

WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2023/24
Western Cape Gambling and Racing Board

Programme / Sub programme / Performance Measures	Frequency	Target for 2023/24 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	4 th Quarter Planned output as per APP	4 th Quarter Actual output validated
Programme 1: Board and Administration										
Number of quorate meetings of Board members for 2023/24 year	Quarterly	16	4	4	5	4	3	2	4	4
Board resolutions actioned by next Board meeting	Quarterly	95	95	98	95	97	95	89	95	90
Number of operators' CSI programmes verified by Board Committees	Quarterly	6	1	1	1	1	3	3	1	1
Number of awareness programmes facilitated by the Board	Quarterly	4	1	1	1	1	1	1	1	2
Percentage of legal opinions prepared and submitted within 30 days of receipt of request for an opinion	Quarterly	90	90	100	90	100	90	100	90	100
Number of Regulatory reports timeously submitted to Department of Labour	Annually	1							1	1
Number of reports on the implementation of the HR Plan	Quarterly	4	1	1	1	1	1	1	1	1
Number of financial reports to stakeholders	Quarterly	33	9	9	8	8	8	8	8	8
Number of revised Organisational Structure Review reports submitted to the Minister for approval.	Annually	1			1	0				
Number of Responsible Gambling Summits facilitated by the Board.	Annually	1			1	0				
Approved Terms of Reference and Project Plan in respect of responsible gambling research adopted by the Board.	Annually	1	1	0						
Programme 2: Licensing										
Percentage of new applications, in respect of employee licences (key and gambling) linked to licensed operators received, processed within 30 days of receipt.	Quarterly	91	91	95	91	91	91	93	91	91
Percentage of renewal applications received processed on or before the date of expiry of the licence	Quarterly	99	99	99	99	98	99	99	99	99
Programme 3: Regulatory Compliance										
Number of compliance assessments conducted	Quarterly	1350	350	358	350	360	300	439	350	335
Percentage of Investigations initiated within 30 days of allegations of illegal gambling received by the Board	Quarterly	100	100	100	100	100	100	100	100	100
Development of Compliance Automated Process Strategy Plan	Annually	1					1	1		
Adoption and publication of responsible gambling measures for implementation by industry.	Annually	1					1	0		
Adoption of rules and Requests for Proposals / Applications for new modes of gambling.	Annually	1					1	1		
Adoption of LPM Rules applicable to the operation of Type B LPM Sites.	Annually	1	1	0						
Programme 4: Information and Communication Technology										
Percentage of ICT maintenance events performed to maintain and improve current information technology infrastructure	Quarterly	98	98	98	98	98	98	98	98	98
Number of ICT talent capacity competency activities accomplished.	Quarterly	80	20	20	20	20	20	26	20	23
Average percentage ICT information systems availability / uptime	Quarterly	98	98	99.99	98	99.91	98	100	98	99.61
A documented Business Process Automation/ Digital Strategy	Annually	1							1	1

Information submitted by CEO: Mr P Abrahams
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