

**WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2022/23**  
**DEPARTMENT OF THE PREMIER**

Programme / Sub programme / Performance Measures	Frequency	Target for 2022/23 as per Annual Performance Plan (APP)	1 <sup>st</sup> Quarter Planned output as per APP	1st Quarter Actual output - validated
<b>Programme 1: Executive Governance and Integration</b>				
<b>Sub-programme 1.1: Programme support</b>				
Number of frontline service delivery improvement reports per programme per annum	Quarterly	4	1	1
<b>Sub-programme 1.5: Office of The Director-General</b>				
Number of Accounting Officer Governance Reports on the performance of the Vote	Quarterly	4	1	1
<b>Sub-programme 1.6: Financial Management</b>				
Percentage of planned financial capacitation interventions implemented	Annually	100%	-	-
<b>Sub-programme 1.7: Strategic Communication</b>				
Number of monthly communication tracking reports produced	Quarterly	12	3	3
<b>Programme 2: Provincial Strategic Management</b>				
<b>Sub-programme 2.1: Programme Support</b>				
Number of frontline service delivery improve-ment reports per program-me per annum	Quarterly	4	1	1
<b>Sub-programme 2.2: Policy and Strategy</b>				
Number of transversal policies, strategies, or policy/ strategy briefs produced	Quarterly	4	-	-
Number of quarterly reviews on the progress with implementation of the Provincial Strategic Plan/Recovery Plan	Quarterly	4	1	1
<b>Sub-programme 2.3: Strategic Management Information</b>				
Number of annual publications produced on measuring a set of indicators within key statistical thematic areas	Quarterly	2	-	-
Number of quarterly releases on provincial performance data published	Quarterly	5	2	2
Number of evaluations conducted on provincial policy priority interventions	Quarterly	3	-	-
Number of releases published on data governance as issued by the provincial data office	Quarterly	4	1	1
<b>Sub-Programme 2.4 Strategic Programmes</b>				
Number of strategic partnerships created as a result of international relations engagements	Quarterly	10	2	2
Number of bi-annual reviews on human rights-based programmes	Quarterly	2	-	-
Number of reports on priority programmes in support of innovation and culture implemented	Quarterly	4	1	1
Number of quarterly financial and non-financial reports for the Office of the Commissioner for Children	Quarterly	4	1	1
<b>Programme 3: People Management</b>				
<b>Sub-programme 3.1: Programme Support</b>				
Number of frontline service delivery improvement reports per programme per annum	Quarterly	4	1	1
<b>Sub-programme 3.2: Organisation Development</b>				
Percentage of the annual Citizen-centric culture programme implemented	Quarterly	100%	25%	35.71%
Percentage completion of departmental modernisation/optimisation project plans	Quarterly	100%	25%	30.00%
Percentage of capability project implementation plan (multi-year) completed	Quarterly	100%	25%	25.00%
Number of progress reports towards the WCG's participation in an International Employer of Choice measuring instrument.	Quarterly	4	1	1
<b>Sub-programme 3.3: People Training and Empowerment</b>				
Number of transversal learning interventions offered	Quarterly	100	25	34
Number of learning programmes assessed for training impact	Annually	10	0	0
Number of reports produced on the work experience opportunities facilitated for youth	Quarterly	2	0	0
Phased Development and implementation of Future Fit Skills Strategy	Quarterly	100%	Approved road map	Yes there is an approved road map
Phased implementation of the reconfiguration of Provincial Training Institute (PTI)	Quarterly	100%	-	-
<b>Sub-programme 3.4: People Management Practices</b>				
Percentage of planned strategic business partnership initiatives completed	Quarterly	95%	95%	100.00%
Percentage planned innovative people practices initiatives completed	Annually	87.5%	-	-
Percentage planned transactional excellence initiatives completed	Quarterly	85%	85%	100.00%
Percentage planned people manager and professional empowerment initiatives completed	Quarterly	87.5%	-	-

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<b>Sub-programme 4.1: Programme Support</b>				
Number of frontline service delivery improvement reports per programme per annum	Quarterly	4	1	1
<b>Sub-programme 4.2: Strategic ICT Services</b>				
Number of WCG digital channels through which citizens actively engage government	Quarterly	15	14	14
Total number of Cape Access Centres established and managed since inception	Quarterly	73	73	73
Number of WCG digital skills training opportunities available to citizens	Quarterly	2000	500	581
Resolution rate of the WCG Contact Centre contact tickets	Quarterly	95%	95%	98.36%
Number of departmental ICT plans reviewed	Annually	10	-	-
Number of research and development interventions undertaken	Quarterly	4	-	-
<b>Sub-programme 4.3: GITO Management Services</b>				
Average percentage systems uptime and availability maintained	Quarterly	98%	98%	99.60%
Average percentage network uptime and availability maintained	Quarterly	98%	98%	98.94%
Average turnaround time in days for finalising IT Service Desk requests	Quarterly	6 Days	6 days	5.44
Number of computer users equipped with modern Office software (Office 365)	Quarterly	5000	500	14492
Information Technology Security Maturity level attained annually	Annually	2	-	-
<b>Sub-programme 4.4: Connected Government and Infrastructure Services</b>				
Total number of WCG sites upgraded to minimum network speeds of 100mbps	Quarterly	1 600	1 525	1 570
Total number of WCG sites provided with free Public Wi Fi Hotspots	Quarterly	1440	1300	1317
Total number of workspaces equipped with corporate WiFi access points	Quarterly	1790	1770	1807
<b>Sub-programme 4.5: Transversal Applications Services</b>				
Percentage of transversal business application solutions implemented	Quarterly	90%	90%	100.00%
Number of services available on citizen mobile application platform	Quarterly	45	41	41
Number of prioritised WCG citizen-facing services or service channels digitalised	Quarterly	4	1	1
<b>Programme 5: Corporate Assurance</b>				
<b>Sub-programme 5.1: Programme Support:</b>				
Number of frontline service delivery improvement reports per programme per annum	Quarterly	4	1	1
<b>Sub-programme 5.2: Enterprise Risk Management</b>				
Number of provincial and departmental enterprise risk management strategies and implementation plans approved by Accounting Officers	Annually	13	13	13
Percentage completion of activities in approved enterprise risk management implementation plans allocated to D:ERM	Quarterly	98%	24%	24.00%
Percentage of departmental strategic risks identified that enable citizen-centric focus	Quarterly	60%	60%	70.54%
<b>Sub-programme 5.3: Internal Audit</b>				
Percentage of internal audit areas completed as per approved internal audit coverage plans.	Quarterly	100%	20%	23.75%
Percentage internal audit recommendations incorporated into agreed action plans.	Quarterly	99%	99%	100.00%
Percentage of action plans expired by the end of the third quarter followed up	Quarterly	99%	-	-
Percentage of citizen-focussed Internal Audit engagements conducted	Quarterly	62%	10%	12.50%
<b>Sub-programme 5.4: Provincial Forensic Services (PFS)</b>				
Number of anti-fraud and corruption awareness sessions /engagements facilitated	Quarterly	120	30	34
Percentage of fraud prevention activities allocated to the PFS implemented	Quarterly	95%	25%	25.18%
Number of forensic investigations finalised	Quarterly	28	7	7
Percentage of PFS recommendations followed up	Quarterly	1	1	1
<b>Sub-programme 5.5: Corporate Communication</b>				
Number of Brand Assessment Reports generated	Quarterly	4	1	1
Number of reports on improvement in public trust in the WCG to deliver, as determined by a perception survey	Quarterly	2	1	3
Number of reports on the improvement of staff's ability to articulate the WCG brand purpose, as determined by the pass rate of an employee brand survey	Quarterly	2	0	0
Number of WCG transversal internal communique created and published	Quarterly	4	1	1
<b>Programme 6: Legal Services</b>				
<b>Sub-programme 6.1: Programme support</b>				
Number of frontline service delivery improvement reports per programme per annum	Quarterly	4	1	1
Number of analytical reports on Legal Services activities	Quarterly	2	0	0
Number of legal training opportunities provided to employees of the Western Cape Government, provincial public entities and municipalities	Quarterly	70	18	32
<b>Information submitted by DG:</b> Dr H Malila <b>Telephone No:</b> 021 483 6032				