

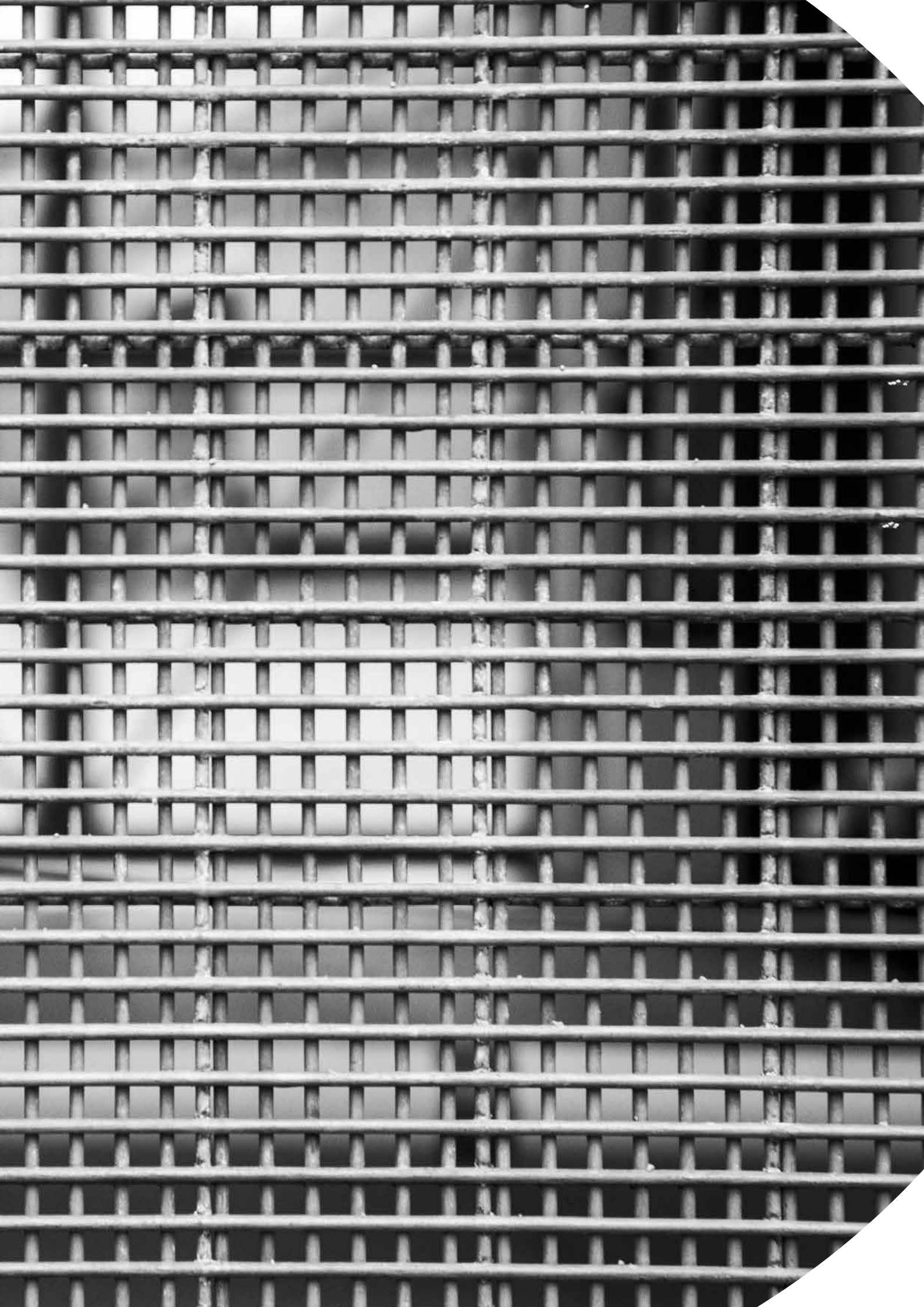
JUDICIAL INSPECTORATE FOR
CORRECTIONAL SERVICES
**FOURTH
QUARTERLY
PERFORMANCE
REPORT**

1 January – 31 March 2023



JICS

Judicial Inspectorate for
Correctional Services





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INSPECTING JUDGE:
JUSTICE EDWIN CAMERON

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LIST OF ABBREVIATIONS

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



EXECUTIVE SUMMARY BY THE CHIEF EXECUTIVE OFFICER

I would like to express my sincere appreciation for the Inspecting Judge's (IJ) unwavering dedication to ensuring the effective execution of JICS' statutory supervision function, along with the commitment displayed by senior management and other JICS staff.

Despite operating with limited resources, JICS successfully conducted all scheduled inspections during this quarter. The key highlights are as follows:

- A total of 36 announced inspections were carried out, resulting in the assessment of 28 correctional centres as satisfactory, two as good, and six as unsatisfactory.
- Additionally, 14 unannounced inspections were conducted under the Abahloli project, and six reports were subsequently received and evaluated.
- JICS encountered practical challenges in its investigative work, including delays in receiving Medico-Legal documents, uncooperative behaviour from DCS officials, and the need to visit witnesses who had been transferred to other centres following the incidents. Despite these difficulties, eleven investigations were successfully conducted during this quarter.

The investigation conducted by JICS regarding the escape of Thabo Bester progressed significantly. On 3 May 2022, JICS received information about the unnatural death of inmate Bester at the Mangaung PPP, a private prison operated by G4S, an international security company. Bester, a high-profile inmate known as the "Facebook rapist", was serving multiple sentences, including a life sentence for rape, robbery, and murder.

G4S initially reported the incident as a suicide, stating that Bester had burned to death in his cell. However, JICS investigators became suspicious and discovered that the burnt body found in Bester's cell did not belong to him, leading them to believe that Bester had escaped with the assistance of G4S officials and others.

JICS took immediate action, urging G4S, the Department of Correctional Services (DCS), and the South African Police Service (SAPS) to treat the case as an escape and take necessary steps to recapture Bester. On March 25, 2023, DCS publicly confirmed Bester's escape. At the time of this summary, Bester has been rearrested, and JICS has released its final investigation report, which outlines the thorough investigation, efforts to inform relevant officials, findings regarding the responsibility of G4S, DCS officials, and private individuals, as well as comprehensive recommendations.

The JICS Complaints Unit (CU) received a total of 159 complaints, with many addressing issues such as inmate-on-inmate and official-on-inmate assaults, as well as transfers.



As the implementation of the electronic reporting system is underway, DCS continues to face challenges in complying with mandatory reporting. Although a temporary manual reporting system was put in place, it remains impossible to verify the accuracy or completeness of DCS reports. The key statistics in this regard are as follows:

- Unnatural deaths: 27 cases were classified as unknown causes, and two cases were determined to be suicides by hanging.
- Natural deaths: There were a total of 92 natural deaths.
- Segregations: A total of 725 cases were recorded, with one appeal having been finalized.
- Mechanical restraints: Five cases were reported, with no appeals filed.
- Use of force: A total of 168 incidents involving the use of force were documented.
- During this quarter, the total inmate population reached 157 181 excluding 83 infants, marking an increase of 2 875 individuals.
- Furthermore, there were 18 981 non-national inmates (an increase of 1 979 from the previous quarter) and 125 declared state patients detained and incarcerated within South African correctional facilities.

JICS continues to maintain open communication with DCS, the Minister of Justice and Correctional Services, the Deputy Minister of Correctional Services, and the Minister of National Treasury. These ongoing discussions focus on finalizing the JICS funding model and determining its recommended organizational structure as a National Government Component.

PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT

Performance information

Inspections

During the fourth quarter of the 2022/2023 performance cycle, JICS successfully conducted a total of 36 announced inspections in accordance with the approved JICS National Inspection Plan. These inspections are part of JICS' ongoing efforts to assess all correctional centres and remand detention facilities (correctional facilities) at least once within a two-year cycle. However, due to the limited number of available permanent inspectors, which currently stands at eight, JICS faces challenges in expanding its inspection capacity beyond the current performance indicator of 136 inspections.

To enhance its inspection coverage, JICS implemented the Abahloli project during the 2021/2022 performance cycle and continued with it in the first quarter of the 2022/2023 performance cycle. The primary objectives of the Abahloli project are threefold:

- To increase JICS' inspection footprint, JICS managers are assigned the task of conducting inspections on an ad hoc basis. This approach allows for broader coverage and addresses the limitation imposed by the number of permanent inspectors.
- The project provides an opportunity for JICS managers to gain practical experience in conducting inspections at the operational level, offering them first-hand exposure to the activities carried out within correctional facilities.
- Conducting unannounced inspections under the Abahloli project enables JICS to gain insight into the day-to-day conditions and operations of correctional facilities. This fulfils one of the conditions set by the Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT), which stipulates that inspections at places of detention must be conducted without prior notice.

During the fourth quarter of the 2022/2023 performance cycle, JICS successfully completed 13 unannounced inspections under the Abahloli project. Out of these inspections, six reports have been received and evaluated, while seven reports are still in the process of being finalized at the time of completing this quarterly report. The ongoing implementation of the Abahloli project has proven valuable in expanding JICS' inspection activities and providing crucial insights into the operations of correctional facilities.

Announced inspections conducted and reports received

A total of **36** announced inspections were scheduled for the quarter under review. All scheduled inspections were conducted, and reports were received.

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

JICS uses fixed criteria when inspecting any facility - whether announced or unannounced.

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

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

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

Facilities rated as **“Unsatisfactory”** need major improvements in all or most of the aspects evaluated during the inspection. There is usually a lack of good management of the facilities.

#	Facility	Region	Scheduled	Inspection conducted	Rating (Good/Satisfactory/Unsatisfactory)
1.	Bethulie	CMR	10/1/2023	10/1/2023	Satisfactory
2.	Boshoff	CMR	11/1/2023	11/1/2023	Satisfactory
3.	Lady brand	CMR	12/1/2023	15/3/2023	Satisfactory
4.	Frankfort	CMR	13/1/2023	12/1/2023	Unsatisfactory
5.	Rustenburg Medium A	NMR	10/1/2023	11/1/2023	Satisfactory
6.	Rustenburg Medium B	NMR	11/1/2023	12/1/2023	Satisfactory
7.	Zeerust	NMR	12/1/2023	10/1/2023	Satisfactory
8.	Glencoe	KZNMR	10/1/2023	10/1/2023	Satisfactory
9.	Greytown	KZNMR	11/1/2023	11/1/2023	Satisfactory
10.	Pollsmoor Max (RDF)	WCMR	10/1/2023	16/1/2023	Unsatisfactory
11.	Pollsmoor Female	WCMR	11/1/2023	26/1/2023	Satisfactory
12.	Port Elizabeth	ECMR	17/1/2023	17/1/2023	Satisfactory
13.	St Albans Maximum	ECMR	18/1/2023	18/1/2023	Satisfactory
14.	Senekal	CMR	7/2/2023	7/2/2023	Satisfactory
15.	Grootvlei Max	CMR	8/2/2023	8/2/2023	Satisfactory
16.	Potchefstroom	NMR	7/2/2023	7/2/2023	Unsatisfactory
17.	Rooigrond Medium B	NMR	8/2/2023	8/2/2023	Satisfactory
18.	Mafikeng Female	NMR	9/2/2023	9/2/2023	Good
19.	Losperfontein	NMR	10/2/2023	10/2/2023	Satisfactory
20.	Melmoth	KZNMR	7/2/2023	8/2/2023	Satisfactory
21.	Eshowe	KZNMR	8/2/2023	7/2/2023	Unsatisfactory
22.	Allandale	WCMR	7/2/2023	9/2/2023	Satisfactory
23.	Brandvlei Maximum	WCMR	8/2/2023	8/2/2023	Good
24.	Dordrecht	ECMR	7/2/2023	14/2/2023	Satisfactory
25.	Queenstown	ECMR	8/2/2023	15/2/2023	Satisfactory
26.	Hopetown	CMR	7/3/2023	7/3/2023	Satisfactory
27.	Douglas	CMR	8/3/2023	8/3/2023	Satisfactory
28.	Leeuwkop Med C	NMR	7/3/2023	6/3/2023	Satisfactory
29.	KM II Female	NMR	8/3/2023	7/3/2023	Satisfactory
30.	Odi	NMR	9/3/2023	24/3/2023	Satisfactory
31.	Ebongweni	KZNMR	7/3/2023	8/3/2023	Satisfactory
32.	Port Shepstone	KZNMR	8/3/2023	7/3/2023	Unsatisfactory
33.	Buffeljagsrivier	WCMR	7/3/2023	7/3/2023	Satisfactory
34.	Uniondale	WCMR	8/3/2023	8/3/2023	Satisfactory
35.	St Albans Medium A	ECMR	7/3/2023	7/3/2023	Unsatisfactory
36.	St Albans Medium B	ECMR	8/3/2023	9/3/2023	Satisfactory

Table 1: Inspections

Summary of ratings of correctional facilities

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

Good	Satisfactory	Unsatisfactory	Total
2	28	6	36

Table 2: Inspected correctional facilities' rating

Facilities rated unsatisfactory - main findings

Frankfort Correctional Centre - CMR

The inspection findings revealed significant concerns regarding the facility conditions at the correctional centre. The following observations were made:

- **Plumbing System:** The plumbing system was in a dilapidated state, requiring immediate attention and repairs.
- **Communal Cells:** Most communal cells were found to be dirty and unhygienic, falling short of the necessary standards.
- **Closure of Communal Cell:** One communal cell had to be closed due to disrepair, rendering it unsuitable for use.
- **Rehabilitation Programs:** It was noted that the centre did not offer any rehabilitation programs, apart from work teams and sports activities. This limitation hampers the comprehensive rehabilitation efforts of inmates.
- **Kitchen Facilities:** The inspection revealed that the kitchen facilities were outdated and in need of renovation. The floors required new tiles, and the walls needed fresh paint.
- **Dysfunctional Equipment:** Two large pots, an oven, and a stove were found to be dysfunctional, posing challenges to the proper preparation of meals.
- **Cold Room and Freezer:** The cold room was not functioning properly, and the only available freezer was old and rusted, compromising food storage conditions.
- **Inadequate Cooking Facilities:** Inmates were observed using a two-plate spiral stove to prepare meals for a considerable number of inmates (66), which was insufficient for their needs.
- **Non-compliant Meal Intervals:** While three meals were served per day, it was found that the intervals between meals were not compliant with the established standards outlined by the Correctional Services Act 111 of 1998 (CSA).
- **Lack of Compliance Certificate:** The kitchen did not possess a valid compliance certificate, indicating a lack of adherence to regulatory requirements.
- **Insufficient Visit Areas:** The facility had only one booth available for non-contact visits, and there was no designated area for official contact visits, limiting opportunities for meaningful interactions between inmates and their visitors.

These findings highlight the pressing need for immediate action and improvements in the facility conditions to ensure the provision of a safe and conducive environment for inmates. Priority should be given to addressing plumbing issues, improving cleanliness in communal cells, initiating necessary repairs, enhancing rehabilitation programs, renovating the kitchen, replacing dysfunctional equipment, ensuring proper food storage facilities, revising meal intervals, obtaining a compliance certificate for the kitchen, and providing adequate visitation areas for both non-contact and contact visits.

Pollsmoor Maximum (RDF): WCMR

- The centre was overcrowded by 100% on the date of the inspection.
- Cell windows were broken and needed replacement.
- Communal, single cells, and bathrooms need paint.
- It was dirty in both the communal and individual cells.
- The kitchen was in poor condition.
- Paint was peeling from the ceiling above the extractor unit.
- Pots and pans were stored underneath this area and created unhygienic conditions.
- Two ovens were defective and reported for repair.
- Three meals were served per day, but the intervals between them were not as per the CSA provisions.
- The kitchen did not have a compliance certificate.

Potchefstroom Correctional Centre: NMR

- Windowpanes were broken and needed replacement.
- The communal area, single cells, and bathrooms needed to be painted.
- The centre was extremely overcrowded.

- Communal and single cells were dirty.
- The kitchen was in poor condition.
- Paint was peeling off the ceiling above the extractor fan.
- Two ovens were inoperative.
- Three meals were served per day, but the meal intervals were not in line with the CSA provisions.
- The kitchen does not have a compliance certificate.

Eshowe Correctional Centre: KZN

- Plants were growing between the bricks and the walls were cracking and shifting.
- Urgent maintenance was required in the kitchen – one stove's wires at the female unit were chewed on by rats and management indicated that they do not have a budget to repair the stove.
- Lack of health care services for female inmates.
- Nurses allegedly refused to assist inmates when they needed medical assistance.
- The centre had one social worker for 558 male and female inmates.

Port Shepstone Correctional Centre: KZN

- The centre was dilapidated.
- C-Unit walls were made of wooden boards and cracked on inspection.
- The roof was made of asbestos and was reported to leak during rainy conditions.
- Steel doors were rusty in the C unit posing an escape risk.
- Firefighting equipment was not serviced and will not work during a fire emergency.
- General plumbing requires urgent maintenance.

St Albans Medium A: ECMR

- The centre was severely overcrowded.
- The facility was found in unsatisfactory condition.
- The plumbing system was in poor condition.
- Communal cells were extremely dirty.
- Walls were dirty due to humidity.
- Cells were found unfit for human occupation.

Facilities rated as good in the fourth quarter - main findings.

Brandvlei Maximum CC - Western Cape

- The centre employs six nurses and a sessional doctor.
- The centre employs five social workers and two educators.
- The infrastructure of the centre was rated good.
- The cells were neat and clean.
- Ablution facilities were functioning properly and well maintained.
- The firefighting equipment was serviced in December 2022, and the next service date will be in December 2023.
- All segregations were reported to JICS.
- Inmates were given one hour of exercise daily.
- Elderly inmates were detained in separate cells.
- The centre offers educational, rehabilitation and vocational programmes.
- Inmates could participate in sports and cultural activities
- The kitchen looked clean and neat.
- The kitchen has a valid compliance certificate.
- The centre had contact and non-contact visit areas. The areas were well-maintained and large enough for the population

Mafikeng female Correctional Centre: NMR

- The centre was not overcrowded on the date of the inspection.

- The medical facility was in good condition.
- The sessional doctor visits the centre once a week.
- The clinic employs one nurse and a sessional doctor weekly.
- The infrastructure was in good condition.
- The firefighting equipment was serviced on 10/2022 and the next service is 10/2023.
- All cells were clean and neat.
- The centre offers educational and rehabilitation programmes for inmates.
- The centre also offers organised sports, cultural activities and library services to inmates.
- The kitchen was in good condition and had a valid compliance certificate.
- The centre did not have a formal non-contact visit area. Offices were used for all non-contact visits.
- Classrooms were used for contact visits.

The table below shows the 14 unannounced inspections conducted.

#	JICS management team	Facility	Province	Inspection dates	Report received (Y/N)	Rating (Good/Satisfactory/Unsatisfactory)
1.	Team 1	Vryheid	KZN		Y	Pending
		Dundee		28/3/2023	Y	Satisfactory
2.	Team 2	Durban Med A	KZN	15/3/2023	N	Pending
		Pietermaritzburg Medium A		16/3/2023	N	Pending
		Stanger		14/3/2023	N	Pending
		Maphumulo		14/3/2023	N	Pending
3.	Team 3	Sterkspruit	Eastern Cape	27/3/2023	Y	Satisfactory
		Barkly East		28/3/2023	N	Pending
4.	Team 4	St Albans Maximum	Eastern Cape	27/3/2023	Y	Satisfactory
		St Albans Med A		29/3/2023	Y	Unsatisfactory
5	Team 5	Helderstroom Maximum	Western Cape		N	Pending
		Drakenstein Med B				Pending
6	Team 6	Thohoyandou Med A	Limpopo	28/2/2023	Y	Satisfactory
		Thohoyandou Female		1/3/2023	Y	Satisfactory

Table 3: Unannounced Inspections

Ratings of all unannounced inspection reports received

The table below shows a summary of the ratings of the unannounced inspection reports received.

Good	Satisfactory	Unsatisfactory	Total
0	5	1	6

Table 4: Unannounced Inspections ratings

Facilities rated as unsatisfactory

St Albans Medium A: ECMR

The unannounced inspection confirmed the finding of the announced inspection reported above.

Inspections: Overview/Findings/Recommendations/Critical interventions

No critical interventions were identified.

Inspections by IJ and JICS management

The IJ led inspections team number 2 as reported above. Unannounced inspections were conducted at Durban Med A, Pietermaritzburg Medium A, Stanger and Maphumulo. The reports are still pending.

Inspections by other Judges:

Mangaung Correctional Centre (MCC) inspected by Judge Van Rhyn, Free State High court, Bloemfontein.

The inspection was conducted in October 2022 and the report was received by JICS in January 2023.

Investigations

JICS mandated and conducted 11 investigations during this quarter. As with inspections, investigations required physical visits to correctional facilities. Most investigations (six) were conducted in JICS's Northern Management Region (NMR)¹, while no investigation was mandated for the JICS Western Cape Management Region.

Due to the practical difficulties involved in investigations (delays in receiving Medico-Legal documents, dealing with uncooperative DCS officials, visiting witnesses who were transferred after the incident to other centres, etc.) investigations take approximately three months to complete. In extreme and complex cases, investigations may take longer.

Investigations for the quarter were:

Unnatural death of an inmate (suicide, overdose, arson, and assault)	8
Poisoning of an inmate	1
Complaints	1
Suspected homicide of an inmate	1

The table below shows all investigations mandated for the quarter.

#	Date of mandate	Investigation topic	Facility	JICS region
1.	9/01/2023	Assault and Riots during a search at Boksburg Med A on 2 January 2023	Boksburg A	NMR
2.	9/01/2023	Unnatural death of inmate:	Durban Med A	KZNMR
3.	9/01/2023	Allegations of inhumane treatment, assault, and destruction of property during a search	Oudtshoorn	WCMR
4.	12/01/2023	Unnatural death of inmate	Barberton	NMR
5.	19/01/2023	Unnatural death of inmate	Johannesburg Med B	NMR
6.	19/01/2023	Unnatural death of inmate	Belfast	NMR
7.	30/01/2023	Unnatural death of inmate	Pollsmoor Med A	WCMR
8.	13/02/2023	Unnatural death of inmate	Drakenstein	WCMR
9.	1/03/2023	Unnatural death of inmate	Middleburg (EC)	ECMR
10.	2/03/2023	Misconduct, breaking statutory duties, maladministration, murder of EST, DCS member, unethical behaviour and releasing of classified information	Pietermaritzburg	KZNMR
11.	22/03/2023	Unnatural death of inmate	Kgosi Mampuru II Central	NMR

Table 5: Investigations

Outstanding investigation reports – previous cycles

Investigations were carried over from the previous reporting cycles where no final reports were received in this quarter. Various steps are taken to follow up on all outstanding requirements that prevent reports from being finalised. In some cases, preliminary reports were received.

¹ Gauteng, North-West, Limpopo and Mpumalanga provinces

#	Date of mandate	Facility	Region	Incident	Comments
1.	25/9/2019	Pollsmoor Admission/ Max	WCMR	Assault – Officials on inmates	The final report and annexures remain outstanding. The DCS report is missing, and officials are still searching for it.

Table 6: Investigation of the previous cycle outstanding

Finalised investigations – office notes

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

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

A total of three office notes were concluded this quarter.

#	Office note dated	Facility	Region	Comments
1.	12/1/2023	Mangaung	NC/FS	Report name: "More than meets the eye". Follow-up report on allegations of murder, corruption, and escape of an inmate at Mangaung correctional centre.
2	31/1/2023	Kgosi Mampuru II Central	NMR	Report name: "High profile stabbing". An inmate was stabbed by a fellow inmate shortly before his release.
3	28/2/2023	Leeuwkop Maximum	NMR	Report name "Two for one". Stabbing of officials in a gang-related incident. Alleged homicide of inmates on gang members during the incident.

Table 7: Office notes

Complaints

Complaints received per category

JICS received 159 complaints during the quarter under review. Complaints of assault remain predominant.

In this quarter JICS received 45 complaints on inmate-on-inmate assaults: 36 complaints on official-on-inmate assaults and 15 transfer complaints.

JICS also received seven complaints of attempted suicide, one corruption matter, one inhumane treatment, and 12 hunger strike reports.

Categories	Internal	External	Total
Appeal	1	0	1
Assault (Inmate on Inmate)	43	2	45
Assault (Official on Inmate)	36	0	36
Assault (Sexual)	6	0	6
Assault (Inmate on Official)	4	0	4
Attempted Suicide	6	1	7
Bail	0	0	0
Communication with Family	0	0	0
Conditions	3	0	3

Confiscation of Possession	0	0	0
Conversion of Sentence	0	0	0
Corruption	1	0	1
Food	2	0	2
Health Care	4	0	4
Hunger Strike	8	4	12
Inhumane Treatment	1	0	1
Legal Representation	0	0	0
Medical Release	0	0	0
Parole	6	1	7
Re-Classification	0	0	0
Rehabilitation Programmes	5	0	5
Remission	1	0	1
Self-harm	0	0	0
Torture	0	0	0
Transfers	14	1	15
Other	8	1	9
Total	149	10	159

Table 8: Complaints received per category

Total number of complaints referred to DMR

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

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

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

CMR	ECMR	WCMR	KZNMR	NMR	Total
10	6	4	4	23	47

Table 9: Complaints referred to DMR

Finalised matters

The complaints unit received three investigation reports and finalised 28 matters.

The total number of complaints finalised and those outstanding are tabled below.

Calendar year	2017	2018	2019	2020	2021	2022	2023	Unresolved	Total
I/R received	3	3	12	40	36	57	4	7	162
Finalised	3	3	12	40	36	37	0	6	137
Outstanding matters	0	0	0	0	0	20	4	1	25

Table 10: Finalised matters

In addition, 20 matters were closed in which DCS investigation reports were outstanding. In addition, inmates were released from custody, or the complainant submitted insufficient detail to pursue the complaint.

Mandatory reporting

Unnatural deaths reported

A total of 27 "unnatural deaths" were reported by DCS in terms of section 15 of the CSA.

The majority of these (21) were classified as unnatural others, and two were classified as suicide by hanging.

All cases categorised as “unnatural other”² were examined and scrutinised by ICCVs. In addition, copies of the post-mortem report and other medical and legal documents were requested from DCS. JICS may, upon receipt of these documents officially investigate these matters.

JICS investigates all unnatural deaths except for some “unnatural other” in instances where no violence or foul play is suspected.

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

Category	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Assault: Official on Inmate/Use of Force	0	0	0	0	0	1	1
Medication Overdose	0	0	0	0	1	0	1
Possible Assault: Official on Inmate	0	0	1	0	0	0	1
Suicide by hanging	0	0	1	0	0	1	2
Under Investigation: Possible Organophosphate Poisoning	1	0	0	0	0	0	1
³ Unknown Causes	0	3	10	0	2	6	21
Total	1	3	12	0	3	8	27

Table 11: Unnatural deaths reported

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

During this quarter, DCS reported a total of 92 deaths from “Natural Causes”. The highest numbers of deaths recorded were “Natural Causes Other” with 30. Gauteng had the highest number of deaths with 38; the EC region recorded the lowest with seven natural deaths.

Deaths reported by DCS are also verified by JICS’s ICCVs via a record of confirmation (ROCs). These documents are usually submitted by JICS’s regions, within 60 days. In addition, copies of death certificates, post-mortem reports, and other documents are obtained and reviewed. If necessary, JICS’s investigation unit is mandated to conduct an official investigation.

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

Categories	DCS regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Acute decompensated heart failure	0	0	2	0	0	0	2
Acute respiratory distress syndrome	0	1	0	0	0	0	1
Advance stage CA oesophagus	0	1	0	0	0	0	1
Cancer of oesophagus	0	1	0	0	0	0	1
Carbapenem-resistant Enterobacteriaceae (CRE)	0	0	1	0	0	0	1
Cardiac arrest	0	1	0	0	1	0	2
Congestive cardiac failure	1	0	0	0	1	0	2
Coronary artery heart disease	1	0	0	0	0	0	1
CVA vs. complicated meningitis	0	0	1	0	0	0	1
Destructive lung disease	1	0	0	0	0	0	1
Diarrhoea	0	0	1	0	0	0	1
Disseminated TB	0	1	0	0	0	0	1
End-stage renal failure	0	0	1	0	0	0	1

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

Heart failure	0	0	0	0	2	0	2
HIV	0	0	0	0	1	0	1
Hyponatraemia (LRTI)	0	0	1	0	0	0	1
Immunocompromised illness, TB stomach and vaginal candida.	0	0	0	0	0	1	1
Leukaemia	0	0	1	0	0	0	1
Liver cirrhosis and ascites	0	0	1	0	0	0	1
Lobar pneumonia	0	0	1	0	0	0	1
Lower respiratory tract infection/ Respiratory obstruction	0	0	0	1	0	0	1
Lung Cancer	1	0	1	0	1	1	4
Lung cancer with brain metastasis	0	0	0	0	1	0	1
Meningitis	0	0	1	0	1	0	2
Metabolic acidosis	0	0	1	0	0	0	1
Multi-lobar pneumonia	0	0	1	0	0	0	1
Myocardial infarction	0	0	0	0	1	0	1
Natural Causes	2	5	13	3	2	5	30
Obstructive uropathy secondary to prostatic hyperplasia	0	0	1	0	0	0	1
Passing of fresh blood	0	0	0	1	0	0	1
Peritonitis	0	0	1	0	0	0	1
Pleural effusion	0	0	1	0	0	0	1
Pneumonia	0	0	1	0	0	0	1
Pneumonia and acute gastroenteritis	0	0	1	0	0	0	1
Pulmonary TB	0	0	0	1	2	0	3
Renal Failure	0	1	1	0	0	0	2
Respiratory arrest	0	0	0	0	1	2	3
Retroviral disease, miliary TB	0	0	0	0	1	0	1
Rifampicin Resistant TB and Pericardial Effusion	0	0	1	0	0	0	1
RVD (HIV)	0	0	0	1	0	0	1
Semi Unconscious (Taken to Tambo Memorial Hospital)	0	0	1	0	0	0	1
Sepsis	0	0	1	0	0	0	1
Septicaemia	0	0	2	0	0	0	2
Shortness of breath	1	0	0	0	0	0	1
Sickle Cell related	0	0	0	0	0	1	1
TB Meningitis	0	0	0	0	1	0	1
Underlined cardiac condition	0	0	0	0	0	1	1
Unknown for TB or HIV	0	0	0	1	0	0	1
XDR TB Patient	0	0	0	0	1	0	1
Total	7	11	38	8	17	11	92

Table 12: Natural deaths reported

Segregation reports received

A total of 725 segregations were reported for the quarter under review. Segregations in terms of section 30(1) (b) were the highest with 224 and the lowest being in terms of section 30(1) (f) with 59 reports. The FS/NC region had the highest number of reports (312) and the EC region recorded the lowest with six reports for the quarter.

Rolling out of the DCS electronic reporting system is still underway and compliance with mandatory JICS reporting remains a challenge. JICS reports received from DCS cannot be verified.

The table below shows all the reports of segregation received.

Categories	DCS regions						JICS internal		
	EC	FS/NC	GP	KZN	LMN	WC	Total	Appeal	Finalised
S30(1)(a) Request of inmate	3	112	16	0	14	58	203	0	0
S30(1)(b) Restriction of amenities	0	79	75	0	28	42	224	0	0
S30(1)(c) Prescribed by the medical officer	2	49	3	0	4	32	90	1	1
S30(1)(d) Violence or being threatened with violence	1	62	27	0	29	30	149	0	0
S30(1)(e) Recaptured after escape	0	0	0	0	0	0	0	0	0
S30(1)(f) Request of the police	0	10	21	0	28	0	59	0	0
Total	6	312	142	0	103	162	725	1	1

Table 13: Segregation reports

Segregation appeals

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

JICS received two segregation appeals and one was withdrawn by the inmate. Only one appeal was finalised during the quarter.

The table below shows a segregation appeal received and finalised.

No	Correctional Centre	Description of complaint /request	Findings
1.	Grootvlei Medium A	On 1 February 2023, the Judicial Inspectorate for Correctional Services (JICS) received a segregation appeal from an ICCV on behalf of an inmate. The inmate alleged that on or about 31 January 2023, he was placed in segregation after a disciplinary hearing found him guilty of dagga possession. The inmate received a sanction of restriction of amenities not exceeding 42 days and was placed in segregation for seven days. He further alleged that this was not explained to him and wanted to appeal the sanctions against him.	JICS made the following findings and recommendations: <ol style="list-style-type: none"> 1. That the placement of inmates in segregation for seven days was not a violation of section 24(4) and section 30(4) of the CSA. 2. The referral of the inmate's segregation in terms of section 30(7) to the Inspecting Judge is therefore not upheld. 3. The inmate's placement in segregation is confirmed. 4. DCS is requested to respond to queries from the office of the Inspecting Judge timeously to enable the office to comply with section 30 of the CSA. 5. JICS Central Management Regional Office and ICCV at the centre are to be given a copy of the recommendation signed by the inmate.

Table 14: Segregation appeal reports

Reports received on mechanical restraints

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

The table below shows all the reports of mechanical restraints received.

Categories	DCS region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Prevention of damage to property	0	0	0	0	0	1	1
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	0	3	0	0	0	3
Safety of inmate	0	0	0	0	0	1	1
The suspicion exists of escape	0	0	0	0	0	0	0
Total	0	0	3	0	0	2	5

Table 15: Mechanical restraints reported

Reports received on the use of force

For this quarter, 168 cases involving the use of force were reported to JICS. The accuracy and number of reports by DCS cannot be verified.

Most of the use of force reports received (100) were instances of force used in the defence of another person (an official or another inmate) in terms of section 32(1)(c)(ii) of the CSA.

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

Categories	DCS region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
S32(1)(c)(i) – self defence	1	2	48	0	0	3	54
S32(1)(c)(ii) – defence of any other person	0	59	14	2	5	20	100
S32(1)(c)(iii) – preventing an inmate from escaping	0	0	0	0	0	0	0
S32(1)(c)(iv) – protection of property	0	14	0	0	0	0	14
Total	1	75	62	2	5	23	168

Table 16: Use of force reports

Matters in Court/NPA

JICS has held meetings with both NPA and SAPS regarding the inquests and criminal matters that have not been finalised. JICS currently has 37 criminal matters on record that have not been finalised. The top ten criminal matters were selected and JICS investigation reports were furnished to both NPA and SAPS. There are about 133 inquest matters that have not been finalised. The top 10 of the inquest matters were also selected to follow up with SAPS and NPA at relevant regional structures. The breakdown per province of all the other matters that are being followed up by the JICS is contained below.

The Regional Managers have been tasked to attend case flow management meetings in their respective regions so that these matters are closely monitored and JICS obtains progress reports.

#	Name	NPA Status
1.	UB – Brandvlei	In January 2023 NPA advised that the matter is on the court roll for 6 February 2023 Regional Court Worcester. On 6 February 2023, the case was postponed to 1 March 2023 for a Regional Court date. JICS is following up on the developments. The matter is on the role for 14 June 2023.

2.	JS – Boksburg	On 31 March 2023, SAPS indicated that the docket was returned to SAPS to get more records from the mortuary, investigating officer is to meet with the DPP on 18 April 2023. JICS will follow up after 18 April 2023.
3.	M-Glencoe	In October 2022 the dummy dockets were sent to SAPS Regional Commissioners for further handling. No progress report was received during the quarter JICS keeps on making follow-ups. No response was received during March 2023.
4.	X-Qalakabusha	In October 2022 the dummy dockets were sent to SAPS Regional Commissioners for further handling. No response was received during March 2023.
5.	M-Leeuwkop	In October 2022 the dummy dockets were sent to SAPS Regional Commissioners for further handling. No update has been received as at 31 March 2023.
6.	PC-Umzinto	In October 2022 the dummy dockets were sent to SAPS Regional Commissioners for further handling. There has been no feedback and JICS keeps on following up with SAPS.
7.	BM-Tswelopele	In October 2022 the dummy dockets were sent to SAPS Regional Commissioners for further handling. No response was received as at 31 March 2023.
8.	M-Groenpunt	In October 2022 the dummy dockets were sent to SAPS Regional Commissioners for further handling. No response was received during this quarter.
9.	T-Bethlehem	JICS is made to understand that the investigation has been finalised. An indictment was drafted and a hearing date will be allocated as soon as the Deputy Director of Prosecutions signs off the indictment.
10.	D-George	JICS has been advised that several statements are outstanding: The statement of the person who found the deceased. Statement from the person who found the empty pill boxes. Statements from any possible eye- witnesses etc. The toxicology report was still outstanding when JICS received an update on the matter by no later than 27/8/2021. In October 2022 the dummy dockets were sent to SAPS Regional Commissioners for further handling. No further update was received during this quarter. JICS is following up.

Table 17: Matters in court/NPA

Other inquests and criminal matters

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

Progress on criminal matters and inquests

	Name	NPA Status
1	KV-St Albans Maximum	In March 2023 JICS followed up with SAPS on the matter, and feedback is outstanding.
2	TL-Ventersburg	In March 2023 JICS followed up with SAPS on the matter, and feedback was as follows: filed on 2022-08-29 - natural death.
3	AJ-Kgosi Mampuru II Central	In March 2023 JICS followed up with SAPS on the matter, and feedback was that the PM report is outstanding and the toxicology report pending.
4	JN-Kgosi Mampuru II Central	In March 2023 JICS followed up with SAPS on the matter, and feedback was that the matter is under investigation and statements are outstanding.
5	TN-Kgosi Mampuru Local	In March 2023 JICS followed up with SAPS on the matter, and no feedback was provided.
6	SD-Pietermaritzburg Medium A	In March 2023 JICS followed up with SAPS on the matter, and feedback is still outstanding.
7	AM-Kutama Sinthumule	In March 2023 JICS followed up with SAPS on the matter, and no feedback was received.
8	MJ-Witbank	In March 2023 JICS followed up with SAPS on the matter and was advised that the matter was assigned to a certain detective station.
9	LN-Losperfontein	In March 2023 JICS followed up with SAPS on the matter and no feedback was received as at 31 March 2023.

10	FS-Drakenstein Medium A	In March 2023 JICS followed up with SAPS on the matter, and feedback was outstanding on the date of this report.
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Table 18: Criminal matters pending and inquest feedback

Litigation

S vs JICS

The registrar of the Court informed JICS in March 2023 that the judgment has not been handed down yet.

JICS vs M

There is an outstanding record of proceedings and JICS will only be able to decide on whether to amend its founding papers once the record is complete.

N vs JICS

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

T vs JICS

The state attorney was instructed to file a notice to abide by and keep a watching brief.

N vs Minister of Justice

The appellant has filed a further affidavit. The hearing date has not yet been set. No further progress has been reported in this matter as at 31 March 2023.

JICS vs M

JICS brought an application for review to the Labour Court after the Bargaining Council granted an award in default. JICS has been required to file a bond of security.

Sonke Gender vs The President of the Republic of South Africa

The Constitutional Court granted Parliament an extension of 12 months to cure the defects in the impugned Correctional Services Act provision. The 12 months period expires on 2 December 2023.





PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

Complaints

Independent Correctional Centre Visitors (ICCVs)

The CSA makes provision for inmates who are discontent, and suspiciously believe that their complaints are not fairly dealt with by HCCs to lodge their complaints with JICS as their recourse in protecting their rights within the constraints of the correctional environment. The ICCVs play a very significant role in ensuring that an independent oversight function is properly exercised in the management of inmates' complaints. In line with Section 21 of the CSA, all inmates' complaints/requests are recorded by HCCs in the complaint's diary such as the G365 register. The resolution of the complaint is closely monitored and facilitated by the ICCVs at the centre level. All unresolved and unresolvable complaints are referred to and discussed at the VC meetings in search of a solution. They are also referred to relevant stakeholders or the Inspecting Judge for final determination.

It is crucial to note that proper management of inmates' complaints/requests and timeous responses to inmates on their requests or complaints, promote proper order and healthy inmate-official relationships in a centre.

A total of 156 ICCVs were deployed in correctional facilities across the country. Collectively, they attended 14 177 ROCs, with a breakdown of 11 529 general and 101 urgent. This cumulatively includes 11 630 general and urgent complaints and 2 547 mandatory complaints.

The table below shows ICCV performance on general and urgent complaints as well as mandatory reporting.

Region	Notch level of ICCVs	Number of ICCVs on the notch	ROC: general and urgent complaints	Mandatory ROCs					Total number of ROCs	Minimum number of ROCs expected in total	Was the target met?	If not, mitigating factor(s) /Intervention
				Natural Deaths	Unnatural Deaths	Segregation	Use of Force	Mechanical Restraints				
CMR	3/8	34	2 780	12	1	349	20	0	3 162	2 040	Yes	None
ECMR	3/8	33	2 304	6	1	827	5	0	3 143	1 980	Yes	None
KZNMR	3/8	29	1 859	7	0	665	3	0	2 534	1 740	Yes	None
NMR	3/8	37	3 005	23	8	500	3	0	3 539	2 220	Yes	None
WCMR	3/8	23	1 682	6	3	92	16	0	1 799	1 380	Yes	None
Total	3/8	156	11 630	54	13	2 433	47	0	14 177	9 360	Yes	None

Table 19: Record of consultation by ICCVs

Complaints handled in regions

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

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

During this quarter, a total of 14 177 general complaints/requests were filed and dealt with by ICCVs (compared to 11 202 from the previous quarter). This shows a significant increase in complaints/requests dealt with by ICCVs.

Most complaints/requests received were resolved through substantive intervention from DCS. The table below illustrates the nature of complaints/requests that were dealt with regionally.

Nature of complaint handled by regions	CMR	ECMR	KZNMR	NMR	WCMR	Total
Appeal	134	52	157	102	51	496
Assault (inmate- on-inmate)	39	46	25	130	2	242
Assault (official-on-inmate)	19	27	10	50	16	122
Assault (sexual)	3	6	0	3	1	13
Attempted suicide	4	0	4	14	0	22
Bail	18	76	17	25	149	285
Communication with family	512	125	227	320	135	1 319
Conditions	19	69	17	145	191	441
Confiscation of possession	0	5	8	11	2	26
Conversion of sentence	2	1	2	4	0	9
Corruption	1	0	0	0	0	1

Nature of complaint handled by regions	CMR	ECMR	KZNMR	NMR	WCMR	Total
Food	38	71	18	110	103	340
Healthcare	469	246	190	154	188	1 247
Hunger strike	6	0	4	4	1	15
Inhuman treatment	0	0	1	0	0	1
Legal representation	104	125	151	193	37	610
Medical release	0	6	0	1	1	8
Parole	7	15	32	55	46	155
Re-classification	14	4	6	21	31	76
Rehabilitation programmes	40	33	81	79	62	295
Remission	0	0	0	2	0	2
Request social worker	244	215	121	363	95	1 038
Torture	0	0	0	0	1	1
Transfer	399	271	247	252	79	1 248
Other	701	845	437	945	589	3 517
Total	2 773	2238	1755	2983	1780	11 529

Table 20: General complaints managed in regions

Narrative on prevalent complaints per region

CMR: The categories of the most prevalent complaints remained the same as those reported in the third quarter by the CMR region, namely, Other, Healthcare and Communication with family.

Other (701): This category decreased from 908 to 701 complaints received by the ICCVs. As reported previously, these complaints and requests are resolved by the DCS officials. Most inmates would like to communicate and request assistance from the HCC. Such matters are handled immediately.

Communication (512): the communication with family category increased from 354 to 512 mainly due to the non-availability of telephones in the units which can be accessed by inmates. Inmates feel despondent when they are unable to communicate with their families.

Healthcare (496): a challenge of delays in filling vacancies for healthcare professionals has been persistent in some correctional centres. As a result DCS resorts to obtaining medical assistance from external public healthcare facilities. However, a slight decrease in the number of healthcare-related complaints was observed. There was a decrease from 542 to 469 when compared to the previous quarter.

ECMR

Other (845): Some consist of complaints about lack of safety boots, mattresses, clothing etc. The complaints have been attended to at the centre level and some of the complaints are currently under discussion at VC and Complaints Committee Meetings.

Communication with family (125): Complaints submitted to the region in this category are mainly caused by telephone lines that are not working at the centres.

Healthcare (246): Most of these matters have been attended to at the centre level.

KZNMR

Other (437): Complaints/requests in this category remain the most prevalent dealt with by the ICCVs in KZN correctional centres. There were complaints of inmates relating to, missing kitbags (belongings) of inmates, inmates requesting assistance to liaise with the SAPS for the return of their Identity Documents from SAPS offices, requesting assistance to open a bank account, applying for a passport, Identity Documents at the Department of Home Affairs. The ICCVs facilitated the resolution of these complaints and HCCs successfully resolved most complaints /requests.

Transfer (247): This is the second highest category of complaints in KZN dealt with by ICCVs with the assistance of HCCs during the reporting period. The HCCs facilitated transfer applications of inmates to centres of their choice. Most of the requests were not favourably resolved due to unabated overcrowding experienced by correctional centres.

Communication with the families (227): Inmates wanted to be assisted to contact their families, next-of-kin or legal practitioners to inform them about their incarceration/ whereabouts; about their bail and to request toiletries. Amongst others, due to a lack of access to telephones that are dysfunctional in other correctional centres, their requests are referred to HCCs or delegates to attend to the matters. The complaints/requests were successfully resolved by DCS.

NMR

Other (945): In this category, inmates often want to follow up on SAP69, follow up on SAPS cases, requests for toiletries, requests to see the HCC or psychologists' etc. ICCVs constantly engage with HCCs, and other officials designated to attend to these complaints.

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

Transfer (252): inmates often request to be transferred to other centres to be closer to family and for rehabilitation programs. In some instances, the applications for transfers are not approved due to a lack of space/overcrowding at the centres where they have applied. Transfers to other regions are often a challenge as they are approved at the regional level and there are delays in the processing of those applications.

WCMR

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

Healthcare (179): This remains a major challenge in the region. These complaints mainly relate to dental care in the respective management areas. Centres do not have dentists and a limited number of inmates can be referred to a private dentist. In the Pollsmoor Management Area, the first private dentist visited the centre weekly as part of a pilot program.

Urgent complaints handled by ICCVs

Nature of complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault inmate-on-inmate (242)	39	46	25	130	2
Remarks	<p>CMR: There were 39 incidents of inmate-on-inmate assaults reported by ICCVs and most of these incidents are fuelled by common arguments related to cleaning and gangsterism. Any item can be used as a weapon during the assaults. These incidents were reported to DLS.</p> <p>ECMR: Incidents were reported at the following centres: Dutywa, Middledrift, EL Med B, Kirkwood, EL Maximum, Mdantsane and St Albans. The fights were caused by a lack of bed space, contraband items like cell phones, airtime, clothing, petty arguments, and gang-related assault. Inmates were allowed to open cases but most refused and those who needed medical attention were attended to.</p> <p>At St Albans Med B, a recent admission inmate was assaulted by another inmate due for parole. He sustained razor cuts on the shoulder and stomach. The inmate does not want to open a case against the inmate as he is already on parole. However, he insisted on legal action against the DCS for housing him with inmates who have been sentenced. In the same centre, an inmate tried to stop an argument between two inmates. He ended up being assaulted by another inmate during an argument. At EL Max two inmates assaulted each other after one sold a transformer in exchange for drugs. When he did not get them, a fight ensued.</p> <p>KZNMR: There were 27 incidents of assault perpetrated by the inmate on inmates at Durban Med A, B & C, Glencoe, Escourt, Pietermaritzburg Med A & Ncome Maximum correctional centres. The inmates attacked and stabbed their fellow inmates with sharp objects, broomsticks, and wrapped padlocks. They also used a piece of glass and padlock for various reasons. It was noted that the incidents were sparked by gang motives, and a lack of interpersonal relationships: hurling insults amongst inmates, fighting over cigarettes and limited resources contributed to the incidents. Inmates who were injured were taken to internal centre hospitals for medical treatment and those who sustained serious injuries were taken to outside hospitals for further medical attention. Disciplinary measures were taken against violent perpetrators as provided in section 24 (3) (c) of the CSA. Victims could lodge a criminal assault case with the SAPS against inmates who assaulted them. There were instances where victims were unwilling to pursue their SAPS cases.</p> <p>NMR: Incidents were reported at the following centres: Losperfontein, Krugersdorp, Leeuwkop Med C, Zonderwater Med A, Odi, Kgosi Mampuru Local, Kgosi Mampuru Central, Johannesburg Med A, Johannesburg Med B, Rooigrond, Potchefstroom, Klerksdorp, Thohoyandou, Ermelo, Leeuwkop Med B, Carolina, Makhado and Potchefstroom. Inmates fought for different reasons such as cigarettes, food, mattresses, money, and personal belongings. Those who were injured received medical attention.</p> <p>WCMR: Two inmates fought over tobacco at Helderstroom, one inmate was bitten on the nose and referred to the public hospital for treatment. The police were called however the victim did not want to open a criminal case. Inmates in Knysna CC got involved in an altercation over boiling water, the matter was reported to the HCC and inmates were seen by the medical official.</p>				

	CMR	ECMR	KZNMR	NMR	WCMR
Assault official-on-inmate (122)	19	27	10	50	16
Remarks	<p>CMR: There were 19 incidents reported at Bizzah Makhate, Edenburg, Groenpunt, Grootvlei, Kimberley, Lindley and Springbok. Kimberley and Springbok had more incidents reported and these matters were reported to DLS.</p> <p>ECMR: Incidents were reported at the following centres: EL Max where 4 inmates were assaulted by EST officials during a search. The inmate was assaulted by officials while he was trying to stop the officials from assaulting another inmate and Mt Fletcher, where an inmate was assaulted for requesting to see the HCC and the official assumed that he was being forceful with this request and started assaulting the inmate,</p> <p>At Mdantsane inmates attempted to stab an official and another inmate intervened and stopped this inmate, but they were both assaulted by officials who thought they colluded on the assault. At EL Med C, two inmates were assaulted for fighting and a third one was accused of having a relationship with another inmate. At EL Med B six cases were reported which included inmates fighting amongst each other, pickpocketing other inmates who were in quarantine, and having contraband items, while one inmate did not want to give details of the assaults.</p> <p>At EL Med C official assaulted an inmate for taking time to collect rubbish after sweeping. East London Max inmate was assaulted by two officials after he requested to be given time to exercise, he claims that he does not know the reason for the assault, and he was told to take off his clothes so that the officials can search him but they ended up assaulting him. At East London Max a cell phone was confiscated next to the inmate and the officials were convinced that it belonged to him. When he disagreed, he was assaulted. Another inmate in the same centre was assaulted by officials who were searching for his locker. The officials accuse the inmate of being arrogant. At PE CC two inmates were assaulted by officials, and they sustained injuries on the wrist and legs. At EL Med B inmate was assaulted during the search. He was instructed to go to the toilet, but he refused and that resulted in him being assaulted by officials, another inmate in the same centre during the search also was instructed to take off his clothes and give the officials the contrabands he is hiding and that resulted in his assault.</p> <p>KZNMR: A total of 10 incidents were received from inmates from Durban Med A, B & C, Ekuseni, Waterval Med A and Qalakabusha correctional centres. The allegations brought forward ranged from assault allegedly perpetrated by DCS officials during search and seizure operations, assault with tonfa for refusing to go inside their cells, for loss of wallet of a driver of a truck who was at the centre for delivery of stock that was ordered by a centre and assaulted allegedly for no apparent reasons. Those inmates who sustained injuries were taken to internal hospitals and outside hospitals for medical treatment. The incidents were investigated by DCS, and findings and recommendations were made. It appeared in some of the investigations conducted that DCS used minimum force to disarm inmates who were assaulting their fellow inmates. Some investigations are still in progress. The victims were allowed to lodge a criminal case with the SAPS.</p>				

	<p>NMR: Incidents were reported at the following centres: Krugersdorp, Mogwase, Kgosi Mampuru Central, Rooigrond Med A, Potchefstroom, Johannesburg Med A, Johannesburg Med B, Johannesburg Female, Barberton, Klerksdorp and Leeuwkop. In most instances, inmates are alleging that they were assaulted by officials during searches when they were found in possession of cell phones. The inmates who got injured received medical attention.</p> <p>WCMR: It was reported that on 08/02/2023 at Drakenstein Juvenile 16 inmates were injured when an altercation ensued between the DCS officials and the inmates during unlock. Four inmates were transferred to the public hospital for treatment and one inmate died due to injuries. DCS and JICS investigations still unfolding.</p>				
	CMR	ECMR	KZNMR	NMR	WCMR
Assault sexual (13)	3	6	0	3	1
Remarks	<p>CMR: There were three incidents of sexual assault. In January 2023 two incidents occurred in Springbok and Grootvlei respectively. Another incident was reported in March by Senekal. From these reports, it is alleged that sexual penetration occurred in all these incidents. Alleged victims received medical care and incidents were reported to DLS.</p> <p>ECMR: These incidents took place at EL Maximum; an inmate was given instructions to attack an official, but he refused and was sexually assaulted. The second one was taking advantage of an inmate who provided him with food by assaulting him sexually. An East London Max inmate was sexually assaulted by another inmate. The inmate claims that the perpetrator has threatened him since he was transferred from Mdantsane in February 2023. Both inmates are gang members, and the perpetrator told the victim that sexual assault was part of his initiation. When he refused, he raped him and threatened to kill his family. The perpetrator had a knife and a cell phone in his possession. An East London Med B inmate tested positive for HIV/AIDS and disclosed that he was sexually assaulted by another inmate in January 2023 around the first week. He is not sure of the incident date, but it was during the night. A Middleburg inmate is being sexually abused by another inmate. This has been happening since they were detained in Burgersdorp CC and continues now. He refused to open a case and stated that this was their arrangement. Sexual assault was reported at EL Med B. The inmate was violated by another inmate who threatened him and chose not to open a case.</p> <p>KZNMR: None</p> <p>NMR: Three incidents were reported at Polokwane, Johannesburg Med B and Klerksdorp. At Polokwane, a mentally ill inmate was sexually assaulted by two inmates. The inmate was referred to an external hospital. On 11 January 2023 an inmate from Johannesburg Med B was sexually assaulted. It was alleged that both inmates had consensual sex, but one inmate wanted to open a criminal case. At Klerksdorp, an inmate alleged that he was woken up by an inmate who asked him to climb onto the bed. When he refused, the inmate took out a knife and pointed it at him, pulled him onto the bed and sexually assaulted him.</p> <p>WCMR: An inmate at Voorberg alleged that he was raped by a fellow inmate in September 2022, he only reported the incident in February 2023 as the perpetrator followed him to the unit where he is currently incarcerated. However, the inmate wants to open a criminal case against the accused because he refused to stab an official.</p>				

	CMR	ECMR	KZNMR	NMR	WCMR
Assault inmate-on-official (9)	1	2	0	2	4
Remarks	<p>CMR: The incident occurred at Grootvlei CC on 13 January 2022. An inmate assaulted an official using his fists. This is because the inmate failed to obey the official's instructions. The official sustained a cut on the outer and inside lip and was referred to an occupational nurse for treatment. DCS investigation is still pending. The incident was reported to DLS.</p> <p>ECMR: An inmate at Mt Fletcher requested to see the Head of the Centre and was told to follow the procedure and speak to the Unit Manager. The inmate became angry at the official and assaulted him. An inmate at Middleburg CC was told he would be transferred to Kirkwood Management Area to acquire skills as their centre does not have a skills programme for offenders serving life sentences. He refused angrily and, on his way back he stabbed an official who was opening the gate at another unit with an okapi knife.</p> <p>KZNMR: None</p> <p>NMR: While intervening between an inmate and a food handler, an official said an unknown inmate threw a lunch box lid at his head. Another official alleged he was scratched with a razor blade, whilst attending to a complaint in B-Unit.</p> <p>WCMR: The incident occurred on 8 February 2023 at Drakenstein Juvenile CC during unlock whereby officials were assaulted by inmates whilst entering a cell. Four officials got injured and were referred to the public hospital for treatment. The DCS and JICS investigations are still pending.</p>				
	CMR	ECMR	KZNMR	NMR	WCMR
Attempted suicide (22)	4	0	4	14	0
Remarks	<p>CMR: These incidents occurred at Barkly West, Henneman, Mangaung and Winburg because the inmates were complaining about the lack of positive feedback on their transfer applications. In one incident, the inmate was supposed to go to court on that day for a case of robbery and feared that he might be sentenced. All these matters were reported to DLS.</p> <p>ECMR: None</p> <p>KZNMR: It is reported that on 10 January 2023 at about 07h00 an inmate at Pietermaritzburg Med A attempted to commit suicide by overdosing on his ARV medication. The inmate was immediately attended to by DCS officials who also found the inmate had a cut on his left arm and the wound was bleeding. The inmate was taken to the centre hospital and seen by medical personnel. At Durban Med C the inmate tried to hang himself with a sheet rope. He was taken to the hospital and related that he was beaten by other inmates and felt frustrated. At Pietermaritzburg Med A an inmate attempted to commit suicide by overdosing on his medication. Consequently, the inmate was taken for treatment and counselling was arranged for the inmate. One incident occurred on 26 March 2023 at Durban Med A Correctional Centre. It is alleged that the inmate overdosed on his medication attempting to commit suicide. As a result of the incident, he was taken to an internal hospital and subsequently referred to an outside hospital for further treatment.</p> <p>NMR: Attempted suicide incidents were reported at the following centres: Krugersdorp, Mogwase, Johannesburg Med B, Zonderwater, Krugersdorp, and Johannesburg Med B. Inmates attempted suicide by overdosing on medication, hanging, and razor cuts and one inmate tried starting a fire with a sponge. At Johannesburg Med B inmate alleges that he attempted to commit suicide by hanging himself on a scaffold because he had been bleeding for days and the nurses refused to treat him. The offender was checked by a medical officer and further transferred to Baragwanath Hospital.</p> <p>WCMR: None</p>				

	CMR	ECMR	KZNMR	NMR	WCMR
Corruption (1)	1	0	0	0	0
Remarks	<p>CMR: Harrismith CC reported one corruption incident. It is alleged that officials used money belonging to the inmate. This money was in a card that the inmate gave to an official requesting him to buy items on his behalf. SAPS case opened. The matter was referred to DLS.</p> <p>ECMR: None KZNMR: None NMR: None WCMR: None</p>				
	CMR	ECMR	KZNMR	NMR	WCMR
Hunger strike (15)	6	0	4	4	1
Remarks	<p>CMR: In Mangaung, it was reported that four inmates embarked on a hunger strike because they did not want their communal cell hatches to be closed. In the other incident, the inmate alleged that one of the officials threatened him with poison. In Goedemoed an inmate embarked on a hunger strike because he wanted to be transferred to Sada Correctional Centre. These incidents were reported to DLS.</p> <p>ECMR: None</p> <p>KZNMR: Three incidents of hunger strikes were reported from Ebongweni, Kranskop and Glencoe correctional centres. The inmate at Ebongweni embarked on a hunger strike intermittently from 12 December /2022 until 24 January /2023. Similarly, at Kranskop and Glencoe correctional centres inmates wanted to be transferred to another correctional centre. Reportedly, the HCCs were attending to the requests of inmates. The incident was reported at Waterval Medium A. The inmate embarked on a hunger strike on 16 February 2023 as he requested to be transferred on the basis that he quarrelled with another inmate. The inmate also indicated that he did not inform the HCC in writing that he will embark on a hunger strike, and he was then seen by HCC on 22/02/2023. According to the ROC submitted, HCC consulted the inmate on 22 February 2023 regarding his matter and advised that the inmate must write a letter to him since he is not eating. Again, he recommended that if the inmate quarrelled with others, he can be removed from the communal cell whilst they were looking into the matter of transfer and the inmate must know that his transfer application will not be approved on the basis that he is on hunger strike, other factors will also be looked into.</p> <p>NMR: At Middleburg, an inmate alleged that he had submitted more than 14 applications for transfer to Nelspruit /Barberton CC with no assistance. He embarked on a hunger strike from 24 January 2023 until 28 January 2023 after his transfer application and the memo was sent to the Barberton Management area. The inmate was observed by the Unit manager and the nurse. At Krugersdorp, an inmate embarked on a hunger strike on 16 January 2023.</p> <p>On 17 February 2023 at Modimolle inmate SA embarked on a hunger strike because he was not getting a special diet. He wanted to be taken to an external hospital to get medication. On 27 February 2023 at Leeuwkop Med B, an inmate informed officials he would be on a hunger strike. This is because the centre does not want to help him open a SAPS case against another inmate who assaulted him. The inmate stopped eating on 06 March 2023 and was moved to a single cell. The inmate later put his hunger strike on hold to participate in Ramadan and said he will continue the hunger strike after Ramadan.</p> <p>WCMR: An inmate at Pollsmoor RDF reported that he was on hunger strike as he was not satisfied with how the court dealt with his case, he was assessed by the medical officials and his attorney was informed of his client's situation.</p>				

	CMR	ECMR	KZNMR	NMR	WCMR
Inhumane treatment (1)	0	0	1	0	0
Remarks	<p>CMR: None ECMR: None</p> <p>KZNMR: At Durban Med A an inmate alleged that on 9 February 2023 he was ill-treated and verbally abused by a DCS official when he was transported to court. He further indicated that he was not assisted by DCS when he reported that he was in pain. Through the intervention of JICS, the inmate was accorded medical treatment. The allegations were referred for an internal investigation, and the investigation is still in progress.</p> <p>NMR: None WCMR: None</p>				
	CMR	ECMR	KZNMR	NMR	WCMR
Torture (1)	0	0	0	0	1
Remarks	<p>CMR: None ECMR: None KZNMR: None NMR: None</p> <p>WCMR: Two inmates at Van Rhynsdorp allege that officials found contraband in their possession when they returned from court. The officials undressed them and made them squat, they were forced to spray soapy water into their rectums to check if any items were hidden in their rectums. No medical official examined them. The officials wanted them to admit they have more contraband hidden in their bodies.</p>				

Table 21: Urgent complaints managed in regions

Complaints referrals to ICCVs and regions

JICS receives complaints from various sources, both internal and external. Internal sources include inmates and ICCVs, while external sources include families, NGOs, and State institutions. It's important to note that the presence of an ICCV at each correctional centre does not prevent inmates from contacting the JICS office directly to lodge complaints. JICS has an effective complaint management system in place, ensuring that all received complaints are processed. The ICCVs are responsible for facilitating the resolution of complaints, and if a complaint remains unresolved, it will be referred to the VC for adjudication. In cases where complaints are still unresolved, they will be referred to the Regional Complaints Committee, and thereafter to the Directorate Legal Services and the Office of the Inspecting Judge will make the final determination. During the last reporting quarter.

A total of 47 complaints were referred to the regions for consultation between the ICCVs and the inmates. HCCs, ICCVs and Regional Office staff further investigated these complaints to reach an internal resolution. They finalised 12 complaints and 35 complaints are pending.

The table below shows the complaints referred to regions.

Management regions	Number of complaints	Nature of complaint	Complaints pending	Remarks
CMR	10	Other x5 Transfer x4 Appeal x1	1	One complaint is pending, and it is within the agreed time frame for resolution.
ECMR	6	Transfer x4 Conditions x2	8	Other matters are receiving attention and there is only one transfer request that has been resolved.

Management regions	Number of complaints	Nature of complaint	Complaints pending	Remarks
KZNMR	4	Healthcare x1 Other (belonging) x1 Parole x2	3	The ICCVs have consulted with the inmates and HCCs facilitated the resolution of these complaints. For instance, physio appointment was rebooked for the inmate; the inmate was transferred from Kokstad and has seen the CMC and the centre is liaising with Durban Med B to trace the lost kitbag of an inmate.
NMR	23	Other x6 Transfer x7 Parole x4 Rehab programmes x3 Remission x1 Food x1 Healthcare x1	21	Most complaints are still pending as in some instances lifers are still awaiting feedback from the NCCS, and in other instances, inmates are still awaiting social workers' reports or psychologist's reports for parole consideration.
WCMR	4	Rehab x1 Parole x2 Healthcare x1	2	Complaints are still pending as the social worker was on leave and will proceed with the programs upon returning from leave.
Total	47	-	35	-

Table 22: Complaints referred to DMR by DLS

Meetings

Stakeholders' engagements/Visitors' Committee (VC) meetings

As required by Section 94 of the CSA, JICS planned and conducted visitors committee meetings. A total of 36 visitor's committee meetings were planned and all were held across the management regions as scheduled, in compliance with the JICS governance calendar.

In these meetings, there were various engagements with stakeholders to deal with the treatment of inmates through the complaints received from the ICCVs. In addition, there is also a focus on obtaining a report on the conditions of correctional centres and the challenges faced by DCS carrying out their mandate within the centres.

Some of the prevalent inmate complaints that were discussed during the VC meetings are regarding transfers, delayed feedback on the lifer's profile from the NCCS and the Minister's office, rehabilitation programmes and access to stakeholders like Legal Aid South Africa and SAPS. Access to public telephones remains a common challenge.

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

JICS collaborated with various stakeholders and on different forums addressing strategies on how to deal with the treatment of inmates and the conditions within our correctional centres. These engagements allow for robust discussions to increase service delivery to the centres and inmates, sharing of expertise, information, and resources.

A total number of 19 meetings were attended during the quarter, which were as follows:

DEEC meetings were attended in Gqeberha (02/03/2023), East London (02/03/2023), and Komani (09/03/2023). The Gauteng PEEC was convened virtually on (02/02/2023). During the said meetings chal-

allenges and possible solutions were discussed regarding case backlogs, overcrowding at the remand detainees' facilities, bail applications, and 63A and 49G applications.

Other meetings were convened between JICS and other stakeholders such as Home Affairs, Department of Public Works, Legal Aid, Municipality, SAHRC, and the University of KZN.

Some of the stakeholder meetings were as follows:

- The meeting between JICS, DCS and Home Affairs was held on 28/02/2023 at Grootvlei to discuss measures to be put in place to profile non-nationals who are eligible to be considered for parole.
- On 28/02/2023 a meeting between JICS and DPWI in Bloemfontein was convened whereby a presentation was done on the status of the correctional centres in terms of infrastructure. This meeting deliberated on the frustrations raised by ICCVs and HCCs on the issues related to correctional centres' infrastructure challenges.
- On 14/02/2023 a meeting between JICS and Buffalo City Metropolitan Municipality was convened. The purpose was to encourage the involvement of the municipality in correctional services matters and visits to the correctional centres.
- A bilateral meeting between KZNMR and SAHRC was convened on 27/01/2023 and observations were noted by the SAHRC's visits to various correctional centres in KZN, and there were discussions on areas for collaborative work in corrections.
- On 14/02/2023 JICS attended DCS Pharmaceutical Policy Roll-out Training to give a presentation on its findings and observations regarding healthcare at KZN correctional facilities.

DMR community involvement

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

Several of these engagements include:

- Community Engagement Meeting (Sasolburg) on 15/02/2023 - the mandate and functions, definitions, and duties of ICCVs to the community. DCS rehabilitation programmes and available assistance that the inmates and community can get from DCS were explained. SAPS also explained how the community can access assistance with all their complaints about incarcerated relatives.
- Community Engagement at Ventersburg initiated by Legal Aid South Africa on 28/03/2023 - all stakeholders present explained their mandate and functions in the meeting. The powers, functions, and duties of ICCVs were explained to the community. This was an opportunity for the different stakeholders to answer questions from the community members. They were inquiring about the rights and privileges of inmates.
- Kirkwood VC Outreach Programme at Johnson Nqonqoza SSS: Somerset East on 09/03/2023 - with all relevant stakeholders and the community of Somerset East visited Johnson Nqonqoza Senior Secondary School. The purpose of the visit was to encourage and provide information to school learners. The VC was successful in donating an amount of R3500 and 141 packets of sanitary towels to the school. The highlight of the event was the presentation of an inmate encouraging the learners to study and not be involved in crime as it does not pay.
- Grahamstown Arts & Craft Gallery Opening on 14 March 2023 - JICS was invited and represented by the ARM at the opening of the Arts and Craft Gallery at Grahamstown Correctional Centre. The gallery has been designated as a National Arts Festival Site. Inmates were encouraged to continue promoting arts and crafts, to ensure they share their journey and communication through arts and crafts. DCS National Commissioner commended officials for their work in assisting inmates. All relevant organisations were invited to support Grahamstown Correctional Centre on this new journey.
- Victory Outreach/JICS awareness programme Pollsmoor Female on 14 February 2023 - the Region facilitated an outreach at the Female Centre to encourage inmates and to launch their support groups in the centre. The organization provides recovery homes.

DMR internal meetings

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

IJ and ICCVs meetings

The Inspecting Judge and JICS executive management conducted virtual meetings with the ICCVs in the respective regions. Also in attendance were regional management and supervisors. The objective was to discuss JICS' operations and address challenges and provide an update on the organisation's developments. After the IJ's address, the ICCVs were allowed to ask questions and raise challenges.

The meetings took place on the following dates:

CMR: 24 February 2023
ECMR: 21 February 2023
KZNMR: 20 February 2023
NMR: 27 February 2023
WCMR: 22 February 2023

VCCO virtual meetings

The VCCO's quarterly meeting was convened on 29 March 2023. In the meeting, feedback was provided on the VCCO's training held between November and December 2022. There were discussions on the following operational issues: status of PMDS, ICCV training, adherence to due dates on communication from other directorates and computer installation project. Feedback on the ICCV meeting with the IJ was also given.

Supervisory meetings

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

A total of 29 meetings were held as scheduled. There were no PMDS documents processed during this quarter.

Population

Inmate population

Correctional centres' inmate population has increased from 154 306 as reported in the last quarter to 157 181 in this reporting cycle and this increase is evident in all regions. Nationally the inmate population increased with a total of 2 875 inmates. There has also been a considerable increase in infants from 70 to 83 as compared to the previous quarter which indicates an increase of 13 infants.

High overcrowding rates have been reported in the past months and reporting cycles. This increase escalates further which impacts the living conditions of the inmates. Some cells have been confirmed to incarcerate two or three times the number of inmates they are designed to hold. This compromises the proper access to medical attention for both inmates and remand detainees. The table below depicts the inmate population per region, the highest being NMR, WCMR, KZNMR, ECMR and CMR.

The table below shows the total inmate population per JICS region.

Region	Remand Detainees		Sentenced Inmates		State Patients		Infants	Totals
	Males	Females	Males	Females	Males	Females		
CMR	6 447	149	13 779	262	50	0	5	20 687
ECMR	6 914	143	14 467	249	43	2	5	21 818
KZNMR	6 825	243	16 738	450	1	0	12	24 257

NMR	21 258	837	38 266	1 153	28	1	43	61 543
WCMR	12 468	586	15 245	577	0	0	18	28 876
DMR total	53 912	1958	98 495	2691	122	3	83	157 181

Table 23: Inmate population as at 31 March 2023

Remand detainees with bail less than R1000

Most inmates who are granted bail of less than R1000 are charged with inconsequential crimes. Detaining these inmates has a criminogenic effect and contributes to correctional centres' overcrowding. Challenges faced by these inmates are mostly related to having no resources to pay bail. Families are not willing to assist due to a lack of financial resources caused by poverty and unemployment. HCCs attempt to comply with the Criminal Procedures Act in facilitating the submission of section 49G, 63(a) and 62(f) applications to magistrates as stipulated with no success or delayed considerations. With DCS trying to address overcrowding, and attempting to implement their overcrowding strategies, these inmates are being prioritised for consideration processes.

According to the reports received from the ICCVs stationed at various correctional centres, 4594 inmates had bail of less than R1000 as of the end of March 2023 and 2215 remand detainees who have been awaiting trial finalisation for more than two years.

Declared state patients detained

As of the end of the fourth quarter, there were a total of 125 state patients incarcerated within the South African correctional centres. Among them, 122 were male state patients, while the remaining three were female.

It is worth noting that the Kimberley Correctional Centre in the Free State Province detains a significant number of state patients. There has been a drastic increase in the number of declared state patients at this facility.

In contrast, the Western Cape Province has achieved notable success in transferring their state patients directly to psychiatric institutions. Consequently, for several months, there have been no state patients incarcerated within the correctional centres of the Western Cape.

The primary challenge in managing state patients lies in the internal arrangement where the judiciary refers these individuals to the Department of Correctional Services (DCS) until bed space becomes available in the healthcare or psychiatric facilities operated by the Department of Health (DOH). It is crucial to note that state patients are considered a vulnerable group of inmates, and correctional centres are overcrowded and unsuitable for their incarceration. Due to their specific needs and potential risks to themselves and others, the DCS lacks the specialized expertise required for the continuous monitoring of state patients.

JICS actively engages in various forums and advocates for the prompt transfer of state patients to psychiatric institutions, where they can receive the specialized healthcare, they require.

The status of state patients as of the end of the fourth quarter was as follows:

CMR: There are currently 50 male state patients housed in the correctional centres, while there are no female state patients. Notably, there has been a significant decrease in the number of state patients at Grootvlei Correctional Centre. This is a result of continuous engagement and collaboration between the Regional Manager (RM), DCS, and the Department of Health. To provide necessary support, a psychiatrist visits the centre every month to conduct mental evaluations.

ECMR: There are 43 male state patients and two female state patients held in correctional centres. Plans are underway for two oversight visits in the next quarter, during which discussions will be held to address and find solutions for the state patients' situation.

KZNM: There is currently only one patient who was recently admitted to Pietermaritzburg Medical Centre and is awaiting bed space at the Forth Napier Psychiatric Hospital.

NMR: The region has a total of 28 male state patients and one female state patient. Most of these state patients are located in the Witbank management area. They are all awaiting bed spaces at psychiatric hospitals, but since Mpumalanga province does not have a psychiatric hospital, 27 state patients are awaiting placement in psychiatric hospitals in other provinces. On average, state patients in Mpumalanga province wait for one year and six months before being admitted to psychiatric hospitals. A meeting was held between JICS and the Director of the Department of Health for Mpumalanga province, during which it was revealed that the province is dependent on other provincial psychiatric hospitals for the admission of state patients. Four months after the meeting, one state patient was successfully transferred to Weskoppies Psychiatric Hospital. Subsequently, a meeting was organized between JICS, the Regional Commissioner for the Local Management Area (LMN), and the Director of Mental Health for Gauteng to discuss the transfer of state patients from Mpumalanga to Gauteng province, with the aim of admitting them to Weskoppies Psychiatric Hospital. This process is currently ongoing.

WCMR: There are no state patients accommodated in any correctional services centres within the province.

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

JICS uses the term “non-national inmates” to refer to all inmates who are foreigners, including those who are in the country illegally. It is important to note that JICS’s oversight mandate extends to all inmates, regardless of their nationality or immigration status.

During virtual conference meetings, the Heads of Correctional Centres reported that the recidivism rate among non-national inmates is high. Furthermore, there has been a 10.43% increase in the number of non-national inmates compared to the previous quarter. Among the regions, NMR has the highest number of non-national inmates, with a total of 15 120 individuals incarcerated.

It is observed that non-national inmates commit crimes without a discernible pattern and are not always granted bail due to the perceived flight risk associated with their status. Their presence in correctional centres contributes to the problem of overcrowding.

To address this issue, JICS has been in consultation with the Department of Home Affairs to facilitate the prompt transfer of non-national inmates to their countries of origin once their sentence period has expired. This collaboration aims to ensure a speedy process for repatriation.

As of the end of this quarter, the total number of non-national inmates incarcerated in South African correctional facilities stands at 18 981. Here is the breakdown of non-national inmates per region:

Region	Sentenced		Remand detainees		Total
	Male	Female	Male	Female	
CMR	378	7	737	22	1 144
ECMR	192	26	159	27	404
KZNM	420	11	183	18	632
NMR	7 414	257	7 152	297	15 120
WCMR	668	35	938	40	1 681
DMR total	9 072	336	9 169	404	18 981

Table 24: Non-national inmates

Non-national inmates are involved in a wide range of criminal activities. These crimes encompass various offenses such as contravention of immigration laws, armed robbery, stock theft, aggravated robbery, attempted murder, possession of firearms and ammunition, drug smuggling, common robbery, assault

related to gender-based violence, property damage, fraud and forgery, theft, tampering with state infrastructure, murder, rape, culpable homicide, kidnapping, extortion, conspiracy, housebreaking with intent to steal, malicious damage to property, theft of motor vehicles, and possession of marijuana (dagga).

The sentences imposed on these non-national inmates vary in duration, ranging from as short as three months to life imprisonment, depending on the severity of the crime committed.

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

Total number of non-national lifers

There were a total of 487 non-national inmates serving life sentences in South African correctional facilities. This represents a 1.8% increase compared to the previous quarter. Among the different regions, the NMR region has the highest number of non-national lifers, while the WCMR region has the lowest number. The table below provides information about the non-national lifers incarcerated:

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	Mozambique (2), Ethiopia (1), Zimbabwe (7), Bangladesh (3), Lesotho (7), Nigeria (5), Tanzania (1), Pakistan (1), Germany (1), Malawi (1), Congo (1).
KZNM	33	Mozambique (5), Lesotho (6), Zimbabwe (5), Botswana (1), Congo (1), Malawi (8), Swaziland (3), India (1), Burundi (1) & Tanzania (2)
NMR	385	Mozambique (129), Lesotho (33), Zimbabwe (185), Malawi (9), Nigeria (13), Swaziland (6), Congo (2), Somalia (1), Argentina (1), Angola (3), Ethiopia (1), Ghana (1), Namibia (1)
WCMR	15	Angola (1), Burundi (2), Congo (1), Malawi (2), Mozambique (3), Namibia (1), Somalia (2), Zimbabwe (3)
DMR Total	487	-

Table 25: Non-national lifers in correctional centres

Lifer profiles

JICS regularly receives complaints from inmates in various correctional facilities concerning the parole process for those serving life sentences, commonly referred to as “lifers.” The primary source of frustration expressed by inmates is the lack of feedback regarding the profiles they have submitted to the National Council for Correctional Services (NCCS) and/or the Minister of the Department of Justice and Correctional Services.

Some of the key issues highlighted in these submissions include the unavailability of facilities to provide the skills recommended by the NCCS and the absence of a monitoring system to track the progress of submitted profiles. It is concerning that certain profiles have been pending since 2018 without any feedback or progress reports. Therefore, there is a need for an effective monitoring system, regular progress reports, and the establishment of skills development facilities closer to the areas where inmates are serving their sentences.

The tables below outline the backlog of profiles that still require attention from the NCCS and the Minister:

Region	Number of lifers as on 31 March 2023					Total
	Van Wyk	Van Vuuren	Phaahla Van Wyk	Phaahla Van Vuuren	Post Phaahla (Sentenced from 1 October 2004)	
CMR	474	3	267	2	1 793	2 539
ECMR	297	3	174	0	220	694
KZNMR	494	9	453	4	3 882	4 842
NMR	823	7	594	6	2 830	4 260
WCMR	222	2	150	5	1 213	1 592
DMR total	2 310	24	1 638	17	9938	13 927

Table 26: Lifer profiles

Region	Profiles at the Ministry	Number of lifers approved for placement	Number of lifers profile where parole was not granted by the Minister	Total
CMR	73	28	37	138
ECMR	42	65	60	167
KZNMR	196	77	147	420
NMR	281	161	200	742
WCMR	39	31	66	136
DMR total	631	362	510	1 503

Table 27: Lifer profiles submitted and considered

Reports

Parole violation report

The prevalence of socio-economic challenges, such as high unemployment rates, social problems, lack of support structures, and non-compliance with parole conditions, has contributed significantly to a high number of parole violations. Inmates face stigmatization upon their release, as their criminal records restrict their employment opportunities.

Additionally, there is a shortage of social workers, psychologists, and case officers who play vital roles in implementing rehabilitation programs within correctional facilities.

According to reports received from ICCVs in their respective centres, there have been 2,554 cases of re-arrests due to parole violations between April 2022 and March 2023. The reasons for these re-arrests encompass a wide range of factors, including loss of family support, theft, misconduct, economic crimes, assault, and others. These violations reflect the complex challenges faced by individuals reintegrating into society after serving their sentences

Analysis of site visits conducted

Each ICCV has a responsibility to conduct a minimum of two site inspections per month as part of their duties at the correctional centre. These site visits aim to assess the treatment of inmates and the overall conditions at the centre. The findings and concerns are then documented in the site visit reports.

During the specified period, a total of 1,181 site visits were conducted, as indicated in the provided table. Out of these visits, 551 site visit reports were submitted, highlighting the areas of concern identified at the centres.

One recurring issue in many centres is the presence of infrastructural defects and deteriorating conditions. Specific concerns include maintenance problems, such as broken windows and toilets not flushing, as well as the lack of hot water, malfunctioning kitchen equipment, shortages of bedding and inmate uniforms.

To address these matters, discussions were held with the Heads of Correctional Centres (HCCs) and the concerns were raised during virtual conference meetings. The centres took action to address the identified issues, and some matters were reportedly referred to the Department of Public Works (DPW) for substantive intervention.

By engaging with the HCCs and highlighting these concerns, steps were taken to rectify the infrastructural problems and improve the overall conditions within the centres

Site visits conducted at correctional centres

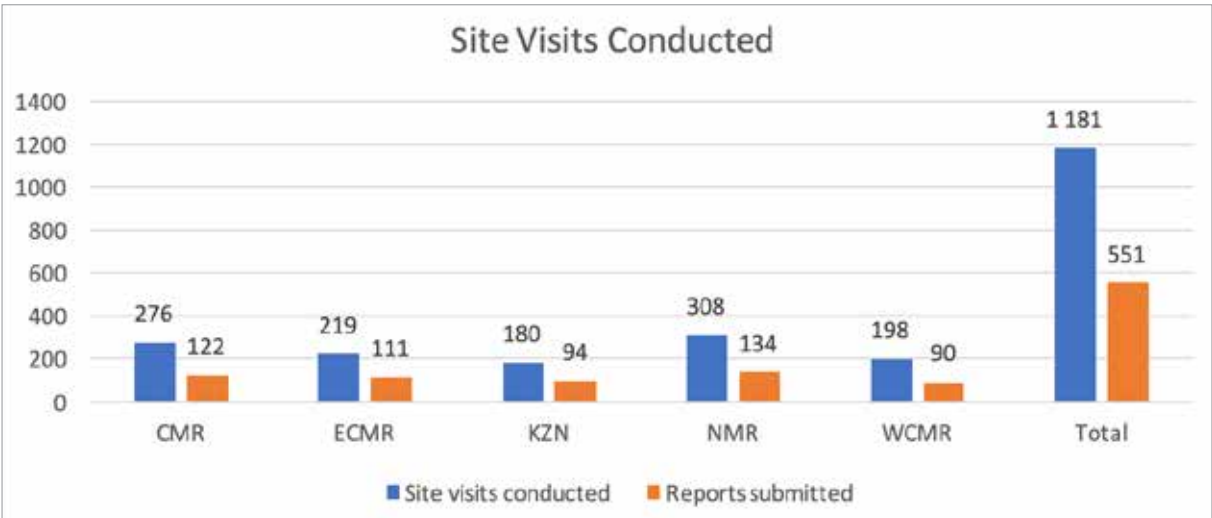


Figure 1: Site visits conducted by ICCVs

Focus on women in incarceration

Complaints relating to feminine hygiene and conditions

Throughout the correctional centres, a total of 375 complaints were received from female inmates. Among these complaints, 85 were specifically related to feminine hygiene products. The complaints and requests expressed by female inmates varied across different regions and encompassed several issues.

The prevalent complaints and requests from female inmates per region primarily revolved around the following concerns:

- Bail: Issues related to the bail process and requests for assistance in this matter.
- Toiletries: Complaints regarding the availability of toiletries.
- Social worker requests: Requests to meet with social workers for various support needs.
- Kitchen uniforms: Issues concerning the provision and condition of kitchen uniforms.
- Leaking toilets: Complaints about toilets that are leaking or malfunctioning, leading to unsanitary conditions and potential vaginal infections.
- Showers and bathtubs: Concerns about the functionality and cleanliness of shower facilities.
- Food quality and quantity: Complaints about the quality and quantity of food provided to female inmates.

The table below provides a summary of the complaints received from female inmates in correctional facilities:

Region	Complaints received	Complaints related to feminine hygiene	Sentenced female inmates	Unsentenced female inmates
CMR	9	2	251	141
ECMR	90	55	247	146
KZN	16	0	453	236
NMR	183	1	1 160	826
WCMR	77	27	569	583
Total	375	85	2 680	1 932

Table 28: Complaints from female inmates

Highlighted Incidents

Summary

Periodically, the various regions report on special incidents that occur sporadically but are deemed serious and require thorough investigation, follow-up, and monitoring. The incidents that were reported during the current quarter are as follows:

Wepenaar Correctional Centre: An incident of the use of force was reported by the ICCV. Several sentenced non-national inmates were supposed to be transferred to Wepenaar Correctional Centre but refused to go to the housing cell. Use of force was applied to calm the situation.

East London Medium B/Remand: It was reported that inmates were not served breakfast on 9 March 2023. They were only provided with food at around 13:45, which consisted of 17 slices of bread and a drink covering all meals for the day. Both East London Remand and East London Max inmates were affected. Centre management attributed the lack of services to issues with suppliers and the supply chain process. The matter was escalated to the Area Commissioner and the Office of the Inspecting Judge, who further escalated it to the Office of the National Commissioner.

Durban Medium A: On 22 January 2023, approximately 100 inmates detained at Durban Med A sections B3, B4, and C4 were rushed to the centre hospital after complaining of gastrointestinal issues allegedly caused by being served phuthu (maize meal) and sugar beans. The inmates received medical attention, and the situation was normalized. Water shortages and load shedding continue to be consistent challenges faced by many correctional centres. Inmates store water in containers to drink and flush toilets in their cells during water interruptions or cuts.

Pollsmoor Med A: ICCVs at Pollsmoor RDF and Medium A reported that DCS officials deliberately assault inmates in their presence, subsequently discouraging inmates from opening any cases. These incidents are considered deliberate attacks on the JICS mandate.

Drakenstein: On 8 February 2023, officials at Drakenstein Juvenile Correctional Centre unlocked a cell and were assaulted by inmates upon entering. Four officials sustained injuries and were referred to a public hospital for treatment. They were discharged on the same day. Sixteen inmates were also injured, with four of them requiring treatment at a public hospital. Unfortunately, one inmate died as a result of the injuries sustained. Investigations by both DCS and JICS into this incident are still ongoing.



PART C: DIRECTORATE SUPPORT SERVICES

Human Resources

Organisational establishment structure

Approved establishment structure

As of 31 March 2023, there were a total of 86 permanent positions on the fixed establishment that were approved and funded. Out of these positions, 83 have been filled with suitable candidates, while three positions remain vacant, resulting in a vacancy rate of 3.49%.

The table below shows the current vacancies.

No.	Level	Description	Status
1.	Level 5	Admin Clerk: Complaints	Successful candidate to assume duty on 01 April 2023.
2.	Level 7	State Accountant	Selection and recruitment process has commenced.
3.	Level 9	Assistant Regional Manager: ECMR	Selection and recruitment process to commence.

Table 29: Vacant posts

ICCVs

Currently, there are a total of 65 ICCV vacant positions out of the 225 positions funded. This translates to a vacancy rate of 28.89%. These vacancies have arisen due to the expiration of contracts. Additionally, there are 50 more positions that remain unfunded and therefore have not been filled, primarily due to a CoE budget shortfall. The table below shows the current vacancy rate of the ICCV positions.

Filled posts	160/71,11%
Vacant posts	65/28,89%
Total number of ICCV posts	225

Table 30: ICCV post-establishment

Employment equity

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

Level	Males				Females				Total
	Black	Coloured	Indian	White	Black	Coloured	Indian	White	
Senior management (Level 13 – 14)	-	-	1	1	2	-	-	-	4
Professionally qualified and mid-management (Level 11 – 12)	3	1	-	1	2	1	-	-	8
Skilled technical and academically qualified workers, junior management supervisors (Level 7 – 10)	17	7	-	-	18	3	1	1	47
Semi-skilled and discretionary decision-making (Level 3 – 6)	4	1	-	1	11	5	1	-	23
Unskilled and defined decision-making (Level 1 – 2)	1	-	-	-	-	-	-	-	1
Permanent	25	9	1	3	33	9	2	1	83
Non-permanent	1	1	-	1	13	2	1	-	19
ICCVs	55	10	-	-	80	14	1	-	160
Total	81	20	1	4	126	25	4	1	307

Table 31: Employment equity statistics

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

African		Coloured		Indian		White		PWD	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
80	126	20	25	1	4	4	1	1	0
30,5%	48,09%	7,63%	9,54%	0,38%	1,52%	1,52%	0,38%	0,38%	-

Table 32: Employment equity percentages

Performance agreements

Mid-year performance assessments for the financial year 2022/23 were due by 31 October 2022. All 83 submissions were received.

Labour relations

Labour disputes and litigation

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

A further dispute was referred to GPSSBC by NEHAWU obo Ms M (ICCV) after an alleged unfair dismissal.

The date of arbitration has been set down for 5 September 2022. The arbitrator found that the dismissal was both procedurally and substantively unfair and awarded Ms M 12 months' salary. JICS is taking the award on review and consultations have taken place with counsel in the matter. The application was filed in the Labour Court on 26 October 2022.

Financial disclosures

Information regarding declared financial interests by SMS, MMS, Finance and SCM officials for 2022/ 2023 are tabled below.

Designation	Total number of officials	Total number of financial disclosures	Financial percentage disclosure
SMS	4	4	100%
MMS	9	9	100%
Financial and SCM officials	13	13	100%
Assistant Directors	9	9	100%
Total	35	35	100%

Table 33: SMS/MMS/Financial and SCM officials: Financial disclosure





PART D: FINANCE AND SCM

Budget for the 2022/2023 financial year

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

The figure illustrates the budget allocation for the 2022/2023 financial year.

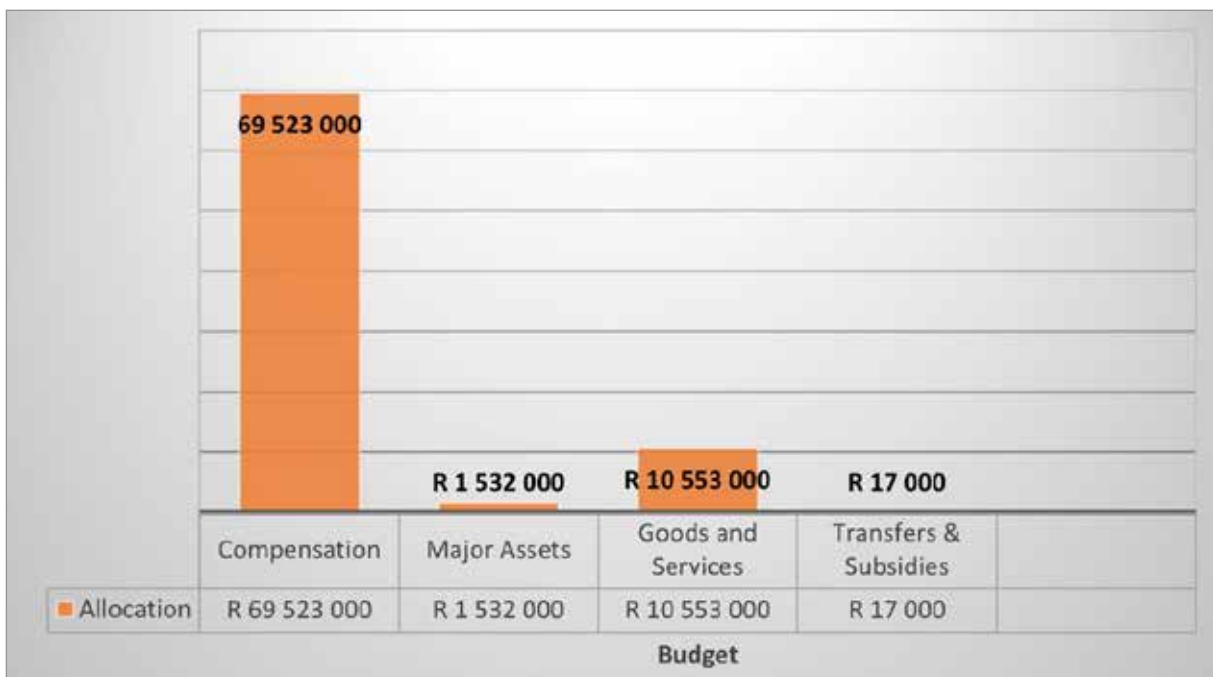


Figure 2: Budget allocation for the 2022/2023 financial year

Adjusted budget for current financial year

The Compensation of Employees (CoE) budget was adjusted with an amount of R 2, 833 million to implement the cost-of-living adjustment increase of 3% which is backdated to April 2022, this amount also includes the R632 000 shortfall to the CoE budget for the 2022/23 financial year.

Expenditure

The overall expenditure as of the end of 31 March 2023 is at 97.20% against the ideal expenditure of 100% with a deviation of 2.8% which is acceptable.

The expenditure to date is shown below:

Expenditure excluding commitments	Expenditure including commitments	Commitments
R78 139 687.25	R79 341 153.93	R1 201 466.68

Table 34: Quarterly expenditure

Compensation of employees

The underspending in employee compensation is attributed to the delayed appointments of the ICCVs and the Admin Clerk. These appointments took effect on April 1, 2023. Furthermore, there are additional vacancies in key positions, including the Assistant Regional Manager for ECMR and the State Accountant post.

Compensation of employees	Ideal	Deviation
95.07%	100%	4.93%

Table 35: Compensation of Employees

Goods and services

The overspending can be attributed to a situation where invoices from the previous financial year for Nexus were delayed by the supplier and consequently overlapped into the current year. These invoices have been processed during this financial year. Additionally, there are several commitments that have been concluded but could not be closed within the office. As a result, the matter has been referred to LOGIK for assistance.

Goods and services	Ideal	Deviation
115.00%	100%	-15%

Table 36: Goods and services

Transfers and subsidies

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

Transfers and Subsidies	Ideal	Deviation
198.94%	100%	-98.94%

Table 37: Transfers and subsidies

Capital Assets

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

Capital Assets	Ideal	Deviation
70.02%	100%	29.98%

Table 38: Capital assets

Asset verification

The table below shows JICS's asset register as at 31 March 2023

Asset description	Reporting date	Asset register balances
Major Closing	31.03.2023	R 14 823 699.62
Minor Closing	31.03.2023	R 2 551 862.63

Table 39: Asset register as on 31 March 2023

Fleet/transport management

The table below shows the allocations of JICS state vehicles to the offices and regions as at 31 March 2023.

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

Table 40: JICS fleet allocation per region

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

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

Table 41: JICS fleet to be disposed

Property and facilities management

Current leases on property

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

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

Table 42: JICS property lease agreements

The Department of Public Works and Infrastructure (DPWI) has finalised the procurement of alternative accommodation for the Pretoria Head Office and NMR. JICS is currently preparing to relocate to the new building with effect from 1 June 2023.

DPWI (Eastern Cape) is in the process to procure alternative accommodation for ECMR in East London. The tender for alternative accommodation has been advertised, closing date of 31 January 2023.



PART E: INFORMATION TECHNOLOGY

Distribution of computers for ICCVs in correctional facilities

Currently, ICCVs do not all have access to computers at correctional facilities. To address this issue, JICS initiated a desktop roll-out project in October 2021 with the aim of providing all ICCVs with the necessary tools for their work. This initiative will enable ICCVs to submit real-time reports online to their respective regional offices for prompt action.

As of now, a total of 83 desktops have been successfully installed in various correctional facilities throughout the country. However, there are still 36 computers pending installation. The confirmation for office space and network points from the respective correctional centres is awaited to proceed with the installation process. Once this is resolved, a total of 113 computers will be allocated by the conclusion of this project.

Development and Integration of JICS MIS into DCS E-Corrections

A new reporting system, known as the DCS E-Corrections reporting system, is currently being rolled out. This system aims to improve the reporting capabilities of DCS, particularly regarding mandatory reporting of critical incidents such as deaths, mechanical restraints, segregation, and the use of force.

At present, 47 officials from JICS have been connected to the E-corrections platform through the JICS domain. However, it is important to note that this project has not been implemented across all correctional centres. This limited rollout of the reporting system may be a contributing factor to the underreporting of incidents by DCS.

Development of JICS mail server and website

The domain jics.gov.za was registered by SITA for JICS to establish its email exchange and website. A new server has been installed and configured to host a separate JICS domain, independent of DCS along with its email exchange and website.

Currently, there are a total of 325 user profiles and mailboxes created and set up on Active Directory under the jics.gov.za domain. These user profiles and email addresses are activated and fully operational for JICS users.

However, there are certain challenges with the allocated server, resulting in delays in email transmission. Additionally, congestion in the data lines is causing further delays, particularly when it comes to sending document attachments.

Furthermore, the website has experienced periods of being offline for several weeks, which has been an intermittent issue over the past year. One of the contributing factors to these disruptions is that JICS lacks administrator rights to the website. This has caused delays in website configuration and the ability to add and maintain content due to limited cloud space. As a result of these challenges, JICS has been engaged in ongoing discussions with SITA to migrate its infrastructure to the cloud.



PART F: MEDIA AND COMMUNICATIONS

This section provides an overview of the media and communications activities carried out by JICS during the fourth quarter of the 2022/2023 performance year. It covers various media engagements, internal communication strategies, and highlights important incidents and red flags reported to JICS.

Media Activities

During the second quarter (January – March 2023) of the performance year, JICS was actively involved in media activities, which included media releases, alerts, and responding to media requests. It highlights specific media focuses, such as the Facebook Rapist case, a Brandvlei DCS Official appearing in court, and the consideration of implementing a Bail Funds System like those used in some parts of the United States.

The media concentrated on:

- The Facebook Rapist
- Brandvlei DCS Official in court
- SA's Judicial Inspectorate considering Bail Funds System like the US

Red Flags Reported to JICS Communications

Significant incidents and red flags were reported to JICS communications. These include inmate deaths at Voorberg Med B and Goodwood CC, a hunger strike at Bethlehem CC, technical issues with NMR phone lines and emails, website downtime, various assault incidents, a suicide case, and the death of an inmate at Barkly West CC.

- Inmate died at Voorberg Med B
- Bethlehem CC: Hunger strike – inmate is being monitored
- NMR phone lines and emails down
- Website down
- Death of an inmate at Goodwood CC
- Assault: Inmate on Inmate - Knysna CC (two separate incidents)
- Stabbing of four officials and one inmate death at Drakenstein Med B.
- Assault: Inmate on inmate Knysna CC
- Assault: Official on inmate Knysna CC
- Assault: Inmate on inmate Vereeniging CC
- Suicide: Remand Detainee Grootvlei CC
- Death: Inmate Barkly West CC

Internal Communication

JICS maintains effective internal communication through various channels, such as emails and WhatsApp groups. These platforms ensure that JICS staff members are informed about internal processes, promoting transparency, inclusivity, and responsiveness within the organization. Communication products, including social media graphics, videos, emails, and e-deskdrops, are utilized to engage the target audience effectively.

JICS's Communications Unit has a dedicated email address for internal communication distribution. Additionally, WhatsApp groups have been established to facilitate instant and real-time communication among staff members across the country.

This section concludes by highlighting other topics covered, such as reports and publications, letters from the Office of the IJ (Inspectorate Judge), JICS's Twitter analytics, the consolidation of the complaint's matrix, and the attendance of the Project Relocation Meeting related to branding the new JICS building as stated below.

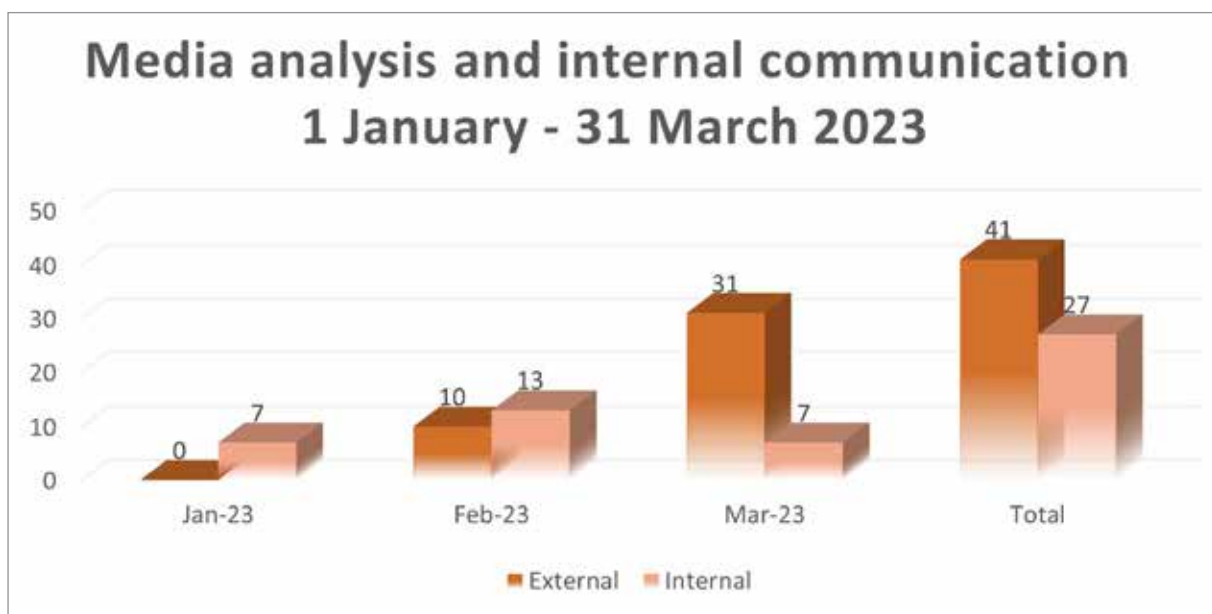


Figure 3: JICS media analysis and internal communications

The figure above illustrates media engagement and internal communication.

Matters reported

Reports and publications

- The QR3 was released and circulated to all stakeholders.
- The process to procure a supplier for the publication of the annual report, diaries, and calendars was initiated. Once this supplier is identified, the memo will be given to the CEO for sign-off approval.
- Arranged meetings between DCS and JICS to finalise statistical information for the compilation of the JICS Annual Report.
- Provided template for DCS for reporting the DCS statistics.
- Updated JICS information for the National Government Handbook 2023

Letters from the office of the IJ

- G4S regarding inmate A x2
- Invitation to SAPS Major General re inmate A meeting
- General of the Hawks re inmate A

- Minister of Health and MECs regarding state patients
- Minister regarding draft Parole Position Paper and Bill
- Deputy NDPP re 10 JICS dockets for NPA consideration
- National Commissioner re Phoenix report
- National Commissioner re Ebongweni and C-Max SOPs
- Minister Lamola re Minister of Finance response – JICS independence
- NC regarding RC attendance at a meeting in Free State
- NC requesting an update on the DCS Bester investigation
- NC regarding the Women in Incarceration campaign
- RC, NC, DM, and Minister regarding inmate transfer
- NC regarding inmate transfer
- DM regarding inmate transfer
- Minister regarding inmate
- Minister re legal opinion on JICS accounting officer
- Director General of DPSA re danger allowance
- PC on DCS E-corrections briefing
- Minister requesting a meeting on lifer parole impediments
- DM on Thabo Bester
- Follow-up letter to G4S regarding inmate
- NC re-enforcement of DCS nametag policy
- SAPS NC following up on the JICS-SAPS meeting
- Memo for Minister on lifer parole
- Briefing notes for PC presentation on Thabo Bester (chronology)

The office of the IJ’s complaints register

- Consolidation of the Complaints Matrix continued into the early part of the New Year to enable a wrap-up of cases for 2022. The Complaints Unit informed the office that was working on the December 2022 and January 2023 consolidations and had forwarded them in March.
- Enquiries have been made about several overdue cases and awaiting feedback.
- The Complaints Unit and the Office of the IJ work together to refine the process to ensure that complaints and feedback do not fall through the cracks. DMR sends a feedback report monthly, which is incorporated into the matrix.

Branding

- Attending Project Relocation Meeting for branding of the new JICS Building. The specifications were provided and awaiting finalisation.

Twitter

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

Twitter Analytics

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

Description	January 2023	February 2023	March 2023
Tweets	5	21	15
Tweet impressions	2 8532853	4 6474647	5 408
Profile visits	826	1 3911391	1 417
Mentions	4	5	46
New followers	13	9	34
Total	470	479	513

Table 43: Twitter analytics

Campaigns

- **Book Campaign** – The book campaign has been moved to the NMR office for logistical reasons. Several boxes of book donations were given to the NMR office in January 2023 to be distributed to the regions as requested.
- **The Women in Incarceration** campaign was launched and the Salu Building staff have proceeded to set the example for the other regions to follow. Posters have also been placed in the HO building to encourage public participation. The campaign was also launched on JICS Twitter. No other feedback from the regions thus far, on progress on their campaigns.

