

THE JUDICIAL INSPECTORATE FOR  
CORRECTIONAL SERVICES

# FOURTH QUARTERLY REPORT

1 January - 31 March 2020

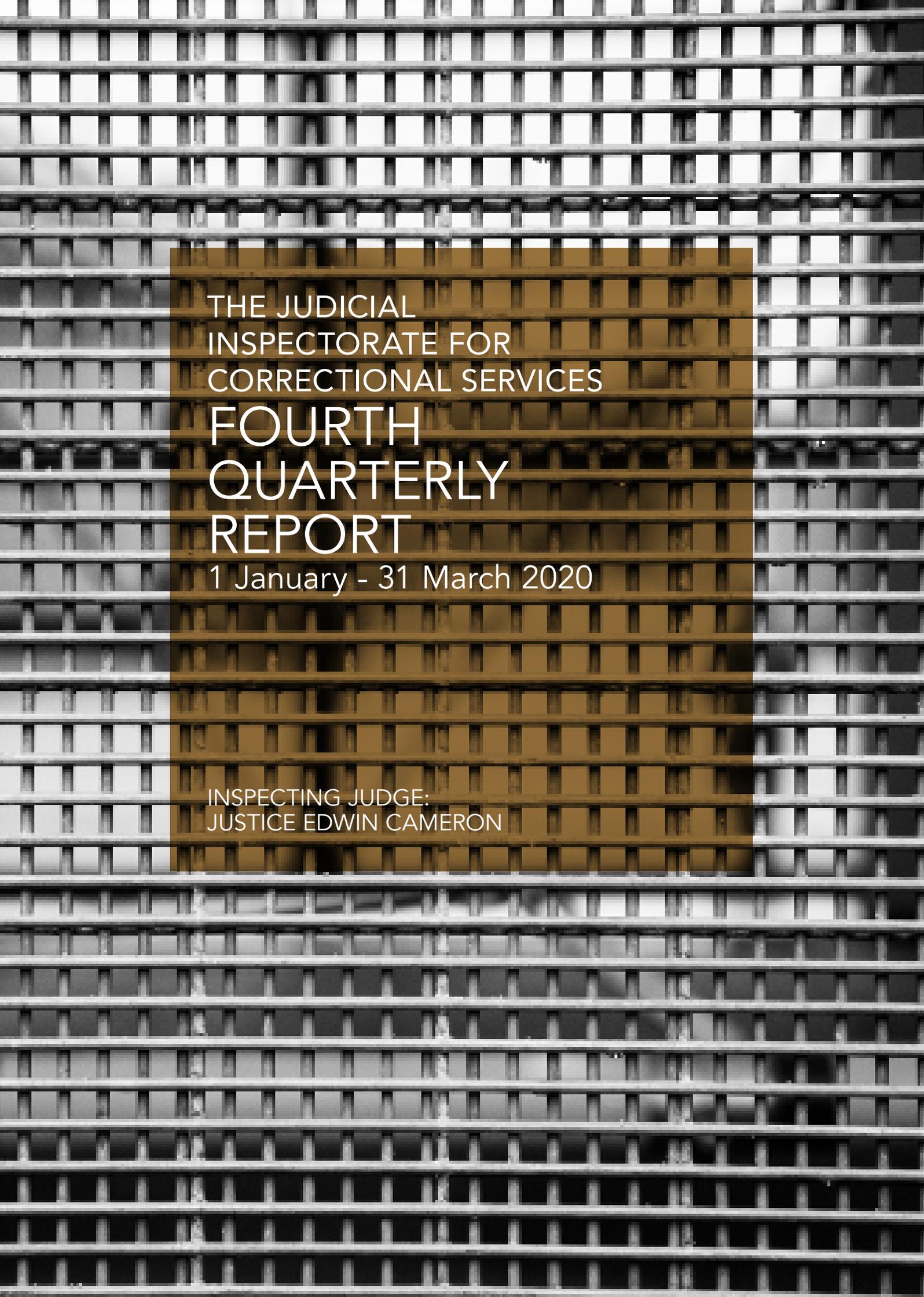
INSPECTING JUDGE:  
JUSTICE EDWIN CAMERON



**JICS**

Judicial Inspectorate for  
Correctional Services





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## LIST OF ABBREVIATIONS

<b>AC</b>	Area Commissioner
<b>CC</b>	Correctional Centre
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>CMCs</b>	Case Management Committees
<b>CMR</b>	Central Management Region
<b>CPA</b>	Criminal Procedure Act 51 of 1977
<b>CSA</b>	Correctional Services Act 111 of 1998
<b>DCS</b>	Department of Correctional Services
<b>DOH</b>	Department of Health
<b>DPP</b>	Director of Public Prosecutions
<b>ECMR</b>	Eastern Cape Management Region
<b>GP</b>	Gauteng Province
<b>HCC</b>	Head of Correctional Centre
<b>ICCVs</b>	Independent Correctional Centre Visitors
<b>IJ</b>	Inspecting Judge
<b>ISS</b>	Integrated Security System
<b>IT</b>	Information Technology
<b>JICS</b>	Judicial Inspectorate for Correctional Services
<b>KZNMR</b>	KwaZulu-Natal Management Region
<b>LGBTIQ</b>	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
<b>MIS</b>	Management Information System
<b>MSSD</b>	Minimum Standard of Service Delivery
<b>NMR</b>	Northern Management Region
<b>PCN</b>	Public Calling for Nominations
<b>PEEC</b>	Provincial Efficiency and Enhancement Committee
<b>PMDS</b>	Performance Management Development System
<b>RDs</b>	Remand Detainees
<b>ROC</b>	Record of Consultation
<b>SAPS</b>	South African Police Service
<b>SCOA</b>	Standard Chart of Accounts
<b>SMR</b>	Strategic Midterm Review
<b>VC</b>	Visitors Committee
<b>VCCO</b>	Visitors Centre Coordinators
<b>WCMR</b>	Western Cape Management Region

# EXECUTIVE SUMMARY

The Judicial Inspectorate for Correctional Services (JICS) welcomes and honours the appointment of Justice Cameron as the Inspecting Judge for Correctional Services, with effect from 1 January 2020. JICS presents its fourth-quarter performance report, which outlines all activities performed by the organisation from January to March 2020. The overall performance of JICS is based on its statutory and legislative mandate as stipulated in the Correctional Service Act 111 of 1998 (CSA).

On 7 January 2020, Chinese scientists confirmed a cluster of pneumonia cases identified in December 2019 in Wuhan, Hubei Province, China, associated with a novel coronavirus. The virus has been named "SARS-CoV-2" and the disease it causes "coronavirus disease 2019", or COVID-19.

As of 2 March 2020, COVID-19 cases and deaths were reported from more than 200 countries. The World Health Organization (WHO) declared the outbreak a public health emergency of international concern, and on 30 January 2020 South Africa activated the Emergency Operations Center (EOC) with the first case in South Africa confirmed on 5 March 2020 by the Minister of Health. President Cyril Ramaphosa after consultation with Cabinet members declared a national state of disaster as envisaged under Section 3 of the Disaster Management Act, 57 of 2002 ("the Act"), Government Gazette 43096, on 15 March 2020, in terms of Section 27(2) of the Act.

After this declaration, the various organs of state including the Department of Correctional Services and JICS put drastic measures in place to avert the further spread of COVID-19. On 24 March 2020, President Ramaphosa issued directives imposing a nationwide lockdown with effect from midnight on 26 March 2020 until midnight on 16 April 2020. There was a further extension of the lockdown and later levels of lockdown, with adverse effects on operations. These will be reported on in the new financial year's first quarterly report.

Inspections are reported with a brief rating of the centres inspected, investigations are recorded and summarised with full reports available if required, complaints are categorised with an analysis of complaints with the highest prevalence.

In this and previous reports, JICS has expressed its concern that DCS personnel are not meeting their statutory obligations to report to JICS all deaths, segregations, the use of mechanical restraints and the use of force. In the case of deaths, JICS is satisfied that no crisis is apparent, because of ICCV oversight. However, marked under-reporting in the three other areas remains a concern.

Mandatory reports as required by sections 15, 30, 31, 32 of the CSA were reported by DCS on a manual reporting system. The non-functioning of DCS's Management Information System has, over the last few years, led to a significant reduction in reporting and available statistics.

The underperformance of the Independent Correctional Centre Visitors (ICCVs) as a result of vacancies and a high rate of staff turnover is being addressed. Managers are taking appropriate steps to rectify this through consequence management.

Several Visitor Committee (VC) meetings were postponed during the fourth quarter because of ICCV shortages at correctional centres. These vacancies, which require a continuous human resource management process, have been filled. Regional Managers attended critical and urgent inmate complaints which could not be resolved at the centres.

Regional managers interacted with authorities in their jurisdictions concerning declared state patients. This has shown success, with the number of declared state patients declining in the centres with transfers to state hospital facilities.

Several staff issues have been resolved, indicating that staff, with union representatives and management, are willing to work together to find amicable solutions.

There have been no high-risk substantive exceptions in Finance. This ensures that there is no fruitless, wasteful, irregular or unauthorised expenditure.

JICS has commenced with the procurement process for its independent website. This will be reported on in the next quarter.



# PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT

## 1. Performance information

### 1.1 Inspections

A total of 37 inspections were scheduled for the quarter as per the JICS national inspection plan, though only 32 inspections were conducted. Five inspections as scheduled could not be conducted because of the nationwide lockdown. The five outstanding inspections will be dealt with in the JICS catch-up plan.

The table below sets out statistical information on the inspections conducted.

No.	Facility	JICS region	Inspection conducted
1.	Queenstown	ECMR	√
2.	Baviaanspoort Medium	NMR	√
3.	Pollsmoor Med A	WCMR	√
4.	King Williams Town	ECMR	√
5.	Zonderwater Med B	NMR	√
6.	Henneman	CMR	√
7.	Pollsmoor Med B	WCMR	√
8.	Virginia	CMR	√
9.	Pomeroy	KZNMR	√
10.	Winburg	CMR	√
11.	Nkandla	KZNMR	√
12.	Kranskop	KZNMR	√
13.	Port Elizabeth	ECMR	√
14.	Grootvlei Med A ( Maximum)	CMR	√
15.	Johannesburg Female	NMR	Not conducted because of COVID-19 lockdown
16.	Attridgeville	NMR	Not conducted because of COVID-19 lockdown
17.	Durban Med B	KZNMR	√
18.	Victoria West	CMR	√
19.	Voorberg Med A	WCMR	√
20.	Richmond	CMR	√
21.	Grahamstown	ECMR	√
22.	Voorberg Med B	WCMR	√
23.	Umzinto	KZNMR	√
24.	Carolina	NMR	√
25.	Ermelo	NMR	√
26.	Oudtshoorn Med A	WCMR	√
27.	Oudtshoorn Med B	WCMR	√
28.	Durban Med C	KZNMR	√
29.	Dordrecht	NMR	√
30.	Barkley East (Middleburg)	KZNMR	√
31.	Matatiele	KZNMR	√
32.	Ebongweni	KZNMR	√
33.	Rustenburg Juvenile	NMR	√
34.	Rustenburg Med A	NMR	√
35.	Pollsmoor Maximum	WCMR	Not conducted because of COVID-19 lockdown
36.	Volkstrust	NMR	Not conducted because of COVID-19 lockdown
37.	Piet Retief	NMR	Not conducted because of COVID-19 lockdown

Table 1: Inspections (1 January - 31 March 2020)

### **Ratings of Correctional Centres as per inspections:**

Good: None for this quarter

Satisfactory: 21

Unsatisfactory: 1

Reports outstanding: 10 facilities were unrated<sup>1</sup>, and five were not inspected because of reasons set out in table 1 above.

#### **Queenstown Correctional Centre: Unsatisfactory**

The infrastructural condition of the centre was satisfactory. Besides, the centre is unable to accommodate the number of inmates as it is severely overcrowded (180%). The facility has an approved bed space of 125, but at inspection accommodated 350 inmates.

No educationist or artisans were appointed at the centre, which does not provide for educational facilities.

The Queenstown CC medical facility is small with an office utilised for consultation. There is no privacy during medical consultations.

The kitchen cannot cope with the current inmate population. It was also reported to be unhygienic with a cockroach infestation. No indication could be found that the centre had initiated pest control measures.

#### **1.1.1. Inspections: Overview, Findings/Recommendations/Critical interventions**

No critical interventions identified.

#### **1.1.2. Reporting of inspections by other Judges/Magistrates**

#### **Inspections by Judge Olivier of the High Court, Northern Cape Division.**

##### **1. Kuruman Correctional Centre on 3 March 2020**

- The centre was overcrowded by 27%.
- Lack of readily available medicine is one of the main complaints of inmates at the facility.
- The municipal water supply to the facility is sometimes interrupted and there is a lack of hot water.
- Shortage of uniforms for inmates and officials.
- Officials complain about a shortage of staff and the DCS promotion policy is not being implemented.

##### **2. Upington Correctional Centre on 4 March 2020**

- The centre was overcrowded by 20%.
- Lack of readily available medicine is one of the main complaints of inmates at the facility.
- Inmates are visited by the ICCV regularly.
- There is a total of 25 vacancies at the facility and the staff shortage will, therefore, be addressed as soon as possible.
- Shortage of uniforms for inmates and officials.

##### **3. De Aar Correctional Centre on 5 March 2020**

- The centre was not overcrowded.
- There were no deaths among the inmates during the past year, nor have there been any escapes.
- Inmates complain about transfers and lack of feedback relating to appeals.
- DCS officials complained about lengthy supply chain processes relating to food, medicine and clothing.
- Shortage of staff and the implementation of the DCS promotion policy was also listed as problematic.
- The non-functionality of the local parole board and the parole process as a whole was of concern.
- The centre is old and in need of urgent renovations.

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<sup>1</sup> Finalised inspection reports are still outstanding from the JICS management regions.

### 1.1.3. Inspections by the Inspecting Judge

#### 1. Zonderwater Medium A and B on 29 January 2020

- Both centres found to be in good condition overall.
- Natural light not sufficient in the single cells.
- Maximum inmates not allowed to work in the centre's workshop.
- Workshop under-staffed and hence unable to train a significantly higher number of inmates.
- In a recent incident, rotten food had been served to inmates, with accompanying protests. The issue was addressed and remedied.

#### 1.2 Investigations

Investigations were mostly conducted in response to violent acts in correctional facilities. JICS investigated all cases of suicides by inmates. Of concern is the sudden increase of inmate homicides involving DCS officials. A total of 15 ongoing investigations were conducted during this quarter.

No.	Centre	Date of investigation	Investigation topic	Status
1.	Ebongweni	9/1/2020	Suicide	Investigation in progress
2.	Kgosi Mampuru II Central	14/1/2020	Suicide	Investigation in progress
3.	Tswelopele	16/1/2020	Alleged assault: official on inmate	Investigation in progress
4.	East London Medium B	29/1/2020	Suicide	Investigation in progress
5.	Johannesburg Medium A	6/2/2020	(Unknown)	Investigation in progress
6.	Pietermaritzburg Medium A	10/2/2020	Suicide	Investigation in progress
7.	Virginia	18/2/2020	Alleged homicide: Officials on inmate	Investigation in progress
8.	Drakenstein Medium A	19/2/2020	Death of an inmate during a search by the Emergency Support Team.	Investigation in progress. According to the post mortem report, the inmate passed away because of Myocardial infarction.
9.	Johannesburg Medium B	21/2/2020	Death of an inmate because of perforation of his large intestine.	Investigation in progress
10.	Odi	21/2/2020	Unnatural death (unknown cause)	Investigation in progress
11.	St Albans	21/2/2020	Alleged homicide: Official on inmate	Investigation in progress
12.	Kgosi Mampuru II Local	10/3/2020	Unnatural death (unknown cause)	Investigation in progress
13.	Pollsmoor RDF	10/3/2020	Unnatural death (unknown).	Investigation in progress
14.	Pietermaritzburg Medium A	10/3/2020	Suicide	Investigation in progress
15.	Pollsmoor Medium A	23/3/2020	Suicide	Investigation in progress

Table 2: Investigations (1 January - 31 March 2020)

JICS has 90 days to investigate and draft a preliminary report. An especial challenge lies in the finalisation of investigations on inmate deaths. Medico-legal reports such as toxicology reports often take years to obtain, depending on the province. For example, an autopsy is done quickly, but in Gauteng, it can take up to six years to receive an autopsy report.

## 1.3 Complaints

### 1.3.1. Complaints received per category

A total of 120 complaints were received. Most were received from inmates requesting to be transferred (24) to correctional centres closer to their homes. Transfers are usually requested by inmates who want to be accommodated at centres near their families. Because of overcrowding and other factors, transfer of inmates takes several months. Complaints relating to inmate transfers are managed by the Directorate Management Regions (DMR), with the assistance of the Independent Correctional Centre Visitor (ICCV). Assaults on inmates by DCS officials was the second highest (20). JICS investigated all assault cases through either JICS investigators or ICCVs. In addition to the JICS investigation, a copy of the DCS investigation report is also requested.

JICS, where necessary, liaises with the SAPS regarding criminal investigations.

There were 16 inmate complaints about parole applications. These are referred to DMR.

Categories	Internal	External	Total
Appeal	4	0	4
Assault (Inmate on Inmate)	15	0	15
Assault (Official on Inmate)	19	1	20
Assault (Sexual)	1	0	1
Attempted Suicide	9	0	9
Bail	0	0	0
Communication with Family	1	0	1
Conditions	3	0	3
Confiscation of Possession	2	0	2
Conversion of Sentence	0	0	0
Corruption	0	0	0
Food	1	0	1
Health Care	6	1	7
Hunger Strike	2	1	3
Inhumane Treatment	0	0	0
Legal Representation	0	0	0
Medical Release	0	0	0
Parole	15	1	16
Re-Classification	1	0	1
Rehabilitation Programs	1	0	1
Remission	5	0	5
Torture	1	0	1
Transfers	19	5	24
Other	6	0	6
<b>Total</b>	<b>111</b>	<b>9</b>	<b>120</b>

Table 3: Complaints received

### 1.3.2. The total number of complaints referred to DMR (67):

CMR	ECMR	WCMR	KZNMR	NMR	TOTAL
9	6	27	9	16	67

Table 4: Complaints referred to the JICS management regions (1 January - 31 March 2020)

The Complaints Unit refers certain complaints to DMR, especially complaints relating to inmate transfers, inmate parole applications and healthcare issues as ICCVs can deal with these complaints effectively. The DMR then provides feedback to the Directorate Legal Services (DLS): complaints unit on the progress made in dealing with each appeal.

<sup>2</sup> "Unnatural Other" is where an apparently healthy inmate suddenly dies and the cause of death is unknown.

## 1.4 Mandatory reporting

The CSA obliges DCS to report the following to JICS:

- Death of an inmate (natural and unnatural) (Section 15),
- Segregations (Section 30),
- Mechanical restraints (Section 31), and
- Use of force (Section 32).

The information below was received from DCS. The electronic reporting system used by DCS has been dysfunctional since 2016. This has resulted in severe under-reporting. DCS is in the process of developing a new reporting system – the E-Corrections system. In the interim, JICS developed and introduced an alternative manual reporting system – but it remains ineffective as all correctional centres do not report mandatory cases consistently.

### 1.4.1. Unnatural deaths

A total of 18 unnatural deaths were reported by DCS. Their classification is in the table below:

Category	Number
Alleged homicide: Official on inmate	2
Alleged homicide: Inmate on inmate	0
Suicide by hanging	5
Medication overdose	1
Unknown causes <sup>2</sup>	10
<b>Total</b>	<b>18</b>

Table 5: Unnatural deaths per category

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

All cases categorised as “unnatural other” are enquired into by ICCVs. Copies of the post mortem and other medico-legal documents are also requested from DCS. JICS evaluates the documents and information submitted, and if need be an investigation is initiated.

### 1.4.2. Natural deaths

DCS reported 103 natural deaths inclusive of the cause of death. The highest number of deaths recorded were of “Natural causes other” at 24 cases. Gauteng (33) had the highest number of natural deaths and FS/NC (7) recorded the lowest.

Documents are outstanding as reflected above as these are usually submitted by the JICS Regions who are afforded sixty (60) days within which to submit them. Each natural death of an inmate is enquired into by ICCVs. Copies of death certificates, post mortem reports and other relevant documents are obtained and perused. If necessary, the DLS investigation unit is mandated to conduct an official investigation.

The four top categories of natural deaths reported by DCS:

- Natural causes - other<sup>3</sup> - 24
- Tuberculosis related – 5
- Renal failure – 5
- Retroviral Disease (RVD) – 4

Natural Deaths Per DCS Regions						TOTAL
EC	FS/NC	GP	KZN	LMN	WC	
13	7	33	27	14	9	103

Table 6: Natural deaths per DCS regions (1 January - 31 March 2020)

<sup>3</sup> “Natural causes – other” Exact cause not specified in the official documents – usually inmates who were known to be suffering from a chronic disease.

### 1.4.3. Segregations

DCS reported 733 segregations. Most of the reports received were from Gauteng Province (277) and the least from Eastern Cape Management Region (11). There were no reports of appeals applied for by inmates.

Categories	DCS Regions							D:LS Internal	
	EC	GP	KZN	LMN	NC/FS	WC	Total	Appeal	Finalised
S30(1)(a) Request of inmate	9	95	23	10	10	71	218	0	0
S30(1)(b) Restriction of amenities	1	71	41	65	1	26	205	0	0
S30(1)(c) Prescribed by the medical officer	0	51	11	1	8	34	105	0	0
S30(1)(d) Violence or is threatened with violence	0	41	66	0	19	45	171	0	0
S30(1)(e) Recaptured after escape	1	12	5	0	3	0	21	0	0
S30(1)(f) Request of the police	0	7	4	0	0	2	13	0	0
<b>TOTAL</b>	<b>11</b>	<b>277</b>	<b>150</b>	<b>76</b>	<b>41</b>	<b>178</b>	<b>733</b>	<b>0</b>	<b>0</b>

Table 7: Statistics on incidents of segregations

The highest category is "request of inmate" at 218. Some of the reasons for inmates requesting to be segregated are personal reasons which would include, study purposes and sexual orientation etc.

As the electronic system of reporting is currently dysfunctional the accuracy and number of reports by DCS cannot be verified. Although a manual reporting system was introduced as a stopgap measure, the number of reports by DCS has drastically declined recently.

### 1.4.4. Mechanical restraints

There were 18 reports of the use of mechanical restraints by DCS officials on inmates. Gauteng (nine) had the highest number. There were no reports on mechanical restraints being used on vulnerable groups including juveniles. The biggest factor for the use of mechanical restraints (11) in this quarter was for the "safety of others".

Categories	DCS Region						TOTAL
	EC	FS/NC	GP	KZN	LMN	WC	
Prevention of damage to property	0	0	0	0	0	2	2
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	1	8	1	0	1	11
Safety of inmate	2	0	1	0	0	2	5
Suspicion exist of escape	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>18</b>

Table 8: Statistics on uses of mechanical restraints

As the electronic system of reporting is currently dysfunctional, the accuracy and number of reports by DCS cannot be verified. Although a manual reporting system was introduced as a stopgap measure, the number of reports by DCS has drastically declined recently.

### 1.4.5. Use of force

In total 123 cases of the use of force were reported by DCS. Central Management Region (CMR) and Western Cape Management Region (WCMR) reported the most cases at 40 each and ECMR reported the fewest (6). The main reason advanced for the use of force (110) during this quarter has been "defence of other persons".

Categories	DCS Region						TOTAL
	EC	FS/NC	GP	KZN	LMN	WC	
S32(1)(c)(i) – self defence	0	1	0	1	1	2	5
S32(1)(c)(ii) – defence of any other person	5	37	13	11	9	35	110
S32(1)(c)(iii) – preventing an inmate from escaping	1	0	0	0	0	2	3
S32(1)(c)(iv) – protection of property	0	2	2	0	0	1	5
TOTAL	6	40	15	12	10	40	123

Table 9: Statistics on cases of use of force

As the electronic system of reporting is currently dysfunctional the accuracy and number of reports by DCS cannot be verified. Although a manual reporting system was introduced as a stopgap measure, the number of reports by DCS has drastically declined recently.



# PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

## 2. Independent Correctional Centre Visitors (ICCVs)

### 2.1 Minimum Standard of Service Delivery (MSSD)

#### 2.1.1 The old system of ICCV management

Management Regions	Number of site visits conducted	Number of inmate interviews conducted Formulae: Centre Inmate Population (CIP) $CIP \times 25\%$ Target per quarter $CIP \div \text{No of ICCVs}$ Actual Performance (AP) $AP \div \text{No of ICCVs}$ Interviews per ICCV (IpICCV) Over-performed (OVP) Underperformed (UNP)	Number of private consultations with inmates Formulae: Centre Inmate Population (CIP) $CIP \times 5\%$ Target $CIP \div \text{No of ICCVs}$ Actual Performance (AP) $AP \div \text{No of ICCVs}$ Interviews per ICCV (IpICCV) Over-performed (OVP) Underperformed (UNP)	Remarks: Contract ICCVs (old system) work calculated per hour.
CMR	522	CIP = 890 Target = 127 AP = 371 IpICCVs OVP = +224 Complying	CIP = 179 Target = 25 AP = 33 IpICCV OVP = +52 Complied. (See remarks)	The region consists of seven ICCVs contracted on the old system. In other correctional centres, there are two ICCVs (old and new contracts) Reason for over-performance ICCVs over-performed on the interviews and private consultation targets.
KZNMNR	56	CIP = 424 Target = 39 AP = 73 OVP = +34	CIP = 85 Target = 8 AP = 34 OVP = +26	There are 11 ICCVs on old contracts and by the 20th of February 2020 three contracts had expired. Reason for over-performance ICCVs over-performed on the interviews and private consultation targets.
ECMR	83	CIP = 343 Target = 49 AP = 285 OVP = +187	CIP = 68 Target = 10 AP = 47 OVP = +37	Post Establishment 48 7 of these ICCVs were in service for two months and 6 for the last month of the quarter. Filled Posts: 36 Vacancies:10 The construction on the Nqam-akwe Correctional Centre has been completed. It is currently reserved as a quarantine site for Covid-19 infected inmates. The Correctional Centres in this region are overcrowded. ICCVs consulted with inmates through interviews and private consultations and they over performed. Reason for over-performance ICCVs put in extra effort and went beyond the allocated target. Next quarter the target will be elevated.

<b>Management Regions</b>	<b>Number of site visits conducted</b>	<b>Number of inmate interviews conducted</b> Formulae: Centre Inmate Population (CIP) $CIP \times 25\%$ Target per quarter $CIP \div \text{No of ICCVs}$ Actual Performance (AP) $AP \div \text{No of ICCVs}$ Interviews per ICCV (IpICCV) Over-performed (OVP) Underperformed (UNP)	<b>Number of private consultations with inmates</b> Formulae: Centre Inmate Population (CIP) $CIP \times 5\%$ Target $CIP \div \text{No of ICCVs}$ Actual Performance (AP) $AP \div \text{No of ICCVs}$ Interviews per ICCV (IpICCV) Over-performed (OVP) Underperformed (UNP)	<b>Remarks: Contract ICCVs (old system) work calculated per hour.</b>
NMR	100	CIP = 4584 Target = 327 AP = 415 OVP = +88	CIP = 917 Target = 66 AP = 75 OVP = +9	Post Establishment: 52 Posts filled: 47 Posts Vacant: 5 Post under construction: 1 From the week of 16 March, ICCVs were prohibited from entering centres because of the COVID-19 outbreak and were advised to report at the administration buildings. Reason for over-performance ICCVs over-performed on the interviews and private consultation targets.
WCMR	338	CIP = 3204 Target = 458 AP = 269 UNP = -189	CIP = 641 Target = 92 AP = 48 UNP = -44	Post Establishment: 35 Post filled: 27 Post Vacant: 8 Post under construction: 0 Reason for under-performance Ten new ICCVs appointed on 1 March 2020. The first two weeks they were in training and induction. Limited production work could be done during the third week of March as the ICCVs were only working in the administrative section of the centres. During the quarter, two of the seven contracts expired (one expired in February and the other in March), although for calculation purposes it is kept at seven. Thereafter the lockdown was announced and production work in the centres was limited

Table 10: MSSDs for ICCVs on the old system

**2.1.2. The new system of ICCV management (statistics of record of consultation from ICCV appointed on the new contracts)**

Region	Level 5 on the part-time notch	Number of ICCVs on the notch	ROCs: general and urgent complaints	ROCs: mandatory reports	Total number of ROCs	ROCs Target for 1 month per ICCV	Minimum number of ROCs expected: Target for the quarter. Formula: Monthly ROCs x3xNO. of ICCVs	Was the target met?	If not, the mitigating factor(s)?
CMR	6/8	3	183	69	252	50	450	NO	The new MSSD targets will be discussed with the ICCVs and included in their performance agreements.
	5/8	4	226	16	242	40	480	NO	The new MSSD targets will be discussed with the ICCVs and included in their performance agreements.
	3/8	35	873	151	1024	30	3150	NO	The new MSSD targets will be discussed with the ICCVs and included in their performance agreements.
ECMR	6/8	2	159	88	247	50 ROC PER ICCV	300	NO	The two ICCVs attended training from 2-6 March 2020, where compliance with these targets have been addressed.
	5/8	0	0	0	0	40 ROC PER ICCV	0		
	3/8	27	1374	130	1504	20 ROC PER ICCV	1620	NO	Target was not met, but it needs to be noted that there is a notable improvement.
KZN-MR	6/8	3	175	76	251	50	450	NO	There is only one ICCV who is still struggling to reach the set target, she was short of 6 ROCs and the other ICCV over-performed. Reason for over-performance, ICCVs attended to more ROCs.
	5/8	3	173	15	188	40 ROC PER ICCV	40 X 3 ICCVs X 3 months =360	NO	One ICCV is on maternity leave and did not visit the correctional centre, i.e. Umzinto correctional centre.

Region	Level 5 on the part-time notch	Number of ICCVs on the notch	ROCs: general and urgent complaints	ROCs: mandatory reports	Total number of ROCs	ROCs Target for 1 month per ICCV	Minimum number of ROCs expected: Target for the quarter. Formula: Monthly ROCs x3xNO. of ICCVs	Was the target met?	If not, the mitigating factor(s)?
	3/8	8	205	47	252	20 ROC PER ICCV	480	NO	One ICCV was on maternity leave did not work during the period under-reporting. The performance of the ICCVs was affected by the Presidential special remission. There are some of the correctional centres that were left with few inmates less than the approved capacity centre: Utrecht and Nkandla etcetera and this make it practically impossible for the ICCVs to produce 20 ROCs. All ICCVs who are appointed at the bigger correctional centres have achieved the set target. The performance of the ICCVs must be managed through PMDS.
NMR	6/8	2	110	3	113	50	300	NO	Targets to be reviewed in our next RFM. The statistics for March is still incomplete and will be included once finalised.
	5/8	6	174	25	199	40	720	NO	The new MSSD targets will be discussed with the ICCVs and included in their performance agreements. The stats for March is still incomplete and will be included once finalised.
	3/8	30	584	12	596	30	2700	NO	Targets to be reviewed in our next RFM. The stats for March is still incomplete and will be included once finalised.
WCMR	6/8	5	245	59	304	50	750	NO	VCCOs to improve the management of ICCVs via supervisory meetings. Management to ensure all ICCVs are informed of new targets.
	5/8	1	0	0	0	40	120	NO	ICCV is inactive

Region	Level 5 on the part-time notch	Number of ICCVs on the notch	ROCs: general and urgent complaints	ROCs: mandatory reports	Total number of ROCs	ROCs Target for 1 month per ICCV	Minimum number of ROCs expected: Target for the quarter. Formula: Monthly ROCs x3xNO. of ICCVs	Was the target met?	If not, the mitigating factor(s)?
	3/8	18	112	10	122	20	1080	NO	VCCO to improve the management of ICCVs via supervisory meetings. The WCMRs targets and calculations are perhaps too simplistic and need to take into consideration the other work done by the ICCVs as well, eg interviews, reporting, meeting attendances.  Management to ensure all ICCVs are informed of new targets.

Table 11: MSSDs for ICCVs on the new system

The above table indicates that ICCVs are not complying with their MSSD and the targets need to be reviewed. Targets and calculations are perhaps too simplistic and need to take into consideration the other work done by the ICCVs, eg interviews, reporting, meeting attendances. This has contributed to apparent underperformance.

## 2.2 Complaints handled in regions

Management Regions	Number of complaints received from ICCVs	Number of complaints finalized	Number of complaints pending	Number of complaints referred to VC
CMR	1297	898	399	0
ECMR	1579	1312	267	17
KZNMR	1357	1129	228	15
NMR	1786	1569	217	0
WCMR	1170	926	244	53
<b>TOTAL</b>	<b>7189</b>	<b>5834</b>	<b>1355</b>	<b>85</b>

Table 12: Complaints handled in regions

### Comments:

The ICCVs facilitated the resolution of complaints/requests reported by inmates. The Visitors Committee (VC) Coordinators have been actively engaging the ICCVs and DCS to resolve complaints. There were 7189 complaints received; 5834 were finalised; 1355 are pending, while 85 were referred to VC.

### Complaints (ICCVS) as per category per management region

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Appeal = 287</b>	59	1	25	0	146	0	47	0	9	0

**REMARKS**

**KZN:** The Constitution gives inmates meaningful access to courts and makes provision for adequate legal representation to those with minimal resources. Complaints received from inmates who are not happy with their sentences imposed; slow progress on appeal or condonation applications; delay in filing of written arguments; feedback in some matters handled by Legal Aid SA not forthcoming and because of a backlog of cases in some courts, several of the court orders not reaching inmates promptly.

**CMR:** Inmates are appealing sentences and these complaints are referred to Legal Aid SA.

**ECMR:** Requesting feedback regarding appeals through Legal Aid SA, mostly complaining about delays on the feedback.

**NMR:** Inmates make use of ROCs to be assisted with their appeals.

**WCMR:** Inmates were not satisfied with their convictions or sentences and require assistance with their appeals.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Assault (Inmate on Inmate) = 141</b>	62	0	18	0	16	0	11	0	34	0

**REMARKS**

**KZN:** The correctional centre aims to maintain good order, security as well as ensuring the safety of all inmates at all times. DCS must protect inmates from being assaulted by other inmates. DCS must meaningfully engage the inmates to reinforce positive behaviour. In contrast, gangsterism threatens the security and good order within the centre. The occurrence of assaults inmate-on-inmate was recorded as prompted by gangsterism. Pietermaritzburg Med A Correctional Centre reported the highest occurrences. Inmate fights occur especially over illegal articles smuggled into the correctional centre. All assaults identified, no matter how minor, are recorded and reported in the incident register. All inmates involved in an altercation were interviewed by DCS officials; those who sustained injuries were referred for medical treatment. The perpetrators were charged with internal misconduct and if warranted SAPS cases were opened.

**CMR:** ICCVs reported nine of these complaints as finalized or resolved because inmates did not want to open SAPS cases.

**ECMR:** Some instances are gang-related and others are about inmates fighting over bed space where they have to take turns to sleep on the bed (overcrowding). Inmates are referred for medical attention where there is a need and others are separated and placed at different units.

**NMR:** ROCs were used in consultation with inmates who had been physically assaulted by other inmates.

**WCMR:** Gang-related assaults spread throughout the entire region.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Assault (Official on Inmate) = 121</b>	19	0	22	0	12	0	7	0	61	0

**REMARKS**

**KZN:** The incidents of assaults are alleged to have been perpetrated by DCS officials and such these took place at Vryheid Correctional Centre. Inmates who sustained injuries were provided with medical treatment and allowed to open SAPS cases, but the inmates declined to proceed with cases.

**CMR:** There are 19 complaints with internal investigations underway from DCS.

**ECMR:** The inmate was reported to have been assaulted because he argued with an official at PE Correctional Centre. The inmate didn't want to open a case and the matter is under investigation.

**NMR:** There are seven assaults of officials on inmates reported.

**WCMR:** EST assaulted inmates during operations at Allandale Correctional Centre.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Assault (Sexual) = 7</b>	3	0	2	0	0	0	2	0	0	0

**REMARKS**

**CMR:** Two inmates alleged incidents of sexual assault on the 8 January 2020. Criminal charges were laid with the SAPS. The inmate is waiting to appear in court.

**ECMR:** The inmate reported that he was raped by four inmates at PE Correctional Centre and he reported it at the hospital. The inmate was referred to Dora Nginza Crisis Centre for observation and medical treatment. The inmate was assisted to lay a case with SAPS and the internal investigation is taking place.

**NMR:** There are two from Johannesburg MED A. Cases were laid with SAPS and inmates moved to other cells.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Bail = 297</b>	8	0	46	0	127	0	67	0	49	0
<b>REMARKS</b>										
<b>KZN:</b> Inmates requesting family members to pay bail and requesting a reduction of bail because of unaffordability.										
<b>CMR:</b> Most inmates cannot afford the bail granted. DCS engages with the courts through section 49G applications for bail.										
<b>ECMR:</b> The challenging factor is inmates who cannot afford the bail granted.										
<b>NMR:</b> Inmates use this category to enquire about bail reduction.										
<b>WCMR:</b> Remand detainees cannot afford bail, require section 62F placement on bail with correctional supervision conditions.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Communication with Family = 592</b>	44	0	132	0	172	0	220	0	24	0
<b>REMARKS</b>										
<b>KZN:</b> Inmates requested their families to sign the confirmation of address; confirming their whereabouts; requesting their families to visit them to collect their valuable items taken by SAPS during their arrest, e.g. bank cards, identity documents and cell phones.										
<b>CMR:</b> Inmates seek visitation, address confirmation for parole finalisation (process) and contact with their family members.										
<b>ECMR:</b> Contact families regarding bail amount/money, most of the inmates' requests are assisted by Unit Managers and immediately referred. The majority of complaints are from Remand Detention Facilities.										
<b>NMR:</b> The inmates would like to inform their families of their status at the centre, either transfer and/or request assistance with their court case, or payment of bail.										
<b>WCMR:</b> Inmates request assistance to contact family members.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Conditions = 323</b>	61	0	21	0	13	0	179	0	49	0
<b>REMARKS</b>										
<b>KZN:</b> Section 35 of the Constitution protects inmates detained in a correctional centre under conditions consonant with human dignity. DCS thus must act positively to ensure that this right is fulfilled. The reports received in this category indicate that DCS is falling short of this obligation. This could be attributed to overcrowding. Complaints received at Durban Female Correctional Centre relate to sewage leakage, broken ablution facilities and improvising by using buckets to flush toilets. The paint on the walls is peeling off. The cleanliness of the centre is of serious concern. The matter was discussed at the Durban VC meeting held on 25 February 2020 in the presence of the Area Commissioner. JICS will make a follow-up on the conditions at Durban Female Correctional Centre.										
<b>CMR:</b> Inmates complain of cold water and toilets not working properly.										
<b>ECMR:</b> Inmates complain of broken windows in their cells and toilets leaking.										
<b>NMR:</b> Prevalent complaints involve the dilapidated centre infrastructure and unavailability of hot water.										
<b>WCMR:</b> Broken windows, lack of toilet paper, sleeping on metal beds, unavailability of blankets and no privacy in ablution facilities are prevalent complaints.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Confiscation of Possession = 22</b>	1	0	5	0	4	0	2	0	10	0

**REMARKS**

**KZN:** Seizing of authorized items is permissible as long as it serves a legitimate interest for maintenance of good order and security in a correctional facility. During the operational search and seizure, inmates were caught using the radio to charge their cell phones which are classified as unauthorised items, and medicine bottles were used to hide SIM-cards, the few tablets were also confiscated.

**WCMR:** Inmates complained that the Emergency Support Team confiscated their possessions during search operations.

**NMR:** Inmates complained about items being confiscated during search operations.

**ECMR:** An inmate's television was confiscated during a search at PE Correctional Centre –the inmate was requested to provide proof that the television was authorised as well as having a television licence. The matter is resolved and the television was returned to the inmate. An inmate at Bizana left his ID and wallet at SAPS Charge Office; the matter is still pending.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Conversion of Sentence = 7	2	0	3	0	0	0	0	0	2	0

**REMARKS**

**WCMR:** Inmates required assistance as they felt they qualified to be released.

**ECMR:** The inmate has health problems at Bizana and requested conversion of a sentence. The matter is pending.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Corruption = 1	1	0	0	0	0	0	0	0	0	0

**REMARKS**

**CMR:** Inmate alleges that the official gave him a cell phone in exchange for money at the Goedemoed Correctional Centre. The matter was reported to the HCC and the DCS investigator is investigating. The office is still awaiting the DCS investigation report.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Food = 144	21	0	43	0	13	0	36	0	31	0

**REMARKS**

**KZN:** Section 8 of the CSA and the Regulations are very explicit in respect of nutrition to ensure inmates are not negatively affected by the food provided. Each inmate must receive sufficient food to promote good health and be provided with a special diet prescribed either by a medical practitioner or on religious grounds. Complaints related to the quantity of food not meeting the set standard, especially at Durban Female Centre - inmates are not getting margarine with their bread and quality of sugar is questionable. Inmates at Greytown Correctional Centre complained they were not being provided special diets as required.

**CMR:** All of these matters are finalized at the centre level.

**NMR:** Inmates are complaining about their special dietary requirements, food quality, and different preferences that should be prioritised before the allocations.

**ECMR:** Inmates are complaining about dietary requirements, shortage of protein, and vegetables. The status quo remains, though there is a slight improvement in most of the centres. Bizana is still having challenges with the availability of protein and vegetables.

**WCMR:** Food not properly prepared and portions are too small.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Health Care = 502	142	0	165	0	39	0	100	0	56	0

<b>REMARKS</b>										
<b>KZN:</b> Section 35(2) of the Constitution entitles inmates to adequate medical treatment at the state's expense, dependent on the availability of resources, congruent with the right to healthcare enshrined in section 27. Inmates complained about missing external appointment dates, and DCS officials not honouring appointments; complaints about stomach aches, headaches and requests to see the doctor; the quantity of medication prescribed and medication not available at all. Some inmates in Durban Med B Correctional Centre do not want to use generic medication.										
<b>CMR:</b> ICCV reported these complaints as finalized or resolved as these matters were attended to at correctional centre level.										
<b>ECMR:</b> Most of the health issues related to requests to see the doctor, routine check-ups, requests to be referred to the public hospital and to have their treatment from the public hospital. Medical staff seem to be attending to these complaints.										
<b>NMR:</b> Inmates request assistance with health-related matters.										
<b>WCMR:</b> Inmates seek medical attention for their conditions and require a dentist.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Hunger Strike = 13</b>	7	0	3	0	2	0	1	0	0	0
<b>REMARKS</b>										
<b>KZN:</b> An inmate from Eshowe Correctional Centre (CC) embarked on a hunger strike. He wanted to be transferred to Qalabusha Correctional Centre. The HCC facilitated the resolution of the complaint by explaining to the inmate that Qalabusha Correctional Centre accommodates only inmates who fall within a maximum-security classification. The inmate was happy with the explanation. The office was notified of a hunger strike at Waterval Correctional Centre and the matter was resolved.										
<b>ECMR:</b> Three inmates went on a hunger strike because they wanted to go to school (finish matric) at Mount Fletcher Correctional Centre. The HCC engaged with Mthatha Management Area to assist, the matter has not been finalised yet but inmates are no longer on strike.										
<b>NMR:</b> An inmate at Baviaanspoort Correctional Centre went on a hunger strike as he was faced with severe stress and mental health complications.										
<b>CMR:</b> Inmates in Tswelopele and Goedemoed CC B embarked on a hunger strike expressing dissatisfaction about the CMC transfer feedback delay.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Inhumane Treatment = 33</b>	8	0	9	0	6	0	0	0	10	0
<b>REMARKS</b>										
<b>KZNMR:</b> The inmate complained that he was forced to take a shower in front of fellow inmates watching him and being verbally abusive. A Durban Westville Correctional Centre official allegedly used the "K" word against an inmate. The matter is being investigated.										
<b>CMR:</b> An inmate complained of being verbally ill-treated by officials.										
<b>ECMR:</b> Inmates complained of being verbally ill-treated by an official at Willowvale Correctional Centre.										
<b>WCMR:</b> Inmates complained that officials use vulgar language when speaking to them.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Legal Representation = 473</b>	56	0	93	0	227	0	54	0	43	0
<b>REMARKS</b>										
<b>KZN:</b> Inmates requested Legal Aid SA to assist with appeals and condonation applications, and for updates on the progress of applications.										
<b>CMR:</b> Inmates who wanted legal representation in court were referred to Legal Aid SA.										
<b>ECMR:</b> Inmates requesting consultations with lawyers as first-time applicants were mostly referred to Legal Aid SA, including requests for feedback.										
<b>NMR:</b> Inmates requested assistance from Legal Aid SA with their appeals and petitions.										
<b>WCMR:</b> Inmates sought legal representation and consultations before their court dates.										

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Medical Release = 4	0	0	3	0	0	0	1	0	0	0
<b>REMARKS</b>										
<b>ECMR:</b> The inmate's application for medical parole was approved (East London Max).										
<b>NMR:</b> The inmate had a stroke and the HCC referred the matter to the parole board chairperson for a second opinion.										
<b>WCMR:</b> Inmates must complete mandatory programs before they can be referred to the parole board.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Parole = 248	11	0	102	0	34	0	67	0	34	0
<b>REMARKS</b>										
<b>KZN:</b> Inmates requested CPBS feedback on further profiles. Inmates complained about the delay in implementing the Presidential special remission; asking why they have not been paroled after benefiting from the emission; requesting next appearance date before the CPBS; delay in feedback from National Council of Correctional Services.										
<b>CMR:</b> All cases are attended to by the CMC and Parole board.										
<b>ECMR:</b> There is an improvement in parole-related matters, fewer inmate complaints about unreasonable further profiles and those that have completed their half sentences.										
<b>NMR:</b> Application on parole matters.										
<b>WCMR:</b> Incomplete programs address verification and outstanding Victim-Offender Dialogues are hampering the process, leading to complaints.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Re-Classification = 85	3	1	6	0	17	0	41	0	17	0
<b>REMARKS</b>										
<b>KZN:</b> The inmate requested to be upgraded to Group A, to enjoy contact visits. The period lapsed by three months from the date of his upgrade.										
<b>ECMR:</b> Inmates requesting to be re-classified to medium-security risk at St Albans Maximum.										
<b>NMR:</b> Inmates want to be reclassified from A-group to B-group.										
<b>CMR:</b> Inmates are requesting to be reclassified to a medium sentence.										
<b>WCMR:</b> Inmates complained that the CMC does not upgrade them to A Groups.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Rehabilitation Programs = 403	25	0	116	0	125	0	100	0	37	0
<b>REMARKS</b>										
<b>KZN:</b> Inmates mostly from Durban Med B and Ixopo Correctional Centre requested to complete their outstanding rehabilitation programs before their parole placement.										
<b>CMR:</b> Inmates requested assistance to complete their pre-requisite programs for their parole request to the HCC.										
<b>ECMR:</b> Inmates requesting to attend specific programs needed by the CMC for parole consideration. There are delays with programs being offered by correctional officials.										
<b>NMR:</b> Request to attend rehabilitation programs for parole purposes.										
<b>WCMR:</b> Shortage of social workers hampers rehabilitation process, thus inmates cannot attend specific programs.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Remission = 135	48	0	70	0	9	0	8	0	0	0
<b>REMARKS</b>										
<b>KZN:</b> The presidential special remission prompted inmate qualifying remission enquiries.										
<b>CMR:</b> Inmates were given special remission as per the Minister's special remission and directive.										
<b>ECMR:</b> Complaints are increasing because of the Presidential pardons.										

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Request for Social Worker = 208</b>	39	0	0	0	38	0	111	0	20	0
<b>REMARKS</b>										
<b>KZN</b> Inmates requested consultations with local social workers and assistance with external matters. Assistance requested with involvement in the Victim-Offender Dialogue program.										
<b>CMR</b> All matters were finalised.										
<b>NMR</b> Inmates requested assistance from social workers on personal matters impacting on their lives.										
<b>WCMR</b> Inmates required assistance from social workers with family-related issues.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Torture = 1</b>	1	0	0	0	0	0	0	0	0	0
<b>REMARKS</b>										
<b>CMR</b> Torture of inmate alleged to have taken place at Groenpunt CC during 21 February 2020.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Transfer = 1087</b>	248	0	282	0	231	0	290	0	36	0
<b>REMARKS</b>										
<b>KZN:</b> Inmates want to be transferred to correctional centres closer to their next-of-kin, where they will be safe. Ex-SAPS members want to move back to their centres of origin for parole purposes.										
<b>CMR:</b> Inmates want to be closer to their families for moral support.										
<b>ECMR:</b> Inmates are requesting transfers for various reasons e.g. being far from families who find it difficult to visit, and security reasons, as some are gang members who fear for their lives in current centres.										
<b>NMR:</b> Requests for transfers from one centre to another so that they can be closer to their families.										
<b>WCMR:</b> Inmates wish to be detained closer to their families. The CC is overcrowded and some fear for their lives and want to move to smaller CCs.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Other = 2045</b>	414	3	413	0	126	0	441	0	648	0
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
<b>Attempted Suicide = 10</b>	9	0	0	0	0	0	1	0	0	0
<b>REMARKS</b>										
<b>CMR:</b> Inmates attempted suicide by medication overdose and swallowing blades because they were dissatisfied with the CMC transfer feedback. These incidents took place at Grootvlei Correctional Centre and Kimberley Correctional Centre.										
<b>NMR:</b> An inmate at Johannesburg Medium A broke a window and cut himself.										

Table 13: Complaint handled in regions per category

### The complaints referred by DLS to DMR.

Management Regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks
<b>ECMR</b>	6	4×Transfer 1×Parole 1×Remission	4	Two of the complaints were from the same inmate. The investigation on a 2019 complaint has been completed and the AC (East London) will send the report to ECMR. All other complaints are still pending, awaiting feedback from ICCVs.
<b>KZNMR</b>	9	1×Food 2×Transfer 1×Appeal 1×Corruption 1×Rehabilitation Program 2×Transfer & Condition 1×Parole	6	All the complaints referred were adequately attended to and referred to the ICCVs for intervention.
<b>CMR</b>	9	5×Transfer 1×Appeal 1×Parole 1×Conditions 1×Other	0	This matter is pending and awaiting feedback.
<b>NMR</b>	16	1×Appeal 1×Other 6×Parole 4×Health care 1×Reclassification 2×Transfer 1×Confiscation of Possessions	16	All matters still pending, awaiting feedback from ICCV's.
<b>WCMR</b>	27	4×Other 9×Transfer 3×Health Care 7×Parole 2×Remission 1×Appeal 1×Consultation	19	Three matters have been concluded. Two centres are vacant with no ICCVs. The VCCO is following up on the Voorberg Med B matters that are not concluded; the ICCV does not seem to be cooperating. Most of the other complaints were received shortly before lockdown, the VCCOs will be instructed to attend to those matters with the ICCVs.

Table 14: Complaints referred to regions by DLS

### 2.3 Stakeholder engagement/Visitors Committee (VC) meetings

Region	Planned VC meetings	Actual number of VC meetings held	Number of complaints referred to VC	Number of complaints resolved	Number of complaints referred to IJ	Reasons for deviation from the planned meetings	Corrective steps if planned meetings not achieved
ECMR	8	2	3	3	0	Vcs could not be attended because of ICCV recruitment and selection process, Managerial Training and Covid-19 outbreak.	Meetings postponed because of national lockdown will be rescheduled.

Region	Planned VC meetings	Actual number of VC meetings held	Number of complaints referred to VC	Number of complaints resolved	Number of complaints referred to IJ	Reasons for deviation from the planned meetings	Corrective steps if planned meetings not achieved
CMR	5	5	0	0	0	None	Meeting will be rescheduled once regulations are lifted.
KZNMR	7	1	4	4	0	JICS suspended VC meetings in the correctional centres because of lockdown regulations.	The meeting will be rescheduled once regulations are lifted.
NMR	7	0	0	0	0	Meetings were rescheduled because of management training and Covid-19 outbreak	The meeting will be rescheduled once regulations are lifted.
WCMR	3	1	2	0	0	All meetings postponed because of ICCV interviews in Dec 2019.	Meetings rescheduled for the new year. The schedule is being drafted for circulation back to the VCCOs and management.
DMR TOTAL	30	9	9	7	0	RMs know the statutory obligation of section 94, they alluded to the fact that they had not enough ICCVs who also form part of the quorum and solely responsible for the handling of complaints brought to VC meetings, ICCVs also had to attend to recruitment, interviews, reports writing, attending of meetings amongst other duties.	The meetings will be rescheduled once lockdown is lifted.

## 2.4 State patients incarcerated

Region	Number of sentenced male state patients	Number of sentence female state patients	Number of remand detainees male state patients	Number of remand detainees female state patients	Remarks
CMR	53	0	0	0	The region is communicating with the Department of Health in this regard.
ECMR	76	1	0	0	The number of state patients has decreased in some centres. Most of the state patients are housed at Remand Centres. There is no movement at Mthatha and Mount Fletcher. The matter will be discussed at the next PEEC meeting for further action.
NMR	0	0	3	0	The three are incarcerated at Kgosi Mampuru Local, awaiting beds at psychiatric institutions.
WCMR	0	0	0	0	0
KZNMR	22	0	0	0	The number of state patients decreased from 23 in January to 22 in February 2020. The number is delineated as follows: Durban Med CC: 1 Qalakabusha CC: 3 Pietermaritzburg Med A CC: 6 Ncome Med CC: 2 Vryheid CC: 8 Ladysmith CC: 2 The involvement and active participation of JICS in KZN: Forensic Mental Health – Intersectorial Committee meetings have positively contributed to a reduction of the number of state patients housed in the correctional centres across the region. Vryheid Correctional Centre still needs substantive intervention. The training was provided to DCS officials at the Ncome VC meeting to capacitate them with basic skills to manage inmates who suffer from mental conditions. The VC facilitated a collaborative relationship between Vryheid CC and Vryheid Hospital: Mental Health Unit. Inmates are receiving psychiatric treatment from the local hospital. Progressive steps will be taken to investigate why referrals to the psychiatric hospital are not expeditiously dealt with at Vryheid and Pietermaritzburg Med A CC.
<b>TOTAL</b>	<b>151</b>	<b>1</b>	<b>3</b>	<b>0</b>	

Table 15: State patients per region

## 2.5 JICS attendance at JCPS

<b>KZNMR</b>	<p><b>Meetings</b></p> <ul style="list-style-type: none"> <li>• 31 January 2020: Provincial Efficiency Enhancement Committee (PEEC).</li> <li>• 21 Feb 2020: Forensic Mental Health Inter-sectorial Collaboration Meeting.</li> <li>• 26 Feb 2020: SAHRC Workshop: Challenges confronting women human rights defenders in SA.</li> <li>• 27 Feb 2020: Legal Aid South Africa Workshop in Pietermaritzburg.</li> </ul> <p><b>Matters discussed</b></p> <p><b>Provincial Efficiency Enhancement Committee (PEEC)</b></p> <ul style="list-style-type: none"> <li>• Proficient and efficient court interpretation.</li> <li>• Devising ways and means of reducing backlogs in court and enabling the court to function competently and efficiently.</li> <li>• Statistics of court hours collected by various role-players.</li> <li>• Remand detainees – release in terms of s49G.</li> <li>• Court infrastructure challenges.</li> <li>• Witness fees.</li> </ul> <p><b>Forensic Mental Health Inter-sectorial Collaboration Meeting</b></p> <p>Because of non-attendance by most key committee members, the meeting lacked a quorum. The chairperson then used the opportunity for those present to communicate their challenges and look at possible solutions. JICS raised that there should be a systems approach because of the complexity of forensic mental health operations. Some success has been noted at the Ncome and Vryheid Correctional Centers. JICS is grateful for the increased working relationship between the Department of Health and DCS, especially since the removal of state patients to Madadeni Hospital. There is much work that has been done by the Forum and JICS expressed the need for consistent meetings and finalization of the structure of the Forum. Some of the issues raised by JICS included:</p> <ul style="list-style-type: none"> <li>• Challenges with SAPS – delays in transporting of state patients, laxity of SAPS when offenders want to lay assault charges, adherence to protocols when conducting combined searches with DCS and greater collaboration with documents e.g. inquest, postmortem reports, death investigations.</li> <li>• Access to adequate healthcare for state patients and mentally ill inmates at correctional facilities.</li> <li>• Request for training for DCS officials and ICCVs on communication and working with state patients and mentally ill offenders.</li> </ul> <p><b>South African Human Rights Commission (SAHRC) Workshop: Challenges confronting women human rights defenders in SA</b></p> <p>The region attended a workshop that was convened by KZN: SAHRC to discuss the challenges confronting women in general and women that are human rights defenders.</p> <p>The areas discussed: decriminalisation of sex work, female reproductive rights and violations of women’s rights.</p> <p>Pertinent to JICS was discussion of OPCAT and ratification of the National Preventative Mechanism, as a preventative approach to human rights. JICS also provided a briefing on the observations relating to the Victim Offender Dialogue and improvement on policies for mothers with babies in correctional facilities.</p> <p><b>Workshop at Legal Aid SA in Pietermaritzburg</b></p> <ul style="list-style-type: none"> <li>• Discussion on the roles and responsibilities of the Legal Practitioners and Para-Legal from the Legal Aid SA</li> <li>• Challenges regarding their limited budget</li> <li>• The introduction of the electronic monitoring and reporting systems has further enhanced the work of Legal Aid South Africa.</li> <li>• The working relationship between ICCVs and Legal Aid South Africa practitioners at the correctional centre level.</li> </ul> <p><b>Resolutions</b></p> <p>The PEEC (KZN) resolved the following:</p> <ul style="list-style-type: none"> <li>• The scheduled training for court interpreters on ballistics to be expedited. The PEEC was advised that the training on DNA will likely take place in the year (2020) during a court recess. A further report will be submitted.</li> <li>• One factor contributing to backlogs is the delays in processing DNA samples. SAPS to report on progress made with these.</li> <li>• Statistics to be obtained from SAPS for reports for March-June and July-September to be completed.</li> <li>• The DPW must submit a report with updates on the infrastructure challenges being experienced in the different courts.</li> <li>• DoJ and NPA to work together to investigate why there are so many payments being made to witnesses who do not testify at trial.</li> </ul>
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<b>KZNMR</b>	<p><b>Attendance of Forensic Mental Health inter-sectorial Committee meeting</b></p> <ul style="list-style-type: none"> <li>A list of contact details of SAPS: KZN Provincial Office will be circulated to all attendees. All concerns such as long outstanding cases that are not finalized and challenges relating to the transportation of referral inmates to the psychiatric hospital were discussed. It was resolved that these must be addressed to the relevant SAPS Directorate.</li> </ul> <p><b>SAHRC Workshop</b></p> <ul style="list-style-type: none"> <li>The workshop aims to emphasize the need for strengthening partnerships between all stakeholders, including civil society and national government, in developing and enforcing policy and legislation that creates and maintains a safe and enabling environment for women HRDs (i.e. Status of Human Rights Defenders in South Africa).</li> <li>Capturing reflections of the status of the women HRDs in South Africa, for inclusion in civil society 2020 shadow report for submission to the UN Commission on the status of women.</li> <li>To foster a culture of human rights in the country.</li> <li>To strengthen relationships with key stakeholders and partners committed to the realization of human rights.</li> </ul> <p><b>Workshop at Legal Aid SA in Pietermaritzburg</b></p> <ul style="list-style-type: none"> <li>To strengthen working relationships and further areas of collaboration should be explored to enhance the work of both organisations.</li> </ul>
<b>CMR</b>	None
<b>ECMR</b>	<p><b>Meetings</b></p> <ul style="list-style-type: none"> <li>3 January 2020: DCS Special remission of sentences meeting with stakeholders.</li> <li>24 January 2020: PEEC Eastern Cape Quarterly Meeting</li> </ul> <p><b>Matters discussed</b></p> <p>DCS Special remission of sentences meeting with stakeholders The Deputy Regional Commissioner informed all stakeholders on the process that will be followed with the release of inmates, the involvement of families and organisations.</p> <p><b>Provincial Efficiency Enhancement Committee (PEEC)</b></p> <p>The DG of DOJ&amp;CD gave a presentation on the rationalisation and demarcation of areas in the Eastern Cape, especially Matatiele, which will remain with KZN. He reiterated that the status quo will remain until after the next elections. JICS presentation provided information of the third quarter operations in terms of VC meetings held RM also promoted the One Judge One Jail initiative. The judiciary showed great interest and expressed the wish to meet with the IJ to discuss further for implementation.</p> <p><b>Resolutions</b></p> <p>DCS Special remission of sentences meeting with stakeholders. In total 6985 inmates will be released in the Eastern Cape.</p> <p><b>PEEC Meeting</b></p> <p>RM undertook to place the matter under the attention of the IJ for a possible meeting with the EC judiciary.</p>
<b>NMR</b>	None.
<b>WCMR</b>	None.

Table 16: JCPS attendance

## 2.6 Non-nationals incarcerated

Regions	Non-nationals Incarcerated				Totals
	Sentenced		Remand detainees		
	Male	Female	Male	Female	
CMR	1250	138	171	0	1559
ECMR	226	9	24	0	259
KZNMR	357	5	511	9	882
NMR	5385	263	5763	2	11413
WCMR	909	31	1080	6	2026
TOTAL	8127	446	7549	17	16139

Table 17: Non-nationals incarcerated as at 31 March 2020

The Northern and Western Cape management regions have the highest concentration of non-nationals incarcerated.

# PART C: HUMAN RESOURCES

## 3. Organisational Establishment Structure

### 3.1 Approved establishment structure as at 31 March 2020

As at 31 March 2020, there were 86 approved and funded positions on the fixed establishment. 82 posts filled and 4 (4.65%) vacant posts.

#	Level	Description	Status
1	Level 7	VCCO – CMR	To be re-advertised.
2	Level 8	Case Officer Complaints	The second recommended candidate also declined the offer of employment, to be re-advertised.
3	Level 11	DD: Support Services	Finalized, commencement of duty 1 April 2020.
4	Level 13	Director: Legal Services	Finalized, commencement of duty 1 June 2020.

Table 18: Posts to be filled

### 3.2 Independent Correctional Centre Visitors (ICCVs)

Filled posts	211/90%
Vacant posts	21/9%
Correctional centres under construction	2/1%
Total number of ICCV posts	234

Table 19: ICCV filled and vacant post percentage as at 31 March 2020

### 3.3 Employment equity

Level	Males				Females				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Senior Management (Level 13 – 14)	1		1	1					3
Professionally qualified and experienced specialists and mid-management (Level 11-12)	3	1	1	1		1			7
Skilled technical and academically qualified workers, junior management supervisors, foreman and superintendents (Level 7-10)	13	8			20	3	1		45
Semi-Skilled and discretionary decision making (Level 3-6)	6	1			13	6			26
Unskilled and defined decision making (Level 1-2)	1								1
<b>Total</b>	<b>24</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>33</b>	<b>10</b>	<b>1</b>		<b>82</b>
Non-permanent	3	1	1	-	2	3		1	11
ICCVs	84	6	-	1	105	14	1	-	211
<b>Total</b>	<b>111</b>	<b>17</b>	<b>3</b>	<b>3</b>	<b>140</b>	<b>27</b>	<b>2</b>	<b>1</b>	<b>304</b>

Table 20: Employment equity as at 31 March 2020

**3.4 Performance Agreements**

**The year under review 2018-2019**

Pay progression for Level 11-12 not processed for four qualifying employees, because of technical challenges encountered with the capturing of the pay progression in the system.

**The year under review 2019-2020**

New Performance Agreement – Captured on PERSAL.  
 All new performance agreements received and updated.  
 All Mid-term reviews received and captured on PERSAL.  
 All performance agreements filed off record for each official.

**3.5 Labour Relations**

**NB. Totals reflect the period 1 January 2020 – 31 March 2020**

Description	Jan	Feb	Mar	Total
Misconduct cases report	-	-	-	-
Misconduct cases finalised	-	-	1	1
Misconduct cases outstanding	-	-	-	-
Grievance lodged	-	-	2	2
Grievance resolved	-	-	-	-
Grievance not resolved (pending)	-	-	-	2

Table 21: Labour relations matters as at 31 March 2020

**Misconduct cases:**

- One ICCV = Alleged smuggling of contraband
- One ICCV = Alleged fraud
- One permanent staff member = Loss/ damage to state vehicle – finalised.
- One permanent staff member = Unauthorized issuing of state vehicle, matter postponed.

**Grievances lodged:**

- Two new grievances lodged, regarding awarding of bursaries for 2020 academic year.

**One grievance unresolved since 2019.**

- Grievance logged on 2019/02/28, matter referred to PSCBC for conciliation. On 2019/11/20 the official requested arbitration in terms of the Labour Relations Act. The matter was set down for arbitration on 20 March 2020 but postponed until further notice because of COVID-19.



# PART D: FINANCE AND SCM

## 4. Budget

Budget for 2019/2020 financial year as at 31 March 2020

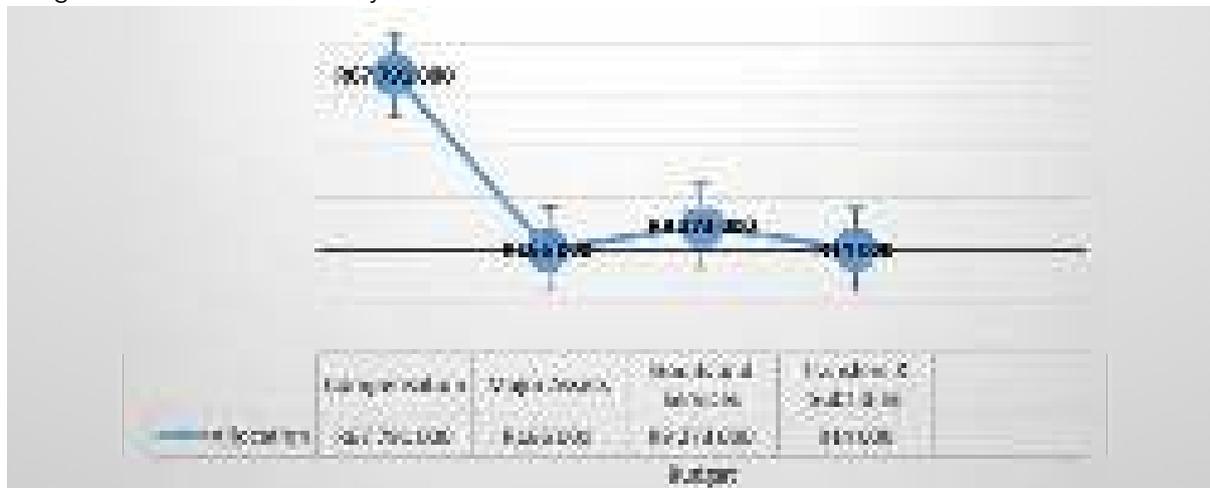


Figure 1: Budget for 2019/2020 Financial Year

## 5. Expenditure

Description	January 2020	February 2020	March 2020
Compensation of Employees	4,674,700.35	4,786,073.82	5,003,813.49
Goods & Services	579,970.11	944,159.66	1,256,135.38
Transfers & Subsidies	4,032.00	0.00	2,364.00
Major Assets	25,558.39	11,617.50	20,911.43
<b>Total</b>	<b>5,284,260.85</b>	<b>5,741,850.98</b>	<b>6,283,224.30</b>

Table 22: Expenditure

The Expenditure excluding commitments for the period 1 April 2019 to 31 March 2020 amounts to: R 66 122 649.49

### Available Budget as at 31 March 2020

R 10 085 686.13

### Commitments

R 1 035 664.38

### Reasons for underspending by 13.06% on SCOA items

**Compensation of Employees: 81.85%**      **Ideal: 100.00%**      **Deviation: 18.15%**

Underspending because of recruitment, selection process not finalised for all vacant and funded posts. The following positions are in the process of being filled which will positively impact on the spending by JICS.

- 1x Director: Legal Services
- 1x Deputy Director: Human Resources
- 1x Visitors Committee Coordinator
- 1x Case Officer Complaints
- 21 x ICCV positions.

**Goods and Services: 118.76%**      **Ideal: 100.00%**      **Deviation: -18.76%**

The overspending is because of the insufficient operational budget allocated for the 2019/2020 financial year. The office of the Inspecting Judge is mandated to facilitate inspections within correctional centres. Hence the bulk of our allocation on goods and services goes towards travelling around the country. The state must ensure that contractual obligations are maintained as required by applicable legislation, hence telecommunications is another item that consumes the bulk of our allocation, and volumes of investigations and inspections conducted by the office influence and increased the spending on the aforementioned item. The increase from 14% to 15 % in Value Added Tax (VAT) has also impacted this program.

**Transfers & Subsidies: 124.82%**                      **Ideal: 100.00%**                      **Deviation: -24.82%**

The overspending is because of the insufficient budget allocated for the licensing of government vehicles considering that JICS procured 13 replacement vehicles during the 2019/2020 financial year.

**Capital Assets: 387.92%**                      **Ideal: 100.00%**                      **Deviation: -287.92%**

The overspending is because of insufficient allocation for 2019/2020 on standard item Payments for Capital Assets specifically on contractual obligations. JICS had to procure information technology equipment for administrative purposes, ensuring the effectiveness of the Office of the Inspecting Judge.

## 6. Fleet /Transport Management

### JICS Fleet of Vehicles

Status of JICS Current Vehicle-fleet as at 31 March 2020.

- Vehicle Fleet Summary: 27 Vehicles

Management Area/ Region	Total Vehicles
Pretoria Head Office	3
Northern Management Region	5
Central Management Region	4
KZN Management Region	4
Eastern Cape Management Region	5
Western Cape Management Region	6
<b>Total</b>	<b>27</b>

Table 23: Fleet allocation in regions

### Fleet Management Operating Cost for the 4th quarter amounts to:

Month	Amount
January 2020	R 17 738, 23
February 2020	R 78 801, 77
March 2020	R 50 570, 83
<b>Total</b>	<b>R147 110, 83</b>

Table 24: Fleet Operating Costs

## 7. Property and Facilities Management

### New/Envisaged Property

- JICS Office is temporarily accommodated at the Minister's Office, SALU Building, Pretoria, awaiting finalisation of permanent accommodation allocation by Department of Public Works.
- Eastern Cape Management Region is temporarily accommodated at East London Magistrates' Court.

Physical address	Type of agreement	Status on 31 March 2020	Monthly rental
Western Cape Management Region inclusive of Cape Town Head Office: 9th floor, Standard Bank Building, 1 Thibault Square, Cnr Long & Hans Strijdom Avenue, Cape Town	Lease agreement	Lease period: 2018.04.03 for 3 years.	R 149 632.29
Central Management Region: 3rd floor, 62 Andrew Street, Bloemfontein	Lease agreement	Lease period: 2018.04.03 for 3 years.	R76 066.50
Northern Management Area: 265 West Ave, Tuinhof, Karee (West Block) Centurion	Month to month lease agreement.	The tender process for procurement of new office accommodation for the regional office, including the office of the Inspecting Judge, to be facilitated by the Department of Public Works.	R 29 536.80
KZN Management Region: 8th floor, 275 Anton Lembede Street, Durban	Lease agreement	Lease period: 2018.04.03 for 3 years.	R48 441.71

Table 25: Property and Facilities Management

# PART E: INFORMATION TECHNOLOGY

## **Printing of Identification cards (ID) for JICS staff.**

- Printing of identification cards for all JICS permanent and contract staff was finalized.
- The printing of ID cards for all newly appointed ICCVs will be finalised by the IT section at Pretoria Head Office.

## **Distribution of computers for ICCVs in the Correctional Centres.**

- 11 computers were installed and set up for the utilisation of ICCVs at the following centres:

### **Western Cape Region:**

1. Pollsmoor
2. Drakenstein
3. Worcester
4. George
5. Knysna
6. Mosselbay
7. Oudtshoorn
8. Voorberg

### **Eastern Cape Region**

9. East London
10. St. Albans
11. Mthatha

## **Challenges**

- JICS current website poses many challenges as it is often offline. If there is content uploaded, the website crashes and displays an error message indicating it has exceeded allocated memory.
- JICS Management Information System (MIS) for complaints and mandatory reporting still not functioning. The system crashed at DCS in 2016.

## **Solutions**

- External Service Providers were invited to provide quotations for the development and hosting of a new JICS website. The process is on-going.
- The JICS Management Information System (MIS) for Complaints and Mandatory reporting is being integrated into the DCS's E-Corrections, a system DCS is currently developing. This will eliminate report duplication and will concurrently report captured incidents to all stakeholders. A set date for the deployment of the system has not been confirmed. There are constant engagements between DCS's Deputy Commissioner: IT Applications Management, JICS's Manager: Mandatory and Manager: Information Technology. These include testing and modification of the system.

## **PROCUREMENT**

- 15 Desktop colour printers

# PART F: MEDIA AND COMMUNICATIONS

## Media

JICS engaged in several media activities namely: media releases, requests and responses in the third quarter (January – March 2020). The media had enquiries on many matters, concentrating on the following:

- Sonke Gender Justice Litigation
- JICS Opinion Piece
- Prisoner Dies after stabbing warden
- Torture of Mangaung prisoners
- Independence of prison oversight
- From prison to correctional facility: System is failing
- Covid-19 prevention impossible in prisons
- JICS vigilant during coronavirus lockdown

## Internal Communication

JICS management released several internal communicate in this quarter to keep JICS staff informed and ensure and maintain an environment of collegiality, accountability, openness and transparency. The internal communications are:

- JICS Staff: New JICS Official Cell Phone Numbers.
- Annual Renewal of Declarations | Code of Conduct and Oath of Secrecy.
- Introduction of the Inspecting Judge, Justice Cameron.
- A Matter of Justice - Prisoners' victory paves way for rights-based suits in Zambia.
- Official JICS Memorandums and Documents | Date 2020 Written out in Full.
- 30th Anniversary of Release of Nelson Rolihlahla Mandela.
- ENQUIRY: Access to Information - CALS // Minister for Justice & Correctional Services, National Commissioner for Correctional Services & G4S Correctional Services (Bloemfontein).
- From the desk of the President.
- JICS Stakeholder Engagement & Visitor Committee Policy.
- Procurement of Leased Property: JICS Inspecting Judge and Northern Management Region.
- DPSA Practice note "- Implementation of pre-entry certificate for SMS members.
- JICS Quarterly Report: October - December 2019
- From the desk of the CEO: Update on Developments | JICS
- COVID-19 Coronavirus
- Coronavirus Protective Measures
- Operational Plan | Governance Calendar | Schedule of Visitor Committee Meetings
- IJ Conditions of Service Policy
- Updated/ revised JICS sexual harassment policy
- JICS Newsletter Guide | Submission of articles
- JICS HR Directives on Covid-19
- President's statement on countrywide lockdown
- JICS Directives in response to the President's Lockdown Announcement

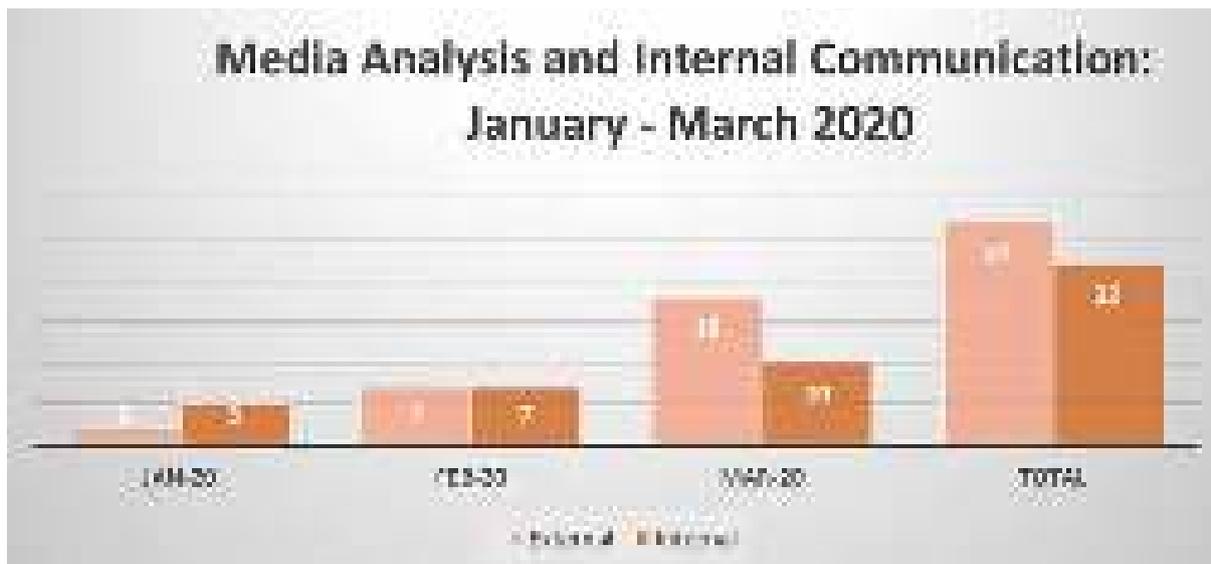


Figure 2: JICS Media Analysis and Internal Communications (January – March 2020)

### Other Matters Reported:

#### January 2020

- The website continues to be a challenge. JICS met with one service provider to provide a quotation for hosting and maintenance.
- Planning of the JICS ICCV Conference.
- A decision was taken: the focus of media engagement concentrated on specific outputs.

#### February 2020

- The website continues to be a challenge. JICS met with other service providers for quotations for hosting and maintenance. Feedback on this was provided in March and the process continues.
- A new committee for the ICCV conference had their first meeting this month.
- A second media opinion piece was done in February and was published by Ground-Up in March 2020.
- The media publications list was refreshed for 2020.
- Update of Style Guide was requested, to be released in March 2020.
- Quarterly Report (Third) was delayed, and released on Friday 28 February 2020. Copies were handed out to the Portfolio Committee at the meeting in Cape Town.

#### March 2020

- The countrywide lockdown came into full effect midnight 26 March 2020 until midnight 16 April 2020 and thereafter was extended till the end of May 2020 with specific levels of activities allowed. Communication via email, WebEx, Microsoft Teams, telephone and WhatsApp.
- All scheduled events have now been placed on hold, until restriction of movement is lifted, including the ICCV conference.
- The updated Style Guide was released in March 2020.
- A process for the submission of articles was circulated for regions to choose their newsletter coordinator and to submit articles by 30 March 2020. (Only one article, from the office of the IJ, had been received by the deadline.)
- A matrix was created to assist the IJ with complaints directed/referred to and by him. It is updated regularly and feedback to be provided to IJ on these 3/4/2020. Thereafter feedback to be provided on an ongoing basis.
- The IJ office staff are working on streamlining operations in his office to ensure a quicker response and follow up/feedback.
- Because of the lockdown, the session to be held for the Communications (Comms) Strategic-plan is postponed until further notice.
- GCIS will be assisting with the procurement of services for the editing and printing of the 2019/2020 annual report. The memo was completed and distributed to the CEO for sign-off.
- Comms will be working with GCIS to create a Corporate Identity manual in the near future.

- No branded procurement requests for the year were provided as requested; will enquire again at the start of the new financial year. Requests as per financial instructions will then be denied if they were not placed on the procurement plan.

**Challenges**

- The website continues to be a challenge, as alternatives are sought for a new website.
- The InDesign Cloudsuite software program procurement process has delayed the procurement of this much-needed program.
- Communications staffing shortages and other equipment remain a challenge to create a fully functional Communications Unit.

