



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 st Quarter Planned output as per APP | 1 st Quarter Preliminary output | 1st Quarter Actual output - validated | 2 nd Quarter Planned output as per APP | 2 nd Quarter Preliminary output |
|---|-----------|---|---|--|---------------------------------------|---|--|
| Programme 1: Board and Administration | | | | | | | |
| Sub-programme 1.1: Board | | | | | | | |
| Number of meetings to give effect to statutory mandate | Quarterly | 42 | 11 | 10 | 10 | 10 | 14 |
| Sub-programme 1.2: Executive | | | | | | | |
| Number of awareness programmes participated in | Quarterly | 4 | 1 | 1 | 1 | 1 | 1 |
| Percentage of Board resolutions given effect by CEO within 1 month. | Quarterly | 95% | 95% | 100% | 100% | 95% | 94% |
| Number of operators monitored for compliance with CSI Commitments. | Quarterly | 4 | 1 | 1 | 1 | 1 | 2 |
| Sub-programme 1.2.1: Legal Services | | | | | | | |
| 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 | - | - | - | 1 | 1 |
| Update the Research Report post the industry engagements | Annually | 1 | - | - | - | - | - |
| Sub-programme 1.2.2: Human Resources (HR) | | | | | | | |
| 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 | 0 | - | 1 | 1 |
| Percentage of performance reviews completed timeously. | Quarterly | 95% | 95% | 92% | 97% | - | - |
| Sub-programme 1.3: Administration and Finance | | | | | | | |
| Number of financial reports to stakeholders | Quarterly | 33 | 9 | 9 | 9 | 8 | 8 |
| Programme 2: Licensing | | | | | | | |
| Percentage of new applications in respect of employee licences (key and gambling) received processed within 30 days of receipt | Quarterly | 89% | 89% | 92.5% | 93% | 89% | 94% |
| Percentage of renewal applications received processed within the 3 month renewal period. | Quarterly | 98% | 98% | 98.5% | 99% | 98% | 99.6% |
| Programme 3: Regulatory Compliance | | | | | | | |
| Number of compliance assessments conducted at licenced gambling premises | Quarterly | 1300 | 300 | 304 | 302 | 350 | 350 |
| Percentage of investigations conducted timely for all allegations of illegal gambling received by the Board. | Quarterly | 100% | 100% | 100% | 100% | 100% | 100% |
| Programme 4: Information and Communication Technology | | | | | | | |
| Number of events to maintain current information technology systems, hardware, software and network infrastructure | Quarterly | 14000 | 3 300 | 3 865 | 3 876 | 3 400 | 5 511 |
| Number of preventative and knowledge empowerment activities conducted | Quarterly | 64 | 16 | 16 | 16 | 16 | 20 |

Information submitted by CEO: Mr P Abrahams

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