

**WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2020/21  
WESTERN CAPE LIQUOR AUTHORITY**

Programme / Sub programme / Performance Measures	Frequency	Target for 2020/21 as per Annual Performance Plan (APP)	1 <sup>st</sup> Quarter Planned output as per APP	1st Quarter Actual output - validated
<b>Component 1: Liquor Licencing Administration</b> Percentage of permanent and secondary license applications received by the Liquor Licencing Administration processed within prescribed timeframes	Quarterly	80%	80%	30%
<b>Component 2: Liquor Licencing Tribunal</b> Percentage of permanent and secondary license applications considered by the Liquor Licencing Tribunal within the prescribed time frames	Quarterly	80%	80%	54%
Percentage of all enforcement matters finalized by the Liquor Licencing Tribunal within 60 days of referral	Quarterly	80%	80%	97%
<b>Component 3: Communication, Education and Stakeholder Relations</b>				
Number of engagements with local authorities	Quarterly	26	6	6
Number of public participation interventions attended with stakeholders	Quarterly	36	9	8
Report on public participation in the applications processes	Quarterly	4	1	1
Report on public participation in the enforcement processes	Quarterly	4	1	1
Number of awareness sessions with license holders directed at priority groupings of women and youth	Quarterly	10	3	2
<b>Component 4: Compliance and Enforcement</b>				
Number of applications granted inspected within 12 months after date of issue	Quarterly	500	125	0
Number of enforcement operations with other agencies conducted	Quarterly	80	20	12
Percentage of complaints received investigated within 30 days	Quarterly	80%	80%	100%
Number of inspections conducted focused on under-age drinking and access to restricted areas	Quarterly	500	125	1
<b>Component 5: Finance</b>				
Percentage expenditure in relation to the allocated budget	Quarterly	98%	98%	75%
Percentage of invoices paid within 30 days after receipt of invoice	Quarterly	100%	100%	98%
<b>Component 6: Corporate Services</b>				
Number of Annual Performance Plans (APP) published	Annually	1	-	-
Number of quarterly performance reports submitted to DotP	Quarterly	4	1	1
Number of quarterly performance reports submitted to Parent department	Quarterly	4	1	1

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

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