



WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2019/20

WESTERN CAPE LIQUOR AUTHORITY

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/Component 1: Liquor Licencing Administration</b>				
Number of applications received	Quarterly	4500	1 125	888
Number of licences issued	Quarterly	2000	500	492
Percentage of all section 36 applications processed within 130 days	Quarterly	90%	90%	100%
Number of reports on licenses issued in the identified pilot areas	Quarterly	4	1	1
<b>Programme/Component 2: Liquor Licencing Tribunal</b>				
Percentage of all section 36 applications considered within 50 days	Quarterly	65%	65%	97%
Percentage of all section 65 (1) applications considered within 30 days	Quarterly	65%	65%	66%
Percentage of all section 66 applications considered within 30 days	Quarterly	65%	65%	93%
Number of reports relating to non-compliant matters considered by the LLT	Quarterly	4	1	1
Number of reports on section 36 applications considered from the identified pilot areas	Quarterly	4	1	1
<b>Programme/Component 3: Communication, Education and Stakeholder Relations</b>				
Number of awareness interventions conducted	Quarterly	270	75	88
Number of persons reached through an awareness intervention	Quarterly	8500	2 375	2 659
Number of social responsibility programmes conducted	Annually	1	-	-
Entity events calendar maintained	Annually	4	1	1
Number of internal newsletters published	Quarterly	12	3	3
Number of circulars issued to external stakeholders	Quarterly	35	8	11
Number of updates to the website	Quarterly	70	19	26
Number of reports on the activities and programmes conducted in the identified pilot areas	Quarterly	4	1	1

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<b>Programme/Component 4: Compliance and Enforcement</b>				
Number of inspections conducted	Quarterly	3500	875	919
Report on the number of compliance notices issued	Quarterly	4	1	1
Number of enforcement operations conducted	Quarterly	80	20	22
Report on the number of non-compliance matters referred to the LLT	Quarterly	4	1	1
Report on the number of administrative notices served	Quarterly	4	1	1
<b>Programme/Component 5: Finance</b>				
Audit outcome issued by the AGSA for the previous financial year	Annually	1	-	-
Number of asset counts conducted	Quarterly	2	-	-
Number of annual financial statements submitted	Annually	4	1	1
Number of in-year-monitoring reports submitted to Provincial Treasury	Quarterly	4	1	1
Number of updates on the risk register	Quarterly	4	1	1
Number of quarterly progress reports submitted to DOCS in terms of the transfer payment agreement	Quarterly	4	1	1
Number of demand management reports submitted to Provincial Treasury	Quarterly	5	2	2
<b>Programme/Component 6: Corporate Services</b>				
Number of employee performance reviews facilitated	Quarterly	2	1	1
Number of employee wellness programmes conducted	Quarterly	2	-	-
Number of staff satisfaction surveys conducted	Annually	1	-	-
Number of quarterly performance reports submitted to DOTP	Quarterly	4	1	1
Number of Annual Performance Plans published	Annually	1	-	-
Number of Annual Reports published	Annually	1	-	-
Number of quarterly performance reports submitted to DOCS	Quarterly	4	1	1
<b>Information submitted by CEO: Mr S George</b>				
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