

**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	1 <sup>st</sup> Quarter Actual output - validated	2 <sup>nd</sup> Quarter Planned output as per APP	2 <sup>nd</sup> Quarter Preliminary output	2 <sup>nd</sup> Quarter Actual output - validated	3 <sup>rd</sup> Quarter Planned output as per APP	3 <sup>rd</sup> Quarter Preliminary output	3 <sup>rd</sup> Quarter Actual output - validated	4 <sup>th</sup> Quarter Planned output as per APP	4 <sup>th</sup> Quarter Preliminary output
<b>Programme/Component 1: Liquor Licencing Administration</b>													
Number of applications received	Quarterly	4500	1 125	888	971	1 125	1 364	1 358	1 125	1 278	1 282	1 125	878
Number of licences issued	Quarterly	2000	500	492	497	500	573	573	500	640	640	500	423
Percentage of all section 36 applications processed within 130 days	Quarterly	90%	90%	100%	100%	90%	98%	99%	90%	100%	100%	90%	90%
Number of reports on licenses issued in the identified pilot areas	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
<b>Programme/Component 2: Liquor Licencing Tribunal</b>													
Percentage of all section 36 applications considered within 50 days	Quarterly	65%	65%	97%	97%	65%	95%	95%	65%	83%	84%	65%	89%
Percentage of all section 65 (1) applications considered within 30 days	Quarterly	65%	65%	66%	66%	65%	92%	92%	65%	80%	80%	65%	31%
Percentage of all section 66 applications considered within 30 days	Quarterly	65%	65%	93%	93%	65%	85%	85%	65%	75%	75%	65%	50%
Number of reports relating to non-compliant matters considered by the LLT	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Number of reports on section 36 applications considered from the identified pilot areas	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
<b>Programme/Component 3: Communication, Education and Stakeholder Relations</b>													
Number of awareness interventions conducted	Quarterly	270	75	88	87	75	86	88	60	83	82	60	60
Number of persons reached through an awareness intervention	Quarterly	8500	2 375	2 659	2 654	2 375	2 585	2 637	1 450	1 490	1 425	2 300	999
Number of social responsibility programmes	Annually	1	-	-	-	-	-	-	-	-	-	1	1
Entity events calendar maintained	Annually	4	1	1	1	1	1	1	1	1	1	1	1
Number of internal newsletters published	Quarterly	12	3	3	3	3	3	3	3	3	3	3	3
Number of circulars issued to external stakeholders	Quarterly	35	8	11	11	9	10	10	8	17	17	10	13
Number of updates to the website	Quarterly	70	19	26	26	20	20	25	16	29	29	15	16
Number of reports on the activities and programmes conducted in the identified pilot areas	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
<b>Programme/Component 4: Compliance and Enforcement</b>													
Number of inspections conducted	Quarterly	3500	875	919	919	875	1 009	1 009	875	925	924	875	1 076
Report on the number of compliance notices issued	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Number of enforcement operations conducted	Quarterly	80	20	22	23	20	15	17	20	31	31	20	20
Report on the number of non-compliance matters referred to the LLT	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Report on the number of administrative notices served	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
<b>Programme/Component 5: Finance</b>													
Audit outcome issued by the AGSA for the previous financial year	Annually	1	-	-	-	Unqualified Audit Opinion	Unqualified Audit Opinion	Unqualified Audit Opinion	-	-	-	-	-
Number of asset counts conducted	Quarterly	2	-	-	-	1	1	1	-	-	-	1	0
Number of annual financial statements submitted	Annually	4	1	1	1	1	1	1	1	1	1	1	0
Number of in-year-monitoring reports submitted to Provincial Treasury	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Number of updates on the risk register	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Number of quarterly progress reports submitted to DOCS in terms of the transfer payment agreement	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Number of demand management reports submitted to Provincial Treasury	Quarterly	5	2	2	2	1	1	1	1	1	1	1	1
<b>Programme/Component 6: Corporate Services</b>													
Number of employee performance reviews facilitated	Quarterly	2	1	1	1	-	-	-	1	1	1	-	-
Number of employee wellness programmes conducted	Quarterly	2	-	-	-	1	1	1	-	-	-	1	1
Number of staff satisfaction surveys conducted	Annually	1	-	-	-	1	1	1	-	-	-	-	-
Number of quarterly performance reports submitted to DOTP	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1
Number of Annual Performance Plans published	Annually	1	-	-	-	-	-	-	-	-	-	1	1
Number of Annual Reports published	Annually	1	-	-	-	1	1	1	-	-	-	-	-
Number of quarterly performance reports submitted to DOCS	Quarterly	4	1	1	1	1	1	1	1	1	1	1	1

Information submitted by CEO: Ms L. Petersen (Acting)

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