

WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2022/23
Western Cape Gambling and Racing Board

Programme / Sub programme / Performance Measures	Frequency	Target for 2022/23 as per Annual Performance Plan (APP)	1 st Quarter Planned output as per APP	1 st Quarter Actual output - validated	2 nd Quarter Planned output as per APP	2 nd Quarter Actual output - validated	3 rd Quarter Planned output as per APP	3 rd Quarter Actual output - validated	4 th Quarter Planned output as per APP	4 th Quarter Actual output - validated
Programme 1: Board and Administration										
Number of quorate meetings of Board members for 2022/23 year	Quarterly	13	3	4	3	5	4	5	3	3
Board resolutions actioned by next Board meeting	Quarterly	95	95	96	95	96	95	89	95	95
Number of operators' CSI programmes verified by Board Committees	Quarterly	6	1	1	1	1	3	3	1	1
Number of awareness programmes participated in	Quarterly	8	2	2	2	2	2	2	2	2
Number of legal opinions prepared and submitted	Quarterly	36	9	9	9	12	9	10	9	9
Number of Regulatory reports timeously submitted to Department of Labour	Annually	1							1	1
Number of reports on the implementation of the HR Plan	Quarterly	4	1	1	1	1	1	1	1	1
Number of financial reports to stakeholders	Quarterly	33	9	9	8	8	8	8	8	8
Programme 2: Licensing										
Percentage of new applications, in respect of employee licences (key and gambling) linked to licensed operators received, processed within 30 days of receipt.	Quarterly	91	91	93	91	92	91	93	91	90
Percentage of renewal applications received processed on or before the date of expiry of the licence	Quarterly	99	99	99	99	99	99	99.7	99	99.6
Programme 3: Regulatory Compliance										
Number of compliance assessments conducted	Quarterly	1350	350	409	350	363	300	295	350	354
Percentage of investigations initiated within 30 days of allegations of illegal gambling received by the Board	Quarterly	100	100	100	100	100	100	100	100	100
Research report on the challenges and opportunities in respect of automation processes in the Regulatory Compliance department.	Annually	100					1	1		
Programme 4: Information and Communication Technology										
Percentage of ICT maintenance events performed to maintain and improve current information technology infrastructure	Quarterly	97	97	98	97	97	97	97	97	98
Number of ICT talent capacity competency activities accomplished	Quarterly	80	20	20	20	29	20	20	20	25
Average percentage ICT information systems availability / uptime	Annually	98							98	99.9

Information submitted by CEO: Mr P Abrahams
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