

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 st Quarter Planned output as per APP	1st Quarter Actual output - validated	2 nd Quarter Planned output as per APP	2 nd Quarter Actual output - validated	3 rd Quarter Planned output as per APP	3 rd Quarter Actual output - validated
Programme 1: Board and Administration								
Number of quorate meetings of Board members for 2021/22 year	Quarterly	13	3	6	3	4	4	5
Board resolutions given effect to before next Board meeting	Quarterly	95%	95%	95%	95%	95%	95.0%	98.0%
Number of operators' CSI programmes verified by Board Committees	Quarterly	6	2	1	1	1	2	3
Number of awareness programmes participated in	Quarterly	4	1	1	1	1	1	2
Number of legal opinions prepared and submitted	Quarterly	36	9	12	9	11	9	9
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	1	1
Number of financial reports to stakeholders	Quarterly	33	9	9	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	91%	91%	91%	91%	77.3%	91%	91%
Percentage of renewal applications received processed on or before the date of expiry of the licence	Quarterly	99%	99%	99%	99%	99.7%	99%	99.90%
Programme 3: Regulatory Compliance								
Number of compliance assessments conducted	Quarterly	1300	300	300	350	343	300	336
Percentage of investigations initiated within 30 days of allegations of illegal gambling received by the Board	Quarterly	100%	100%	100%	100%	100%	100%	100%
Programme 4: Information and Communication Technology								
Percentage of ICT maintenance events performed to maintain and improve current information technology infrastructure	Quarterly	96%	96%	98%	96%	98%	96.0%	98.0%
Number of ICT talent capacity competency activities accomplished	Quarterly	68	17	17	17	19	17	20
Average percentage ICT information systems availability / uptime	Annually	97%	-	-	-	-	0.0%	0.0%

Information submitted by CEO: Mr P Abrahams

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