

JUDICIAL INSPECTORATE FOR  
CORRECTIONAL SERVICES

# THIRD QUARTERLY PERFORMANCE REPORT

1 October – 31 December 2022



**JICS**

Judicial Inspectorate for  
Correctional Services





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INSPECTING JUDGE:  
JUSTICE EDWIN CAMERON

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## LIST OF ABBREVIATIONS

<b>AC</b>	Area Commissioner
<b>CC</b>	Correctional Centre
<b>CEO</b>	Chief Executive Officer
<b>CF</b>	Correctional Facility (Correctional Centre and Remand Detention Facility)
<b>CFO</b>	Chief Financial Officer
<b>CMCs</b>	Case Management Committees
<b>CMR</b>	Central Management Region
<b>CPA</b>	Criminal Procedure Act 51 of 1977
<b>CPF</b>	Community Policing Forum
<b>CSA</b>	Correctional Services Act 111 of 1998
<b>COVID-19</b>	Coronavirus infection or disease
<b>CU</b>	Complaints Unit
<b>DCS</b>	Department of Correctional Services
<b>DLS</b>	Directorate Legal Services
<b>DMR</b>	Directorate Management Regions
<b>DoH</b>	Department of Health
<b>DPP</b>	Director of Public Prosecutions
<b>DSS</b>	Directorate Support Services
<b>EC</b>	Eastern Cape
<b>ECMR</b>	Eastern Cape Management Region
<b>EXCO</b>	Executive Committee
<b>FS/NC</b>	Free State/Northern Cape Management Region
<b>GITO</b>	Government Information Technology Officer
<b>GCIS</b>	Government Communication Information System
<b>GP</b>	Gauteng Province
<b>HCC</b>	Head of Correctional Centre
<b>ICCVs</b>	Independent Correctional Centre Visitors
<b>IJ</b>	Inspecting Judge
<b>ISS</b>	Integrated Security System
<b>IT</b>	Information Technology
<b>IU</b>	Investigations Unit
<b>JCPS</b>	Justice, Crime Prevention and Security Cluster
<b>JICS</b>	Judicial Inspectorate for Correctional Services
<b>KZNMNR</b>	KwaZulu-Natal Management Region
<b>LGBTIQ+</b>	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
<b>MIS</b>	Management Information System
<b>MRU</b>	Mandatory Reporting Unit
<b>MSSD</b>	Minimum Standard of Service Delivery
<b>NMR</b>	Northern Management Region
<b>PCN</b>	Public Calling for Nominations
<b>PEEC</b>	Provincial Efficiency and Enhancement Committee
<b>PMDS</b>	Performance Management Development System
<b>PPE</b>	Personal Protective Equipment
<b>RDs</b>	Remand Detainees
<b>ROC</b>	Record of Consultation
<b>SA</b>	South Africa
<b>SAHRC</b>	South African Human Rights Commission
<b>SAPOHR</b>	South African Prisoners Organisation for Human Rights
<b>SCOA</b>	Standard Chart of Accounts
<b>SITA</b>	State Information Technology Agency
<b>SMR</b>	Strategic Midterm Review
<b>VC</b>	Visitors' Committee
<b>VCCOs</b>	Visitors' Committee Coordinators
<b>WCMR</b>	Western Cape Management Region



## EXECUTIVE SUMMARY BY THE CHIEF EXECUTIVE OFFICER

This report highlights the performance outputs for the third quarter of the 2022/23 fiscal year (1 October 2022 to 31 December 2022). I am most grateful to the Inspecting Judge (IJ), executive management and all JICS officials for their unwavering commitment to ensuring JICS fulfils its statutory oversight function. Despite the limited resources, JICS managed to execute all planned inspections. The following are the highlights:

- A total of 27 announced inspections were executed. Of the 27 inspections conducted, 21 correctional centres were rated as satisfactory, three were rated as good and three were rated unsatisfactory.
- In addition, five unannounced inspection reports conducted in the previous quarter, were received in this quarter.
- Seven correctional centres in the Eastern Cape (EC) were visited to conduct a thematic inspection, most of these identified centres were rated unsatisfactory by JICS inspectors on previously announced inspections.

JICS has been experiencing practical difficulties involving investigations, i.e., delays in receiving Medico-Legal documents, dealing with uncooperative DCS officials, visiting witnesses who were transferred after the incident to other centres etc. As a result, eleven investigations were conducted this quarter.

The JICS Complaints Unit (CU) received 86 complaints. Many of these complaints dealt with assaults (inmate-on-inmate as well as official-on-inmate) and parole.

DCS' compliance with mandatory reporting remains a challenge as the electronic system of reporting is currently being rolled out. The accuracy and number of reports by DCS cannot be verified. Although a manual reporting system was introduced as a stopgap measure. The following are the highlights:

- Unnatural deaths: 27 (19) were classified as unknown causes and five were suicide by hanging)
- Natural deaths: 95
- Segregations: 926 (five appeals)
- Mechanical restraints: three (no appeals)
- Use of force: 111

The total inmate population of 154 306 (70 infants) had a significant increase of 9 587.

There were 17 002 non-national inmates (an increase of 484 from the previous quarter) and 126 declared state patients (an increase of 13) detained and incarcerated in South African correctional facilities.

The Minister of Finance has since approved both JICS's organisational form and the additional funding. The Minister has agreed that JICS ought to be constituted as an autonomous government component and suggested that the additional funding be sourced from DCS's budgetary shortfall. All stakeholders are now engaging further to operationalise this transition.



# PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT

## Performance information

### Inspections

As per the approved National Inspection Plan, JICS aims to conduct inspections at least once in a two-year cycle at all correctional centres and remand detention facilities (correctional facilities).

For this quarter, a total of 27 announced inspections were planned and executed.

There were no unannounced inspections (Abahloli project) conducted in the third quarter as most of the JICS managers were engaged with training and presentation of the JICS 2021/2022 annual report.

The Abahloli project will continue during the fourth quarter of the JICS 2022/2023 performance cycle.

### Announced inspections conducted and reports received

During this reporting period, 27 announced inspection reports were received and evaluated.

All facilities inspected are rated as either good, satisfactory, or unsatisfactory.

JICS utilizes a set of fixed criteria when inspecting any facility - whether the inspection is announced or unannounced.

These criteria include overcrowding, professional staff, infrastructure, nutrition, medical services, the safety of inmates and DCS officials, and contact with the community.

Facilities rated as "Good" need little or no improvement and are generally professionally managed by the Head of the Correctional Centre (HCC).

Facilities rated as "Satisfactory" have some areas for improvement noted by the inspection report but are in general managed by the HCC.

Facilities rated as "Unsatisfactory" need major improvements in all or most of the aspects evaluated during the inspection. Management of the facilities is usually not up to standard.

#	Facility	Region	Inspections conducted (Y/N)	Rating (Good/ Satisfactory/ Unsatisfactory)
1	Kimberley	CMR	Y	Satisfactory
2	Tswelopele	CMR	Y	Satisfactory
3	Krugersdorp	NMR	Y	Satisfactory
4	Leeuwkop Medium B	NMR	Y	Satisfactory
5	Leeuwkop Medium A	NMR	Y	Satisfactory
6	Leeuwkop Maximum	NMR	Y	Satisfactory
7	Durban Female	KZNMR	Y	Satisfactory
8	Durban Medium A	KZNMR	Y	Unsatisfactory
9	Durban Medium B	KZNMR	Y	Satisfactory
10	Pollsmoor Medium A	WCMR	Y	Good
11	Pollsmoor Medium B	WCMR	Y	Satisfactory
12	Sterkspruit	ECMR	Y	Satisfactory
13	Burgersdorp	ECMR	Y	Satisfactory
14	Kuruman	CMR	Y	Satisfactory
15	Upington	CMR	Y	Satisfactory
16	Springbok	CMR	Y	Satisfactory
17	Hoopstad	CMR	Y	Satisfactory
18	Thohoyandou Medium A	NMR	Y	Satisfactory
19	Thohoyandou Medium B	NMR	Y	Unsatisfactory
20	Kutama Sinthumule	NMR	Y	Good
21	Makhado	NMR	Y	Satisfactory
22	Waterval Medium A	KZNMR	Y	Satisfactory
23	Waterval Medium B	KZNMR	Y	Satisfactory
24	Malmesbury Medium A	WCMR	Y	Good
25	Obiqua	WCMR	Y	Satisfactory
26	Butterworth	ECMR	Y	Unsatisfactory
27	Mount Ayliff	ECMR	Y	Satisfactory

Table 1: Inspections

### Summary of ratings of correctional facilities

The table below summarises the ratings of facilities during announced inspections.

Good	Satisfactory	Unsatisfactory	Total
3	21	3	27

Table 2: Inspected correctional facilities' rating

### Facilities rated unsatisfactory - main findings

#### A. Durban Medium A – KZN

##### Facility

- The centre needed extensive renovations.
- The walls and ceiling needed a new coat of paint.
- A reconstruction and maintenance project was on-site during the inspection.
- The electronic security system was dysfunctional.
- The firefighting equipment was last serviced in 2018.
- Ablution facilities were unhygienic and there were no handrails for disabled inmates.

##### Nutrition

- The paint from the kitchen's ceilings and walls were peeling off due to a dysfunctional extractor fan.
- The drains were blocked.
- The food trolleys were old on the date of inspection and some trolleys were in disrepair.

- Cooks complained that the trolleys were unsafe and that they are sometimes injured when delivering food.
- All tilting pans were taken out of the kitchen for repairs.
- The fish fryer and oven were also found dysfunctional.
- The kitchen provided religious and therapeutic diets daily.
- Although three meals were served to inmates daily, meal intervals were not compliant with Section 8(5) of the Correctional Services Act 111 of 1998.
- The kitchen did not have a compliance certificate from the Department of Health.

## **B. Thohoyandou Medium B (Remand facility) – NMR**

### *Inmate population and professional staff*

- The centre was overcrowded by 209% on the date of the inspection.
- The approved accommodation is 225.
- The unlock total was 697 remand detainees on the day of inspection.

### *Facilities*

- The facility was dilapidated.
- There was an urgent need for renovations, especially in communal cells.
- Cells were dirty and unhygienic.
- There was a severe shortage of water throughout the management area.
- The plumbing system was dysfunctional.
- The toilets and showers were not in good working condition.

### *Accommodation*

- Some remand detainees were sleeping on the floor.
- Other inmates were putting beds together to create bed space
- Inmates did not receive the prescribed minimum of one hour of exercise per day.
- Remand detainees were only allowed outside their cells during physical counting and collection of food.

## **C. Butterworth - ECMR**

### *Inmate population and professional staff*

- The centre was overcrowded by 150% on the date of the inspection.
- Approved accommodation is 134.
- The unlock total was 335.
- The centre was found extremely overcrowded on the date of the inspection.

### *Accommodation*

- Several inmates were sleeping on the floor due to overcrowding.
- Inmates were given the minimum prescribed one hour to exercise daily.

### *Nutrition*

- The electric wires were not covered and exposed a danger to food handlers.
- The reconstruction and maintenance project was on site on the date of the inspection.
- Three meals were served to inmates daily but meal intervals were not compliant with section 8(5) of the CSA.
- The kitchen did have a compliance certificate from the Department of Health and was under renovation.

### *Visitation*

- The centre had a non-contact visit area.
- All speakers were dysfunctional on the date of inspection.
- There was no proper contact visit area.

## Recommendation

The facilities rated unsatisfactory should be included in the upcoming unannounced inspection which will be followed by a thematic inspection if necessary.

## Unannounced inspections - Abahloli (inspections) project

No unannounced inspections were conducted for the third quarter. The project will resume during the fourth quarter of the 2022/2023 performance cycle.

A total of 20 unannounced inspections were conducted during the second quarter as an ad hoc task by JICS managers.

The last five reports were received and evaluated during the third quarter.

The table below shows the five unannounced inspection reports received and evaluated during the third quarter.

#	JICS management team	Facility	Province	Inspection dates	Report received (Y/N)	Rating (Good/Satisfactory/Unsatisfactory)
1.	Team 4	Rooigrond Medium B	North-West	31/8/2022	Y	Satisfactory
2.	Team 6	Allandale	Western Cape	13/9/2022	Y	Unsatisfactory
3.		Pollsmoor Medium C	Western Cape	14/9/2022	Y	Satisfactory
4.	Team 7	Grootvlei Medium B	Free State	14/9/2022	Y	Good
5.		Brandfort	Free State	13/9/2022	Y	Satisfactory

Table 3: Unannounced inspection

## Ratings of all unannounced inspection reports received

The table below shows a summary of the ratings of the unannounced inspections received during the quarter.

Good	Satisfactory	Unsatisfactory	Total
1	3	1	5

Table 4: Unannounced inspection ratings

## Facilities rated as unsatisfactory

### Allandale CC - WCMR

#### Inmate population and professional staff

- The centre was overcrowded by 191% on the date of the inspection.
- The approved accommodation is 293.
- The unlock total was 854 and consisted of 269 sentenced males and 588 remand detainee males.

#### Health care

- The medical facility had four nurses on duty on the day of inspection.
- The clinic was small, and work was done in the passages due to limited space.

#### Facilities

- The centre is an old structure built in 1953.
- Urgent repairs and maintenance are needed at ablution facilities.
- The centre also needed a new coat of paint.

#### Accommodation

- The bed linen and steel lockers were unsatisfactory.
- The centre had one unit overcrowded with inmates sleeping on the floor.
- The cells were dirty, with an intense unpleasant smell.

- The paint was peeling on the bathroom walls and tiles were falling off the wall.
- Showers in the remand detainee section were dysfunctional.

### Inspections: Overview/Findings/Recommendations/Critical interventions

No critical interventions were identified.

### Inspections by IJ and JICS management

Seven thematic inspections were conducted in the Eastern Cape.

The table below shows all the thematic inspections conducted by the Inspecting Judge and JICS management for the quarter.

#	Centre	Province	Rating	Main recommendation
1.	Matatiele	EC	Good	The inspection reports are to be made available to the DCS National Commissioner, Deputy Minister for Correctional Services and Minister of Justice and Correctional Services.
2.	Mount Ayliff	EC	Satisfactory	
3.	Mount Fletcher	EC	Unsatisfactory	
4.	Mount Frere	EC	Unsatisfactory	
5.	Flagstaff	EC	Unsatisfactory	
6.	Bizana	EC	Unsatisfactory	
7.	Lusikisiki	EC	Satisfactory	

Table 5: Thematic inspections by the IJ

### Inspections by other Judges

None

### Investigations

A total of 11 investigations were mandated and conducted during this quarter. Most investigations (six) were conducted in JICS's Northern Management Region (NMR)<sup>1</sup>.

No investigation was mandated for the JICS Western Cape Management Region.

Investigations take approximately three months to be finalised due to the practical difficulties involved in investigations (delays in receiving Medico-Legal documents, dealing with uncooperative DCS officials, visiting witnesses who were transferred after the incident to other centres etc.). The finalisation of an investigation may take much longer in complex cases.

Often, JICS investigators do not get full cooperation from DCS officials and this also may result in investigations taking longer.

The table below shows all investigations mandated for the quarter.

#	Date of mandate	Investigation topic	Facility	JICS region
1.	21/10/2022	Allegations of cruel inhumane and degrading treatment of an inmate	Losperfontein/Rustenburg Juvenile	NMR
2.	21/10/2022	Unnatural death of an inmate after force was used by DCS officials.	Mthatha Medium	ECMR
3.	01/11/2022	Unnatural death of inmate: Suicide by hanging.	Butterworth	ECMR
4.	01/11/2022	Unnatural death of inmate: Suicide by hanging.	Kuruman	CMR
5.	25/11/2022	Unnatural death of inmate: Suicide by hanging	Modderbee	NMR

<sup>1</sup> Gauteng, North-West, Limpopo and Mpumalanga provinces

#	Date of mandate	Investigation topic	Facility	JICS region
6.	30/11/2022	Assault: Inmate on inmate (stabbing).	Kgosi Mampuru II Central	NMR
7.	30/11/2022	Unnatural death of inmate: Blunt force trauma to the stomach.	Durban Medium A	KZNMR
8.	30/11/2022	Unnatural death of an inmate after force was used by DCS officials	Thohoyandou Female and Juvenile	NMR
9.	1/12/2022	Unnatural death of inmate: Suicide by hanging	Pietermaritzburg	KZNMR
10.	8/12/2022	Stabbing incident of DCS officials by inmates	ST Albans	ECMR
11.	8/12/2022	Unnatural death of inmate: Suspected overdose.	Boksburg CC	NMR

Table 6: Investigations

### Outstanding investigation reports – previous cycles

Investigations were carried over from the previous reporting cycles where no final reports were received in this quarter. All outstanding requirements that prevent the reports from being finalised are periodically followed up. In some cases, preliminary reports were received.

#	Date of mandate	Facility	Region	Incident	Comments
1.	18/01/2022	Middleburg	ECMR	Unnatural death of inmate: Suicide hanging	Preliminary investigation report received.
2.	25/9/2019	Pollsmoor Admission/Max	WCMR	Assault: Officials on inmates	The final report and annexures remain outstanding.

Table 7: Previous cycle's outstanding investigations

### Finalised investigations – office notes

After the completion of each investigation, an office note is compiled summarising the entire investigation. The office notes are generated to officially inform JICS's management and the IJ of the outcome of the investigation, including findings and recommendations.

The administration and finalisation of the investigations (for example, engagements with DCS, the South African Police Services (SAPS) and the NPA) is a separate process.

In one instance an inmate passed on after being assaulted by a fellow inmate during an argument. In another incident, an inmate set his cell alight apparently out of spite because fellow inmates did not want to give him cigarettes.

A total of two investigations were finalised for this quarter.

#	Reference no	Office note dated	Region	Comments
1.	18/2022	12/10/2022	NMR	Report name <b>"Unanticipated"</b> Suicide of an inmate.
1.	20/2022	14/12/2022	NMR	Report name <b>"No complaint"</b> An anonymous caller relating to cruel, inhumane, and degrading treatment.

Table 8: Office notes

## Complaints

### Complaints received per category

The CU received 86 complaints within various categories. Assault complaints remain predominant. In this quarter, 25 complaints of inmate-on-inmate assaults and 15 of official-on-inmate assaults were received. JICS also received 10 parole complaints.

Seven incidents of attempted suicide were also reported.

New categories, assault: inmate-on-official and self-harm were added to the complaint's classification. Three incidents of inmate-on-official assaults and two cases of self-harm were received.

The table below categorises all the complaints received.

Categories	Internal	External	Total
Appeal	2	0	2
Assault (Inmate on Inmate)	23	2	25
Assault (Official on Inmate)	15	0	15
Assault (Sexual)	3	1	4
Assault (Inmate on Official)	3	0	3
Attempted suicide	7	0	7
Bail	0	0	0
Communication with family	1	0	1
Conditions	0	0	0
Confiscation of possession	0	0	0
Conversion of sentence	0	0	0
Corruption	0	0	0
Food	0	0	0
Healthcare	0	1	1
Hunger strike	2	0	2
Inhumane treatment	1	0	1
Legal representation	0	0	0
Medical release	0	0	0
Parole	8	2	10
Re-classification	1	0	1
Rehabilitation programmes	2	0	2
Remission	1	0	1
Self-harm	2	0	2
Torture	0	0	0
Transfers	4	1	5
Other	4	0	4
<b>Total</b>	<b>79</b>	<b>7</b>	<b>86</b>

Table 9: Complaints received per category

### Total number of complaints referred to DMR

The Complaints sub-directorate refers certain complaints to DMR. Complaints relating to transfers, parole and healthcare were referred to DMR in the quarter as it is deemed that ICCVs will be able to deal with them more effectively at the coalface.

DMR deals with the complaints and gives feedback to the complaints unit on the progress made in dealing with each complaint referred.

The table below shows non-urgent complaints referred to DMR.

CMR	ECMR	WCMR	KZNMNR	NMR	Total
2	3	4	4	10	23

Table 10: Non-urgent complaints referred to DMR

### Finalised matters

The complaints unit received 65 investigation reports from DCS and finalised 21 matters. The total number of complaints finalised and those outstanding are tabled below.

Calendar year	2019	2020	2021	2022	Unresolved	Total
I/R received	12	40	36	57	7	152
Finalised	10	38	36	19	4	107
<b>Outstanding matters</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>38</b>	<b>3</b>	<b>45</b>

Table 11: Finalised matters

In addition, 172 matters which were pending were closed. In these cases, DCS investigation reports remained outstanding, inmates were released from custody, or the complainant submitted insufficient detail to proceed with the complaint.

### Mandatory reporting

#### Unnatural deaths reported

A total of 25 “unnatural deaths” were reported. The majority of these (19), were classified as unnatural other and five were classified as suicide by hanging. All cases categorised as “unnatural other”<sup>2</sup> were enquired into and scrutinised by ICCVs. In addition, copies of the post-mortem and other medico-legal documents were also requested from DCS. JICS will, upon receipt of the documents, officially investigate these matters if necessary.

All unnatural deaths are officially investigated by JICS investigators except for some “unnatural other” where there seems to be no violence or foul play present.

The table below shows the specific categories of unnatural deaths reported:

Category	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Suicide by hanging	1	1	1	2	0	0	<b>5</b>
Intestinal injuries (Blunt force trauma to abdomen)	0	0	0	0	1	0	<b>1</b>
Unknown (Medication overdose)	0	0	1	0	0	0	<b>1</b>
Unknown Causes (Assault: official on inmate/ use of force)	0	0	0	1	0	0	<b>1</b>
Unnatural causes other	1	2	9	1	0	6	<b>19</b>
<b>Total</b>	<b>2</b>	<b>3</b>	<b>11</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>27</b>

Table 12: Unnatural deaths reported

#### Natural deaths reported per DCS region and the official cause of death

DCS reported 95 deaths from “natural causes”. The highest number of deaths recorded were “natural causes other” (27). Gauteng had the highest number (24); the FS/NC region recorded the lowest (seven) deaths.

Deaths reported by DCS are also verified by JICS’ ICCVs via a Record of Confirmation (ROC). These documents are usually submitted by JICS’ regions and are afforded 60 days within which to submit them. In addition, copies of death certificates, post-mortem reports and other documents are obtained and perused. If necessary, JICS’ investigation unit is mandated to conduct an official investigation.

<sup>2</sup> “Unnatural Other” is where an apparently healthy inmate suddenly passes on, and the cause of death is unknown.

The table below shows the natural causes (per medico-legal documents) that inmates died from.

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Abdominal pain	0	1	0	0	0	0	1
Acute gastro-enteritis	0	0	1	0	0	0	1
Acute myocardial	0	1	0	0	0	0	1
Acute respiratory distress syndrome	0	0	0	0	1	0	1
Advanced gastric cancer	0	0	0	0	1	0	1
Anorectal cancer	0	0	1	0	0	0	1
Asthma, substance abuse	0	0	0	1	0	0	1
Bladder cancer	0	0	0	0	1	0	1
Cancer	0	0	0	0	0	1	1
Cancer oesophagus	1	0	0	0	0	0	1
Cardiac arrest, myocardial infraction	0	0	1	0	0	0	1
Cardiogenic shock	0	0	1	0	0	0	1
Cardiorespiratory arrest	0	0	0	0	1	0	1
Cerebrovascular accident, hypertension, and chronic renal failure.	0	0	0	0	1	0	1
Cerebrovascular Accident, left hemiplegia	0	0	0	1	0	0	1
Chest pain	0	0	1	0	0	0	1
Prior chronic conditions include HPT, diabetes, and vascular disease	0	1	0	0	0	0	1
Chronic diarrhoea	0	1	0	0	0	0	1
Chronic obstructive pulmonary disease	0	0	0	0	0	1	1
Chronic obstructive pulmonary disease, hypertension and Hyper prostaticism	0	0	1	0	0	0	1
Community-acquired pneumonia	0	0	1	0	0	0	1
Congestive heart failure	1	0	0	0	0	0	1
Cryptococcal meningitis	0	0	1	1	0	0	2
Dehydration RVD related	0	0	1	0	0	0	1
Disseminated TB	0	0	1	0	0	0	1
Disseminated TB (Covid-19 unknown)	0	0	1	0	0	0	1
End-stage renal failure	0	0	0	1	0	0	1
GIT gastro internal tract, malignancy	0	0	0	1	0	0	1
Palliative care	0	0	1	0	0	0	1
Heart failure	0	0	0	0	1	0	1
Hepatitis B	0	0	1	0	0	0	1
HIV disease resulting in other specified conditions	0	0	0	0	0	1	1
Hypoxia pneumonia	0	0	0	1	0	0	1
Infected endocarditis	0	0	0	0	1	0	1
Lipoma plural effusion	0	0	1	0	0	0	1
Liver failure	0	2	0	0	0	0	2
Lung carcinoma	2	0	0	0	0	0	2
Meningitis	0	0	1	0	0	0	1
Meningitis, aspiration pneumonia and AVD	0	0	1	0	0	0	1
Multiple ischaemic CVA	0	0	1	0	0	0	1
Natural causes other	2	4	4	0	6	11	27
Persistent abdominal cramps	0	0	0	1	0	0	1
Persistent seizures and IRIS	0	0	0	1	0	0	1
Pericardial effusion	0	1	0	0	0	0	1
Pneumonia cardiac arrest	0	1	0	0	0	0	1
PTB defaulted RX/ substance abuse	0	0	0	1	0	0	1

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
PTB, RVD	0	0	0	1	0	0	1
Pulmonary TB/substance abuse (Whoonga)	0	0	0	1	0	0	1
Pulmonary TB	0	0	0	1	0	0	1
Pulmonary TB	0	1	0	0	1	0	2
Renal failure	0	0	0	0	1	0	1
Respiratory failure	0	0	0	1	1	0	2
Respiratory TB	0	1	0	0	0	0	1
Retroviral disease	0	0	1	0	0	0	1
RVD and PTB	1	0	1	0	0	0	2
Septic shock diabetics	0	0	0	1	0	0	1
Severe pneumonia	0	0	1	0	0	0	1
Stroke	0	0	0	0	0	1	1
Struggling to breath	0	0	0	0	1	0	1
Substance abuse, PTB asthmatic, general body malaise	0	0	0	1	0	0	1
TB spine and chronic renal failure	0	0	0	0	1	0	1
Underlined cardiac condition	0	0	0	0	0	1	1
Vascular dementia	0	0	0	0	0	1	1
<b>Total</b>	<b>7</b>	<b>14</b>	<b>24</b>	<b>15</b>	<b>18</b>	<b>17</b>	<b>95</b>

Table 13: Natural deaths reported

### Segregation reports received

A total of 926 segregations were reported. Segregations in terms of section 30(1) (b) (restriction of amenities after a disciplinary hearing) were the highest (300). The lowest (three) in terms of section 30(1) (e) (recaptured after escape). The FS/NC region had the highest number of reports (331), and the EC region recorded the lowest (10).

DCS' compliance with mandatory reporting remains a challenge as the electronic system of reporting is currently being rolled out. The accuracy and number of reports by DCS cannot be verified. Although a manual reporting system was introduced as a stopgap measure, the number of reports by DCS has drastically declined in recent years and fluctuated quarterly.

Categories	DCS regions						JICS internal		
	EC	FS/NC	GP	KZN	LMN	WC	Total	Appeal	Finalised
S30(1)(a) Request of inmate	3	125	19	6	7	86	246	0	0
S30(1)(b) Restriction of amenities	3	103	86	15	48	45	300	0	0
S30(1)(c) Prescribed by the medical officer	1	35	26	4	8	37	111	0	0
S30(1)(d) Violence or being threatened with violence	2	51	24	8	63	24	172	5	5
S30(1)(e) Recaptured after escape	1	0	0	0	2	0	3	0	0
S30(1)(f) Request of the police	0	17	5	0	54	18	94	0	0
<b>Total</b>	<b>10</b>	<b>331</b>	<b>160</b>	<b>33</b>	<b>182</b>	<b>210</b>	<b>926</b>	<b>5</b>	<b>5</b>

Table 14: Segregation reports

## Segregation appeals

In terms of section 30 (7) of the CSA, an inmate who is subjected to segregation may refer the matter to the Inspecting Judge who must decide within 72 hours after receipt thereof.

Five segregation referrals (appeals) were finalised. All the appeals emanated from the same incident that occurred at Ermelo Correctional Centre.

The table below shows all the reports of segregation received.

No	Correctional Centre	Description of complaint/request	Findings
	"A" Ermelo	On 24 October 2022, JICS received a segregation appeal from the ICCV on behalf of inmate A. The inmate alleged that on or about 19 August 2022 he was placed in segregation. The reason for the segregation was stated as aggression and practising gangsterism. The inmate alleged that he was under the impression that his segregation was pending an investigation, which had not been conducted then, no reason was provided why he was segregated and that standard procedures were never adhered to from the initial establishment of the segregation.	<ol style="list-style-type: none"> <li>1. The placement of inmate A in segregation for more than seven days is a violation of section 30(4) of the CSA.</li> <li>2. The referral of inmate A's segregation appeal in terms of section 30(7) to the Inspecting Judge is upheld.</li> <li>3. The inmate's placement in segregation is to be terminated with immediate effect and the inmate should be moved to his normal accommodation as per section 7 of the CSA, subject of course to any further infractions triggering the requirements of section 30.</li> <li>4. DCS is requested to sensitise its officials on the proper workings of section 7 in contradistinction to section 30 of the CSA.</li> </ol>
	"B" Ermelo	On 24 October 2022, JICS received a segregation appeal from an ICCV on behalf of inmate B. The inmate alleged that on or about 20 September 2022 he was placed in segregation. The reason provided for the inmate being placed in segregation was alleged aggression and fighting over money and cell phone. The inmate also alleged that he was provoked by other inmates and was only defending himself.	<ol style="list-style-type: none"> <li>1. The placement of inmate B in segregation for more than seven days is a violation of section 30(4) of the CSA.</li> <li>2. The referral of inmate B's segregation in terms of section 30(7) to the Inspecting Judge is upheld.</li> <li>3. The inmate's placement in segregation is to be terminated with immediate effect and the inmate should be moved to his normal accommodation as per section 7 of the CSA, subject of course to any further infractions triggering the requirements of section 30.</li> <li>4. DCS is requested to sensitise its officials on the proper workings of sections 7 and 30 of the CSA.</li> </ol>
	"C" Ermelo	On 24 October 2022, JICS received a segregation appeal from an ICCV on behalf of inmate C. The inmate alleged that on or about 20 September 2022 he was placed in segregation. The reason provided for the segregation was alleged aggression and fighting over money and a cell phone. The inmate also alleged that he was wrongfully segregated as he was not part of the incident that led to his segregation. He further alleged that he was wrongfully assaulted and is not being assisted by SAPS.	<ol style="list-style-type: none"> <li>1. The placement of inmate C in segregation for more than seven days is a violation of section 30(4) of the CSA.</li> <li>2. The referral of inmate C's segregation in terms of section 30(7) to the Inspecting Judge is upheld.</li> <li>3. The inmate's placement in segregation is to be terminated with immediate effect and the inmate should be moved to his normal accommodation as per section 7 of the CSA, subject of course to any further infractions triggering the requirements of section 30.</li> <li>4. DCS is requested to sensitise its officials on the proper workings of sections 7 and 30 of the CSA.</li> </ol>

No	Correctional Centre	Description of complaint/request	Findings
	"D" Ermelo	On 24 October 2022, JICS received a segregation appeal from the ICCV on behalf of inmate D. The inmate alleged that on or about 20 September 2022 he was placed in segregation. The reason provided for the segregation was alleged aggression and fighting over money and a cell phone. The inmate alleges that he was wrongfully segregated as he was not part of the incident that led to his segregation. He further alleged that he was wrongfully assaulted and is not being assisted with SAPS.	<ol style="list-style-type: none"> <li>1. The placement of inmate D in segregation for more than seven days is a violation of section 30(4) of the CSA.</li> <li>2. The referral of inmate D's segregation in terms of section 30(7) to the Inspecting Judge is upheld.</li> <li>3. The inmate's placement in segregation is to be terminated with immediate effect and the inmate should be moved to his normal accommodation as per section 7 of the CSA, subject of course to any further infractions triggering the requirements of section 30.</li> <li>4. DCS is requested to sensitise its officials on the proper workings of sections 7 and 30 of the CSA.</li> </ol>
	"E" Ermelo	On 24 October 2022, JICS received a segregation appeal from an ICCV on behalf of inmate E. The inmate alleged that on or about 20 September 2022 he was placed in segregation. The reason for the segregation was alleged aggression and fighting over money and cell phone. The inmate also alleged that he was provoked and assaulted by another inmate and was only defending himself. He further alleges that he is not being assisted by SAPS.	<ol style="list-style-type: none"> <li>1. The placement of inmate E in segregation for more than seven days is a violation of section 30(4) of the CSA.</li> <li>2. The referral of inmate E's segregation in terms of section 30(7) to the Inspecting Judge is upheld.</li> <li>3. The inmate's placement in segregation is to be terminated with immediate effect and the inmate should be moved to his normal accommodation as per section 7 of the CSA, subject of course to any further infractions triggering the requirements of section 30.</li> <li>4. DCS is requested to sensitise its officials on the proper workings of sections 7 and 30 of the CSA.</li> </ol>

Table 15: Segregation appeals reports

### Reports received on mechanical restraints

A total of three cases involving the use of mechanical restraints were reported by DCS. No request to review a mechanical restraint was received. The accuracy and number of reports by DCS cannot be verified. The table below shows all the reports of mechanical restraints received.

Categories	DCS region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Prevention of damage to property	0	0	0	0	0	0	0
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	0	2	0	1	0	3
Safety of inmate	0	0	0	0	0	0	0
The suspicion exists of escape	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>

Table 16: Mechanical restraints reports

### Reports received on the use of force

For this quarter, 111 cases involving the use of force were reported to JICS. The accuracy and number of reports by DCS cannot be verified.

Most of the use of force reports received (91) were related to force used in the defence of another person (an official or another inmate) in terms of section 32(1)(c)(ii) of the CSA.

The table below shows all the reports of the use of force received.

Categories	DCS region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
S32(1)(c)(i) – self defence	0	2	5	0	0	0	7
S32(1)(c)(ii) – defence of any other person	2	45	14	13	6	11	91
S32(1)(c)(iii) – preventing an inmate from escaping	0	0	2	0	0	0	2
S32(1)(c)(iv) – protection of property	0	10	1	0	0	0	11
<b>Total</b>	<b>2</b>	<b>57</b>	<b>22</b>	<b>13</b>	<b>6</b>	<b>11</b>	<b>111</b>

Table 17: Use of force reports

### Matters in Court/NPA

JICS is following up on matters that were reported, which include the deaths of inmates at the hands of DCS officials. JICS is also engaging the NPA in the prosecution of criminal matters. Below is a table illustrating matters that are currently with the NPA and awaiting prosecution. These cases are for illustrative purposes as the unit follows up on all instances where inmates die an unnatural death.

#	Name	NPA status
1.	UB – Brandvlei (2015)	<p>The DPP instructed the senior public prosecutor to prosecute the implicated officials on the charge of murder, it was further instructed that two other officials must be prosecuted for defeating the ends of justice. Matters to be prosecuted separately.</p> <p>The matter was followed up in May 2022, the NPA indicated that the investigation into the matter was not finalised yet. There were medical documents that remain outstanding. The prosecutor tasked with the matter indicated that he was in collaboration with the investigating officer and is in the process of obtaining the outstanding documents. The date for feedback in this regard is 20/06/2022. Once the investigation is finalised the matter will be enrolled for trial in the regional court.</p> <p>In July 2022 the NPA indicated that they had contacted the investigating officer, who advised that the chain statements in respect of the murder are still outstanding. He was however in contact with the head of data capturing who will assist him in tracing the necessary statements as the original statements are lost. The matter is still being followed up.</p> <p>On 30 October 2022, the NPA indicated that there was no feedback they could provide and that once they received it, it would be forwarded to JICS.</p> <p>No response was received during December 2022.</p>
2.	JS – Boksburg (2018)	<p>In September 2022, the VCCO visited Boksburg SAPS to check the progress of the matter, he was informed that the station commander was unavailable for the day because he attended a district meeting. He was able to meet with the investigating officer and his senior Captain. According to SAPS, the investigation has been concluded even though it had to be handled by four different investigators, hence it took so long. Nevertheless, it has been concluded and the investigator was on his way to hand it to the senior prosecutor for further handling and will give the directive on whether the matter will be prosecuted or not.</p> <p>On 19 October 2022, JICS visited Dawn Park SAPS: there was a meeting with the station commander. He indicated that the inquest matter had been converted to a murder case. He further said that the investigation officer will be drafting a memo to the NPA DPP office so that the NPA can decide on the matter. On 25 October 2022 JICS received confirmation that the memo had been sent to the DPP NPA,</p> <p>No further progress report was received during December 2022.</p>
3.	M – Glencoe	<p>The region envisages convening a meeting with NPA to discuss this and other related matters.</p> <p>In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling.</p> <p>No response was received during December 2022.</p>

#	Name	NPA status
4.	X –Qalakabusha	The region envisages convening a meeting with NPA to discuss this and other related matters  In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling. No response was received during December 2022.
5.	M – Leeukop	The inquest docket was filed. Sandton SAPS currently cannot trace the docket.  In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling. No response was received during December 2022.
6.	PC – Umzinto	In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling. No response was received during December 2022.
7.	BM –Tswelopele	In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling. No response was received during December 2022.
8.	M – Groenpunt	In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling. No response was received during December 2022.
9.	T – Bethlehem	The matter is now fully investigated and will be summarized and sent to the DPP for possible prosecution in the high court. The matter will be tried in the high court. An indictment was drafted. A date will be allocated as soon as the indictment is signed.  In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling. No response was received during December 2022.
10.	D – George	The statements of the person who found the deceased person, who found the empty pill and possible eye are still outstanding.  The toxicology report is still outstanding. No external or internal injuries are indicated on the postmortem.  In October 2022 the dummy dockets were sent to SAPS regional commissioners for further handling. No response was received during December 2022.

Table 18: Matters in court/NPA

### Other inquests and criminal matters

The Mandatory Reporting Unit (MRU) is in the process of following up on all inquests and criminal matters regarding the unnatural death of inmates.

### Progress on criminal matters and inquests

Region	Criminal matters	Inquests
Eastern Cape	Four matters are outstanding.	One inquest was finalised with no prosecution instituted, and eight others are still awaiting feedback.
Free State	Three matters have not been finalised. One other was finalised and the accused was found guilty and sentenced.	Two inquests were finalised, and no prosecutions were instituted. Two cases remain outstanding.
Gauteng	One matter is outstanding.	A total of 38 inquests are still awaiting feedback.
KZN	Nine matters are outstanding.	A total of 28 inquests are still awaiting feedback.
Limpopo	One matter is outstanding.	Eight inquests are still awaiting feedback.
Mpumalanga	One case was finalised, and the prosecutor declined to prosecute.	Two inquests were finalised, and the prosecution declined to prosecute. Two others are still awaiting feedback.
Western Cape	Seven matters are outstanding.	Three inquests were finalised, and no prosecution has been instituted. Five remain outstanding.
Northern Cape and North West	Three matters are outstanding.	In the Northern Cape: feedback is still outstanding on six inquests. In the North West: nine still await feedback.

Table 19: Criminal matters pending and inquest feedback

## **Litigation**

### **S vs JICS**

The registrar has advised that the judgment in this matter is still pending and will advise the parties accordingly as soon as the judgment is ready. The state attorney has been requested to follow up further with the registrar of the court.

### **M vs JICS**

There is one outstanding record of proceedings. The state attorney has written to the Bargaining Council requesting that a record be reconstructed.

### **N vs JICS**

The applicant seems to have lost interest in the matter as there have been no further steps taken by the applicant in pursuit of this matter.

### **T vs JICS**

The state attorney was instructed to file a notice to abide and keep a watching brief. The plaintiff's attorneys were informed of JICS' stance on the matter. Nothing further has been reported in respect of this matter.

### **N vs Minister of Justice**

This matter was consolidated with another. The appellant filed its record and the heads of argument.

### **Sonke Gender vs The President of the Republic of South Africa**

The Constitutional Court handed down judgment on 4 December 2020 declaring certain provisions of the CSA invalid. The invalidity has not been cured. The Minister brought an application for an extension to allow the Department to table the amendment of the CSA before Parliament and for the finalisation of the JICS organisational structure and funding model. The Constitutional Court granted a 12-month's extension.

### **JICS vs M**

JICS is challenging a default arbitration award. The matter was referred to the state attorney PE and counsel has been appointed. JICS has been requested to file a bond of security which the state attorney is currently looking at.



## PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

### Complaints

#### Independent Correctional Centre Visitors (ICCVs)

In terms of Section 92(1) of the Correctional Services Act 111 of 1998 as amended, JICS is mandated to appoint ICCVs for each correctional centre. Their duties are described in Section 93 (1) (a) - (d), which seeks to provide daily oversight over the humane treatment of inmates and monitoring of the conditions at these centres.

The services rendered by ICCVs are crucial for JICS to successfully execute its mandate; by ensuring that JICS is visible, accessible and a responsive oversight body to our clients, communities, and stakeholders.

A total of 203 ICCVs were deployed throughout correctional facilities across the country. Collectively, they attended 14 270 ROCs, with a breakdown of 11 555 general and urgent complaints and 2 715 mandatory complaints (this should be considered with the target of 12 180).

The table below illustrates the performance of ICCVs on general and urgent complaints as well as mandatory reporting.

Region	Notch level of ICCVs	Number of ICCVs on the notch	ROC: general and urgent complaints	Mandatory ROCs					Total number of ROCs	Minimum number of ROCs expected in total	Was the target met?	If not, mitigating factor(s) /intervention
				Natural Deaths	Unnatural Deaths	Segregation	Use of Force	Mechanical Restraints				
CMR	3/8	47	2869	14	1	411	17	4	3316	2820	Yes	None
ECMR	3/8	39	2126	10	2	806	7	0	2951	2340	Yes	None
KZNMNR	3/8	28	1481	8	4	794	1	1	2289	1680	Yes	None
NMR	3/8	60	3163	42	7	518	9	1	3740	3600	Yes	None
WCMR	3/8	29	1916	10	2	44	2	0	1974	1740	Yes	None
<b>Total</b>	<b>3/8</b>	<b>203</b>	<b>11 555</b>	<b>84</b>	<b>16</b>	<b>2573</b>	<b>36</b>	<b>6</b>	<b>14270</b>	<b>12180</b>	<b>Yes</b>	<b>None</b>

Table 20: Record of consultation by ICCVs

### Complaints handled in regions

Dealing with inmate complaints forms an integral part of the daily duties of ICCVs. All complaints and requests that are recorded by DCS, are monitored by ICCVs in terms of Section 93 of the CSA, which allows them to facilitate the resolution of the complaint/request either at the centre level or to escalate the matter to the Visitors Committee meeting or IJ depending on the complexity thereof.

Regular reporting on these matters is necessary to enhance the inmates' right to complain and be provided with feedback on its resolution. This promotes a healthy inmate-official relationship in the centre as well as a safe and caring environment.

During this quarter, a total of 11 202 general complaints/requests were filed and dealt with by ICCVs (compared to 12 337 from the previous quarter). This shows a decrease in the complaints/requests that were dealt with by ICCVs, due to a high rate of ICCV vacancies existing in other regions.

Most complaints/requests received were resolved through substantive intervention from DCS.

The table below illustrates the nature of complaints/requests that were dealt with regionally.

Nature of complaint handled by regions	CMR	ECMR	KZNMNR	NMR	WCMR	Total
Appeal	147	36	114	121	49	467
Assault (inmate- on-inmate)	57	22	7	98	2	186
Assault (official-on-inmate)	22	22	19	35	2	100
Assault (sexual)	4	2	2	4	0	12
Attempted suicide	11	1	3	13	1	29
Bail	25	37	29	75	110	276
Communication with family	354	267	176	319	109	1225
Conditions	15	88	20	106	133	362
Confiscation of possession	4	6	9	2	60	81
Conversion of sentence	5	0	3	6	0	14
Corruption	0	0	0	0	0	0
Food	41	68	14	117	97	337
Healthcare	542	218	159	217	179	1315
Hunger strike	2	0	2	5	0	9
Inhuman treatment	0	0	0	0	0	0
Legal representation	140	78	93	156	25	492
Medical release	0	3	2	2	0	7
Parole	6	43	16	61	30	156
Re-classification	5	7	3	16	22	53
Rehabilitation programmes	21	5	44	95	57	222

Nature of complaint handled by regions	CMR	ECMR	KZNMR	NMR	WC MR	Total
Remission	0	0	0	3	0	3
Request social worker	285	142	97	363	82	969
Torture	0	0	0	0	0	0
Transfer	272	266	232	237	101	1108
Other	908	803	243	1120	705	3779
<b>Total</b>	<b>2866</b>	<b>2114</b>	<b>1287</b>	<b>3171</b>	<b>1764</b>	<b>11 202</b>

Table 21: General complaints managed in regions

## Narrative on prevalent complaints per region

### CMR

Other (908): Inmates' complaints under this category mostly related to the recovery of items lost under SAPS custody, and requests to send or receive certain items from families. Inmates request to see the HCC for personal complaints. These complaints are attended to and resolved at the centre level by the HCCs and ICCVs.

Healthcare (542): Healthcare complaints and requests are escalated mostly in centres without professional staff which raise frustrations among inmates. The shortage of healthcare professionals in correctional centres escalates severe challenges and burdens to HCCs. The challenges of the shortage of healthcare professionals are escalated to the regional office by HCCs and it takes too long for these positions to be filled hence there is a severe rise in these complaints.

Communication with family (354): The inmates request assistance to keep contact with families through visits and telephone. With the assistance of social workers, HCCs and ICCVs constantly attend to these complaints and requests at the centre level. Telephones are made available for inmates to contact their families as per each centre's schedule and operational orders.

### ECMR

Other (803): Some consist of complaints about the lack of safety boots, mattresses, clothing etc. The complaints were addressed at the centre level and some of the complaints are currently under discussion at VC and Complaints Committee Meetings.

Communication with family (267): Complaints submitted to the region in this category are mainly caused by telephone lines that are not working at the centres.

Healthcare (218): Most of these matters were addressed at the centre level.

### KZNMR

Other (243): The ICCVs recorded the highest number of complaints/requests in this category of complaints. Issues raised by the inmates in this category relate to matters that involved the SAPS inmates wanting to enquire about their previous cases that they lodged, wanting to get their clothes that they left at the police stations upon arrest, confirming addresses, loss of kitbags, requesting assistance to open a bank account, to applying for a passport, identity documents at the Department of Home Affairs. The complaints were tabled at the VC meetings and resolved after intervention by the HCCs.

Transfer (232): The inmates requested to be transferred from one centre to another and in most cases, they cited that they want to be closer to their families. This is against the backdrop of Section 43 (1) of the Act which stipulates that "a sentenced prisoner must be housed at the prison closest to the place where he or she is to reside after release, with due regard to the availability of accommodation and facilities to meet his or her security requirements and with reference to the availability of programmes". The Department does assist in facilitating the resolution of transfer requests from inmates, but due to overcrowding in the correctional centres, most of the requests receive a negative response. The inmates are put on the waiting list and the ICCVs monitor the progress of the inmate's requests.

Communication with family (176): The ICCVs dealt with a total of 176 requests received from inmates. The requests came from inmates who wanted to contact their families to inform them about their incarceration/whereabouts; pay their bail, and request toiletries. The ICCVs referred all the requests to the HCCs and the inmates were allowed to communicate with their families.

**NMR**

Other (1120): In this category, inmates often want to follow up on SAP69, follow up on SAPS cases, request toiletries, request to see the HCC or psychologists’ etc. ICCVs constantly engage with HCCs, and other officials designated to attend to these complaints.

Request for Social Worker (363): most inmates request to see social workers to discuss personal matters and to follow up on reports.

Transfer (237): inmates often request to be transferred to other centres to be closer to family and for rehabilitation programs. In some instances, the applications for transfers are not approved due to a lack of space/overcrowding at the centres where they have applied. Transfers to other regions are often a challenge as they are approved at the regional level and there are delays in the processing of those applications.

**WCMR**

Other (705): Inmates registered complaints relating to the lack of shoes and uniforms, the entire region experiences shortages in this regard. The complaints also reflect the shortages of mattresses, blankets and toilets that are not working.

Healthcare (179): This remains a major challenge in the region, these complaints mainly relate to dental care in the respective management areas. Centres do not have the services of a dentist and a limited number of inmates can be referred to a private dentist. Pollsmoor Management Area is the first centre in the region that embarked on a pilot project where a private dentist visits the centre weekly.

Urgent complaints handled by ICCVs

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
<b>Assault inmate-on-inmate (186)</b>	57	22	7	98	2
<b>Remarks</b>	<p><b>CMR:</b> There were 57 incidents of inmate-on-inmate assaults at centres under the Central Management Region. It is alleged that these incidents occurred due to arguments not limited to e.g., the cleaning of cells, gang-related, disagreements between the inmates about who should shower first, and fights over cigarettes, with some of the reasons unknown. The inmates fought using fists, broomsticks, and/or other tools to fight with each other. Medical attention was provided to the victims at the sick bay, SAPS was called for the inmates to open a case and DCS is conducting investigations. Some inmates did not want to open cases. The complaint was reported to DLS.</p> <p><b>ECMR:</b> There were 22 incidents which occurred at East London Max, East London Med B, Mdantsane, King Williams Town and Mount Fletcher. Some of the incidents include fighting over tobacco, lack of respect, swearing at each other, fighting over bed space, and food, fighting over a cell phone and inmates attempting to stab one another in gang-related matters. Other instances include a group assault by fellow inmates. Medical assistance was provided accordingly, while those who wanted to open cases with SAPS were assisted.</p>				

<p><b>Remarks</b></p>	<p><b>KZNMR:</b> Seven incidents were reported by ICCVs from Pietermaritzburg Med A (3), Durban Med A (3) and Ebongweni Max. The fights among inmates are more frequently attributed to gangsterism in the centre, limited resources fighting over cigarettes, and at times this is due to a mental health problem that is prevalent in the correctional centre. Those inmates who sustained injuries were taken to the local clinic or those who suffered serious injuries were transferred to outside hospitals. Those inmates who perpetrated the violence were segregated to effect disciplinary processes. Inmates were allowed to open SAPS cases, however, there were four who did not want to open a criminal case against the perpetrators. For those who are yet to be assisted, JICS exercises its oversight through the presence of the ICCVs.</p> <p><b>NMR:</b> Incidents were reported at the following centres - Kgosi Mampuru II Central, Odi, Emthonjeni, Leeuwkop Med C, Witbank, Leeuwkop Med B, Losperfontein, Leeuwkop Max, Polokwane, Kutama-Sinthumule, Rooigrond, Johannesburg Med A, Johannesburg Med B, Johannesburg Med C, Johannesburg Female, Boksburg, Devon, Losperfontein, Mogwase, and Klerksdorp. Inmates fought for different reasons and those who were injured received medical treatment.</p> <p><b>WCMR:</b> None</p>				
<p><b>Nature of complaint</b></p>	<p><b>CMR</b></p>	<p><b>ECMR</b></p>	<p><b>KZNMR</b></p>	<p><b>NMR</b></p>	<p><b>WCMR</b></p>
<p><b>Assault official-on-inmate (89)</b></p>	<p>11</p>	<p>22</p>	<p>19</p>	<p>35</p>	<p>2</p>
<p><b>Remarks</b></p>	<p><b>CMR:</b> There were 11 incidents reported from Goedemoed Med A, Goedemoed Med B, Edenburg, Tswelopele, Kimberley, Kuruman, Upington and Groenpunt. It is alleged that the officials beat the inmates with electric shields, tonfas and fists. It is reported that the incidents occurred in situations where inmates displayed violence, shouted at officials, during searches and when inmates were separated during fights with each other. It further alludes that some of these incidents occurred during the RST operations. Medical attention was provided to the victims at the sick bay, SAPS was called for the inmates to open cases and DCS is conducting investigations. The complaint was reported to DLS.</p> <p><b>ECMR:</b> There were 22 incidents reported that occurred at East London Med C., East London Max, Mdantsane, Mount Fletcher, Kirkwood. Some of the instances include alleged assaults by EST members during searches, some of the inmates were found with contraband and others were assaulted for smoking in the courtyard. In other incidents, inmates continued fighting and officials tried to separate them. Injured inmates were provided with medical assistance.</p> <p><b>KZNMR:</b> A total of 19 incidents of assault were reported by ICCVs from Durban Med A (18) implicating EST members and at Escourt Correctional Centre during a search and seizure operation after the inmate was found in possession of a cell phone. The allegations of assault against the officials were raised with the HCCs and at the VC meeting. Those who suffered serious injuries were given comprehensive medical treatment, JICS intends to exercise its independent oversight in this domain and monitor the progress on this matter.</p> <p><b>NMR:</b> Incidents were reported at the following centres: Leeuwkop Med C, Carolina, Leeuwkop Med B, Polokwane, Johannesburg Med A, Johannesburg Med C and Johannesburg Med B, Kgosi Mampuru II Central, Leeuwkop Max, Odi, Mogwase and Losperfontein, Witbank, Mogwase, Boksburg, Kutama-Sinthumule, Piet Retief and Rooigrond Med A. The description of some of the incidents are as follows: At Leeuwkop Med C an inmate alleges that he was assaulted by DCS officials after he attacked and assaulted his fellow inmate. The inmate was treated at a local hospital, and he did not wish to open a SAPS case.</p>				

**Remarks**

On 04/10/2022 at Johannesburg Med A at the reception section at approximately 19h00 inmate FNM was allegedly assaulted by two unknown officials during a search. According to the remand detainee, he returned from court and was searched by EST officials, it was suspected that he had money in his possession. After he was asked to hand over the money and he denied it, he was allegedly assaulted and hit with shoes until he produced the money. He did not report the incident at that time. On the 6th of October 2022, RD reported the matter to the unit manager to seek medical assistance. The matter was reported to the office of internal security on the 7th of October 2022. RD does not wish to open a case.

At Johannesburg Med B: On 23/10/2022 an inmate alleges that he was assaulted by a DCS official with a tonfa on 21/10/2022 at about 13h00 in the hospital unit office. The reason was that the official wanted to know who opened the gate for him to go to the D Unit. The inmate sustained a fracture injury on his right arm and was referred to an internal hospital for medical treatment.

At Losperfontein: inmate TK was allegedly assaulted by EST members on 08/11/2022 with a tonfa during a search. The inmate would like to open a case with SAPS, and he received medical attention. At Mogwase CC inmate WN alleges that other inmates told the officials that he had a cell phone, and one EST official assaulted him. The inmate was given medical attention and he is not interested in opening a case with SAPS. On 20/10/2022 a remand detainee from Johannesburg Med A alleged that he was assaulted by three officials whose names he does not know as he was fighting with the two other inmates. He sustained injuries and was taken to hospital.

**WCMR:** Four officials assaulted an inmate at Oudtshoorn CC, the inmate sustained injuries and four of his fingers broke during that incident. The inmate did not want to open a criminal case with SAPS. In another incident at Helderstroom Maximum, an official smacked the inmate and the inmate complained to the ICCV, the matter is still under

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault sexual (12)	4	2	2	4	0

**Remarks**

**CMR:** Inmate was allegedly sexually assaulted in Tswelopele. It is alleged that inmate TM was in the trial cell when another inmate attacked and sexually assaulted him. Other sexual assault incidents were reported at Vereeniging, Henneman CC and Bethlehem. It is alleged that the inmate was sexually assaulted by another inmate. However, the inmate cannot identify the person that sexually assaulted him. The inmate was taken to a doctor and DCS is still waiting for a report.

**ECMR:** Instances of sexual assaults were reported at Patensie where an inmate who went to the bathroom around 02:00 am was threatened by a fellow inmate with a blade against his neck. The other instance occurred at Butterworth where the inmate was raped during the night. Medical assistance was provided, and the inmate was allowed to open a case with SAPS on both matters.

**KZNMR:** Two incidents were reported from Escourt Correctional Centre which took place on 03/10/2022, respectively. Both inmates alleged that they were sexually assaulted at night whilst everyone was sleeping in a cell. The inmates with serious injuries were taken to an outside hospital and Estcourt Provincial Hospital to conduct a PEP test and further medical assessment and medical treatment. The ICCVs are assigned to ensure that the inmates are provided with adequate services of either a social worker or/ psychologist for counselling. Those inmates who wanted to open a criminal SAPS case were invited to do so, however, the inmate in Durban Med B declined the request.

<b>Remarks</b>	<p><b>NMR:</b> At Kgosi Mampuru II Central a friend of the inmate reported that his friend was raped by two known fellow inmates, but he did not want to open a case. The inmate who was allegedly raped and the perpetrators were consulted by the ICCV, and they all indicated that they assumed the sex was consensual. At Emthonjeni an inmate alleged that he was repeatedly raped by his cellmates since August 2022 in exchange for biscuits and a world call card. He was treated at the local clinic and later referred to the Crisis Centre in Mamelodi. He was separated from the perpetrators and consulted with a social worker and psychologist. Perpetrators were charged but no response from the SAPS has been received. The inmate was released on 28/11/2022. Another incident was reported at Boksburg which occurred in 2020, the case is still pending as they are awaiting DNA results. At Thohoyandou, inmate SR alleges that he was assaulted several times by inmate N.</p> <p><b>WCMR: None</b></p>				
<b>Nature of complaint</b>	<b>CMR</b>	<b>ECMR</b>	<b>KZNMR</b>	<b>NMR</b>	<b>WCMR</b>
<b>Assault inmate-on-official (10)</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>Remarks</b>	<p><b>CMR:</b> The incident was reported at Senekal CC. It is alleged that the inmate was taken for questioning based on allegations of instigating fights among other inmates. It is alleged that the inmate became stubborn during questioning and challenged officials. The inmate ripped the official's uniform and manhandled him and incurred a head during the squabble. There was one incident reported at Groenpunt Med of an inmate who allegedly stabbed an Official twice with a knife in the head.</p> <p><b>ECMR:</b> Incidents were reported at Mthatha Med, Mt Fletcher, Middeldrift and St Albans Med B which include: an inmate found with contraband who assaulted an official who tried to confiscate the items; officials were attacked by an inmate during unlock in the morning and serving of breakfast using fists and sharpened objects. Officials sustained injuries and medical assistance was provided at the centre. They were also taken to hospital. Matters are under investigation. Most of the officials are on leave for injuries sustained on duty.</p> <p><b>NMR:</b> It was reported that on 20/12/2022 an inmate attacked the hospital staff at Johannesburg Female. The inmate, a psychiatric patient, demanded that she be given her medication and became aggressive whilst nurses were attending to other inmates. The inmate attacked the nurses with a piece of a razor blade. An inmate at Odi was found in possession of home-brewed beer and when it was confiscated, he became aggressive towards officials.</p> <p><b>WCMR:</b> The incident happened at Caledon CC where it was reported that an inmate threw coffee on a DCS official's uniform. DCS reports that the inmate was charged and segregated.</p>				
<b>Nature of complaint</b>	<b>CMR</b>	<b>ECMR</b>	<b>KZNMR</b>	<b>NMR</b>	<b>WCMR</b>
<b>Attempted suicide (24)</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>13</b>	<b>1</b>
<b>Remarks</b>	<p><b>CMR:</b> Attempted suicide case reported at Bizzah Makhate Med B CC, Ventersburg, Windburg, Goedemoed B and Kimberly. An inmate allegedly overdosed at Ventersburg CC demanding to be transferred to Grootvlei CC. Secondly, the inmate allegedly overdosed on medication because he did not want to be placed in a segregation unit due to disciplinary reasons. Thirdly an inmate allegedly started a fire with pieces of the sponge in a segregation cell, fire was extinguished by the officials through the window. Fourth, two incidents of attempted suicide were reported at Windburg CC, inmate overdosed on his medication because his fellow cellmates accused him of theft (stole a pack of Movite). Another inmate cut himself with a razor blade because he wanted to be transferred to Grootvlei CC for his doctor's appointment. Lastly, an inmate attempted suicide by overdosing on his high blood medication after he was charged by the unit manager due to his misbehaviour. The incident was reported at DLS.</p>				

<b>Remarks</b>	<p><b>ECMR:</b> An attempted suicide occurred at East London Med B, where the inmate was trying to hang himself, but other inmates saw him and reported the matter. He was seen by a social worker as well as the spiritual worker.</p> <p><b>KZNMR:</b> There were three incidents relating to 'attempted suicide' that were reported from Waterval Med B and Umzinto and Ebongweni Max. The inmate: attempted to commit suicide by overdosing on tablets after he was taken off the list of inmates who will be transferred to Waterval Med A, at Ebongweni Max, it is alleged that the inmate broke the globe in his cell and swallowed that with water. The inmates were all taken to external hospitals for comprehensive medical assessment and referred to social workers for counselling. The region through the ICCV will ensure that the inmates receive the counselling as proposed by the centre.</p> <p><b>NMR:</b> Thirteen incidents were reported at the following centres: Belfast, Krugersdorp, Nigel, Johannesburg Med A, Johannesburg Med B, Johannesburg C, Nigel, and Wolmaransstad. The inmates attempted suicide by drinking cleaning detergents, overdosing on medication/drugs, and hanging, and they received the necessary medical attention.</p> <p><b>WCMR:</b> The incident of attempted suicide occurred in Caledon CC; the inmate cut himself with a sharpened object and he reported the matter to the ICCV, he was then given medical treatment. It is reported that the inmate has a psychological problem and is awaiting referral to Valkenburg hospital.</p>				
<b>Nature of complaint</b>	<b>CMR</b>	<b>ECMR</b>	<b>KZNMR</b>	<b>NMR</b>	<b>WCMR</b>
<b>Corruption (0)</b>	0	0	0	0	0
<b>Remarks</b>	<b>None for all the regions</b>				
<b>Nature of complaint</b>	<b>CMR</b>	<b>ECMR</b>	<b>KZNMR</b>	<b>NMR</b>	<b>WCMR</b>
<b>Hunger strike (9)</b>	2	0	2	5	0
<b>Remarks</b>	<p><b>CMR:</b> This was reported at Senekal and Upington. It is alleged that an inmate went on a two-day hunger strike demanding services from the officials and in the second incident the inmate wants to be transferred closer to his family. The inmates were provided medical attention and counselling.</p> <p><b>ECMR: None</b></p> <p><b>KZNMR:</b> This was reported from Durban Med B and Ebongweni Max. It is alleged that the inmates embarked on a hunger strike at Durban on 13/10/2022, after his transfer request to Eshowe was declined. Moreover, the inmate complained that he was unfairly degraded to a C group security classification on false allegations that he was promoting gangsterism at the centre. The matter was resolved after the inmate was consulted by HCC. Another incident took place at Ebongweni CC which involved seven inmates who embarked on a hunger strike from 12/12/2022 in protest of their continued incarceration at the centre. The inmates wanted to be transferred back to the centre of origin. They suspended the hunger strike on 25/12/2022 after substantive intervention by the Acting Area Commissioner.</p> <p><b>NMR:</b> Inmates from the following centres embarked on hunger strikes: Odi, Thohoyandou, Potchefstroom and Modimolle. The reasons given were due to transfers to other centres. For one inmate it was for being wrongfully accused of having a cell phone.</p> <p><b>WCMR: None</b></p>				

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Inhumane treatment (0)	0	0	0	0	0
Remarks	None for all the regions				
Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Torture (0)	0	0	0	0	0
Remarks	None for all the regions				

Table 22: Urgent complaints managed in regions

### Complaints referrals to ICCVs and regions

JICS needs to manage the complaints of inmates effectively to uphold their human rights, but also to maintain the legal obligation laid upon the organisation in terms of the CSA. Various mechanisms are in place to record, facilitate and monitor the processing of complaints from inmates. ICCVs record the complaints on registers and in official diaries and escalate them to Visitors Committees if they cannot be resolved at the centre level. Regional Complaints Committees monitor and make recommendations and may refer complaints to the Directorate Legal Services and the Office of the Inspecting Judge to facilitate a resolution. Feedback to the inmate may occur at any level as the complaint is resolved.

A total of 22 complaints were referred to the regions for ICCVs to consult with the inmates and referred for further investigation by HCCs to internally resolve them. A further 26 complaints from the previous quarter are still yet to be finalised.

The table below shows the complaints referred to the regions by DLS.

Management regions	Number of complaints	Nature of complaint	Complaints pending	Remarks
CMR	2	Other x1 Transfer x1	2	These complaints are pending and within the agreed time frames.
ECMR	3	General x 1 Other x 1 Rehabilitation Programmes x 1	3	The matters have been attended to. Feedback on further information is awaited.
KZNMR	4	Parole x 1 Appeal x 1 Transfer x 2	3	The complaints were adequately attended to and resolved and those that are pending are still under investigation by DCS.
NMR	10	Parole x 5 Transfer x 2 Reclassification x 1 Rehabilitation x1 Other x 1	18	Some complaints are still pending and others still awaiting feedback from the ICCVs.
WCMR	3	Parole x 2 Rehabilitation programmes x 1	0	The complaints have been dealt with during VC meetings and VCCOs and ICCVs are also handling them.
<b>Total</b>	<b>22</b>	-	<b>26</b>	-

Table 23: Complaints referred to DMR by DLS

## Meetings

### **Stakeholders' engagements/Visitors' Committee (VC) meetings**

Section 94 of the CSA makes provision for the establishment of Visitors Committees with the primary goal to discuss unresolved complaints and requests of inmates. This provision allows the committee to extend community involvement in correctional matters and creates a platform for external stakeholders to deal with inmate complaints effectively and efficiently.

A total of 35 VC meetings were successfully held across the country. The meetings were marked by an unprecedentedly high degree of participation from various stakeholders such as DCS, SAPS, Legal Aid SA, and senior magistrates, amongst others. Stakeholders renewed their organisational commitment to strengthen their collaborative relationship to assist DCS to ensure that it provides safe custody to inmates by attending to all potential challenges experienced that are inimical to human rights-orientated treatment and humane conditions for inmates.

The meetings were characterized by intense dialogues amongst the stakeholders in search of common ground and substantive intervention on issues that gained traction for discussions at these meetings which relate to, complaints regarding transfers and a backlog of lifer's profile bottlenecking between NCCS and the Minister's office. Rehabilitation programmes and access to stakeholders like Legal Aid South Africa and SAPS were the challenges that were discussed.

Access to public telephones has been a common challenge and JICS has liaised with Telkom/Open serve and DCS National Office in an endeavour to resolve this matter. Telkom has committed to installing 800 public telephone units in all correctional centres across RSA and this project is still ongoing.

There is no doubt that VC meetings are paramount for JICS to be able to exercise its oversight role and emphasize strong and comprehensive cooperation amongst stakeholders that have a vested interest in the field of correction.

Assistance was solicited from various stakeholders to address some of the complaints or systematic issues that have been identified. The VC meetings accorded the opportunity for stakeholders to share good practices amongst themselves. At all material times, JICS will ensure VC meetings are functional and collaborative relationship and is solidified to yield positive results for the promotion and protection of inmates' human rights.

### **The Justice Crime and Prevention Security (JCPS) Cluster interventions, Case Flow Management Forum, Performance Enhancement and Efficiency Committees (PEEC) and Director of Public Prosecutions (DPP)**

JICS has entered various memorandums of understanding with stakeholders within the JCPS. Our engagements assist in combining our information, skills and resources in monitoring and reporting on the conditions of correctional centres. In addition, we can share and refer to the complaints and issues of inmates with the main objective of resolving these complaints.

Robust engagements within the JCPS cluster took place across all regions.

A total of 17 different stakeholder engagements took place during this quarter.

**DEEC and PEEC meetings** were attended in Upington (28/10/2022), East London (3/11/2022) and Gauteng (10/11/2022). The attendees deliberated on matters such as the AVR system that is underutilised, delayed court proceedings, poor security at court, the requisitioning of inmates to court, litigation concerns with the Department of Home Affairs, 49G and 63A applications, court hours and the monitoring of cases older than four months. Resolutions were taken to address these matters as seen fit by the various stakeholders.

**The following oversight visits were conducted:**

On 24/11/2022 the Acting Senior Magistrate of Upington conducted an oversight visit to Upington Correctional Centre as part of the **One Judge, One Jail Project** of the Inspecting Judge. Her observations included the cleanliness of the correctional centre, and her awareness of the complaints of the inmates and she complimented the commitment of the HCC. The magistrate raised her concerns about the lack of consultation with the transfer of the female offenders to Kimberley Correctional Centre.

The **Deputy Minister** also embarked on an oversight visit to the Empangeni Management Area in KZN, where the primary objective was to assess the state of the infrastructure of correctional centres and to ascertain the effectiveness and impact of the various rehabilitation programs run by DCS.

During November and December 2022, the Senior Management of JICS visited two regions to present the **Annual Report 2021/2022** to the various stakeholders of the Central Management Region and Eastern Cape Management Region. It was well received, and lively interaction took place.

**Other engagements involved:**

Lawyers for Human Rights had an engagement in the Western Cape of the parole challengers of lifers on 3 October 2022.

In East London, Eastern Cape, the CEO of the Road Accident Fund engaged all stakeholders on 5 October 2022 to outline the new procedures that were introduced, and the challenges discussed.

A stakeholder meeting was held on 8 November 2022 at Pollsmoor Remand Detention Facility with a non-governmental organisation, Victory Outreach, where the focus was on crime awareness and the dangers of substance abuse.

ICCV representatives were invited to a workshop on 10-11 November 2022 hosted by the SAHRC on the National Preventative Mechanism where the monitoring role of the stakeholders, capacity building and a team building exercise was on the agenda.

Eastern Cape Management Region handed over donated books to the following correctional centres: Mthatha Medium, Sterkspruit, Grahamstown and East London Medium C during November and December 2022.

At Central Management Region, a stakeholder engagement was also organised between JICS and the Nursing Operational Manager of Kimberley Correctional Centre on 21 December 2022 to discuss the matter of mentally ill inmates.

**DMR community involvement**

DMR inclusive of its five regions uses opportunities of engagement to expand the role and mandate of JICS to actively engage with communities and stakeholders (who have a significant role to play) within the carceral system. This not only increases awareness amongst stakeholders and the community but facilitates partnerships beyond incarceration.

Several of these engagements include:

- Just Detention International (JDI) provided training to ICCVs on the 3 – 4 November 2022, to have a better understanding and assist with sexual and gender-related complaints within correctional centres.
- The KZN region attended an engagement by the Deputy Minister where the primary objective was aimed at assessing the state of the infrastructure of correctional centres, also to ascertain whether effective and impactful rehabilitation programs are implemented. The following challenges experienced by the Management Area were discussed:
  - The post-establishment of Qalakabusha was not aligned with the 2003 post-establishment,
  - Shortage of staff: three satellites do not have post establishments,

- Integrated Security System (ISS): the entire system has collapsed. The centre uses padlocks to lock the centre. CCTV camera and recording system are out of order,
- Structural defects in Qalakabusha, Stanger & Empangeni Medium, and
- Provisioning of uniforms for both officials and inmates.

#### **DMR internal meetings**

JICS recognises that it is of vital importance as an organisation to have healthy employee-employer relations to create positive workplace engagement, to provide regular updates and feedback on operational matters, to share information and to participate in a team environment.

#### **VCCO virtual meetings**

The quarterly VCCO meeting took place on 25 October 2022. VCCOs provided updated feedback on their operations and presented the status of their PMDS, midterm reports, as well as on the challenges and possible solutions they experience. An update was also provided on the planned VCCO training that was held from 28 November 2022 – 2 December 2022 at Goodwood Correctional Centre Cape Town.

#### **ICCV virtual meetings**

Regional ICCV meetings are scheduled and held virtually. Updates are given on progress made with the organisational form, JICS Draft Bill progress and new JICS accommodation. Directorates are invited to provide current information within the organisation e.g., Human Resources, Finance and Supply Chain, IT Services, Communications and Complaints Management.

#### **Supervisory meetings held**

The Visitors' Committee Coordinators (VCCOs) are responsible for the supervision of ICCVs; and as part of supervision, they are expected to convene supervisory meetings regularly. During the said meetings, unresolved complaints, operational issues, and the latest policies and circulars are discussed. This is done to improve efficiency and enhance ICCVs' performance.

In total 30 meetings were scheduled and 27 were convened. The breakdown per region is as follows:

**CMR:** Eight meetings were convened as planned. Meetings at Bethlehem, Groenpunt and Bizzah Makhate took place in October and at Kimberly, Colesburg, Goedemoed, Upington, and Grootvlei took place in November.

**ECMR:** Two meetings were planned at Sada and Mthatha and were convened in October.

**KZNMR:** Out of four meetings that were scheduled, only one was convened at Kokstad in October. The other three supervisory meetings at Waterval, Ncome & Glencoe management areas were briefly held after the VC meetings, not per scheduled dates reflected on the JICS Governance Calendar 2022/2023. The region improvised until the appointment of the third VCCO in December 2022, and the region will adhere to the approved dates.

**NMR:** Ten meetings were convened as planned in October at the following management areas: Kgosi Mampuru, Rustenburg, Witbank/Belfast, Leeuwkop, Klerksdorp, Makhado, Boksburg, Nelspruit, Bethal, and Johannesburg.

**WCMR:** Six meetings were convened as planned between October to December in the following management areas: Worcester/Brandvlei, Voorberg/Malmesbury, Drakenstein/Allandale, Goodwood/Pollsmoor, Helderstroom and Southern Cape.

The VCCOs were also expected to finalise the mid-term reviews for the 2022/2023 performance cycle in line with the timeframes on the Performance Management and Development System. During this quarter 186 reviews were conducted between the supervisee and the supervisor, and the breakdown is as follows:

- CMR: 46
- ECMR: 31
- KZNMR: 28
- NMR: 53
- WCMR: 28

## Population

### Inmate population

A total number of 154 306 inmates excluding 70 infants were detained and incarcerated. NMR has the highest number of sentenced inmates (60 435), followed by WCMR (27 944) and KZNMR (23 745). CMR and ECMR have the least numbers (20 529 and 21 653) respectively. The table below shows the total inmate population per JICS region.

Region	Remand Detainees		Sentenced Inmates		State Patients		Infants	Totals
	Males	Females	Males	Females	Males	Females		
CMR	6 427	169	13 615	252	63	3	4	20 529
ECMR	6 858	147	14 382	240	25	1	2	21 653
KZNMR	6 515	185	16 556	484	5	0	11	23 745
NMR	20 991	762	37 559	1 094	29	0	42	60 435
WCMR	11 830	498	15 081	535	0	0	11	27 944
<b>DMR total</b>	<b>52 621</b>	<b>1 761</b>	<b>97 193</b>	<b>2 605</b>	<b>122</b>	<b>4</b>	<b>70</b>	<b>154 306</b>

Table 24: Inmate population

### Remand detainees with bail less than R1000

Heads of correctional centres submit section 49G, 63(a) and 62(f) applications to the courts for reconsideration of placement of remand detainees. The prosecutors are reluctant to utilise these sections of the Criminal Procedure and Correctional Services Acts. The impact of drug dependency is one of the main reasons why relatives of offenders don't pay the inmate's bail. The involvement of community-based organisations that specialise in drug rehabilitation programmes should be considered to play a more meaningful role in the rehabilitation process of remand detainees. The implementation of programmes for remand detainees by DCS is a positive move however the capacity could be a major challenge.

The table below shows the remand detainees with bail less than R1000.

Region	No. of RDs with bail less than R1000	No. of RDs awaiting trial for more than two years	Comments
CMR	200	0	None
ECMR	191	186	Bail affordability has been reported as a major challenge.
KZNMR	257	217	None
NMR	630	1305	The centres are submitting the 49G and 63 (a) applications and the courts are delaying in responding.
WCMR	616	0	Family members refuse to pay bail or cannot afford to pay bail.
<b>DMR Total</b>	<b>1 894</b>	<b>1 708</b>	-

Table 25: Remand detainees with bail less than R1000

### Declared state patients detained

As at 31 December 2022, there were 122 male and four female declared state patients within correctional centres. Although the Health Care Act 17 of 2002 stipulates that they must be transferred to health care or psychiatric facilities, there is an internal arrangement that the judiciary may refer the state patients to DCS until bed space is available at the health care or psychiatric facilities of DOH.

In many of the correctional centres, these state patients are incarcerated in overcrowded centres and DCS does not have the necessary competencies to deal with state patients. ICCVs have handled or dealt with incidents of violence amongst state patients. It is difficult to resolve or deal with these matters due to the mental capacity of the state patients. JICS NMR had a meeting with the Weskoppies Psychiatric Hospital management team and the DOH Nelspruit to discuss the challenges of state patients in the NMR.

Correctional centres are not suitable for the incarceration of state patients. Psychiatric institutions must modify their business models to increase the admission of state patients. State patients form part of a vulnerable group of inmates and the fact that these inmates are “non-compos mentis” places unfair responsibility on the Department, as specialized care must be provided by DCS considering that the Department does not have the pre-requisite skills and resources.

The table below shows the number of declared state patients incarcerated.

Region	Number of male state patients	Number of female state patients	Total	Remarks
<b>CMR</b>	63	3	66	State patients are incarcerated at Grootvlei (30) and Kimberley CC (36). There has been an increase in the number of patients. Three female state patients are included in the total of 36 state patients in Kimberley.  An oversight visit was done on 21/12/2022 and included the engagement with the Senior Operational Manager (SOM) in Kimberley. SOM indicated that the judgement was issued that state patients of Upington be transferred to Kimberley hence the increase in numbers. She also alluded that Kimberley Psychiatric Hospital has capacity.
<b>ECMR</b>	25	1	26	There are two psychiatric hospitals in the Eastern Cape (Fort England and Komani). DOH confirmed that there is a shortage of space and only one specialist is responsible for both institutions.
<b>KZNMNR</b>	5	0	5	The state patients are detained at Durban Med A (5) and Pietermaritzburg Med A (2). This area is well managed by DCS's regional office, and applications for MHCA23 for the patients are approved without unreasonable delay. Currently, all the patients have already been allocated the dates of transfer and designated hospitals.
<b>NMR</b>	29	0	29	The inmates are awaiting bed spaces at the psychiatric hospitals. It has been noted that there is a challenge in Mpumalanga with the referral of state patients to Weskoppies. Meetings were convened in September to address this challenge.
<b>WCMR</b>	0	0	0	N/A
<b>Total</b>	<b>122</b>	<b>4</b>	<b>126</b>	<b>Interventions with various stakeholders took place and positive resolutions were taken and will be implemented to address the challenges of the state patients.</b>

Table 26: Declared state patients incarcerated

#### Non-nationals (sentenced and remand detainees) in correctional facilities

Non-nationals (“foreigners”) are persons who are neither citizens nor residents of South Africa. An “illegal foreigner” (the term the statute uses) is in the country in contravention of immigration laws. JICS refers to all inmates who are foreigners and illegal foreigners as non-national inmates. JICS’s oversight mandate extends to all inmates, including non-national inmates.

The non-nationals constitute 11% of the total inmate population. There has been an increase of 2.8% in the number of non-nationals when compared to the previous quarter.

As of the end of quarter three, there were 17 002 non-nationals incarcerated in South African correctional facilities. The breakdown per region is as follows:

CMR: 1 525

ECMR: 584

KZNMR: 562

NMR: 14 236

WCMR: 463

The nature of crimes committed by non-national inmates ranges from contravention of immigration law, armed robbery, stock theft, robbery aggravating, attempted murder, possession of firearm and ammunition, smuggling drugs, common robbery, assault GBV, damage to property, fraud & forgery, theft, tampering with state infrastructure, murder, rape, culpable homicide, kidnapping, extortion, conspiracy, housebreaking with intent to steal, malicious damage to property, theft motor vehicle, possession of dagga. The length of the sentence ranges from three months to a life sentence.

Some of the countries of origin for the non-nationals are Botswana, Burundi, Egypt, Ghana, Democratic Republic of Congo, Dominican Republic, France, India, Jordan, Kenya, Kingdom of Saudi Arabia, Lesotho, Malawi, Myanmar, Malaysia, Marshal Islands, Mozambique, Mauritius, Mexico, Morocco, Namibia, New Zealand, Nigeria, Niger, Pakistan, Paraguay, Portugal, Poland, Peru, Russia, Somalia, Senegal, Slovakia, St Lucia, Swaziland, Tanzania, Thailand, Uganda, Zambia, Zimbabwe, Zaire and the Czech Republic. The highest number of non-nationals incarcerated are from neighbouring countries such as Mozambique, Lesotho, and Tanzania.

The highest number of non-nationals incarcerated are from Mozambique, Lesotho, and Tanzania.

Total number of non-national lifers

Region	Total non-national lifers	Nationalities
<b>CMR</b>	24	Bangladesh (2), Ethiopia (1), Lesotho (13), Mozambique (2), Nigeria (1), Pakistan (4) and Zimbabwe (1).
<b>ECMR</b>	27	Mozambique (2), Ethiopia (1), Zimbabwe (5), Bangladesh (3), Malawi (1), Lesotho (6), Nigeria (5,) Tanzania (1), Pakistan (1), Germany (1), and Congo (1).
<b>KZNMR</b>	30	Malawi (6), Mozambique (5), Zimbabwe (5), Lesotho (6), Swaziland (3), Tanzania (2), Congo (1), Botswana (1) and India (1).
<b>NMR</b>	385	Mozambique (129), Lesotho (33), Zimbabwe (185), Malawi (9), Nigeria (13), Swaziland (6), Congo (2), Somalia (1), Argentina (1), Angola (3), Ethiopia (1), Ghana (1), and Namibia (1).
<b>WCMR</b>	12	Mozambique (3), Zimbabwe (3), Somalia (1), Burundi (2), Malawi (1), Angola (1), and Namibia (1).
<b>DMR Total</b>	<b>478</b>	-

Table 27: Non-national lifers in correctional centres

### Lifer profiles

JICS receives complaints from inmates who are colloquially referred to as "lifers" and from external stakeholders who have a particular interest in matters that affect inmates who are in this category. Their complaints emanated from a long outstanding backlog of profiles of those inmates who have served their minimum detention period and are due for parole consideration. Frustration and discontentment amongst these inmates are ascribed to, a sense of neglect that they experience from the National Council for Correctional Services (NCCS) and/or Minister: Department of Justice and Correctional Services, the unreasonable delay that characterized how their profiles are handled, and not being updated timeously with the outcome of their submissions that have long been submitted for consideration.

Notwithstanding that, “parole is not a right, but a privilege subject to specific conditions ...” inmates who have been considered, must be given feedback or updates on the progress of their submissions. In case they are not favourably considered for placement on parole, they must be furnished with feedback and reasons thereof. Other complainants indicated that their profiles were sent to the NCCS five years ago, but to date, they have not received feedback.

In its quest to address this matter, JICS has held several meetings with the NCCS to engage and ascertain the innovative measures that have been put in place to reduce the backlog of profiles that have laden the NCCS and the Minister’s office. JICS will continue to exercise its independent oversight in correctional settings and unfailingly engage with the NCCS and Minister to find a sustainable solution to reduce the backlog of profiles.

The table below shows the backlog of profiles that still needs to be dealt with by the NCCS and the Minister, which are as follows:

Region	Profiles with NCCS				Profiles awaiting a decision from the Minister
	Van Wyk judgement	Phaahla judgement	van Vuuren judgement	Total	
CMR	196	100	0	296	127
ECMR	192	63	0	255	167
KZNMR	434	434	0	868	425
NMR	761	606	0	1 367	671
WCMR	220	138	0	358	193
<b>Totals</b>	<b>1 803</b>	<b>1 341</b>	<b>0</b>	<b>3 144</b>	<b>1 583</b>

Table 28: Lifer profiles

## Reports

### Parole violation report

Socio-economic challenges such as joblessness, hunger, poverty, broken families, and lack of support structure lead to a high number of parole violations. Stigmatization of inmates on their release and the fact that they have criminal records also add as a contributing factor to unemployment which fuels the violation of parole. DCS is hindered by the shortage of staff responsible for rendering corrective programmes, this includes a shortage of social workers, psychologists and case officers who are mostly used for security-related duties.

Region	No. of repeat offenders from April – September 2022	No. of re-arrests	Nature of the crime committed for the re-arrest	Total
CMR	57	116	House-breaking and theft, domestic violence, violation of parole conditions, loss of support system, theft, and assault etc.	173
ECMR	345	2	Crimes injuria, parole violation, malicious damage to property, assault, murder, loss of support, rape, possession of a firearm, housebreaking, robbery, arson, possession of drugs, assault GBH, domestic violence, theft, narcotics, attempted murder, sexual assault, fraud, and theft of a motor vehicle etc.	347
KZNMR	164	16	Violation of parole conditions, assault, possession of drugs; theft, crime, housebreaking, and loss of support system, etc.	180
NMR	842	156	Parole violation, loss of family support, theft, misconduct, economic crimes, and assault etc.	998
WCMR	334	23	Theft, murder, parole violation, attempted murder, robbery, drug possession, and housebreaking.	357
<b>DMR total</b>	<b>1 742</b>	<b>313</b>	-	<b>2 055</b>

Table 29: Parole violation

### Analysis of site visits conducted

Each ICCV is required to conduct a minimum of two site inspections per month, in line with their duties at the centre. Areas of concern, the treatment of inmates and the conditions at the centre are reported in the site visit report. A total of 1 380 site visits were conducted as per the table above and 594 site visit reports were submitted.

The areas of concern in most centres relate to infrastructural defects and centres in a dilapidated state: maintenance, broken windows, toilets not flushing, lack of hot water, kitchen equipment being broken, lack of hot water, shortage of bedding and shortage of inmate uniforms.

The above matters were discussed with HCCs and tabled at the VC meetings. The centres attended to these matters, and some were reportedly referred to DPW for substantive intervention.

### Site visits conducted at correctional centres

Region	Site visits conducted	Reports submitted
CMR	318	138
ECMR	214	107
KZN	167	102
NMR	348	155
WCMR	333	92
<b>Total</b>	<b>1380</b>	<b>594</b>

Table 30: Site visits conducted by ICCVs

### Focus on women in incarceration

#### Complaints relating to feminine hygiene and conditions

A total of 378 complaints were received from female inmates in correctional centres with 11 complaints about feminine hygiene products. The prevalent complaints and requests per region are related to issues of bail, buying of toiletries, requests to see the social worker, kitchen uniforms, leaking toilets, non-functioning toilets (that cause vaginal infection), showers, bathtubs, quality, and quantity of food.

The table below highlights complaints received from female inmates in correctional facilities.

Region	Complaints received	Complaints related to feminine hygiene	Sentenced female inmates	Unsentenced female inmates
CMR	10	0	252	172
ECMR	119	2	255	101
KZN	14	6	422	182
NMR	177	3	1 094	762
WCMR	58	0	565	455
<b>Total</b>	<b>378</b>	<b>11</b>	<b>2 588</b>	<b>1 672</b>

Table 31: Complaints from female inmates

# PART C: DIRECTORATE SUPPORT SERVICES

## Human Resources

### Organisational establishment structure

#### Approved establishment structure

As at 31 December 2022, there were 86 permanent approved and funded positions on the fixed establishment. A total of 84 posts are filled leaving two vacant posts with a 2.33% vacancy rate.

The table below shows the current vacancies.

No.	Level	Description	Status
1.	Level 5	Admin Clerk: Complaints	Post Advertised
2.	Level 9	Assistant Regional Manager: WCMR	Selection and recruitment process to commence.

Table 32: Vacant posts

#### ICCVs

There are currently 19 vacant ICCV positions out of 225 funded positions, with a vacancy rate of 8.44%. Vacancies are a result of contracts that have expired.

An additional 50 unfunded vacancies are not filled due to the CoE budget shortfall.

The table below shows the current vacancy rate of the ICCV positions.

Filled posts	206/91,56%
Vacant posts	19/8,44%
<b>Total number of ICCV posts</b>	<b>225</b>

Table 33: ICCV post-establishment

#### Employment equity

The table below shows the number of employees in each occupational category.

Level	Males				Females				Total
	Black	Coloured	Indian	White	Black	Coloured	Indian	White	
Senior management (Level 13 – 14)	-	-	1	1	2	-	-	-	4
Professionally qualified and mid-management (Level 11 – 12)	3	1	-	1	2	1	-	-	8
Skilled technical and academically qualified workers, junior management supervisors (Level 7 – 10)	17	7	-	-	19	3	1	1	48
Semi-skilled and discretionary decision-making (Level 3 – 6)	4	1	-	1	11	5	1	-	23
Unskilled and defined decision-making (Level 1 – 2)	1	-	-	-	-	-	-	-	1
Permanent	<b>25</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>34</b>	<b>9</b>	<b>2</b>	<b>1</b>	84
Non-permanent	1	-	-	1	12	2	1	-	17
ICCVs	75	11	-	-	101	17	2	-	206
<b>Total</b>	<b>101</b>	<b>20</b>	<b>1</b>	<b>4</b>	<b>147</b>	<b>28</b>	<b>5</b>	<b>1</b>	<b>307</b>

Table 34: Employment equity statistics

The table below shows the employment equity percentages (including employees with disabilities) within JICS:

Black		Coloured		Indian		White		People with disabilities	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
100/32,6%	147/47,88%	20/6,52%	28/9,13%	1/0,33%	5/1,63%	4/1,30%	1/0,33%	1/0,33%	-

Table 35: Employment equity percentages

### Performance agreements

Performance agreements for the financial year 2022/23 were due by 30 June 2022. All 78 submissions were received.

### Labour relations

#### Outstanding misconduct cases

The case involves continuous absenteeism from duty by an ICCV. The matter was brought before a disciplinary enquiry and the recommendation(s) of the presiding officer is awaited.

#### Grievances

One grievance was received, and it remained unresolved. The official indicated that the matter will be referred to the Public Service Commission (PSC), however, no referral has been received from the PSC to date.

#### Labour disputes and litigation

The grievance lodged on 25 January 2019 (Ms S) remains unresolved. The matter was heard in the Cape Town Labour Court on 5 and 6 August 2021. Written closing arguments were submitted on 2 September 2021 and oral arguments took place (virtually) on 9 September 2021. The matter was finally heard (closing arguments) on 16 March 2022 and judgment was reserved. The status quo remains.

The dispute was referred to GPSSBC by NEHAWU obo Ms M (ICCV) after an alleged unfair dismissal. The date of arbitration has been set down for 5 September 2022. The arbitrator found that the dismissal was both procedurally and substantively unfair and awarded Ms M 12 months' salary. JICS is taking the award on review and consultations have taken place with counsel in the matter. The application was filed in the Labour Court on 26 October 2022.

### Financial disclosures

Information regarding declared financial interests by SMS, MMS, finance and SCM officials is tabled below.

Designation	Total number of officials	Total number of financial disclosures	Financial percentage disclosure
SMS	4	4	100%
MMS	9	9	100%
Financial and SCM officials	13	12	92.37%
Assistant Directors	9	9	100%
<b>Total</b>	<b>35</b>	<b>34</b>	<b>97.14%</b>

Table 36: SMS/MMS/Financial and SCM officials: Financial disclosures



## PART D: FINANCE AND SCM

### Budget for the 2022/2023 financial year

JICS receives its operational budget through DCS annually, stemming from JICS's MTEF submission to DCS.

The graph below shows the budget allocation for the 2022/2023 financial year.

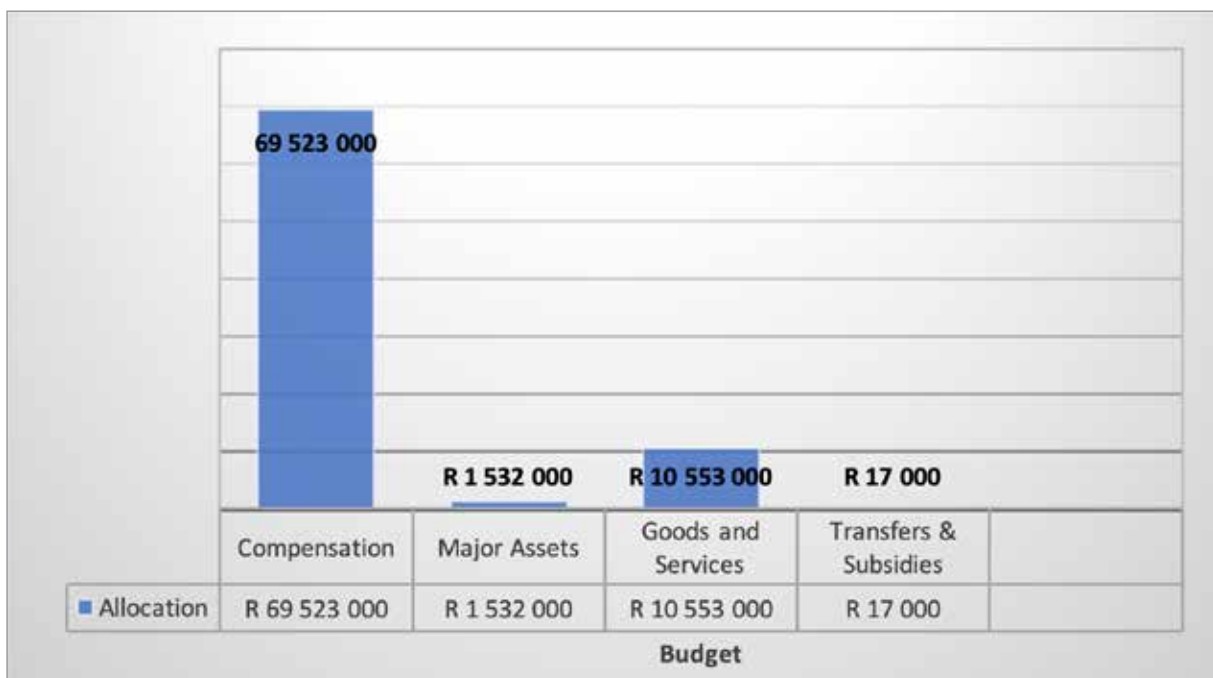


Figure 1: Budget allocation for the 2022/2023 financial year

### Adjusted Budget for Current Financial Year

The Compensation of Employees (CoE) budget was adjusted with an amount of R 2, 833 million to implement the cost-of-living adjustment increase of 3% which is backdated to April 2022, this amount also includes the R 632 000 shortfalls to the CoE budget for the 2022/23 financial year.

### Expenditure

The overall expenditure as of the end of December 2022 is at 74.44% against a deviation of -0.54% which is in line with the ideal percentage.

The expenditure to date is shown below:

Expenditure excluding commitments	Expenditure including commitments	Commitments
R 59 034 267.34	R60 797 604.03	R1 740 404.02

Table 37: Quarterly expenditure

### Compensation of Employees

Underspending due to ICCV vacant posts advertised with the closing date of 13 January 2023. These posts will be filled as soon as all processes are completed.

Compensation of Employees	Ideal	Deviation
70.65%	75%	4.35%

Table 38: Compensation of employees

### Goods and services

The overspending is due to the previous financial year's invoices for Nexus that were delayed by the supplier and overlapped in the current year. They are being processed in this financial year. Included are several commitments which were finalised but could not be closed within the office hence the matter has been referred to LOGIK for assistance.

Goods and Services	Ideal	Deviation
100.43%	75%	-25.43%

Table 39: Goods and services

### Transfers and subsidies

Overspending is due to the payment of leave gratuity that was paid out to ex-employees who exited JICS during the current reporting cycle.

Transfers and Subsidies	Ideal	Deviation
193.72%	75%	-118.72%

Table 40: Transfers and subsidies

### Capital Assets

Underspending due to commitments, due to outstanding invoices from the service provider.

Capital Assets	Ideal	Deviation
67.06%	75%	7.94%

Table 41: Capital assets

### Asset verification

Asset verification (spot checks) is conducted monthly at all offices.

Asset description	Reporting date	Asset register balances
Major closing	31.12.2022	R 15 002 309.02
Minor closing	31.12.2022	R 2 578 440.27

Table 42: Asset register

## Fleet/transport management

JICS has 32 vehicles in its fleet. This fleet is maintained regularly through the fleet officers based at the respective regional offices.

The table below shows the allocation of JICS state vehicles to the offices and regions.

Management region/location	Total vehicles
Pretoria Head Office	3
Northern Management Region	5
Central Management Region	6
KZN Management Region	7
Eastern Cape Management Region	6
Western Cape Management Region	5
<b>Total fleet</b>	<b>32</b>

Table 43: JICS fleet allocation per region

JICS finalised its disposals through a disposal committee but is dependent on DCS for administrative processes. The table below shows the total number of vehicles to be disposed of due to high mileage and/or damage beyond economical repair.

Registration	Model/make	Kilometres	Status	Location
CA 566-933	2014 Toyota Quest	123 409	BER	CMR
CA 543-090	2008 Ford Fiesta	100 981	BER	KZNMNR

Table 44: JICS fleet to be disposed

## Property and facilities management

### Current leases on property

The table below shows the accommodation of JICS offices, with four leases administered by DCS facilities with two of the four at no cost to JICS.

- The Department of Public Works and Infrastructure (DPWI) has finalised the procurement of alternative accommodation for the Pretoria Head Office, NMR and ECMR.
- DPWI (Eastern Cape) is in the process of procuring alternative accommodation for the ECMR in East London. The tender for alternative accommodation has been advertised, closing date of 31st January 2023.

Physical address	Type of agreement	Status	Monthly rental
Western Cape Management Region: 9th Floor, Standard Bank Building, 1 Thibault Square, Cnr Long and Hans Strijdom Avenue, Cape Town	Lease	The lease agreement was approved on 1/08/2020 for three years, expiring on <b>31/07/2023</b> .	R 188 542.50
Central Management Region: 3rd floor, 62 Andrew Street, Bloemfontein	Lease	The lease agreement was approved, expiring on <b>31/05/2024</b> .	R 31 262.41
Northern Management Area: 265 West Ave, Tuinhof, Karee (West Block) Centurion	Month to month	The lease agreement expired on <b>30/06/2007</b> .	R 35 645.27
KZN Management Region: 8th floor, 275 Anton Lembede Street, Durban	Lease	The lease agreement was approved for three years and expires on <b>31/12/2024</b> .	R 46 117.63

Table 45: JICS property lease agreements



## PART E: INFORMATION TECHNOLOGY

### **Distribution of computers for ICCVs in correctional facilities**

ICCVs do not have access to computers at all correctional facilities. JICS's desktop roll-out project commenced in October 2021 to equip all ICCVs with the tools of the trade. This will enable ICCVs to submit real-time (online) reports to the respective regional offices for action. Thus far, a total of 71 desktops have been installed at various correctional facilities across the country.

Currently, 36 computers still need to be installed, however, confirmation is awaited from the respective correctional centres for office space and network points. In total 113 computers will be allocated by the end of this project.

### **Development and Integration of JICS MIS into DCS E-Corrections**

The new DCS E-Corrections reporting system is being rolled out. The reporting system is enhancing DCS's reporting competence, especially on mandatory reporting of deaths, mechanical restraints, segregation, and the use of force. A total of 47 JICS officials have been connected through the JICS domain to utilise the E-corrections platform. This project is not rolled out at all the correctional centres, a possible reason for the underreporting by DCS.

### **Development of JICS mail server and website**

The domain [jics.gov.za](http://jics.gov.za) was registered for JICS's email exchange and website by SITA. A new server has been installed and configured for the hosting of a separate JICS domain, email exchange, and website, independent of DCS.

A total of 327 user profiles and mailboxes on Active Directory under the [jics.gov.za](http://jics.gov.za) domain have been created and set up. User profiles and email addresses have been activated and are operational for JICS users.

There are challenges with the allocated server which is causing delays in the transmission of emails. Another contributing factor is congestion in the data lines, causing additional delays, especially with document attachments.

The website had been offline for several weeks and this has been an intermittent problem over the past year. JICS does not have administrator rights to the website, which has created delays in the configuration of the website as well as in adding and maintaining content due to cloud space. Due to these problems, JICS has had ongoing discussions with SITA to migrate the JICS infrastructure to the cloud.



## PART F: MEDIA AND COMMUNICATIONS

### Media

JICS engaged in several media activities namely: media releases/alerts, requests, and responses in the second quarter (October – December 2022) of the 2022/2023 performance year.

The media concentrated on:

- Cellphones in prisons
- Pollsmoor strike action
- Overcrowding effective mechanisms for pre-trial detention.
- Wardens threaten to leave Pollsmoor prison unattended.
- The Facebook Rapist
- Solitary confinement
- Prisons watchdog needs sharper teeth
- Effective mechanisms for pre-trial detention.
- Wardens threaten to leave Pollsmoor prison unattended.

Red Flags: Reported to JICS Communications

- The diarrhoea outbreak at Pollsmoor is being monitored.
- Strike Action at Pollsmoor CC.
- A stabbing at Mthatha Medium: Inmate on official.
- Seven escapees: Grahamstown CC: the majority were non-nationals.
- Stabbing at Kgosi Mampuru

### Internal Communication

JICS internal communication is maintained through its various communication portals, which include emails and the WhatsApp group system to ensure that JICS staff are updated on all internal processes to ensure transparency and build a culture of inclusivity and responsiveness.

The communication mix includes various communication products (for example, social media graphic messages, emails, videos, and e-desk drops). A variety of tools will continue to keep the target audience engaged and make communication effective.

The Communications Unit has a designated email address, where all internal communication is disseminated, including WhatsApp groupings for all staff across the country to ensure live and instantaneous communication.

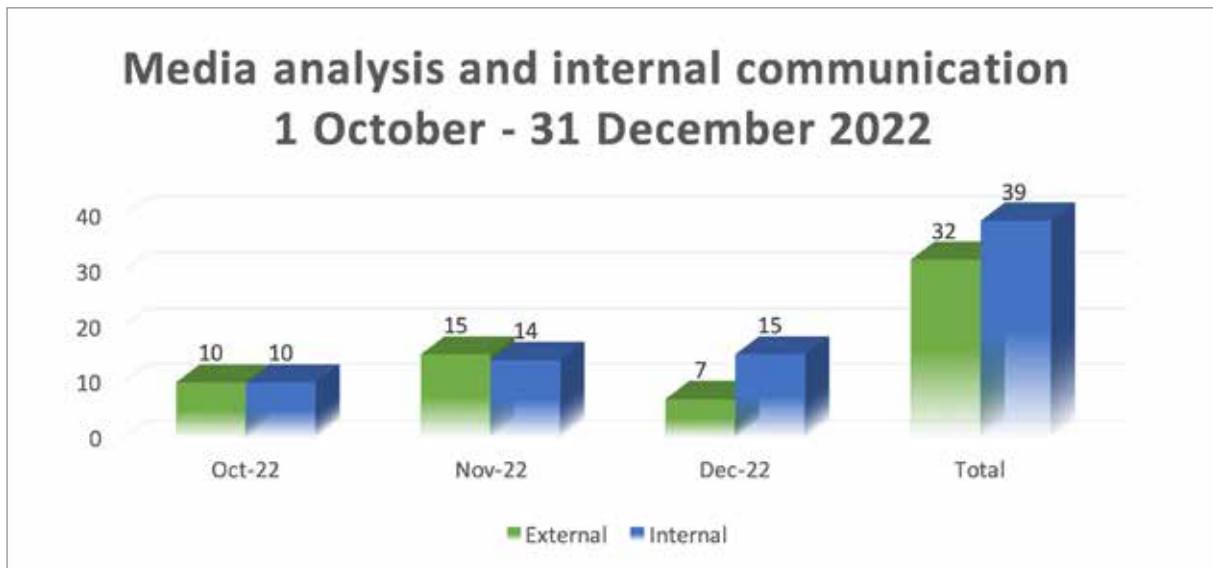


Figure 2: JICS media analysis and internal communications

The figure above illustrates media engagement and internal communication.

## Matters reported

### Reports and publications

- The Annual Report (AR) presentation to the Portfolio Committee took place on the 13th of October 2022 and was well received.
- No further communication has been received on the quarterly report presentations to parliament.
- JICS has sent a follow-up letter to engage the National Commissioner and the Ministry on the finalization of the Phoenix matter, as several PAIA applications have been received.
- The QR2 was released on the 23rd of November 2022.

### Letters from the office of the IJ

#### Ministry of Justice and Correctional Services

- JICS investigation into alleged death of an inmate at Mangaung Correctional Centre
- The alleged death of an inmate at Mangaung Correctional Centre
- JICS comment on position paper regarding revised parole system
- Prison populations in Africa and the cost of mass incarceration
- Update on Sonke extension application: Constitutional Court order of 14 November 2022

#### DCS National Commissioner

- Update: Ebongweni Correctional Centre mental wellness challenges - inmates and officials - exploratory exercise
- Follow up on JICS "Deliberate indifference" report
- IT Services budget shortfall for 2022-2023 and 2023-2024

#### Chairperson of the NCCS

- Draft position paper on the revised parole system
- Memorandum for NCCS: JICS proposals on parole board reform

#### NPA

- Proposed meeting: Enhanced collaboration between JICS, the NPA and the SAPS.

### Portfolio Committee

- Workshop 11 November 2022: Mandatory Minimum Sentencing & JICS Autonomy
- Summary and action points following Joint JICS-PC Workshop held on 11 November 2022

### National Treasury

- Request for clarity on the JICS funding model

### Minister of Health

- State patients detained in correctional centres

### Senior Magistrate

#### Mthatha Magistrate Court (EC Region 2)

- Expression of appreciation for the oversight visit report following the Mthatha Remand Detention Centre visit, with the Deputy Judge President of Eastern Cape Division of the High Court, and other JICS officials from ECMR.

### The office of the IJ's complaints register

- Consolidation of the Complaints Matrix commenced in October 2022 to update any outstanding feedback. The Complaints Unit and the Office of the IJ continue to work together to refine the process to ensure that complaints and feedback do not fall through the cracks. DMR sends a feedback report monthly, which is attached to the matrix.

### Branding

- The annual reports were distributed to the various regions for their dissemination to staff and stakeholders.
- The calendars and diaries were delivered and distributed to the various regions in December 2022.

### Twitter

JICS's Twitter account was launched on 1 March 2022. The Social and Digital Media Policy and the Social Media Standard Operating Procedure were adopted and released before the launch of the Twitter account.

### Twitter Analytics

Directorates encourage staff to send JICS Twitter content regularly for JICS to grow its social media presence. It is heartening to note the growth of the Twitter account, especially as the account is focused on providing information rather than engagement.

Description	October 2022	November 2022	December 2022
Tweets	9	19	10
Tweet impressions	4 400	13 400	3484
Profile visits	3 972	3923	2035
Mentions	17	25	15
New followers	16	61	11
<b>Total</b>	<b>385</b>	<b>446</b>	<b>457</b>

Table 46: Twitter analytics

### Campaigns

- Book Campaign – JICS Pretoria Office dispatched books to the regions to allocate within. This is an ongoing project and several of these project handovers can be seen on the Twitter account. The book campaign ran for approximately two years and has been very successful. The project will continue through the regions.
- A new project will commence in 2023 that focuses on women in incarceration.





