

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	1 st Quarter Actual output - validated	2 nd Quarter Planned output as per APP	2 nd Quarter Preliminary output	2 nd Quarter Actual output - validated	3 rd Quarter Planned output as per APP	3 rd Quarter Preliminary output	3 rd Quarter Actual output - validated	4 th Quarter Planned output as per APP	4 th 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	15	11	12	12	10	12
Sub-programme 1.2: Executive													
Number of awareness programmes participated in	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Percentage of Board resolutions given effect by CEO within 1 month.	Quarterly	95%	95%	100%	100%	95%	94%	94%	95%	95%	95%	95%	100%
Number of operators monitored for compliance with CSI Commitments.	Quarterly	4	1	1	1	1	2	2	1	1	1	1	1
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	1	-	-	-	-	-
Update the Research Report post the industry engagements	Annually	1	-	-	-	-	-	-	-	-	-	1	1
Sub-programme 1.2.2: Human Resources (HR)													
Number of Regulatory reports timeously submitted to Department of Labour	Annually	1	-	-	-	1	1	1	-	-	-	-	-
Number of reports on the implementation of the HR Plan	Quarterly	4	1	0	-	1	1	1	1	1	1	1	1
Percentage of performance reviews completed timeously.	Quarterly	95%	95%	92%	97%	-	-	-	95%	24%	24%	-	-
Sub-programme 1.3: Administration and Finance													
Number of financial reports to stakeholders	Quarterly	33	9	9	9	8	8	8	8	8	8	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%	94.0%	89%	90.8%	90.8%	89%	88.1%
Percentage of renewal applications received processed within the 3 month renewal period.	Quarterly	98%	98%	98.5%	99%	98%	99.6%	99.6%	98%	97.2%	97.2%	98%	99.4%
Programme 3: Regulatory Compliance													
Number of compliance assessments conducted at licenced gambling premises	Quarterly	1300	300	304	302	350	350	350	300	302	302	350	166
Percentage of investigations conducted timely for all allegations of illegal gambling received by the Board.	Quarterly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100%	22.0%
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	5 476	4 000	5 444	5 444	3 300	5 733
Number of preventative and knowledge empowerment activities conducted	Quarterly	64	16	16	16	16	20	20	16	19	19	16	16

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