Annexure E

ECONOMIC AND SMALL BUSINESS DEVELOPMENT

INTERGRATED ECONOMIC DEVELOPMENT SERVICES

Indicator title	Number of initiatives to attract investment
Short definition	The initiatives that are created to expose the enterprises to the markets, access to funding, business matchmaking and or showcasing the products in a form of exhibition, as well as presenting the enterprise development.
Purpose/importance	To expose the enterprises to the different platforms in ensuring the development, sustain the businesses and linkages to the investors locally and internationally.
Source/collection of data	Databases from Departments and Municipalities, ILO, Business Associations
Method of calculation & Evidence type	Simple count Evidence = Approved reports (initiator, verifier and approver).
Data limitations	Information from other Departments, Municipalities and ILO.
Type of indicator	Output.
Calculation type	Simple count
Reporting cycle	Bi annually
New indicator	No.
Desired performance	Higher
Indicator responsibility	Mrs. P. Ngqeza

Indicator title	Number of enterprises assisted with access to markets through exhibition platforms
Short definition	Enterprises exposed to markets through various platforms such as exhibitions, trade fairs, outbound missions, flea markets and linkages to other businesses. This includes enterprises that have successfully been assisted to participate in international EXPOs organised by the DTI. It is expected that this should lead to improved market access.
Purpose/importance	The purpose is to ensure sustainability of small and medium enterprises by providing market opportunities. This is to counter the collapse of enterprises due to lack of markets.
Source/collection of data	Economic and Small Business Development Branch
Method of calculation & Evidence type	Count number of enterprises. Evidence =Attendance registers and Exhibition reports
Data limitations	None.
Type of indicator	Output.

Calculation type	Simple count.
Reporting cycle	Quarterly.
New indicator	Yes.
Desired performance	Higher performance
Indicator responsibility	Mrs M. Mokalobe

Indicator title	Number of outward missions attended
Short definition	Improving economic relations by exposing local enterprises to markets nationally and internationally.
Purpose/importance	The purpose is to strengthen international economic relations by creating a conducive platform (outward trade missions) to access external markets. The objectives of these missions are to create partnerships and to improve provincial trade levels.
Source/collection of data	ESBD Branch; IGR
Method of calculation & Evidence type	Simple Count Evidence = Mission Report, with reference to MOU's, MOA's and contracts (Initiator, Verifier and Approver).
Data limitations	IGR
Type of indicator	Output.
Calculation type	Periodic
Reporting cycle	Bi Annually
New indicator	Yes.
Desired performance	Higher
Indicator responsibility	Mrs P. Ngqeza

Indicator title	Number of inward missions attended
Short definition	Improving economic relations by exposing foreign enterprises to markets locally.
Purpose/importance	The purpose is to strengthen international economic relations by creating a conducive platform (inward trade missions) to access Free State markets. The objectives of these missions are to create partnerships and to improve provincial trade levels.
Source/collection of data	ESBD Branch; IGR
Method of calculation & Evidence type	Simple Count Evidence = Mission Report, with reference to MOU's, MOA's and contracts (Initiator, Verifier and Approver).
Data limitations	IGR
Type of indicator	Output.
Calculation type	Periodic
Reporting cycle	Quarterly.
New indicator	Yes.
Desired performance	Higher

Indicator responsibility	Mrs P Ngqeza

Indicator title	Number of sector forums coordinated
Short definition	Coordinate a forum for stakeholders to share information, and deal with challenges of unemployment within the Free State. Focus will be on prioritised sector (Agro-processing, energy and mining) and ensure that the forum is fully operational.
Purpose/importance	To improve information sharing, policy coordination early detection of challenges.
Source/collection of data	Integrated Economic Development Unit
Method of calculation & Evidence type	Simple count Evidence = Forum invitation, programme, minutes, attendance registers.
Data limitations	Reliance on databases.
Type of indicator	Output.
Calculation type	Cumulative counting the operational forum.
Reporting cycle	Quarterly.
New indicator	No.
Desired performance	Acceptable level.
Indicator responsibility	Mrs M. Mokalobe

Indicator title	Number of business chambers supported
Short definition	To support and assist business chambers (local business chambers to identify feasible economic projects and promote enterprise development and strengthen the development of value chains, unblock constraints on business development in various municipalities. The support and assistance will be in the form of technical advice, skills development and financial support if required.
Purpose/importance	Support Black business chambers in various municipalities.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = Reports (Initiator , Verifier and Approver)
Data limitation	None
Type of indicator	Output
Calculation type	Cumulative counting the operational forum
Reporting cycle	Annually
New indicator	Yes
Desired performance	high
Indicator responsibility	Dr T. Mokoena

Indicator title	Number of SMMEs linked to big business
Short definition	SMMEs are linked to big businesses for procurement opportunities to ensure their growth and sustainability. Big business will therefore commit to procure from SMME's. SMME's will be identified from all sectors of the economy.
Purpose/importance	To expose SMMEs to procurement opportunities in order to facilitate growth and expansion.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = List of SMMEs linked to big business; approved outcome reports (initiator, verifier, approver).
Data limitations	None
Type of indicator	Output
Calculation type	Counting
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Ms M Matsie

ECONOMIC PLANNING

Indicator title	Number of Black Industrialist Support Framework established.
Short definition	The Framework provides guidance on how the province should provide both the financial and non-financial support to the Black Industrialists. It further outlines the qualification criteria and the roles of all the stakeholders in providing the support.
Purpose/importance	To assist Black Industrialists in accessing financial and non-financial support from the Black Industrialists Support Programme.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple Count Evidence = Approved Provincial Black Industrialist Framework (Initiator, verifier, approver.)
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	First Quarter
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Mr. Tefo Lekutle

Indicator title	Number of workshops conducted in priority sectors.
Short definition	The mining, manufacturing, agriculture, tourism and transport sectors have been identified in the FSGDS and PEDS as priority

	sectors for growing the Free State province economy and creating jobs. PEDS outlines business and investments within the four districts municipalities. This will done via workshops with identified municipalities
Purpose/importance	To create awareness on investments and business opportunities within the priority sectors.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count. Evidence = Attendance Register and Approved outcome report (Initiator , Verifier and Approver); invitations; programme; workshop material
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Mr. Tefo Lekutle

Indicator title	Number of enterprises in priority sectors and identified clusters supported

Short definition	Individuals within the manufacturing and/or services sectors be provided with :
	     - Infrastructure and/or financial support services
	     - Capacity building (Training and skills development)

Purpose/importance	To empower SMME's in priority sectors.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count. Evidence = Attendance Registers (for capacity building sessions only) ; Approved outcome reports (Initiator , Verifier and Approver); formal letters of support awarded
Data limitations	None
Type of indicator	Enterprise support
Calculation type	Enterprises supported
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Mr M. Sehularo

Indicator title	Number of Black Industrialists supported.
Short definition	The Black Industrialists Policy aims to leverage the state capacity to unlock the industry potential that exists within black owned

	managed businesses in manufacturing sector through targeted and well defined interventions as described in industrial Policy Action Plan (IPAP). The policy is further underpinned by the National Development Plan (NDP), BEE and the PPPFA.
Purpose/importance	The policy seeks to promote broader-based industrial characterised by deeper levels of participation in the mainstream industrial economy by historically disadvantage economic citizen. This objective will be achieved by providing comprehensive support packages of access to markets, training and funding.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple Count Evidence = Reports (Initiator, verifier, approver.); register of industrialists supported; formal letters of support.
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Annually
New indicator	Yes
Desired performance	High performance is desired
Indicator responsibility	Mr. Tefo Lekutle

Indicator title	Number of economic development seminars/summits facilitated.
Short definition	To create a platform wherein the views of various stakeholders (municipalities, business and government departments can be solicited on job creation and documented as recommendation to be considered for provincial implementation.
Purpose/importance	To promote partnerships and identified modalities for resolving the challenge of the high rate of unemployment in the province.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple Count Evidence = Invitations; programme ; attendance registers; Seminar / Summit outcome report (Initiator , Verifier and Approver)
Data limitations	None
Type of indicator	Non-cumulative
Calculation type	Periodic
Reporting cycle	Annually
New indicator	New
Desired performance	Satisfactory
Indicator responsibility	Mr. Tefo Lekutle

Indicator title	Number of BATC meetings convened

Short definition	Enterprises assisted with access to funding as per their proposals submitted to the department by adjudicating the applications for funding through Business Assessment Technical Committee(BATC)
Purpose/importance	To identify, assess and recommend funding support by various institutions such as FDC, IDC, Commercial Banks, SEFA and NEF, amongst others.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple Count Evidence = Invitation , Agenda ,Minutes and Attendance register
Data limitations	Poor quality of applications received
Type of indicator	Output.
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Mr Tefo Lekutle

Indicator title	Number of LED plans aligned to Provincial Economic Development Strategy (PEDS)
Short definition	The key objectives of PEDS are amongst others to ensure coordination of economic development activities within the municipalities and alignment of LED plans. The strategy also provide guidance on investment and business opportunities within the respective priority sectors as outlined in the FSGDS.
Purpose/importance	To ensure that projects and programmes in LED Plans are aligned to, and in support of, the identified priorities contained PEDS. The alignment support is relevant to IDP's to be implemented in the following municipal financial year.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = Outcome Report (initiator , verifier and approver); copies of aligned LED Plans
Data limitations	none
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Annually
New indicator	No
Desired performance	Higher
Indicator responsibility	M r. Tefo Lekutle

Indicator title	Number of consumer awareness campaigns conducted
Short definition	To make consumers aware of their consumer rights

Purpose/importance	To prevent the exploitation of consumers by suppliers of services and goods and to comply with the Consumer Rights Act requirements.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = Attendance registers; campaign notices; campaigns programmes; presentation materials; outcome reports (initiator, verifier, approver).
Data limitations	Lack of public participation
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	No
Desired performance	Satisfactory
Indicator responsibility	Mr Timothy Radikeledi

Indicator title	Number of World Consumer Rights Day commemorations held
Short definition	It is a global annual event celebrated by consumers and convened by the International Consumer Movement to promote consumer rights.
Purpose/importance	To promote the basic rights of consumers everywhere in the Province, as per Consumer Rights Act requirements.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = Approved concept documents (initiator, verifier, approver), approved submissions (initiator, verifier, approver), project plans (initiator, verifier, approver), programmes, presentation materials and attendance registers.
Data limitations	None.
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Annually.
New indicator	No.
Desired performance	Satisfactory
Indicator responsibility	Mr. T. Radikeledi.

Indicator title	Percentage of disputes resolved within 90 days
Short definition	All received disputes between consumers and service providers are resolved within 90 calendar from receipt of a complete dispute document.
Purpose/importance	To ensure efficient turn-around time for the finalization of consumer disputes and to increase service delivery and overall customer satisfaction. To uphold requirements of the Consumer Rights Act.

Source/collection of data	ESBD Branch; 2016/17 Baseline =48%
Method of calculation & Evidence type	Simple count; Number of cases resolved within 90 days over total number of cases registered expressed as a percentage. Evidence = Comprehensive case status register (including annual opening and closing balances)
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Acceptable
Indicator responsibility	Mr Timothy Radikeledi

Indicator title	Number of research documents produced on current consumer matters
Short definition	Research conducted on the latest trends relating to Consumers rights issues.
Purpose/importance	To provide up-to-date information on consumers issues to the general public and to utilize in management decision-making processes.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = Approved articles contributing to newsletters/ presentations.
Data limitations	None.
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Acceptable
Indicator responsibility	Mr Timothy Radikeledi

Indicator title	Number of pro-active inspections conducted on business compliance with various industry standards
Short definition	There are a number of industry standards that retailers must comply with (eg. RMI, Motor Industry Ombuds, etc) for the benefit of the consumers. The Consumer Protection office must ensure that these are complied with.
Purpose/importance	To ensure compliance by retailers with industry standards
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count

	Evidence = Approved site inspection reports (signed by initiator, verifier and authorizer).
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Acceptable
Indicator responsibility	Mr Timothy Radikeledi

SMALL BUSINESS DEVELOPMENT

Indicator title	Number of roadshows conducted
Short definition	Roadshows are held in municipalities with DFI's (NEF, SEFA, NYDA etc.), SOCs (ESKOM, Transnet etc.)to expose SMMEs to funding and procurement opportunities. These events will also serve as networking sessions where SMMEs can link-up with big business.
Purpose/importance	To expose SMMEs to funding and procurement opportunities in order to facilitate their growth opportunities.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = Approved roadshow reports (initiator, verifier, approver); Invitations; Programmes
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Mr M. Sehularo

Indicator title	Number of customer satisfaction surveys conducted
Short definition	Customer satisfaction surveys are conducted to assess the quality of services offered by the Branch in order to improve service delivery to clients.
Purpose/importance	To ensure consistency and improvement in the quality of services rendered to the public.
Source/collection of data	SBD Unit
Method of calculation & Evidence type	Simple count. Evidence = Approved survey reports (initiator, verifier, approver);
Data limitations	None
Type of indicator	Outcome

Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Ms K Ntsala

Indicator title	Number of BBBEE and PPPFA workshops held
Short definition	To ensure that enterprises and FSGP SCM practitioners understand the desired objectives of the latest B-BBEE codes, and how these codes impact the business environment.
Purpose/importance	To discourage fronting and promote radical economic transformation; to assist enterprises in preparing for trade, and future mergers and acquisitions; to ensure ring fenced government acquisitions and purchases from BBBEEE enterprises.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count. Evidence = Register of workshops conducted; approved outcome reports (initiator, verifier, approver); programmes; invitations
Data limitations	None
Type of indicator	Regulatory Systems
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	No
Desired performance	High
Indicator responsibility	Ms M. Matsie

Indicator title	Number of partnerships established.
Short definition	Establishment of partnerships with other stakeholders to advance support and development of enterprises and cooperatives at a local level.
Purpose/importance	To advance support and development of enterprises and cooperatives on a local level..
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count. Evidence = Reports, commitment letters or MOUs/SLAs (including drafts)
Data limitations	None
Type of indicator	Output
Calculation type	Periodic

Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Ms M. Matsie

Indicator title	Number of Economic Development forums held
Short definition	The forum brings together all role players in economic development space
Purpose/importance	To share information on economic development as well as local development projects.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = approved reports (initiator, verifier, approver) Invitations and programmes; attendance registers; presentation materials
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Ms K. Ntsala

Indicator title	Number of projects in critical sectors supported.
Short definition	Sectors that have a high impact on economic growth of the Province and can create large numbers of employment are planned and implemented. i.e. Mining, Agro processing, Tourism, Mineral and Energy. Support can be in the form of financial (funding) and non-financial support (training and skills decelopment.)
Purpose/importance	Advancement of radical economic empowerment
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count. Evidence = Reports, completed forms, agreements, attendance register, formal letters of support
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Ms M Mokalobe

Indicator title	Number of red tape reduction meetings held
Short definition	Reduce difficulties (zoning, regulations, by-laws, licenses etc) faced businesses caused by range of factors.
Purpose/importance	Help businesses cut through or get around red tape.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count, Evidence = Register of workshop conducted; Programme, Reports, minutes of meetings
Data limitations	None
Type of indicator	Regulatory systems
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	No
Desired performance	High
Indicator responsibility	Ms M. Matsie

Indicator title	Number of enterprises supported financially and non-financially
Short definition	Enterprises assisted through: • Non-financial support through technical and business management skills development • Financial support through risk-sharing with DFI's
Purpose/importance	To ensure sustainability and growth of businesses, especially small and medium businesses in the province
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count Evidence = List of enterprises developed/supported; approved training outcome reports approved outcome reports (initiator, verifier, approver); attendance registers (for skills development only); presentations/training materials; formal allocation letter for funding; M&E reports for funded enterprises.
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	No
Desired performance	High
Indicator responsibility	Mr M Sehularo

Indicator title	Number of development opportunities created to enhance entrepreneurial culture

Short definition	Conducive environment and opportunities (entrepreneurship skills development, business development skills, Tabalaza) created to uplift and upgrade level of growth of enterprises, to be sustainable and radically independent.
Purpose/importance	Creation of radical opportunities
Source/collection of data	Database, MEC's injunctions. EXCO resolutions
Method of calculation & Evidence type	Simple count Evidence = Reports, agreement/MOU (including drafts), supporting documents of the enterprise.
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	High
Indicator responsibility	Ms M Mokalobe