



WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2021/22

Western Cape Gambling and Racing Board

Programme / Sub programme / Performance Measures	Frequency	Target for 2021/22 as per Annual Performance Plan (APP)	1 <sup>st</sup> Quarter Planned output as per APP	1st Quarter Actual output - validated	2 <sup>nd</sup> Quarter Planned output as per APP	2 <sup>nd</sup> Quarter Actual output - validated
<b>Programme 1: Board and Administration</b>						
Number of quorate meetings of Board members for 2021/22 year	Quarterly	13	3	6	3	4
Board resolutions given effect to before next Board meeting	Quarterly	95%	95%	95%	95%	95%
Number of operators' CSI programmes verified by Board Committees	Quarterly	6	2	1	1	1
Number of awareness programmes participated in	Quarterly	4	1	1	1	1
Number of legal opinions prepared and submitted	Quarterly	36	9	12	9	11
Number of Regulatory reports timeously submitted to Department of Labour	Annually	1	-	-	-	-
Number of reports on the implementation of the HR Plan	Quarterly	4	1	1	1	1
Number of financial reports to stakeholders	Quarterly	33	9	9	8	8
<b>Programme 2: Licensing</b>						
Percentage of new applications in respect of employee licences (key and gambling) received processed within 30 days of receipt	Quarterly	91%	91%	91%	91%	77.3%
Percentage of renewal applications received processed on or before the date of expiry of the licence	Quarterly	99%	99%	99%	99%	99.7%
<b>Programme 3: Regulatory Compliance</b>						
Number of compliance assessments conducted	Quarterly	1300	300	300	350	343
Percentage of investigations initiated within 30 days of allegations of illegal gambling received by the Board	Quarterly	100%	100%	100%	100%	100%
<b>Programme 4: Information and Communication Technology</b>						
Percentage of ICT maintenance events performed to maintain and improve current information technology infrastructure	Quarterly	96%	96%	98%	96%	98%
Number of ICT talent capacity competency activities accomplished	Quarterly	68	17	17	17	19
Average percentage ICT information systems availability / uptime	Annually	97%	-	-	-	-

Information submitted by CEO: Mr P Abrahams

Telephone No: 021 480 7439