



WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2019/20

Western Cape Gambling and Racing Board

Programme / Sub programme / Performance Measures	Frequency	Target for 2019/20 as per Annual Performance Plan (APP)	1 <sup>st</sup> Quarter Planned output as per APP	1 <sup>st</sup> Quarter Preliminary output
<b>Programme 1: Board and Administration</b>				
<b>Sub-programme 1.1: Board</b>				
Number of meetings to give effect to statutory mandate	Quarterly	42	11	10
<b>Sub-programme 1.2: Executive</b>				
Number of awareness programmes participated in	Quarterly	4	1	1
Percentage of Board resolutions given effect by CEO within 1 month.	Quarterly	95%	95%	100%
Number of operators monitored for compliance with CSI Commitments.	Quarterly	4	1	1
<b>Sub-programme 1.2.1: Legal Services</b>				
Disseminate the draft Research Report into the legal aspects of introducing a compulsory player card system in the Western Cape and consult industry and other stakeholders	Annually	1	-	-
Update the Research Report post the industry engagements	Annually	1	-	-
<b>Sub-programme 1.2.2: Human Resources (HR)</b>				
Number of Regulatory reports timeously submitted to Department of Labour	Annually	1	-	-
Number of reports on the implementation of the HR Plan	Quarterly	4	1	0
Percentage of performance reviews completed timeously.	Quarterly	95%	95%	92%
<b>Sub-programme 1.3: Administration and Finance</b>				
Number of financial reports to stakeholders	Quarterly	33	9	9
<b>Programme 2: Licensing</b>				
Percentage of new applications in respect of employee licences (key and gambling) received processed within 30 days of receipt	Quarterly	89%	89%	92.5%
Percentage of renewal applications received processed within the 3 month renewal period.	Quarterly	98%	98%	98.5%
<b>Programme 3: Regulatory Compliance</b>				
Number of compliance assessments conducted at licenced gambling premises	Quarterly	1300	300	304
Percentage of investigations conducted timely for all allegations of illegal gambling received by the Board.	Quarterly	100%	100%	100%
<b>Programme 4: Information and Communication Technology</b>				
Number of events to maintain current information technology systems, hardware, software and network infrastructure	Quarterly	14000	3 300	3 865
Number of preventative and knowledge empowerment activities conducted	Quarterly	64	16	16

Information submitted by CEO: Mr P Abrahams

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