

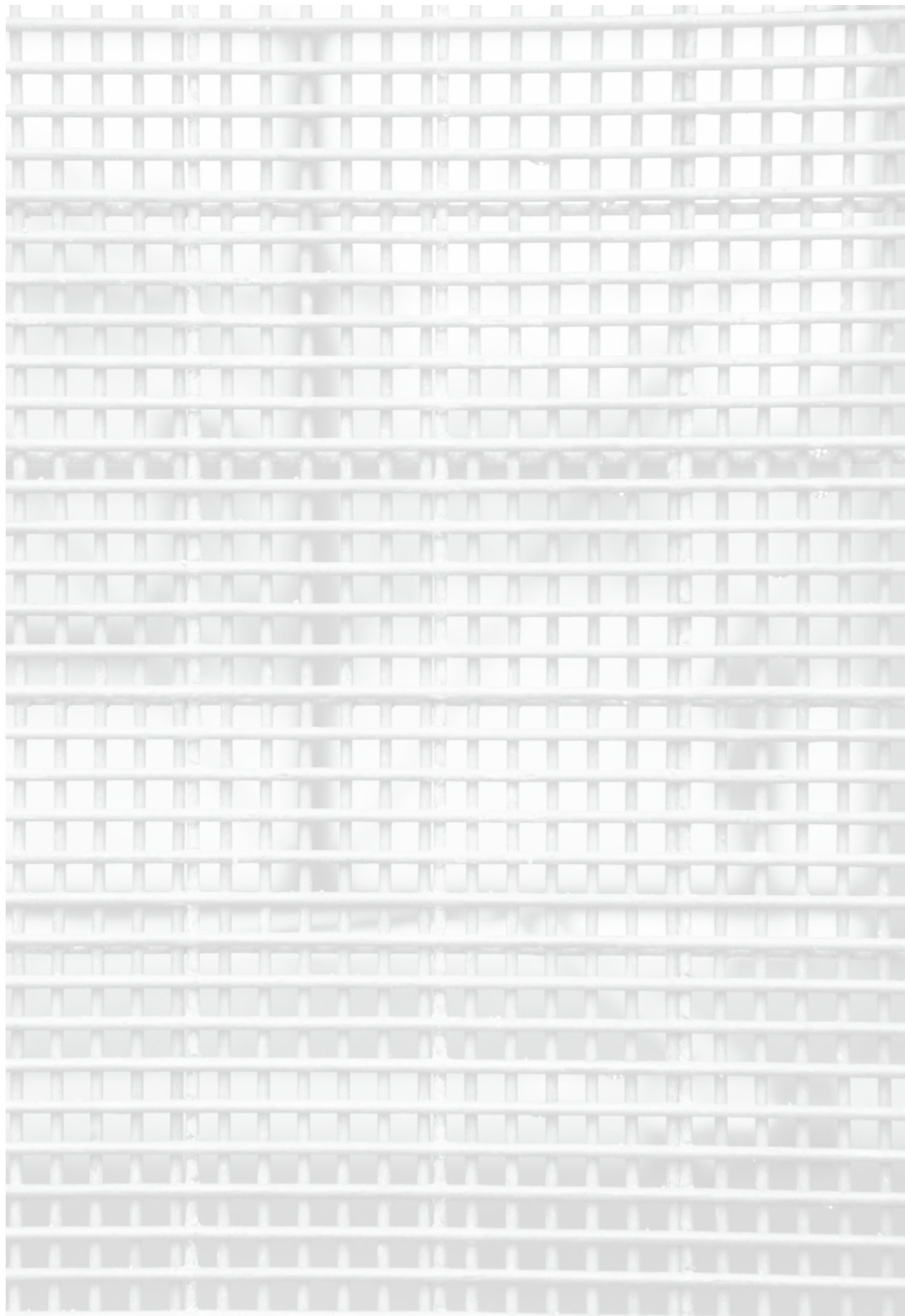
JUDICIAL INSPECTORATE FOR
CORRECTIONAL SERVICES
**FOURTH
QUARTERLY
PERFORMANCE
REPORT**

1 January - 31 March 2024



JICS

Judicial Inspectorate for
Correctional Services





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INSPECTING JUDGE:
JUSTICE EDWIN CAMERON

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LIST OF ABBREVIATIONS

AC	Area Commissioner
CC	Correctional Centre
CEO	Chief Executive Officer
CF	Correctional Facility (Correctional Centre and Remand Detention Facility)
CFO	Chief Financial Officer
CMCs	Case Management Committees
CMR	Central Management Region
CPA	Criminal Procedure Act 51 of 1977
CPF	Community Policing Forum
CRT	Court Recording Technology
CSA	Correctional Services Act 111 of 1998
CU	Complaints Unit
DCS	Department of Correctional Services
DDM	District Development Model
DEEC	District Enhancement and Efficiency Committee
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
GG	Government Vehicles
GCIS	Government Communication Information System
GP	Gauteng Province
GPSSBC	General Public Service Sector Bargaining Council
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
KZNM 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
NEHAWU National Education, Health and Allied Workers' Union (NEHAWU)
NMR Northern Management Region
PCN Public Calling for Nominations
PEEC Provincial Efficiency and Enhancement Committee
PMDS Performance Management Development System
RDs Remand Detainees
ROC Record of Consultation
SA South Africa
SAHRC South African Human Rights Commission
SANTA South African National Tuberculosis Association
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 Coordinating Officers
VOD Victim Offender Dialogue
WCMR Western Cape Management Region



EXECUTIVE SUMMARY BY THE CHIEF EXECUTIVE OFFICER

This report provides a comprehensive overview of JICS's performance outcomes during the fourth quarter of the 2023/2024 performance cycle, spanning from 1 January to 31 March, 2024. Notably, this quarter marks the final reporting period during which JICS operates as a sub-program of DCS. Effective April 1st, 2024, JICS will transition to a National Government Component (NGC). This is the result of the publication on March 8th, 2024 of Proclamation 159 of 2024 amending Schedule 3 to the Public Service Act, 1994, which designated JICS a NGC and CEO as the head of the NGC.

JICS's independence has been bolstered by the enactment of the Correctional Services Amendment Act 14 of 2023, which remedies the defects identified by the Constitutional Court in *Sonke Gender Justice NPC v President of the Republic of South Africa* [2020] ZACC 26. The Amendment Act provides that JICS's expenses are to be defrayed from monies appropriated from Parliament, that CEO in consultation with the Inspecting Judge shall prepare and provide the National Treasury with the necessary estimate of revenue and expenditure of JICS, and that the CEO is the accounting officer of JICS. It further provides that the CEO is to be appointed by the Minister and that any matters relating to misconduct and incapacity of the CEO vests in the Inspecting Judge who shall refer his or her decision to the Minister for implementation. In addition, the Amendment Act tightens requirements regarding DCS's handling of segregation appeals and expands the list of items Heads of Centre must immediately report to the Inspecting Judge.

JICS is now working closely with National Treasury, the Department of Public Service Administration and the Department of Correctional Services to take control of various finance and supply chain systems, including creating a bank account and securing JICS's access to all applicable transversal operating systems like PERSAL, BAS and Logis.

In collaboration with the Department of Health and the University of KwaZulu-Natal School of Law, JICS hosted a seminar on Mental Health and Solitary Confinement. The seminar was informed by the findings of JICS's exploratory study at Ebongweni Supermaximum Correctional Centre, where JICS has found that inmates are subjected to unlawful prolonged solitary confinement. The seminar advocated for targeted interventions to end solitary confinement and enhance mental health screening and services, featuring expert and public participation.

Furthermore, weeklong training sessions were held to train newly appointed ICCVs across the country. ICCVs were oriented on JICS's organisational background, operational procedures, legal frameworks, duties, handling complaints, reporting, inspections, and investigations.

Notwithstanding resource limitations, JICS executed all planned inspections excellently and efficiently, producing impressive outcomes. The following are the standout achievements for this quarter:

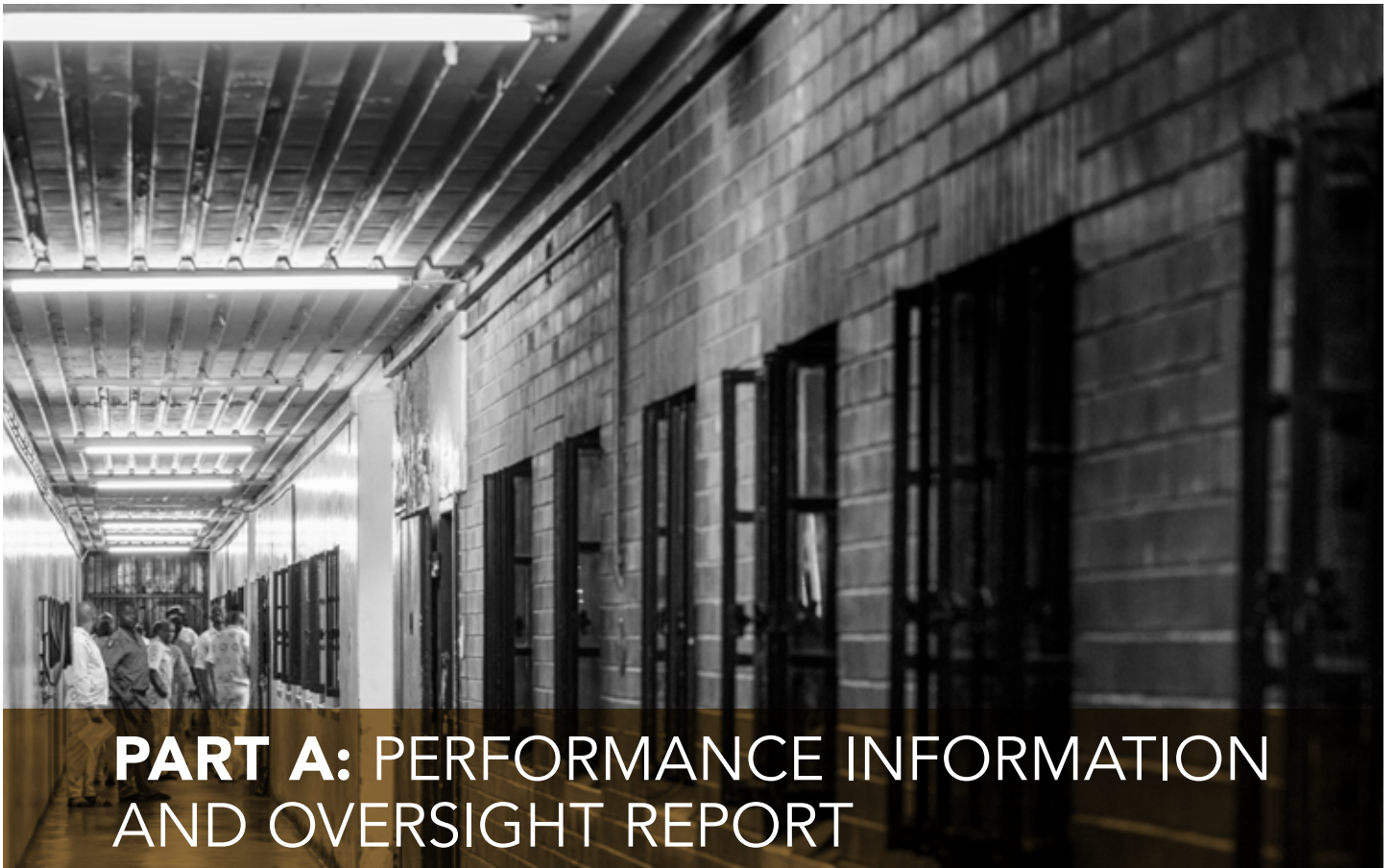
- Following a total of 36 inspections, 28 correctional facilities were rated as satisfactory, four as good, and four as bad.
- Eleven investigations were completed by JICS despite practical obstacles in the form of obstructive DCS personnel, delays in obtaining Medico-Legal records, and trouble finding inmates who had been transferred to other centres.

The JICS Complaints Unit (CU) received a total of 210 complaints during this period, covering various issues, most notably incidents of inmate-on-inmate (57) and official-on-inmate assaults (45), as well as transfers (29). 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.

DCS reported 16 deaths attributed to unnatural causes, with five cases labelled as unknown reasons for the deaths and five identified as suicides by hanging. Additionally, 115 deaths were categorised as natural. There were 1 412 documented segregation cases recorded during the quarter, with one successful appeal resolution. Thirteen cases involving mechanical restraints were reported, and none were subject to a review request. Furthermore, 120 incidents of the use of force were documented.

At the time of compiling this report, the inmate population had risen by 2 818, marking a 1.8% increase from the previous quarter. The total stood at 156,623, comprising 59 381 remand detainees, 97 038 sentenced, and 66 infants. Notably, there has been an 18.18% rise in infant in correctional centre, from 54 to 66. The largest inmates population is housed in NMR, totalling 38 585 Gauteng and 23 113 LMN inmates, making up 39.39% of the total. WCMR follows with 27 358 (17.4%), and KZNMR with 24 591 (15.7%). Equally, ECMR and CMR have the smallest populations.

JICS maintains ongoing communication with key stakeholders, including the Minister of Justice and Correctional Services, the Deputy Minister of Correctional Services, National Commissioner and the Minister of Finance.



PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT

Performance information

Inspections

JICS strives to carry out inspections at least once every two years at all correctional centers and remand detention facilities, collectively referred to as correctional facilities.

Annually, JICS conducts 136 announced inspections, following an approved National Inspections Plan.

Moreover, JICS introduced the Abahloli project for unannounced inspections during the 2021/2022 performance cycle, which has been ongoing since the first quarter of the 2022/2023 performance cycle. The project is named Abahloli. The purpose of the Abahloli (inspections) project is threefold:

Firstly, JICS currently has only nine permanent inspectors, who also conduct investigations. The limited inspector personnel prevents JICS from effectively increasing its inspection frequency beyond the current performance indicator of 136. The Abahloli project allows JICS to expand its inspection coverage by tasking managers with conducting inspections on an ad hoc basis.

Secondly, the project provides JICS managers with hands-on experience in conducting inspections directly.

Lastly, the unannounced nature of these inspections offers JICS valuable insights into the day-to-day operations of correctional facilities and fulfils one of the conditions outlined in the Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). This requirement stipulates that inspections of places of detention must be conducted without prior notice.

Due to financial constraints, no unannounced inspections were conducted during this quarter.

Inspection reports and ratings

In the fourth quarter of 2023/2024, a total of 36 inspections were scheduled, all of which were conducted as planned, and the corresponding reports have been received.

Every facility inspected receives a rating of **Good, Satisfactory, or Unsatisfactory**. JICS employs a consistent set of criteria for assessing facilities, regardless of whether the inspection is announced or unannounced.

These criteria encompass various aspects such as overcrowding, professionalism of staff, infrastructure, nutritional provisions, and medical/health services, safety measures for inmates and DCS officials, as well as community engagement.

Facilities rated as **"Good"** demonstrate high standards and require little to no improvement, typically reflecting effective management by the Head of the Correctional Centre (HCC).

Facilities rated as **"Satisfactory"** exhibit areas for improvement identified in the inspection report but are generally under competent management by the HCC.

Facilities rated as **"Unsatisfactory"** display significant deficiencies across most or all evaluated aspects during the inspection. Such facilities necessitate substantial improvements, indicating shortcomings in management practices.

#	Correctional Facility	Region	Inspection conducted	Rating (Good/ Satisfactory/ Unsatisfactory)
1.	Kuruman	CMR	17/1/2024	Satisfactory
2.	Barkley West	CMR	9/1/2024	Satisfactory
3.	Tswelopele	CMR	10-11/1/2024	Satisfactory
4.	Kimberly	CMR	30/1/2024	Satisfactory
5.	Baviaanspoort Maximum	NMR	9/1/2024	Good
6.	Emthonjeni	NMR	10/1/2024	Good
7.	Zonderwater Medium A	NMR	11/1/2024	Satisfactory
8.	Mthunzini	KZNMR	17/1/2024	Satisfactory
9.	Qalakabusha	KZNMR	16/1/2024	Satisfactory
10.	Pollsmoor Medium A	WCMR	15/1/2024	Satisfactory
11.	Pollsmoor Medium B	WCMR	16/1/2024	Satisfactory
12.	St Albans Medium A	ECMR	9/1/2024	Satisfactory
13.	St Albans Medium B	ECMR	10/1/2024	Satisfactory
14.	St Albans Maximum	ECMR	12/1/2024	Satisfactory
15.	Grootvlei Maximum	CMR	12-13/2/2024	Unsatisfactory
16.	Grootvlei Medium	CMR	14/2/2024	Satisfactory
17.	Modderbee	NMR	13/2/2024	Satisfactory
18.	Nigel	NMR	14/2/2024	Satisfactory
19.	Boksburg Medium A	NMR	15/1/2024	Satisfactory
20.	Ncome Medium A	KZNMR	06/2/2024	Unsatisfactory
21.	Ncome Medium B	KZNMR	07/2/2024	Satisfactory
22.	Voorberg Medium A	WCMR	21/2/2024	Unsatisfactory
23.	Voorberg Medium B	WCMR	20/2/2024	Good
24.	Sommerset East	ECMR	21/2/2024	Satisfactory
25.	Cradock	ECMR	20/2/2024	Satisfactory
26.	Lindley	CMR	14/3/2024	Satisfactory
27.	Heilbron	CMR	13/03/2024	Satisfactory
28.	Harrismith	CMR	12/3/2024	Satisfactory
29.	Krugersdorp	NMR	5/3/2024	Satisfactory
30.	Leeuwkop Maximum	NMR	6/3/2024	Satisfactory
31.	Nongoma	KZNMR	6/3/2024	Satisfactory
32.	Ingwavuma	KZNMR	5/3/2024	Satisfactory
33.	Van Rhynsdorp	WCMR	6/3/2024	Satisfactory
34.	Calvinia	WCMR	7/3/2024	Unsatisfactory
35.	Ntabankulu	ECMR	5/3/2024	Satisfactory
36.	Matatiele	ECMR	6/3/2024	Good

Table 1: Announced inspections

Ratings of correctional facilities inspected

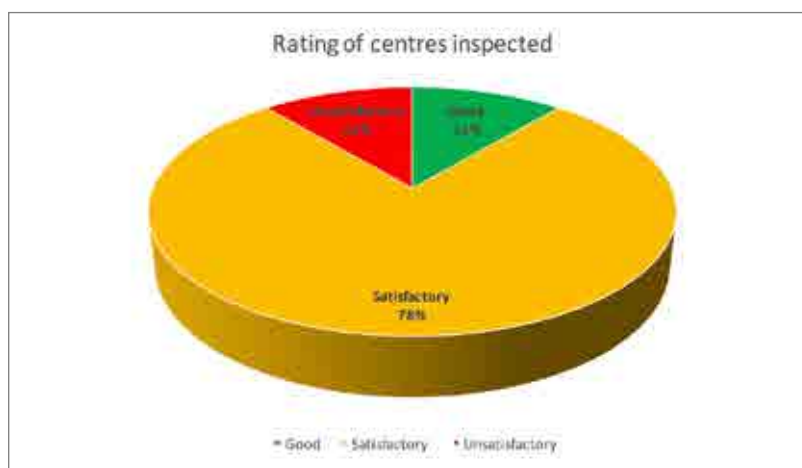


Figure 1: Ratings of correctional facilities

Facilities rated as "good"

Four facilities were rated good "good", indicating an improvement in terms of structural defects, reduction of overcrowding and regular maintenance on ablution facilities.

Notably, the ratings of Baviaanspoort Maximum and Emthonjeni centres improved from satisfactory during the previous JICS inspection to good in the recent inspection whilst the ratings of Voorberg and Matatiele remain the same since previous inspections.

Baviaanspoort Maximum (NMR): The structure of the centre including the ablution and the medical/health care facility was in a good condition. The cells were clean and well-maintained. The kitchen condition was rated satisfactory. Inmates' complaints were taken and recorded daily. The ICCV and HCC monitored and signed the complaints register monthly. The centre had both contact and non-contact visit areas.

Emthonjeni Juvenile (NMR): The physical structure was in a satisfactory condition. The centre was overcrowded by 67% on the date of inspection. The medical facility and the kitchen were in satisfactory condition. The facilities were clean and well-maintained. The ablution facility was in good working condition. The general rating of the centre is satisfactory. The only challenge with Emthonjeni Juvenile Correctional Centre is that the communal cells were overcrowded.

Voorberg Medium B (WCMR): The physical structure of the facility was rated satisfactory. The centre was overcrowded by 21%. The clinic was well-equipped with a suitable space for the assessment and treatment of inmates. Cells were found clean and in an acceptable standard. The kitchen was also found in good condition. Two pots were found dysfunctional on the date of the inspection. Complaints were handled in the prescribed manner.

Matatiele (ECMR): The correctional centre is still new, and it was rated good. The approved accommodation was 120 and the unlock total was 70 on the date of inspection. The correctional centre was not overcrowded. The clinic was found clean and hygienic. The kitchen was also rated good without any adverse finding. Inmates were satisfied about the complaints and requests procedure. Inmates alleged that the nurse does not speak well with them and requested intervention on treatment by nurse.

Facilities rated "unsatisfactory"

JICS inspectors rated four centres as **unsatisfactory**. The ratings of the centres arose from structural defects, overcrowding and conditions in the facilities.

Grootvlei Maximum (CMR): The Grootvlei Correctional Centre is old and severely overcrowded. The conditions are unsatisfactory and not conducive for human habitation. There were no improvements since the previous inspection.

Ncome Medium A (KZNMR): The kitchen needed to be renovated. Paint was peeling from the walls and ceiling, causing unhygienic conditions to interfere with food preparation. The concrete roof leaked during rain and firefighting equipment was 19 months overdue for service.

Voorberg Medium A (WCMR): The correctional centre is made of zinc. The cells were extremely hot during summer and very cold during winter. The shower heads needed to be replaced. The ablution facilities needed to be extensively renovated. Leaking pipes, broken tiles and non-functional flushing mechanisms were observed. The ablution facilities needed to be painted. Cells were infested with cockroaches and needed to be fumigated.

Calvinia (WCMR): The centre is small and appeared to be extremely congested. The medical administration and treatment rooms shared the same space, resulting in unsanitary conditions. The kitchen was extremely unhygienic. The storage of meat was inconsistent with the DCS policy since pork was found mixed with beef in a freezer.

Unannounced inspections - Abahloli (inspections) project

There were no unannounced inspections scheduled for the fourth quarter due to financial constraints.

Inspections: Overview, Findings/Recommendations/Critical interventions

No critical interventions were identified.

Inspections by IJ / Judges / Magistrates

None

Investigations

A total of 13 investigations were mandated and carried out. Like inspections, investigations entail physical visits to correctional facilities. Most investigations (five) were conducted by JICS's NMR. No investigation was mandated for the JICS ECMR.

The practical challenges inherent in investigations, such as delays in obtaining medico-legal documents, dealing with uncooperative DCS officials, and locating witnesses who may have been transferred to other centres following the incident, contribute to an average investigation duration of approximately three months. In cases of extreme complexity, investigations may extend beyond this timeframe.

The breakdown of investigations for the quarter is as follows:

Unnatural death of an inmate (including cases of suicide, overdose, arson, and assault): 9

Corruption: 1

Assault by officials on inmates: 3

The table below shows the total number of investigations mandated.

#	Reference	Mandate	Correctional facility	JICS Region	Investigation topic
1.	38-23/24	09/01/2024	Zonderwater Medium B	NMR	Unnatural death of an inmate
2.	39-23/24	22/01/2024	Tswelopele	CMR	Unnatural death of an inmate
3.	40-23/24	19/01/2024	Durban Youth	KZNMR	Allegations of sexual assault
4.	41-23/24	25/01/2024	Durban Medium A	KZNMR	Unnatural death of an inmate
5.	42-23/24	25/01/2024	Bizzah Makhate Med A	CMR	Unnatural death of an inmate
6.	43-23/24	26/01/2024	Pollsmoor RDF	WCMR	Unnatural death of an inmate
7.	44-23/24	02/02/2024	Johannesburg Med A	NMR	Unnatural death of an inmate
8.	45-23/24	27/02/2024	Johannesburg Med A	NMR	Unnatural death of an inmate
9.	46-23/24	27/02/2024	Modderbee	NMR	Unnatural death of an inmate
10.	47-23/24	05/03/2024	Voorberg Medium B	WCMR	Unnatural death of an inmate
11.	48-23/24	22/03/2024	Groenpunt Maximum	CMR	Attempted suicide and alleged corruption
12.	49-23/24	26/03/2024	Witbank	NMR	Unnatural death of an inmate
13.	50-23/24	28/03/2024	Qalakabusha	KZNMR	Unnatural death of an inmate

Table 2: Investigations mandated

Progress on investigations – 2023/2024 performance cycle

A total of 51 investigations were mandated for the 2023/2024 performance cycle:

#	Ref	Mandate	Correctional facility	Region	Incident/comments
1.	1-23/24	28/04/2023	Grootvlei Med A	CMR	Final report received.
2.	1A -23/24	25/04/2023	Goodwood	WCMR	Final report received.
3.	2-23/24	28/04/2023	King Williams Town	ECMR	Final report received.
4.	3-23/24	15/05/2023	St Albans	ECMR	Final report received.
5.	4.23/24	15/05/2023	Modderbee	NMR	Final report received.
6.	5.23/24	18/05/2023	Elliotdale	ECMR	Final report received.
7.	6-23/24	18/05/2023	Van Rhynsdorp	WCMR	Final report received.
8.	7-23/24	18/05/2023	Kimberley	CMR	Final report received.
9.	8-23/24	29/05/2023	Groenpunt Maximum	CMR	Final report received.
10.	9-23/24	30/05/2023	Odi	NMR	Final report received.
11.	10-23/24	31/05/2023	Grootvlei	CMR	Preliminary report received. Final report outstanding. Followed up with the JICS investigator on 4 April 2024.
12.	11-23/24	01/06/2023	Newcastle	KZNMR	Final report received.
13.	12-23/24	09/06/2023	Kgosi Mampuru II Central	NMR	Final report received.
14.	13-23/24	12/06/2023	Qalakashusha	KZNMR	Final report received.
15.	14-23/24	20/06/2023	Johannesburg Female	NMR	Final report received.
16.	15-23/24	22/06/2023	Durban Medium A	KZNMR	Final report received.
17.	16-23/24	27/06/2023	St Albans Max	ECMR	Final report received.
18.	17-23/24	25/07/2023	Mangaung PPP	CMR	Final reports received.
19.	18-23/24	25/07/2023	Pollsmoor Medium A	WCMR	Final report received.
20.	19-23/24	25/07/2023	Losperfontein	NMR	Final report received.
21.	20-23/24	10/08/2023	Kutama Sinthumule PPP	NMR	Preliminary investigation report received. The completion of the investigation was delayed by the fact that statements were needed from 74 inmates who were transferred to other centres. Statements were taken with the assistance of VCCOs during December 2023 and January 2024. The statements are being evaluated and the investigation report is now in the process of being completed.
22.	21-23/24	21/08/2023	Boksburg Medium	NMR	The investigation concluded – the JICS investigator is in the process of finalising the report. Due date 5 April 2024.
23.	22-23/24	22/08/2023	Mangaung	CMR	Final report received.
24.	23-23/24	28/08/2023	Boksburg	NMR	The investigation concluded – the JICS investigator is in the process of finalising the report. Due date is 5 April 2024.
25.	24-23/24	28/08/2023	East London Maximum	ECMR	Final report circulated.
26.	25-23/24	06/09/2023	Goedemoed	CMR	Investigation in progress. The JICS inspector is in the process of obtaining the complete post-mortem and toxicology reports from SAPS and the Department of Health's Forensic Pathology Services (FPS). DCS disputed the doctor's finding that the inmate died due to a high level of insulin. DCS argued that the information was not obtained from the pathologist but from the doctor who certified the inmate dead.
27.	26-23/24	07/09/2023	Durban Medium A	KZNMR	Final report received.

#	Ref	Mandate	Correctional facility	Region	Incident/comments
28.	27-23/24	15/09/2023	Kgosi Mampuru II Central	NMR	Final report received.
29.	28-23/24	15/09/2023	Pollsmoor Medium B	WCMR	The investigation is ongoing – JICS is meeting with the NPA and SAPS Extortion Unit monthly. Next meeting 10 April 2024.
30.	29-23/24	30/09/2023	Krugersdorp	NMR	The investigation is concluded – the JICS investigator is in the process of finalising the report. Due date 5 April 2024.
31.	30-23/24	10/10/2023	East London Maximum	ECMR	Investigation report outstanding. A follow-up was made with the JICS investigator on 3 April 2024.
32.	31-23/24	19/10/2023	Johannesburg Female	NMR	Final report received.
33.	32-23/24	17/11/2023	Kgosi Mampuru II Local	NMR	The investigation is concluded – the JICS investigator is in the process of finalising the report. Due date 5 April 2024.
34.	33-23/24	24/11/2023	St Albans Maximum	ECMR	Final report received.
35.	34-23/24	11/12/2023	Middleburg (MP)	NMR	Final report received.
36.	35-23/24	18/12/2023	Mossel Bay Youth	WCMR	Final report received.
37.	36-23/24	22/12/2023	Tswelopele	CMR	Investigation in progress. Followed up with the JICS inspector on 4 April 2024.
38.	37-23/24	22/12/2023	Pollsmoor RDF	WCMR	Final report received.
39.	38-23/24	09/01/2024	Zonderwater Medium B	NMR	Investigation in progress.
40.	39-23/24	22/01/2024	Tswelopele	CMR	Investigation in progress.
41.	40-23/24	19/01/2024	Durban Youth	KZNMR	Investigation in progress.
42.	41-23/24	25/01/2024	Durban Medium A	KZNMR	Investigation in progress.
43.	42-23/24	25/01/2024	Bizzah Makhate Med A	CMR	Investigation in progress.
44.	43-23/24	26/01/2024	Pollsmoor RDF	WCMR	Investigation in progress.
45.	44-23/24	02/02/2024	Johannesburg Med A	NMR	
46.	45-23/24	27/02/2024	Johannesburg Med A	NMR	Investigation in progress.
47.	46-23/24	27/02/2024	Modderbee	NMR	Investigation in progress.
48.	47-23/24	05/03/2024	Voorberg Medium B	WCMR	New case.
49.	48-23/24	22/03/2024	Groenpunt Maximum	CMR	New case.
50.	49-23/24	26/03/2024	Witbank	NMR	New case.
51.	50-23/24	28/03/2024	Qalakabusha	KZNMR	New case.

Table 3: Progress on investigations

Status of investigations

The following chart illustrates the status of investigations for the 2023/2024 performance cycle.

80% of all investigations have either been completed or are still within the designated investigation timeframe. In 8% of cases, investigations are concluded, and reports are currently undergoing finalisation processes, including writing and editing. 12% of investigations are pending, primarily due to outstanding information from DCS or medico-legal reports from the FPS.

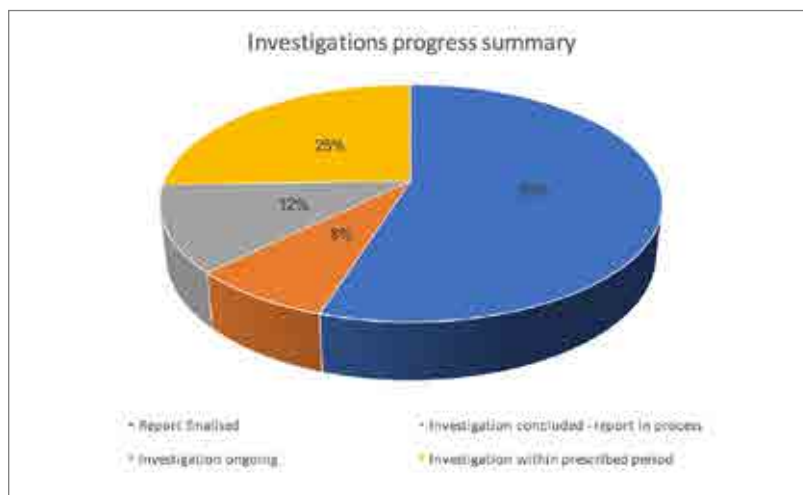


Figure 2: Investigations progress summary

Investigations completed

The process of administering and concluding investigations involves separate stages, such as engaging with the DCS, SAPS, and the National Prosecuting Authority (NPA). In other instances, medico-legal documents must be obtained from the Department of Health to confirm for instance the cause of death.

The following table shows details of the six investigations.

#	Ref	Report received	Correctional facility	JICS Region	Investigation topic
1.	35-23/24	18/1/2024	Mosselbay Youth Centre	WCMR	Allegations of assaults: Officials on inmates. Name of the report: <i>"Lela means cry"</i>
2.	37-23/24	05/03/2024	Pollsmoor RDF	WCMR	Unnatural death: Alleged homicide: Inmates on inmate. Name of the report: <i>"...If you don't stop it..."</i>
3.	3-23/24	14/03/2023	St. Albans Maximum	ECMR	Unnatural death: Alleged homicide: Officials on inmate. Name of the report: <i>"Nine against one"</i>
4.	43-23/24	15/03/2024	Pollsmoor RDF	WCMR	Unnatural death: Suicide by hanging. Name of the report: <i>"No complaints – no assistance needed"</i> .
5.	27-23/24	25/03/2023	Kgosi Mampuru II Central	NMR	Unnatural death: Suicide by hanging. Name of the report: <i>"Olievenhoutbosch Serial Killer"</i> .
6.	40-23/24	26/03/2024	Durban Youth	KZNMR	Allegations of sexual assault of a juvenile inmate. Name of the report: <i>"I like what I do."</i>

Table 4: Investigations finalised

Complaints

JICS received a total of 210 complaints. Complaints on inmate-on-inmate assaults remain predominant with **57** complaints, there were **45** official-on-inmate assaults and **29** complaints regarding transfers.

The table below shows all the complaints received.

Categories	Internal	External	Total
Appeal	4	0	4
Assault (Inmate-on-inmate)	52	5	57
Assault (Official-on-inmate)	42	3	45
Assault (Sexual)	7	1	8
Assault (Inmate on official)	2	0	2
Attempted suicide	8	0	8
Bail	0	0	0
Communication with family	0	0	0
Conditions	2	2	4
Confiscation of possession	0	0	0
Conversion of sentence	0	0	0
Corruption	1	0	1
Food	2	0	2
Health care	4	3	7
Hunger strike	3	0	3
Inhumane treatment	1	1	2
Legal representation	0	0	0
Medical release	0	0	0
Parole	10	2	12
Re-classification	1	0	1
Rehabilitation programmes	1	0	1
Remission	0	0	0
Self-harm	1	0	1
Torture	0	0	0
Transfers	27	2	29
Other	18	5	23
Total	186	24	210

Table 5: Complaints received per category

Complaints comparison

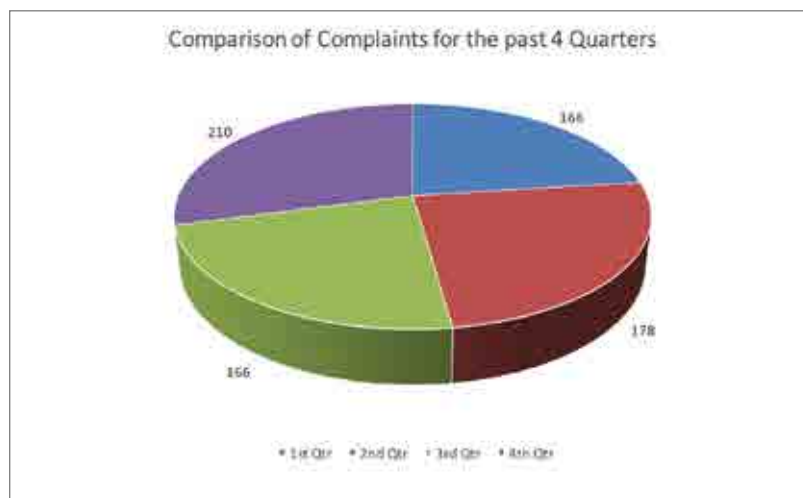


Figure 3: Comparison of complaints of three quarters

Complaints referred to DMR

The Complaints unit deals with urgent complaints and refers non-urgent complaints to DMR. Complaints relating to transfers, parole, and healthcare are referred to DMR since ICCVs can deal with them more effectively at the coalface.

A total of 66 complaints were referred to DMR.

The table below depicts the number of complaints referred to DMR per region.

CMR	ECMR	WCMR	KZNMNR	NMR	Total
14	11	3	2	36	66

Table 6: Complaints referred to DMR

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

JICS monitors the treatment of LGBTQIA+ persons and conditions of their incarceration in correctional facilities and reports on complaints received from vulnerable groups. In one matter, it was alleged that there was consensual sexual activity between an official and inmate at Durban Youth Centre. The inmate was removed from the unit, he received medical treatment (physical and psychological), and the official was suspended pending an investigation.

JICS further received reports of ten incidents of assault, one incident of cruel, inhuman and degrading treatment and one incident of attempted suicide involving female inmates at East London Medium C. JICS commenced with its investigation in February 2024.

Finalised matters

JICS received **17** investigation reports and finalised **15** matters. A total of **20** pending matters were closed due to DCS investigation reports outstanding, inmates released from custody, or the insufficient detail to proceed with the complaint.

Mandatory reporting

Unnatural Deaths

The table below shows a total number of “unnatural deaths” reported by DCS to JICS:

Category	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Assault: inmate-on-inmate	0	1	1	0	1	1	4
Electrocution	0	0	0	1	0	0	1
Gunshot wound to the chest and abdomen requiring surgery and related complications	0	0	1	0	0	0	1
Hanging	1	1	1	1	0	1	5
Unknown causes ¹	0	0	1	3	0	1	5
Total	1	2	4	5	1	3	16

Table 7: Unnatural deaths

A total of 16 unnatural deaths were reported to JICS between 1 January and 31 March 2024. The majority of deaths reported were due to unknown causes: five cases of death due to unknown causes were reported.

A total of 11 deaths were referred for investigation to the JICS Investigation Unit. All cases of unnatural deaths of inmates are enquired into by ICCVs. Copies of the post-mortem and other medico-legal documents are also requested from DCS. Then JICS evaluates each case and officially investigate the matter if necessary.

Vulnerable Deaths

Vulnerable deaths refers to deaths of women and children in detention. JICS recorded 5 vulnerable deaths

¹ “Unnatural Other” is where an apparently healthy inmate suddenly passes on, and the cause of death is unknown.

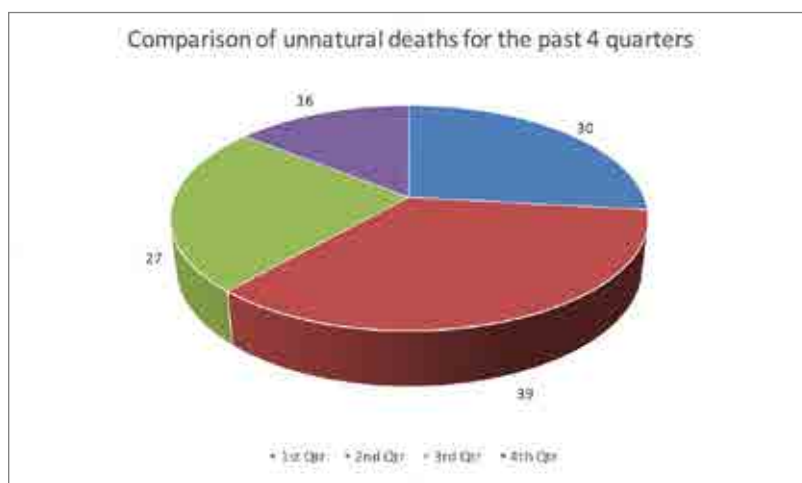


Figure 4: Comparison of unnatural deaths for the past quarters

Natural deaths (115)

A total of 115 deaths arising from natural causes were reported by DCS between January and March 2024. The highest number of deaths recorded were natural causes "other" with 37 incidents. Gauteng had the highest number of deaths with 32 reports, Free State/Northern Cape region recorded the lowest with eight reports.

Deaths reported by DCS are also verified by the ICCVs via a record of confirmation (ROC), these documents are usually submitted by the JICS regions, which are afforded sixty (60) days within which to submit them to JICS's Mandatory Unit.

Each natural death of an inmate is enquired into by JICS's ICCVs. Copies of death certificates, post-mortem reports and other relevant documents are obtained and perused.

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

Cause of death ²	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Acute bowel obstruction and disseminated TB	0	0	0	0	1	0	1
Acute decompensated heart failure, diabetes mellitus, prostate cancer, bicytopenia	0	0	0	0	1	0	1
Acute kidney injury and severe dehydration	0	0	1	0	0	0	1
Asthma	0	0	0	0	0	1	1
Bacterial meningitis	0	1	0	0	0	0	1
Broncho pneumonia and bronchial asthma	0	0	0	0	1	0	1
CA oesophagus and peripheral vascular disease	0	0	1	0	0	0	1
Cancer	0	0	1	1	1	2	5
Carcinoma	0	1	0	0	0	0	1
Cardiac problems and CVA, Hypoxia, renal failure and septic shock	0	0	0	1	0	0	1
Cerebrovascular accident	1	1	0	1	0	0	3
Chest pain	0	0	1	0	0	0	1
Congestive cardiac failure	1	0	0	1	0	0	2
Coronary heart disease	0	0	0	0	1	0	1

². "Cause of death" is reported as on the individual's death certificate.

Cause of death	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Critical limb echiamia	0	0	0	0	0	1	1
CVA and breakthrough seizures (BTS)	0	0	0	1	0	0	1
Dehydration	0	0	0	0	1	0	1
Dissertated TB	0	0	1	1	1	0	3
Dissertated TB, chronic hypokalaemia, chronic anaemia and chronic gastroenteritis	0	0	1	0	0	0	1
Dissertated TB and PCP	0	0	0	0	1	0	1
End stage renal failure	0	0	1	0	0	0	1
Epilepsy, CVA and Meningitis	0	0	1	0	0	0	1
Haemorrhagic stroke	0	0	0	0	0	1	1
Heart failure	0	0	0	0	0	1	1
Hepatocellular carcinoma	0	0	0	0	1	0	1
Hyperkalaemia	1	0	0	0	0	0	1
Hypoxia	0	1	0	0	0	0	1
Immuno Compromised	0	0	1	0	0	0	1
Infective endocarditis	0	0	1	0	0	0	1
Jaundice and military TB	0	0	0	0	1	0	1
Liver cancer: stage 4	0	0	0	0	0	1	1
Liver failure and pulmonary TB	0	0	1	0	0	0	1
Lung Abscess	1	0	0	0	0	0	1
Lung carcinoma	1	0	0	0	0	0	1
Lung disease RVD status: non-Reactive	0	0	0	1	0	0	1
MDR TB	1	0	0	0	0	0	1
Meningitis	1	0	0	0	0	0	1
Metastatic gastric carcinoma	0	0	1	0	0	0	1
Metastasizing breast cancer	0	0	1	0	0	0	1
Metastatic lung cancer	0	0	1	0	0	0	1
Middle cerebellar infect (MCI)	0	0	1	0	0	0	1
Multi organ failure	0	0	0	0	1	0	1
Myocardial infarction	0	0	1	0	0	0	1
Natural Causes other	8	3	7	2	9	8	37
Oesophageal carcinoma	0	1	0	0	0	0	1
Patient was diagnosed with TB on treatment	0	0	1	0	0	0	1
Perforated peptic ulcer disease	0	0	0	0	1	0	1
Pneumonia	0	0	1	0	0	0	1
Prostate cancer	0	0	0	0	1	0	1
Pulmonary TB	0	0	2	2	1	0	5
Renal failure	1	0	0	0	0	0	1
Renal impairment with TB on treatment	0	0	1	0	0	0	1
Respiratory Distress	0	0	0	0	1	0	1
Respiratory failure	1	0	2	1	0	0	4
RVD Respiratory distress	0	0	0	0	1	0	1
Sepsis	1	0	0	0	0	0	1
Shortness of breath	1	0	0	0	0	0	1
TB Iris	0	0	0	0	0	1	1
TB Meningitis	0	0	2	0	0	0	2
Tuberculosis	2	0	0	0	1	0	3
TOTAL	21	8	32	12	26	16	115

Table 8: Natural deaths



Figure 5: Comparison of natural deaths for the past quarters

Segregations

Categories	DCS regions							JICS Internal	
	EC	FS/NC	GP	KZN	LMN	WC	Total	Appeal	Finalised
Request of inmate	36	130	20	18	17	138	359	0	0
Restriction of amenities	29	179	153	24	12	91	488	1	1
Prescribed by the medical officer	73	43	6	1	12	101	236	0	0
Violence or is threatened with violence	20	79	26	18	20	102	265	0	0
Recaptured after escape	1	2	1	0	0	0	4	0	0
Request of the police	1	6	9	2	26	16	60	0	0
Total	160	439	215	63	87	448	1 412	1	1

Table 9: Reports on segregation

JICS received 1 412 reports of segregations for the quarter. Segregations in terms of section 30(1) (b) of the CSA were the highest with 488 reports.

Inmates segregated for displaying violence were mainly inmates involved in assaulting officials and/or fellow inmates.

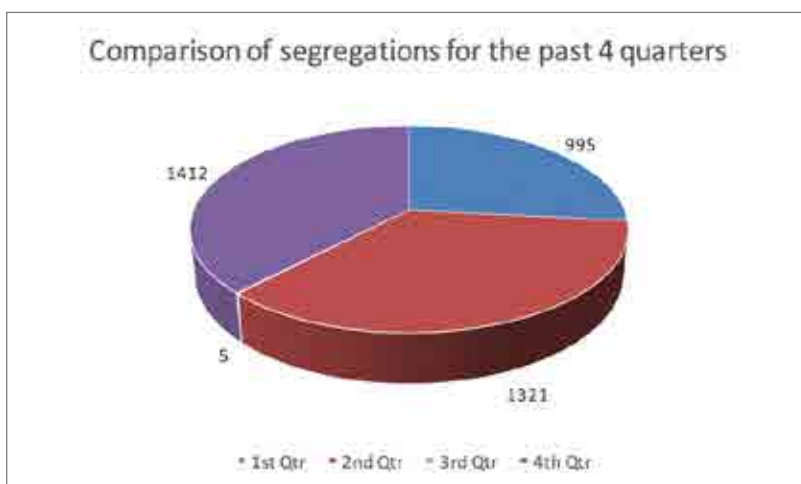


Figure 6: Comparison of segregations for the past quarters

Segregation appeal

JICS finalised one segregation referral (appeal) for the last quarter of 2023/2024 performance cycle.

Details of the appeals are shown in the table below.

#	Correctional facility	Description of complaint /request	Findings and recommendations
1.	Zonderwater Medium A	On 16 February 2024, JICS received a segregation appeal from inmate Z. DCS alleges that the inmate was found guilty of being in possession of unauthorised items and the sanctioned was 15 days. The inmate appealed and the sanction was reviewed, the sentenced was reduced to 5 days.	<p>Findings</p> <p>Based on the analysis, JICS makes the following findings:</p> <ol style="list-style-type: none"> 1. The inmate was found guilty of being in possession of unauthorised items and he was sentenced 15 days in segregation. 2. The matter was reviewed by the NC and the sentenced was reduced to 5 days. 3. Segregation was lawful because all the necessary steps in order to place an inmate in segregation in terms of section 30(1)(b) were followed. <p>Recommendations</p> <ol style="list-style-type: none"> 1. JICS is in support of reduction of the sentence by the NC. 2. JICS regards the matter as finalised. 3. JICS Northern Management Regional Office and ICCV at the Centre are to be given a copy of the signed recommendation by the inmate.

Table 10: Segregation appeal

Mechanical restraints

DCS reported 13 incidents of the use of mechanical restraints to JICS during the quarter under review. No request to review a mechanical restraint was received.

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Prevention of damage to property	0	0	0	0	2	0	2
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	0	1	0	2	0	3
Safety of inmate	1	0	0	0	0	7	8
Suspicion exists of escape	0	0	0	0	0	0	0
Total	1	0	1	0	4	7	13

Table 11: Mechanical restraints reported

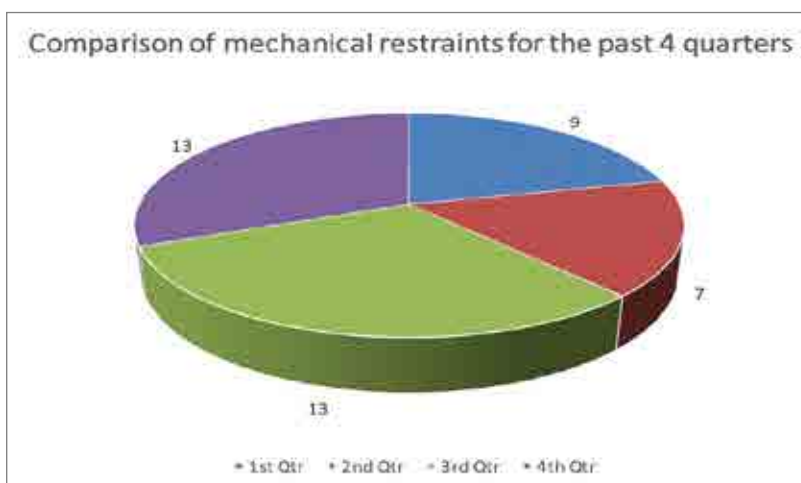


Figure 7: Comparison of mechanical restraints for the past quarters

Use of force

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Self-defence	3	1	3	1	1	2	11
Defence of any other person	3	44	11	23	10	17	108
Preventing an inmate from escaping	0	0	0	0	0	0	0
Protection of property	0	1	0	0	0	0	1
Total	6	46	14	24	11	19	120

Table 12: Reports on use of force

A total of 120 incidents involving the use of force were reported by DCS. FS/NC had the highest number of use of force reports with 46, EC region reported the lowest use of force incidents with six incidents. The stabbing and assaulting of inmates and officials were the main reasons given by DCS to justify the use force in defense of inmates or officials. There was a total of 108 incidents of the use of force in the defense of any other person.

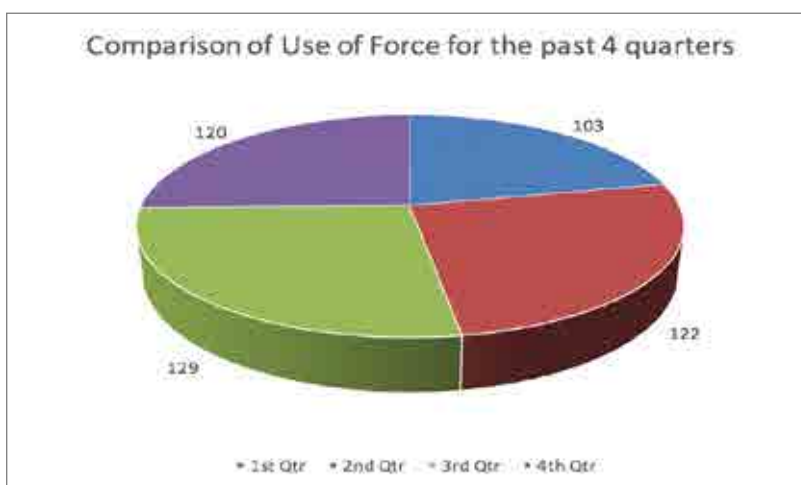


Figure 8: Comparison of use of force for the past quarter

Criminal and Inquest Matters

JICS has 34 criminal matters that have not been finalised. JICS is following up with SAPS and the NPA on these matters. The top ten criminal matters were selected and JICS investigation reports were furnished to both NPA and SAPS for further handling.

There are 133 inquest matters that have not been finalised. The top ten inquest matters were also selected and sent to SAPS and the NPA in 2023. JICS's Mandatory Unit continues to follow up on these matters.

Top ten criminal matters

#	Correctional facility	NPA Status
1.	Brandvlei	On 8 March 2024 JICS attended court and the matter was further remanded to 22 April 2024.
2.	Boksburg	In March 2024 JICS made a followed up with SAPS and the feedback received indicated that the matter is still under investigation.
3.	Glencoe	The matter was followed up in March 2024 and JICS was advised that the case is still outstanding.
4.	Qalakabusha	JICS followed up with SAPS in March and the feedback received indicated that: the case was received back from the Prosecutor with outstanding queries. W/O MN D is attending to it.
5.	Leeuwkop	In March 2024 JICS made a follow up with SAPS. The feedback received indicated that: the docket has been assigned to Sandton SAPS and that the J56 is outstanding.
6.	Umzinto	In March 2024 JICS followed up and the feedback received indicated that investigation is still outstanding based on the following: <ul style="list-style-type: none"> - The PM report must be rectified. Ballistic report is still outstanding. - Crime scene photo-album is still outstanding. Warning statements of SAPS members ad correctional officials involved in the shooting still to be filed. The case is under investigation and once it is finalised, the case docket will be forwarded to Senior Public Prosecutor or decision.
7.	Tswelopele	In March 2024 JICS made a follow up with SAPS and the feedback received indicated that: <ul style="list-style-type: none"> - The identification parade has been held. - The docket discussed with SPP instructed that the scenes must be reconstructed. - The reconstruction of scene was conducted on 17 January 2024. In addition, the photo album, layout of the prison from an aerial view, and warning statements are outstanding.
8.	Groenpunt	In March 2024 JICS made a follow with SAPS and the feedback received indicated that the J56 is still outstanding from the inquest court.
9.	Bethlehem	JICS followed up in March and the feedback received indicated that there have been no developments since the case was changed to Murder and sent to the SPP in November 2023.
10.	George	In March 224 JICS followed up the case with SAPS and was advised that the docket was referred to the inquest court

Table 13: Criminal matters in Court/NPA

Top ten inquest matters

#	Correctional facility	NPA status
1.	St Albans Maximum	The docket was booked to inquest court for decision on 28 September 2023 and there has been no progress since then.
2.	Ventersburg	In March 2024 JICS was advised that the J56 is still outstanding from the inquest court.
3.	Kgosi Mampuru II Central	In March 2024 JICS made a follow up and the feedback received indicated that: the PM report is outstanding
4.	Kgosi Mampuru II Central	The latest update received by JICS indicated that: matter went to inquest court on 24 October 2023.
5.	Kgosi Mampuru Local	In March 2024 JICS made a follow and the feedback received indicated that the reports were outstanding, hence the case is still under investigation.
6.	Pietermaritzburg Medium A	In March 2024, JICS followed up with SAPS and the feedback received indicated that the investigation is still outstanding.
7.	Kutama-Sinthumule	In March 2024 JICS was advised that the matter is still under investigation.

#	Correctional facility	NPA status
8.	Witbank	In March 2024 JICS received feedback that the matter is still under investigation and the following are outstanding: <ul style="list-style-type: none"> - Toxicology report. - Statement of the person who gave the medication to the deceased. - Medical treatment report - Statement of staff who were on duty as to when did they last check the deceased. - Statement of correctional officer P. Mkwana.
9.	Losperfontein	In March 2024 JICS made a follow up with Warrant Officer Molebeleli through telephone and sending email. The feedback received on indicated that: court issued the J56 on 31 October 2023 and the case is filed.
10.	FS-Drakenstein Medium A	In April 2024 the JICS followed up with SAPS on the matter, and feedback was as follows: The case has been WITHDRAWN.

Table 14: Inquest matters in Court/NPA

Progress on criminal matters per province

Eastern Cape

JICS followed up with SAPS/NPA and the feedback shows that five matters are still under investigation.

Free State

JICS followed up with SAPS and NPA and two matters were finalised, in one of the matters the accused was not found guilty and on the other matter the official died before he could be charged.

Gauteng

JICS followed up with SAPS and NPA and the feedback shows that four matters are still under investigation.

Kwazulu-Natal

JICS followed up with SAPS and NPA and the feedback shows that matters are still under investigation.

Limpopo

All criminal cases in Limpopo were finalised.

Mpumalanga

All criminal cases in Mpumalanga were finalised.

Northern Cape

JICS followed up with SAPS and NPA and the feedback shows that identity parades were done on two matters and the scenes must be reconstructed.

North West

All criminal cases in the North West were finalised.

Western Cape

JICS followed up with SAPS and NPA and the feedback shows that one matter will be heard in court on 19 April 2024.

Progress on inquest matters

Eastern Cape

JICS followed up with SAPS and NPA and the feedback shows that matters are still under investigation.

Free State

JICS followed up with SAPS and the NPA and the feedback shows that the investigation is complete on one matter, and it has been referred to court for decision. Another matter has been remanded until 5 June 2024. The feedback received on another matter indicated that the case was false as no inmate died as described.

Gauteng

JICS followed up with SAPS and the NPA and the feedback shows that one matter was finalised and the death was found to be the result of natural causes.

Kwazulu-Natal

JICS followed up with SAPS and NPA and the feedback shows that matters are still under investigation.

Limpopo

JICS followed up with SAPS and NPA and the feedback shows that matters are still under investigation.

Mpumalanga

JICS followed up with SAPS and the NPA and the feedback received indicated that the matter was sent to inquest court on 17 January 2024.

Northern Cape

JICS followed up with SAPS and NPA and the feedback received shows that matters are still under investigation.

North West

JICS followed up with SAPS and the NPA and the feedback received indicated that the investigation was finalised, and the matter was sent to inquest court on 9 January 2024 for a decision. No further progress has been reported.

Western Cape

JICS followed up with SAPS and NPA and the feedback shows that five matters were referred to inquest court for decision.

Litigation

JICS v S

The former employee has filed a plea. The state attorney is preparing discovery notices.

JICS v M

The matter was removed from the roll due to the late filing of the record. The State Attorney filed an application to reinstate the matter. The respondent has filed opposing papers. JICS counsel is drafting a replying affidavit.

N v JICS

There have been no further steps by the applicant in pursuit of this matter.

T v JICS

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

Ntuli v Minister of Justice

DCS is appealing the SCA order. The Constitutional Court has issued directives. JICS's attorneys have been instructed to draft papers for admission as *amicus curiae* at the Constitutional Court.

JICS v M

JICS is challenging the Bargaining Council's award granted by default. The matter was heard in February 2024 and the decision of the Bargaining Council was set aside and matter referred back to the Bargaining Council for reconsideration. The matter has since been set down for 11 to 12 April 2024.

Sonke Gender Justice v President of the Republic of South Africa

The Correctional Services Amendment Act 14 of 2023 has been signed into law by the President.

BS v DCS

The applicant brought an application seeking an order that he be transferred to the remand detention facility pending finalisation of Part B of the application, in which he challenges the constitutionality of his incarceration at Kgosi Mampuru C-Max Correctional Centre. The matter was heard on 19 March 2024. The Court ordered that the applicant (inmate) be transferred to a remand detention facility pending the finalisation of Part B of the application.

M v JICS

The inmate brought an urgent application in January seeking orders, amongst others, that JICS be directed to ensure that he has access to justice, all inhumane treatment he suffered be attributed to JICS and the consolidation of two matters. JICS filed an answering affidavit opposing some orders and the applicant sought indulgence to read the papers and file his answering affidavit. The Court ordered the applicant to file his replying affidavit on 15 March and the matter will be heard on 22 March 2024. The applicant had not filed a reply by 22 March and the matter was postponed to 15 May 2024. The replying affidavit has since been served on JICS.



PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

ICCV Performance

Independent Correctional Visitors (ICCVs)

A total of **203** ICCVs conducted **11 839** consultations with inmates who raised various complaints and requests regarding their treatment and conditions at correctional centres. ICCVs were expected to submit at least **11 500** records of consultations and over-achieved by **39** records of consultations.

There were **10 239** general and urgent complaints and **1 600** mandatory complaints.

The information available from these records of consultations allows JICS to analyse the nature and treatment of inmates on a general level and identify trends and possible courses of action. Part of the ICCV performance includes providing feedback to the complainants as guided by just administrative action requirements and the CSA.

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

Region	Number of ICCV 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	45	2 269	5	0	262	23	0	2 559	2 700	No	The region had 16 vacancies of ICCVs that were filled in March which contributed to the region's underperformance.
ECMR	35	1 863	15	0	171	2	0	2 051	1 760	Yes	N/A
KZNMNR	37	1 550	15	5	786	25	3	2 384	2 220	Yes	N/A
GP	26	1 595	23	3	126	17	0	1 764	1 560	Yes	N/A
LMN	32	1 637	15	2	52	2	2	1 710	1 920	No	The region had 11 vacancies for ICCVs and only appointed in March
WCMR	28	1 325	5	3	36	1	1	1 371	1 340	Yes	N/A
TOTALS	203	10 239	78	13	1 433	70	6	11 839	11 500		

Table 15: Records of consultation by ICCVs

Analysis of site visits conducted

Total site visits and reports: Various regions conducted site visits which resulted in the submission of comprehensive reports which were analysed and assisted in engaging various stakeholders to address the findings. Notably, **1 019** site visits were conducted, leading to **505** site visit reports being submitted.

Infrastructure challenges: This has been a prevalent finding in most correctional centres which encompasses the dilapidated state of several correctional centres, which manifests in 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 dilapidated infrastructure in correctional centres and the shortage of Artisans at maintenance sections have been identified as one of the challenges that contribute to the non-functioning of lights in the cells, leaking taps, broken tiles etc. 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 has taken place although the results were not positive.

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: Health and hygiene-related issues as well as dysfunctional ablution systems were reported. These are caused by overcrowding in Correctional Centres. Efforts are being made to correct the issues reported. Hot water shortages are still a concern in some Correctional Centres. There is a shortage of dishing trays and mattresses in some centres. There was no dentist appointed at one correctional centre, which resulted in many health-related complaints, with a number of inmates complaining of toothaches. There were improvements in conditions and hygiene at Pollsmoor Female Correctional Centre. There are ongoing renovations which started at the beginning of 2023. Most centres are also in consultation with the DPWI regarding the old infrastructure.

Communication and connectivity: Communication is vital even to those who are incarcerated. The non-functioning of Telkom phones in most correctional centres has been a prevalent finding which hinders 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: VCCOs had to do a physical verification at centres regarding documents submitted by the ICCVs which had outstanding dates. Several centres were found to have infractions concerning compliance certificates, highlighting the need for stringent adherence to regulatory standards.

Complaints

Complaints handled in regions

The advent of the ICCV system is not aimed at replacing the established DCS Complaint Procedure and Management of inmates, but to complement it, and exercise independent oversight by monitoring and facilitating prompt and just resolution of inmates' complaints/requests within the correctional system. The CSA enjoins JICS to appoint ICCVs at each Correctional Centre. These guardians of the human rights of inmates are referred to as, *'the eyes and ears of the Inspecting Judge'*, playing a crucial role in ensuring that inmates are treated per domestic and international human rights standards and providing a system of checks and balances to prevent abuse and violations of inmates' rights.

JICS has a credible and effective complaints procedure in place, intended to prevent the mistreatment of inmates. It allows inmates to lodge complaints and requests about any aspect of their treatment and conditions of their incarceration. Incidentally, in a highly controlled and regulated environment like a correctional centre, a complaint that may appear insignificant to a person from the outside world can take on great significance to inmates whose rights are limited. Therefore, every complaint that is handled by an ICCV is treated seriously and is processed according to JICS procedures until conclusion.

During ICCV monitoring or oversight visits in correctional centres, a total of **10 250** complaints and requests of inmates were registered. Each complaint and request was rigorously examined, and addressed without fear, favour, or prejudice by Heads of Centres and/or their delegates. As empowered by section 93 of the CSA, ICCVs referred and discussed all complaints and requests of inmates with the HCCs or delegates, who are required to conduct prompt and impartial investigations into each complaint and to take appropriate action to adequately address and resolve the complaints referred to them. Complaints and requests deemed unresolved because of their complexities or precluded by limitation on the mandate of DCS were then referred to relevant institutions for intervention.

Statistics on the nature of complaints provided below depict a slight decrease in the number of complaints and requests registered with ICCVs during the current quarter from 10 807 in the previous quarter, reflecting a net decrease of 557. A decrease could be attributed to vacant ICCV posts during the quarter, which resulted in inmates not having access to face-to-face interaction with the ICCVs to lodge their complaints.

A Visitors Committee (VC) is a legal structure established by JICS to strengthen its oversight by monitoring the treatment of inmates, or how inmates' complaints are handled within the correctional centres. The VC promotes transparency, accountability, and community involvement in correctional matters. Unresolved complaints and sensitive matters received from inmates were subjected to rigorous scrutiny at the VCs to determine the outcome of the complaints fairly and impartially. The representatives from internal and external stakeholders, particularly HCCs, ensured that most of the unresolved complaints were resolved according to established DCS policies. The HCCs accounted for their decision and provided justifications in matters ruled against the inmates' expectations. Some matters were referred to other stakeholders to intervene and assist the inmates.

The data provided is a crucial measure that DCS Management could use to identify prevalent matters and rectify those areas of discontentment reported by inmates.

For the maintenance of good order in correctional centres, HCCs must ensure that the complaints of inmates are addressed urgently, fairly, and effectively to improve the overall functioning and safe custody of inmates, as well as the safety of officials.

The table below provides an overview of the categories of complaints that were received & addressed by the ICCVs:

Nature of complaint handled by regions	CMR	ECMR	KZNMNR	GP	LMN	WCMR	Total
Appeal	34	54	169	9	60	15	341
Assault (inmate- on-inmate)	29	51	43	153	29	38	343
Assault (official-on-inmate)	16	32	16	27	40	12	143
Assault (Inmate-on- official)	0	0	0	0	0	2	2
Assault (sexual)	1	2	1	8	0	1	13
Attempted suicide	9	3	3	5	7	2	29
Bail	3	10	30	33	4	16	96
Communication with family	344	145	135	45	101	77	847
Conditions	6	42	4	94	20	80	246
Confiscation of possession	4	7	8	5	4	5	33
Conversion of sentence	0	2	2	4	4	0	12
Corruption	0	1	1	0	0	0	2
Food	18	106	29	12	20	48	233
Healthcare	524	268	160	39	140	244	1 375
Hunger strike	2	0	2	1	1	1	7
Inhuman treatment	0	4	1	0	0	1	6
Legal representation	85	115	109	219	125	27	680
Medical parole	0	0	1	1	0	2	4
Parole	4	22	24	42	16	17	125
Re-classification	6	3	1	2	6	5	23
Rehabilitation programmes	5	26	87	12	30	30	190
Remission	1	1	0	4	4	6	16
Request social worker	173	297	67	140	292	95	1 064
Torture	0	0	0	0	0	0	0
Transfer	282	153	241	114	163	64	1 017
Other	723	521	423	626	571	539	3 403
Total	2269	1 865	1557	1595	1637	1 327	10 250

Table 16: General and urgent complaints in regions

Prevalent complaints per region

Determining the highest number of complaints and requests dealt with by ICCVs gives JICS a glimpse into the challenges and experiences faced by the inmates as well as DCS. This also guides JICS to focus areas which must be reported to the VC meetings and DCS Regional Offices for their interventions.

Several categories of complaints were particularly prominent:

Other complaints (3 403): This category encompasses miscellaneous complaints and requests that are handled and resolved at a correctional level by the HCCs and ICCVs. As reported previously, these are miscellaneous complaints about requests to make a telephone call, requests to see the HCC, requesting toiletries etc.

Healthcare (1 375): Inmates’ complaints hinge on access to health care as they are not satisfied with the provision of primary health care within the correctional centres. The absence or lack of health professionals in some correctional centres has been a challenge. These complaints are widespread in correctional centres within all the provinces.

Request social worker (1 064): The availability of social workers is crucial for the provision of rehabilitation programmes for the inmates. Inmates are fully aware that their attendance in rehabilitation programmes is a requirement to be considered for parole. DCS must ensure that the vacant positions of social workers are filled.

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	GP	LMN	WCMR
Assault inmate-on-inmate (343)	29	51	43	153	29	38

Table 17: Assaults (inmate-on-inmate) complaints managed in the 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.

CMR: It is alleged that these incidents emanated from misunderstandings, gang-related issues, and fights over cigarettes and smuggled items. Allegedly inmates fought using self-made weapons such as self-made knives, broken glasses, padlocks in socks, broomsticks, fists and other items. Notably, most of these incidents occurred in Mangaung CC. These incidents lead to escalated use of force and official inmate assaults.

ECMR: These assaults have stemmed from provoked and unprovoked situations. These include inmates who are ambushed for no apparent reason and inmates who accidentally bump into or block the walkway or view of the television which leads to physical altercations. These altercations also stem from inmates who tease, make jokes and give ‘funny looks’ which are not well accepted by their fellow inmates. These assaults also occur from inmates arguing as to who should use the shower, sink or urinals first as well as alleged gossip and theft of bread, tobacco, toiletries and relationship disputes. The inmates have used wires, broken glass, broomsticks, padlocks, fluorescent lights as well as punches, kicks, slaps and head butts to attack and defend themselves during these altercations. All inmates received medical treatment and were allowed to open a case with SAPS.

KZNMR: Inmate-on-inmate assaults are viewed as a serious concern within correctional centres, and DCS has a statutory duty to ensure that all those who are in its care are safe. In contrast, the 43 incidents reported from Durban Med A, Durban Med B, Durban Med C, Pietermaritzburg Med A, Waterval Med, and Kokstad Med remain a concern. Considering the effects of overcrowding of correctional centres, poor management, and a high level of gang activity in perpetuating instances of violence amongst inmates, at minimum, DCS must take drastic measures to reduce and or prevent the incidents. Inmates attacked one another with an assortment of weapons, involved in fistfights and stabbing. To intensify its disciplinary measures and maintain good order for the safety of all inmates and officials, DCS must consider implementing the following: installation of CCTV and other forms surveillance systems to enhance the monitoring system and cameras in the cells or corridors will help to prevent and provide evidence when an incident is investigated); implementation of the Department’s Gang Management Policy. It is further proposed that DCS officials be trained in implementing the policy and addressing underlying issues relating to gang operations, and the introduction of effective anger management programs and improvement of communication between DCS officials and inmates. These measures would not entirely avert violent incidents in correctional centres but would assist in minimising incidents.

GP: Incidents were reported at Krugersdorp, Odi, Kgosi Mampuru Central, Johannesburg Med C, B, A and female, Boksburg Med, Boksburg Juvenile, Heidelberg, Devon and Leeuwkop Med A. The majority of the assault incidents were reported in Johannesburg management area. Inmates fought for different reasons and those who were injured received medical attention.

LMN: Incidents were reported at Thohoyandou Med A & B, Potchefstroom, Klerksdorp, Losperfontein, Middleburg, Witbank, Barberton Med A, Piet Retief and Ermelo. At Thohoyandou an inmate was stabbed by another inmate forcing him to join their gang. He was taken to the centre clinic and then later referred to an outside hospital for treatment. The inmate is waiting to open the case with SAPS. At Klerksdorp, an inmate alleges that he was involved in an altercation about other inmates touching his bed and the perpetrator followed him to the passage, hit him and stabbed him with a self-made weapon. He was taken to the hospital, and is awaiting to open a case with SAPS.

WCMR: Inmates fought about flushing the toilets, and assaults using padlocks and belts. Other instances include arguments, fighting over tobacco, changing TV channels and gang-related punishment. Inmates were provided with medical assistance and those who wished to open cases with SAPS were given an opportunity to do so. The alleged perpetrators were moved to other cells.

Nature of complaints	CMR	ECMR	KZNMR	GP	LMN	WCMR
Assault official-on-inmate (143)	16	32	16	27	40	12

Table 18: Assaults (official-on-inmate) complaints managed in the regions

CMR: Some of these incidents occurred when officials were looking for a phone and a charger from the inmates. Inmates became aggressive towards the officials and fighting ensued during this process. Notably, all inmates were provided with medical attention and some with the opportunity to open SAPS cases.

ECMR: Some altercations stemmed from verbal disputes between officials and inmates which became physical as well as from inmates who did not follow instructions to clean their cells from officials. Altercations occurred when inmates were suspected to be hiding cell phones after officials found chargers and earphones leading to the searching of cells. Officials-on-inmate assault incidents also occur when inmates fight, and officials then use force to separate the inmates, as well as cases of inmates who allegedly sleep with other inmates are then assaulted by officials. Inmates have also claimed to be assaulted during searches launched by DCS due to suspicions that inmates had passed contraband to one another between cells through the windows, as officials claim this is when items move between inmates unauthorised. Inmates have also claimed to be assaulted by SAPS officials. All inmates have received medical treatment and have been allowed to open a case with SAPS.

KZNMR: There is an increased number of assault complaints that were handled by ICCV in this quarter, for instance, from nine assaults in October - December 2023 to sixteen assaults in January – March 2024. These incidents took place at Durban Med A, Durban Med B, Pietermaritzburg Med A, Kokstad Med and Qalabusha Correctional Centres. Many incidents were caused by the National Emergency Response Team or DCS officials during random search and seizure operations. At times allegations of assaults were reported after DCS officials exercised minimum force to separate inmates who were fighting or disarm violent inmates, inmates refusing to obey lawful instructions or handover unauthorised articles for example, cell-phones and/or restore a good order for the safety of all inmates and officials. Those inmates who sustained injuries received medical treatment. The incidents were investigated by DCS, and the reports are still pending. Three inmates at Durban Med A wanted to open a SAPS case and they were still yet to be assisted. JICS through its ICCVs from their different service points give an independent oversight in ensuring that all outstanding matters are finalised.

GP: Incidents were reported at Leeuwkop Med A, Kgosi Mampuru Central, Johannesburg Med A, Boksburg, Heidelberg, Nigel, Krugersdorp and Zonderwater. In Johannesburg, the inmate reported that he was allegedly assaulted because he was smoking at the back of the van that was transporting them to an outside hospital. The centre indicated that the inmate was examined, and he did not sustain any injuries. At Boksburg, an inmate reported that he was assaulted by two DCS officials as they said he thought he was better than the other inmates in his unit because he is a member of a Human Rights for Inmates organisation.

LMN: Incidents were reported at Potchefstroom, Klerskdorp, Barberton Med A, Losperfontein, Carolina, Witbank, Mafikeng, Zeerust and Polokwane. Ten incidents were reported at Barberton and inmates alleged that they were assaulted by EST members in the morning during a surprise search. The injured inmates were treated by a doctor at the centre hospital.

WCMR: Some of the inmates alleged that they were assaulted during EST searches, when inmates attempted to assault officials with a padlock, or because they had unauthorised items. Inmates were allowed to open cases with SAPS, but some elected not to pursue that route, and medical treatment was offered to the inmates.

Nature of complaints	CMR	ECMR	KZNMR	GP	LMN	WCMR
Assault sexual (13)	1	2	1	8	0	1

Table 19: Assaults (sexual) managed in the 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.

CMR: The incident was reported in January 2024. The inmate alleged that when he was relieving himself in the toilet the other inmate entered, strangled and sexually violated him forcefully.

ECMR: These incidents occurred at Mount Ayliff and East London Max involving an inmate who was assaulted in his sleep. He cannot identify the perpetrator and does not wish to be placed in another cell with another inmate who was assaulted during load shedding, has identified the perpetrator and has opened a case with SAPS. Both inmates have received the necessary medical treatment as well as the opportunity to access a social worker or a psychologist.

KZNMR: The incident was reported from Durban Juvenile Centre, and it involved a male DCS official engaging in oral sex with an inmate. The incident was reported and investigated by JICS. After consultation with the inmate, JICS ceased its investigation and closed the file on the basis that the inmate did not want to complain, stating that the act was consensual. The official is on suspension and the investigation against him is still in progress. JICS is awaiting a final investigation report from the Area Commissioner's office.

GP: Incidents were reported at Kgosi Mampuru II Central, Johannesburg Med A, Johannesburg Med B, Boksburg and Krugersdorp. The victims received the necessary medical attention and cases were opened with SAPS except for the incident in Krugersdorp, where the inmate indicated that he did not want to open a case. In the incident at Johannesburg Med A, the inmate reported that he was sexually assaulted in November 2023 however only reported the incident in January 2024 because the perpetrator was threatening him. The inmate further indicated that he does not want to open a case with SAPS.

WCMR: Incident occurred at Pollsmoor Med A where an inmate was sexually assaulted after returning from court. The victim was threatened by the perpetrator not to report the incident. The inmate was allowed to get medical and psychological assistance. He was further allowed to open a case with SAPS.

Nature of complaints	CMR	ECMR	KZNMR	GP	LMN	WCMR
Assault inmate-on-official (2)	0	0	0	0	0	2

Table 20: Assault (inmate-on-official) complaints managed in the region

WCMR: Instances were reported at Voorberg Med B and Pollsmoor RDF. An official at Voorberg Med B was assaulted by an inmate with a self-made sharp object and the official was badly injured. He received medical assistance and was on Injured on Duty leave. Another official was assaulted by an inmate at Pollsmoor RDF with a piece of wire wrapped in plastic.

Nature of complaints	CMR	ECMR	KZNMR	GP	LMN	WCMR
Attempted suicide (29)	9	3	3	5	7	2

Table 21: Attempted suicide complaints managed in the regions

The incidents of attempted suicide were reported in various correctional centres highlighting the complex challenges faced by inmates.

CMR: These incidents occurred for different reasons such as inmates demanding transfers, complaining of unfair treatment and undesirable conditions in the correctional centre as well as lack of adequate services. Inmates overdosed on ARVs, swallowing pieces of wire, cutting their throats with blades, climbing the walls to the roof to jump to the ground and hanging themselves with a rope. It was confirmed that inmates did receive medical attention.

ECMR: These incidents occurred at East London Max, East London Med C as well as the Cradock Centre. These incidents involve an inmate who attempted an overdose on medication due to being charged with possession of a cell phone, an inmate who attempted to commit suicide due to inhumane treatment and harassment, as well as an inmate who was questioned on if she is dating a fellow inmate which she later admitted to and drank all her pills with the hope of overdosing as she did not want to be the 'laughing stock'. All inmates received medical treatment and were referred to the relevant social worker and/or psychologist.

KZNMNR: Two inmates at Ebongweni Super Max and one inmate at Durban Med A attempted to commit suicide. At Ebongweni Correctional Centre an inmate tried to hang himself using a rope made of linen and another inmate tried to kill himself by overdosing on his medication. At Durban Med A, an inmate overdosed on his ARV tablets. The inmates received medical treatment and further management. Therapeutic sessions were arranged for the inmates to see the social workers and psychologists to assist the inmates with their mental health-related problems. Their complaints which were the underlying causes of their suicide were attended to by both ICCVs and the HCCs.

GP: Incidents were reported at Leeuwkop Med A, Johannesburg Med B, Heidelberg, Krugersdorp and Baviaanspoort. The first inmate attempted suicide by cutting his throat, the second burned himself in a single cell using his mattress and the other three inmates overdosed on medication. All inmates received medical attention.

LMN: Incidents were reported at Losperfontein in February and March 2024 whereby all inmates overdosed on their medication. Another four incidents occurred at Middleburg, during which three inmates overdosed on their ARV treatment and one inmate drank JIK. All inmates received medical attention.

WCMR: Instances of attempted suicide occurred at Pollsmoor Med A. In one instance the inmate attempted to overdose anti-depressants.

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	KZNMNR	GP	LMN	WCMR
Corruption (2)	0	1	1	0	0	0

Table 22: Corruption complaints managed in the regions

ECMR: One incident occurred at the Bizana Correctional Centre involving an inmate who handed his phone in upon arrival at the centre in 2020 and now there is no record of the described phone at reception.

KZNMNR: There were a report of allegations of food smuggling involving inmates incarcerated at Durban Med C Correctional Centre. It is alleged that food handlers collude with other inmates, to smuggle food. As a result, some of the inmates end up not getting a portion of food as per the approved scale. The HCC investigated the matter and food handlers were rotated to other centres to make it difficult for them to collude with other inmates. DCS has been requested to thoroughly investigate the allegations to determine their accuracy, prevalence and preventative measures that are to be implemented.

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	KZNMNR	GP	LMN	WCMR
Hunger strike (7)	2	0	2	1	1	1

Table 23: Hunger strike complaints managed in the regions

The instances of 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 the inmates' grievances and demands that they feel have been overlooked or neglected by the institutional authorities.

CMR: Hunger strike incidents were reported at Vereeniging CC and Goedemoed CC respectively. In both cases, these inmates were demanding to be transferred to be close to their families.

KZNMNR: Reports of hunger strikes were received from ICCVs on behalf of inmates who are incarcerated at Qalabusha and Durban Med A Correctional Centres. Inmates embarked on a hunger strike as a peaceful protest to attract or demand the attention of authorities of correctional centres to their complaints or requests. Similarly, at Qalabusha CC an inmate embarked on a hunger strike in demand of a transfer to another correctional centre. At Durban Med A an inmate embarked on a hunger strike to express his dissatisfaction with his medication and food that he received from the centre. Both inmates stopped their hunger strike after intervention by HCCs and their complaints were resolved.

GP: An inmate at Baviaanspoort Max indicated that he would be embarking on a hunger strike because he is not assisted at the centre and wanted to be transferred back to Leeuwkop. The inmate was attended by the acting HCC, and he was taken to the hospital, segregated and formally charged in line with DCS policy.

LMN: An inmate from Wolmaransstad was on a hunger strike from 5 – 18 January 2024 as he wanted to be transferred to Klerskorp and the feedback on his transfer application was that he must wait for the response from that centre. When he was checked, his vital organs were normal.

WCMR: A hunger strike was reported at Drakenstein Med A. The underlying factor was that the inmate felt his complaints were not attended by the HCC. One of the complaints was a request for a transfer to Gauteng. Lack of feedback was the major concern of the inmate.

Nature of complaints	CMR	ECMR	KZNMNR	GP	LMN	WCMR
Inhumane treatment (6)	0	4	1	0	0	1

Table 24: Inhumane treatment complaints managed in the regions

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. Correctional facilities must prioritise the well-being and rights of inmates, ensuring that proper protocols are followed, and grievances are addressed effectively and transparently.

ECMR: Incidents have been reported across the region at Kirkwood, East London Med C and two cases at St Albans Max. These incidents involve inmates claiming that they have not had exercise in months and an inmate claims they are afraid to dispute this in the fear of being beaten. The incident at East London Med C involved two inmates who had a misunderstanding which led to one inmate being moved to a different cell and while on the way to the cell, she claims to have been verbally abused and kicked in the back while carrying her belongings. One of the incidents at St Albans Max involves an inmate who claims the official verbally abused him, calling him "dom" and "useless inmate" as well as interfering with his consultations at the hospital section as he was speaking aloud about the altercation between the two of them to other inmates at the hospital section. The other incident at St Albans Max involved an inmate complaining about the treatment he received on his way back from court. The inmate claims the officials made the drive deliberately rough and conducted a strip search without reasonable suspicion.

KZNMNR: A complaint of inhuman treatment and human rights violations was received from Durban Med A Correctional Centre and this matter is deeply concerning. The inmate alleged that he was inappropriately searched in front of other inmates by the EST members, and they wanted him to take off his clothes in front of a female DCS official. DCS must address the issue of EST's conduct and ensure that inmates are treated with dignity and respect as enshrined in the Constitution. DCS was requested to investigate the allegations.

WCMR: One instance occurred at Drakenstein Med A, an inmate alleges that he is ill-treated at the centre by the officials and his complaints are not attended to. The inmate complained that whenever he wanted assistance or requested to see the HCC, he was often not taken seriously and brushed off. The offender had been asking for transfer to go to Johannesburg but up until now, there had been no response to his request.

No incidents of torture were reported.

Incarcerated women

Complaints relating to feminine hygiene and conditions

Notwithstanding the high rate of crime in the country, female inmates remain a minority group in the overall inmate population in correctional centres. As of 31 March 2024, the female population stood at **4 643** as compared to the previous quarter when the female population was **4 323**.

In observance of Bangkok Rules, JICS has exerted concerted efforts to strengthen its oversight in female correctional centres by examining their treatment and conditions and ensuring that their complaints are timeously attended to. This is attributed to the fact that female inmates have special needs and vulnerabilities which are in contrast with their male counterparts. A total of **395** complaints were recorded and dealt with by ICCVs during their visits to correctional centres and **26** of the complaints/requests were related to feminine hygiene and conditions, shortage of resources such as toiletry supplies to inmates, supply and disposal of sanitary towels, shortage of chronic medication and defaulting of ARV medication. Most complaints are general, relating to access to Legal Aid SA, communication with families and healthcare. ICCVs attended to these complaints.

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

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	292	157	15	0	These complaints are on general matters and not related to feminine and hygiene conditions.
ECMR	272	169	63	25	Inmates complained about the conditions. The ICCV reported that DPWI is fixing the leakages.
KZNMNR	429	276	39	0	Complaints that ICCVs dealt with related to communication with families, bails and legal representations. All these matters were resolved.
GP	777	797	72	1	There was an inmate who complained about not receiving her chronic medication regularly at Johannesburg Female.
LMN	383	102	89	0	There were no complaints related to feminine hygiene or conditions
WCMR	439	550	117	0	None
Total	2592	2051	395	26	-

Table 25: Complaints from female inmates

Complaints referrals to ICCVs and regions

JICS Complaint Management System receives correspondence from family members, interest groups and government institutions (e.g., SAHRC) and sometimes directly from inmates. These complaints are recorded and handled by our ICCVs and regions through the formal standard operating procedures of the organisation.

Feedback is provided directly to the inmate concerned and to the third parties who brought the issue to the attention of the Inspecting Judge. In the case of the third parties, feedback is less detailed because of the importance of safeguarding privacy and confidentiality.

A total of **68** complaints were received, of which **36**, have been resolved, leaving **32** complaints still pending.

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

Region	Number of complaints	Nature of complaint	Complaints pending	Remarks
CMR	14	Transfer x 5 Conditions x 1 Healthcare x 4 Parole x 1 Other x 3	7	The pending complaints were received in March and ICCV is still in process with consultations
ECMR	11	Conditions x 3 Corruption x 1 Transfer x 2 Other x 3 Parole x 1 Appeal x 1	1	Communication was sent to DCS to respond, and the region is facilitating the resolution of complaints.
KZNM	3	Rehabilitation x 1 Other (extortion/intimidation) x 1 Transfer x 1	0	ICCVs consulted with the inmates and all the complaints were resolved with the assistance of DCS (HCCs)
GP	15	Other x 5 Transfer x 3 Parole x 3 Rehabilitation Program x 2 Healthcare x 1 Remission x 1	8	Other complaints are still pending and awaiting feedback from ICCVs.
LMN	22	Transfer x 10 Parole x 5 Other x 3 Rehabilitation Program x 1 Healthcare x 1 Food x 1 Conditions x 1	13	Most of the complaints are transfer-related, and inmates are awaiting feedback on their transfer requests.
WCMR	3	Other x 1 Transfer x 2	3	Complaints are receiving attention, there were challenges in centres where there are no ICCVs.
Total	68	-	32	

Table 26: Complaints referred to DMR by DLS

DMR Meetings

Stakeholders' engagements/Visitors' Committee (VC) meetings

The Visitors' Committee meetings are established and functioning in line with section 94 of the CSA. The purpose of these meetings is mainly to deal with unresolved complaints/requests that could not be resolved at the centre level. There are also discussions in these meetings on challenges and matters of concern within the correctional services environment to find resolutions and reach common ground in resolving inmate's concerns.

Regions have approved VC sittings which convene every quarter, and they are attended by different stakeholders such as Legal Aid South Africa, Human Rights Commission, Public Protector, Department of Home Affairs, Community Forums, DCS, DPWI, NPA and other state organs in the justice cluster.

A total of **37** meetings were convened as per the approved VC meetings schedule and JICS: Governance Calendar in the fourth quarter as follows CMR (8), ECMR (5), KZNM (7), GP (5), LMN (6) and WCMR (6). The details of the meetings convened are outlined below:

CMR: At **Bethlehem VC** provision of feedback to inmates regarding their complaints was an issue on the table where it was suggested that the feedback register be implemented for the ICCVs to record feedback. The increasing number of state patients was a concerning and urgent issue at **Kimberly VC** as the number keeps on rising instead of decreasing. This causes a huge challenge to the correctional officials as they are not trained to look after such patients. It also hampers their treatment as DCS is experiencing a shortage of staff. It was further indicated that the transfer of state patients to psychiatric hospitals will decrease sexual assaults and inmate-on-inmate assaults as they are mostly victims of such. At **Colesburg VC** provision of training for dotting was discussed which was previously conducted by South African National Tuberculosis Association (SANTA). The DoH can provide three-day training to officials, which will enable them to distribute medication. It was also mentioned that there is an alternative online course. At **Groenpunt VC**, the focus was on complaints such as healthcare, transfers and violence in the centres under the Groenpunt VC and the management area. Infrastructure challenges were raised relating to the repairing of boilers which led to lack of hot water. Network connectivity and Telkom telephones are a challenge within this management area.

Deliberations were made on issues of section 49G and 63A applications at **Bizzah Makhate VC** where DCS was requested to put more effort into reducing overcrowding in correctional centres to better the living conditions of inmates. At **Upington VC**, challenges regarding inmate assistance receiving feedback on complaints referred to Legal Aid South Africa were discussed in the meeting. The necessity for community engagement in social crime prevention outreach programs was deliberated and further engagements in this regard will be pursued where all relevant stakeholders will be invited. At **Goedemoed VC**, outstanding appeal matters were on top of the discussions and the Department of Justice provided feedback that the clerk of the court is still busy trying to retrieve the transcript records. Agreement was reached that monthly updates be provided on these matters. At **Grootvlei VC**, confiscation of possessions was deliberated upon where it was indicated that officials should check if the items to be confiscated are in working order before taking it to avoid litigation and unnecessary cases. Deportation of non-nationals that reached their minimum detention period (MDP) was tabled as the challenge which is regarded as a contributing factor to overcrowding within correctional centres. DHA responded by requesting HCCs to provide the list of all non-nationals that are about to reach their MDP monthly.

ECMR: At **Amathole VC**, a presentation was made on the overview of the management area by both East London and Amathole management areas. Under new matters, the booking system of visits to Correctional Centres post-COVID-19 was discussed and DCS confirmed that some centres are doing telephonic bookings and others are still accepting walk-ins.

An NGO representative from Trauma and Rehabilitation informed the VC that they have halfway houses and that they need assistance with DCS. A memorandum was submitted to DCS, but they are still waiting for a response. The organisation was advised to make a follow-up via the office of the Area Commissioner. Other matters under discussion were that of state patients, RDs who are in detention for two years or longer, appointments/ vacancies, the mental health seminar, and a draft schedule of VC dates.

At **Mthatha VC**, two new agenda points were added, which were faulty telephones at correctional centres and the rotation of the VC venue. Bizana HCC raised a challenge that he is facing when it comes to assisting inmates who wish to communicate with their families. Potential risks to this effect were identified and DCS was requested to find alternative means of assisting inmates which included approaching other service providers who might assist. On the basis that Mthatha VC does not have a lot of stakeholders, some HCCs requested JICS to consider the rotation of VC to Lusikisiki as there are stakeholders who wish to be part of the VC and the VC agreed. DPWI presented their projects, and plans and further announced that as of September 2023, they received communication which stated that they will no longer be servicing DCS like they used to. They divided their work and a list of activities that they dealt with was shared. DCS shared an overview of the management area and further emphasised that the fact that DPWI is no longer going

to assist will put more pressure on DCS to fix infrastructure as they do not have enough capacity to do so. Concerns regarding state patients, RDs that are detained two years or longer, appointment/ vacancies, mental health seminar and a draft of VC dates were discussed with the stakeholders.

At **Kirkwood VC**, there were no reports of any new matters, but the VC provided feedback on the issue of lifers, the identity documents of inmates and the progress therein as well as the stationery project of the Parole Board. The Parole Board collects stationery to donate to needy learners in the area. They have already donated 92 pairs of school shoes and socks. An information session in collaboration with stakeholders is also planned as part of the Offender Rehabilitation Programme (ORP). The matter of overcrowding at Graaff Reinet is being addressed by the Area Commissioner's office through meetings planned with NPA and the Judiciary. The AC office is also assisting by providing enough blankets to inmates who have to sleep on the floor due to overcrowding. JICS matters under discussion were that of state patients, RDs that are in detention for two years or longer, appointments/vacancies, the planned mental health seminar, and a draft schedule of VC dates for the VC's approval.

At **Sada VC** there were no new matters that needed to be discussed, however, a representative from Komani Psychiatric Hospital informed the VC about a ward that was closed around 2017/2018 for renovation purposes but unfortunately has not been renovated by DPWI to date. The ward can accommodate 60 patients (bed space) which may decrease the number of state patients that are kept in the correctional centres, currently totalling 83. The HCC at Butterworth also reported and appreciated the assistance that he got from Komani Hospital regarding two state patients who have been in his centre for a very long time. DCS raised the issue of bad treatment that DCS officials are faced with when they visit Fort England Psychiatric Hospital, a representative from Komani Hospital was tasked to address the issue with the relevant people and report back on our next VC. Other matters under discussion were that of state patients, RDs who are in detention for two years or longer, appointments/ vacancies, the mental health seminar, and a draft schedule of VC dates.

At **St Albans VC** the meeting discussed the following new matters: the Parole Board having trouble with suspended sentences not being put into operation by DoJ, problems with operators for the Audio-Visual Remand System (AVR) by DoJ and outstanding feedback to inmates from Legal Aid South Africa. The two last-mentioned matters were resolved during the meeting. The ICCV vacancies, inmates in detention for longer than two years, state patients, the Mental Health Seminar and the draft VC meeting schedule were tabled from JICS.

KZNMR: At Durban VC, the JICS Annual Report 2022/2023 was presented by JICS Senior Management to stakeholders, sharing JICS findings of the inspections and investigations, successes and shortcomings in performing its statutory mandate. Matters thoroughly discussed related to the segregation of inmates as per section 30 of CSA, complaints on long outstanding feedback of profiles of lifers and lack of support to SAPS when conducting its investigation in a correctional centre.

At **Pietermaritzburg VC**, the meeting discussed complaints/requests related to access to Legal Aid SA, inmates' kitbags that were left at Pietermaritzburg Med A when they were transferred to Sevontein CC, mandatory matters and prevalent complaints within the Management Area.

At **Kokstad VC** complaints discussed at the meeting ranged from victim offender dialogue, victim offender mediation and their impact on inmates' parole consideration; transfer requests of inmates whose requests were declined by the National Commissioner and whose reasons were given; a corruption complaint implicating an official who took R2000.00 from an inmate and disciplinary processes still in progress, and inmates not receiving their parcels and monies from families through the post-SA Post Offices that are closed.

At **Waterval VC** complaints and systemic issues that impact negatively on the human rights of inmates were discussed. At Ekuseni Youth Centre the matter of a sessional doctor not being resolved was discussed, as well as the lack of formal programs at the centre for inmates to acquire technical skills and inmates' complaints on insufficient portion of ration that they get from the kitchen. The focus also centred on infrastructural defects of correctional centres identified during the site visit or inspection by JICS representatives.

At **Ncome VC**, complaints/requests discussed were related to conditions of correctional centres and findings of inspection and site visit reports received from ICCVs, telephones not working, CallSafe network phones not operational because of poor network coverage at Ncome area. Discussion also centred on self-sufficient projects taking place at Ncome CC and their impact on skills development to inmates; mandatory matters and prevalent complaints were discussed.

At **Glencoe VC** complaints/requests, systemic issues and urgent matters discussed included the finalization of the appointment of a professional nurse at Escourt CC. The vacancy was filled, and inmates would have access to adequate healthcare services. Also discussed was the conversion of Escourt CC to accommodate maximum-sentenced inmates, and all medium-sentenced inmates were transferred to other correctional centres, and a parole-related complaint that an inmate's family did not want to sign for him. The matter was resolved. Prevalent complaints and mandatory reports were discussed.

At **Empangeni VC** a vibrant meeting was held and matters tabled ranged from the lack of services of a dentist at Qalakabusha CC (after the engagement, the inmates were taken to an outside hospital for medical treatment) and lack of feedback from the Minister of Justice and Correctional Services office of further profiles of inmates which has become a deep concern at Eshowe Correctional Centre. A large number of inmates submitted their profiles seven years ago and JICS was requested to assist in this regard. Legal representation-related matters were discussed with a view of soliciting Legal Aid SA assistance in resolving the complaints from inmates.

GP: At **Leeuwkop VC** unresolved complaints were discussed of which some were referred to the centres and others are to be discussed at the Regional Complaints Committee. Some of the challenges that were raised were the shortage of psychologists, parole board vacancies and public telephones that were not working. It was also reported that there is no resident doctor in the Leeuwkop management area and the doctor who assists only attends to emergencies. DCS reported the challenge of some of the inmates not wanting to participate in the VOD and reported that there has been an improvement in the reduction of social worker's reports backlog, however, the social worker's report is still one of the prevalent complaints in the management area. SAPS reported that they visited the centres for swops to collect DNAs. SAPS also explained the importance of J88 on assault cases as a docket will not be opened if it is not available.

At **Kgosi Mampuru II VC**, representatives from Weskoppies Hospital reported on the challenges they are experiencing with bed space and challenges with SAPS on patients who are brought for observation in terms of transportation. They also reported that they received a request from the National Office of the Department of Health for them to admit three state patients who were an emergency case, but proper documents were not sent through. Prevalent complaints that were raised were transfers out of C-Max and requests for a social worker and psychologist. DCS gave clarity on the issue of expired fire extinguishers and they explained that servicing has been decentralised. Department of Home Affairs indicated that provisions are made in the CSA for illegal immigrants to be placed at the facilities for up to 80 days before deportation.

At **Boksburg VC**, part A of the meeting was a stakeholder engagement where the guest speaker who is the father of the deceased inmate gave a presentation on efforts he has made in following up on the progress of the delayed case. The prevalent complaints that were raised were pending SAPS cases, transfers, parole board delays and broken telephones. It was reported that there was a shortage of ARVs at Modderbee which led to inmates sharing the tablets and a memo was submitted for procurement. The challenge of accessing medical records of inmates was raised as the view was that JICS should send a request to a nodal person at DCS to get approval to access medical records.

At **Johannesburg VC**, the prevalent complaints that were noted were feedback from Legal Aid South Africa, feedback on lifers' profiles, and lack of feedback from courts on the Correctional Procedure Act 's sections 49G and 63A applications. Concerns were raised on the conditions at Med A as the centre is severely overcrowded and inmates' health might be compromised in the long run. DCS reported that some transfers will be taking place as approval was received from their regional office. The issue of access to inmate's medical files was discussed. Legal Aid South Africa reported that they will be having an internal meeting to address some issues that will assist in providing feedback to inmates. They also announced that they have scheduled an outreach programme at Med A. A representative from Just Detention South Africa explained the purpose for the existence of their organisation which is to provide training on sexual assaults at the correctional services facilities. She mentioned that prior Covid-19 they provided training to DCS officials and that they are looking into resuming those training sessions.

At **Baviaanspoort VC**, it was reported that overcrowding is still a challenge at Emthonjeni, most of the inmates are foreign nationals, and the centre struggles to make international calls. The sections that were renovated are yet to be handed over to DCS by DPW and they are hoping that the handover will be done before the end of April. An escape incident at Baviaanspoort Max was reported and the inmate was still at large. The ICCV gave feedback on the inspection conducted by the JICS regional inspector and she reported that the centre is dilapidated, and public phones are not working due to power cuts. She further reported that there was a sinkhole in some of the cells, as a result inmates were moved and DPWI inspectors came to assess the situation.

LMN: At **Kutama-Sinthumule VC**, the meeting was combined with the JICS Annual Report 2022-2023 presentation. All relevant stakeholders attended. The annual report was presented, and the stakeholders were offered the chance to ask questions. The High Court judge promised to start conducting the visit at the centres to check the conditions. There were no unresolved complaints. The challenge which was raised was of private lawyers who are no longer finalising the matters with their clients. It was agreed that it must be reported to the new institution which deals with such kinds of concerns.

At **Nelspruit VC**, the VC meeting was combined with the annual report presentations. Two JICS Directors co-presented the report and gave a chance for the questions and answers. There were no questions after the presentations. The challenge which was raised at the VC meeting was the need for clarity from the Department of Home Affairs about the policy on the deportation order which affects the non-nationals in the centres. The Home Affairs representative could not answer regarding that. The update will be given at the next VC meeting. The representative from the Department of Health gave the presentation about the state patients who are at Mpumalanga province. He informed the VC that JICS and the Department of Health will have a meeting to discuss the matter. The SAPS representative from Barberton station requested that DCS assist by picking up the official from SAPS to the DCS to open the cases as they are running short of cars. The VC suggested that he must make the arrangements with the HCCs.

At **Bethal VC**, the issue regarding the lifers from Kutama Sinthumule was discussed. It was mentioned an investigation was conducted from JICS's side, but a few outstanding affidavits hinder the completion of the investigation. Feedback was given on the status of the state patients in the LMN Region. Non-attendance of various stakeholders from the VC meetings was addressed as a matter of concern and measures should be taken to address and escalate the matter.

At **Rooigrond VC**, the meeting took place at the Area Commissioner's office to resolve the issue of water at centre. Two representatives from DPWI attended and their feedback on the issue of the water line to the centre was that the issue is referred to their Head Office for further handling. The Legal Aid South Africa representative raised the challenge of not getting cooperation when they contacted other centres. The VC agreed that he must contact the AC office to obtain the contact details of other HCCs.

At **Klerksdorp VC**, it was reported that there was an outbreak of diarrhoea at Wolmaransstad Centre on 14 November 2023, but all inmates were treated at the centre's hospital. There is an overcrowding problem at Klerksdorp due to the renovations. At Christiana Correctional Centre, they raised the issue of water which is running from the walls, and the stand-by generator is not working. There is an influx of flies in the kitchen at Wolmaransstad Centre, and this is due to the fat trap which is not working.

At **Rustenburg VC**, SAPS raised the issue of keeping inmates that are supposed to be at the correctional centre whereas the J7 states that they must be at Rustenburg Med A Centre. They raised the challenge of returning with the inmates if one indicated that he left the belongings at SAPS. SAPS does not have enough space to keep them. Legal Aid South Africa raised the challenge of not having privacy when consulting with the inmates at Rustenburg Med A Correctional Centre and Boitekeng Police Station. For Losperfontein Centre, their concern was that the fire extinguishers were not serviced.

WCMR: At **Pollsmoor/Goodwood VC**, the discussions included the outstanding assault investigation report (Pollsmoor RDF), and the resolution was that the centre must submit the final report on 13 March 2024. Call-safe telephone installations are in progress at both Pollsmoor and Goodwood Management Areas, some of the telephone lines are already working. Engagement with CPF structures is still taking place in various areas.

At **Drakenstein VC**, there was a discussion on the oversight visit at Allandale Correctional Centre to tackle overcrowding, section 49G related matters and the possibility of releases on warnings for petty crimes. The Victim Empowerment Programmes and mediation should begin at the early stages during the period inmates are serving sentences after both inmates and victims have been prepared psychologically. There is still a continuous challenge of breakages at correctional centres, caused by the shortage of artisans. It has been recommended that the post establishment for artisans should be reviewed due to the pressure of overcrowding.

At **Voorberg VC**, stakeholders deliberated on the issue of the VOD that it needs to be redefined and it should not be compulsory for all inmates. Due consideration should also be given to the victims to participate voluntarily and consider whether they wish to attend physically or through written submissions or interviews. There is no progress on bail of R1000 and less, all parties should come on board and assist. It has been confirmed that the CSPB status has improved, contracts have been renewed for the members of the CSPB and sittings are taking place. The VC appreciates the intervention of JICS and the letter that was written by the IJ to the National Commissioner. It has been confirmed by the centres that there is great progress on mandatory occurrences and reporting and receipt of reference numbers.

At **Brede Valley VC** it was proposed that there should be consideration for a new court at McGregor as the community of the area is finding it difficult to have easy access to justice. The discussions are taking place at the VC, District Enhancement and Efficiency Committee (DEEC) and Provincial Enhancement and Efficiency Committee (PEEC) meetings. The VC agreed that the rehabilitation path does not end at the correctional centre but it continues through the re-integration process. A structure should be developed through civil society and have a pilot project in Worcester which can be rolled out to other areas to try and transform communities. There is a request for DSD for an MOU with the AC regarding access to the correctional facilities and assessment of children and trying to speed up reports that are required by courts. JICS has been tasked to facilitate an oversight visit by Magistrates at Worcester and Robertson Correctional Centres.

At the **Southern Cape VC** the discussion included inmates who are sent to the correctional centre without chronic medication and, the DEEC meeting at Beaufort West that is currently taking place smoothly after there were no meetings at all. Other discussions concerned the rehabilitation path, testing whether the current programs are assisting (product value) and ensuring that their existing structures are in place, periodic assessments and further training of officials.

At the **Overberg VC**, there was a suggestion for the training of JICS officials on gangsterism, the basics of gangsterism and understanding of signs. The VC was informed that the HCC of Heldestroom Max conducts training for officials. Concerns were also raised regarding training of the existing policies on the LGBTQIA+ community and feedback on lifers and the progress that has been made so far. Centres will prepare lists in the next VC for monitoring purposes. The topic of the offender rehabilitation path has been discussed in various meetings to establish the current situation and an ideal rehabilitation process that will assist the system in checking whether all required structures are in place, who has to offer the programs, type and duration of training received and what is required for an ideal situation.

Justice, Crime, Prevention and Security (JCPS) Cluster interventions, Case Flow Management Forum/ Provincial Efficiency Enhancement Committees (PEEC), District Efficiency Enhancement Committees (DEEC) and Director of Public Prosecutions (DPP).

The respective regions attended meetings that were arranged by other stakeholders such as the Judiciary, Legal Aid South Africa, the Department of Social Development and the Department of Health. JICS continues to attend these meetings as part of strengthening the stakeholder relations that have been established to address issues about correctional related matters and to elevate complaints and concerns of inmates.

A total of **12** meetings were attended as follows: CMR (2), ECMR (1), KZNMR (1) GP (3), LMN (1) and WCMR (4). The information on the said meetings is outlined below.

CMR: At the **Upington DEEC** there were discussions on challenges regarding language interpreters at the Upington court, incarceration or release of non-nationals, unnecessary or long delays in finalising court cases, deportation of foreign nationals and high level of crime within the area. At **Kimberley PEEC** there were discussions on the issue of the Psychiatric Hospital in Kimberley, and it was indicated that the hospital

is in a very bad state. The CEO of the Psychiatric Hospital indicated that the hospital was never capacitated with resources including staff resources and currently the infrastructure is dilapidating. The hospital is unable to cater for the patients referred to them due to a shortage of beds and staff. The backlog of court cases was also discussed.

ECMR: At the **PEEC** which was held virtually and chaired by the Acting Judge President, the matters under discussion were the status of courts with a report from DPWI on crucial infrastructural upgrades, a report on the inmates in custody with trials pending for more than two years, progress with the appeals audit, and an update on the rationalisation process. DCS provided a presentation on the updated statistics regarding the inmate population, overcrowding and future planning. JICS provided a presentation on the activities of the quarter with an overview of the state patients, inspections and investigations, VC meetings and campaigns, as well as the One Judge, One Jail project.

KZNMR: A JICS representative attended the Department of Health: Forensic Mental Health meeting with a special address to challenges that impede their operations to provide quality service to their patients and stakeholders. The meeting discussed the appointments of psychiatrists by the Department of Justice to improve performance and conduct Forensic Observation assessments without any delay; progress on reclassification/discharge applications, and request for psychiatrists to conduct outreach visits to correctional centres to assist with the assessment of the sentenced Mental Care Users. The attendees of the meetings were also briefed that both Fort Napier and Umzikhulu Hospitals have enough bed spaces for those patients who are temporarily housed at a correctional centre.

GP: The **Gauteng Legal Aid South Africa Stakeholder engagement** was attended whereby the annual report for the 2022/2023 financial year was presented by the Provincial Executive and the following was highlighted: Court coverage: District Court 86%, Regional Court 95% and High Court 100%, a total number of 581 430 persons were assisted of which 13 167 were children. There is a backlog challenge with Regional Courts and the finalisation rate is slow and the enrolment in new matters is also low. There are delays with land rights cases. Social justice cases are on the rise and budget concerns were also raised. Concerns were also raised regarding the postponement of cases due to lack of preparedness from candidate attorneys, succession plans at lower courts for the candidate attorney's exit and no proper handover, and a relief component was suggested. Stakeholders were urged to report any unreasonable requests for postponements by Legal Aid attorneys. Stakeholders were also requested to report any challenges from candidate attorneys.

At the **Gauteng Efficiency Enhancement Committee for Gauteng Local Division** meeting the challenges with the court online system were raised. The Chief Registrar reported they have been receiving many complaints about the system and that the State Information Technology Agency (SITA) is working on repairing it. Currently, matters are being enrolled manually. The safety of legal practitioners was raised as numerous complaints were reported previously about the safety within the High Court precinct. It was emphasised that more police visibility is required, and it was mentioned that shortly a command centre will be set up in Pritchard Street. The late publication of motion rolls was raised as a concern. The Deputy Judge President explained how the motions are allocated and how the roles should be published. A meeting was convened to discuss online hearings for inmates representing themselves in motion applications, and DCS was not present in the meeting. The Legal Practice Council proposed the training of DCS officials on how to identify legal practitioners. There was a discussion of the virtual cards for the legal practitioners which have not yet been introduced by the Legal Practice Council.

At the **Gauteng PEEC** meeting it was reported that there has been some improvement in the delivery of reserved judgments. There is a willingness on the side of the judiciary for the utilisation of AVR however due to other challenges the utilisation rate is still low. It was reported that there is no backup at correctional centres for AVR when there is load shedding or network issues. DCS reported that at Johannesburg Med A, a new generator was installed. DHA is still busy with the report on refugees and immigration-related matters. The tracing of remand detainees was discussed in a meeting that was convened between DCS, NPA and Legal Aid South Africa. Trial delays due to late briefing of Legal Aid practitioners have improved. Comments were made on the court performance report and from the judiciary, it was noted that the average court sitting is 3 hours instead of 4, or 5 hours as prescribed on the judicial norms and standards. The case postponements can be attributed to load shedding, cable theft, network challenges, water challenges and other aspects.

Many stakeholders were frustrated about the water challenge in courts. DOJ reported that water tanks have been installed in certain courts as part of the intervention. Inverters will also be installed in courts where generators are not connected to the Court Recording Technology (CRT) machines, which are used to record court proceedings. Portable recording machines will also be procured in the upcoming financial year. DCS presented on the overcrowding, foreign nationals and the challenge of receiving responses on applications submitted to courts. It was mentioned that DCS is not attending the local case flow meetings.

The Judge President mentioned that there is a recent judgment about dealing with illegal immigration and NPA can assist in identifying such cases for them to be expedited so that the illegal immigrants can be deported instead of being detained.

The issue of remand detainees who cannot afford bail was raised. The view from NPA was that these RDs should be accommodated by SAPS. A meeting between District courts, SAPS and NPA should be arranged to discuss this issue.

LMN: At the **Mpumalanga PEEC** meeting the discussion revolved around state patients incarcerated at correctional centres within the province. JICS proposed the creation of a steering committee, with the Judge President expressing her intention to establish a subcommittee specifically for dealing with state patients in the province. Concern was raised by the Judge President about state patients awaiting placement for up to five years. There has been no positive movement regarding the state patients.

WCMR: The **Department of Social Development** organised a stakeholder engagement to look at the following aspects: Child Protection Services which deals with the provision of comprehensive case management to children, adolescents living with HIV, and children with disabilities, providing a holistic package for trauma and victims of sexual abuse. Services to family programs for the promotion of functional families to prevent vulnerability in families and community services which include basic safety, emotional, physical, social, and developmental needs of vulnerable children. Victim Empowerment Programme for implementation of integrated programs with relevant stakeholders to support, care and empower victims of violence and crime. Improve the referral system of victims to access long-term trauma and counselling. Also discussed was the visit at Pollsmoor Youth Centre. The region has been tasked to facilitate a visit at Pollsmoor Juvenile Centre to assist children and youth who are in conflict with the law.

Cluster A meeting, **Paarl DEEC** meeting and **Worcester DEEC** meeting were also attended. The areas of discussion in all the three meetings were centred around 49G applications, case flow presentation and progress. The dates of the financial year meetings were shared with all stakeholders. One Judge, One Jail project was discussed and JICS was tasked to arrange for the visits to various centres of Cluster A. Oversight visits will be arranged during the first quarter of the 2024/2025 financial year.

DMR community involvement

JICS attended outreach programs that were initiated by other stakeholders such as DCS, NGOs, Legal Aid South Africa and the SAHRC. ECOMR facilitated a site visit by a High Court Judge at East London Medium C as part of the One Judge, One Jail initiative. There were five outreach programs in the fourth quarter outlined below.

ECMR: Announcement of matric results: the Regional Office was invited to the Grade 12 results announcement and awards ceremony at Cradock Correctional Centre: It was announced that Cradock Correctional Centre obtained a 100% matric pass in 2023.

One Judge, One Jail: emanating from a newspaper article alleging ill-treatment and assaults of females at East London Medium C, the region facilitated a site visit with a Judge from Bisho High Court. During the site visit, private consultations took place with most of the female inmates who alleged that they were assaulted by DCS officials. It was also discovered that after inmates have been assaulted, some were denied access to the hospital and those who wished to open criminal cases are not assisted. It appears that DCS has not investigated these matters as they could not confirm the number of investigations that were conducted and mentioned only two of the incidents that took place in January 2024. A full report will be provided to JICS by the Judge.

GP: Gender Responsive Centre for Women: Three ICCVs attended an art exhibition at Atteridgeville which showcased art, drama, poetry and speeches by women who are currently and previously incarcerated. The

theme was “Women in conflict” and the event highlighted challenges experienced by incarcerated women. Inmates talked about treatment by officials in correctional centres. The dramatic production highlighted the history of abuse suffered by many incarcerated women and the Admission and Release processes. Other challenges highlighted by the event included the lack of sanitary towels for women, lack of essentials for mothers and babies in the correctional centres (each baby gets only five nappies a week), issues with food and the lack of communication and information regarding changes at the centre. They also requested that technical courses be provided to women.

Legal Aid South Africa outreach program: Legal Aid South Africa held an outreach program at Johannesburg Med A. An invitation was extended to NMR and the ICCVs in the management area. Legal Aid gave a presentation to awaiting trial inmates and to inmates in the Juvenile section on their legal right to have representation in court, procedures to follow when applying for bail, appeal procedures, and condonation. The inmates were advised to use legal representatives for their correspondence with courts rather than asking other inmates to do their court correspondence. Non-nationals with no identification were given guidance regarding the challenges they face regarding eligibility for bail. The VCCO was given the chance to explain JICS’s background and the functions and duties of ICCVs to inmates. Inmates were told how ICCVs can assist them while they are within the correctional environment. A question-and-answer session was held, and the inmates tabled their questions to the delegates. Inmates who had personal inquiries were consulted privately.

WCMR: The region was invited by the **South African Human Rights Commission** to attend a community engagement on human rights-related issues in Dysselsdorp outside Oudtshoorn. The purpose of the engagement was to commemorate Human Rights Day and there were engagements where stakeholder’s presented their roles and community members shared experiences and challenges within the community.

DMR Internal meetings

Supervisory meetings held

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.

A total of 13 supervisory meetings were conducted. Nine meetings at NMR and WCMR were conducted virtually due to cost containment measures. In KZNMR and ECMR four supervisory meetings were conducted in person.

Reporting on inmates

Inmate population

The inmate population has increased by **2 818 (1, 80%)** from the previous quarter’s total of **153 805 to 156 623** currently. The reported total includes **59 381** remand detainees, **97 038** sentences and **66** infants. The **18.18%** increase in infants was noted, this increase was from **54** (the previous quarter) to **66**. Notably, **NMR** houses the largest number of inmates, comprising **39, 39%** of the total population, with a total of **38 585** in Gauteng and **23 113** in LMN, WCMR has the second highest number at **27 358 (17.4%)**, and **KZNMR** the third highest with **24 591 (15.7%)**. On the other hand, ECMR and CMR have the smallest inmate populations.

Region	Remand Detainees		Sentenced Inmates		State Patients		Totals	Infants
	Males	Females	Males	Females	Males	Females		
CMR	6 695	157	14 252	292	51	1	21 448	10
ECMR	7 204	169	13 792	272	91	0	21 528	2
KZNMR	7 764	276	16 109	429	13	0	24 591	14
GP	16 120	797	20 880	777	10	7	38 585	23
LMN	6 554	102	16 037	383	35	2	23 113	8
WCMR	12 993	550	13 376	439	0	0	27 358	9
DMR total	57 330	2 051	94 446	2 592	200	10	156 623	66

Table 27: Inmate population excluding infants

Remand detainees with bail less than R1000

Reportedly, a total of **2 344** remand detainees are detained despite because they cannot afford bail of less than R1000. This represents an increase from the previous quarter of **18.14%** from **1 984**. A total of **3 752** remand detainees were detained for longer than two years which decreased by **1.39%** from **3 805**. Their prolonged detention poses a challenge to both remand detainees and correctional centre management. Most remand detainees encounter challenges relating to loss of income by family members, family members who do not want them back to the community and stigma attached to the crimes committed amongst others. It is worth noting that these inmates form significant parts of the population in some correctional centres leading to severe overcrowding and adverse living conditions. To address these challenges, DCS engages in overcrowding committees, PEEC and DEEC meetings, and submission of sections 49G and 63F for court consideration in releasing these inmates on bail.

A total of **333 (CMR), 332 (ECMR), 389 (KZNMR), 543 (GP), 206 (LMN) and 541 (WCMR)** remand detainees cannot afford bail less than R1000.

416 (CMR), 342 (ECMR), 329 (KZNMR), 2 284(GP), 193 (LMN) and 188 (WCMR) remand detainees have been awaiting trial for more than two years.

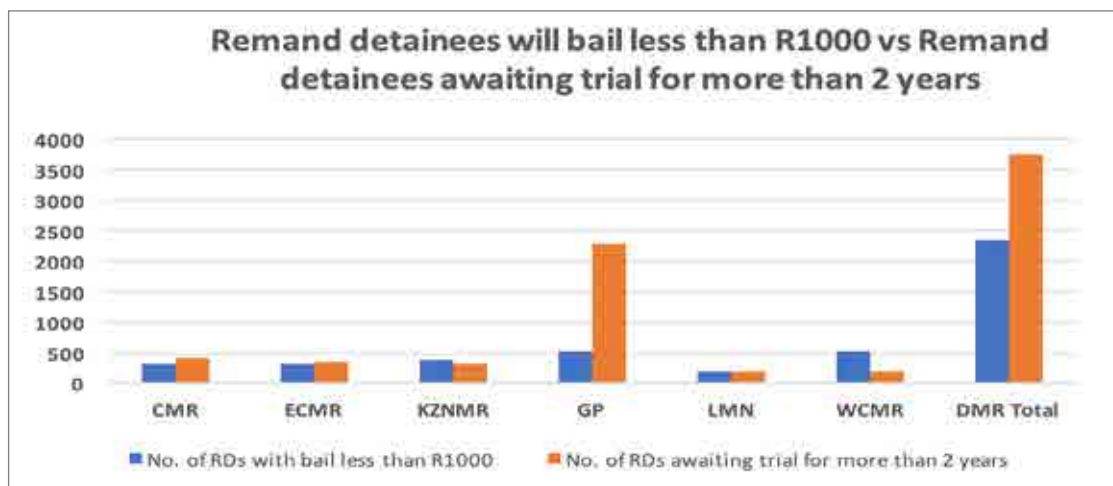


Figure 9: RDs with bail less than R1000 vs RDs awaiting trial for more than 2 years

Inmates above the age of 60

A total of **2 107** elderly inmates were reported, which represents an increase of **17.5%** from **1 793** in the previous quarter. These inmates are incarcerated in various correctional centres and are serving sentences for different crimes including serious crimes such as rape and murder. These inmates are facing various challenges as well as conditions that require specific attention, including health-related concerns. They express dissatisfaction with the available hospital services. The regions are actively strengthening the strategies in addressing these issues through managerial participation in meetings aimed at discussing challenges and implementing effective strategies to reduce overcrowding which focus on these inmates as a starting point.

CMR reported **243** elderly inmates, consisting of **211** sentenced and **32** unsentenced.

ECMR reported **332** elderly inmates consisting of **291** sentenced and **41** unsentenced.

KZNMR reported **440** elderly inmates consisting of **286** sentenced and **154** unsentenced.

GP reported **671** elderly inmates, consisting of **589** sentenced and **82** unsentenced. **LMN** reported **343** elderly inmates, consisting of **335** sentenced and **8** unsentenced.

WCMR reported that **78** elderly inmates are recorded, with **55** sentenced and **23** unsentenced.

Declared state patients detained

A total of **204** state patients were reported detained in correctional centres. **200** were males and **4** were females. It is noted that there is an increase of **22** state patients compared to the previous quarter of **182** reported. The leading reason behind the delay in transferring state patients from correctional facilities to a psychiatric hospital is insufficient bed capacity in psychiatric hospitals. This extended confinement of state patients within correctional facilities violates section 41 of the Mental Health Care Act, which stipulates

that state patients must receive proper medical care at designated mental health facilities. JICS is actively engaging in various forums to facilitate the transfer of these individuals to psychiatric institutions where they are meant to be accommodated.

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

Regions	January	February	March	Remarks
CMR	46	48	52	The constant increase in state patients has been notable in the past months. This challenge was raised with the Manager of the Psychiatric Hospital in the Kimberley PEEC meeting. It was indicated that the psychiatric hospital in Kimberley is challenged when it comes to admitting state patients as they are experiencing staff incapacitation, shortage of beds and infrastructure challenges that may lead to the hospital closure.
ECMR	80	90	91	Most of the patients are still waiting for the availability of bed spaces. A few movements took place this month, transfers to psychiatric hospitals and new intake, but the total remained the same.
KZNMNR	7	7	13	There were new admissions, and the patients are still waiting to be transferred to a designated psychiatric hospital. DCS in collaboration with DoH in KZN is managing this activity excellently.
GP	11	12	11	The state patients are awaiting bed space allocations at the Psychiatric hospitals.
LMN	35	36	37	The state patients are awaiting bed space allocations at the Psychiatric hospitals.
WCMR	0	0	0	N/A
Total	179	193	204	-

Table 28: Declared state patients incarcerated

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

Non-nationals are detained for various offences committed within South African borders. Some are detained for immigration offences. An enormous number of foreign nationals have entered correctional facilities due to DHA and SAPS are attempting to address issues of illegal immigration. The joint operation resulted in the apprehension and conviction of a considerable number of undocumented immigrants, which in turn exacerbated the problem of overcrowding in different correctional facilities. Non-nationals made up more than **14.4%** of all inmates at the end of the quarter, with a total of **22 612** non-national inmates incarcerated in South African correctional facilities. Notably, Gauteng has a total of **12 614** non-nationals, the highest of any province.

NMR is comprised of four provinces: North West, Mpumalanga, Gauteng, and Limpopo, from which three provinces border inland areas. Nevertheless, a definitive decision regarding the acceleration of court proceedings involving interpreters for non-national trials was not reached at the most recent PEEC meeting in Limpopo. The persistent difficulty in locating interpreters for some foreign languages causes court proceedings to be prolongedly postponed. It is critical to understand that non-nationals are detained

without the possibility of bail and must stay that way until their legal matters are settled. Furthermore, a notable hurdle arises from some deported non-nationals promptly returning to South Africa on the same day due to inadequately secured border crossings.

Regions	Number of non-national incarcerated				Total
	Sentenced		Remand detainees		
	Male	Female	Male	Female	
CMR	1 012	36	933	48	2 029
ECMR	198	9	172	2	381
KZNMR	619	37	540	25	1 221
GP	5 618	222	6 523	251	12 614
LMN	3 030	91	1 762	133	5 016
WCMR	423	16	888	24	1 351
DMR total	10 900	411	10 818	483	22 612

Table 29: Non-nationals incarcerated

Non-national lifers

The number of non-national lifers has increased from **599** in the last quarter to **690**. The top three countries with the highest numbers are inmates from Zimbabwe (**229**), Mozambique (**197**) and Lesotho (**76**). It is worth noting that out of a total of 690 lifers, **432** were detained in Gauteng province.

Region	Total non-national lifers	Nationalities
CMR	24	Bangladesh (2), Ethiopia (1), Lesotho (13), Mozambique (2), Nigeria (1), Pakistan (4) and Zimbabwe (1).
ECMR	30	Bangladesh (3), Germany (1), Kenya (1), Lesotho (7), Malawi (3), Mozambique (3), Nigeria (4), Pakistan (2), Tanzania (1) and Zimbabwe (5).
KZNMR	20	Botswana (1), Congo (1), Lesotho (6), Malawi (5), Mozambique (6) and Swaziland (1).
GP	432	Angola (1), Argentina (1), Bulgaria (1), Congo (7), Egypt (1), Ethiopia (1), Lesotho (43), Malawi (17), Mozambique (143), Nigeria (16), Pakistan (2), Senegal (1), Swaziland (3), Tanzania (1), Zaire (1) and Zimbabwe (193).
LMN	145	Angola (1), Congo (1), Lesotho (8), Malawi (4), Mozambique (66), Nigeria (4), Russia (1), Sudan (1), Swaziland (14) and Zimbabwe (45).
WCMR	39	Angola (2), Burundi (3), Congo (2), Lesotho (5), Malawi (2), Mozambique (8), Namibia (1), Somalia (2), Swaziland (1) and Zimbabwe (13)
DMR Total	690	Angola (4), Argentina (1), Bangladesh (5), Botswana (1), Bulgaria (1), Burundi (3), Congo (11), Egypt (1), Ethiopia (2), Germany (1), Kenya (1), Lesotho (82), Malawi (31), Mozambique (228), Namibia (1), Nigeria (25), Pakistan (8), Russia (1), Senegal (1), Somalia (2), Sudan (1), Swaziland (19), Tanzania (2), Zaire (1) and Zimbabwe (257)

Table 30: Non-national lifers incarcerated

Lifer profiles

There are currently **1 858** profiles awaiting National Council for Correctional Services (NCCS) decisions and **683** profiles pending decisions from the Minister, resulting in a combined total of **2 541** inmate profiles awaiting resolution across all regions.

The table below reflects the backlog of profiles (as received from the reports of the ICCVs) that still need to be dealt with by the NCCS and the Minister.

Region	Profiles with NCCS				Profiles awaiting a decision from the Minister
	Van Wyk Judgement	Phaahla Judgement	Phaahla Van Vuuren Judgement	Total	
CMR	233	5	4	242	92
ECMR	308	159	4	471	121
KZNMR	147	0	0	147	147 (the report received only reflected only Van Wyk judgment cases)
GP	197	78	27	302	94
LMN	356	215	3	574	209
WCMR	52	42	28	122	20
Totals	1 293	499	66	1 858	683

Table 31: Lifers profiles

In January 2024, the NCCS reviewed a total of **73** profiles. KZN had the most profiles considered at **25** followed by LMN with **21** profiles and GP with **11** profiles.

In February 2024, the NCCS assessed a total of **46** profiles. LMN had the most profiles considered at **19**, followed by KZN with **13**.

In March 2024, the NCCS deliberated **62** profiles. KZN had the most profiles considered at **19**, followed by EC, GP; LMN and WC with **9** each.

The table below shows the number of matters considered by NCCS in different regions from January to March 2024.

Number of matters considered by the NCCS							
NCCS Meeting	EC	FSNC	GP	LMN	KZN	WC	Total
January 2024	4	6	11	21	25	6	73
February 2024	0	7	6	19	13	1	46
March 2024	9	7	9	9	19	9	62

Table 32: Number of matters considered by the NCCS

Highlighted incidents

ECMR: On 19 March 2024, it was reported that West Bank Correctional Centre had a shortage of water due to a pipe that burst. AC confirmed the challenge and further assured JICS that they are attending to it and local municipality is currently assisting them with water.

On 16 March 2024, Middleburg CC reported to JICS that an inmate set alight his cell after he argued with officials regarding his food. It is said that the inmate refused to enter his cell and was forced to do so as officials wanted to lock up, and that is when the inmate used his mattress to start the fire. Officials managed to come on time, and no one was injured. SAPS was called and a criminal case was opened.

KZNMR: In Durban Medium A Correctional Centre on 24 January 2024, a remand detainee attempted to escape from incarceration by using the particulars of another inmate by swapping their tickets during the visit.

There was an outbreak of pink eye in KZN. Only one case was reported from Stanger Correctional Centre. The case was dealt with by segregation in terms of section 30(1)(c) of the CSA.

GP: An inmate from Bavianspoort Max Correctional Centre who is serving a life sentence escaped on 12 February 2024. It was reported that on the said day the inmate was taken to Mamelodi Hospital for

an appointment with the dietician. The inmate was still at large, and the investigation is ongoing. It was also reported that on 3 March 2024, a remand detainee from Johannesburg Med A escaped while he was admitted at Baragwanath Hospital. An escape case was opened.

LMN: In February 2024, it was reported that Potchefstroom Correctional Centre was visited by the Department of Health representatives and 32 inmates were tested for TB because one inmate had tested positive.

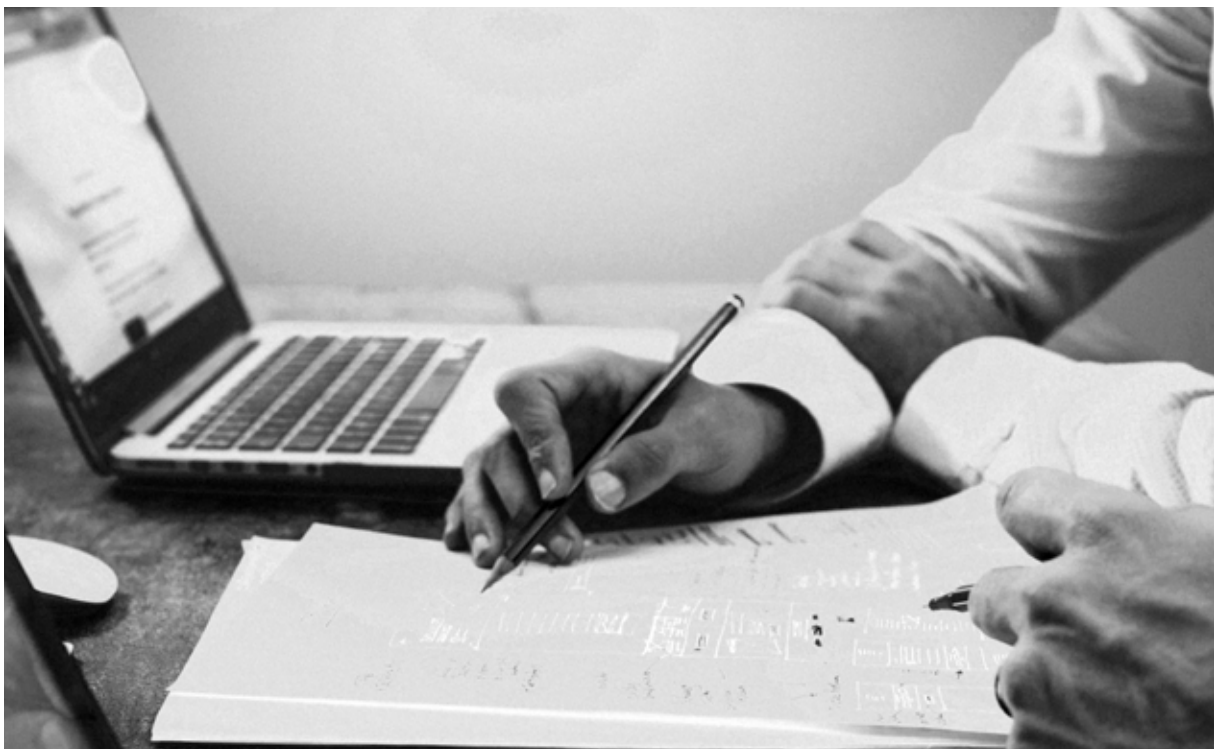
WCMR: There was a fire outbreak at Brandvlei Correctional Centre but there were no injuries reported both from the inmates and officials. There was no structural damage. On 6 February 2024 the Department of Public Works were present to survey fire damage. The storeroom structure at Logistics and the wood camp structure had burned down. All inmates at Brandvlei Youth Correctional Centre were transferred to Hawequa, Riebeeck West and Drakenstein Correctional Centres. Inmates from Brandvlei Medium Correctional Centre were transferred to surrounding correctional centres. As a precautionary measure, Eskom had turned off all electricity and the damage is still unknown.

Achievements

Mental Health Seminar

JICS in collaboration with the Department of Health (DoH) and the University of KwaZulu Natal (UKZN) School of Law convened a Mental Health Seminar titled, *"Mental Health is a Universal Right"* on 8 March 2024 at the University of KwaZulu-Natal. The seminar's objective was to table and discuss the findings of the exploratory study conducted by JICS on mental health and solitary confinement at Ebongweni Supermaximum Correctional Centre. The seminar included discussions about targeted interventions to end solitary confinement at Ebongweni and to improve mental health screening and services.

Participants were invited from different backgrounds and institutions to enhance their knowledge and understanding of the topic. The seminar was well-organised and informative. The speakers, who were experts in their respective fields, delivered insightful presentations on various subtopics related to the theme. The information provided was relevant and up-to-date, reflecting the most recent advancements in the field. The sessions were well-organised, with clear objectives and key recommendations being emphasised throughout. The range of topics covered catered to the diverse needs and interests of the participants, ensuring a comprehensive understanding of the subject matter. Recommendations emanating from the study were referred to the DCS for consideration.





PART C: DIRECTORATE SUPPORT SERVICES

Human Resources

Organisational establishment structure

Approved establishment structure

As of 31 March 2024, there were 86 permanent approved and funded positions on the fixed establishment. 79 (91.86%) posts filled and 7 (8.14%) vacant posts. Not all the vacancies could be filled as a result of the austerity measures put in place by the National Treasury.

The table below shows the current vacancies.

No	Level	Description	Status
1.	9	ARM: KZNMN	On hold
2.	7	VCCO - KZNMN	Appointed with effect from 1 April 2024.
3.	5	Admin Clerks: Inspections	Appointed with effect from 1 April 2024.
4.	5	Provisional Admin Clerk	Appointed with effect from 1 April 2024.
5.	5	Transport Clerk	On hold
6.	5	Secretary - DLS	On hold
7.	5	Secretary - DLS	On hold

Table 33: Vacant posts

ICCVs

Currently, there are 18 vacant ICCV positions among the 225 funded positions, resulting in a vacancy rate of 8%. Furthermore, there are an additional 50 unfunded ICCV vacant positions that remain unfilled due to budget constraints within the Compensation of Employees (CoE) budget.

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

Filled posts	207(92%)
Vacant posts	18(8%)
Total Funded ICCV posts	225

Table 34: ICCVs post-establishments

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	46
Semi-skilled and discretionary decision-making (Level 3 – 6)	2	1	-	1	11	4	1	-	20
Unskilled and defined decision-making (Level 1 – 2)	1	-	-	-	-	-	-	-	1
Permanent	22	9	1	3	34	8	1	1	79
Non-permanent	1	-	-	1	11	2	1	-	16
ICCVs	66	6	-	-	118	14	2	1	207
Total	89	15	1	4	163	24	4	2	302

Table 35: 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
87	162	15	24	1	3	4	2	3	1
28.80%	53.642%	4.97%	7.5%	0.33%	0,99%	1.32%	0,66%	0.99%	0.33%

Table 36: Employment equity percentages

Performance Management

The performance assessment for the financial year 2023/2024 which ended on 31 March 2024 is expected by finalised by 30 June 2024.

The new performance agreements for 2024/2025 are expected to be submitted by 31 May 2024 for levels 1 – 12. SMS members' agreements are to be submitted by 31 August 2024.

Labour relations

Labour disputes and litigation

- The dispute by The National Education, Health and Allied Workers' Union (NEHAWU) obo Ms M (ICCV) after an alleged unfair dismissal was referred to the General Public Service Sector Bargaining Council (GPSSBC). The date of arbitration was set down for 5 September 2022. The arbitrator found that the dismissal was both procedurally and substantively unfair and awarded Ms M 12 months' salary. JICS is reviewing the award, and consultations have taken place with counsel in this matter. The application was filed in the Labour Court on 26 October 2022. On 7 September 2023, the applicant did not have representation and the matter was postponed. A cost order was made in favour of JICS. The matter was set down for 29 February 2024 and the application for review was granted. The matter was referred to the

GPSSBC to reschedule the matter for arbitration before a different panellist. The matter was set down for 11 – 12 April 2024.

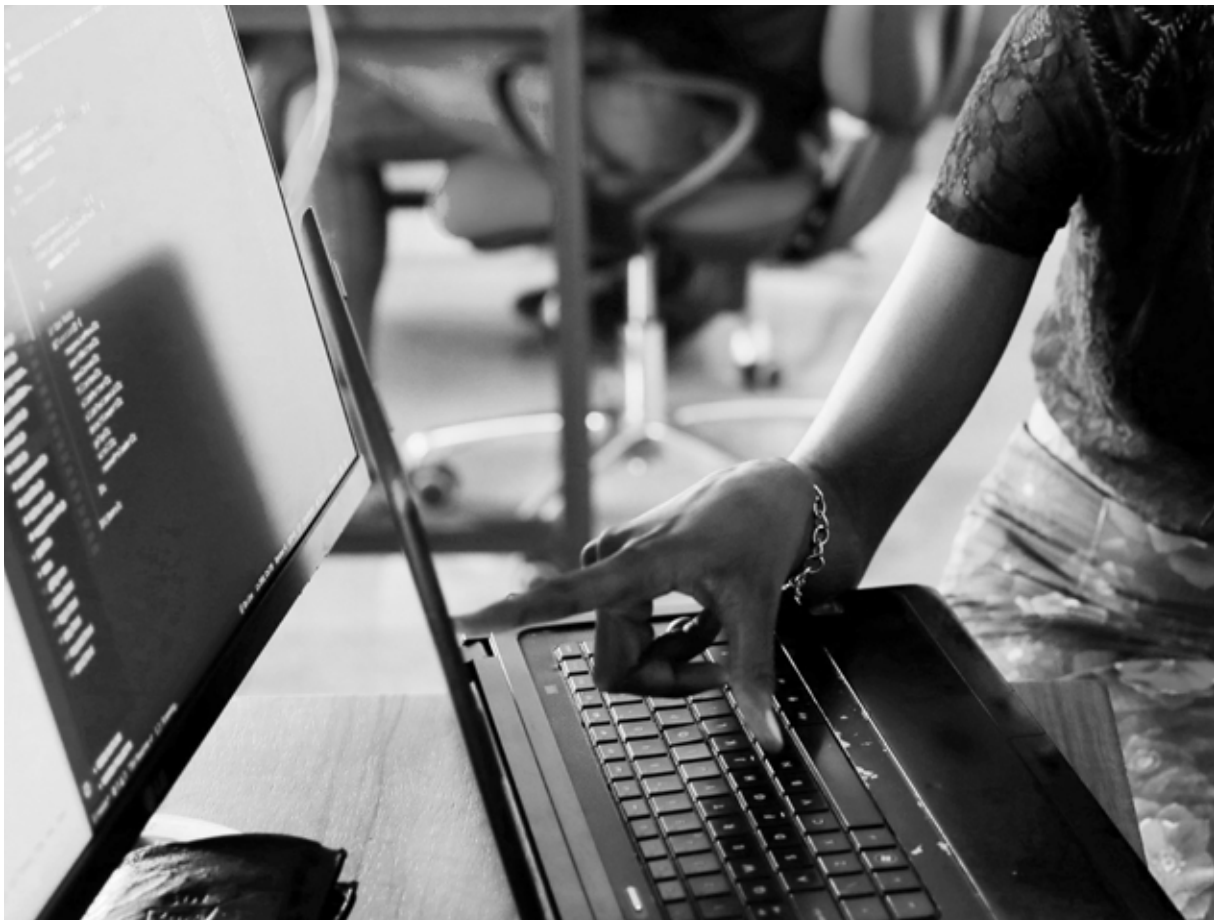
- Ms S, a former ICCV, was dismissed based on misconduct for fraud. Her internal appeal has not succeeded, and she referred an unfair dismissal dispute to the GPSSBC. The conciliation was not set down for conciliation within the stipulated 30 days and the GPSSBC proceeded to issue a certificate of non-conciliation. Ms S has subsequently referred the matter for arbitration and the matter is set down for 28 May 2024.
- Mr T referred an unfair discrimination dispute to the CCMA due to the reduction in his salary and for alleged discrimination. The referral was done outside of the timeframes as stipulated in the Employment Equity Act and as such the applicant needed to apply for condonation. Correspondence has been sent to the CCMA challenging jurisdiction without the granting of condonation. The matter was set down for conciliation on 13 February 2024 and a certificate of non-resolution was issued.

Financial disclosures

All members of the SMS, MMS, Assistant Directors, and Finance and 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 disclosures were recorded for the 2023/2024 financial year.

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 37:SMS/MMS/finance and SCM officials: financial disclosures





PART D: FINANCE AND SCM

Budget for the 2023/2024 financial year

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

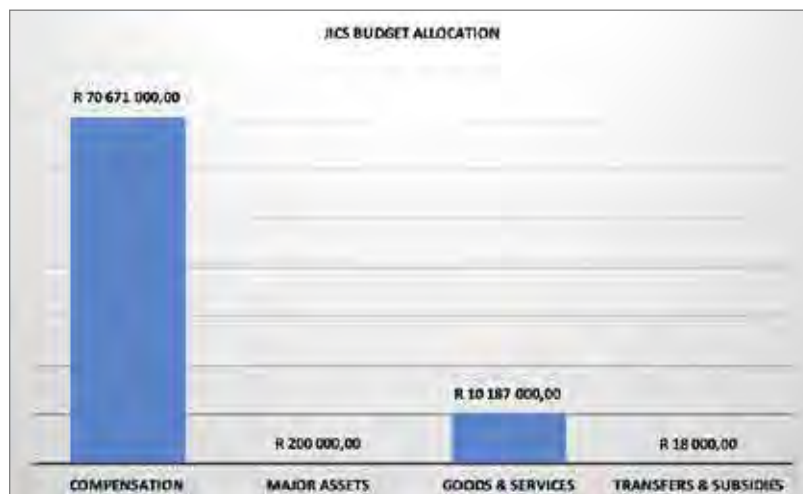


Figure 10: Budget allocation for the 2023/2024 financial year

Expenditure

The overall expenditure for the 2023/2024 financial equates to an expenditure of 101.41% of the allocated budget. The standard item is sitting on the deviation of 1.41% which is acceptable and within the National Treasury norms and standards.

Compensation of employees

The CoE allocated a budget of R 70 671 000.00 is underspent by 1.16%. The standard item is underspending due to vacant positions that are yet to be advertised because of stringent measures implemented by the Department of Public Service Administration regarding filling of vacant positions within the state.

Compensation of Employees	Ideal	Deviation
98.84%	100%	1.16%

Table 38: Compensation of employees

Goods and services

The overspending on the standard item is due procurement of critical items ensuring continuous service delivery by the institution.

Goods and Services	Ideal	Deviation
124.78%	100%	-24.78%

Table 39: Goods and services

Transfers and subsidies

The overspending on the transfers and subsidies standard item is due to payments for leave gratuities that were paid to officials who exited the organisation through resignations between 1 April and 31 December 2023 and ICCVs whose contracts expired.

Transfers and Subsidies	Ideal	Deviation
1 257.77%	100%	-1 157.77%

Table 40: Transfers and subsidies

Capital assets

Standard item overspending was due to insufficient budget received at the beginning of the financial year against projects that were projected for the current year, for example procurement of servers for Eco Park and Cape Town offices etc.

Machinery and Equipment	Ideal	Deviation
629.60%	100%	-529.60%

Table 41: Machinery and equipment

Asset balances

Major assets are classified as those exceeding R5000.00, whereas minor assets are those below R5000.00. The following table shows JICS's asset register as of 31 March 2024.

Asset Description	Reporting Date	Asset Register Balances
Major closing	31 December 2023	R 16 574 045.16
Minor closing	31 December 2023	R 2 733 801.63

Table 42: Assets register

Fleet/transport management

JICS state vehicles are controlled and monitored by regional offices. The table below shows the allocations of JICS state vehicles to the offices and regions as of 31 March 2024.

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 43: 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 Origins 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 44: JICS property lease agreements

DPWI in the 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 in correctional facilities

Some ICCVs currently do not have access to computers at 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 31 March 2024, 107 desktops have been installed across various correctional facilities.

Development and integration of JICS Management Information Systems (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

The development of the JICS's website has been completed and is at a monitoring and controlling phase. The website was scheduled go live on 20 March 2024, however, due to technical challenges at SITA and content verification, quality check and enhancements to the website, the website will now be launched on 30 April 2024.



PART F: MEDIA AND COMMUNICATIONS

JICS is still without the services of a Media and Communications officer. Tasks related to Media and Communications sub-directorate have been distributed among numerous JICS employees until the post is filled.

Media activities

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 continually monitors and reports on key media trends, focusing on areas such as parole, correctional centre conditions, remission of sentences, incidents like the cruel, inhuman and degrading treatment of visitors at St Albans Correctional Centre and assault of juvenile inmates at Mosselbay Correctional Centre. Additionally, the analysis covered topics like incarcerated state patients, the Correctional Services Amendment Bill, and several others that are of national significance.

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 collection of communication tools used by JICS includes social media graphic messages, emails, videos, and e-desk drops, all designed 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.

Below is information on reports and publications, letters from the office of the Inspecting Judge (IJ), and an analysis of JICS's Twitter/X analytics, all of which contribute to a comprehensive understanding of JICS's media and communications landscape during the fourth quarter of the 2023/2024 performance year.

In the news

- Oscar Pistorius release
- Psychologist guilty of misconduct over Donovan Moodley report
- SA Inmates achieved a 92.3% matric pass rate.

- Thabo Bester (Parliament still wants answers and Showmax court application)
- Brandvlei veld fire

Twitter/X activities

The JICS X account operates non-interactively, delivering information without engaging with followers. This approach stems from both the sector JICS serves and the organization’s limited capacity. In addition, analyses of JICS’s account are hampered by the constant changes made to the X accounts under the new ownership.

Description	Quarter 4
Tweets	27
Mentions	10
New followers	36
Total	836

Table 45: X activities

Media clippings

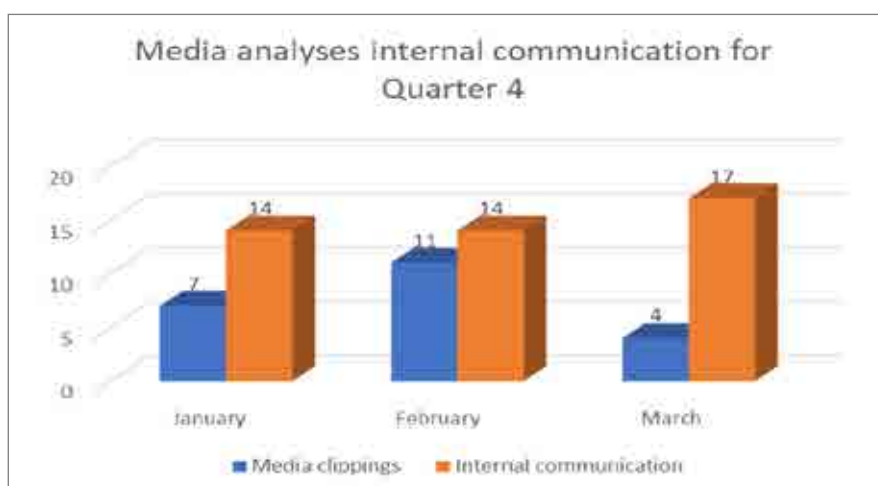


Figure 11: Media clippings

The figure above illustrates media engagement and internal communication.

Reports, press releases, and publications

- Media release: Mosselbay investigation
- Media release: Strip searches at St Albans.
- Media release: Mental Health Seminar: Durban.
- Media release: Inmate D.
- Report: JICS Q3 Monitoring and Evaluation report.

Letters/memos from the office of the IJ

- Letter to Solicitor-General regarding performance of the State Attorney
- Letter to National Commissioner requesting statistics on unaffordable bail
- Letter to Dr Duvern Ramiah regarding treatment for inmate with cancer
- Response to Presidential legal advisor’s questions regarding the Presidential Minute to constitute JICS as a National Government Component
- Letter to Ministers Lamola and Godongwana regarding preliminary JICS MTEF allocation
- Letter of response to State Security Agency
- Follow up letter to Deputy Director of Public Prosecutions De Kock regarding urgent criminal matters
- Letter regarding referral of Pretorius matter to Parole Review Board
- Letter regarding organisational structure of the NPM
- Letters regarding update on Ebongweni mental wellness seminar to Minister, National Commissioner,

Portfolio Committee Chair, Deputy Chief Justice, SAHRC, IPID, Military Ombuds, Health Ombuds and Dean of UKZN Law School

- Media release on Presidential minute re JICS as a national government component
- Comments on DCS Draft Health Procedures
- Letter to National Commissioner regarding Memorandum of Understanding/ service level agreement
- Letter to President regarding assent to CSA amendments

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. This project is ongoing.

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 JICS units and regions to resolve complaints effectively.

Collaboration for improvement: The Complaints Unit 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 a proactive 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: Looking at the annual data, we can observe that the number of complaints received has varied over the years. The numbers have been 46 in 2020, 142 in 2021, 143 in 2022, and 92 in 2023. This fluctuation could be due to various factors, such as changes in organisational 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 organisation is actively working towards addressing the issues raised by complainants. Currently, this assessment relies on regular feedback from the regions, directorates, and the Complaints Unit. Due to the backlog with the collation of feedback, it is difficult to obtain an accurate estimate of resolution rates.

Pending cases: The number of pending cases at the end of each year is also shown. It's noteworthy that a significant number of cases remain pending, from 2021 to 2023. 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, CMR, WCMR, ECMR, NMR, KZN, and Complaints Unit. These represent different regions, information that is outstanding when receiving complaints, units that handle the complaints, or areas of focus within the organisation. 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 handling the Office of the IJs complaints.

Branding

- Due to serious fiscal constraints, the regional branding requests have been placed on hold.

Campaigns

Book Campaign

JICS and NICRO have concluded an agreement in terms of which NICRO will handle the logistics of the book donation campaign. JICS continues to encourage and facilitate book donations.