

JUDICIAL INSPECTORATE FOR
CORRECTIONAL SERVICES

SECOND QUARTERLY PERFORMANCE REPORT

1 July – 30 September 2023



JICS

Judicial Inspectorate for
Correctional Services

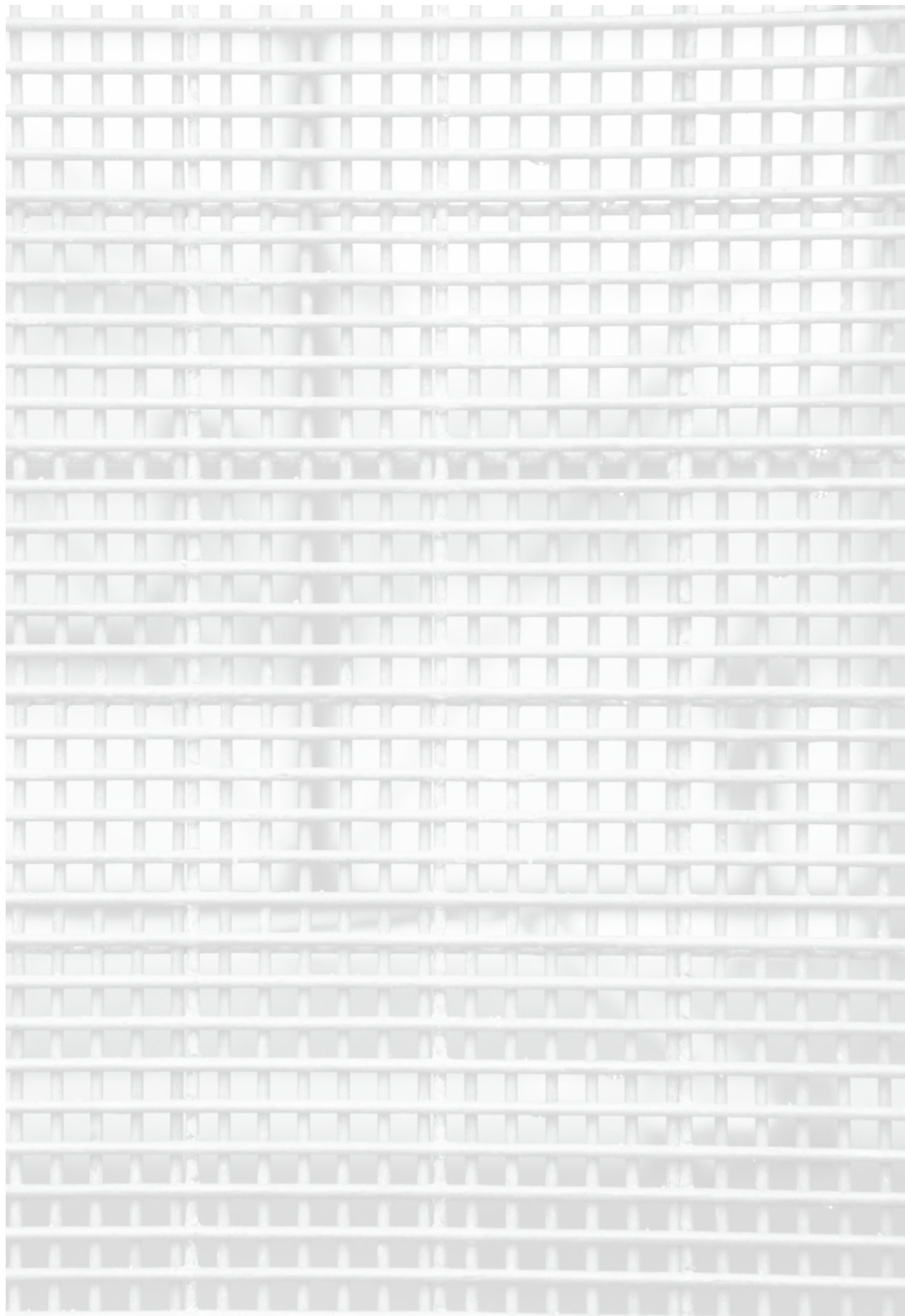


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LIST OF ABBREVIATIONS

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
PCN	Public 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 extend my heartfelt gratitude to the Inspecting Judge (IJ) for his unwavering commitment to ensuring the effective execution of JICS' statutory supervisory responsibilities. My appreciation also extends to the senior management and all dedicated employees of JICS for their support and tireless efforts. This report offers a comprehensive overview of the performance outcomes for the second quarter of the performance year 2023/2024, encompassing the period from 1 July to 30 September 2023.

Despite encountering resource constraints, JICS effectively and efficiently conducted all scheduled inspections, yielding commendable results. The highlights of this quarter's achievements are as follows:

A total of 37 inspections were conducted, resulting in assessments of 31 correctional centres as satisfactory, three as good, and three as unsatisfactory.

Additionally, eight unannounced inspections, including the Abahloli project and IJ thematic inspections, were undertaken, leading to assessments of four correctional centres as satisfactory, one as good, and three as unsatisfactory.

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 successfully concluded eleven investigations.

The JICS Complaints Unit (CU) received a total of 178 complaints during this period, covering various issues, notably incidents of inmate-on-inmate (59) and official-on-inmate assaults (30), as well as sexual assaults (13).

While the implementation of the electronic reporting system is in progress, DCS's 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, remains an ongoing concern.

Key figures in this regard are as follows:

- **Unnatural deaths:** Of the 39 unnatural deaths, 28 were classified as unknown causes, and five were identified as suicides by hanging.
- **Natural deaths:** A total of 137 natural deaths were recorded.
- **Segregations:** The quarter documented 1 321 segregation cases, with one appeal successfully concluded.
- **Mechanical restraints:** Seven cases involving mechanical restraints were reported, none of which were subject to a request for review.
- **Use of force:** A total of 122 incidents involving the use of force were documented.

The total inmate population has been reported as 148 189, inclusive of 54 932 remand detainees and 62 infants. This data demonstrates a reduction from the previous quarter, with the inmate population declining from 151 762 to 148 189, and the number of infants decreasing from 76 to 62, marking an 18.4% reduction in infants and a 2.4% decrease in the overall inmate population. Within this population, non-nationals accounted for more than 12.3% of the total inmate population, with a recorded 18 168 non-national inmates incarcerated across South African correctional centres. Additionally, 152 declared state patients were detained in South African correctional facilities.

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



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



Performance information

Inspections

JICS successfully completed inspections at 37 correctional facilities as per the approved JICS National Inspection Plan. These inspections were meticulously scheduled and executed.

In the same period, a total of 37 inspection reports were duly received and assessed. Additionally, two inspection reports, pending from the first quarter, were also received, and evaluated.

To expand the scope of JICS inspections, the Abahloli project was initiated in 2021. Unfortunately, the project faced a temporary suspension during the second quarter due to financial constraints and a shortage of available managers. Despite this setback, four inspections initially planned for the first quarter were seamlessly transitioned to the second quarter.

During this quarter, JICS effectively and efficiently conducted eight unannounced inspections, which included thematic inspections facilitated by the IJ, demonstrating JICS's commitment to maintaining comprehensive oversight of the correctional centres.

Announced inspections scheduled

The table below details the centres inspected per JICS regions and the rating for each centre.

No	Correctional facility	Region	Date inspection conducted	Rating (Good/Satisfactory/Unsatisfactory)
1.	Engcobo <i>(carried over from quarter 1)</i>	ECMR	13/6/2023	Satisfactory
2.	Barkley East <i>(carried over from quarter 1)</i>	ECMR	14/6/2023	Unsatisfactory
3.	Wepener	CMR	12/7/2023	Satisfactory
4.	Mangaung	CMR	13 -14/7/2023	Satisfactory
5.	Bethal	NMR	11/7/2023	Satisfactory
6.	Belfast	NMR	12/7/2023	Satisfactory
7.	Witbank	NMR	13/7/2023	Satisfactory
8.	Nkandla	KZNMNR	11/7/2023	Satisfactory
9.	Pomeroy	KZNMNR	12/7/2023	Satisfactory
10.	Knysna	WCMR	11/7/2023	Good
11.	George	WCMR	12/7/2023	Good
12.	Mosselbay	WCMR	13/7/2023	Satisfactory
13.	Stutterheim	ECMR	31/7/2023	Satisfactory
14.	East London Medium A (Maximum)	ECMR	27/7/2023	Unsatisfactory
15.	De Aar	CMR	11/8/2023	Satisfactory
16.	Colesburg	CMR	10/8/2023	Satisfactory
17.	Barberton Medium A	NMR	15/8/2023	Good
18.	Barberton Medium B	NMR	16/8/2023	Satisfactory
19.	Barberton Maximum	NMR	17/8/2023	Satisfactory
20.	Nelspruit	NMR	18/8/2023	Satisfactory
21.	Kokstad Medium B	KZNMNR	15/8/2023	Satisfactory
22.	Ebongweni Super Max	KZNMNR	16/8/2023	Satisfactory
23.	Malmesbury Medium B	WCMR	15/8/2023	Satisfactory
24.	Riebeeck West	WCMR	16/8/2023	Satisfactory
25.	Fort Beaufort	ECMR	17/8/2023	Satisfactory
26.	Grahamstown	ECMR	16/8/2023	Satisfactory
27.	Bizzah Makhate Medium B	CMR	13/9/2023	Satisfactory
28.	Bizzah Makhate Medium C	CMR	14/9/2023	Satisfactory

29.	Kgosi Mampuru II Local	NMR	26/9/2023	Satisfactory
30.	Kgosi Mampuru II C-Max	NMR	13/9/2023	Satisfactory
31.	Zonderwater Medium B	NMR	14/9/2023	Satisfactory
32.	uMzimkhulu	KZMR	12/9/2023	Unsatisfactory
33.	Ixopo	KZNMNR	13/9/2023	Satisfactory
34.	Pietermaritzburg Medium B	KZNMNR	14/9/2023	Satisfactory
35.	Oudtshoorn Medium A	WCMR	22/9/2023	Good
36.	Oudtshoorn Medium B	WCMR	21/9/2023	Satisfactory
37.	Elliotdale	ECMR	12/9/2023	Unsatisfactory
38.	Nqgeleni	ECMR	13/9/2023	Satisfactory
39.	Mnqanduli	ECMR	14/9/2023	Satisfactory

Table 1: Announced inspections

Inspection ratings

Facilities inspected undergo evaluation based on a standardised set of criteria, resulting in ratings of “Good,” “Satisfactory,” or “Unsatisfactory.” This evaluation is conducted systematically using an approved inspection tool, ensuring consistency and reliability across all assessments.

The inspection process focuses on a predetermined set of criteria applied uniformly to both announced and unannounced inspections.

A “**Good**” rating indicates that the facility requires minimal to no improvements and demonstrates efficient management overseen by the Head of the Correctional Centre (HCC).

A rating of “**Satisfactory**” implies that the facility exhibits areas for improvement highlighted in the inspection report, although overall management by the HCC is acceptable.

On the other hand, a rating of “**Unsatisfactory**” signifies significant deficiencies across most, if not all, evaluated aspects during the inspection. Facilities with this rating necessitate substantial improvements, indicating substandard management practices within the facility.

Ratings of correctional facilities inspected

The ratings of correctional facilities were as follows:

Good	Satisfactory	Unsatisfactory	Total
4	31	4	39

Table 2: Ratings of correctional facilities

Centres rated “Good”

Details and reasons for the rating are provided below.

Knysna (WCMR): Despite severe overcrowding, the Knysna CC has maintained a commendable physical condition. The cells, ablution facilities, kitchen, and medical facility are kept clean and hygienic. Inmates receive regular access to medical professionals, including nurses and a sessional doctor. The centre offers a range of rehabilitation and educational programs, ensuring holistic prisoner development. Furthermore, the visitation areas are well-maintained, providing ample space for effective family contact.

George (WCMR): Despite facing severe overcrowding, the George centre is well-maintained. Similar to Knysna, the cells, ablution facilities, kitchen, and medical facility are consistently kept clean and hygienic. Inmates have access to medical professionals, including nurses and a recently appointed sessional doctor. The centre provides various rehabilitation and educational programs for inmates. The visitation areas are also effectively managed, offering adequate space for family interactions.

Barberton Medium A (NMR): This CC has been rated as “Good” due to its well-maintained condition and the absence of overcrowding. The cells, ablution facilities, kitchen, and medical facility are consistently clean and hygienic. Inmates have access to nursing care, although educational programs are not provided as it is a pre-release facility. The contact visit area is spacious and well-maintained, facilitating effective family contact, although there is no provision for non-contact visits.

Oudtshoorn Medium A (WCMR): Despite facing severe overcrowding, the centre has been rated as “Good”. Similar to other centres, the cells, ablution facilities, kitchen, and medical facility are maintained in a clean and hygienic condition. Inmates have access to medical professionals, including a sessional doctor shared with George Correctional Centre. The centre offers a variety of rehabilitation, education, and other programs for inmate development. Additionally, the visitation areas are well-maintained, allowing for effective family contact.

Overall, the “Good” rating of these correctional centres reflects centre management’s consistent efforts to maintain hygiene, provide access to healthcare, and offer programs for the holistic development of inmates despite challenges, such as overcrowding in some instances.

Centres rated “Unsatisfactory”

Barclay East (ECMR): This centre is marked as “Unsatisfactory” due to significant structural issues and poor maintenance. Broken windows, dysfunctional ablution systems, unhygienic conditions, and a dilapidated kitchen are major concerns. The lack of a compliance certificate from the Department of Health (DoH) and inefficiency in addressing inmate complaints further contribute to its poor rating.

East London Maximum (ECMR): The centre is severely overcrowded and urgently requires renovation. Dilapidated cells, dysfunctional ablution facilities, and an unhygienic medical facility are major issues. Insufficient lighting and a kitchen lacking DoH compliance worsen the situation, emphasizing the urgent need for improvements.

Elliotdale (ECMR): This centre has consistently received an “Unsatisfactory” rating over the past five years, demanding extensive renovation or reconstruction. Dysfunctional ablution facilities, dirty and unsuitable cells, and unfulfilled promises of renovation by the Department of Correctional Services (DCS) characterize the dire condition of the centre. It remains one of the most dilapidated centres in the country.

Umzimkhulu (KZNM): Despite partial renovations, Umzimkhulu is still marked as “Unsatisfactory” due to incomplete renovation work. The centre’s incomplete security fence, unfinished arsenal, and lack of necessary facilities such as glass partitions in the non-contact visit area reflect the incomplete and abandoned state of the project.

These unsatisfactory ratings highlight structural deficiencies, unhygienic conditions, and overall inadequate management, emphasizing the urgent need for comprehensive renovations and improvements in these facilities. Immediate attention and action are necessary to address persistent issues within these correctional centres.

Unannounced inspections - Abahloli project and inspections by IJ

Abahloli project

Four unannounced inspections were carried over from the previous quarter and conducted during the second quarter. Reports from these inspections were received and rated accordingly.

No	JICS management team	Correctional facility	Province	Report received (Y/N)	Rating (Good / Satisfactory / Unsatisfactory)
1.	Team 1	Harrismith	Free State	Y	Satisfactory
		Frankfort		Y	Unsatisfactory
2.	Team 2	Potchefstroom	North-West	Y	Satisfactory
		Klerksdorp		Y	Satisfactory

Table 3: Unannounced inspections

Unannounced inspections by the IJ and JICS senior managers

The Inspecting Judge and senior manager's conducted four unannounced thematic inspections. The schedule beneath depicts the reports received and the ratings in each instance. The reports were brought to the attention of the National Commissioner respectively.

No	Correctional facility	Province	Rating
1.	Ekuseni Youth	KZN	Satisfactory
2.	Vryheid	KZN	Unsatisfactory
3.	St Albans Maximum	ECMR	Unsatisfactory
4.	Port Elizabeth	ECMR	Good

Table 4: Unannounced inspections by the IJ and JICS senior managers

Ratings of all unannounced inspection reports received

The ratings of the correctional facilities were as follows:

Good	Satisfactory	Unsatisfactory	Total
1	4	3	8

Centre rated "Good"

Port Elizabeth (ECMR): The Port Elizabeth CC received a "Good" rating during JICS' unannounced inspections. The centre was notably clean and well-maintained. Despite some reported sub-standard work by the contractor, the recent renovations have contributed to its overall good condition. The functional CCTV system and remote-operated gates enhance the centre's security measures. With the accommodation of both male and female inmates, the centre maintains a staff of nine nurses. While the cells accommodating youth remandees were found to be untidy, all other cells visited were well-kept and maintained by the inmates. Notably, the officials' accommodation is dilapidated and has been vandalized by criminal elements from the surrounding community, leading to security concerns and attempts to smuggle contraband over the centre's fence. Despite these challenges, the overall cleanliness and functionality of the centre contributed to its "Good" rating during the inspections.

Centres rated "Unsatisfactory"

The following centres were rated "Unsatisfactory" during unannounced inspections for the quarter. Detailed reasons for the rating are as follows:

Frankfort (CMR): The centre faced issues of overcrowding and severe dilapidation. Broken windows and doors, dysfunctional ablution systems, lack of running water, and overall unhygienic conditions posed significant challenges. Additionally, the leaking roof and walls during rainfall exacerbated the already dire situation. The absence of proper visiting facilities further contributed to the centre's poor rating.

Vryheid (KZNMR): The Vryheid centre urgently requires renovations due to its dilapidated state. Leaking taps, unsanitary toilets, and inadequate water supply for flushing are prominent concerns. The inadequate perimeter fence allows for the unauthorized entry of drugs and contraband, leading to restricted exercise for inmates. This situation poses a significant challenge to the overall management of the centre.

St Albans Maximum (ECMR): St Albans faced challenges of overcrowding and dilapidated cells with broken windowpanes. Unhygienic ablution facilities with leaking taps and urinals further compounded the issues. An extended lockdown due to violent incidents resulted in unsanitary conditions within the cells, causing displeasure among inmates. The direct intervention of the Inspecting Judge with higher authorities, including the Minister, highlighted and helped to mitigate the severity of the situation.

The direct intervention of the Inspecting Judge with higher authorities signifies the critical nature of these issues and emphasizes the need for immediate attention and comprehensive reforms within these correctional centres.

Inspections: Overview/Findings/Recommendations/Critical interventions

See the unannounced inspection at St Albans above.

Inspections by external Judges/Magistrates

No reports were received.

Investigations

A total of 13 investigations were mandated and conducted, involving physical visits to correctional facilities. Most of these investigations (six) were conducted in JICS's Northern Management Region (NMR).¹

Investigations, due to their complexity, typically take around three months to complete, and in some extreme and intricate cases, the duration may be significantly longer. Challenges such as delays in receiving Medico-Legal documents, uncooperative DCS officials, and the transfer of witnesses to other centres after the incident contribute to the extended timeline.

The investigations in the quarter covered several topics, including 11 cases of unnatural inmate deaths (such as suicides, overdoses, arson, and assaults), one case involving a complaint of sexual assault and corruption by DCS officials, and one complaint related to the lack of service delivery at Mangaung PPP Correctional Centre.

The table below reflects the total number of investigations mandated during the quarter.

No	Date of mandate	Investigation topic	Correctional facility	JICS region
1.	25/7/2023	Complaints relating to lack of service delivery at Mangaung PPP.	Mangaung PPP	CMR
2.	25/7/2023	Unnatural death of an inmate.	Pollsmoor Med A	WCMR
3.	25/7/2023	Unnatural death of an inmate.	Losperfontein	NMR
4.	10/8/2023	Arson and death of an inmate at Kutama Sinthumule.	Kutama Sinthumule	NMR
5.	21/8/2023	Unnatural death of an inmate.	Boksburg	NMR
6.	22/8/2023	Unnatural death of an inmate.	Mangaung	CMR
7.	28/8/2023	Unnatural death of an inmate.	Boksburg	NMR
8.	29/8/2023	Unnatural death of an inmate.	East London Max	ECMR
9	6/9/2023	Unnatural death of an inmate.	Goedemoed	CMR
10	7/9/2023	Unnatural death of an inmate.	Durban Med A	KZNMR
11	15/9/2023	Unnatural death of an inmate.	Kgosi Mampuru Central	NMR
12	15/9/2023	Allegation of sexual assault of inmates and corruption by a fellow inmate.	Pollsmoor Med B	WCMR
13	29/9/2023	Unnatural death of an inmate.	Krugersdorp	NMR

Table 5: Investigations mandated

¹. Gauteng, Limpopo and Mpumalanga

Outstanding investigation reports – previous cycles

The table below represents the five investigations carried over from the previous reporting cycles, for which final reports have not been received to date. All outstanding requirements that prevent the finalisation of the reports are being periodically followed up. In some cases, preliminary reports have been received.

2022/2023 performance cycle

No	Mandate	Correctional facility	Region	Incident/comments
1.	18/5/2022	St Albans	ECMR	Investigation ongoing: In an investigation where DCS officials, the victims of stabbings by inmates, have been reluctant to engage with the JICS investigator, the report is now being finalised without the statements of the DCS officials.
2.	8/12/2022	St Albans CC	ECMR	Investigation ongoing: Follow-ups are currently underway to obtain outstanding information from stakeholders, DCS and SAPS.
3.	9/1/2023	Boksburg	NMR	Investigation ongoing. Preliminary report received. Challenges with the identification of ERT officials who conducted the search hampers the investigation.
4.	19/1/2023	Belfast	NMR	Mandate re-issued on 29 May 2023. There was uncertainty at first on whether the death of the inmate was classified as "Unnatural" or "Natural"
5.	1/3/2023	Middleburg (MP)	NMR	The investigation is completed. The investigation report is in the process of being finalised.

Table 6: Outstanding Investigation reports

Finalised investigations

The table beneath depicts the six investigations completed.

No	Date	Correctional facility	Region	Comments
1.	12/6/2023	Kgosi Mampuru II Central	NMR	Assault of an inmate by EST officials.
2.	1/6/2023	Newcastle	KZN	Allegation of assault of an inmate by DCS officials.
3.	18/5/2023	Kimberley	CMR	Asphyxia (consequence of strangulation).
4.	12/6/2023	Qalakabusha	KZNM	Unnatural death due to suicide -hanging.
5.	25/9/2019	Pollsmoor Medium A	WCMR	Assault: inmates-on-inmates.
6.	19/1/2023	Johannesburg Medium B	NMR	Homicide: officials-on-inmate.

Table 7: Investigations finalised

Complaints

Complaints received per category totalled 178. Among these, assaults inmate-on-inmate constituted the predominant category with 59 complaints, followed by 30 complaints of assaults official-on-inmate and 13 complaints of sexual assaults. Additionally, JICS received two complaints of attempted suicide, one corruption matter, and one case of self-harm. In the newly added category of inmate-on-official assault, JICS received two reports.

Categories	Internal	External	Total
Appeal	0	0	0
Assault (inmate-on-inmate)	53	6	59
Assault (official-on-inmate)	22	8	30
Assault (sexual)	9	4	13
Assault (inmate-on-official)	2	0	2

Attempted suicide	1	1	2
Bail	0	0	0
Communication with family	1	0	1
Conditions	3	1	4
Confiscation of possession	2	0	2
Conversion of sentence	0	0	0
Corruption	1	0	1
Food	1	0	1
Healthcare	5	0	5
Hunger strike	3	2	5
Inhumane treatment	0	0	0
Legal representation	0	0	0
Medical release	0	0	0
Parole	16	1	17
Re-classification	1	0	1
Rehabilitation programmes	4	1	5
Remission	0	0	0
Self-harm	1	0	1
Torture	0	0	0
Transfers	15	2	17
Other	10	2	12
Total	150	28	178

Table 8: Complaints received per category

Total number of complaints referred to DMR

The Complaints Unit referred 63 complaints to DMR. Complaints concerning transfers, parole, and healthcare were referred to DMR, as it is believed that ICCVs will be able to address them more effectively at the coalface.

DMR manages these complaints and provides feedback to the Complaints Unit regarding the progress made in resolving each complaint.

Complaints referred to DMR.

CMR: 18
 ECMR: 1
 WCNR: 4
 KZNMR: 12
 NMR: 28
 Total: 63

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

To monitor the treatment of LGBTQIA+ individuals in correctional centers, JICS includes reports on complaints received from vulnerable groups. During this period, JICS did not receive any complaints relating to LGBTQIA+ issues.

Finalised matters

The Complaints Unit received 12 investigation reports and concluded seven cases. No matters were closed due to pending issues, outstanding DCS investigation reports, inmate released from custody, or insufficient details provided by the complainants to proceed with the complaints.

Mandatory reporting

Unnatural deaths reported

A total of 39 “unnatural deaths” were reported by DCS as per section 15 of the Correctional Services Act (CSA). Among these, the majority (28) were classified as “unnatural other,” while five were classified as suicide by hanging.

All cases categorised as “unnatural other” were thoroughly examined and scrutinised by ICCVs. Additionally, copies of post-mortem and other medico-legal documents were requested from DCS. JICS reserves the right to formally investigate these matters upon receipt of these documents.

JICS investigates all unnatural deaths, except for some cases categorised as “unnatural other” in instances where no violence or foul play is suspected. The table below shows the categories of the “unnatural deaths” reported:

Category	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Alleged overdose	0	0	1	0	0	0	1
Assault: inmate-on-inmate	1	0	0	0	0	0	1
Hypoglycaemia coma due to high dose of insulin	0	1	0	0	0	0	1
Medication overdose	0	0	0	0	0	1	1
Not inconsistent with death by choking	1	0	0	0	0	0	1
Suicide (jumped from DSO workstation)	0	1	0	0	0	0	1
Suicide by hanging	1	0	2	1	1	0	5
Unnatural others	1	2	12	2	5	6	28
Total	4	4	15	3	6	7	39

Table 9: Unnatural deaths

Natural deaths reported

DCS reported a total of 137 deaths from “Natural Causes”. The category “Natural Causes Other” recorded the highest number of deaths with 50 cases. Among the regions, Gauteng reported the highest number of deaths with 46 cases, while the KZN region recorded the lowest with 13 natural deaths.

JICS’s ICCVs verify the deaths reported by DCS through a Record of Confirmation (ROC), with the regions having 60 days to submit these documents. Furthermore, JICS obtains and reviews copies of death certificates, post-mortem reports, and other relevant documents. If deemed necessary, JICS’s investigation unit is tasked with conducting an official investigation.

The table below presents all the natural deaths reported by DCS, including the cause of death as indicated in the medico-legal documents received from DCS for each case.

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Acute liver failure, Aids, drug-induced liver injury	0	0	0	1	0	0	1
Acute myocardial infarction	0	0	0	0	0	1	1
Acute respiratory failure	0	1	0	0	0	0	1
Aspiration (persistent vomiting)	1	0	0	0	0	0	1

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Asthma	0	0	0	0	0	1	1
Body pains	0	0	0	0	1	0	1
Body weakness	0	0	0	0	1	0	1
Brain aneurysm	0	0	1	0	0	0	1
CA oesophagus	2	0	0	0	0	0	2
Cancer	0	1	0	0	0	0	1
Cancer stage four	1	0	0	0	0	0	1
Cardiac arrest	0	1	0	0	0	0	1
Cardiopulmonary arrest	0	0	0	1	0	0	1
Cardiovascular accident	0	1	0	0	0	0	1
Chest pains and breathing problems	0	0	0	0	1	0	1
Chronic gastroenteritis	0	0	1	0	0	0	1
Chronic kidney disease	0	0	0	0	0	1	1
Chronic obstructive pulmonary disease	0	1	0	0	0	0	1
Current complications following acute myocardial infarction	0	0	0	0	0	1	1
Depression	0	0	0	0	1	0	1
Disorder of prostate	0	0	0	0	1	0	1
Disseminated TB	0	0	1	1	0	0	2
Epileptic	0	0	1	0	0	0	1
Essential hypertension	0	0	0	0	0	1	1
Heart Failure	1	0	0	0	0	0	1
Heart failure, renal failure, retroviral reactive	0	0	0	0	1	0	1
HIV + TB	0	0	1	0	0	0	1
Hodgkin's lymphoma	0	0	1	0	0	0	1
Hypoglycaemic shock	0	0	0	0	1	0	1
Hypoxia bronchitis	0	0	1	0	0	0	1
Hypoxia underlying cause of lung carcinoma	0	1	0	0	0	0	1
Hypoxic pneumonia, lung pleural effusion, lung collapse, retroviral disease	0	0	0	1	0	0	1
Immunocompromised	0	0	1	0	0	0	1
Intracranial haemorrhage	0	1	0	0	0	0	1
Liver cancer	0	0	1	0	0	0	1
Liver failure	0	0	1	0	0	0	1
Lower respiratory tract Infection	0	0	0	0	1	0	1
Lower respiratory tract infection. PTB. Abdominal TB	0	0	1	0	0	0	1
Lung carcinoma	0	1	0	0	0	0	1
Lymphoma (pulmonary tuberculosis)	0	0	1	0	0	0	1
Massive CVA	0	0	1	0	0	0	1
Massive CVA/HPT	0	0	0	0	0	1	1
Meningitis	0	0	0	1	2	0	3
Meningitis TB and retroviral disease	0	0	0	0	1	0	1
Miliary TB + chicken pox	0	0	1	0	0	0	1
Multiple lobar pneumonia and pulmonary tuberculosis	0	0	1	0	0	0	1
Multiple myeloma	0	1	0	0	0	0	1
Multiple organ failure	1	0	0	0	0	0	1
Myocardial infection	0	0	1	0	0	0	1

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Myocardial infection and cardiac arrest	0	0	0	0	1	0	1
Natural causes	7	6	17	4	8	8	50
Oesophageal candidiasis plus wasting syndrome	0	0	0	0	1	0	1
Pneumonia	1	0	1	0	1	0	3
Portal vein thrombosis	0	1	0	0	0	0	1
PTB/HIV/pneumocystis pneumonia	0	0	1	0	0	0	1
Pulmonary tuberculosis	0	0	0	0	3	0	3
Renal dysfunction disseminated TB	0	0	1	0	0	0	1
Renal dysfunction Retro-viral disease Stage four	0	1	0	0	0	0	1
Renal failure	0	1	2	0	0	0	3
Respiratory failure	0	1		0	0	0	1
RVD	0	0	0	0	1	0	1
Seizures	0	0	0	1	0	0	1
Septicaemia	0	0	1	0	0	0	1
Severe hypertension and glomerular nephritis	0	0	1	0	0	0	1
Severe renal failure	0	0	1	0	0	0	1
Sigmoid volvulus post laparotomy	0	1	0	0	0	0	1
Sigmoid volvulus	0	0	1	0		0	1
Small bowel obstruction	0	0	0	1	0	0	1
Status epilepticus	1	0	0	0	0	0	1
Streptococcus pneumonia	0	0	1	0	0	0	1
Sudden heart attack	0	1	0	0	0	0	1
Superior mediastinal mass likely malignant	0	0	0	1	0	0	1
TB	0	0	0	0	1	1	2
TB meningitis	0	0	0	1	0	0	1
TB meningitis, pneumonia	0	0	1	0	0	0	1
The inmate was a well-known antiretroviral treatment patient	0	0	1	0	0	0	1
The inmate was admitted to prison with spinal cord injuries	0	0	1	0	0	0	1
Total	15	21	46	13	27	15	137

Table 10: Natural deaths

Segregation reports

A total of 1 321 segregations were reported, with the highest number falling under section 30(1) (d), totalling 342, and the lowest number reported under section 30(1) (e), with only four reports. The Free State/Northern Cape (FS/NC) region reported the highest number of segregations, totalling 407, while the KZN region had the lowest reports, with 23 segregations.

DCS is currently in the process of implementing its electronic reporting system, leading to ongoing challenges in complying with mandatory reporting to JICS. Due to the manual reporting in some centres, the accuracy of reports received by JICS from DCS cannot be completely verified.

The table below provides a detailed overview of all segregation reports received from DCS.

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
S30(1)(a) request of inmate	14	103	16	0	61	73	267
S30(1)(b) restriction of amenities	6	85	163	10	17	40	321

S30(1)(c) prescribed by the medical officer	38	134	8	0	36	105	321
S30(1)(d) violence or being threatened with violence	12	64	114	13	25	114	342
S30(1)(e) recaptured after escape	3	0	1	0	0	0	4
S30(1)(f) request of the police	1	21	2	0	34	8	66
Total	74	407	304	23	173	340	1321

Table 11: Reports on segregation

Segregation appeals

JICS received and resolved one appeal against segregation in terms of section 30 (7) of the CSA. Section 30 of the CSA provides for permissible instances of segregation and allows inmates subjected to segregation to appeal the decision. Subsection (7) stipulates 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.”

Details of the appeal are shown in the table below.

Correctional facility	Description of complaint /request	Findings and recommendations
Worcester Female	On 4 July 2023, JICS received a segregation appeal from an ICCV on behalf of an inmate. According to the inmate’s claim, she was placed in segregation on or about 6 October 2022 based on her request, citing a perceived threat to her life as the reason for her request. Subsequently, she is now appealing her continued segregation, asserting that the perceived threat to her life no longer exists, and therefore, there are no valid grounds to justify her prolonged segregation.	The continued detention of the inmate in single cells, despite the withdrawal of her initial request for segregation and her subsequent request to be removed, violates section 30(3) of the Correctional Services Act (CSA). Upholding the referral of inmate segregation under section 30(7) to the Inspecting Judge. Directing the immediate termination of the inmate’s placement in segregation/single cells and transferring her to her regular accommodation per section 7 of the CSA. This transfer is subject to any further infractions or requests triggering the requirements of section 30. Requesting that DCS provide sensitisation training to its officials regarding the proper implementation of sections 7 and 30 of the CSA. Providing a copy of the signed recommendation to the JICS Western Cape Management Regional Office and the ICCV at the centre for their records and appropriate actions.

Table 12: Segregation appeals

Use of mechanical restraints

DCS reported seven cases involving the use of mechanical restraints. No request to review a mechanical restraint was received.

The table below shows the reports on the use 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	2	0	0	1	3
Safety of inmate	0	0	0	0	1	2	3
The suspicion exists of escape	0	0	0	0	0	0	0
Total	0	0	2	0	1	4	7

Table 13: Mechanical restraints reported

Use of force

A total of 122 cases involving the use of force were reported to JICS. Most of the use of force reports received were for force used in the defence of another person (an official or another inmate) in terms of section 32(1)(c)(ii) of the CSA.

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

Categories	DCS region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
S32(1)(c)(i) – Self defence	3	0	7	0	4	3	17
S32(1)(c)(ii) – Defence of any other person	0	62	19	0	6	14	101
S32(1)(c)(iii) – Preventing an inmate from escaping	0	0	0	0	0	0	0
S32(1)(c)(iv) – Protection of property	0	2	2	0	0	0	4
Total	3	64	28	0	10	17	122

Table 14: Use of force reports

Criminal matters

JICS is currently monitoring 40 criminal matters that have not yet been finalised. JICS is actively following up with SAPS and the NPA to ensure the resolution of these cases. Among these, a list of the top ten criminal matters, along with the corresponding JICS investigation reports, have been provided to both the NPA and SAPS for their review and necessary actions.

No	Correctional facility	NPA status
1.	Brandvlei	JICS's ICCV at the Worcester centre attended court on behalf of JICS. The matter was remanded to 11 September 2023, and two officials were summoned to appear in court on 11 September 2023, but only one official appeared. The other official did not due to health problems. Still no date for trial, due to new information about the new officials, the matter was again remanded to 16 October 2023 at Regional Court.
2.	Boksburg	In September 2023, JICS followed up: the matter is still under investigation.
3.	Glencoe	In September 2023 JICS followed up: The witness statements were obtained. Two warning statements from correctional services officials were obtained. The case docket has been referred to the DPP's office for decision. The investigating officer is addressing the DPP's queries.
4.	Qalakabusha	In September 2023 JICS followed up: The case was finalised and filed. The original documents were submitted for Inquest and the investigating officer is attending to the Inquest court queries.
5.	Leeuwkop	In September 2023, JICS followed up: The docket was handed to the prosecutor and a summons is still to be issued.
6.	Umzinto	In September 2023 JICS followed up. The investigation is still outstanding pending the following: Post-mortem report to be rectified. The crime scene photo album is outstanding. Warning statements of SAPS members and correctional officials involved in the shooting are still to be filed. The case is still under investigation and once the investigation is finalised the case docket will be forwarded to SPP for decision.
7.	Tswelopele	On 13 September 2023, JICS followed up: The feedback received on 20 September 2023 stipulated that the identification parade has been held. The docket was discussed with the SPP, and their instruction was to reconstruct the crime scene. Furthermore, the letter from SPP to the Area Commissioner is still outstanding to grant police access for photographing of the crime scene.

No	Correctional facility	NPA status
8.	Groenpunt	In September 2023, JICS followed up: The matter was referred to the Inquest Court for a decision. Enquiry done, JICS is still awaiting further feedback.
9.	Bethlehem	On 13 September 2023, a follow-up was made: An inquest docket was registered at Bethlehem and has since been changed to murder. The case was struck from the roll pending the disciplinary hearing, the disciplinary hearing was held, and four correctional service employees were dismissed on 2023-08-31. A request was made to DCS to provide SAPS with copies of the hearing documents. Therefore, as soon as the hearing documents have been received the documents will be handed to SPP to place the matter back on the roll.
10.	George	The feedback received on 20 September 2023 stipulated that the toxicology report was still outstanding. Moreover, it was indicated that enquiries were done regularly at the Woodstock laboratory.

Table 15: Criminal matters in Court/NPA

Inquest matters

In the category of inquest matters, there remain 134 cases yet to be finalised. Additionally, a selection of the top ten inquest matters has been made for continued follow-up with the South African Police Service (SAPS) and the National Prosecuting Authority (NPA) at the relevant courts. One of the inquest matters from the top ten has since been finalised.

Details for the specific cases are stated below as followed up in September 2023:

St Albans maximum: The matter is still under investigation. According to the report from the Nelson Mandela Bay District office, the outstanding photo album is yet to be submitted.

Ventersburg: The matter is still under investigation. One outstanding statement is yet to be obtained, after which the matter will be referred for a decision.

Kgosi Mampuru II Central: The post-mortem report is still outstanding, with the toxicology report pending.

Kgosi Mampuru II Central: The matter remains under investigation, with outstanding statements yet to be obtained.

Kgosi Mampuru Local: The matter is still under investigation, with outstanding statements yet to be obtained.

Pietermaritzburg Medium A: All statements have been obtained, and the inquest documents have been submitted to the Inquest Clerk at Court for the inquest. Results of the inquests in the form of J56 are still awaited.

Kutama Sinthumule: The matter is still under investigation.

Witbank: The matter was booked for the Inquest Court on 9/2/2022. JICS is still awaiting feedback from the Inquest Court.

Losperfontein: The toxicology report is still outstanding, and it will be filed in the Inquest Court upon receipt.

Litigation

X v JICS: The court ruled the reduction of the employee's salary was lawful under section 38 of the Public Service Act. JICS has instructed the state attorney to proceed with debt recovery. A summons has been issued and is awaiting confirmation of service.

JICS v Y: The state attorney is in the process of filing a reconstructed record, and no court directives have been received regarding the delay in filing the record.

Z v JICS: No further steps have been taken by the applicant in pursuit of this matter.

W v JICS: The state attorney was directed to file a notice to abide and keep a watching brief. No progress has been reported to date.

V v Minister of Justice: The matter was heard on 13 September 2023, and further written submissions were filed. The judgment is pending.

JICS v R: JICS is challenging the bargaining council's award granted by default. The matter was initially set for hearing on 7 September 2023 but has been postponed to February 2024.

Sonke Gender Justice v President of the Republic of South Africa: Amendments to the CSA were presented to the National Council of Provinces (NCOP) on 18 October 2023, with a return dated of 29 November 2023 for finalization.

K v DCS: The applicant sought an order directing JICS to investigate the matter and file the report in court. The investigation report was delivered to the state attorney's office on 28 August 2023 and has been uploaded to the case-line system.

PART B: DIRECTORATE MANAGEMENT REGIONS

ICCVs Performance

Independent Correctional Centre Visitors

In the landscape of the correctional system, the CSA facilitated the appointment of 206 ICCVs to provide autonomous oversight. Over the reporting period, these ICCVs undertook 15 626 consultations with inmates, who expressed various complaints and requests concerning their treatment and the conditions within correctional centres.

Committed to meeting specific performance standards, the ICCVs were tasked with a minimum of 12 360 consultations, an objective they surpassed by achieving 15 626 consultations. The recorded grievances include 13,047 general and urgent complaints, along with 2 579 mandatory complaints.

The information collected from these consultations undergoes comprehensive processing and scrutiny. The aim is to understand the prevailing nature of incarceration conditions and the treatment of inmates on a general level, thus enabling the identification of trends and potential courses of action.

As part of their duties, the ICCVs are responsible for providing written or verbal feedback to the complainants, ensuring compliance with the principles outlined in the Promotion of Administrative Justice Act (PAJA) and the CSA.

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	46	3 073	17	3	422	35	0	3 550	2 760	Yes	N/A
ECMR	37	2 232	16	2	274	0	0	2 524	2 220	Yes	N/A
KZNMR	36	2 174	17	0	754	1	2	2 948	2 160	Yes	N/A
NMR	61	3 663	56	9	349	10	0	4 087	3 660	Yes	N/A
WCMR	26	1 905	4	2	604	2	0	2 517	1 560	Yes	N/A
TOTALS	206	13 047	110	16	2 403	48	2	15 626	12 360	Yes	N/A

Table 16: Records of consultation by ICCVs

Analysis of site visits conducted

Total site visits and reports: Across various regions, a substantial number of site visits were conducted, resulting in the submission of comprehensive reports. Notably, 1 314 site visits were conducted, leading to 606 site visit reports being submitted.

Infrastructure challenges: A prevalent issue identified during the site visits was the dilapidated state of several correctional centres, leading to critical challenges such as water shortages, malfunctioning facilities, broken windows, and insufficient inmate resources like bedding and uniforms.

Overcrowding concerns: Overcrowding emerged as a significant concern in numerous correctional centres, resulting in a shortage of beds and mattresses, and forcing some inmates to sleep on the floor. Additionally, inadequate infrastructure exacerbated the problem, creating hostile living conditions.

Maintenance and repair efforts: The ICCVs, along with the relevant authorities, have been actively addressing the identified issues. Measures include constant engagement with the Department of Public Works and Infrastructure (DPWI) for substantive interventions, as well as the initiation of a monitoring system to track maintenance and repair work.

Supply chain challenges: Various challenges were noted in the supply chain, particularly regarding the procurement of essential resources such as uniforms and cleaning materials. Despite these challenges, efforts are being made to source materials from alternative centres.

Hygiene and health concerns: The reports emphasized hygiene and health-related issues, including dysfunctional ablution systems, inadequate water supply, and non-functional kitchen equipment. Additionally, concerns were raised about the quality of dental hygiene products and the general cleanliness of the facilities.

Communication and connectivity: Some centres faced challenges with communication due to poor network coverage, hindering inmates' ability to connect with their families and legal representatives. Efforts are being made to address these issues by involving the appropriate authorities.

Regulatory compliance: Several centres were found to have infractions concerning compliance certificates, highlighting the need for stringent adherence to regulatory standards. Efforts are underway to ensure that correctional centres meet the necessary requirements and certifications.

Ongoing challenges: Despite concerted efforts, certain challenges persist, such as recurring maintenance issues and the continued strain caused by persistent overcrowding. These issues necessitate continued vigilance and proactive measures to achieve sustained improvement.

Interdepartmental collaboration: The engagement between ICCVs, regional offices, DCS and DPWI reflects a collaborative effort to address the complex and multifaceted challenges within the correctional system. This collaborative approach is essential for effective and sustainable improvement.

Complaints

Complaints handled in regions

A total of 13 047 general and urgent complaints and requests were efficiently addressed by ICCVs. Most of these concerns were successfully resolved at the centre level by the HCCs, while others were appropriately referred to relevant stakeholders with the necessary jurisdiction. There was a noticeable increase in the number of complaints and requests handled during the current quarter, rising to 13 047 from 12 494 in the previous quarter, reflecting a net increase of 553. This uptick in grievances can be attributed to various factors, including seasonal fluctuations and a rise in the number of remand detainees (RDs).

Under section 21 of the CSA, the HCC is expressly empowered to address the complaints and requests of inmates through an internal process. Nevertheless, in cases where inmates remain dissatisfied with the outcome of the internal resolution, they can resort to an accessible and credible ICCV system for independent adjudication. The primary aim of the ICCV system is to safeguard inmates' rights and prevent any form of human rights violations. It provides impartial oversight to ensure that inmates' complaints are handled procedurally and fairly.

The established procedure mandates DCS to log complaints on the G365 register, a process monitored by ICCVs in line with section 93 of the CSA. This mechanism enables them to facilitate the resolution of complaints either at the centre level, through presentation at visitor's committee meetings, or referral to the IJ for necessary intervention. Encouraging a culture of proper complaint management and ensuring timely feedback to inmates fosters a conducive environment for maintaining good order, promoting healthy relationships between inmates and officials, and nurturing a safe and compassionate correctional environment.

The table below provides an overview of the types of complaints and requests that were addressed by the ICCVs:

Nature of complaint handled by regions	CMR	ECMR	KZNMNR	NMR	WCMR	Total
Appeal	85	27	200	168	43	523
Assault (inmate-on-inmate)	56	36	40	190	38	360
Assault (official-on-inmate)	9	19	13	55	12	108
Assault (inmate-on-official)	1	0	0	0	0	1
Assault (sexual)	0	3	3	3	7	16
Attempted suicide	1	1	4	8	3	17
Bail	8	51	42	59	79	239
Communication with family	507	196	227	207	169	1 306
Conditions	21	53	13	114	75	276
Confiscation of possession	9	5	10	4	17	45
Conversion of sentence	0	0	10	6	0	16
Corruption	0	0	1	0	1	2
Food	35	66	49	50	67	267
Healthcare	676	300	247	189	472	1 884
Hunger strike	2	2	2	0	1	7
Inhuman treatment	0	1	1	0	0	2
Legal representation	181	87	105	352	51	776
Medical parole	0	0	0	1	0	1
Parole	4	21	37	53	23	138
Re-classification	7	4	9	11	25	56
Rehabilitation programmes	23	24	57	89	21	214
Remission	8	19	37	29	12	114
Request social worker	293	340	212	551	105	1 501
Torture	0	0	0	0	0	0
Transfer	328	193	274	277	110	1 182
Other	819	784	581	1 247	574	4 005
Total	3 073	2 232	2 174	3 663	1 905	13 047

Table 17: General and urgent complaints managed in regions

Prevalent complaints per region

Complaint management is a crucial aspect of the DMR's operations, ensuring that inmates' rights to have their complaints addressed and receive timely feedback are upheld. Operating within a framework that prioritises dignified conditions of incarceration, DMR considers the complaint management system an integral part of its functioning.

During the quarter, several categories of complaints were particularly prominent:

Other complaints (4 005): This category encompasses miscellaneous complaints that do not fall under approved categories, including grievances about lost personal items, requests for opening bank accounts, and appeals for items from family members. Inmates also sought personal consultations with HCCs for specific issues. These complaints were effectively managed at the centre level by the HCCs and ICCVs.

Healthcare (1 884): Despite efforts to resolve minor healthcare complaints, a shortage of healthcare professionals in correctional centres led to increased anxiety and frustration among inmates. This shortfall poses a significant challenge to the HCCs, necessitating urgent intervention from the DCS management to fill the existing vacancies promptly and ensure the inmates’ right to adequate healthcare.

Social worker (1 501): Issues related to social worker services constituted the third most frequent category of complaints during the quarter. Concerns included requests for consultations with social workers regarding family matters, inclusion in rehabilitation programs, and backlogs in parole reports due to vacant social worker posts. The absence of accessible social worker services negatively impacts inmates’ mental well-being and adjustment to the correctional environment, underscoring the urgency of expediting the appointment process for social workers.

Communication with families (1 306): Establishing and maintaining communication channels between inmates and their families emerged as a critical factor in their rehabilitation and adjustment to the correctional environment. Complaints and requests in this category involved inmates seeking information from their families about their incarceration status, assistance with legal and financial matters, and access to telephones for legal consultations. Acknowledging the importance of family communication in preserving a safe and orderly correctional atmosphere, centres have emphasized the need for continuous and reliable communication channels.

DMR’s commitment to addressing these concerns reflects a dedication to upholding inmates’ rights and improving their overall well-being within the correctional system.

Urgent complaints handled by ICCVs

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault inmate-on-inmate (360)	56	36	40	190	38

Table 18: Assault inmate-on-inmate complaints managed in regions

Across various correctional centres, incidents of inmate-on-inmate assaults were reported. The assaults were prompted by a range of factors, including disputes over commodities such as cigarettes, food, and personal belongings, and issues related to gangs. Inmates resorted to the use of various weapons, including fists, self-made knives, broken glass, and other objects, leading to injuries and, in some cases, requiring external medical intervention.

In CMR, the assaults at various correctional centres were attributed to reasons such as fights over items like washing bins, food dishes, and disputes arising from multiple factors.

Similarly, in ECMR, incidents were recorded due to disputes over urine basins, tobacco, and false allegations, highlighting that petty conflict can escalate to violence.

KZNMR experienced a notable rise in inmate-on-inmate assaults, with incidents occurring across various correctional centres, often with links to gang-related issues, limited resources, and disputes. The use of force and sharp objects escalated the seriousness of the incidents, resulting in injuries that necessitated medical attention and disciplinary measures.

Likewise, in NMR, incidents of assaults were reported for reasons such as disputes over personal belongings, blankets, and money. In some cases, inmates alleged being assaulted for no apparent reason, highlighting the prevalence of violence within the correctional centres.

In WCMR, assaults were recorded in various centres, leading to injuries that warranted medical treatment and the segregation of inmates to maintain order. Incidents of assault involving the use of broomsticks, cups, and hot water were reported, highlighting the severity of the assaults and the resulting injuries.

Overall, these incidents underscore the complex dynamics within correctional facilities and the ongoing challenges faced by correctional authorities in maintaining a safe and secure environment for inmates. Prompt medical attention, disciplinary measures, and necessary interventions are essential to prevent the escalation of violence and ensure the well-being of inmates within these facilities.

Nature of complaints	CMR	ECMR	KZNMR	NMR	WCMR
Assault official-on-inmate (108)	9	19	13	55	12

Table 19: Assault official-on-inmate complaints managed in region

Across various correctional centres, incidents of official-on-inmate assaults were reported. This is a major concern within the correctional system. In CMR, assaults were triggered by suspicions of possession of prohibited items, resulting in physical altercations and injuries. Similarly, in the ECMR, officials resorted to physical force for reasons such as inmate conduct and suspicions of possessing contraband, showcasing the complex dynamics within the correctional environment.

The KZNMR region observed a rise in official-on-inmate assaults, with incidents occurring due to various factors such as minimum force usage during altercations, power struggles, and non-compliance with rules. The region emphasized the need for comprehensive investigation and medical attention for affected inmates, underscoring the importance of ensuring safety and security within correctional facilities.

Likewise, NMR reported instances of assaults by officials, triggered by reasons such as accusations of bullying, possession of illicit substances, and non-compliance during searches, emphasizing the significance of thorough investigations and appropriate disciplinary measures.

In WCMR, assaults were reported, leading to injuries that required medical treatment and investigations. These incidents underscore the challenges faced by correctional authorities in maintaining a secure and respectful environment within correctional facilities.

Overall, the incidents of official-on-inmate assaults reveal the complex and often tense environment within correctional centres, emphasizing the need for comprehensive investigations, appropriate disciplinary actions, and a holistic approach to ensure the safety and well-being of both inmates and officials.

Nature of complaints	CMR	ECMR	KZNMR	NMR	WCMR
Assault sexual (16)	0	3	3	3	7

Table 20: Assault sexual complaints managed in regions

Incidents of sexual assault within correctional facilities have posed serious human rights concerns and challenges for maintaining the safety and well-being of inmates. In ECMR, instances of sexual assault were reported, where victims were subjected to sexual violence by other inmates, often in isolated areas like showers or cells, highlighting the vulnerability of inmates within the correctional system.

In KZNMR, sexual assault cases were reported, with victims experiencing severe physical and psychological trauma. The region emphasised the critical need for medical attention, investigations, and counselling services for affected inmates, recognising the grave impact of such assaults on the overall well-being and health of inmates, particularly in relation to the risk of HIV transmission.

Likewise, NMR reported incidents of sexual assault, where victims were subjected to forced sexual acts by other inmates, leading to physical and emotional harm. The incidents highlighted the need for immediate medical attention and the involvement of law enforcement agencies to ensure proper investigation and legal action against the perpetrators.

In WCMR, sexual assault incidents were reported, leading to victims requiring medical treatment and psychological support. The region stressed the importance of comprehensive investigations and referral to psychological services, acknowledging the significant impact of sexual assaults on the mental and physical health of the victims.

Overall, the incidents of sexual assault within correctional facilities underscore the urgent need for robust preventive measures, comprehensive investigations, and adequate support services to ensure the safety and well-being of inmates and prevent such violations of human rights.

Nature of complaints	CMR	ECMR	KZNMR	NMR	WCMR
Assault inmate-on-official (1)	1	0	0	0	0

Table 21: Assault inmate-on-official complaints managed in region

This incident, which occurred on 19/7/2023, involved an inmate striking an official in the mouth with his fist. The alleged assault took place following the official’s directive for the inmate to remain in the cell, rather than joining the workshop with the work teams. The official’s decision was reportedly based on an ongoing disciplinary process related to the inmate.

Nature of complaints	CMR	ECMR	KZNMR	NMR	WCMR
Attempted suicide (17)	1	1	4	8	3

Table 22: Attempted suicide complaints managed in region

The incidents of suicide reported in various correctional centres are a matter of serious concern, highlighting the complex challenges faced by inmates within these facilities. In one instance, an inmate attempted suicide by setting his mattress on fire using a cigarette lighter. Similarly, another inmate in East London Medium C tried to commit suicide by cutting herself on the side of her neck.

These cases underscore the multifaceted nature of the issue, with factors such as restricted movement, lack of mental health resources, substance abuse, and personal challenges contributing to the heightened risk of suicide within correctional facilities. It is imperative for correctional centres to provide adequate mental health support and interventions to prevent and address such incidents. Furthermore, close monitoring and timely referrals to external hospitals have proven crucial in managing these critical situations, as seen in several cases across different facilities.

Efforts to provide therapeutic services and professional psychological support to inmates grappling with mental health challenges must be intensified to ensure their well-being and safety within correctional settings.

Nature of complaints	CMR	ECMR	KZNMR	NMR	WCMR
Corruption (2)	0	0	1	0	1

Table 23: Corruption complaints managed in regions

Reported cases of corruption within correctional facilities shed light on the intricate challenges that the system faces. In one instance, an inmate from the Durban Female Correctional Centre expressed willingness to provide testimony against a DCS official involved in drug smuggling at the Johannesburg Female Correctional Centre. This case exemplifies the grave issue of internal corruption within the correctional system, highlighting the need for rigorous investigations and stringent measures to address such unlawful activities.

Similarly, at Pollsmoor RDF, allegations were made against officials engaging in illegal and corrupt practices. The inmate claimed that officials were facilitating the introduction of contraband items such as drugs, cell phones, and food in exchange for monetary vouchers. This underscores the vulnerability of the correctional system to corruption and the urgency of implementing robust mechanisms to curb such malpractice.

Efficient oversight, strict monitoring, and robust anti-corruption measures are crucial to maintain the integrity of the correctional system and ensure the safety and security of both staff and inmates. The prompt and thorough investigation of such allegations is imperative for upholding the principles of justice and integrity within correctional facilities.

Nature of complaints	CMR	ECMR	KZNMR	NMR	WCMR
Hunger strike (7)	2	2	2	0	1

Table 24: Hunger strike complaints managed in regions

Hunger strikes in various correctional facilities bring to light the multifaceted issues faced by inmates within the system, including challenges regarding transfers, dietary concerns, and unresolved applications. These hunger strikes often serve as a form of protest, drawing attention to inmates’ grievances and demands that they feel have been overlooked or neglected by the institutional authorities.

In Tswelopele CC, inmates initiated a hunger strike to voice their demand for a transfer to an Eastern Cape correctional centre, closer to their families. Similarly, at Bizzah Makhate, an inmate commenced a hunger strike due to alleged dietary inadequacies, insisting on a transfer to a facility that could accommodate his dietary needs.

In East London Max, inmates resorted to hunger strikes twice, primarily to protest the delay in the approval of their transfer application since 2019. These instances emphasize the need for timely and transparent decision-making processes within the correctional system to address inmates’ legitimate concerns and requests.

Furthermore, at Waterval Max and Durban Med C, hunger strikes were initiated by inmates seeking transfers to different facilities and parole release or deportation, respectively. These cases underscore the necessity for efficient communication and prompt action by correctional authorities to address inmates’ transfer requests and legal matters.

The situation at Caledon CC highlights the plight of high-risk inmates, prompting one individual to undertake a hunger strike upon arrival at the centre, illustrating the complexities surrounding the management of such cases within the correctional system. It is evident that effective communication, timely decision-making, and empathetic consideration of inmates’ concerns are vital to maintaining a conducive and secure environment within correctional facilities.

Nature of complaints	CMR	ECMR	KZNMR	NMR	WCMR
Inhumane treatment (2)	0	1	1	0	0

Table 25: Inhumane treatment complaints managed in regions

The incidents reported in the ECMR and KZNMR highlight allegations of inhumane treatment of inmates within correctional facilities.

The case of an East London Medium B inmate, who was refused hospital treatment due to lack of a uniform, raises concerns about the accessibility and provision of necessary medical care within the facility. Additionally, the denial of a visitor’s access to the inmate, purportedly due to the discovery of contraband (a cell phone), points to potential issues with the enforcement of visitation policies and the handling of infractions.

At the Durban Female Correctional Centre, an inmate alleged inhumane treatment experienced at the Johannesburg Female Correctional Centre, leading to a request for assistance from JICS in opening a case against DCS. The ongoing investigation underscores the seriousness of the allegations and the need for a thorough examination of the treatment of inmates within the correctional system.

These incidents underscore the importance of maintaining standards of humane treatment, including access to necessary medical care for inmates and the fair implementation of facility policies. It is imperative that correctional facilities prioritise the well-being and rights of inmates, ensuring that proper protocols are followed, and grievances are addressed effectively and transparently.

Incarcerated women

Complaints relating to feminine hygiene and conditions

With a noticeable decline in the female inmate population (3 979, compared to 4 352 in the previous quarter), ICCVs recorded a total of 564 complaints/requests during their oversight visits at various correctional centres where female inmates are incarcerated.

Out of 564 complaints that were dealt with, 32 of the complaints/requests were related to feminine hygiene and conditions due to limited resources such as toiletry supplies to inmates, the supply and disposal of sanitary towels, shortage of formula milk for infants, provision of medical care for feminine ailments. The remaining 532 of these complaints related to conditions they experienced which related to communication with families, plumbing problems, broken windows, and access to legal representation. JICS intensifies its efforts to ensure that female inmates are detained safely and the conditions of their incarceration are urgently attended to.

NMR and ECMR received the highest number of complaints, followed by WCMR and KZNMR.

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	222	141	13	0	None
ECMR	247	155	118	15	None
KZNMR	389	196	45	0	The majority of the complaints and requests received pertain to communication with families or significant others, as well as appeal applications. Additionally, a complaint was made regarding the shortage of formula for babies that was not addressed by the suppliers.
NMR	987	728	307	17	The complaints primarily revolve around issues such as blocked toilets, inadequate food supply, and a shortage of soap for washing babies' clothes. Additionally, some inmates expressed grievances about the lack of assistance from officials with their requests, mistreatment by hospital section officials, and dietary concerns. At Kgosi Mampuru, inmates specifically raised concerns about the insufficient availability of toilet paper and cleaning materials. Furthermore, complaints were made about the poor quality of the porridge served in the kitchen.
WCMR	395	519	81	0	None
Total	2 240	1 739	564	32	-

Table 26: Complaints from female inmates

Complaints referrals to ICCVs and regions

Every inmate has the right to submit a complaint or request, as outlined in section 21 of the CSA. This provision mandates the HCC or authorised correctional official to document such complaints and requests, along with the steps taken to address them. If the inmate remains dissatisfied with the internal procedures, the matter may be referred to the ICCV, as stipulated in section 93 of the Act. This section emphasises the ICCV's responsibilities, which include conducting regular visits, private interviews with the inmate, recording complaints in an official logbook, monitoring the progress of resolution, and discussing the grievances with the HCC to seek internal resolution.

A total of 63 complaints were referred to the regions by DLS, of which 18 have been resolved, leaving 45 cases still pending. The table below shows the complaints referred to the regions by DLS:

Region	Number of complaints received for the quarter	Nature of complaints	Complaints pending	Remarks
CMR	18	Other x 4 Parole x 2 Rehabilitation x 3 Transfer x 6 Communication with family x 1 Conditions x 1 Confiscation of possessions x 1 Total = 18	16	One complaint is carried over from the previous quarter, while 16 additional cases remain pending from the reporting quarter. The ICCVs are actively providing updates on these unresolved matters and decisions regarding them will be deliberated at the upcoming Complaints Committee Meeting scheduled for the 13th of October 2023.
ECMR	1	Reclassification x 1 Total = 1	2	The transfer complaint involves an interprovincial transfer, as the inmate is among a group approved for relocation to the Free State. Regarding the reclassification issue, the matter is currently awaiting feedback from the correctional centre.
KZNMR	12	Parole x 3 Transfer x 4 Healthcare x 3 Confiscation x 1 Reclassification x 1 Total = 12	6	Two transfer requests have been approved, while two others remain pending. In terms of healthcare, several inmates were referred to local hospitals and received medical attention. However, one case is still pending, as the concerned inmate remains dissatisfied with the treatment received. Investigations into other matters are currently ongoing.
NMR	28	Parole x 10 Healthcare x 5 Other x 5 Transfer x 4 Rehabilitation Program x 2 Conditions x 1 Remission x 1 Total = 28	16	Other complaints are awaiting feedback from the ICCVs and HCCs.
WCMR	4	Parole x 1 Transfer x 1 Other x 2 Total = 4	5	Other complaints are pending, only one has been resolved.
Total	63	63	45	-

Table 27: Complaints referred to DMR by DLS

DMR Meetings

Visitors' committee meetings held

Stakeholders' engagements/Visitors' Committee (VC) meetings

Section 94 of the CSA mandates JICS to establish and conduct quarterly VC meetings. The powers, functions, and duties of VC meetings are derived from the same provision. One of the key responsibilities of the VC meeting is to discuss unresolved complaints and requests of inmates with the view to facilitating the resolution thereof.

Various stakeholders such as representatives from DCS: HCCs/delegates, DSD, Legal Aid SA, judiciary, NPA, DPWI, SAPS, DHA, DoH: Forensic Unit, SAHRC, universities, civil society, and NGOs with a vested interest in correctional matters form part of the constituted VCs across the country. These stakeholders contribute immensely to the mandate of the VC and assist in the process of finding solutions for tabled matters.

The information below details **14** of the **37** VC meetings held across different correctional facilities and regions this quarter, each discussing a range of important issues and initiatives. The VCs play a significant role in addressing inmate concerns, improving conditions, and fostering cooperation between stakeholders.

Below is a summary analysis of the key discussions and outcomes from these meetings:

Bethlehem VC: Nelson Mandela Day coincided with the VC meeting. Stakeholders donated to Khanyeng Intermediate School. The focus was on encouraging education as a means to deter crime, with guest speakers sharing inspirational stories.

Kimberley VC: Feminine hygiene product donations for female offenders were discussed, with Legal Aid SA providing support. Concerns about the conditions in various correctional centres were raised, and inmates' needs were addressed.

Colesburg VC: The meeting centred around DPWI-related issues at correctional centres. Challenges, including facility conditions and kitchen equipment, were discussed for multiple centres.

Groenpunt VC: A committee was established to plan community engagement programs. Stakeholders were urged to present on issues important to them in future meetings.

Bizzah Makhate VC: A men's conference and donation drive were planned to address life challenges and provide feminine products. Efforts were made to support inmates in various ways, including empowering them to overcome challenges.

Upington VC: A Crime Prevention Awareness Outreach program was discussed, involving various stakeholders. The program aimed to enhance collaboration between agencies for community safety.

Goedemoed VC: Complaints referred to SAPS were reported as resolved, and inmates received feedback. A meeting with stakeholders was planned to assess the progress of specific matters.

Waterval VC: Issues related to inmate ID applications and complaints referred to Legal Aid SA were addressed. The shortage of professionals in correctional centres was discussed, with pending appointments.

Leeuwkop VC: Challenges regarding the deportation of inmates eligible for parole were discussed. A backlog of social worker reports and other inmate concerns were reported.

Kutama-Sinthumule VC: The meeting discussed a recent fire incident at Kutama-Sinthumule. Inmate rehabilitation programs and other challenges, such as delayed transfers, were addressed.

Kgosi Mampuru II VC: Shortages of toiletries, referrals for ID applications, and other issues were reported. HCCs provided clarity on legal visitation procedures and the importance of prompt feedback to inmates.

Barberton/Nelspruit VC: Challenges included the late submission of court requisitions and overcrowding in some centres. A national task team was established to address overcrowding in correctional facilities.

Rustenburg VC: Challenges related to load shedding, non-responsive DPWI, and water shortages were discussed. Issues surrounding the use of force and inmate visits were brought up.

Baviaanspoort VC: Special remission measures and issues of equipment maintenance were discussed. Progress updates on various projects and appointments were shared.

Other VCs: A wide range of topics, such as medical parole, complaints from inmates, water supply issues, legal aid access, and shortage of staff, were discussed in various regions. These VC meetings reflect ongoing efforts to improve the correctional system, address inmate concerns, and ensure better conditions and access to services in correctional facilities. The involvement of various stakeholders and organisations underscores the commitment to rehabilitation, justice, and accountability in the correctional system.

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 is an integral part of the Justice Crime Prevention and Security Cluster, committed to fostering a strong working relationship between stakeholders and improving services for communities. Engaging at national, provincial, and local levels, JICS collaborates with JCPS structures across all regions.

The regional managers and staff actively participated in 18 meetings, facilitating robust discussions and the exchange of best practices, information, and resources. These efforts aim to enhance service delivery, benefiting communities, inmates, and correctional centres.

The information below shows the engagements with the JCPS cluster per region.

CMR: Discussions on SAPS pending complaints, state patient migration, backlog, load shedding, and infrastructural challenges in correctional services.

Agreement to monitor the situation quarterly and provide assistance to identified correctional centres.

ECMR: Multiple departments presented their reports on various aspects such as budget allocation, legal cases, inmates' population, and daily costs.

Emphasis on the importance of supporting district-level meetings to address challenges.

KZNMR: Discussions about waiting lists, observation assessments, community healthcare training, and the impact of the July 2021 unrest in Phoenix, KZN.

Regular convening of intersectoral meetings, collaboration with magistrates, and strategies to reduce complaints and reintegration of foreign nationals.

NMR: Deliberations on language proficiency, case postponements, fraudulent court orders, court online challenges, and overcrowding in correctional centres.

Focus on managing amended warrants, and court statistics, and ensuring efficient communication between DCS and the courts.

WCMR: Revival of local courthouses for improved access to justice, discussion on 49G applications, and introduction of JICS to address the challenges faced by correctional centres.

Emphasis on follow-up actions in the upcoming meetings.

These meetings primarily focused on issues related to various aspects of correctional services, such as pending complaints, overcrowding, state patient migration, and the impact of legal proceedings. Additionally, they emphasised the need for collaboration and support from various departments to address these challenges effectively.

DMR community involvement

Community participation and involvement play a vital role in strengthening the foundations of democracy. Similarly, for JICS, conducting community outreach programs across the country is crucial. These programs are designed to ensure that communities are well-informed and have the opportunity to contribute to the services provided. The outreach initiatives primarily focus on intensifying crime awareness campaigns and fostering discussions on the impact of crime, as well as emphasising the significance of law enforcement agencies in fulfilling their mandates.

Regular engagement with communities serves to establish effective channels of communication and provides a suitable platform for addressing issues that significantly affect their lives, while also exploring ways in which authorities can effectively respond to these concerns. Through these interactions, communities and stakeholders are equipped with a comprehensive understanding of the statutory function of JICS and its role within the Social Justice Cluster in government. This comprehensive engagement promotes a collaborative approach to addressing challenges within the criminal justice system and fosters a sense of collective responsibility in ensuring the well-being of society as a whole.

The information below shows the community involvement that took place:

CMR: Discussions centred on SAPS complaints, state patient migration, and infrastructural challenges in correctional services.

The matter of pending complaints and court cases resulted in a delay in decision-making processes and corrective actions.

ECMR: Shortage of female hygiene products at the correctional centre, prompting the community and ICCV to make donations to the Mthatha medium centre.

Discussions regarding the development of mental health hospitals and plans for accommodating state patients in mental health facilities.

KZNM: Community outreach program in Cato Crest Informal Settlement to donate clothing, aligning with the values of Ubuntu.

WCMR: Meeting with Elsie's River CPF emphasized the need for improved rehabilitation programs and community consultation during parole consideration.

Crime awareness campaign at Manenberg High School focused on educating students about the consequences of criminal activities and the impact of gang violence in the area.

Additional Information

Deviations in corrective steps were observed in various regions, leading to delayed resolutions and decisions. Concerns were raised about the effectiveness of rehabilitation programs in correctional facilities and the lack of consultation with community stakeholders during critical decision-making processes.

JICS's efforts to fight crime through outreach programs and community events were highlighted, emphasising the importance of engaging communities in the process.

DMR Internal meetings

Supervisory meetings

The Standard Operating Procedure (SOP) for Visitors' Committee Coordinators (VCCOs) outlines the guidelines for their daily activities. An integral aspect of their responsibilities involves overseeing the supervision of ICCVs. This supervision is conducted through regular meetings, either in a group setting or individually, to monitor progress and assess performance. The primary objective of these meetings is to improve service delivery and ensure adherence to relevant policies and procedures. The frequency of these meetings is planned annually and recorded in the JICS governance calendar.

During the reporting period, a total of 27 meetings were scheduled and successfully conducted. The discussions primarily revolved around operational matters, including protocols for reporting to duty, submission of monthly reports and site visits, adherence to performance management reporting deadlines, and compliance with workplace policies. These discussions were aimed at fostering an environment of effective oversight and ensuring the smooth execution of duties within the specified guidelines.

The table below show the meetings that took place:

CMR	ECMR	KZNMR	NMR	WCMR	Total
0	3	8	13	3	27

Table 28: Supervisory meetings held

Reporting on inmates

Inmate population

The total inmate population has been reported as 148 189, inclusive of 54 932 remand detainees and 62 infants. This data demonstrates a reduction from the previous quarter, with the inmate population declining from 151 762 to 148 189, and the number of infants decreasing from 76 to 62, marking an 18.4% reduction in infants and a 2.4% decrease in the overall inmate population. Notably, NMR houses the largest number of inmates, comprising 38.4% of the total population, with a total of 56 969 inmates encompassing Gauteng and LMN inmates. Following this, WCMR holds the second-highest number at 26 339 (17.8%), and KZNMR ranks third with 23 156 (15.6%). On the other hand, ECMR and CMR have the smallest inmate populations. Within the reported inmate population of 148 189, 106 (0.07%) are children, 4 875 (3.2%) are juveniles, and 143 056 (96.5%) are classified as youth and adults. JICS's assessment indicates that a significant portion of incarcerated individuals fall within the youth and adult categories.

Region	Remand Detainees		Sentenced Inmates		State Patients		Totals	Infants
	Males	Females	Males	Females	Males	Females		
CMR	6 404	141	13 872	222	41	1	20 681	6
ECMR	6 902	155	13 675	247	65	0	21 044	2
KZNMR	6 808	196	15 753	389	6	4	23 156	12
NMR	20 823	728	34 396	987	33	2	56 969	30
WCMR	12 256	519	13 169	395	0	0	26 339	12
DMR total	53 193	1 739	90 865	2 240	143	9	148 189	62

Table 29: Inmate population excluding infants

Remand detainees with bail less than R1000

In the analysis of various regions, significant issues related to bail and trial duration have been observed. Specifically, in CMR, 344 individuals have bail amounts less than R1000, and 55 individuals have been awaiting trial for more than two years, primarily due to financial instability and lack of support from both financial resources and family assistance.

Within ECMR, 156 individuals have bail amounts less than R1000, while 294 individuals have been awaiting trial for an extended period. However, no specific comments or reasons were provided to explain this situation in the region.

Similarly, in KZNMR, 317 individuals have bail amounts less than R1000, and 278 individuals have been awaiting trial for an extended duration, although no specific comments or reasons were mentioned.

In NMR, a considerable number of 990 individuals have bail amounts less than R1000, and an alarming 2 219 individuals have been awaiting trial for more than two years. The challenge here is attributed to DCS facing difficulties in receiving timely feedback on applications submitted to courts. To address this, discussions have been initiated to appoint a DCS member at major courts to verify addresses for the accused to qualify immediately for section 62(f). These discussions will be further addressed in the upcoming PEEC meetings. Similarly, in the WCMR, 336 individuals have bail amounts less than R1000, and 186 individuals have been awaiting trial for more than two years, primarily due to a lack of family support and issues with the proper application of section 49(g) by DCS.

In summary, the total number of individuals with bail less than R1000 across these regions is 2 143. 3 032 individuals have been awaiting trial for over two years. The challenges vary by region, including financial instability, lack of family support, and legal and procedural issues. These findings underscore the urgency for greater support and attention to address these issues and ensure a fair and timely legal process for all individuals involved.

Region	No. of RDs with bail less than R1000	No. of RDs awaiting trial for more than 2 years	Comments
CMR	344	55	Failure to pay bail due to unavailability of financial stability and lack of family support.
ECMR	156	294	None
KZNMR	317	278	None
NMR	990	2 219	DCS is still facing the challenge of a lack of feedback on applications submitted to courts.
WCMR	336	186	Lack of family support as well as section 49G not properly applied by DCS.
DMR Total	2 143	3 032	

Table 30: Remand detainees with bail less than R1000

Inmates above the age of 60

Overall, across all regions, a total of 1 824 elderly inmates are facing various challenges and conditions that require specific attention and care. This emphasizes the importance of addressing the unique needs of the aging inmate population.

In CMR, there are 164 elderly inmates, including 143 sentenced and 21 unsentenced individuals. The region is actively addressing these issues through managerial participation in meetings aimed at discussing challenges and implementing effective strategies to reduce overcrowding.

Within ECMR, a total of 320 elderly inmates are reported, consisting of 286 sentenced and 34 unsentenced individuals. Many of these inmates encounter health-related concerns and express dissatisfaction with the available hospital services.

In KZNMR, 415 elderly inmates are present, with 318 sentenced and 97 unsentenced individuals. A significant portion of these inmates is detained for serious offenses, and those currently on trial often face challenges in having their bail applications approved.

NMR houses a total of 765 elderly inmates, including 669 sentenced and 96 unsentenced individuals. Many of these inmates are accommodated in special care units within the correctional centres to address their specific needs.

In WCMR, 160 elderly inmates are recorded, with 139 sentenced and 21 unsentenced individuals. These inmates frequently voice complaints regarding limited opportunities for exercise and lack of visitation from their families. These challenges highlight the importance of implementing programs that address the physical and emotional well-being of the elderly inmate population in the region.

Declared state patients detained

State patients are enduring prolonged stays within correctional centres due to insufficient bed capacity in psychiatric hospitals. This extended confinement of state patients within correctional centres violates section 41 of the Mental Health Care Act, which stipulates that state patients must receive proper medical care at designated mental health facilities. The latest report from the ICCVs indicates that the total population of state patients stands at 152, comprising 149 males and three females. JICS persistently emphasises that correctional centres are unsuitable for housing state patients, actively engaging in various advocacy forums to urge the transfer of these individuals to psychiatric institutions.

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

Regions	July	Aug	Sep	Remarks
CMR	35	42	42	DOH is grappling with a shortage of beds in psychiatric hospitals. In Kimberley CC, one female is currently incarcerated. Notably, these patients are held at Grootvlei (18) and Kimberley (24) correctional centres.
ECMR	54	60	65	All state patients currently held at correctional centres in the Eastern Cape are male. The main concern is the non-availability of beds at psychiatric hospitals.
KZNMNR	7	6	10	Regarding the patients in Ladysmith (4), Durban Medium A (3), Ncome Maximum (1), and Pietermaritzburg Medium A (2), their applications have been submitted and approved by DoH. These patients have been assigned dates and designated psychiatric hospitals for their treatment.
NMR	41	35	35	The state patients are still awaiting the allocation of beds at psychiatric hospitals. Two female state patients are incarcerated at Middleburg CC. Additionally, male state patients are distributed among various centers, including Kgosi Mampuru local (4), Modderbee (3), Witbank (14), Middleburg (3), Bethal (2), Ermelo (4), and Nelspruit (3).
WCMR	0	0	0	None
Total	137	143	152	Regions are engaging various stakeholders in facilitating the transfer of declared state patients. There has been a high-level discussion with the Minister of Health in this regard.

Table 31: Declared state patients incarcerated

Non-nationals in correctional centres

Non-national inmates refer to individuals originating from foreign countries, detained for immigration or other offences committed within South African borders. Correctional facilities have experienced a significant influx of non-nationals, primarily resulting from a joint effort between DHA and SAPS to address illegal immigration. This collaborative operation led to a substantial number of arrests and convictions for immigration offences, exacerbating overcrowding in various correctional centres.

At the end of the quarter, non-nationals accounted for more than 12.3% of the total inmate population, with a recorded 18 168 non-national inmates incarcerated across South African correctional centres. Notably, the NMR region stands out with the highest number of non-nationals, totalling 14 541. This region encompasses Gauteng, Limpopo, Mpumalanga, and Northwest, with three provinces bordering inland borders. However, the recent PEEC meeting in Limpopo failed to reach a conclusive decision on expediting court proceedings

involving interpreters for non-national trials. Challenges persist in finding interpreters for certain foreign languages, leading to prolonged postponements of court proceedings.

It is essential to recognise that non-nationals are not eligible for bail and must remain in detention until their court cases are resolved. Furthermore, a notable hurdle arises from some deported non-nationals promptly returning to South Africa due to inadequately secured border crossings.

Regions	Number of non-nationals incarcerated				Total
	Sentenced		Remand detainees		
	Male	Female	Male	Female	
CMR	728	40	858	28	1 654
ECMR	152	12	3	0	167
KZNMNR	491	13	318	16	838
NMR	5 764	231	8 284	262	14 541
WCMR	285	10	631	42	968
DMR total	7 420	306	10 094	348	18 168

Table 32: Non-nationals in correctional centres

Non-national lifers

The highest numbers of incarcerated non-national lifers consists of inmates from Mozambique (182), Zimbabwe (133), Lesotho (53), Malawi (20), Botswana (19), Nigeria (13), and 64 from other countries. It is worth noting that out of a total of 484 lifers, 366 are from the NMR region. Of non-national lifers, Mozambicans constitute the majority in NMR.

Region	Total non-national lifers	Nationalities
CMR	24	Bangladesh (2), Ethiopia (1), Lesotho (13), Mozambique (2), Nigeria (1), Pakistan (4) and Zimbabwe (1).
ECMR	26	Mozambique (3), Bangladesh (3), Lesotho (3), Nigeria (5), Tanzania (1), Pakistan (2), Zimbabwe (5), Germany (1), Malawi (2), and Kenya (1).
KZNMNR	38	Burundi (1), India (1), Swaziland (2), Congo (2), Tanzania (1), Lesotho (8), Botswana (1), Malawi (11), Zimbabwe (5) & Mozambique (6).
NMR	366	Mozambique (165), Zimbabwe (108), Congo (6), Lesotho (28), Swaziland (18), Malawi (5), Russia (1), Sudan (1), Nigeria (7), Tanzania (1), China (2), United Kingdom (1), Botswana (18), Senegal (1), Pakistan (2), Ethiopia (1), Angola (1).
WCMR	30	Zimbabwe (13), Somalia (2), Malawi (2), Angola (2), Mozambique (6), Burundi (1), Lesotho (1), Congo (2), Namibia (1).
DMR Total	484	-

Table 33: Non-national lifers in correctional centres

Lifer profiles

To summarise, there are currently 2 882 profiles awaiting National Council for Correctional Services (NCCS) decisions and 1 563 profiles pending decisions from the Minister, resulting in a combined total of 4 445 inmate profiles awaiting resolution across all regions. Between July and September 2023, a total of 209 profiles were considered for resolution.

As of September 2023, the status of lifer profiles in various regions are as follows:

CMR

- 333 profiles await NCCS decisions.
- 117 profiles are pending decisions from the Minister.

ECMR

- 424 profiles are waiting for NCCS decisions.
- 196 profiles are pending decisions from the Minister.

KZNMR

- There are a total of 855 profiles with NCCS decisions.
- 831 profiles are pending decisions from the Minister.

NMR

- 1 159 profiles await NCCS decisions.
- 344 profiles are pending decisions from the Minister.

WCMR

- 111 profiles await NCCS decisions.
- 75 profiles are pending decisions from the Minister.

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

Lifer profiles as of September 2023

Region	Profiles with NCCS				Profiles awaiting a decision from the Minister
	Van Wyk Judgment	Phaahla Judgment	Phaahla Van Vuuren Judgment	Total	
CMR	324	5	4	333	117
ECMR	257	160	7	424	196
KZNMR	348	382	125	855	831
NMR	768	326	65	1 159	344
WCMR	59	50	2	111	75
Totals	1756	923	203	2 882	1 563

Table 34: Lifers profiles

In July 2023, the NCCS reviewed a total of 104 cases. GP had the most cases considered at 28, followed closely by KZN with 25 cases.

In August 2023, the NCCS deliberated on 26 matters, with EC having the highest number of cases at 11.

In September 2023, the NCCS assessed 79 cases, with KZN leading in the number of cases considered at 24.

The table below represents the number of matters considered by NCCS in different regions for July to September 2023.

Number of matters considered by the NCCS							
Month	EC	FSNC	GP	LMN	KZN	WC	Total
July	21	6	28	16	25	8	104
August	11	2	6	1	6	0	26
September	21	6	23	4	24	1	79

Table 35: Number of matters considered by the NCCS

Highlighted incidents

Below is a consolidated summary of highlighted incidents:

CMR

- Outbreak of chickenpox at Grootvlei Medium A, affecting 28 inmates by the end of July.
- ICCVs are monitoring the situation and providing monthly updates.
- HCC and nursing staff are offering necessary support, with infected inmates segregated in the hospital unit.

ECMR

- One escape at Flagstaff CC, with the inmate recaptured on 31 August 2023.

KZNMNR

- Illegal electric wiring at Ncome Max CC caused an inmate to be electrocuted.
- Dysfunctional cooking pots disrupted food distribution at Durban CC.
- Intermittent disruption of water supply led inmates to store water in plastic bottles at Durban CC.
- Shortage of appropriate formula for babies at Durban Female Centre, with the matter escalated to the Area Commissioner for action.
- An escape at Qalakabusha CC on 9 September 2023, with the inmate recaptured and transferred to Ebongweni CC for security and behavioural modification.

NMR

- An inmate from Johannesburg Female involved in an accident while being escorted to court, was referred to Baragwanath Hospital for further management.
- Fire at Kutama Sinthumule on 7 August 2023, resulting in one inmate's death and another being shot by SAPS. All inmates were subsequently transferred to other correctional centres.

WCMR

- Escape of two RDs at George CC on 23 August 2023, with both inmates still not recaptured.
- These incidents occurred across various correctional centres, highlighting specific challenges and events within each region.

PART C: DIRECTORATE SUPPORT SERVICES

Human Resources

Organisational establishment structure

Approved establishment structure

As of 30 September 2023, the fixed establishment had a total of **86** permanent positions that were approved and funded. Out of these, **84** positions were filled, leaving 2 (2.32%) positions vacant.

The table below shows the current vacancies.

No	Level	Description	Status
1.	9	ARM: ECMR	Appointment with effect from 1 October 2023
2.	8	Case Admin Officer: Complaints	Appointment with effect from 1 October 2023

Table 36: Vacant posts

ICCVs

Currently, there are 10 vacant ICCV positions out of the 225 funded positions, resulting in a vacancy rate of 4.44%. Furthermore, there are an additional 50 unfunded vacancies that remain unfilled due to budget constraints within the CoE budget. The table below shows the current vacancy rate of the ICCV positions.

Filled posts	215/95.55%
Vacant posts	10/4.44%
Total number of ICCV posts	225

Table 37: ICCV post-establishment

Employment equity

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

Level	Males				Females				Total
	Black	Coloured	Indian	White	Black	Coloured	Indian	White	
Senior management (Level 13 – 14)	-	-	1	1	2	-	-	-	4
Professionally qualified and mid-management (Level 11 – 12)	3	1	-	1	2	1	-	-	8
Skilled technical and academically qualified workers, junior management supervisors (Level 7 – 10)	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	2	-	-	1	11	3	1	-	18
ICCVs	71	9	-	-	115	17	2	-	214
Total	97	18	1	4	161	29	5	1	316

Table 38: Employment equity statistics

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

Black		Coloured		Indian		White		PWD	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
96	160	18	29	1	5	4	1	1	1
30.3%	50.63%	5.7%	9.17%	0.31%	1.6%	1.27%	0.31%	0.31%	0.31%

Table 39: Employment equity percentages

Performance agreements

The Human Resources division has received the completed annual assessments for the period from 1 April 2022 to 31 March 2023. Furthermore, the performance moderations for levels 11 and 12 (and their equivalent in the OSD) were finalised on 13 September 2023. Arrangements are being made to conduct the moderation process for the remaining levels in October 2023. The moderation panel to finalise the SMS performance within JICS was approved by the Minister on 28 March 2023.

Labour relations

Labour disputes and litigation

Dispute Referral to GPSSBC by NEHAWU

The dispute, referred to the GPSSBC by NEHAWU on behalf of Ms M (ICCV) following an alleged unfair dismissal, resulted in an arbitration award of 12 months' salary for Ms M. JICS is currently taking the award on review, and consultations with counsel have initiated. The application was filed in the Labour Court on 26 October 2022, with Ms M having filed her answering papers. Counsel for JICS is in the process of preparing the replying papers following a consultation held on 26 April 2023. On 7 September 2023, the applicant did not have representation, leading to a postponement of the matter. A cost order was made in favour of JICS, and the case has been set down again for February 2024.

Increase in misconduct cases

There has been an increase in misconduct cases for ICCVs due to fraudulent activities with the submission of their monthly G366 register. Alterations made to the submitted documents do not correspond to the G366 register verified at the CC. These matters are currently proceeding to disciplinary inquiries for resolution.

Financial disclosures

All members of the SMS, MMS, Assistant Directors, and Finance & Supply Chain Management (SCM) officials are required to declare their financial interests within specific timeframes. Notably, there were no outstanding financial disclosures to report. The following financial disclosure are applicable for the 2023/2024 financial year reporting:

Designation	Date of disclosure	Total number of financials received/submitted
SMS	1 – 30 April 2023	4
MMS	1 June – 31 July 2023	10
Financial and SCM officials	1 June – 31 July 2023	9
Assistant Directors 9 &10	1 June – 31 July 2023	12

Table 40: SMS/MMS/financial and SCM officials: financial disclosures



PART D: FINANCE AND SCM

Budget for the 2023/2024 financial year

JICS receives its operational budget annually from DCS based on JICS's Medium-Term Expenditure Framework (MTEF) submission to DCS. The graph below illustrates the budget allocation for the 2023/2024 financial year.

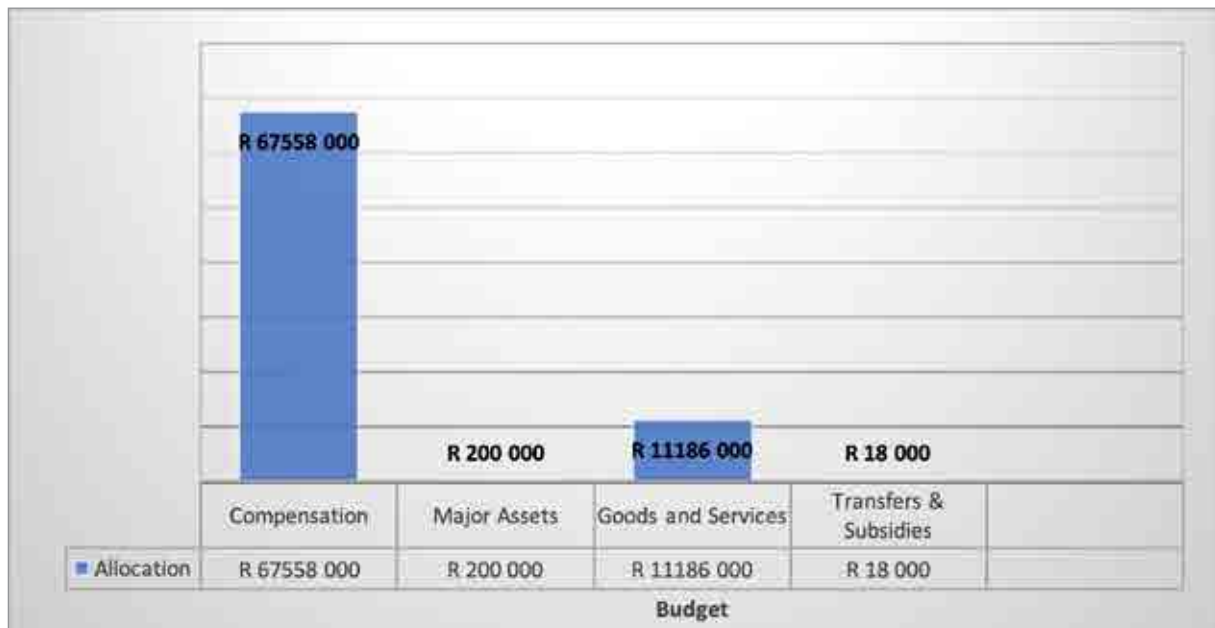


Figure 1: Budget allocation for the 2023/2024 financial year

Expenditure

The overall expenditure from 1 April to 30 September 2023 stands at 52.87%, which exceeds the ideal expenditure target of 50% by 2.87%. This overage is primarily due to commitments totalling R2 357 051.75 that have not been processed, pending the receipt of invoices from the service providers. The expenditure to date is shown below.

Expenditure excluding commitments	Expenditure including commitments	Commitments
R41 749 689.72	R44 961 548.92	R3 211 859.20

Table 41: Quarterly expenditure

Compensation of employees

The compensation of employees is currently overspending by -2.85%, which falls within the acceptable margins. However, the Cost-of-Living adjustment (COLA) effective from 1 April 2023 has not been received from the National Treasury or DCS as of the reporting period.

Compensation of Employees	Ideal	Deviation
52.85%	50%	-2.85%

Table 42: Compensation of employees

Goods and services

The overspending on the standard item of Goods and Services is attributable to the outstanding invoices yet to be received from the service providers.

Goods and Services	Ideal	Deviation
70.95%	50%	-20.75%

Table 43: Goods and services

Transfers and subsidies

The transfers and subsidies standard item is currently underspending by -0.53%, a margin that falls within acceptable norms and standards.

Transfers and Subsidies	Ideal	Deviation
50.53%	50%	-0.53%

Table 44: Transfers and subsidies

Capital assets

The overspending on the standard item is due to commitments totalling R799 665.00, with invoices still awaited from the service providers.

Capital Assets	Ideal	Deviation
655.59%	50%	-605.59%

Table 45: Capital assets

Asset balances

Major assets are classified as those exceeding R5000.00, whereas minor assets are those below R5000.00. The following table presents JICS's asset register as of 30 September 2023.

Asset Description	Reporting Date	Asset Register Balances
Major closing	30/9/2023	R 15 044 600.00
Minor closing	30/9/2023	R 2 551 862.63

Table 46: Assets register.

Fleet/transport management

JICS state vehicles are controlled and monitored by regional management offices. The table below shows the allocations of JICS state vehicles to the offices and regions as of 30 September 2023.

Management region/location	Total vehicles
Pretoria Head Office	3
Northern Management Region	5
Central Management Region	5
KZN Management Region	6
Eastern Cape Management Region	6
Western Cape Management Region	5
Total fleet	30

Table 47: JICS fleet allocation per region

Property and facilities management

Current leases on property

The table below shows the properties leased for JICS office accommodation which is administered by DCS facilities.

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	Month to month	The lease agreement was approved for three years and expired on 31/07/2023 .	R 188 542.50
Central Management Region: 3rd floor, 62 Andrew Street, Bloemfontein	Lease	The lease agreement was approved for three years and expires on 31/05/2024 .	R 31 262.41
PTA – Head Office & NMR ECO Park 349 Witch-hazel Avenue, Highveld Ext.70 Centurion	Lease	The lease agreement was approved for three years and expires on 30/04/2026	R 246 241.16
KZN Management Region: 8th floor, 275 Anton Lembede Street, Durban	Lease	The lease agreement was approved for three years and expires on 31/12/2024 .	R 46 117.63

Table 48: JICS property lease agreements

DPWI (Eastern Cape) is in the process of procuring alternative accommodation for the ECMR in East London. The region is temporally accommodated at the East London Magistrate Court at no cost to JICS/DCS.



PART E: INFORMATION TECHNOLOGY

Distribution of computers for ICCVs

ICCVs currently do not have access to computers at all correctional facilities. To address this, JICS initiated a desktop roll-out project in October 2021 aimed at equipping all ICCVs with the necessary tools of trade. This project will facilitate real-time (online) reporting to regional offices for immediate action. As of September 2023, 102 desktops have been installed across various correctional facilities. Additionally, there are eight computers available for installation, with only eight NMR centres confirming the availability of office space. A total of 111 computers will be allocated upon completion of the project.

Development and Integration of JICS MIS into DCS E-Corrections

The implementation of the new DCS E-Corrections reporting system is underway. This system is expected to enhance DCS's reporting capabilities, especially concerning mandatory reporting on deaths, mechanical restraints, segregation, and the use of force. Currently, 47 JICS officials have been connected through the JICS domain to utilize the E-Corrections platform. It's worth noting that this project is yet to be rolled out at all correctional centres, which may contribute to underreporting by DCS.

Development of the JICS Website

JICS's IT department has engaged SITA-accredited service providers for the development of the JICS website. Five companies have submitted mock-up websites and were subsequently invited to make presentations in September 2023. Following the presentations, the IT committee finalized the specifications. The service was advertised with a closing date of 23 September 2023.



PART F: MEDIA AND COMMUNICATIONS

This period was marked by a flurry of media engagements, internal communications initiatives, and the emergence of crucial red flags reported to JICS.

Media

During the second quarter of the 2023/2024 performance year, JICS was actively involved in various media endeavours. This encompassed the issuance of media releases and alerts, addressing media requests, and providing responses to pertinent queries. These activities served as the foundation for robust interactions with the public, stakeholders, and the media itself.

Media trends

JICS closely monitored and reported on key media trends, focusing on areas such as parole, correctional centre conditions and remission of sentences, incidents like the KSCC fire and Mangaung CC suicide, as well as suicides within correctional centres. Additionally, the analysis covered subjects like solitary confinement, the Correctional Services Bill, and several others that are of national significance.

Red flags reported to JICS Communications

One of the highlights of this section of the report is the spotlight on critical incidents and red flags reported to JICS communications by ICCVs that transpired within correctional centres. These incidents included cases of inmate-on-inmate assault, inmate deaths, accidents during inmate transport, and other noteworthy occurrences that necessitated immediate attention.

Internal communication

JICS places great emphasis on fostering transparent and inclusive internal communication. This is achieved through various communication channels, including email and the WhatsApp group system, ensuring that all JICS staff are well-informed about internal processes. The objective is to build a culture of inclusivity and responsiveness among the team.

The array of communication tools used by JICS encompasses social media graphic messages, emails, videos, and e-desk drops, all tailored to keep the target audience engaged and ensure the effectiveness of communication. A designated email address facilitates the dissemination of internal communication, while WhatsApp groups connect staff across the country, enabling live and instantaneous interactions.

In this section, you will also find information on reports and publications, letters from the office of the Inspectorate Judge (IJ), and an analysis of JICS's Twitter analytics, all of which contribute to a comprehensive understanding of JICS's media and communications landscape during the second quarter of the 2023/2024 performance year.

We explore the intricate facets of JICS's media and communications endeavours, striving to enhance transparency and accountability within the correctional services system.

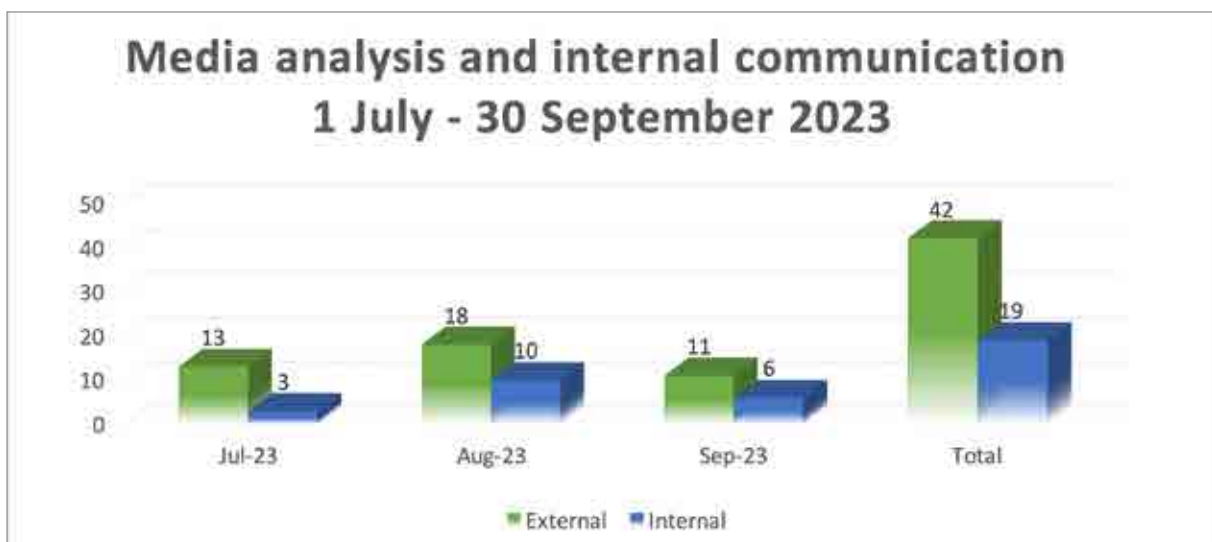


Figure 2: JICS media analysis and internal communications

The figure above illustrates media engagement and internal communication.

Matters reported

Reports and publications

- Annual Report: received the first editing draft on 31 July 2023, with proofreading to commence. Units will be contacted if any queries need to be clarified.
- Awaiting consolidation of the First Quarterly Report.
- National Preventive Mechanism draft memorandum of agreement
- Regional Complaints Committee SOP and Terms of Reference
- The Annual Report Summary was submitted for finalization of graphics. Several drafts and revisions were done, awaiting finalisation.
- The Annual Report is in the final stages of design and awaiting draft for final proofreading and sign-off.
- The agency has provided the semi-final proof of the calendars and diaries. This will be signed off once the AR has been finalised.
- Government Printers have given the ISBN.
- Awaiting proofreading of the AR Presentation.

- The QR1 was sent for design, awaiting the draft for any design amendments to finalise.
- The Annual Report was submitted to the offices of the Minister, President, and Portfolio Committee etc. on 21 September 2023 and acknowledgment of receipt was received. The office of the Minister tabled the report to parliament. JICS presentation to Parliament will be held on 12 October 2023.
- The agency finalised the presentation template for parliament.
- Printing of the Annual Report and the diaries and calendars will commence in October 2023.
- The QR1 was released on 12 September 2023.

Letters/memos from the office of the IJ

- Letter to NC regarding segregation appeals
- Letter to NC regarding searches and access to B orders
- Letter to DM regarding tractor for Ekuseni CC
- Letter to HCC and AC regarding insufficient exercise and sanitation
- Letter to Ministers regarding JICS funding
- Letter to Magistrates Commission regarding judicial visits for CEO
- Letters to Minister, DM, NC, PC and NCCS chairs, and Health Ombuds re Ebongweni mental wellness study roundtable
- Letter to Health Ombuds regarding state patients
- Follow-up letter to the Minister regarding parole matters
- Follow up with Judge Brian Mashile regarding JICS-NCCS outstanding items
- IJ op-ed on infrastructure and maintenance
- Research regarding overcrowding
- Vryheid Correctional Centre inspection report
- Non-human rights project amicus brief
- Comments on the South African Law Reform Commission consultation paper on criminal procedure law
- Ekuseni Youth Centre inspection report
- Exco agenda and minutes
- Updating of draft agenda for the JICS-DCS bilateral meeting scheduled for 12 September 2023
- NC re Ebongweni mental wellness exploratory exercise
- AC re situation at St Albans Max x 2
- Grootvlei AC re chickenpox outbreak
- NC re DCS-JICS bilateral
- Minister re lifer parole discrepancies
- State attorney's office re challenges securing state attorney's assistance
- PC re public comments on CSA amendments
- NC re CSPB vacancies in Western Cape
- NC, Minister, DM, Chair PC re centres without hot water
- President, Minister, Speaker NA, Chair NCOP, Chair PC and Chair Subcommittee on Corrections re annual report submission
- Appreciation for PBHS
- Chairperson of the Portfolio Committee regarding wearing of nametags by DCS officials and the ERT/EST conduct during searches
- Followed up on communication sent to Ministers Lamola and Godongwana regarding start-up funding for JICS after constituting it as a government component, and to the PC regarding the nametags matter
- Responded to the DoH regarding a request for information on state patients
- Area Commissioner St Albans Maximum Correctional Centre regarding lockdown
- State attorney regarding proper assistance by the state institution on debt recoveries
- NC raising concerns regarding the centres without hot water
- Inspection report for St Albans Max
- Notes for Health Ombuds meeting on state patients
- IJ address for UN Common Position on Incarceration
- IJ introduction to Annual Report presentation

The office of the IJ's complaints register

An analysis of the Matrix feedback was presented at Manco and Exco and a decision was taken that the Complaints Unit would create a project plan to consolidate and update the backlog of feedback in the matrix.

Complaint handling process

The Office of the IJ has a structured process for handling complaints. When complaints are received, they are captured on the live matrix and redirected to the respective unit for appropriate handling. This assists with coordination and enables collaboration between different units/regions to resolve complaints effectively.

Collaboration for improvement

The Complaints Unit (CU) and the Office of the IJ work together to enhance the complaint-handling process. They collaborate to improve the process and ensure that complaints and feedback are properly addressed. This signifies an initiative-taking approach to addressing issues and ensuring better outcomes for complainants.

Feedback and Assessment

DMR provides a monthly feedback report, which is used to assess the performance of the complaint-handling process. This feedback is a key element in assessing the effectiveness of the complaint resolution efforts.

Complaint trends

Data reveals that the number of complaints received by the IJ's office has varied over the years: 46 in 2020, 142 in 2021, 143 in 2022, and 66 in 2023 (as of 30 September 2023). This fluctuation could be due to numerous factors, such as changes in organizational practices, external circumstances, or shifts in public perception.

Resolution rates

The data provides information about the number of complaints that have been resolved and the feedback that has been provided. In each year, a portion of the received complaints has been resolved. This indicates that the organization is actively working towards addressing the issues raised by complainants. Currently, this assessment is only based on the regions, directorates and the CU actively submitting feedback into the matrix. It can be estimated that this may not be a true reflection of all complaints resolved, as there is a backlog with the collation of feedback.

Pending cases

The number of pending cases at the end of each year is also shown. It is noteworthy that a considerable number of cases remain pending, especially in 2021 and 2022. This could indicate challenges in the efficiency of the complaint resolution process or an influx of new complaints that outpaces the resolution efforts.

Regional distribution

The data is further categorized based on various regions or units, such as Info, CMR, WCMR, ECMR, NMR, KZN, Blanks, and CU. These represent different regions, information that is outstanding when receiving complaints, units that manage the complaints or areas of focus within the organization. Different regions/units have varying levels of complaint activity.

Overall performance

The "Total" provides a cumulative view of the complaint-related statistics for all the years combined. This gives a snapshot of the overall performance and workload of the units managing the Office of the IJs complaints.

In a comprehensive analysis, it would be beneficial to explore the reasons behind the fluctuating complaint numbers, the variations in resolution rates between units, and the factors contributing to pending cases. This analysis could provide insights into areas of improvement and help enhance the organisation's complaint resolution process.

NB: This data will only be available every few months, to allow units to be able to collate their feedback after resolving their complaints.

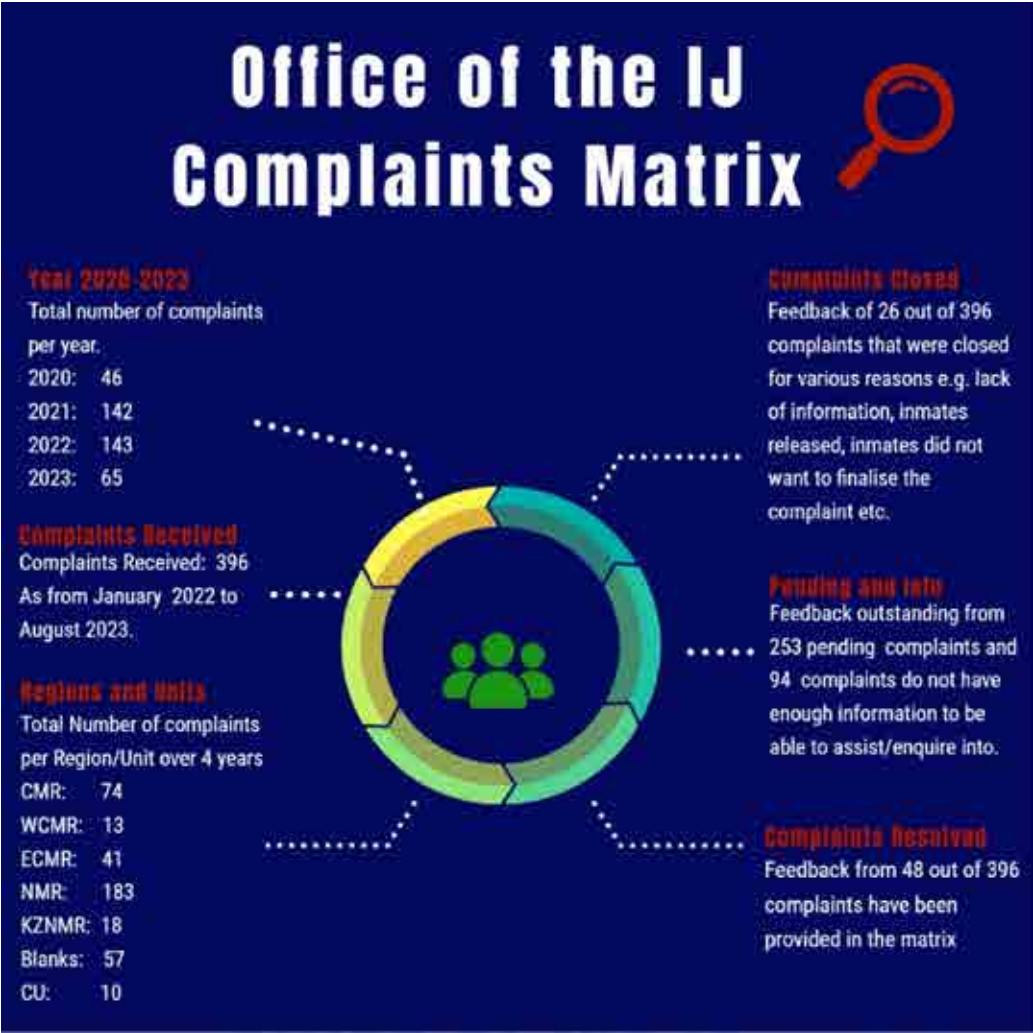


Figure 3: Complaints matrix statistics

Branding

- The Annual Report Summary was submitted to enable designers to start with the graphics. A first draft was received and revisions were requested.
- The agency has provided the semi-final proof of the calendars and diaries.
- Updated branding for JICS gazebos and tablecloths. This was sent to the regions for their requests to be submitted.
- Consolidation of regional branding requests to finalise logistics before the procurement process.
- Due to serious fiscal constraints, the regional branding requests will have to be reviewed.
- The branding of the Centurion Eco-Origin building has been placed on hold, for review in the new fiscal year.

Twitter

The Twitter account is not interactive. Instead, it provides information without engagement. This decision was taken due to the nature of the sector JIC’s services as well as the lack of capacity within the organisation.

Twitter analytics

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

Description	July 2023	August 2023	September 2023
Tweets	8	13	10
Tweet impressions	3 162	3 502	2182
Profile visits	474	Info outstanding due to Twitter maintenance upgrade	Info outstanding due to Twitter maintenance upgrade
Mentions	2	Info outstanding due to Twitter maintenance upgrade	Info outstanding due to Twitter maintenance upgrade
New followers	13	16	9
Total	751	767	776

Table 49: Twitter analytics

Campaigns

- **Book Campaign** – The book campaign was relocated to the NMR office for logistical reasons.
- In January 2023, several boxes of book donations were received and designated for distribution to the requested regions.
- During the quarter, donations were distributed not only to prisons but also to high schools as part of JICS’s community outreach efforts.
- A significant book donation was received from Pretoria Boys High School, earmarked for Youth Centres.
- Nicro has agreed to assist in further facilitating the collection and distribution of books from donors.
- Plans for a book launch event are underway, with logistics to be communicated.
- A meeting between JICS and Nicro discussed various matters, including the drafting of a Memorandum of Understanding (MOU) outlining their collaboration in the Book Donation Campaign.
- **The Women in Incarceration** – The decision was made at Exco to conclude the Women in Incarceration campaign by August 2023, discontinuing active efforts thereafter.
- Items intended for the campaign will be distributed to correctional centres via regional offices.
- The items are currently being prepared and boxed for distribution to regional offices, facilitating their dissemination to correctional centres.