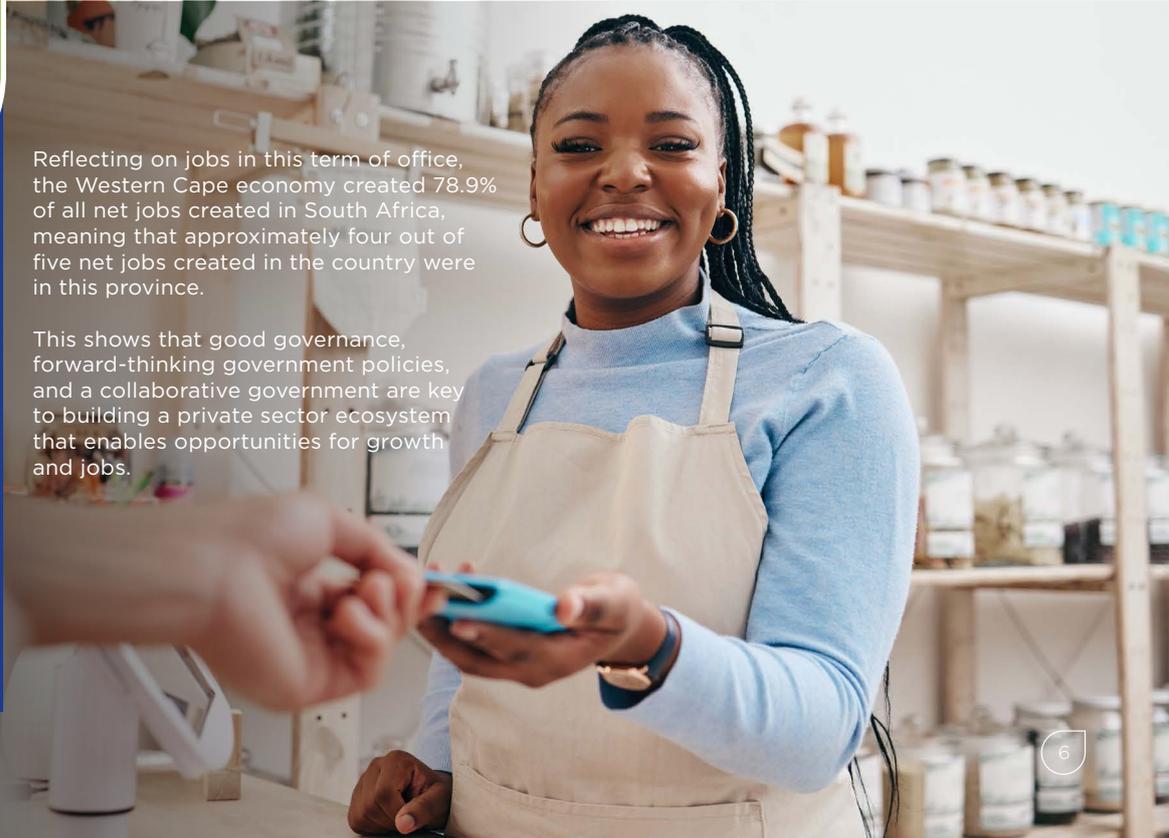
JOBS AND THE ECONOMY

Growth For You

**Our SMME
Booster Fund
has since 2019
assisted over
950 SMMEs,
sustaining
4 977 jobs.**

Reflecting on jobs in this term of office, the Western Cape economy created 78.9% of all net jobs created in South Africa, meaning that approximately four out of five net jobs created in the country were in this province.

This shows that good governance, forward-thinking government policies, and a collaborative government are key to building a private sector ecosystem that enables opportunities for growth and jobs.



JOBS AND THE ECONOMY

Growth For You

The Consumer Protector's office ensured that more than R2 million was returned to citizens involved in disputes with businesses.



Outreach Campaigns

Our Office of the Consumer Protector has conducted 1302 community outreach campaigns with residents across the province on important consumer awareness topics such as basic financial literacy and consumer protection law. In addition, the Consumer Protector's office has ensured that more than R2 million was returned to residents involved in disputes with businesses.

Digital And Technological Initiatives

The Western Cape Government continued to foster the local technology community and launched the Africa's Tech Capital campaign in November 2020. It supported in excess of 1000 tech-centric businesses in the Digital Technology Ecosystem Support Programme.

JOBS AND THE ECONOMY



Business Safety Enquiries

The Western Cape Government handled a total of 6188 business safety enquiries during the COVID-19 pandemic, dealing with up to 71 cases a day.



Entrepreneurs Digital Business Toolkit

The Western Cape Government launched the JUMP for Entrepreneurs digital business toolkit. This reached a total of 6 544 user accounts at the close of the 2021/22 financial year.



Tourism Sector Skills Interventions

Between 2019 and 2023, 326 tour guides were trained, and 4 253 guides were registered. 1 167 tourism establishments and 11 266 beneficiaries were supported through skills interventions.

JOBS AND THE ECONOMY



Trade, Investment And Tourism In The Western Cape

Wesgro, the provincial entity responsible for trade, investment and tourism in the Western Cape, facilitated R16.7 billion in investments and 9 267 jobs between 2019 and 2023.

Over the same period, in exports, the entity facilitated R12.8 billion in trade agreements and 2 556 jobs.



The Tourism Sector In The Western Cape

In the tourism sector, over R21 billion of tourism destination marketing and promotion activities were completed and 115 conference bids were secured for the Western Cape.



Cape Town International Airport

Cape Town International Airport's seat capacity for the 2024 summer season increased by 25% year-on-year to 1 million passengers for the first time ever, and since last year saw a 48% increase to 2.8 million two-way passengers - breaking the last record from 2019 by 200 000. This is as a result of our Cape Town Air Access plan, developed in 2015, which continues to reap rewards for the Western Cape.

JOBS AND THE ECONOMY

Growth For You

Over the past 5 years, our Red Tape Reduction Unit has helped save the economy R2.4 billion through streamlining processes and making it easier for projects to continue and grow.



“The Red Tape Reduction Unit really went the extra mile in supporting the SA Rooibos Industry in addressing the challenges related to congestion in Cape Town harbour. The industry was at a point where containers were stuck in the harbour for extended periods of time, negatively influencing the ability of the industry to export and putting into jeopardy international client relationships and export contracts. The unit was responsive and supportive and really went the extra mile to address issues through creating and implementing innovative solutions. It made a meaningful difference to removing barriers to trade and getting the industry back on track with exports.”

MARTHANE SWART
SECRETARIAT FOR THE SA ROOIBOS
COUNCIL

JOBS AND THE ECONOMY

Growth For You

The I-CAN centre has provided 15 091 skills initiatives to date.

5 940 of these have been since October 2019.



Skills Development Initiatives

The I-CAN Centre in Elsie's River has been supported by the Western Cape Government since its inception in 2015. The Centre has become a beacon of hope for Elsie's River and many other communities and has provided 15 091 skills initiatives to date. 5 940 of these have been since October 2019.

To give school leavers a boost as they enter the job market, the Premier's Advancement of Youth (PAY) programme has since 2019 seen 3 267 interns placed across Provincial Government departments to gain valuable skills development and on-the-job training.

The YearBeyond Programme

The YearBeyond Programme aims to provide unemployed youth between the ages of 18 and 25 with meaningful work experience. Since its launch in 2015, it has supported over 10 000 young people. In 2023, the Western Cape Government won the 2023 Social Justice Bridge Builder Award that recognises individuals or programmes for their unwavering dedication.

“YearBeyond opened my eyes to new possibilities and showed me that making a difference in my community doesn’t always follow the expected path.”

ASEMAHLE GAZI
YEAR BEYOND INTERN
WESTERN CAPE GOVERNMENT
DEPARTMENT OF CULTURAL AFFAIRS & SPORT



JOBS AND THE ECONOMY

**Growth
For
You**

**The
Western Cape
Government
allocated
R10.814
billion in
infrastructure
spending for
the province's
future.**



**R2.682 billion
for schools and
classrooms**

**R1.169 billion
for clinics and
hospitals**

**R3.948 billion
for roads and
bridges**

**R2.294 billion
for homes**

INFRASTRUCTURE

Growth For You

Between
2019 and 2023,
17 705 title
deeds were
registered
for new
developments.



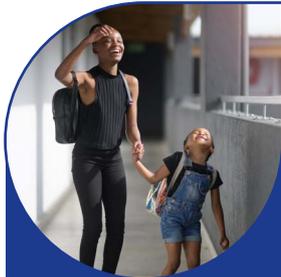
Creating More Housing Opportunities

The Western Cape Government is planning and investing heavily in infrastructure development to meet the needs of a growing population.

The Conradie Housing Project is on track for completion - the 3 500 unit mixed-use development includes both social and subsidised housing, with social facilities such as schools.

By September 2023, 432 social housing units had already been handed over to residents, with a further 659 on schedule for construction. 327 units for first-time owners and subsidised housing had been completed and were being transferred to recipients, with another 108 units on sale. 66 open market units had been sold, with 158 units on sale.

INFRASTRUCTURE



Regional Socio-Economic Projects

The Regional Socio-Economic Projects Programme is an intergovernmental and citizen-centric initiative run in the Western Cape and is aimed at neighbourhood development and spatial justice. The programme's purpose is to improve the quality of life in previously disadvantaged neighbourhoods through urban, social and spatial upgrading. It is currently being implemented in 19 towns in the Western Cape.



Integrated Residential Development

Between 2019 and 2023, a total of 25 854 housing units and 16 249 serviced sites were delivered to residents across the province.

A further 13 589 housing units were delivered through the Integrated Residential Development Programme and 11 928 sites were connected to basic services.



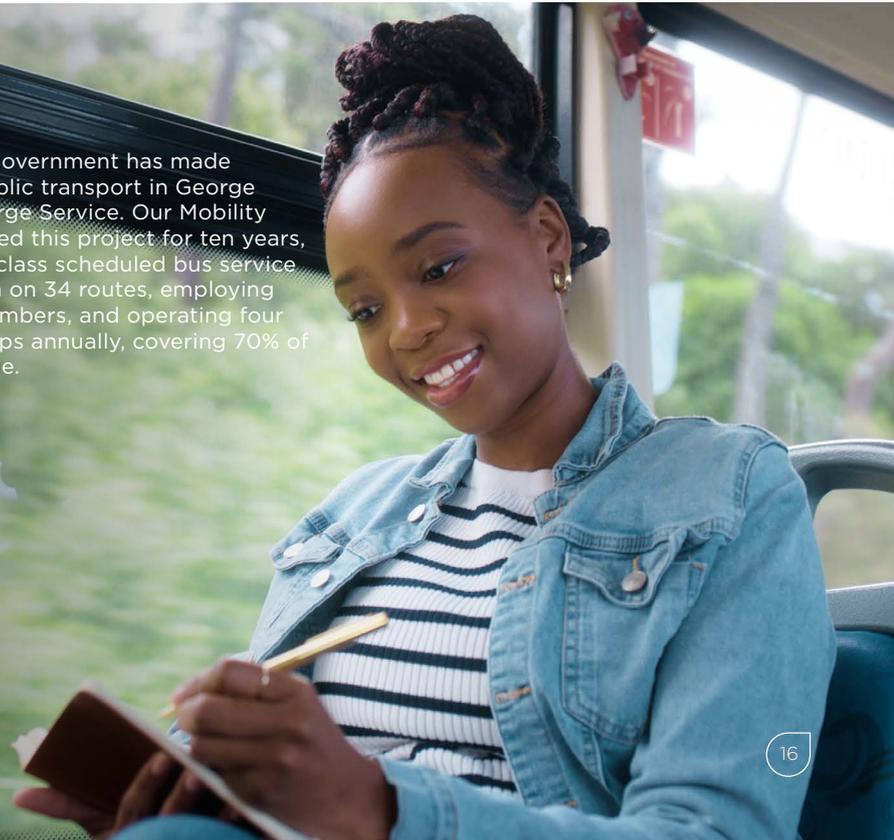
Upgrading Of Informal Settlements

Between 2019 and 2023, 3 114 existing sites were connected to basic services through the Upgrading of Informal Settlements Programme and 3 360 new opportunities were delivered.

Growth For You

Go George Service operates four million passenger trips annually, covering 70% of households in George.

The Western Cape Government has made a difference with public transport in George through our Go George Service. Our Mobility team has spearheaded this project for ten years, developing a world-class scheduled bus service covering over 150km on 34 routes, employing almost 400 staff members, and operating four million passenger trips annually, covering 70% of households in George.



BECOMING ENERGY RESILIENT



Private Sector Role

To mitigate the impact of rolling blackouts, the Western Cape Government is building an energy-resilient ecosystem to bring more private sector role players into the fold to help us overcome the power crisis.



Energy Security

The WCG's ambitious Energy Resilience programme, our master plan towards achieving energy security by generating 5 700MW by 2035 in the region, is laying the foundation to make the province less dependent on Eskom for its power needs. Around 2 000MW are already in development from the Provincial Government's efforts.



Protecting Critical Services

The load shedding emergency relief grant of R89 million, which the Western Cape Government announced early in 2023, provided generators to municipalities to protect critical services.

These generators proved invaluable during the Karoo power outage in February 2024.

BECOMING ENERGY RESILIENT

Growth For You

Drought intervention funding since 2021 has gone towards the drilling of new boreholes, refurbishment of vandalised boreholes, and providing power supply back-up infrastructure at new and existing groundwater resource sites.



Renewable Energy

The load shedding-free town project in Riversdale is a collaboration between the Western Cape Government and Hessequa Municipality and is an important pilot project to show that investing in energy can generate revenue for the Municipality. Over the next three years, the Municipality will implement the R210 million renewable energy project which will help reduce power cuts.

Provincial Water Resilience Plan

The Western Cape Government developed a 15-year Provincial Water Resilience Plan, which aims to provide for the timely planning and implementation of interventions to ensure water security and water resilience for the Western Cape. Over the term, the Western Cape Government allocated R76 million towards water security and water resilience. These projects varied from the development of new sources of water supply, the upgrading of bulk water infrastructure and enhanced water governance practices as well as geohydrological services. By doing so, no town in the Western Cape experienced prolonged periods of water shortages.

BECOMING ENERGY RESILIENT



**R7 Billion Spent
To Reduce
The Impact Of
Load Shedding
For Our
Residents**

Just under R7 billion in total is being spent over the next 3 years. This amount is made up of just over R1 billion from the province, R3.9 billion from the City of Cape Town and R1.9 billion spent by municipalities across the province to make the Western Cape energy resilient.



**195 Health
Facilities Now
Have Generators
To Continue
Essential
Services 24/7**

Since 2019, The Western Cape Government has been hard at work to become the first load shedding-free province. Just under R7 billion in total is being spent over the next 3 years. Since 2019, the Western Cape Government has equipped 195 health facilities with generator capacity to continue essential services during load shedding.



**Almost 4 000
Load Shedding
Relief Packs
Delivered To
Western Cape
Residents**

Since 2023, the Western Cape Government has delivered 3 996 load shedding relief packs to social development facilities that include persons with disabilities, independent/assisted living older persons, and survivors of gender-based violence.

BECOMING ENERGY RESILIENT

“The inverter has made a significant difference at our facility. Uninterrupted electricity means we have peace of mind to give our patients high-quality health care. It also reduced stress levels amongst the staff, as we can use electrical equipment at any given time in an emergency situation. PCs are always accessible to make appointments and access patient information.”

NAOMI FARMER
OPERATIONAL MANAGER,
KLEIN DRAKENSTEIN CLINIC



AGRICULTURE

Land Reform In The Western Cape

The Western Cape Government has worked tirelessly to ensure that land reform works in the Western Cape. The performance of land reform businesses improved from 72% (2018) to 83% in the last 5 years, based on the external evaluation that was commissioned by the Department of Agriculture and conducted by an external service provider.

Agri-Processing Capacity

The Western Cape Government has launched the Agri Processing on Wheels initiative (first for South Africa) to increase agri-processing capacity in rural areas. Since the launch in 2022, we have trained 282 people across the Western Cape.

Agricultural Strategy

The Western Cape Government has developed the Western Cape Africa Agriculture strategy to take advantage of the promises of the Africa Continental Free Trade Area (AfCFTA).

Threat of Climate Change

Understanding the threat of Climate Change, the Western Cape Government has signed an MOU with the University of Stellenbosch's School of Climate Studies and have co-founded the Mediterranean Climate Action Partnership (MCAP). The MCAP is a global structure comprising 14 regions with a Mediterranean Climate that deepens collaboration in research projects and funding for adaptation.

AGRICULTURE

Increasing Production And Food Security

Since 2019/20, the Western Cape Government has assisted in the rehabilitation of 117 523 hectares of agricultural land to increase agricultural production and food security in a sustainable manner.

Food And Nutrition Security

The Western Cape Government wants to support households that are under threat of hunger and food scarcity. From 2019 to 2023, on average we supported 48 smallholder producers, 172 subsistence producers and 3 308 households in the production of food resources like food gardens. In this way, we ensure the implementation of the national policy on Food and Nutrition Security, which looks at addressing the problem of hunger in our country.

Expanding Our Agricultural Knowledge

The Western Cape Government works hard to promote knowledge transfer and skills development to create a foundation for equitable, productive, competitive, profitable and sustainable agricultural value chain enterprises. Between 2019 and 2023, on average 4 227 farmers were supported with advice.

Creating Sustainable Communities

LandCare involves a process of participation with communities that focuses on land resource management through the promotion of sustainable practices. Through this programme, we want to enable people to harness the natural resources in their area in a sustainable way for longevity. For the period 2019 to 2023, 4 234 LandCare services were provided and 4 521 green jobs were created.

Creating Safer Communities



CREATING SAFER COMMUNITIES

The high levels of violent crime experienced by too many communities in the Western Cape are a serious and complex challenge. The lack of safety affects all other aspects of life such as growing the economy, creating jobs, enjoying public spaces, attending school and recreational activities, and accessing government services.

As a result, creating safe and cohesive communities is an overarching theme across all the province's strategic priorities, and every provincial department is responsible for contributing to this. Similarly, municipalities support this priority through their functions of law enforcement and town planning. We believe that with effective policing and law enforcement and improved partnerships between all spheres of government, business, civil society, and communities, the rule of law will prevail.



CREATING SAFER COMMUNITIES

While there is much more work to be done in this complex priority, in creating a safer province for you, we have put the following institutional arrangements in place:

The Western Cape Government's efforts to reduce crime are guided by the Western Cape Safety Plan, a data-centred, evidence-based approach to addressing crime. In line with this plan, the Violence Prevention Unit (VPU) has been established. Based on the Cardiff Model for Violence Prevention, the data found in our healthcare facilities is used to further capacitate the crime-fighting and prevention programmes that are implemented by our stakeholders in civil society and government.

Eighteen area-based teams have been established province-wide in specific crime hotspot areas to coordinate localised responses to violence and crime.



LAW ENFORCEMENT



**Over 27 000
Arrests Made
By LEAP Officers
To Make Our
Communities
Safer**

In 2020, the Western Cape Government launched the LEAP programme to make our communities safer. Since LEAP's inception they have made over 27 262 arrests and confiscated more than 554 illegal firearms.



**More Safety
And K9 Units
Launched To
Keep Our Rural
Communities
Safe**

Since 2019, the Western Cape Government has launched rural safety units and K9 units in the Swartland and Overstrand municipalities, as well as Mossel Bay region to support law enforcement in the area. Since 2022, the units have made over 1 700 arrests, conducted 54 crime prevention operations and 161 roadblocks.



**Solving The Root
Causes Of Crime
In Our Society
Through
Our Violence
Prevention Unit**

In 2023, the Western Cape Government launched the Violence Prevention Unit as part of the Western Cape Safety Plan, to address the root causes of crime.

LAW ENFORCEMENT

Safety For You

There are 477 accredited Neighbourhood Watches (NHWs) in the province comprising 14 632 patrollers.



Decreasing Crime Rates In The Western Cape

The Law Enforcement Advancement Plan (LEAP) was launched in 2020 with 500 law enforcement officers deployed to 4 priority areas. It has been expanded to 13 priority areas along with a Reaction Unit, with over 1 300 LEAP officers deployed.

Collaboration between the Western Cape Government and law enforcement agencies, the South African Police Service, community organisations, and government bodies is crucial to achieving sustained improvements in crime rates in the province. The Western Cape Government assesses 151 police stations and Community Police Forums annually to understand and find solutions to improve crime prevention and police efficacy.

LAW ENFORCEMENT

“We are a step closer to making our communities safer each and every day. Our aim as officers is to serve and protect our communities making it a safer place again. Being an officer is not our job but a calling, we strive to make our city a better and safer place for all.”

VUYO UNATHI MBALI
LEAP OFFICER: GUGULETHU LEAP DEPLOYMENT
GUGULETHU DELTA SHIFT



GBV AND YOUTH SUPPORT

Safety For You

Over 21 000 people per year have received psychosocial support from Thuthuzela Care Centres and DSD-supported GBV shelters.



GBV Ambassadors Programme

The Western Cape Government launched the GBV ambassador model in Malmesbury, which was a first of its kind for the province. These ambassadors provide information to communities about victim support programmes and services available for the intervention and prevention of GBV. The programme has also been rolled out in Delft.

Psychosocial Support For Victims

Since 2019, over 21 000 people per year have received psychosocial support from Thuthuzela Care Centres and DSD-supported GBV shelters. A total of 9 Thuthuzela Centres are operational across the Western Cape, with the centre at Victoria Hospital expanded and the expansion of the Stellenbosch centre underway.

GBV AND YOUTH SUPPORT

“It is a privilege to be an ambassador and to be able to educate the community about GBV.”

RUTH JOSEPHINE SAMUELS
GBV AMBASSADOR
DELFT

A Provincial GBV Implementation Plan was adopted by the Western Cape Cabinet in 2021 and an inter-departmental task team appointed to lead its implementation, including the establishment of 6 new shelters for victims of GBV (all of which can also accommodate members of the LGBTQIA+ community). A total of 25 GBV shelters are now funded by the province.



GBV AND YOUTH SUPPORT

Safety For You

The Western Cape Government installed high-security fences at 152 schools, fulfilling this commitment in terms of the Western Cape Safety Plan a year ahead of schedule.



Youth Development

The Chrysalis Academy was set up in 2000. It is a youth development academy regarded as a flagship project in innovative youth development. It runs a three-month residential programme for youth aged 18 - 25 from across the Western Cape from as far afield as Beaufort West and Mossel Bay. The envisaged outcomes of the three-month programme include personal mastery, greater resilience, an enhanced skill set and access to a range of further learning opportunities, including a 12-month work placement to acquire work experience. Since 2019, 1 522 young people have graduated and benefited from Chrysalis.

Since 2019, the province has made capital infrastructure upgrades and expansions to its secure care centres for children and youth with behavioural challenges, including those sentenced or awaiting trial, adding more than 300 additional bed spaces and serving over 1 500 children and youth per year.

ROAD AND ENVIRONMENTAL SAFETY



Establishing The Department Of Mobility

Road safety is a growing challenge, given that South Africa's road injury and fatality statistics are among the worst in the world. It is for this reason that the announcement in 2022 by Premier Alan Winde in his State of the Province Address of the establishment of the Department of Mobility process is such a vital and welcome intervention.



Our Zero Fatalities Vision

To achieve our vision of zero fatalities and zero serious injuries on provincial roads, the Western Cape Government conducted 54 931 traffic law enforcement operations and 1 903 compliance inspections between 2019 and 2023. A further 899 safety interventions were implemented since 2021.



A Cleaner Province For You

For the period 2019 and 2024, 1 903 compliance inspections (which include inspections undertaken to verify complaints received) were conducted by the Environmental Law Enforcement, Waste Management, Air Quality Management, Pollution and Chemicals Management and Section 24G components of the Western Cape Government.

ROAD AND ENVIRONMENTAL SAFETY

Safety For You

**98% of all
Environmental
Impact
Assessments
(EIA) were
completed
in a timely
manner.**



Tackling Disaster Management And The Climate Crisis

The Western Cape Government is leading the way in responding to the climate crisis and disaster management through various programmes such as our climate response strategy, water resilience plan and world leading Provincial Disaster Management Centre.

Environmental Impact Assessments

An Environmental Impact Assessment is important as it assesses the environmental consequences of a plan, policy, programme, or actual projects prior to the decision to move forward with the proposed action. On average, 98% of all Environmental Impact assessments (EIA) were completed in a timely manner.

Improving Dignity and Wellbeing



IMPROVING DIGNITY AND WELLBEING

Improving the wellbeing of our residents is at the centre of what the Western Cape Government aims to achieve.

The Provincial Government has made strides and adopted four long-term, interdependent focus areas that target the key phases of an individual's life stage:

1. Children and families;
2. Education and learning;
3. Youth and skills; and
4. Health and wellness.



IMPROVING DIGNITY AND WELLBEING

One of the most significant successes the Western Cape Province has achieved has been the ongoing improvement in the Human Development Index (HDI), which measures the following three aspects of human development: health, education, and per capita income. The HDI can assume a maximum level of one (1), indicating a high level of human development, and a minimum of zero (0), indicating a poor level of human development. HDI in the province improved from 0.61 in 2001 to 0.74 in 2021 and is higher by 10 decimal percentage points than the national score. This demonstrates that the interventions and programmes employed by the various Provincial Departments, such as Health, Education and Social Development, are effective in improving the standards of living for people.

Similarly, the Gini Coefficient measures inequality and captures a ratio between the values zero (0), reflecting perfect equality, and one (1), reflecting inequality. The lower the score, the more equal society is. In the Western Cape, inequality was placed at 0.60 in 2021, while inequality was placed at 0.68 nationally.



RESPONDING TO BASIC NEEDS

Dignity For You

On average, 2 034 homeless adults were provided with beds in shelters between 2019 and 2023.



Beds For Those In Need

For the period 2019 to 2023, on average, the WCG subsidised 5 938 beds per year in residential care facilities for older persons in the province. On average, a further 15 691 subsidies were transferred to community-based care to support older persons and 735 beds per year were funded in assisted and independent living facilities for senior citizens.

RESPONDING TO BASIC NEEDS

Dignity For You

Over a million nutritious meals were delivered to vulnerable residents.

Since 2019 the Western Cape Government has funded cooked meals through 102 community nutrition and development centres and 358 soup kitchens across the province.



RESPONDING TO BASIC NEEDS

“Distributing the load shedding packs to the elderly residents illuminates their lives, ensuring their comfort and safety.”

SHIRLENE VISAGIE
FACILITY SUPERVISOR
FG LOWE VILLAGE
HANOVER PARK



RESPONDING TO BASIC NEEDS



School Nutrition Programme

Every year over 500 000 vulnerable learners received free school meals through the School Nutrition Programme at Western Cape Government schools.



Sanitary Dignity Project

The Western Cape Government is ensuring the wellbeing and dignity of girls across the province through its Sanitary Dignity Project and has delivered more than 4.162 million packs of sanitary pads to learners across the province since the inception of the project in 2019/20.



Food Security and Nutrition

Since 2019, a total of 16 986 households were supported with the means to produce their own food for food security and nutrition.

PSYCHOLOGICAL AND SOCIAL INTERVENTIONS

Dignity For You

**1 276 children
were reunited
with their
primary
caregivers.**



The Western Cape Government has prioritised its Family Strengthening Programmes aimed at deepening the relationship between primary caregivers and children to reduce family and community violence. In total, for the period 2019 to 2023, 94 832 families participated in these programmes, 1 276 children were reunited with their primary caregivers, and 14 581 primary caregivers completed parent education and training programmes.

247 additional social service professionals were appointed. These appointments will help stabilise an over-burdened welfare and child protection system.

HEALTH



Providing Healthcare For You

The Western Cape Government has worked tirelessly to ensure that our hospitals and clinics can operate during load shedding. 195 of our health facilities have generator capacity to continue essential services during load shedding, 9 of our clinics have completed inverter installations, and 10 of our hospitals have been exempted from up to Stage 6 load shedding.



Our Public Health Sector

The Western Cape has a functional and successful public health sector, as evidenced by our leading tertiary hospitals Tygerberg, George and Groote Schuur, and other hospitals like the Red Cross War Memorial Children's hospital, Khayelitsha, Mitchells Plain and Mowbray Maternity hospitals - all public hospitals with quality healthcare available to the public.



50th Kidney Transplant

In 2023, Groote Schuur and Red Cross War Memorial Children's Hospital made history by completing more than 50 kidney transplants in a calendar year. This achievement was due to the dedication of healthcare workers and the generosity of donors and families who made these procedures possible.

HEALTH



202 309 learners were seen through our Integrated School Health Programme in 2022/3, which is an increase from 108 570 in 2021/22.

Over 12 million Primary Health Care (PHC) headcounts were completed in 2022/3, which is an increase from over 10.9 million in 2021/22 and 9.9 million in 2020/21.

Over 1.6 million hospital outpatient headcounts and 995 726 hospital emergency headcounts were recorded in 2022/3, which is a respective increase from over 1.5 million and 885 693 in 2021/22.

Over 7.3 million contacts in home and community-based care settings took place in 2022/23, with 7.4 million taking place in 2021/22 and 5.1 million in 2020/21.

90 631 babies were delivered in 2022/23, which is a decrease from 96 319 in 2021/22 and 101 055 in 2020/21.

HEALTH



645 497 patients were transported by Emergency Care Services, and 22% of these were priority 1 cases. This was an increase from 618 352 in 2021/22 and 558 723 in 2020/21.

291 492 patients were admitted across our 33 District Hospitals, which is an increase from 275 166 in 2021/22 and 245 553 in 2020/21.

127 403 patients were admitted across our 16 Regional and Specialised Hospitals, which is an increase from 120 275 in 2021/22 and 112 608 in 2020/21.

130 325 patients were admitted in Central and Tertiary Hospitals, which is an increase from 122 915 in 2021/22 and 107 102 in 2020/21.

Dignity For You

Over
9 million
medicine
parcels were
delivered
directly
to residents'
homes.



Providing Health Services For You

Since 2019, over 9 million medication parcels have been delivered directly to residents by the Western Cape Government.

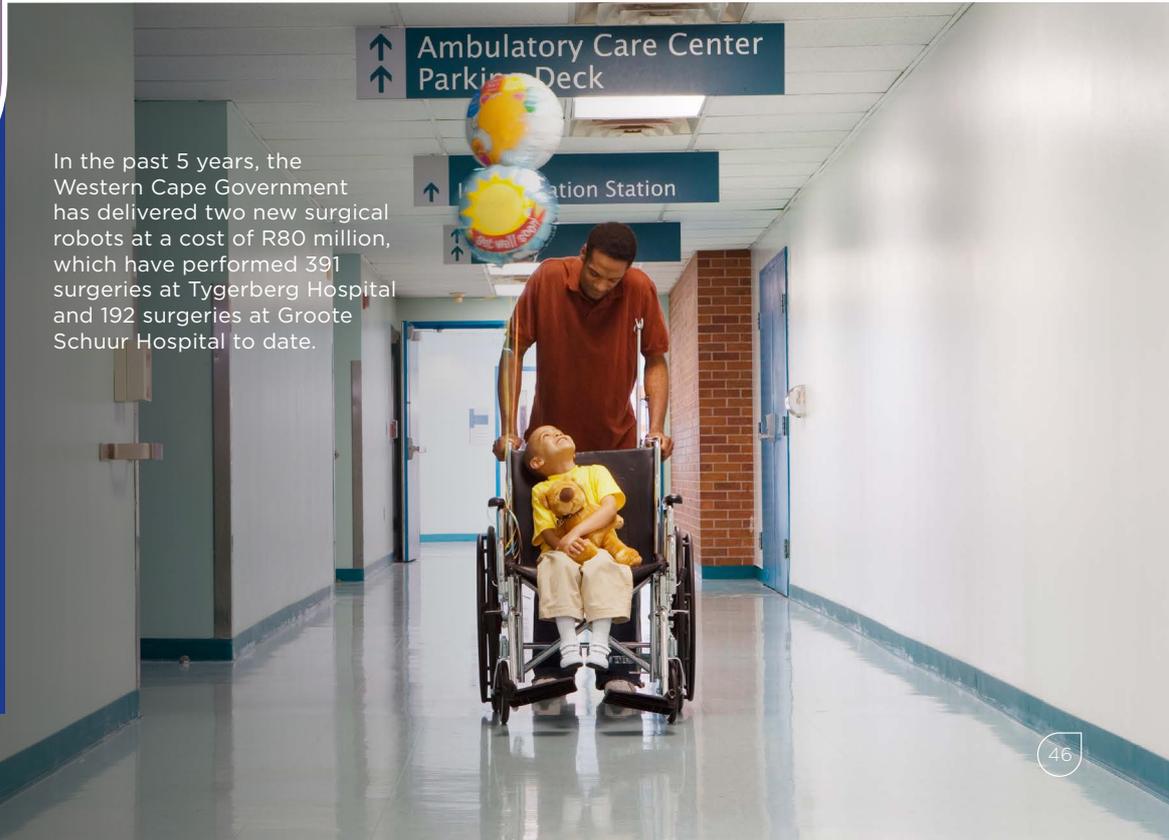
Over 3.1 million medicine parcels were distributed via our Chronic Dispensing Unit to both new and existing patients in 2022/3, which is an increase from 2.95 million in 2021/22 and 2 million in 2020/21.

HEALTH

Dignity For You

**Over 500
surgeries
were completed
with our new
surgical robots.**

In the past 5 years, the Western Cape Government has delivered two new surgical robots at a cost of R80 million, which have performed 391 surgeries at Tygerberg Hospital and 192 surgeries at Groote Schuur Hospital to date.





Leading In Health Innovation

The Western Cape has continued to implement leading health innovation projects.

The award-winning Hospital and Emergency Centre Tracking Information System (HECTIS) is a web-based patient management system for emergency centres and is the first of its kind in South Africa. HECTIS can be found in 41 health facilities in the Western Cape and the system has thus far logged over 2 million patient episodes. The system follows the patient as they receive care in an emergency centre, from the time they come in and are triaged by a nurse through every step in the clinical process.

In December 2023, the Department of Health and Wellness launched the TeleICU pilot project, which is being facilitated between George Regional and Groote Schuur Hospitals for their critical care services. This project uses technology, allowing for real-time critical care expertise access, improved decision-making, and knowledge transfer, with overall improved patient outcomes. This means patients can receive life-saving care without needing to be transported to the Metro.

Dignity For You

During the 2020 COVID-19 pandemic, the Western Cape Government built the Hospital of Hope at the Cape Town International Convention Centre in just 26 days. It treated over 1 500 patients.



EDUCATION

“We are building new schools, building more accessible and resilient spaces for learning and play, and building hope and opportunity for more children in the Western Cape. We believe that every child deserves to learn in a space that is beautiful, safe and inspiring, which is why the Western Cape Education Department is delivering a major investment in new education infrastructure and exploring innovative ways to accelerate school construction and get it done for our learners, schools and communities.”

SALIE ABRAHAMS
DEPUTY DIRECTOR GENERAL
EDUCATION PLANNING
WESTERN CAPE EDUCATION DEPARTMENT



Dignity For You

Since 2019, the Western Cape Government has constructed 2 217 classrooms in new and replacement schools, and at existing schools.



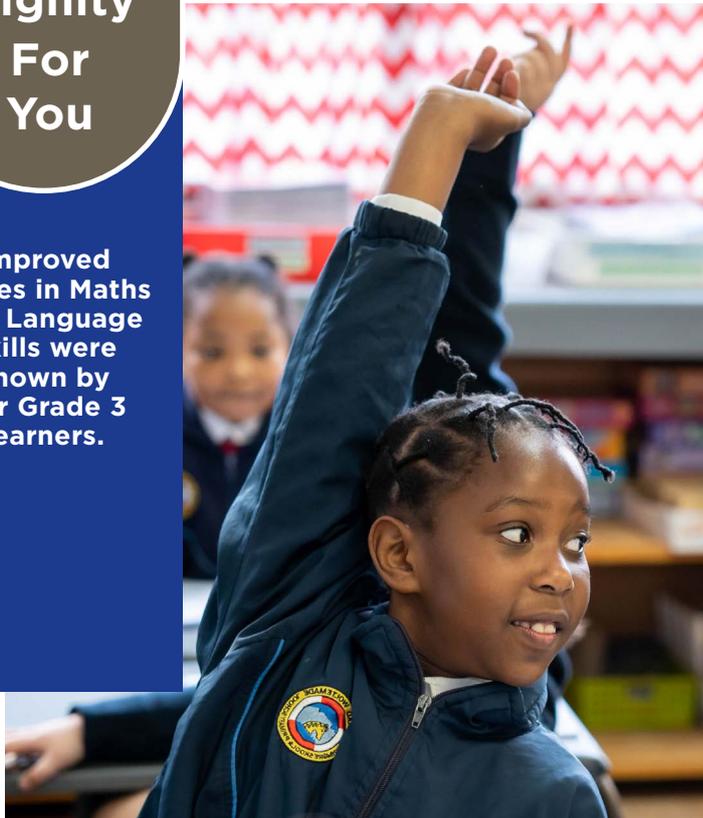
Rapid School Build Programme

Given the growing demand for places in Western Cape schools, the Western Cape Government has introduced the Rapid School Build Programme to build more schools faster than ever before. Saxonsea Junior School was built in 65 days and the Fisherhaven School was completed in 71 days.

Since 2019, the Western Cape Government has built 35 new schools, 15 replacement schools and over 1 300 additional classrooms at existing schools. This includes 48 classrooms in new and existing schools for learners with special education needs.

Dignity For You

Improved scores in Maths and Language skills were shown by our Grade 3 learners.



Pass Rates And Achievements

On average, between 2019 and 2023, 81.15% of learners passed the National Senior Certificate examination.

The Matric class of 2023 in particular has done our province proud by increasing the pass rate to 81.54%.

In 2023, our Grade 12s achieved the top Mathematics pass rate in the country at 75.4%, and the top Physical Sciences pass rate at 82.2%.

The Western Cape had the second-highest distinction rate in 2023, with 24 982 subject distinctions. Adding to our successes in the classroom is the retention rate from Grade 10 to 12, which went up to 69.3%.

The top Grade 12 candidate in the country came from the Western Cape in 6 of the past 7 National Senior Certificate Exams.

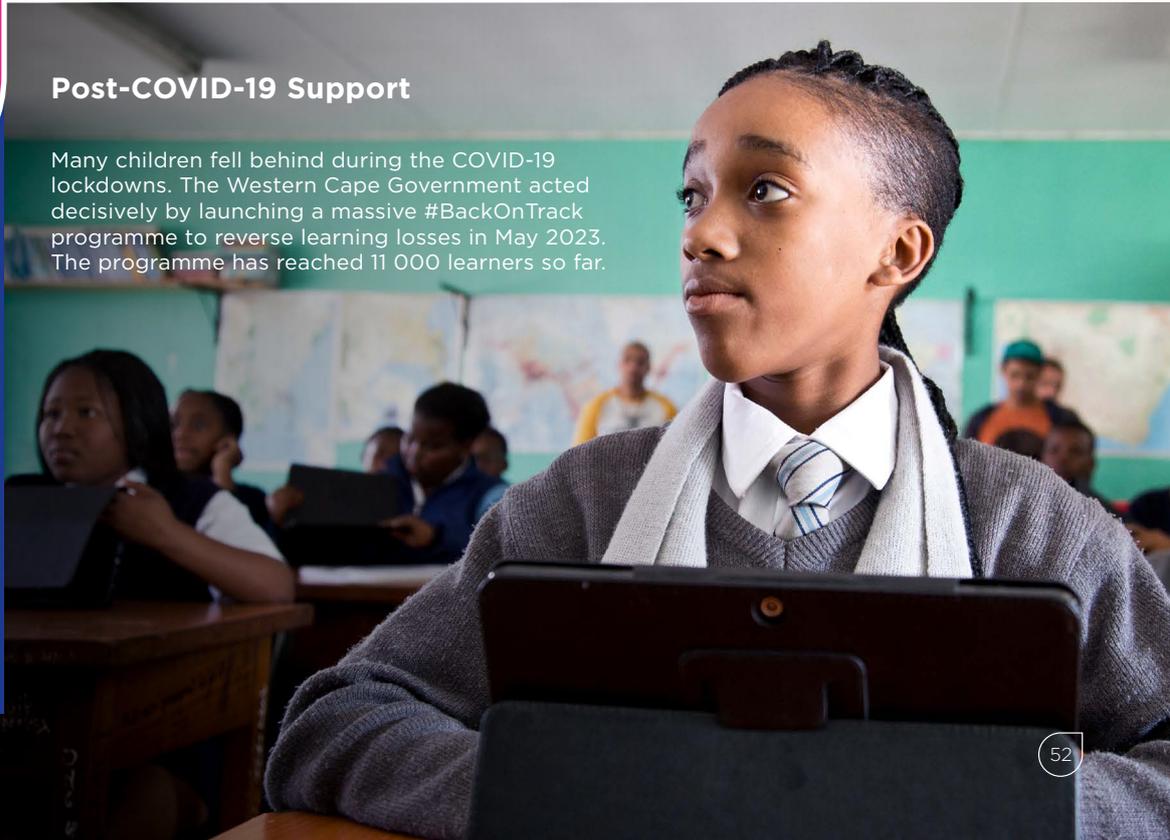
The Western Cape is the top performing province in South Africa in both the Progress in International Reading and Literacy Study (PIRLS) and the Trends in International Mathematics and Science Study (TIMSS), scoring between 67 and 91 points higher than the national average.

Dignity For You

The
#BackonTrack
programme has
reached 11 000
learners so far.

Post-COVID-19 Support

Many children fell behind during the COVID-19 lockdowns. The Western Cape Government acted decisively by launching a massive #BackOnTrack programme to reverse learning losses in May 2023. The programme has reached 11 000 learners so far.



SPORTS AND RECREATION

Dignity For You

Between
2019 and 2023,
157 athletes
have been
supported by
seven sport
academies.



MOD Programme

The Mass participation, Opportunity and access, Development and growth (MOD) Programme is an after-school, mass participation initiative that provides school-going youth with access to various fun-filled, play-based and modified activities in recreation and sport, as well as in arts and culture, on a daily basis. There are currently 181 MOD Centres across the province.

Netball World Cup

In 2023, the Western Cape hosted the Netball World Cup in Cape Town. This was the first time in history that this tournament was hosted on African soil. The tournament stimulated interest in women's sport in the country, brought economic activity to the province and created jobs, and also left a legacy for the continued growth of the sport through the building or upgrading of over 40 netball courts in communities across the province.

SPORTS AND RECREATION

Dignity For You

The Western Cape Government has translated the sporting codes of chess, cricket, netball, boxing and cycling into isiXhosa, ensuring the broad participation of all our residents.



World Cups

Cape Town hosted the Rugby Sevens World Cup in 2022, selected matches of the T20 Women's Cricket World Cup in 2023, and the Hockey Masters World Cup in 2022.

Team Western Cape

Team Western Cape ended in first place at both the South African National Schools Sport Winter and Summer Games Championships in 2022. This was the first time that the Western Cape won both editions of the championships in the same calendar year. The team again achieved first place in the Summer Games in 2023.

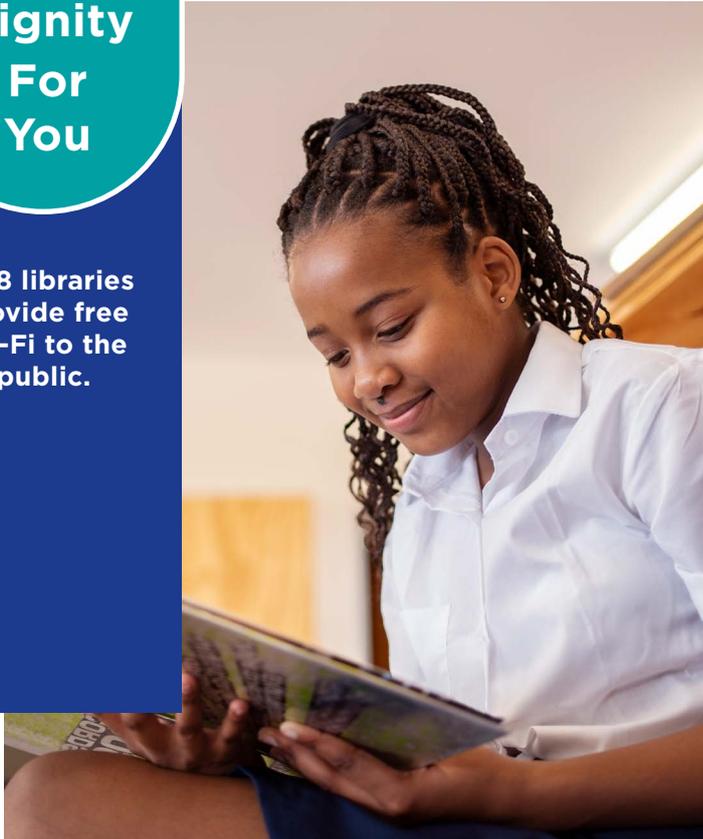
Major Sporting Events

The continued hosting of major sport events like the Cape Town Cycle Tour, the Two Oceans Marathon and the Absa Cape Epic continue to bring economic benefits through the attraction of athletes and their supporters from across the world. This contributes to job creation in the province. In 2023, Cape Town played host to the FIA Formula E - a first for the Western Cape and South Africa - giving a boost to the province's economy and job creation.

ARTS AND CULTURE

Dignity For You

228 libraries
provide free
Wi-Fi to the
public.



Improving Libraries

Public libraries provide spaces of reading and learning that enrich communities. 375 libraries are consistently well-stocked and resourced, and through the Rural Library Connectivity project, the Western Cape Government ensures that residents can access online resources.

Provincial libraries hosted 65 925 literacy interventions and 19 034 researchers used our archives between 2019 and 2023.

Preserving Our History

There are 31 affiliated museums in the Western Cape. Each of these museums develops and promotes collections, exhibitions and programmes for educational purposes and the public interest. For the period 2019 and 2023, 349 762 people visited our museums.

The Western Cape Government's Provincial Archives is digitising its records, allowing users from across the world to access these records and preserve them for future generations.

ARTS AND CULTURE

Dignity For You

In January 2024, Cape Town was listed as the second-best city globally to live in and visit on the Timeout list of 50 best cities in the world.



Celebrating Diversity

In 2023, the Western Cape Government hosted and supported the 200-year commemoration of the emergence of IsiXhosa as a written and published language at the Guga S'thebe Cultural Centre in Langa.

In celebrating our province's cultural diversity, the Western Cape Government plays a leading role in guiding, supporting and ensuring that traditional initiation schools are registered with the relevant authorities and that the necessary safety measures are in place according to the Customary Initiation Act No 2 of 2021.

Cultural Events

The hosting of events like the Cape Town Carnival, the Klein Karoo Nasionale Kunstefees, the Woordfees, and the staging of world-class productions in Western Cape theatres also stimulates our local economy and creates jobs for local people.

The World Science Forum was held in Cape Town in 2022 under the theme 'Science for Social Justice' and aimed to create debate and dialogue to interrogate what role science should play in equitable access to resources and opportunities in South Africa.

Innovation, Culture and Governance



INNOVATION, CULTURE AND GOVERNANCE

The Western Cape Government in its day-to-day work aims to build a capable state. It has been a priority to ensure that Provincial Departments work in a transversal manner with a citizen-centric focus to promote a culture of caring, competence and accountability.

We also aim to promote a culture of evidence- and data-based decision-making to further maximise the impact of the work that we do. Finally, embedding an innovative culture and citizen engagement within all Provincial Departments continues to be a priority. The Western Cape Government has ensured that we are a modern, caring, responsive and competent government.



SERVICE DELIVERY AND CULTURE

**Innovating
For
You**

**Over 1 500
Wi-Fi hotspots
provide internet
access to
residents.**



Free Public Wi-Fi

Since 2019, the Western Cape Government has almost tripled the number of free public Wi-Fi sites available from 623 to 1 508 in 2023. A hotspot map is available that plots locations of the Western Cape Government Public Wi-Fi Hotspots, City of Cape Town Hotspots as well as the ThinkWiFi hotspots. Details include the name of the building where the Hotspot is located, its suburb, municipality and GPS coordinates.

SERVICE DELIVERY AND CULTURE

Innovating For You

Over 1.3 million people accessed services through our 22 Thusong Centres in the province.



WCG eCentre Programme

The Western Cape Government's eCentre programme, which is available at 75 sites, makes information and communication technology freely available and accessible to communities in the Province, with a special focus on rural areas where access is most needed. Between 2019 and 2023, the Western Cape Government provided 7 096 accredited e-skills training opportunities at our 75 eCentres. This training includes an e-learner course to equip candidates with a solid foundation for progressing on to the International Computer Driving License Course. In addition, a basic computer course is offered to people who do not have any experience in using computers.

Our One-Stop Service Centre

A Thusong Service Centre is a one-stop service centre providing government information and services to communities from departments and institutions such as Home Affairs, Labour, Social Development, and the South African Social Security Agency (SASSA). Between 2019 and 2023, on average, 1.3 million people accessed services through our 22 Thusong Centres in the province.

SERVICE DELIVERY AND CULTURE

“The WCG Contact Centre has worked really hard in recent years. With over 1.4 million contacts received and more than 1 million tickets created since 2019, we’ve maintained an impressive 96% resolution rate. It’s truly inspiring to be part of this team.”

FIRDOZE SOLOMONS
CONTACT CENTRE AGENT
WESTERN CAPE GOVERNMENT



SERVICE DELIVERY AND CULTURE

**Innovating
For
You**

**Premier
Alan Winde
has brought the
vision of open
doors, open
government to
life.**



A Culture Of Open Government

The Western Cape Government's culture of Open Government is an extension of the greater Cape Town First Thursdays cultural event, which began in 2012. Just as art galleries and restaurants keep their doors open until late on the first Thursday of every month, so too does the Western Cape Government. Since first experimenting with the idea in 2015, Premier Alan Winde has brought the vision of open doors, open government to life. Once a month, Western Cape residents, businesses, visitors, and the Western Cape Government staff are invited to engage with the Premier, Western Cape Cabinet, and the City of Cape Town in five-minute, face-to-face meetings from 17h00-21h00. Fifteen First Thursday events were hosted in person during the term, with 6 444 residents in attendance and 34 hosted online due to the COVID-19 pandemic.

Top Employer Certification

The Western Cape Government has been awarded a Top Employer Certification, which has certified and recognised over 2 200 Top Employers in 122 countries and regions. We are the first provincial government in the world to be awarded the Top Employer Certification.



“Sound governance practices, based on accountability, transparency, ethical management and fairness is entrenched across the Western Cape Government. Our challenge is to unlock value from our good governance agenda and translate it into effective service delivery.”

MELISSA VAN NIEKERK
DIRECTOR CORPORATE GOVERNANCE
WESTERN CAPE PROVINCIAL TREASURY

For the 2022/23 financial year, all 14 Western Cape Government Departments and provincial entities received unqualified audits from the Auditor General, the best audit results in the country. Leading from the front, Provincial Treasury received 10 consecutive clean audit outcomes, demonstrating a deep-seated commitment to good governance.

GOVERNANCE AND INNOVATION

Enhancing Efficiency And Transparency

Public records management is a key component of preserving institutional memory and enhancing efficiency and transparency in delivering services. The Western Cape Government has implemented MyContent, an OpenText Enterprise Content Management system that is the backbone of our modern government.

COVID-19 Innovation

Innovation was integral to our province's world-class COVID-19 response. The Western Cape Government built the biggest COVID-19 field hospital in Africa within just 6 weeks at the beginning of the global lockdown and opened 'Hospitals of Hope' at Brackengate and in Mitchells Plain. We also delivered thousands of parcels of medicine directly to people's homes.

The Western Cape Government launched the COVID-19 public-facing dashboard. By the end of 2021, the site had received over 3 million views from 167 countries. The dashboard won the Africa Tech Award for Best Use of Technology in the Public Sector 2020.

Municipal Infrastructure Financing

In 2020, the Western Cape Government initiated an innovative Sustainable Infrastructure Development Financing Facility (SIDAFF). It aims to provide support to municipalities in identifying, planning, developing and implementing catalytic municipal infrastructure projects, with a specific focus on securing external grant financing for project preparation to take projects from technical feasibility to bankability stage, and then external loan funding for bankable initiatives. The project has now completed Phase 2 of the SIDAFF programme.

This entailed developing a Grant Funding Facility and a Financing Framework to raise grant funding for project preparation through a dedicated project management unit and ultimately financing towards the implementation of the identified catalytic projects.



Western Cape
Government

FOR YOU