

Performance Report

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
To be the portal of gambling information.	Provide reliable information on gambling activities.	Reliable database.	Implement and maintain database.	All five national registries were implemented with necessary training provided. Stakeholders loaded information in terms of the National Gambling Act and we uploaded self exclusion applications received. Public information is disseminated through media, NGB website, local and international broadcasting and enquiries in terms of Promotion of Access to Information and Promotion to Administration Justice legislation. Further we post public warnings on our website. System regulatory audits were conducted. No significant findings were reported.	

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
To build integrity of the gambling industry.	To oversee the regulatory functions in the gambling industry.	All PGB's evaluated in terms of compliance monitoring of licensees.	Implement audit programmes and initial evaluations.	PGB compliance evaluation tool is designed and endorsed by all parties.	The system could not be implemented fully because provinces were already at different stages of conducting their operator compliance tests.
	Monitoring compliance with anti-money laundering and financing of terrorism legislation.	Industry compliance with the legislation.	Conduct training and FICA inspections.	FICA training was conducted to ensure operators appreciation of intention of the law. FICA follow-up of prior year audit findings and current year inspections were conducted. No significant findings were reported.	

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
Advise on gambling policy related matters.	Provide informed advice on gambling activities.	Proposals and recommendations on gambling issues. Policy framework.	Review and implement operational rules of betting. Gambling toys. Amendments to standardising procedures and terminology within the racing and betting industry.	The Board interacted extensively with the Gambling Review Commission and the Parliamentary Portfolio on Trade and Industry in the process of reviewing the National Gambling Act (No. 7 of 2004). We presented proposal on amendments to legislation and policy framework that would enhance regulation of the industry and ensure coordinated efforts of the NGB and provinces.	
	Facilitate transformation in the gambling industry.	Increase level of transformation in the gambling industry	Evaluation of PGB's monitoring mechanism.	The PGB endorsed level 2 of B-BBEE codes by 2015 for the entire industry and has included same conditions in operator licenses. Compliance is monitored regularly during inspections of all other conditions of licenses.	

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
Monitoring socio-economic patterns of gambling activities in SA.	To facilitate and conduct research.	Research report.	Conduct research.	<p>The socio-economic research study was completed early in the year and a report published in October 2009. Results of macro-economic market share findings were printed as an insert in the main report.</p> <p>The research findings were shared at various foras including National Gambling Policy Council (NGPC).</p> <p>The report includes a chapter dedicated to research study on conduct and attitude of youth towards gambling activities.</p>	

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
To promote a responsible gambling environment and public protection.	Promotion of responsible gambling.	Awareness programmes.	National Responsible Gambling Awareness Campaign.	The NGB held a public awareness campaign from December 2009 to April 2010. The campaign focused on responsible spending, educating public on the odds of gambling, warning public against illegal gambling activities (interactive and underage) and informal activities such as dice, fahfee and cards. Further making the public aware of the newly about implemented system of self exclusion.	

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
To maintain good corporate governance and efficient management systems.	Good financial and resources management systems.	Establish effective financial systems.	<p>Upgrade accounting systems (CaseWare installation).</p> <p>Develop financial procedure manual.</p> <p>Review internal controls and processes.</p> <p>Implement governance structures.</p>	<p>We continuously review and implement systems of internal controls and risk management in terms of PFMA Section 38 (i) (j) and 51 (a) (i). The regular internal and external audit processes were conducted without management and accounting authority's interference.</p> <p>Our systems review included an upgrade of financial reporting software to ensure accuracy.</p> <p>Overall management systems review involved designing a holistic risk management framework that includes Disaster Recovery and Business Continuity Plans.</p>	

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
	Provide integrated human capital management services.	Effective governance structure.	Develop and implement HR plan	<p>Although we commenced the process of developing the BCP, service providers will be appointed in the new year to develop and provide training to implement the system.</p> <p>For the Board and its sub-committees, we designed a system that guides agendas such that members conduct their business in a way that ensures delivery on the mandate.</p> <p>We engaged in a recruitment drive to fill critical funded vacancies. Three new staff members joined the board at the beginning of the new year.</p>	Due to lack of funds, the process commenced late in the year after raising funds for once off projects and adjust the budget accordingly.

Strategic Objective	Goal	Key Performance Indicator	Target	Performance Results	Reason for Variance
		Effective retention strategy.		We have reviewed our retention policy and reviewed our remuneration scales in line with our skills competitors through an independent salary survey study. There were no staff resignations during the financial year.	
		Effective HR plan.		We reviewed our overall HR Plan in sessions to ensure none conflicting practices.	Although a comprehensive HR Plan is not yet complete, facets of the plan have been implemented. The intention is to have an overall HR plan in one document.