

JUDICIAL INSPECTORATE FOR
CORRECTIONAL SERVICES

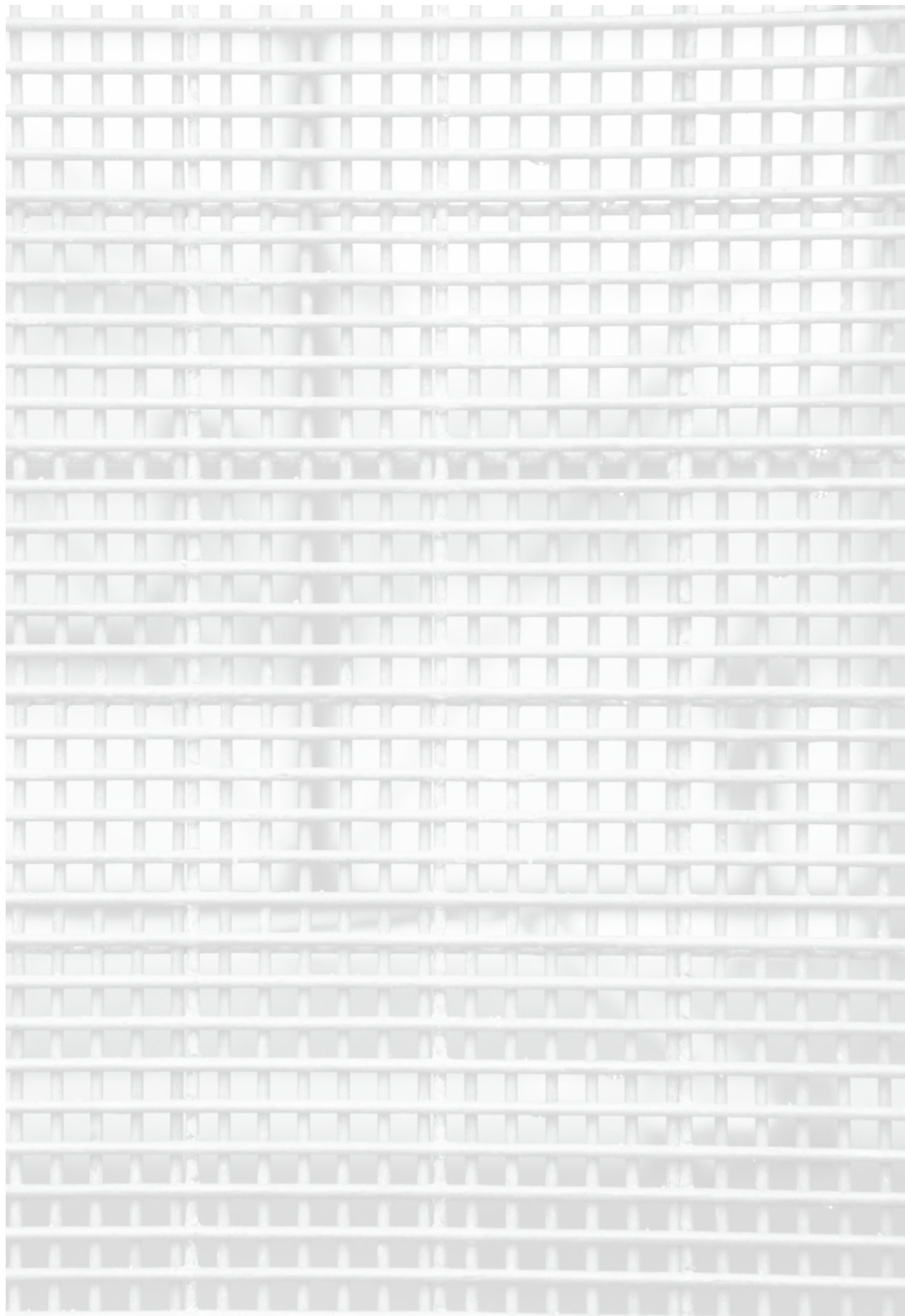
FIRST QUARTERLY PERFORMANCE REPORT

1 April – 30 June 2023



JICS

Judicial Inspectorate for
Correctional Services





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INSPECTING JUDGE:
JUSTICE EDWIN CAMERON

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LIST OF ABBREVIATIONS

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



EXECUTIVE SUMMARY BY THE CHIEF EXECUTIVE OFFICER

I would like to express my sincere appreciation to the Inspecting Judge (IJ) for his unwavering dedication to ensuring the effective execution of JICS' statutory supervisory responsibilities. I also extend my gratitude to the senior management and all dedicated employees of JICS for their unwavering commitment. This report provides a comprehensive overview of the performance outcomes for the first quarter of the financial year 2023/2024, covering the period from 1 April to 30 June 2023. Despite facing resource constraints, JICS successfully conducted all scheduled inspections, achieving commendable results. The highlights of this quarter's accomplishments are as follows:

A total of 36 announced inspections were conducted, resulting in assessments of 24 correctional centres as satisfactory, six as good, and four as unsatisfactory.

Additionally, 10 unannounced inspections, including The Abahloli project, were carried out during this period, resulting in the receipt and evaluation of six reports.

Despite practical challenges in investigations, such as delays in obtaining Medico-Legal documents, uncooperative DCS officials, and difficulties in reaching witnesses who had been transferred to other centres, JICS managed to complete eleven investigations.

The JICS Complaints Unit (CU) received a total of 166 complaints during this period. These complaints covered various issues, notably incidents of inmate-on-inmate and official-on-inmate assaults, as well as concerns regarding transfers.

While the implementation of the electronic reporting system is underway, DCS' compliance with mandatory reporting remains a significant challenge. The absence of a means to verify the accuracy and completeness of DCS reports, despite the temporary introduction of a manual reporting system, presents an ongoing concern. The key points in this regard are as follows:

- Unnatural deaths: Of the 40 unnatural deaths, (30) were classified as unknown causes, and four were identified as suicides by hanging.
- Natural deaths: A total of 141 natural deaths were recorded.
- Segregations: The quarter documented 968 segregation cases, with three appeals having been successfully concluded.
- Mechanical restraints: Seven cases involving mechanical restraints were reported, none of which requested a review.
- Use of force: A total of 97 incidents involving the use of force were documented.

The inmate population totalled 151 762, including 76 infants. Within this population, there were 18 966 non-national inmates, reflecting a marginal increase of 15 from the previous quarter. Additionally, 120 declared state patients were detained in South African correctional facilities.

JICS maintains active communication with DCS, the Minister of Justice and Correctional Services, the Deputy Minister of Correctional Services, and the Minister of National Treasury. Discussions centre on the completion of JICS' funding model and the finalization of its recommended organizational structure as a National Government Component.

A technical team, composed of representatives from the National Treasury, DCS, and JICS, convened in March 2023 to determine the budget requirements for JICS' establishment as a National Government Component. The team successfully identified the budget needs and agreed upon section 42 fund transfers from DCS' baseline budget to JICS. Nevertheless, JICS expresses significant apprehension about the potential budget shortfall and its potential impact on the organization's ability to function effectively as an independent National Government Component.



**PART A: PERFORMANCE INFORMATION
AND OVERSIGHT REPORT**

Performance information

Inspections

The approved National Inspection Plan (NIP) of JICS outlined a comprehensive schedule of 36 announced inspections for the initial quarter of the 2023/2024 performance cycle, all of which were successfully executed.

However, it's important to note that due to staffing limitations, JICS currently faces challenges in conducting inspections at all 243 correctional centres within each performance cycle. To address this, JICS has adopted a strategic approach wherein the goal is to inspect each correctional centre at least once over a two-year cycle.

Building on the success of the 2021/2022 performance cycle, JICS has continued the implementation of the Abahloli project, focusing on unannounced inspections throughout the first quarter of the 2023/2024 cycle.

The Abahloli project serves a threefold purpose:

- Firstly, it allows JICS to expand its inspection coverage by involving JICS managers in conducting inspections on an ad hoc basis, thus increasing the organization's overall reach.
- Secondly, the project offers JICS managers hands-on experience in conducting inspections at the operational level, providing valuable exposure to the practical aspects of the inspection process.
- Lastly, the unannounced nature of the inspections aligns with the principles outlined in the Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). This approach grants JICS unique insights into the day-to-day conditions within correctional facilities.

During the initial quarter of the 2023/2024 performance cycle, JICS successfully carried out six unannounced inspections under the Abahloli project. However, it's worth noting that an additional four unannounced inspections were rescheduled to August 2023 due to the existing workload constraints faced by JICS managers entrusted with conducting these inspections. This adjustment ensures the effective allocation of resources and maintains the integrity of the inspection process.

Announced inspections conducted and reports received

A total of **36** announced inspections were conducted during the reporting quarter, yielding 34 completed reports. However, two inspection reports for evaluations conducted at Barckly East and Engcobo on 12 and 13 June 2023, remained pending as of June 30, 2023.

Each facility inspected is assessed and categorised as either "Good," "Satisfactory," or "Unsatisfactory" based on a predefined set of criteria. These criteria remain consistent whether the inspection is announced or unannounced.

The established criteria encompass several key aspects, including but not limited to overcrowding, presence of professional staff, adequacy of infrastructure, quality of nutrition provided, accessibility to medical services, the safety and well-being of both inmates and DCS officials, as well as the level of interaction with the community.

Facilities categorized as "Good" exhibit high standards and typically require minimal or no enhancements. Such facilities are typically overseen by a proficient Head of Correctional Centre (HCC) who ensures effective management.

"Satisfactory" facilities display certain areas identified for improvement as noted in the inspection report, but in general, are capably managed by the HCC.

On the other hand, facilities classified as “Unsatisfactory” necessitate significant improvements across various dimensions assessed during the inspection. These facilities usually exhibit deficiencies in several aspects, with management falling short of the required standards.

In conclusion, the evaluations conducted by JICS encompass a thorough examination of correctional facilities based on well-defined criteria, resulting in ratings that reflect the quality of management and conditions within these establishments.

#	Facility	Region	Scheduled	Inspection conducted	Rating (Good/Satisfactory/Unsatisfactory)
1.	Brandfort	CMR	12/4/2023	14/4/2023	Satisfactory
2.	Virginia	CMR	13/4/2023	13/4/2023	Satisfactory
3.	Odendaalsrus	CMR	14/4/2023	12/4/2023	Satisfactory
4.	Johannesburg Med A	NMR	12/4/2023	12/4/2023	Satisfactory
5.	Johannesburg Medium B	NMR	13/4/2023	13/4/2023	Satisfactory
6.	Bergville	KZNMR	12/4/2023	18/4/2023	Satisfactory
7.	Ladysmith	KZNMR	13/4/2023	19/4/2023	Satisfactory
8.	Estcourt	KZNMR	14/4/2023	20/4/2023	Good
9.	Pollsmoor Maximum	WCMR	11-12/4/2023	12/4/2023	Unsatisfactory
10.	Goodwood	WCMR	13-14/4/2023	13-14/4/2023	Good
11.	Sada	ECMR	12/4/2023	19/4/2023	Satisfactory
12.	Middledrift	ECMR	13/4/2023	18/4/2023	Satisfactory
13.	Groenpunt Maximum	CMR	10/5/2023	9/5/2023	Satisfactory
14.	Groenpunt Medium	CMR	11-12/5/2023	10/5/2023	Satisfactory
15.	Groenpunt Juvenile	CMR	12/5/2023	11/5/2023	Satisfactory
16.	Tzaneen	NMR	10/5/2023	9/5/2023	Good
17.	Polokwane	NMR	11/5/2023	10/5/2023	Satisfactory
18.	Modimolle	NMR	12/5/2023	12/5/2023	Good
19.	Durban Medium A	KZNMR	10-11/5/2023	9/5/2023	Unsatisfactory
20.	Durban Medium B	KZNMR	12-13/5/2023	11/5/2023	Unsatisfactory
21.	Beaufort West	WCMR	10/5/2023	19/5/2023	Satisfactory
22.	Ladysmith	WCMR	11/5/2023	16/5/2023	Satisfactory
23.	Prince Albert	WCMR	12/5/2023	6/5/2023	Satisfactory
24.	Willowvale	ECMR	10/5/2023	10/5/2023	Unsatisfactory
25.	Idutywa	ECMR	11/5/2023	14/5/2023	Satisfactory
26.	Fauresmith	CMR	13/6/2023	13/6/2023	Satisfactory
27.	Edenburg	CMR	14/6/2023	14/6/2023	Satisfactory
28.	Atteridgeville	NMR	12/6/2023	12/6/2023	Satisfactory
29.	Kgosi Mampuru II Central	NMR	13/6/2023	13/6/2023	Satisfactory
30.	Mogwase	NMR	14/6/2023	14/3/2023	Satisfactory
31.	Durban Juvenile	KZNMR	12/6/2023	12/6/2023	Satisfactory
32.	Durban Medium C	KZNMR	13/6/2023	13/6/2023	Satisfactory
33.	Brandvlei Medium	WCMR	12/6/2023	21/6/2023	Good
34.	Worcester Male	WCMR	13/6/2023	22/6/2023	Good

Table 1: Announced Inspection

Summary of ratings of correctional facilities

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

Good	Satisfactory	Unsatisfactory	Total
6	24	4	34

Table 2: Inspected correctional facilities' rating

Facilities rated Unsatisfactory - main findings

Pollsmoor Maximum (RDF): WCMR, Durban Medium A, Durban Medium B (KZNMR) and Willowvale (ECMR)

- The infrastructure displayed signs of ageing and was in a state of disrepair.
- Renovation of the plumbing systems was urgently required.
- The kitchens exhibited significant wear and lacked the necessary compliance certificates.
- The correctional centres experienced a grave issue of severe overcrowding.

Facilities rated as good in the first quarter - main findings

Brandvlei Medium (WCMR), Goodwood (WCMR), Worcester Male (WCMR) Estcourt (KZNMR) Tzaneen (NMR) and Modimole (NMR).

- The correctional centres demonstrated commendable management practices overall.
- While certain structural deficiencies were identified, they have been duly reported to the centre's maintenance unit and are actively being addressed.
- The facilities were observed to be well-maintained, clean, and orderly.

Unannounced inspections - Abahloli (inspections) project

A total of ten unannounced inspections were designated as ad hoc responsibilities for JICS managers during the initial quarter. Out of these, six inspections were successfully carried out, and the corresponding reports have been received and thoroughly assessed. However, the remaining four inspections have been rescheduled for August 2023 due to the existing workload challenges faced by JICS managers.

The following correctional centres were inspected for the first quarter.

#	JICS management team	Facility	JICS Region	Inspection dates	Rating (Good / Satisfactory / Unsatisfactory)
1.	Team 1	Mthatha Medium	ECMR	12/6/2023	Unsatisfactory
		Mthatha Remand		13/6/2023	Satisfactory
2.	Team 2	Nkandla	KZN	20/6/2023	Satisfactory
		Eshowe		21/6/2023	Unsatisfactory
3.	Team 3	Port Shepstone	KZN	23/6/2023	Unsatisfactory
		Ixopo		22/6/2023	Satisfactory

Table 3: Reports on inspections by the IJ

Ratings of all unannounced inspection reports received in the first quarter.

Good	Satisfactory	Unsatisfactory	Total
0	3	3	6

Table 4: Unannounced inspections

Facilities rated as unsatisfactory

Mthatha Medium, Mthatha Remand (ECMR), Eshowe and Port Shepstone (KZNMR)

The outcomes of the unannounced inspections corroborated the results obtained from the prior announced inspections. The observed state of the facilities indicated severe dilapidation.

In the instance of the Eshowe Correctional Centre, engineering flaws have resulted in the building shifting on its foundations. Disturbingly, inmates continue to be housed within the impacted units.

Inspections: Overview/Findings/Recommendations/Critical interventions

No critical interventions were identified.

Inspections by IJ

During the last quarter of the 2022/2023 performance cycle, the IJ led an inspections team and conducted unannounced inspections at the Durban Med A, Pietermaritzburg Medium A, Stanger and Maphumulo correctional centres. The inspection reports were finalised during the first quarter. All the reports were forwarded to the NC and Minister for comments and intervention.

The table below details the rating of the centres during the unannounced inspections:

#	Centre	Province	Rating
1.	Durban Medium B	KZN	Unsatisfactory
2.	Pietermaritzburg Medium A	KZN	Unsatisfactory
3.	Stanger	KZN	Unsatisfactory
4.	Maphumulo	KZN	Satisfactory

Table 5: Reports on inspections by the IJ

The conditions observed at the centres and the treatment of inmates remained consistent with the findings documented in previous JICS inspections. This encompassed:

- Pronounced deterioration of the facilities,
- Malfunctioning drainage systems, and
- Environments that did not meet the standards necessary for the dignified incarceration of inmates.

Inspections by other Judges/Magistrates

None

Investigations

A total of 17 investigations were authorised and executed within the quarter. Similar to inspections, investigations entail on-site visits to correctional facilities. Among these, four investigations were undertaken in the CMR, NMR, and EC regions, respectively.

Engaging in investigations presents practical challenges, including delays in obtaining medico-legal documents, addressing uncooperative DCS officials, and arranging visits to witnesses who may have been transferred to different centres following the incident. As a result, the investigation process typically spans approximately three months for completion. In cases characterised by their severity and complexity, investigations might extend well beyond this time-frame. Investigation topics for the quarter were:

Unnatural death of an inmate (suicide, overdose, arson, and assault)	11
Strangulation	1
Complaints	4
Torture	1

The table below details the investigations conducted:

#	Date of mandate	Investigation topic	Facility	JICS region
1.	28/4/2023	Unnatural death of inmate	Grootvlei	CMR
2.	25/4/2023	Unnatural death of inmate	Goodwood	WCMR
3.	28/4/2023	Unnatural death of inmate	King Williams Town	ECMR
4.	15/5/2023	Unnatural death of inmate	St Albans	ECMR
5.	15/5/2023	Unnatural death of inmate	Modderbee	NMR
6.	18/5/2023	Allegations of assault, cruel, inhumane and degrading treatment of inmates	Elliotdale	ECMR

#	Date of mandate	Investigation topic	Facility	JICS region
7.	18/5/2023	Allegations of assault, cruel, inhumane, degrading treatment and assault	Vanrynsdorp	WCMR
8.	18/5/2023	Unnatural death of inmate	Kimberley	CMR
9.	29/5/2023	Unnatural death of inmate	Groenpunt	CMR
10.	30/5/2023	Unnatural death of inmate	Odi	NMR
11.	31/5/2023	Unnatural death of inmate	Grootvlei	CMR
12.	1/6/2023	Allegations of assault of an inmate	Newcastle	KZNMR
13.	9/6/2023	Allegations of assault and refusal of medical treatment of inmate	Kgosi Mampuru II Central	NMR
14.	12/6/2023	Unnatural death of inmate	Qalakabusha	KZNMR
15.	20/6/2023	Complaints regarding conditions, cruel inhumane, and degrading treatment	Johannesburg Female	NMR
16.	22/6/2023	Unnatural death of inmate	Durban Med A	KZNMR
17.	27/6/2023	Complaint regarding inhumane treatment: removal of the deceased	St Albans Max	ECMR

Table 6: Investigations mandated during the quarter

Outstanding investigation reports – previous cycles

The following schedule outlines investigations that have been carried over from previous reporting cycles, where finalised reports have not yet been received up to the present date. Ongoing efforts are being made to address all outstanding requisites that are impeding the finalisation of these reports. In certain instances, preliminary reports have been received as part of this process.

#	Mandate	Facility	Region	Incident/comments
1.	25/9/2019	Pollsmoor Maximum	WCMR	The final report and annexures remain outstanding.
2.	18/5/2022	St Albans	ECMR	Investigation ongoing.
3.	13/6/2022	Pollsmoor	WCMR	Investigation report and annexures not received.
4.	20/9/2022	St Albans Med A	ECMR	Investigation report and annexures not received.
5.	8/12/2022	ST Albans CC	ECMR	Investigation report and annexures not received.
6.	9/01/2023	Boksburg	NMR	Investigation ongoing, received some statements.
7.	19/01/2023	Johannesburg Med B	NMR	Preliminary investigation, DCS report received.
8.	19/01/2023	Belfast	NMR	Mandate re-issued.
9.	13/02/2023	Drakenstein Med B	WCMR	Preliminary investigation report received.
10.	1/03/2023	Middleburg (MP)	NMR	Busy with finalisation.
11.	22/03/2023	Kgosi Mampuru II Central	NMR	Preliminary investigation report received.

Table 7: Outstanding investigation reports

Finalised investigations – office notes

Upon the conclusion of each investigation, a comprehensive office note is compiled to succinctly encapsulate the entire investigative process. These office notes serve as official notifications to both JICS's management and the Inspecting Judge (IJ), outlining the investigation's outcomes, encompassing findings, as well as recommendations proposed.

It's important to note that the administration and finalisation of investigations, which may involve interactions with entities like the Department of Correctional Services (DCS), the South African Police Services (SAPS), and the National Prosecuting Authority (NPA), constitute a distinct and separate procedural phase.

In one particular instance, an inmate's passing was initially categorised as an unnatural death due to an alleged medication overdose. However, upon subsequent examination of the death certificate, it was revealed that the death was undergoing investigation. Another case involved the natural demise of an inmate due to medical causes. Lastly, a third instance centered on an inmate's demise through hanging in their cell. For this quarter, a total of eight office notes were successfully concluded, underscoring the commitment to diligent and thorough investigative practices.

#	Office note dated	Facility	Region	Comments
1.	2 April 2023	Rustenburg	CMR	Suicide of an inmate.
2.	23 May 2023	Belfast	NMR	Investigation re-mandated. Death confirmed as unnatural (overdose).
3	23 May 2023	Barberton Max	NMR	The cause of death changed to "Natural" after the autopsy report was received.
4.	9 June 2023	Pietermaritzburg Medium B	KZNMR	Suicide of an inmate.
5.	26 June 2023	Durban Medium B	KZNMR	Allegations of mass assault.
6.	26 June 2023	Durban Medium B	KZNMR	A final note on allegations of CIDT ("Phoenix" accused).
7.	27 June 2023	St Albans Maximum	ECMR	Complaint regarding inhumane treatment – inmate alleges that he witnessed a body of a diseased inmate being mistreated and that procedures when dealing with a death at a correctional centre were not followed.
8.	30 June 2023	Ventersburg	CMR	Death of an inmate by an overdose of prescription medicine.

Table 8: Office notes

Complaints

Complaints received per category

During the quarter under review, JICS recorded a total of 166 complaints. Among these, complaints regarding assaults continued to hold a predominant position. Specifically, there were 59 complaints related to inmate-on-inmate assaults, 19 complaints concerning official-on-inmate assaults, and 13 complaints related to transfers.

JICS also received 10 complaints of sexual assault, along with one reported corruption matter, two cases involving torture, one incident of self-harm, and three instances of inhumane treatment.

Additionally, three occurrences of assaults on officials perpetrated by inmates were documented.

Categories	Internal	External	Total
Appeal	4	0	4
Assault (Inmate on Inmate)	59	0	59
Assault (Official on Inmate)	17	2	19
Assault (Sexual)	8	2	10
Assault (Inmate on Official)	3	0	3
Attempted Suicide	3	1	4
Bail	0	0	0
Communication with Family	3	0	3
Conditions	6	0	6
Confiscation of Possession	2	0	2
Conversion of Sentence	0	0	0
Corruption	1	0	1
Food	2	0	2
Health Care	8	0	8
Hunger Strike	5	1	6
Inhumane Treatment	3	0	3
Legal Representation	0	0	0
Medical Release	0	0	0
Parole	8	0	8
Re-Classification	1	0	1
Rehabilitation Programmes	0	0	0
Remission	0	0	0
Self-harm	1	0	1
Torture	2	0	2
Transfers	10	3	13
Other	9	2	11
Total	155	11	166

Table 9: Complaints received per category

Total number of complaints referred to DMR

Certain complaints are referred to DMR by the complaints unit. These complaints are not urgent and the ICCVs are best suited to deal with such complaints at the coalface. Complaints relating to transfers, parole and healthcare were amongst other complaints referred to DMR in the quarter.

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

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

CMR	ECMR	WCMR	KZNMR	NMR	Total
5	4	7	3	33	52

Table 10: Complaints referred to DMR

LGBTQIA+ persons in places of deprivation of liberty & other vulnerable groups

To oversee the treatment and conditions of LGBTQIA+ individuals within correctional centres, JICS actively reports on complaints received from vulnerable groups. In the first quarter, JICS encountered two pertinent matters.

One instance involved an inmate serving a sentence at Johannesburg Medium B Correctional Centre, who is persistently subjected to discrimination based on her gender. This inmate, unfortunately, faces challenges such as being denied her preferred name and pronouns, along with restrictions on expressing her identity as a woman. Furthermore, she has faced punitive actions, including being denied essential services and visitation rights.

Another matter referred by SAPOHR concerned an inmate at Barberton Maximum, who is allegedly facing discrimination due to his sexual orientation as a homosexual individual. He has been placed in a communal cell alongside males of differing sexual orientations. This situation has led to concerns from the inmate's family, who perceive his human dignity as being compromised, particularly concerning his need to use the toilet in the presence of others.

JICS actively participated in a nationwide workshop on LGBTQIA+ matters organised by the NPM from 31 May to 2 June 2023. This engagement underscores JICS's commitment to addressing and improving the treatment and conditions of LGBTQIA+ individuals within the correctional system.

Inhumane Treatment

JICS received allegations of inhumane and degrading treatment at Johannesburg Female Correctional Centre and a state patient at Grootvlei Medium A who was assaulted by another inmate, both of these matters are still under investigation.

Finalised matters

The complaints unit received eight investigation reports from DCS and finalised 16 matters. The total number of complaints finalised and those outstanding are tabled below.

Calendar year	2017	2018	2019	2020	2021	2022	2023	Unresolved	Total
I/R received	3	3	12	40	39	57	8	10	172
Finalised	3	3	12	40	39	48	2	6	153
Outstanding matters	0	0	0	0	0	9	6	4	19

Table 11: Finalised matters

During this quarter no matters were closed which were pending, had DCS investigation reports outstanding, inmates were released from custody, or the complainant submitted insufficient details to proceed with the complaint.

Mandatory reporting

Unnatural deaths reported

In terms of the CSA, there are certain incidents that DCS is obligated to report to JICS. Death in correctional facilities is one of the instances to be reported to JICS. In this quarter, a total of 40 "unnatural deaths" were reported by DCS in terms of section 15 of the CSA.

The majority of these (30), were classified as unnatural others and four were classified as suicide by hanging.

All cases categorised as "unnatural other" 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 may, upon receipt of these documents officially investigate these matters.

JICS investigates all unnatural deaths except for some "unnatural other" in the instances where there seems to be no violence or foul play suspected.

The table below shows the categories of the “unnatural deaths” reported:

Category	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Asphyxia due to strangulation	0	1	0	0	0	0	1
Assault: Inmate on Inmate	1	0	0	0	0	0	1
Assault: Official on Inmate/ Use of minimum force	1	0	0	0	0	0	1
Medication overdose	0	2	1	0	0	0	3
Suicide by hanging	0	1	1	2	0	0	4
¹ Unknown causes	0	4	20	2	0	4	30
Total	2	8	22	4	0	4	40

Table 12: Unnatural deaths

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

DCS reported a total of 141 deaths from “Natural Causes” during this quarter. The “Natural Causes Other” had the highest number of deaths recorded with 44. Gauteng had the highest number of deaths with 51; the KZN region recorded the lowest with nine natural deaths.

JICS ICCVs verify all the deaths reported by DCS via a record of confirmation (ROCs), these documents are usually submitted by JICS’s regional offices 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’s investigation unit is mandated to conduct an official investigation.

The table below shows all natural deaths reported by DCS for the quarter, including the cause of death as per the medico-legal documents received from DCS in each instance.

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Abdominal mass	0	0	1	0	0	0	1
Advanced RVD and Pulmonary TB	1	0	0	0	0	0	1
Anaemia, retroviral diseases & immuno-suppression	0	0	0	0	1	0	1
Bicytopenia	0	0	1	0	0	0	1
Breast cancer	0	0	1	0	0	0	1
Cancer	0	1	0	0	0	1	2
CAP (Community Acquired Pneumonia)	0	0	1	0	0	0	1
Cardiac arrest	0	0	2	0	0	0	2
Cardiac arrest, advanced pancreatic cancer	0	0	1	0	0	0	1
Cardiac failure	1	0	1	0	0	0	2
Cardiac patient, Hypertension	1	0	0	0	0	0	1
Cardio vascular accident	0	0	2	0	0	0	2
CCF & hypertension	1	0	0	0	0	0	1
Chronic anaemia	1	0	0	0	0	0	1
Chronic kidney disease	1	0	0	0	0	0	1
Chronic obstructive airway disease	1	0	0	0	0	0	1
COPD- Chronic obstruction diseases	0	0	0	1	0	0	1
Diabetic ketoacidosis	0	0	0	0	0	1	1
Difficulty breathing	0	0	0	0	2	0	2
Disseminated TB	1	0	2	0	0	0	3

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

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Disseminated TB and haemostasis.	0	0	1	0	0	0	1
DMOC/TB peridicaditis	0	0	1	0	0	0	1
Early neonatal death and sepsis	0	0	1	0	0	0	1
End stage kidney disease	0	1	0	0	0	0	1
Epileptic seizures	0	1	0	0	0	0	1
Gastric cancer	0	0	0	1	0	0	1
Heart failure (cardio myopathy)	0	0	0	1	0	0	1
Hepatocellular cancer	1	1	0	0	0	0	2
History of drug abuse (nyaope) HIV positive patient and default of antiretroviral	0	0	1	0	0	0	1
HIV and TB	0	0	1	0	0	0	1
HIV complications	1	0	0	0	0	0	1
HIV related	0	0	0	0	1		1
HIV-disease resulting in wasting syndrome	0	0	0	0	0	1	1
Hodgkins lymphoma	0	0	0	1	0	0	1
Hyperglycaemia with respiratory distress	1	0	0	0	0	0	1
Hypertension	1	0	0	0	0	0	1
Hypoxia (disseminated TB)	1	0	0	0	0	0	1
Hypoxic pneumonia, PCP, PTB	0	0	1	0	0	0	1
Immuno-suppression pneumonia	0	0	0	0	1	0	1
Infective endocarditis	0	0	1	0	0	0	1
Kidney failure	0	1	0	0	0	0	1
Large-sided abdominal mass: patient underwent two laparoties.	0	0	0	1	0	0	1
Liver failure	0	0	0	1	0	1	2
Liver failure disseminated tuberculosis advanced retroviral disease	0	0	1	0	0	0	1
Multi lobar pneumonia	0	0	1	0	0	0	1
Multi-organ failure	0	1	0	0	0	0	1
Myocardial infarction and respiratory failure	1	0	0	0	0	0	1
Natural causes	8	0	14	2	3	17	44
Oesophageal cancer	1	0	0	0	0	0	1
Offender was on ART	0	1	0	0	0	0	1
Organ failure	0	1	0	0	0	0	1
Peritonitis	1	0	0	0	0	0	1
Planatory tuberculosis and retroviral disease	0	0	0	0	1	0	1
Pneumonia	1	0	1	0	0	0	2
Pneumonia and RVD	0	0	1	0	0	0	1
Pneumonia with mental illness	0	1	0	0	0	0	1
Post abdominal aortic aneurysm / HPT	1	0	0	0	0	0	1
PTB and anaemia	0	0	1	0	0	0	1
Pulmonary tuberculosis	1	1	0	0	1	0	3
Renal dysfunction	0	0	1	0	0	0	1
Renal failure	0	0	1	0	0	0	1
Renal failure, acute gastro enteritis	0	0	1	0	0	0	1
Renal failure, diabetic mellitus immuno-suppression	0	0	0	0	1	0	1
Respiratory distress as a result of continued pulmonary TB and asthma	0	0	0	1	0	0	1

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Respiratory failure	0	0	2	0	1	0	3
RVD and HPT	0	0	1	0	0	0	1
RVD, TB, hepatitis infection	1	0	0	0	0	0	1
Sepsis	0	0	1	0		0	1
Septicaemia	0	0	1	0	0	0	1
Shortage of breath	0	0	0	0	1	0	1
Shortness of breath, general body weakness, loss of appetite and coughing	0	0	1	0	0	0	1
Sinus tachycardia	0	1	0	0	0	0	1
Stroke hemiplegia, encephalomalacia	1	0	0	0	0	0	1
Substance abuse	0	0	0	0	1	0	1
TB	3	0	0	0	0	0	3
TB meningitis	1	0		0	1	0	2
TB with HIV that defaulted on treatment	0	0	1	0	0	0	1
The offender was a well-known diabetic, hypertension and high blood pressure patient.	0	0	1	0	0	0	1
Uncontrolled HIV with complicated disseminated TB	1	0	0	0	0	0	1
Upper gastro intestines tract, acute kidney injury, Cardio vascular accident	0	0	1	0	0	0	1
Upper gastrointestinal bleeding	0	0	1	0	0	0	1
Total	34	11	51	9	15	21	141

Table 13: Natural deaths

Reports received on segregation

DCS reported 968 segregations for the quarter under review. Segregations in terms of section 30(1) (a) were the highest with 286 and the lowest being in terms of section 30(1) (e) with 14 reports. The FS/NC region had the highest number of reports with (328 and the KZN region recorded zero reports for the quarter.

The accuracy of reports received by JICS from DCS cannot be verified due to the DCS electronic system not functioning and it's rolling out being underway. Compliance with mandatory reporting to JICS thus remains a challenge.

JICS received and dealt with three appeals against segregation in terms of section 30 (7) of the CSA. The table below shows all segregation reports received from DCS for the quarter.

Categories	DCS regions							JICS internal	
	EC	FS/NC	GP	KZN	LMN	WC	Total	Appeal	Finalised
S30(1)(a) Request of inmate	6	109	14	0	52	105	286	0	0
S30(1)(b) Restriction of amenities	10	71	98	0	51	41	271	1	1
S30(1)(c) Prescribed by the medical officer	14	84	1	0	15	57	171	0	0
S30(1)(d) Violence or being threatened with violence	1	44	23	0	45	43	156	0	0
S30(1)(e) Recaptured after escape	7	5	0	0	2	0	14	2	2
S30(1)(f) Request of the police	1	15	11	0	38	5	70	0	0
Total	39	328	147	0	203	251	968	3	3

Table 14: Reports on segregation

Segregation appeals

Section 30 (7) of the CSA provides that: "An inmate who is subjected to segregation may refer the matter to the Inspecting Judge who must decide thereon within 72 hours after receipt thereof".

JICS finalised three segregation referrals (appeals) during the quarter.

The table below shows details of the appeals received and finalised.

#	Correctional Centre	Description of complaint /request	Findings
1.	Grootvlei Medium A	On 5 June 2023, the Judicial Inspectorate for Correctional Services (JICS) received a segregation appeal from an ICCV on behalf of the inmate. The inmate alleged that on or about 30 May 2023, he was placed in segregation before a disciplinary hearing was conducted, he was placed in segregation for disobeying a lawful command from an official. The inmate further alleged that he received a sanction of restriction of amenities and was placed in segregation indefinitely. He further alleged that the decision to place him in segregation was baseless and unfair.	JICS made the following findings and recommendations: That the placement of an inmate in segregation for seven days was a violation of section 24(4) and section 30(4) of the CSA. The referral of inmate segregation in terms of section 30(7) to the Inspecting Judge is upheld. 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. DCS is requested to respond to queries from the office of the Inspecting Judge timeously to enable the office to comply with section 30 of the CSA. DCS (Area Commissioner's office) is requested to sensitise its officials on the proper workings of section 30 of the CSA and to provide the Inspecting Judge with measures put in place or that will be put in place. JICS Central Management Regional Office and ICCV at the centre are to be given a copy of the recommendation signed by the inmate.
2.	Groenpunt Maximum	On 5 June 2023, JICS received a segregation appeal from an ICCV on behalf of two inmates. The inmates alleged that on or about 27 May 2023, they were placed in segregation for allegedly attempting to escape from Bizzah Makhate Correctional Centre. The inmates allege that their placement in segregation is without reason.	JICS made the following findings and recommendations: That the placement of inmates in segregation for more than seven days is a violation of section 30(4) of the CSA. The referral of the inmates' segregation in terms of section 30(7) to the Inspecting Judge is upheld. The inmate's placement in segregation is to be terminated with immediate effect and the inmates should be moved to their normal accommodation as per section 7 of the CSA, subject of course to any further infractions triggering the requirements of section 30. DCS is requested to respond to queries from the office of the Inspecting Judge timeously to enable the office to comply with section 30 of the CSA. DCS (Area Commissioners office) is requested to sensitise its officials on the proper workings of section 30 of the CSA and to provide the Inspecting Judge with measures put in place or that will be put in place. JICS Central Management Regional Office and ICCV at the centre are to be given a copy of the recommendation signed by the inmate.

Table 15: Segregation appeals

Reports received on mechanical restraints

During the quarter, a total of seven cases involving the use of mechanical restraints were reported by DCS. However, it's important to note that the accuracy and quantity of reports provided by DCS remain unverifiable. Notably, there were no requests for a review of any mechanical restraint incidents during this period.

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	1	1
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	0	1	0	1	0	2
Safety of inmate	0	1	0	0	0	3	4
The suspicion exists of escape	0	0	0	0	0	0	0
Total	0	1	1	0	1	4	7

Table 16: Mechanical restraints reported

Reports received on the use of force

This quarter, JICS received reports of 97 cases involving the use of force.

Notably, the majority of these reports were instances of using force in defense of another person as outlined in 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	3	0	0	0	0	3
S32(1)(c)(ii) – Defence of any other person	5	59	11	2	2	7	86
S32(1)(c)(iii) – Preventing an inmate from escaping	0	0	0	0	1	0	1
S32(1)(c)(iv) – Protection of property	0	6	0	0	1	0	7
Total	5	68	11	2	4	7	97

Table 17: Use of force reports

Criminal and Inquest Matters

According to JICS records, there are 40 criminal matters that have yet to be concluded. JICS is actively in communication with both SAPS and NPA regarding these cases. Among these, a selection of the top ten criminal matters has been identified, and JICS has provided investigation reports to both NPA and SAPS for their consideration.

In addition, there are currently 134 inquest matters that remain pending. Similar to the criminal cases, a selection of the top ten inquest matters has been singled out for follow-up with SAPS and NPA, focusing on the relevant regions.

For a comprehensive view of the ongoing matters being addressed by JICS, a provincial breakdown is provided below. The table below shows the top 10 criminal matters.

Name	NPA Status
Brandvlei	In May 2023, JICS reached out to the Regional Court, which informed that the case was scheduled for proceedings on 14 June 2023. In representation of JICS, an ICCV attended the court session. However, due to the unavailability of the accused's attorney, the matter was adjourned to 19 July 2023.

	Name	NPA Status
	Boksburg	On the 12 of July 2023, JICS contacted the investigation officer who indicated that he was having a challenge getting hold of the witnesses as some of them were not willing to write statements against their colleagues, he indicated that we must follow up with him again in two weeks.
	Glencoe	In May 2023, JICS initiated a follow-up with SAPS regarding the case. The feedback received indicated that witness statements, along with two warning statements from correctional services officials, had been successfully acquired. Subsequently, the case docket had been forwarded to the DPP's office for a decision. At this stage, the investigating officer was addressing any queries raised by the DPP. Continuing in June 2023, JICS maintained its pursuit of the matter by reaching out through emails and direct communication with the relevant captain. The feedback received mirrored the previous update, confirming the attainment of witness statements and two warning statements from correctional services officials. Once again, the case docket had been sent to the DPP's office for decision, with the investigating officer actively addressing any inquiries posed by the DPP. JICS is diligently following up on the matter.
	Qalabusha	<p>In June 2023, JICS conducted a follow-up on the matter by initiating email correspondence and direct communication with the captain. The received feedback is outlined as follows: The case has been brought to a close and officially filed. The individual who was accused in this case has passed away. The accused, had previously been involved in a stabbing incident. Following this initial assault, the inmate was transferred to a hospital to receive medical treatment for the injuries sustained during the assault. The deceased eventually succumbed to their injuries and passed away. An extensive postmortem examination was conducted, revealing that the primary cause of death was attributed to complications arising from blunt force trauma inflicted on the chest and the left side of the skull.</p> <p>In the process of investigation, statements were obtained from various witnesses, specifically inmates who were present during the occurrence of the assault. Additionally, official warning statements were acquired from six correctional services officials who were on duty at the time when the assault on the deceased took place. The case docket underwent a thorough review and was subsequently presented for a decision on 21 November 2019. The senior public prosecutor, upon careful consideration, made the decision not to pursue prosecution against any individuals involved.</p> <p>In response to the prosecutor's decision, the original documents of the case were submitted for an inquest. Currently, the assigned investigating officer is diligently addressing inquiries from the inquest court to ensure the necessary process is carried out appropriately.</p>
	Leeuwkop	<p>In May 2023, JICS initiated a follow-up with SAPS regarding the matter, but the feedback remained pending.</p> <p>Continuing the pursuit of the resolution, on 12 June 2023, JICS once again sought to address the issue by sending emails and attempting to establish contact with the captain about the matter. Regrettably, no feedback or response was received despite these efforts.</p>
	Umzinto	<p>In May 2023, JICS followed up with SAPS regarding the matter, and the feedback provided was as follows: Efforts have been made to progress the investigation. Police officers who were present at the crime scene have been formally requested to submit their statements. The postmortem report and the chain of statements have been successfully filed. However, the ballistic report is still pending completion. As of the latest update, the case docket remains under active investigation.</p>

	Name	NPA Status
	Umzinto	<p>In June 2023, JICS undertook further action by initiating contact through emails and communication with the captain. The feedback received from this follow-up is as follows: In the context of this particular case, a significant incident unfolded within the awaiting trial section at Umzinto Correctional Centre. The inmates held in this section initiated a revolt, launching an attack on the staff responsible for overseeing their respective areas. The situation escalated rapidly, resulting in the inmates setting fire to their cells and subsequently breaking out of their confinement. Given the severity of the situation, the management of the correctional facility deemed it necessary to call for additional reinforcements to regain control. The chaotic circumstances presented an opportunity for the inmates to attempt to escape. In response to the escalating situation, SAPS was contacted to assist. Police officials from neighbouring stations, as well as units such as the Public Order Police and Tactical Response Team (TRT), were deployed to the scene. During the intervention, TRT members were forced to discharge their firearms in the direction of the inmates who were actively attacking them. Tragically, this action resulted in the deaths of two prisoners, both of whom fell from the roof of the facility. Another prisoner sustained a gunshot wound to the abdomen and was transported to hospital. Unfortunately, the inmate succumbed to his injuries on 14 July 2021 whilst in hospital.</p>
	Tswelopele	<p>In May 2023, JICS conducted a follow-up with SAPS regarding the matter, but as of the date of the report, no feedback or response had been received. Continuing their commitment to resolving the issue, on 21 June 2023, JICS once again pursued the matter by initiating further follow-up. The feedback obtained during this follow-up is as follows:</p> <p>Several key elements are still outstanding and require attention:</p> <ul style="list-style-type: none"> • Identification parade for officials involved: The process of conducting an identification parade for the officials who were involved has not yet been completed. • Statement of an inmate at Colesburg Correctional Centre: A statement from an inmate at Colesburg CC is yet to be obtained. • Statement of another witness on parole: A statement from another witness, who is currently on parole, has not been secured. • Statements of two inmates who are unwilling to provide statements: Two inmates central to the case are refusing to give statements due to concerns for their safety. <p>Given these outstanding matters, JICS remains committed to pursuing the case and ensuring its resolution. JICS will continue to follow up with SAPS to address these pending issues and gather the necessary information.</p>
	Groenpunt	<p>In May 2023 JICS followed up with SAPS on the matter, and feedback was outstanding.</p> <p>On the 12 of June 2023, JICS followed up on the matter and the case was advanced to the Inquest Court for a decision. JICS is actively engaged in monitoring and tracking the progression of the case as it proceeds through the Inquest Court.</p>
	Bethlehem	<p>In May 2023 and on 12 June 2023 JICS followed up with SAPS on the matter, and feedback was outstanding as of 30 June 2023.</p>
	George	<p>On 12 June 2023, JICS conducted another follow-up on the matter, yet the awaited feedback has not been received at this time. Undeterred, JICS remains dedicated to its pursuit of resolution and will persist in its efforts to make further follow-ups and gather the necessary information.</p>

Table 18: Criminal matters in Court/NPA



Dummy dockets of all the matters below were sent to NPA and SAPS in March 2023. The table below shows the top 10 Inquest matters.

#	Name	NPA Status
1.	St Albans Maximum	In June 2023 JICS followed up on the matter and the feedback was as follows: The matter is under investigation. According to the report that was submitted by the Nelson Mandela Bay District office the photo album is still outstanding.
2.	Ventersburg	In May 2023 JICS followed up with SAPS on the matter, and the feedback was as follows: The matter is still under investigation. One statement is outstanding. A statement will be obtained, and the matter will be referred for decision. In June 2023 JICS followed up and was advised that the matter is still under investigation. One statement is outstanding. Once the statement is obtained, the matter will be referred for decision.
3.	Kgosi Mampuru II Central	In May 2023 JICS followed up with SAPS on the matter, and the feedback was as follows: <ul style="list-style-type: none"> • PM report outstanding • Toxicology report pending In June 2023, JICS followed up and the feedback was that the above reports are still pending.
4.	Kgosi Mampuru II Central	In May 2023, JICS followed up with SAPS, and feedback was that the matter is under investigation and statements are still outstanding. In June 2023, JICS followed up and was advised that there were no further developments.
5.	Kgosi Mampuru Local	In May 2023, JICS followed up with SAPS, and feedback was that the matter is under investigation and statements are outstanding. In June 2023, JICS followed up and received the same feedback.
6.	Pietermaritzburg Medium A	In May 2023, JICS reached out to SAPS for an update on the matter, but unfortunately, no feedback was received. Continuing their commitment to resolving the issue, in June 2023, JICS pursued the matter further. They were informed that progress had been made: <ul style="list-style-type: none"> • All required statements have been successfully obtained. • The inquest documents have been duly submitted to the inquest clerk at the court. However, as of the current status, the results of the inquest, in the form of the J56 document, are still pending and awaited. JICS will continue to monitor the situation and persist in their follow-up efforts to ensure the necessary outcomes are obtained.

#	Name	NPA Status
7.	Kutama Sinthumule	In June 2023, JICS took further action by sending emails and reaching out to the captain to inquire about the matter. JICS received information that the case had been referred to a detective at the Makhado Police Station for further handling and investigation.
8.	Witbank	In May and June 2023, JICS followed up with SAPS on the matter, and feedback was outstanding as of 30 June 2023.
9.	Losperfontein	In May and June 2023, JICS followed up with SAPS on the matter. No feedback was received at the time of this report.
10.	Drakenstein Medium A	In April 2023, JICS initiated a follow-up with SAPS regarding the matter, and the received feedback indicated that the case had been withdrawn.

Table 19: Inquest matters in Court/NPA

Litigation

S vs JICS

The applicant brought a claim for specific performance against JICS wherein she alleged that her salary was unlawfully reduced. JICS argued that the salary was restored to the correct level in terms of section 38 (1). The court made the following orders:

1. The Applicant's claim that her salary was unlawfully reduced by the Respondent in May 2018 is dismissed.
2. The Respondent's reduction of the Applicant's salary in May 2018 to the correct level was lawful in terms of s 38(1) of the Public Service Act,
3. No order is made as to costs.
JICS is in the process of recovering the debt.

M vs JICS

There is an outstanding record of proceedings and parties are approaching the court for a directive on how to proceed with the matter. Court's directions are still pending.

N vs JICS

There have been no further steps taken by the applicant in pursuit of this matter as of 30 June 2023.

T vs JICS

The state attorney was instructed to file a notice to abide and keep a watching brief. No progress has ever been reported.

N vs Minister of Justice

The applicant brought an application challenging the DCS education policy. JICS is admitted to the matter as an amicus curiae. The matter is set down for hearing on 13 September 2023.

M vs JICS

JICS is challenging the bargaining council award granted by default. The matter is set down for hearing on 7 September 2023.

Sonke Gender Justice vs the President and Others

DCS has introduced the CSA amendments to Parliament. The process of constituting JICS as a National Government Component is still underway.

H and others Vs Minister of Justice and JICS

The inmate brought an urgent application to the court seeking an order, amongst others, that JICS investigate the incident of the EST assault on inmates. The matter was struck off the roll due to a lack of urgency. The inmate subsequently brought an application for appeal.



PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

ICCV Performance

Independent Correctional Centre Visitors (ICCVs)

A total of 210 Independent Correctional Centre Visitors (ICCVs) conducted a comprehensive number of 15 524 consultations with inmates, during which inmates expressed a range of concerns and made various requests pertaining to their treatment and the conditions within the correctional centres.

The ICCVs, who were tasked with recording at least 12 600 instances of consultations, surpassed this target by a significant margin, accumulating a total of 2 924 additional records of consultations. Within these records, a total of 12 437 encompass general and urgent complaints, while an additional 3 087 mandatory complaints were documented.

The data extracted from these consultations provides us with a valuable resource for a comprehensive analysis of the overall well-being and treatment of inmates. This data analysis enables us to identify trends and patterns, facilitating the potential development of informed courses of action to address issues within the correctional system.

In addition to their consultation activities, the ICCVs also fulfill a vital role by offering feedback to the complainants, guided by the principles of just administrative action as stipulated by relevant legal requirements and the Correctional Services Act.

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

Region	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	47	2 905	11	4	421	27	0	3 368	2 820	Yes	None
ECMR	37	2 301	24	2	728	5	0	3 060	2 180	Yes	None
KZNMNR	38	2 175	14	4	861	3	2	3 059	2 280	Yes	None
NMR	60	3 475	0	9	478	9	0	4 022	3 600	Yes	None
WCMR	28	1 581	0	1	437	1	0	2 038	1 720	Yes	None
Total	210	12 437	49	20	2 925	45	2	15 547	12 600	Yes	None

Table 20: Records of consultation by ICCVs

Analysis of site visits conducted

A total of 1 320 on-site visits were conducted by the ICCVs, resulting in the submission of 581 comprehensive site visit reports.

The issues that emerged as recurring concerns across a majority of correctional centres, as highlighted in the ICCV site visit reports, predominantly revolved around infrastructural deficiencies within the facilities. A significant number of these correctional centres are observed to be in a state of disrepair, often leading to conditions that can be classified as inhumane.

Examples of these infrastructural issues encompass a range of concerns: broken windows, malfunctioning toilets, inadequate flushing systems, absence of hot water, impaired kitchen equipment, unavailability of hot water for basic needs, scarcity of bedding, and shortages in inmate uniforms, among others.

Addressing these issues necessitates proactive engagement, and HCCs are consistently in communication with the Department of Public Works (DPW) to advocate for meaningful interventions. Additionally, some of these concerns are being tackled by the internal maintenance staff of the correctional centres. The involvement of ICCVs in conducting site visits and generating comprehensive reports plays a crucial role in identifying these infrastructural shortcomings, which are instrumental in facilitating the necessary actions for rectification and improvement within the correctional facilities.

Region	Site visits conducted	Reports submitted	Most prevalent findings	Intervention/ Progress
CMR	367	132	<p>General overview of DPWI issues</p> <p>The maintenance of infrastructure significantly impacts the quality of incarceration within correctional centres, and this issue becomes starkly evident during on-site visits. These visits reveal substantial challenges directly tied to the state of infrastructure, such as malfunctioning geysers that result in the absence of hot water across a majority of correctional facilities. Additionally, issues like leaking taps, toilets that cannot be properly flushed, dysfunctional ablution systems, and shortages of cleaning materials compound the existing challenges.</p>	<p>Unit managers are responsible for reporting all maintenance concerns to DCS maintenance office, which then escalates the issues to DPWI. The HCCs also conduct diligent follow-ups with DPWI. However, a recurring challenge arises wherein the addressed items are repaired, but unfortunately, they tend to break down again shortly thereafter.</p>

Region	Site visits conducted	Reports submitted	Most prevalent findings	Intervention/ Progress
			<p>The consistent challenge of uniform shortages, particularly regarding jerseys and shoes, has become more pronounced as winter approaches.</p>	<p>HCC collaborates with other centres to acquire uniforms based on necessity and availability. However, the subsequent uniform requisitions submitted for processing have encountered challenges in achieving satisfactory outcomes.</p>
			<p>Other notable challenges within the correctional systems include concerns surrounding overcrowding, a deficit of beds and mattresses, and an insufficient supply of blankets.</p>	<p>HCC employs strategies to tackle overcrowding; however, this becomes notably challenging with the RDs. This matter is escalated to the DCS regional office and the REEC forum, given that a majority of RDs from the Free State are sent to Grootvlei CC.</p>
ECMR	202	100	<p>A scarcity of food supply, particularly butter and jam, has been observed. Moreover, inadequate food storage facilities in one of the centres are ill-equipped for preserving items requiring lower temperatures.</p>	
			<p>The condition of the centres remains a persistent concern. The issues pertaining to tiling, walls, floors, and roof conditions have not yet been addressed by DPW.</p>	<p>DPW will report in the next Mthatha VC meetings on the progress.</p>
			<p>Overcrowding continues to be a prevailing issue, leading to unclean cells and restricted movement space. The clinics maintain cleanliness and have up-to-date medication; however, there remains a deficiency in necessary equipment. Certain centres face malfunctioning cooking pots. The availability of hot water presents challenges. The supply of protein and vegetables poses problems. In select centres, the need to replace lights is evident.</p>	

Region	Site visits conducted	Reports submitted	Most prevalent findings	Intervention/ Progress
KZNMR	226	114	<p>Condition of correctional centres: The majority of facility structures display signs of dilapidation, with damaged roofing and broken windows. Inmates often have to bathe with cold water due to heating issues. The repair of lights and electrical wires is needed in certain cell sections.</p> <p>Ablution facilities: Hygiene conditions in bathrooms/toilets are inadequate, marked by plumbing breakages and the use of buckets to flush toilets. Leaking pipes and sinks further exacerbate the situation.</p> <p>Kitchen facilities: Electrical pots, cold rooms, fridges, and freezers in the kitchens are non-functional. There's also a shortage of lunch boxes and cups.</p> <p>Food quality and quantity for inmates are concerning, with shortages of items like bread. Specifically, Durban Females experienced a lack of milk formula for infants, along with the provision of incorrect age formula.</p> <p>Uniform shortages extend to safety boots, clothing, and other items.</p> <p>Fire-fighting equipment is not undergoing regular servicing.</p> <p>Shortage of social workers and unreasonably delayed submission of VOD raise concerns.</p> <p>Lack of feedback for inmates from Legal Aid SA practitioners.</p> <p>Security incidents have resulted in the lockdown of correctional centres. Consequently, inmate privileges are curtailed due to these incidents.</p>	<p>The findings were deliberated upon during the VC meetings. During oversight visits, VCCOs followed up with DCS to ascertain the steps taken in response to the identified issues.</p> <p>Feedback received from DCS included the following:</p> <ul style="list-style-type: none"> • In the case of Qalakabusha onsite service providers were engaged to rectify the damages (such as roofing) resulting from a storm that affected Qalakabusha and Empangeni correctional centres in April 2023. • All reported breakages were promptly communicated to the maintenance section for necessary repairs. • Plumbing repairs were executed, eliminating the need for the bucket system to flush toilets. • Other concerns were escalated to DPWI for required intervention.

Region	Site visits conducted	Reports submitted	Most prevalent findings	Intervention/ Progress
NMR	352	152	<p>Uniformity in challenges exists across all correctional centres, characterized by leaks in toilets, taps, showers, and roofs, primarily attributed to deteriorating infrastructure. Several centres also face issues with broken or missing light bulbs, often caused by inmates. The availability of functional public phones remains a persistent challenge in the majority of centres. Inmates continue to voice grievances concerning the scarcity of jerseys and blankets.</p>	<p>The ICCVs are actively engaged in deliberating over the outcomes of the site visits with the HCCs. The ongoing infrastructural issues are being both documented and addressed through collaborative efforts involving internal maintenance teams and contractors designated by DPW.</p>
			<p>Excessive overcrowding at Boksburg, Emthonjeni, and Krugersdorp can be attributed to ongoing renovations in certain sections, which have been delayed in their handover by DPW. A shortage of blankets has been reported at Mogwase. Broken geysers have been identified at Rooigrond, Mogwase, Witbank, Belfast, Kgosi Mampuru Central, and Carolina. Thohoyandou and Piet Retief are experiencing a scarcity of kitchen uniforms. Meanwhile, fire extinguishers are in need of servicing at Mogwase. Several centres have reported kitchen equipment breakages, including pots, stoves, and freezers. These incidents occurred at Thohoyandou, Witbank, Atteridgeville, Kgosi Mampuru Local, Leeuwkop Max, Johannesburg Med C, and Zonderwater Med B. Johannesburg Med A faces persistent overcrowding, accommodating 5173 inmates in a facility designed for 2468. A similar issue was reported in Polokwane's remand detainee section. Toothbrushes and toothpaste are currently unavailable at Kgosi Mampuru Local. Inmates at Johannesburg Female have encountered difficulties in accessing chronic medication due to limitations in hospital support.</p>	<p>Renovations are underway at Potchefstroom, Kgosi Mampuru Local, and Zonderwater. Leaking taps at Zeerust have been successfully repaired. Although work orders have been submitted to the workshop for window repairs, a backlog exists, leading to delays beyond the anticipated repair timeframe.</p>

Region	Site visits conducted	Reports submitted	Most prevalent findings	Intervention/ Progress
WCMR	173	83	<p>Highlighted concerns encompass malfunctioning fridges, damaged windows, faulty ovens, and an insufficiency of uniforms and kitchen protective gear.</p> <p>A notable issue is the delayed breakfast service, occurring at 09:00, at Pollsmoor RDF. Overcrowding has escalated to the extent that inmates are forced to sleep on the floor without mattresses. Additionally, nurses are presently limiting access to three inmates per section each day.</p> <p>During a site visit conducted by the ICCV at Pollsmoor Med. An expired box of fish was discovered.</p> <p>Cell lighting is non-operational at Pollsmoor Med. A, and acquiring replacement bulbs is proving difficult due to their unavailability. DCS is actively seeking to procure new bulbs or potentially undertake a full rewiring of the building.</p> <p>Multiple centres are grappling with challenges related to malfunctioning fridges and pots.</p> <p>Lack of personnel such as dentists, psychologists, and social workers is evident within the prison system.</p> <p>Overcrowding is rampant, exceeding 150% of capacity.</p> <p>Instances of dysfunctional pots persist.</p> <p>The absence of displayed menus in both the kitchen and dining hall is noted.</p> <p>Breakages of windows and showers have been reported.</p> <p>Hot water availability is inconsistent across various centres.</p> <p>Shortages of uniforms remain a concern.</p>	<p>Matters will be discussed at VC meetings.</p> <p>The ICCVs were vigilant and promptly requested the removal of the items from the fridges. Given that the existing bulb fittings are outdated and no longer in production, DCS is actively exploring rewiring solutions. Inmates are currently preparing food manually, and the issue has been escalated to the AC office. Awaited feedback is pending. AC finance has yet to authorize funds for dental equipment, leading inmates to seek treatment at the provincial hospital. Hiring a psychologist is not receiving funding approval from AC. These matters are presented and deliberated upon during the VCs.</p>
Total	1 320	581	-	-

Table 21: Analysis of site visits conducted

Complaints handled in regions

A total of 12 494 general and urgent complaints/requests were documented and addressed by ICCVs. With the intervention of HCCs, a majority of the complaints raised by ICCVs were effectively resolved at the centre level.

The presence of ICCVs conducting regular oversight visits to correctional centres is of paramount importance. This vigilance ensures the protection of inmates' rights and serves as a deterrent against the potential violation of these rights through daily decision-making and abuses of power within the centres. The independent oversight function carried out by ICCVs in managing inmates' complaints holds significant value, as it guarantees that grievances are fairly addressed.

DCS logs most complaints on the G365 register, a process closely monitored by ICCVs in line with Section 93 of the CSA. This system enables ICCVs to facilitate the resolution of complaints/requests either at the centre level or to escalate unresolved matters for consideration during Visitor's Committee meetings or for potential intervention by the IJ. Consistently reporting on inmates' complaints/requests is essential to promote a sense of order, foster positive inmate-official relationships, and establish a secure and supportive environment. Providing feedback on the resolution of these issues ensures transparency and accountability.

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

Nature of complaint handled by regions	CMR	ECMR	KZNMR	NMR	WCMR	Total
Appeal	66	33	240	179	29	547
Assault (inmate- on-inmate)	56	22	31	117	39	265
Assault (official-on-inmate)	6	20	11	33	24	94
Assault (Inmate-on- official)	3	1	1	1	1	7
Assault (sexual)	3	2	5	10	2	22
Attempted suicide	3	2	7	5	1	18
Bail	3	67	93	75	52	290
Communication with family	411	205	242	224	141	1 223
Conditions	36	84	14	140	48	322
Confiscation of possession	1	0	6	5	4	16
Conversion of sentence	1	0	4	2	0	7
Corruption	2	0	1	0	0	3
Food	30	92	38	65	62	287
Healthcare	632	290	237	174	223	1 556
Hunger strike	3	1	0	3	0	7
Inhuman treatment	0	0	0	0	1	1
Legal representation	137	96	144	274	30	681
Medical parole	1	1	0	4	11	17
Parole	3	18	19	30	46	116
Re-classification	11	3	3	21	19	57
Rehabilitation programmes	31	21	75	85	18	230
Remission	0	1	0	5	0	6
Request social worker	262	281	140	371	75	1 129
Torture	0	0	0	0	0	0
Transfer	403	255	302	402	97	1 459
Other	801	806	561	1 250	716	4 134
Total	2905	2301	2174	3475	1639	12 494

Table 22: General and urgent complaints managed in regions

Narrative on prevalent complaints per region

Complaints management is an integral aspect of the Directorate Management Regions’ operations, ensuring inmates’ right to have their grievances addressed and receive feedback on the resolution process.

Throughout this quarter, the following complaint categories remained notably prominent: **Other (4 134):** This category encompasses complaints that fall outside the main list of categories. Such issues could pertain to personal items loss, opening bank accounts, requests for items from family members, and personal grievances warranting a meeting with the HCC. These complaints are effectively handled and resolved by HCCs and ICCVs at the centre level.

Healthcare (1 556): Inmates have the right to adequate healthcare, but often encounter challenges due to insufficient professional staff to meet their needs. This scarcity of healthcare professionals within correctional centres leads to frustrations among inmates and presents a hurdle for HCCs.

Transfer (1 459): Some inmates are relocated to centres distant from their families or places of origin, disrupting family connections or causing inmates to lack essential resources from their families. Consequently, they request transfers to centres closer to home, along with the completion of rehabilitation programs. In certain cases, transfer applications are not approved due to space constraints or overcrowding at the preferred centres. The complexities of inter-provincial transfers, which necessitate regional approval, result in processing delays.

Urgent complaints handled by ICCVs

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault inmate-on-inmate (265)	56	22	31	177	39
<p>CMR: A total of 56 incidents were reported during the quarter across various correctional centres including Ventersburg, Henneman, Upington, Grootvlei Med A, Grootvlei A, Frankfort, Ladybrand, Kuruman, Goedemoed A, Goedemoed B, Mangaung, Virginia, Tswelopele, De Aar, Groenpunt Med, Groenpunt Max, Groenpunt Juvenile, Bizzah Makhate A, Bizzah Makhate B, and Vereeniging. These incidents are believed to have arisen from factors such as gang activities, suspicions of impending attacks, inmate defense, alleged debts between inmates, insults, cell rule violations, disputes over selling items, gang-related disputes, issues involving TV volume, cellphones, food, money, bed space, and disagreements concerning tobacco. The inmates involved employed a variety of improvised weapons including self-made knives, sharpened objects, padlocks, and even engaged in physical confrontations using fists, broomsticks, and razor blades. Resultant injuries included harm to the left ear and arm, a laceration on the head and under the right eye, injuries to both arms, and other minor injuries. Medical care was administered to the victims, SAPS were summoned to open cases against the inmates, and DCS initiated investigations into the incidents. These matters have also been reported to DLS.</p> <p>ECMR: Two remand detainees at the East London court were involved in an assault against each other; however, due to their absence following a court appearance, the ICCV couldn’t ascertain the exact cause of the altercation. At East London Max, two inmates engaged in a physical altercation over an owed debt. In a separate incident at Mt Fletcher, an inmate was attacked by a group of eight inmates in a gang-related context. In King Williams Town CC, one inmate was assaulted by another on 25 April 2023, and again on 28 April 2023. The victim only recently reported these incidents after experiencing headaches. An argument among inmates at EL Med C (Female Centre) escalated into a physical fight. During mealtime at Mdantsane CC, an inmate threw a cup at another for unknown reasons. At EL Max, an argument among inmates in the morning near the showers escalated into a fight later in the day. In a separate incident at the same EL Max centre, an inmate was assaulted and pushed against his bed by unidentified inmates while returning from the toilet at night. On 20 June 2023, at East London Max, an inmate caused a disturbance by making noise in the cell and kicking the victim’s bed. When instructed to cease his actions, he responded with profanity, resulting in a fight that unfolded in front of officials.</p>					

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault inmate-on-inmate (265)	56	22	31	177	39

At East London Med B, a total of seven complaints were registered:

- One inmate was arrested for assault, and subsequently, fellow inmates assaulted him for being perceived as an informer (snitching).
- An inmate reported being assaulted by another inmate, although he declined to provide further details about the incident.
- Inmates had an agreement to share their food, but when one inmate attempted to collect his share, he was assaulted.
- A remand detainee was assaulted by another inmate but was later released on bail.
- An inmate was assaulted by fellow inmates after failing to clean up after himself.
- A fight ensued between inmates over contraband (a cell phone).
- A dispute erupted among inmates who used to share food but encountered a disagreement when one inmate no longer wanted to participate.

KZNMR: The reported incidents originated from Durban Med A, Durban Med C, Melmoth, Ncome Max, Pietermaritzburg Med A, Pietermaritzburg Med B, Inngwavuma, Escourt, and Empangeni correctional centres. Inmates were subjected to assaults by their fellow inmates, involving sharp objects, broomsticks, self-made knives, or even fistfights, often without any provocation.

The causes of inmate-on-inmate assaults can be attributed to a range of factors, including limited resources, disputes over cigarettes and money, accusations of theft, the prevalence of gangsterism, and instances where a member of the 28 gang orchestrated assaults after being denied sexual favors by other inmates.

In response to these incidents, the Department exercised minimum force to disarm violent inmates, restore order, and ensure safety. Injured inmates received medical attention from internal hospitals, while those with severe injuries were transferred to external medical facilities for further treatment. Perpetrators were segregated in accordance with regulations to protect other inmates and allow for the completion of departmental disciplinary procedures. Perpetrators faced demotion as a result of their disciplinary violations.

In cases where inmates desired to pursue criminal charges through SAPS, they were provided with the opportunity to do so. Some inmates opted not to proceed with SAPS cases after receiving apologies from their perpetrators, but internal disciplinary proceedings continued.

NMR: Incidents were reported across multiple centres including Leeuwkop Med C, Kgosi Mampuru Central, Zonderwater Max, Johannesburg Med A, Johannesburg Med C, Boksburg, Boksburg Juvenile, Mogwase, Krugersdorp, Zonderwater Max, Kgosi Mampuru Central, Polokwane, Lichtenburg, Rooigrond (Med A & B), Klerksdorp, Losperfontein, Ermelo, and Potchefstroom. These incidents involved inmate altercations stemming from various reasons such as disputes over food, money, cigarettes, bed space, arguments, blankets, and more. Inmates who sustained injuries as a result of these incidents received necessary medical attention.

WCMR: Assault incidents were documented at Knysna, Drakenstein Med A, Brandvlei Max, Calendon, and Pollsmoor Med A. These incidents encompassed fights over hot water, gang-related activities, and disputes involving face cloths. Inmates involved in these altercations were referred for medical treatment and were given the chance to initiate charges.

At Drakenstein Max, a fight involving six inmates erupted due to gang-related issues. Pollsmoor Med A experienced five incidents linked to gang activities and disputes over bed space. In these cases, inmates received medical care and were provided the opportunity to file cases with SAPS.

Across Goodwood, Drakenstein Maximum, and Drakenstein Med A, a total of seven incidents were reported, all attributed to inmates assaulting each other in connection to gang-related matters. Inmates received necessary medical attention and were offered the chance to pursue criminal charges.

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault official-on-inmate (94)	6	20	11	33	24

CMR: Six incidents were reported across Bizzah Makhate A, Goedemoed A, Virginia, Grootvlei, and Groenpunt Max. Allegations emerged that officials engaged in assaults on inmates, with distinct reasons cited for each incident.

- In one case, an inmate claimed to have been assaulted by an official with a fist to the mouth, reportedly in response to an alleged insult directed towards the official.
- Another incident involved an inmate alleging assault by an official who purportedly coerced the inmate to falsely attribute found dagga and drugs to an official from the tuck shop.
- An inmate reported being assaulted by an official without a specified reason.
- In a fourth occurrence, an official allegedly assaulted an inmate after an argument that originated in the dining hall, where the inmate resisted returning to the cell in Goedemoed.
- At Bizzah Makhate, a disagreement between inmates escalated into an altercation, leading to an official assaulting an inmate over meat. The inmate sustained minor head injuries.
- Lastly, an inmate claimed to have been assaulted by two officials for not being in line during counting, as he was standing apart.

In response, inmates received necessary medical care, and opportunities were extended to them to pursue SAPS cases. These matters were duly reported to DLS.

ECMR: On 19 April 2023, an inmate at East London Med B was assaulted by officials after intervening to stop a fight within a cell. In a separate incident at Mt Ayliff, an inmate was assaulted by an official for smoking tobacco.

Similarly, an inmate at Mt Fletcher was subjected to assault by officials.

On 2 May 2023, an inmate at East London Med C was assaulted by officials following a fight with another inmate. At the same centre, an inmate was assaulted by officials in a passage after she was observed engaging in physical contact with another inmate.

Three inmates at King Williams Town CC were assaulted by EST during searches, each incident arising from distinct circumstances.

At East London Max, an inmate who left the dining hall without authorisation was called back and subsequently subjected to a beating with a tonfa on his ribs by officials.

Three inmates at East London Max were accused of breaking into the shop and stealing three packs of noodles. An eyewitness reported the incident to officials, who denied the accusations, leading to their assault as the eyewitness persisted in his account.

Throughout June 2023, East London Med B reported three incidents of official-on-inmate assaults. One inmate claimed he was assaulted by an official because his friend had engaged in a fight. Another inmate alleged he was assaulted by an official for unknown reasons upon returning from court. A third incident involved an inmate being assaulted by an official at the reception due to having ropes on his body.

At East London Max, an inmate suspected of shoplifting was interrogated by officials who subsequently assaulted him.

KZNMR: The reported incidents originated from Durban Med A, Durban Med B, Durban Med C, Qalakabusha, Newcastle, Escourt, Nkandla, and Pomeroy correctional centres. Inmates alleged that they were subjected to physical assaults by DCS officials during search and seizure operations conducted by EST members. The reported reasons for these incidents included the exercise of minimum force to prevent stabbings, fistfights among inmates, instances where inmates refused to surrender cell phones, and cases involving the use of vulgar language against officials, among others. Some inmates claimed to have been assaulted without a valid reason. Inmates who sustained injuries were provided with necessary medical care.

Investigations into these allegations are ongoing and have not yet been concluded. Inmates who wished to initiate SAPS criminal cases were given the opportunity to do so. The resolution of these matters remains under review pending the completion of investigations.

NMR: Incidents were reported across various centres including Modderbee, Johannesburg Med A, Losperfontein, Kgosi Mampuru Central, Thohoyandou Med B, Rooigrond Med B, Witbank, Odi, Boksburg, Mogwase, Klerksdorp, Johannesburg Med B, Boksburg Juvenile, Witbank, and Carolina. In most of these incidents, inmates alleged that they were assaulted during searches that resulted in the discovery of contraband items. Here are some specific examples of these incidents:

- At Mogwase, an inmate claimed that on June 6, 2023, his fellow inmate was smoking dagga and had a cell phone in his possession. During a search conducted by EST members, the dagga and cell phone were discovered, leading to the alleged assault of the inmate. A case was opened in response.

- On June 9, 2023, at Johannesburg Med A reception, an inmate was allegedly assaulted by an unidentified EST official. The inmate stated that the assault occurred because he was wearing too many clothes. Although the inmate did not show visible injuries, he was attended to by the centre nurse. The internal office is awaiting assistance from Mondeor Police to help the inmate open a case.
- At Carolina, an inmate claimed to have been assaulted by two officials during a search that revealed a cell phone between the beds. While the officials were interrogating the inmates in the office, a message appeared on the phone addressed to a specific inmate. This prompted the officials to allegedly assault the inmate. The inmate sustained bruises on his back and experienced scrotum pains. He was taken to an external hospital for treatment and given the opportunity to open a SAPS case.

WCMR: There have been multiple instances of assault reported at Goodwood Correctional Centre, involving both inmates attacking officials and officials assaulting inmates. Additionally, incidents of inmate assault by officials have been reported at various other facilities.

At Knysna Correctional Centre, an inmate was reportedly assaulted by three officials. Similarly, an inmate at Pollsmoor Remand Detention Facility was assaulted in the kitchen by officials. In another case, two inmates at Drakenstein Maximum Security were allegedly beaten by Emergency Support Team (EST) officials during a search. At Oudtshoorn Female Centre, an inmate was assaulted by an official. These occurrences highlight a concerning trend of violence within the correctional facilities.

A recent incident occurred at Goodwood on June 28, 2023. In this case, an inmate claimed that he was assaulted by officials after he refused to enter his cell. According to the inmate, this refusal was due to an earlier incident in which he was allegedly chased out of the hospital by a nurse, and the officials then grabbed and assaulted him. The inmate stated that the officials used tonfas during the assault, resulting in injuries. He received the necessary medical attention for his injuries.

In all these cases, the affected inmates were provided with medical care, and they were given the opportunity to file charges with SAPS regarding the incidents. These reports underscore the importance of addressing issues of violence and misconduct within correctional facilities to ensure the safety and well-being of all individuals involved.

Nature of complaint	CMR	ECMR	KZNMNR	NMR	WCMR
Assault sexual (22)	3	2	5	10	2

CMR: Within the Mangaung Correctional Centre, two incidents were reported involving allegations of sexual assault between inmates within their shared cells. In one case, an inmate revealed that he was sexually assaulted by a fellow cellmate, however, the victim delayed reporting the incident due to threats on his life made by the perpetrator. Similarly, another incident occurred at Grootvlei Correctional Centre where an inmate claimed to have been sexually assaulted by a fellow inmate. The alleged motive behind this assault was related to a debt involving tobacco repayment.

At Upington Correctional Centre, an inmate came forward with an allegation of sexual assault or sodomy by another inmate on the evening of 9 June 2023, at 22:10. In each of these cases, the victims were given the opportunity to initiate a case with SAPS and received necessary medical care. The matters were also reported to DLS.

ECMR: At East London Maximum Security Facility (EL Med B), another alarming incident occurred. An inmate tested positive for HIV/AIDS, and he confirmed that he had been sexually assaulted by another inmate during the first week of January 2023. Meanwhile, another inmate at the same facility lodged a complaint regarding discomfort in his rear-end. He recounted an incident where he woke up the previous night to find two fellow inmates engaging in inappropriate touching of his private areas. Simultaneously, another inmate was involved in inappropriate sexual behavior near his bedside.

KZNMNR: The incidents unfolded within the confines of Durban Med A Correctional Centre, which housed remand detainees. The victims involved in these incidents reportedly fell prey to sexual assault by fellow inmates under various circumstances:

- In one instance, a victim was allegedly sexually assaulted within the toilets located at the Record Office during the initial admission process.
- Another victim experienced a harrowing ordeal within their cell, where they were threatened with a shard of broken glass to maintain silence while being subjected to sexual assault.
- Yet another incident occurred during the night when the facility was in repose, and the victim was assaulted while others were asleep.

In response to these incidents, the affected victims received medical attention from internal medical facilities. Some individuals necessitated more comprehensive medical examinations and treatments, leading to their transfer to external hospitals.

Recognising the psychological toll of such traumatic experiences, the correctional centres collaborated with psychologists and social workers to provide counseling services to the victims. This assistance aimed to aid them in processing and coping with the aftermath of the trauma.

In the interest of safety, both for the victims and other inmates, steps were taken to isolate the alleged perpetrators. This segregation was initiated due to concerns not only about the victims' security but also about potential threats originating from other inmates.

Disciplinary actions were taken against the individuals identified as perpetrators, highlighting the commitment to ensuring accountability and upholding standards of conduct within the facility.

Additionally, for those who wished to pursue legal action, support was extended in initiating cases with SAPS, underscoring the commitment to justice and providing survivors with avenues to seek retribution.

NMR: Incidents have been reported across several correctional centres, namely Kgosi Mampuru, Modderbee, Rooigrond, Boksburg, Ermelo, and Polokwane. In response, the affected inmates received essential medical care and were presented with the option to file cases with SAPS. Notably, two inmates chose not to pursue legal action. Specific descriptions of some of the incidents are outlined below:

At Kgosi Mampuru Central Correctional Centre, a distressing allegation emerged. An inmate claimed that he was subjected to rape by another inmate on 13 April 2023. According to the victim, he was drugged and became aware of the assault the following day when he used the restroom. Prompt medical treatment was provided to the victim, and a case was initiated to address the incident.

In an incident at Ermelo Correctional Centre, an inmate reported an occurrence on 13 June 2023. The victim alleged that he was sexually assaulted by another inmate while in the shower. Subsequently, the victim was taken to the hospital for a thorough examination, and a case was launched.

WCMR: An inmate experienced sexual abuse orally at Pollsmoor Med A. The inmate also engaged in sexual activities with other inmates at Brandvlei Max and Brandvlei Youth. In a separate incident at Goodwood CC on 20 June 2023, an inmate was raped by one inmate while being held by two others. The victim received medical attention and was given the opportunity to press criminal charges.

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault inmate-on-official (7)	3	1	1	1	1

CMR: Two incidents were documented during the quarter at Grootvlei Medium A Correctional Centre. In the first occurrence, it is claimed that an inmate scalded an official with boiling water and proceeded to assault him using a self-fashioned knife. This aggression allegedly stemmed from the inmate's refusal to comply with the official's instruction to remove his hat. Additionally, it is purported that the same inmate physically attacked the official with punches, which, though gang-related, resulted in no injury to the official.

In a separate incident, it is reported that an inmate assaulted an official by slapping him across the face. The motivation behind this attack appears to be the inmate's demand for a blanket.

DCS has initiated an investigation into these incidents and these matters have also been reported to DLS.

ECMR: An inmate at Middeldrift Correctional Centre reportedly assaulted an official by punching him in the face without any apparent reason.

KZNMR: On 17 May 2023, an incident occurred at Ebongweni Correctional Centre involving an inmate at the R10M section. It is alleged that the inmate employed offensive language towards fellow inmates and officials. The situation escalated when the inmate reportedly trapped an official using soapy water and proceeded to physically assault three officials using a tonfa, seemingly without any provocation.

In response to this outbreak of violence, DCS officials utilised the minimum necessary force to disarm the inmate and restore order. After the situation was brought under control, the inmate was subsequently transported to the centre's hospital to receive medical treatment for the injuries sustained during the altercation. As part of addressing the incident and ensuring accountability, the inmate was subjected to disciplinary measures.

NMR: On 12 May 2023, an incident was reported involving an inmate from Johannesburg Medium C. The inmate was being escorted to an external hospital when he allegedly assaulted the accompanying official. It is claimed that the inmate threw a container filled with his urine at the official.

WCMR: In another incident, an inmate took action during lunchtime by throwing a bowl of food at an official. This act appears to be a response to the inmate's dissatisfaction with the handling of his medical concerns. The inmate had earlier expressed that there was blood in his urine and sought attention, but allegedly wasn't taken to the hospital promptly. Subsequently, he was eventually transferred to the hospital for the necessary medical treatment.

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Attempted suicide (18)	3	2	7	5	1
<p>CMR: Three incidents were reported across different centres, namely Groenpunt Max, Goedemoed Med B, and Douglas CC. At Groenpunt, an inmate attempted suicide on 17 April 2023, by hanging himself from the cell light using a woven sheet and piece of blanket. The motive behind this act remains unknown. In another incident at Goedemoed Med B CC on 13 April 2023, an inmate attempted suicide by drinking diluted dip, apparently to secure a transfer to Middleburg CC. He received healthcare and was subsequently transferred to Aliwal North public hospital for further evaluation. On 23 April 2023, at Douglas CC, an inmate attempted suicide by cutting his neck with a blade due to alleged insults directed at a magistrate during a court appearance. All incidents were reported to DLS.</p> <p>ECMR: At EL Med C, one inmate overdosed on tablets following a quarrel with another inmate. Another inmate, who disclosed being bisexual, resorted to self-harm after facing pressure from other inmates regarding his sexuality. This inmate was placed in segregation at his request, cut his wrist, and wrote "Rest in peace" on a wall. After hospitalisation, he was interviewed by multiple personnel and disclosed personal issues. He was later moved to a section next to the office, which accommodates adult inmates.</p> <p>KZNMR: Attempted suicides were reported from Escourt, Durban Med A, Waterval Maximum, and Pietermaritzburg Med A correctional centres. Inmates in these facilities attempted suicide by overdosing on medication, hanging using bed sheets, and ingesting needles and detergent. Reasons behind the attempts varied, including stress, family deaths, auditory hallucinations, and in some cases, reasons were unknown. DCS responded promptly, providing medical treatment and arranging psychosocial services with psychologists and social workers.</p> <p>NMR: At Krugersdorp, an inmate overdosed on ARV tablets and Epilim medication due to his dissatisfaction with being moved to unit A. At Atteridgeville, an inmate attempted suicide by overdosing on pills and was taken to an internal hospital for assessment and treatment, then referred to an external hospital. On 11 June 2023, another Atteridgeville inmate tried to commit suicide through medication overdose and was taken to an external hospital. At Kgosi Mampuru Central, an inmate attempted suicide by tying a belt around his neck and the cell door. He was rescued and taken to Med C for treatment, then referred to an external hospital.</p> <p>WCMR: At Pollsmoor Med A, an inmate attempted suicide using a razor blade on his arm, reportedly due to bullying by gang members. Psychologist sessions were conducted on 19 and 24 April 2023, as part of follow-up support.</p>					
Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Corruption (3)	2	0	1	0	0
<p>CMR: Two incidents were reported during the reporting period. In the first incident, which occurred on 17 April 2023, at Mangaung CC, an inmate alleged that both G4s and DCS officials are involved in corruption through the smuggling of religious dietary food. He also claimed that a fellow inmate who had escaped in December 2022 was not charged upon re-arrest. The second incident involved an inmate, who alleged that both inmates and officials are engaged in cell phone smuggling, with officials being paid through Pep Vouchers. The matter has been escalated for investigation by the supervisor and has also been referred to DLS.</p> <p>ECMR: None</p> <p>KZNMR: An inmate serving a sentence at Durban Med C reported an incident involving a DCS official. Allegedly, the inmate's brother provided an undisclosed sum of money and a cell phone to the official for the inmate. However, the official only gave the inmate the cell phone. DCS initiated an investigation, and JICS will oversee the investigation until its completion.</p> <p>NMR: None</p> <p>WCMR: None</p>					
Nature of complaint	CMR	ECMR	KOZNMNR	NMR	WCMR
Hunger strike (7)	3	1	0	3	0
<p>CMR: In Mangaung CC and Goedemoed CC, three inmates initiated hunger strikes during the reporting period. On 10 May 2023, the first inmate began a hunger strike, followed by the second on 16 May 2023, for a duration of 19 days. Subsequently, a third began a hunger strike on 23 May 2023. The reasons for these hunger strikes were varied: the first inmate lost faith in officials' responsiveness to his complaints and requests, while inmates in the kitchen allegedly posed a threat of poisoning him. As a response, he demanded his food to be prepared in his presence. The second inmate's motive for the hunger strike remains unspecified. The third inmate's demand for a transfer prompted his hunger strike. All incidents were reported to DLS.</p>					

ECMR: None					
KZNMR: None					
NMR: At Kgosi Mampuru Female, an incident was reported regarding an inmate who had allegedly refrained from eating for three days. The inmate revealed that she was on a hunger strike due to undisclosed reasons. At Odi Correctional Centre, two inmates embarked on hunger strikes. The first inmate initiated the strike from 1 to 5 June 2023, due to difficulties in receiving assistance regarding drug testing, leading to prolonged confinement. The second inmate also began a hunger strike, refraining from taking medication from 1 to 9 June 2023, for similar reasons related to drug testing and extended confinement.					
WCMR: None					
Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Inhumane treatment (1)	0	0	0	0	1
Four regions have reported zero incidents for this quarter.					
WCMR: An inmate at Worcester Male alleges that he was verbally and physically ill-treated by the officials in the centre.					
Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Torture (0)	0	0	0	0	0
There were no reported incidents of torture in any of the regions for this quarter.					

Table 23: Urgent complaints managed in regions

Women in incarceration

Complaints relating to feminine hygiene and conditions

A cumulative count of 628 complaints has been registered from a population of 4 352 female inmates housed within various correctional centres nationwide.

These grievances predominantly revolve around the lack of access to essential toiletry provisions, challenges concerning the distribution and proper disposal of sanitary towels, availability of adequate medical attention for feminine health concerns, and the subpar conditions encountered within the facility. These subpar conditions encompass issues such as malfunctioning plumbing systems and windows in disrepair. The pressing nature of these concerns is further highlighted by the potential health risks these conditions pose, particularly during the colder winter months.

Notably, the Northern Management Region and Eastern Cape Management Region have observed the highest influx of complaints, with the Western Cape, KwaZulu-Natal, and Central Management Regions following suit. The volume and nature of these grievances emphasize the significance of addressing these issues to ensure the well-being and dignified treatment of incarcerated women.

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

Region	Sentenced female inmates	Unsentenced female inmates	Complaints received	Complaints related to feminine hygiene and conditions	Remarks
CMR	255	121	7	1	None
ECMR	266	134	177	27	The primary issue of concern revolves around the East London Med C centre, where a significant problem exists with the absence of toilet paper for the inmates. This matter was deliberated upon during a VC meeting. Plans have been set in motion to address this issue, with the delivery of toilet paper anticipated to occur in July. The Vice Chairperson of the VCCO is actively overseeing the situation to ensure its resolution.
KZNMNR	477	178	56	0	None
NMR	1 123	704	314	7	A complaint arose from Kgosi Mampuru Female Correctional Centre encompassing issues about a malfunctioning geyser and a blocked bathtub. Furthermore, a report indicated the discovery of worms in the porridge served. Additional grievances included requests for washing soap for baby clothes, uniform provisions, and mops due to a leaking basin within the cells.
WCMR	577	517	74	1	None
Total	2 698	1 654	628	36	-

Table 24: Complaints from female inmates

Complaints referrals to ICCVs and regions

Every inmate has a right to lodge a complaint or request as captured in section 21 of the Correctional Services Act. It places an obligation on the Head of the Centre/authorised correctional official to record such complaints and requests as well as the steps taken in dealing with them. Should the inmate not be satisfied with the internal processes, the matter may be referred to the ICCV which must deal with it in terms of section 93 of the Act, which specifies regular visits, interviewing the inmate in private, recording the complaints in an official diary and monitoring the manner in which they are being dealt with and discussing the complaint with the Head of Centre to resolve it internally.

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

Region	No. of complaints	Nature of complaints	Complaints pending	Remarks
CMR	6	Other x2 Transfer x3 Health x1 Total= 6	2	ICCVs follow up on the resolution of complaints and provide updates to DLS.
ECMR	3	Confiscation of possessions x1 Transfer x1 Communication with family x1 Total= 3	1	All complaints are being monitored by ICCVs.
KZNMR	3	Condition x1 Rehabilitation x1 Parole x1 Total= 3	1	The complaints were attended by ICCVs, and recommendations were submitted to DLS for final determination.
NMR	34	Other x8 Parole x3 Transfer x9 Appeal x2 Conditions x2 Healthcare x4 Communication with Family x2 Confiscation of possession x1 Food x2 Reclassification x1 Total= 34	18	Most complaints are still pending as in some instances lifers are still awaiting feedback from the NCCS, and in other instances, inmates are still awaiting social workers' reports or psychologist's reports for parole consideration.
WCMR	7	Conditions x1 Parole x2 Appeal x1 Other x1 Healthcare x2 Total= 7	5	Five complaints were received in May 2023 and are currently being attended to by the ICCVs. There are three pending complaints from the previous month. Two complaints were received in June 2023 and the feedback is still outstanding.
Total	53	53	27	Regions are monitoring the resolution of pending complaints.

Table 25: Complaints referred to DMR by DLS

Meetings

Stakeholders' engagements/Visitors' Committee (VC) meetings

The Visitors Committee (VC) is a legislated structure which is established in terms of section 94 of the Act. Its powers, functions and duties are stated in the same provision. The fundamental statutory function of the VC is to discuss unresolved complaints and requests of inmates tabled at the meetings by ICCVs on behalf of inmates, to find plausible solutions.

The VC is instrumental in bringing together diverse stakeholders, including representatives from entities such as DCS: HCCs/delegates, Legal Aid SA, Judiciary, NPA, DPWI, SAPS, DHA, DoH: Forensic Unit, SAHRC, Universities, Civil Society, and NGOs. This collective presence enriches discussions and facilitates

effective resolutions for intricate matters. Furthermore, the VC acts as a channel to direct unsolvable complaints/requests to relevant stakeholders vested with statutory authority to address such matters.

Throughout the reporting quarter, a total of 37 meetings were convened by the respective VCs in all regions. The agenda encompassed a variety of topics, including challenges related to correctional centre infrastructure that necessitated DPW's intervention. Concerns about Legal Aid SA's practices were raised, such as the absence of consultation with remand detainees, infrequent visits to correctional centres, and inadequate feedback on appeal applications. In response, some VC meetings decided to forward a list of names of inmates requiring legal aid to Legal Aid SA as well as complaints that required attention. Another point of discussion was the outstanding VOD reports, causing delays in assessing parole eligibility, especially when victims cannot be located. This situation leads to additional profiling for inmates if victims remain untraceable or uncooperative.

Encouragingly, certain VC sessions: Kimberley, Amathole, and Bethal, delved into issues concerning state patients. Notably, Kimberley Mental Hospital management committed to admitting 15 state patients from Kimberley Correctional Centre on 8 May 2023. Furthermore, six DCS officials will receive training from the mental hospital. Overcrowding, inmate transfers, and the deportation of non-national inmates were also tackled during these discussions.

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 consistently maintained engagements with a diverse range of stakeholders within the JCPS Cluster, amplifying vital voices for the effective resolution of inmate challenges that threaten adherence to human rights standards within correctional facilities. Regions have remained dedicated to this cause by actively participating in stakeholder meetings involving SAPS, DOJCD, SD, DCS, DPWI, and pertinent community organisations that provide essential services to inmates. These engagements form a pivotal platform for robust discussions aimed at sharing best practices, expertise, information, and resources, all of which enhance service delivery for the betterment of both inmates and correctional centres.

Throughout the reporting quarter, respective managers from the regions attended a total of 17 stakeholder meetings. PEEC meetings took place in the Northern Cape in May and in Limpopo in June. In the Northern Cape, discussions centered around the high number of state patients at Kimberley Correctional Centre, prompting a request for the Judiciary to conduct an oversight visit. In Limpopo, the challenge of inmates obtaining transcripts was raised, leading to the establishment of a steering committee composed of relevant stakeholders to address state patient issues in LMN. Additionally, a case flow management meeting in Makhado in June highlighted overcrowding concerns at Thohoyandou (over 200%), prompting a commitment from the Judiciary to visit the center before the year's end.

DEEC meetings occurred in East London, Upington, Port Elizabeth, Mthatha, Worcester, and Pretoria. Discussions during these meetings encompassed matters such as the under-utilisation of AVR, 49g applications, overcrowding in remand detainee facilities, delayed court sittings due to interpreter shortages and faulty recording machines, load shedding, and amendments to the Domestic Violence Act. GEEC meetings convened at the Pretoria and Johannesburg High Court, addressing topics including court online processes, amended warrants, judicial officer visits to correctional centres, and the resolution of outstanding judgments on appeals. Furthermore, JICS organized additional stakeholder meetings with the CEO of the Department of Health in Kimberley, Lawyers for Human Rights Commission, and Red Cross SA.

DMR community involvement

JICS carried out community outreach initiatives in various regions across the country, aiming to bolster crime awareness campaigns. These programs placed a special emphasis on addressing the detrimental impacts of gangsterism within school environments. Through our interactions with these communities,

we established a valuable platform to impart knowledge about JICS' statutory role and its services within South Africa's correctional landscape.

Throughout the reporting quarter, six community engagements were conducted in Bizzah Makhate, Dewertsdorp, East London, Umlazi, Klerksdorp, and Paarl. These events were aligned with the Youth Day celebrations and had a particular focus on engaging with young individuals. The themes of these engagements encompassed a wide spectrum, spanning from tackling challenges related to drug abuse, to promoting crime awareness and combating anti-gangsterism.

DMR internal meetings

DMR forum meeting

A meeting was convened in Cape Town to address JICS policies and best practices, as well as to evaluate the region's performance in comparison to the previous financial year. The discussions covered the following key points:

- Review of the ICCV audit form
- Update on the progress of accrediting the ICCV Training Manual
- Alignment of DMR reporting templates
- Arrangements for ICCV training
- Status update on the finalisation of PMDS for 2022-2023
- Presentation by regional managers on general complaints referred from October 2021 to March 2023
- Consolidation of the DMR Q4 report
- Introduction of the DMR 2023-2024 operational plan
- Approval of the VC meetings schedule for 2023-2024

During the meeting, presentations were delivered by the Director of DLS, the Director of Support Services, and the CEO, who provided insights into their respective Key Performance Indicators (KPIs). A notable improvement in performance was recorded across these areas.

Supervisory meetings

The JICS governance calendar and the Standard Operating Procedure (SOP) for VCCOs serve as guiding frameworks for VCCOs in their operational activities. VCCOs hold the responsibility of organizing supervisory meetings aimed at offering support to ICCVs, monitoring progress, and evaluating performance. These meetings serve as platforms to address unresolved complaints, operational matters, and recent policies and circulars, with the ultimate goal of enhancing ICCVs' effectiveness.

In response to office relocation, NMR has explored virtual meetings as a means to ensure alignment with the governance calendar and ICCV obligations. In the reporting month, a total of 36 meetings were scheduled, all of which were successfully convened. These discussions encompassed topics such as performance agreements for the upcoming 2023/2024 performance cycle, matters pertaining to non-compliance, and the management of leave. Furthermore, clear time-frames were established for the submission of Performance Management and Development System Part E documents.

Reporting on inmates

Inmate Population

The current total inmate population stands at 153 904, encompassing 51 866 remand detainees and 80 infants. This data confirms a decrease in the inmate population compared to the previous quarter's count of 156 418, as well as a reduction in the number of infants from 84 to 80. In terms of percentages, the infant count saw a decline of 5%, while the overall inmate population decreased by 2 514. (1.6%).

Notably, the NMR region has the highest number of inmates, constituting 38.05% of the total population. At the conclusion of June 2023, NMR accounted for a cumulative count of 60 019 inmates, which encompasses both Gauteng and LMN inmates. The WCMR region followed as the second-highest with 27 974

inmates (18.17%), followed by KZNMR with 23 896 (15.52%). In contrast, ECMR and CMR regions had the lowest inmate populations.

Region	Remand Detainees		Sentenced Inmates		State Patients		Totals	Infants
	Males	Females	Males	Females	Males	Females		
CMR	5 713	131	14 545	260	36	0	20 685	7
ECMR	6 436	134	14 444	266	50	0	21 330	1
KZNMR	6 374	172	16 870	476	4	0	23 896	14
NMR	19 896	728	38 130	1224	40	1	60 019	41
WCMR	11 765	517	15 115	577	0	0	27 974	17
DMR total (excludes 80 infants)	50 184	1 682	99 104	2 803	130	1	153 904	80

Table 26: Inmate population

Remand detainees with bail less than R1000

By the close of the initial quarter of the 2023/2024 fiscal year, ICCVs provided reports indicating that a total of 2 297 remand detainees were held with bail amounts under R1000, and a further 3 007 remand detainees had been in custody for over two years. The persistent issue of overcrowding within DCS facilities is compounded by the significant number of remand detainees. To address this situation, DCS has undertaken efforts to alleviate the remand detainee count through the submission of bail review applications to the court. This approach aligns with the stipulations of Sections 63A and 63(1) of the Criminal Procedure Act, as well as Section 49G of the Correctional Services Act, which addresses the consideration of detention duration.

However, these application submissions have encountered a considerable challenge in achieving success, largely due to the influx of remand detainees with bail amounts below R1000. DCS has also deployed the Audio-Visual Remand system across 47 courts linked to 22 correctional facilities to aid in this endeavor. Regrettably, the system's effectiveness has been hindered by both under-utilisation and connectivity issues. These efforts collectively aimed at tackling the issue of remand detainees held for over two years, have yielded limited success, particularly regarding bail review applications submitted under Section 63 of the Criminal Procedure Act.

Region	No. of RDs with bail less than R1000	No. of RDs awaiting trial for more than 2 years	Comments
CMR	316	212	Most inmates are incarcerated for petty crimes which exacerbates overcrowding. Magistrates are engaged through PEEC and REEC meetings.
ECMR	352	359	Most families do not want to pay bail for the inmates because of the crimes they committed.
KZNMR	217	248	Durban Med A and Pietermaritzburg Med A are the most overcrowded centres. It is important to state that applications submitted to courts in terms of sections 49g and 63a are not receiving any positive outcomes.
NMR	668	1769	Feedback from courts on section 49g and 63a applications are challenging.
WCMR	744	419	Inmates cannot afford bail.
DMR Total	2 297	3 007	Interventions by the regions are ongoing.

Table 27: Remand detainees with bail of less than R1000

Inmates above the age of 60

Considering that there is no age limit for crime and sentencing, it is evident that elderly individuals find themselves incarcerated for the offenses they have committed. Within this context, a substantial number of inmates are serving sentences for grave offenses, including those of a sexual nature, homicides, or robbery.

In this quarter, both ICCVs and DCS reports reveal a total of 1 810 inmates above the age of 60. Among them, 1 410 are serving sentences, while 400 are held as remand detainees. This group often comprises individuals with a history of career offenses, frequently revolving around a life marked by repeated interactions with correctional facilities. Unfortunately, there is a pervasive sense of resignation among them, which diminishes prospects for successful rehabilitation, as they tend to view their lives as already beyond redemption.

These elderly inmates encounter deteriorating health conditions, further adding to the burden of caring for them within correctional facilities. Their increased healthcare needs contribute to escalated costs, as specialised attention becomes essential.

The table below shows the total number of inmates above the age of 60 years incarcerated.

Region	Number of inmates with age of 60 years and above	Comments
CMR	Sentenced: 230 Unsentenced: 13 Total: 243	Out of these inmates, 211 have received sentences, comprising 10 female inmates. Additionally, there are 32 individuals awaiting trial, all of whom are facing serious charges and grappling with chronic health conditions.
ECMR	Sentenced: 195 Unsentenced: 7 Total: 202	Among these inmates, the prevalent complaint is nighttime hunger, largely because their supper is served as early as 4pm. This poses a significant challenge, particularly for diabetic inmates who require medication both in the morning and at night.
KZNM	Sentenced inmates: 280 Unsentenced inmates: 67 Total: 347	In general, most centres prioritise the well-being of these elderly inmates and effectively manage their healthcare requirements. Nonetheless, there are instances where inmates express concerns about feeling cold during the night and the absence of visits from their families, highlighting the emotional strain they endure.
NMR	Sentenced: 661 Unsentenced: 283 Total: 944	Remarkably, the age spectrum among these inmates is notable, with the eldest being 99 years old, followed by an 83-year-old, and the third oldest at 81. Among them, a total of 32 elderly inmates are serving life sentences. Of these, 210 are foreign nationals, primarily hailing from Mozambique. The spectrum of committed crimes varies, spanning sexual offenses, murder, assault, theft, and fraud, among others.
WCMR	Sentenced: 44 Unsentenced: 30 Total: 74	The accommodations for these inmates are allocated within designated units across the respective centres within the region.
Total	1 810	-

Table 28: Inmates above the age of 60

Declared state patients detained

State patients find themselves trapped within correctional centres due to an insufficiency of available beds within psychiatric hospitals. This prolonged detention of state patients in such facilities contradicts section 41 of the Mental Health Care Act, which mandates that state patients receive appropriate healthcare within designated mental health facilities. The ICCVs have reported a total of 129 state patients - consisting of 128 males and one female.

JICS remains resolute in asserting that correctional centres are not suitable venues for housing state patients. This stance is consistently conveyed through participation in various forums that advocate for the timely transfer of state patients to dedicated psychiatric institutions.

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

Region	Number of male state patients and their centres	Number of female state patients	Total	Remarks
CMR	Kimberley: 21 Grootvlei: 14	0	35	Engagement with DOH, the psychiatric hospital and DCS led to the transfer of 15 state patients from Kimberley CC and the process is ongoing. Grootvlei CC state patients have decreased to 14 and Kimberley CC decreased to 20 state patients.
ECMR	Grahamstown: 2 King Williams Town: 11 East London Med B: 7 Mthatha Remand: 7 Burgersdorp: 4 Butterworth: 9 Middleburg: 1 Queenstown: 4 Sada: 4 St Albans Med B: 1	0	50	The state patients' plight remains high on the agenda of the region.
KZNM	Durban Med A: 1 Pietermaritzburg Med A: 1 Ladysmith: 1	0	3	The patients are waiting for bed space at the psychiatric hospital.
NMR	Kgosi Local: 2 Modderbee: 1 Thohoyandou: 9 Witbank: 15 Middleburg: 3 Nelspruit: 3 Bethal: 2 Ermelo: 3 Piet Retief: 1 Barberton: 1	1 Middleburg	41	The state patients are awaiting the availability of bed spaces in mental health institutions.
WCMR	None			
Total	128	1	129	Continuous engagement with relevant stakeholders is ongoing.

Table 29: Declared state patients incarcerated

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

Non-national inmates refer to individuals originating from other countries who have been apprehended either for illegal immigration or for committing various offenses within South African borders. There has been a noticeable surge in the presence of non-nationals within correctional service facilities. This uptick can be attributed to a collaborative effort between the Department of Home Affairs and the South African Police Services to address issues related to illegal immigration. As a result of this operation, a considerable number of illegal immigrants were apprehended and subsequently convicted. Unfortunately, this has led to a substantial increase in overcrowding within many correctional centres.

At present, non-nationals account for more than 12% of the total inmate population. As of the quarter's conclusion, the overall count of non-national inmates in South African correctional centres stood at 18 966. The Northern Management region registers the highest number of non-nationals, with 15 222 inmates

falling under this category. This prominence can be attributed to the region encompassing four provinces: Gauteng, Limpopo, Mpumalanga, and North West.

Regions	Number of non-nationals incarcerated				Total
	Sentenced		Remand detainees		
	Male	Female	Male	Female	
CMR	671	42	940	43	1 696
ECMR	193	6	140	4	343
KZNMR	487	19	224	14	744
NMR	7805	304	6861	252	15 222
WCMR	387	20	545	9	961
DMR total	9543	391	8710	322	18 966

Table 30: Non-nationals in correctional centres

Total number of non-national lifers:

Region	Total non-national lifers	Nationalities
CMR	24	Bangladesh (2), Ethiopia (1), Lesotho (13), Mozambique (2), Nigeria (1), Pakistan (4) and Zimbabwe (1).
ECMR	28	Mozambique (2), Bangladesh (3), Lesotho (7), Zimbabwe (6), Nigeria (5), Tanzania (1), Pakistan (1), Germany (1), Malawi (1), Kenya (1).
KZNMR	46	Burundi (1), Malawi (11), Zimbabwe (8), Mozambique (5), Tanzania (4), India (1), Lesotho (9), Swaziland (5), Congo (1), Botswana (1).
NMR	328	Mozambique (165), Zimbabwe (108), Congo (6), Lesotho (13), Swaziland (18), Malawi (5), Russia (1), Sudan (1), Nigeria (7), Tanzania (1), China (1), United Kingdom (1), Botswana (1),
WCMR	23	Malawi (2), Zimbabwe (5), Somalia (4), Mozambique (3), Lesotho (2), Congo (3), Namibia (1), Burundi (2), Angola (1).
DMR Total	449	-

Table 31: Non-national lifers in correctional centres

Lifer profiles

The profiles of inmates serving life sentences are submitted to the National Council of Correctional Services for assessment and potential parole approval, which ultimately requires endorsement from the Minister of Justice and Constitutional Development. The recurring issue of delayed feedback on these profiles has persisted as a challenge for quite some time. However, there has been a recent development indicated in the report received from DCS, stating that feedback on these profiles has now been provided. This has resulted in the release of certain inmates, while others have been assigned further profiles. Notably, a total of 280 profiles were reviewed and considered during the period from April to June 2023.

Outlined below is a representation of the backlog of profiles that remain pending for assessment by the NCCS and subsequent Ministerial consideration:

Region	Profiles with NCCS			Total	Profiles awaiting a decision from the Minister
	Van Wyk Judgment	Phaahla Judgment	Phaahla Van Vuuren Judgment		
CMR	324	1	5	330	286
ECMR	346	290	7	643	254
KZNMR	385	420	27	832	86
NMR	567	426	112	1 105	398
WCMR	72	48	4	124	0
Totals	1 694	1 185	155	3 034	1 024

Table 32: Lifer profiles

Number of matters considered by the NCCS							
NCCS Meeting	EC	FSNC	GP	LMN	KZN	WC	Total
April 2023	1	9	30	22	23	19	104
May 2023	3	8	41	14	30	8	104
June 2023	0	6	20	17	23	6	72

Table 33: Number of matters considered by the NCCS

Highlighted incidents

CMR: Comprehensive national ICCV training took place in the region from 17 to 21 April 2023. Notably, trainers from both the national office and Cape Town participated. The training group was honoured to have the Judge and directors from different directorates in attendance. All attending ICCVs received certificates of attendance, and trainers and facilitators were duly recognised with certificates as well.

An outbreak of chickenpox surfaced at Grootvlei Correctional Centre, affecting 23 inmates. Immediate measures were taken, isolating the affected inmates in dedicated cells and ensuring they received necessary medical attention. ICCVs and the HCC are jointly monitoring this issue.

ECMR: A security breach occurred at Ngqeleni Correctional Centre on 29 April 2023, resulting in the escape of two inmates during sports activities on the field. Both escapees were recaptured.

KZNM: A violent storm on 3 April 2023 wreaked havoc in Empangeni, causing damage to Qalakabusha Correctional Centre. While some units and offices were affected, there were no casualties reported. Subsequent to this incident, service providers were engaged and have commenced work on the restoration of the impacted areas. An update on this was provided during the VC meeting on 7 June 2023.

NMR: On 14 June 2023, an escape was recorded at Rooigrond Med B during exercise time. The inmate managed to cut through the fence but was successfully re-arrested the following day.

During June 2023, an outbreak of flu occurred at Leeuwkop Maximum. Stringent measures were swiftly implemented, including movement restrictions, to address the situation.

WCMR: The 15 May 2023 marked the arrest of two officials from Goodwood Correctional Centre by the Hawks, on charges of corruption and contraband smuggling.

In another incident, allegations emerged on 7 June 2023, involving a female inmate possibly falling pregnant while incarcerated at Van Rhynsdorp. This matter is actively under investigation by Voorberg Area Office. The ICCV brought this issue to the VC meeting. Allegedly, both inmates were attending school in the same space; further details will be unveiled as the investigation unfolds.



PART C: DIRECTORATE SUPPORT SERVICES

Human Resources

Organisational establishment structure

Approved establishment structure

By 30 June 2023, the fixed establishment included a total of 86 permanent approved and funded positions. Currently, 84 of these positions have been filled, leaving only two vacant posts, which constitutes a vacancy rate of 2.32%. The table below shows the current vacancies.

No.	Level	Description	Status
1.	Level 8	Case Officer	Post to be advertised
2.	Level 9	Assistant Regional Manager: ECMR	Post to be re-advertised

Table 34: Vacant posts

ICCVs

Presently, there are 10 vacant ICCV positions out of a total of 225 funded positions, leading to a vacancy rate of 4.44%. In addition to these vacancies, there are 50 more positions that remain unfilled due to budget constraints within the Cost of Employment (CoE) budget. The following table shows the existing ICCV vacancy rates:

Filled posts	215/95,56%
Vacant posts	10/4,44%
Total number of ICCV posts	225

Table 35: ICCV post-establishment

Employment equity

The table provides information on the distribution of employees across different occupational categories based on gender and racial categories.

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)	16	7	-	-	19	3	1	1	47
Semi-skilled and discretionary decision-making (Level 3 – 6)	4	1	-	1	12	5	1	-	24
Unskilled and defined decision-making (Level 1 – 2)	1	-	-	-	-	-	-	-	1
Permanent	24	9	1	3	35	9	2	1	84
Non-permanent	1	-	-	1	10	2	1	-	15
ICCVs	71	9	-	-	117	17	1	-	215
Total	96	18	1	4	162	28	4	1	314

Table 36: Employment equity statistics

The table presents employment equity percentages, which also include employees with disabilities, within JICS based on gender and racial categories:

Black		Coloured		Indian		White		PWD	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
95	162	18	28	1	4	4	1	1	0
30,25%	51,52%	5,73%	8,29%	0,32%	1,27%	1,27%	0,32%	0,32%	-

Table 37: Employment equity percentages

Performance agreements

The annual assessments for the period from 1 April 2022 to 31 March 2023, are anticipated to be finalised and submitted by 31 July 2023.

Labour relations

Labour disputes and litigation

The grievance lodged by Ms. S on 25 January 2019, has been successfully resolved. The matter underwent a series of legal proceedings, starting with a hearing in the Cape Town Labour Court on 5 and 6 August 2021. Subsequent to this, written closing arguments were presented on 2 September 2021, followed by virtual oral arguments on 9 September 2021. The case reached its conclusion with final closing arguments on 16 March 2022. Ultimately, a judgment was received on 27 June 2023, resulting in the dismissal of Ms. S's application. No order concerning costs was issued.

A related dispute, referred to the GPSSBC by NEHAWU on behalf of Ms. M (ICCV), revolved around an alleged unfair dismissal. The arbitration for this matter was scheduled for 5 September 2022. Following the proceedings, the arbitrator ruled that the dismissal was both procedurally and substantively unjust, and awarded Ms. M a compensation of 12 months' salary. JICS is currently seeking a review of this award and has conducted consultations with legal counsel in relation to the case. The application for review was formally lodged in the Labour Court on 26 October 2022.

Financial disclosures

All members in the Senior Management Service (SMS), Middle Management Service (MMS), Assistant Directors, as well as Finance & Supply Chain Management officials are required to declare their financial interests within designated time-frames. The outlined dates for disclosure are applicable for the 2023/2024 financial year:

Designation	Date of disclosure	Total number of financials received/ submitted
SMS	1 – 30 April	4
MMS	1 June - 31 July 2023	5
Financial and SCM officials	1 June - 31 July 2023	6
Assistant Directors 9 &10	1 June - 31 July 2023	2

Table 38: SMS/MMS/Financial and SCM officials: Financial disclosures





PART D: FINANCE AND SCM

Budget for the 2023/2024 financial year

JICS obtains its operational budget on an annual basis from DCS, based on JICS's submission within the Medium-Term Expenditure Framework (MTEF) to DCS.

The graph below depicts the budget allocation for the 2023/2024 financial year:

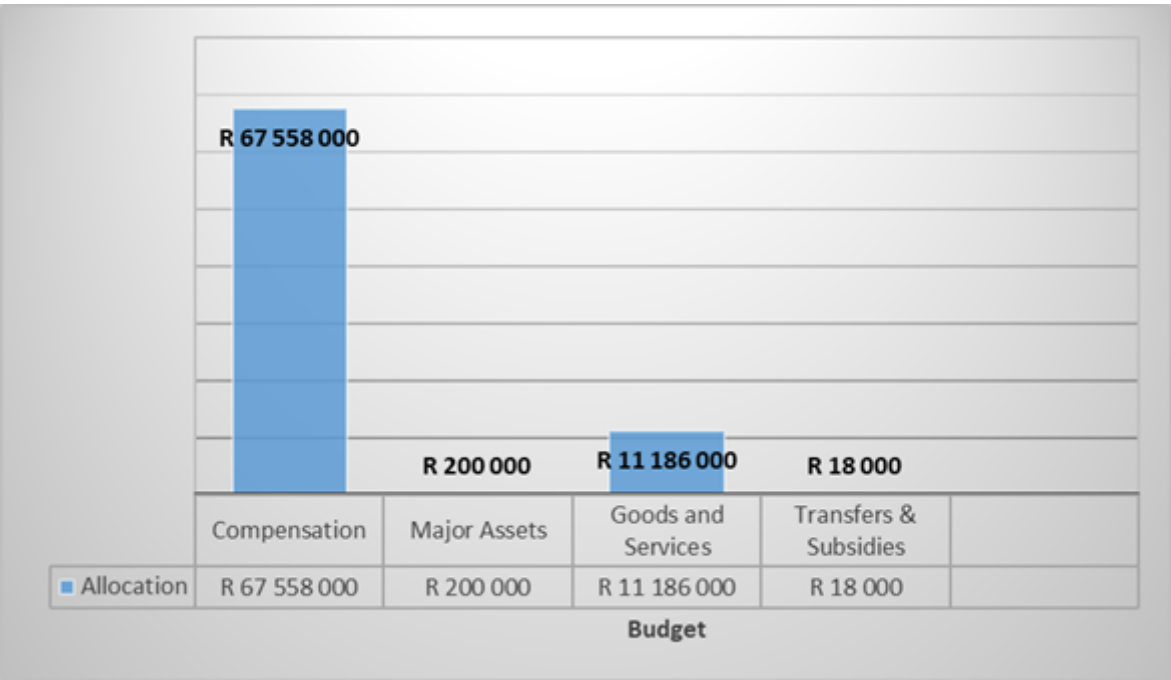


Figure 1: Budget allocation for the 2023/2024 financial year

Expenditure

As of 30 June 2023, the cumulative expenditure stands at 29.38%, exceeding the target expenditure of 25% by 4.38%. This overspending is primarily attributed to outstanding commitments totaling R2 357 051.75, which involve pending invoices from various service providers.

The current expenditure status is outlined below:

Expenditure excluding commitments	Expenditure including commitments	Commitments
R20 849 195.80	R23 200 247.55	R2 351 051.75

Table 39: Quarterly expenditure

Compensation of Employees

The overspending in employee compensation, which is at -1.6%, falls within the acceptable margins defined by the National Treasury. However, it's noteworthy that the cost-of-living adjustment (COLA) effective from 1 April 2023, has not yet been received from National Treasury/DCS.

Compensation of Employees	Ideal	Deviation
26.60%	25%	-1.6%

Table 40: Compensation of employees

Goods and services

The overspending in the standard items category is attributed to outstanding commitments totaling R2 129 619 24, representing outstanding invoices from service providers.

Goods and Services	Ideal	Deviation
43.96%	25%	-18.96%

Table 41: Goods and services

Transfers and subsidies

There were no expenses incurred during the reviewed period as there were no vehicles requiring licensing.

Transfers and Subsidies	Ideal	Deviation
	25%	-

Table 42: Transfers and subsidies

Capital Assets

The overspending in the standard items category is a result of outstanding commitments totaling R221 432.51, which primarily comprises of outstanding invoices from service providers.

Capital Assets	Ideal	Deviation
141.32%	25%	-116.32%

Table 43: Capital assets

Asset verification

The table below shows JICS's asset register as on 30 June 2023.

Asset Description	Reporting Date	Asset Register Balances
Major Closing	30.06.2023	R 14 823 699.62
Minor Closing	30.06.2023	R 2 551 862.63

Table 44: Assets register

Fleet/transport management

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

Management region/location	Total vehicles
Pretoria Head Office	3
Northern Management Region	5
Central Management Region	6
KZN Management Region	6
Eastern Cape Management Region	6
Western Cape Management Region	5
Total Fleet	31

Table 45: JICS fleet allocation per region

JICS concludes its disposal procedures through a dedicated disposal committee, although administrative processes are contingent upon DCS. The subsequent table details the vehicle slated for disposal owing to extensive mileage and/or irreparable damage.

Registration	Model/make	Kilometres	Status	Location
CA 566-933	2014 Toyota Quest	123 409	BER	CMR

Table 46: JICS vehicle to be disposed

Property and Facilities management

Current leases on property

The subsequent table outlines the accommodation arrangements for JICS offices, featuring four leases managed by DCS facilities, with one incurring no cost for JICS. JICS Head Office took occupation of its new premises in May 2023.

DPWI (Eastern Cape) is in the process of procuring alternative accommodations for the ECMR in East London. However, it's important to mention that the tender for this alternative accommodation needs to be re-advertised.

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	Approved till 31/07/2023 , thereafter on a month to month basis.	R 188 542.50
Central Management Region: 3rd floor, 62 Andrew Street, Bloemfontein	Lease	Approved, expiring on 31/05/2024 .	R 31 262.41
PTA – Head Office & NMR Eco-Origins, 349 Witch-hazel Street, Highveld Ext 79, Centurion	Lease	The lease agreement was approved on September 2022 for three years, but, only took occupation on 1 May 2023, expiring on 30/04/2026 .	R 246 241.16
KZN Management Region: 8th floor, 275 Anton Lembede Street, Durban	Lease	Expired on 31/12/2024	R 46 117.63

Table 47: JICS property lease agreements



PART E: INFORMATION TECHNOLOGY

Distribution of computers for ICCVs in correctional facilities

ICCVs currently lack access to computers in correctional facilities. JICS initiated a desktop roll-out project in October 2021 to provide ICCVs with the necessary tools. This initiative enables ICCVs to submit real-time reports online to regional offices for immediate action. Progress has been made, with 83 desktops installed across various correctional facilities nationwide. Presently, 34 computers are ready for installation, with 30 centres confirming available office space. Ultimately, a total of 113 computers will be distributed as part of this project.

Development and Integration of JICS MIS into DCS E-Corrections

The new DCS E-Corrections reporting system is undergoing implementation. This system significantly enhances DCS's reporting capabilities, particularly for mandatory reporting such as deaths, mechanical restraints, segregation, and the use of force. To date, 47 JICS officials have been integrated into the E-Corrections platform through the JICS domain. However, this system isn't yet operational across all correctional centres, potentially leading to DCS underreporting.

Development of the JICS website

JICS IT is actively engaging SITA-accredited service providers to develop the JICS website. The IT department is currently compiling specifications and requirements for the website. The project is set to be advertised for supplier bids in July 2023, pending fund availability and approval from the Director of Support Services.



PART F: MEDIA AND COMMUNICATIONS

This section of the report focuses on the media and communications activities undertaken by JICS during the first quarter of the 2023/2024 performance year. JICS has been engaged in diverse media endeavors, including media releases/alerts, responses to requests, and addressing red flags reported by ICCVs concerning incidents at correctional centres.

JICS maintains internal communication through multiple channels such as emails and WhatsApp groups. Communication products, including social media graphics, videos, and e-desktops, are utilised to ensure engagement with the target audience. The provided figure illustrates JICS's media engagement and internal communication activities.

The section also includes details about reports and publications, correspondence from the Office of the IJ, and Twitter analytics.

Media

JICS has actively participated in various media activities during this quarter of the 2023/2024 performance year. These include media releases/alerts, responses to media requests, and addressing matters raised by the media.

Noteworthy topics include:

- Thabo Bester
- Portfolio Committee on Thabo Bester
- Prison Escapes
- Private Prisons
- G4S
- Mangaung Correctional Centre
- Inmates with cell phones in correctional centres
- Educational programmes for female inmates

Red Flags

JICS has responded to red flags reported by ICCVs, detailing incidents that occurred at correctional centres. Some of these incidents involve matters such as holes in fences, attempted suicides, inmates burning cells due to transfer requests, assaults, and inmate deaths.

Red Flags: Reported to JICS Communications

- Pollsmoor CC: Hole in fence
- Douglass CC: Attempted suicide
- Zeerust CC: Inmates burning cells due to transfer requests
- Goodwood CC: Assault | officials on inmates
- Kimberly CC: Inmate death

Internal Communication

JICS maintains a robust internal communication system, utilising various communication tools such as social media graphic messages, videos, and e-deskdrops. This multi-pronged approach aims to keep the target audience informed and engaged. JICS employs designated email addresses and WhatsApp groups to ensure real-time and inclusive communication across the organisation.

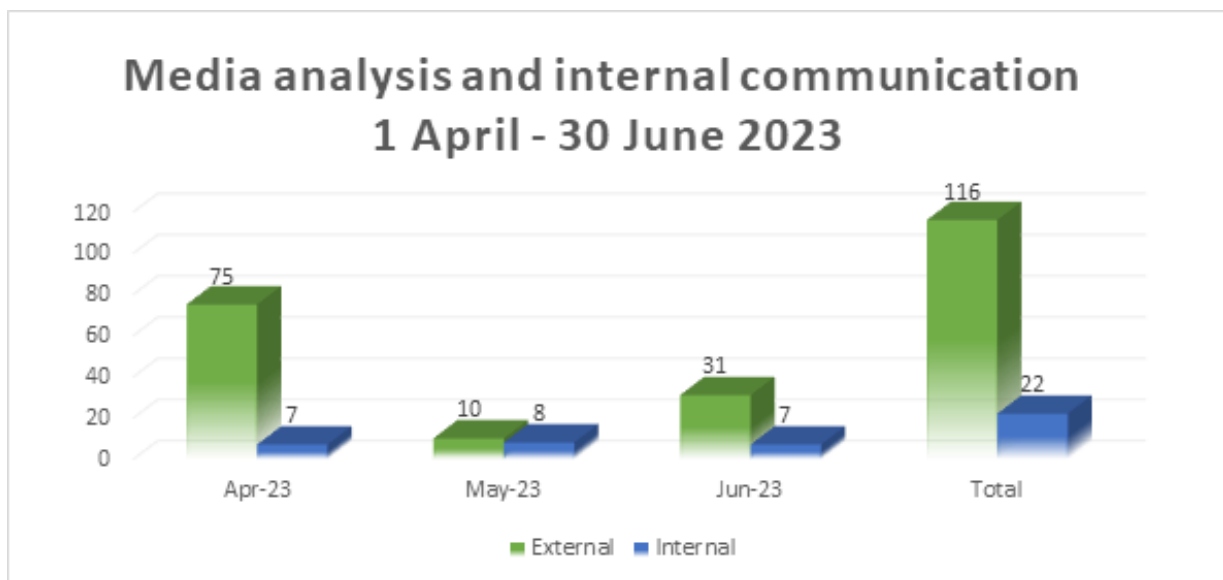


Figure 2: JICS media analysis and internal communications

The figure above illustrates media engagement and internal communication.

Matters reported

Reports and publications and correspondence

JICS has been actively involved in compiling and disseminating various reports, publications, and correspondence. This includes:

- Receiving DCS statistics for the JICS Annual Report
- Compiling and editing the annual report
- Providing updated JICS information for the National Government Handbook 2023
- Releasing the Quarterly Report to stakeholders
- Issuing unannounced inspection reports for various correctional centres
- Sharing letters and memos from the office of the IJ, covering a range of topics and matters as seen below.

Letters/memos from the office of the IJ

- Updated JICS Bill cabinet memo and annexures
- Additional information on Thabo Bester to PC
- Incorporation of JICS comments into solitary confinement SOPs to NC
- Comments on DCS draft Parole Position Paper
- Joint JICS-NCCS memo on parole board vacancies
- Joint JICS-NCCS memo on lifer parole
- Response to G4S request for further information on 24 April 2023
- Transfer of whistle-blower – Mangaung CC
- Updated JICS Bill cabinet memo and annexures
- Updated JICS government component cabinet memo and annexures
- Judge Mashile regarding parole meeting with Minister
- Letter to PC regarding JICS final report on T Bester
- Minister regarding JICS relocation
- DJP Sutherland regarding the inspection of Johannesburg Remand Detention by Judges of the Gauteng HC
- SAPS in KZN
- Public Protector re Bester investigation
- ICCV letter of appreciation
- DM regarding JICS budget
- NC regarding JICS budget
- NC regarding unsatisfactory correctional centres with structural defects
- Draft NPM memorandum of agreement
- Area Commissioner regarding Durban Westville Correctional Centre donation
- Letter to DM regarding JICS budget
- Letter to NC regarding JICS budget
- Unannounced inspection report on Durban Medium B
- Letter to NC re unsatisfactory correctional centres with structural defects
- Letter of reminder and agenda for Gauteng High Court Judges' meeting
- DG of the Department of Health re undertaking to furnish JICS their report on incarcerated state patients
- JICS-DCS bilateral meeting

The office of the IJ's complaints register

- Enquiries are made regularly to finalise any overdue cases.
- The Complaints Unit and the Office of the IJ 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 incorporated into the matrix. Most regions are complying with the feedback on the matrix, however, this can be improved upon.

Branding

The procurement process is completed for the supplier to produce the Annual Report and sundry items. The procurement process for the signage and wayfinding commenced, however, due to a lack of response from suppliers a third round has been initiated and awaiting supplier quotations.

Twitter and analytics

JICS's Twitter account, launched on 1 March 2022, serves as a platform for providing information rather than engagement. Twitter analytics reveal positive growth trends in terms of tweets, impressions, profile visits, mentions, and new followers.

Directorates actively encourage staff to regularly contribute JICS-related content to Twitter, which is instrumental in expanding the organization's social media footprint. It's worth highlighting the encouraging progress in the growth of the Twitter account, considering its primary emphasis is on disseminating informative content rather than fostering interactive engagement.

Description	April 2023	May 2023	June 2023
Tweets	10	6	12
Tweet impressions	8 813	3 064	3 418
Profile visits	5 602	503	1 069
Mentions	98	24	15
New followers	175	42	8
Total	688	730	738

Table 48: Twitter analytics

Campaigns

JICS has been engaged in two notable campaigns:

The Book Project: Book donations have been distributed to regions, particularly during June (Youth Month), benefiting correctional centres and high schools.

Women in Incarceration (Wil): Generous donations from Group One Advocates, members of the public, JICS staff, and other organizations have supported this campaign, involving collaboration with municipalities, Legal Aid, and non-profit organizations.

The efforts undertaken in media and communications contribute to the transparency, engagement, and effectiveness of JICS's operations during the specified period.

