



WESTERN CAPE-QUARTERLY PERFORMANCE REPORTS: 2024/25

Western Cape Gambling and Racing Board

Programme / Sub programme / Performance Measures	Frequency	Target for 2024/25 as per Annual Performance Plan (APP)	1 <sup>st</sup> Quarter Planned output as per APP	1st Quarter Actual output - validated
<b>Programme 1: Board and Administration</b>				
Number of quorate meetings of Board members for 2024/25 year	Quarterly	16	4	6
Board resolutions actioned by next Board meeting	Quarterly	95	95	86
Number of operators' CSI programmes verified by Board Committees	Quarterly	6	1	1
Number of awareness programmes facilitated by the Board	Quarterly	4	1	1
Percentage of legal opinions prepared and submitted within 30 days	Quarterly	90	90	100
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
Number of workplace skills plan timeously submitted to Cothecata	Annually	1	-	-
Approved implementation plan for the roll-out and monitoring of the structure after implementation	Annually	1	-	-
Number of financial reports to stakeholders	Quarterly	33	9	9
<b>Programme 2: Licensing</b>				
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	93
Percentage of renewal applications received processed on or before the date of expiry of the licence	Quarterly	99	99	96
Percentage of licence applications to the Board approved at first submission	Quarterly	95	95	100
<b>Programme 3: Regulatory Compliance</b>				
Number of compliance assessments conducted	Quarterly	960	250	349
Percentage of investigations initiated within 30 days of allegations of illegal gambling received by the Board	Quarterly	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	98	98	99
Number of ICT talent capacity competency activities accomplished	Quarterly	80	20	20
Average percentage ICT information systems availability / uptime	Quarterly	98	98	99.99
Development of an implemented online request fulfilment system	Annually	1	-	-

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