

THE JUDICIAL INSPECTORATE FOR
CORRECTIONAL SERVICES

THIRD QUARTERLY REPORT

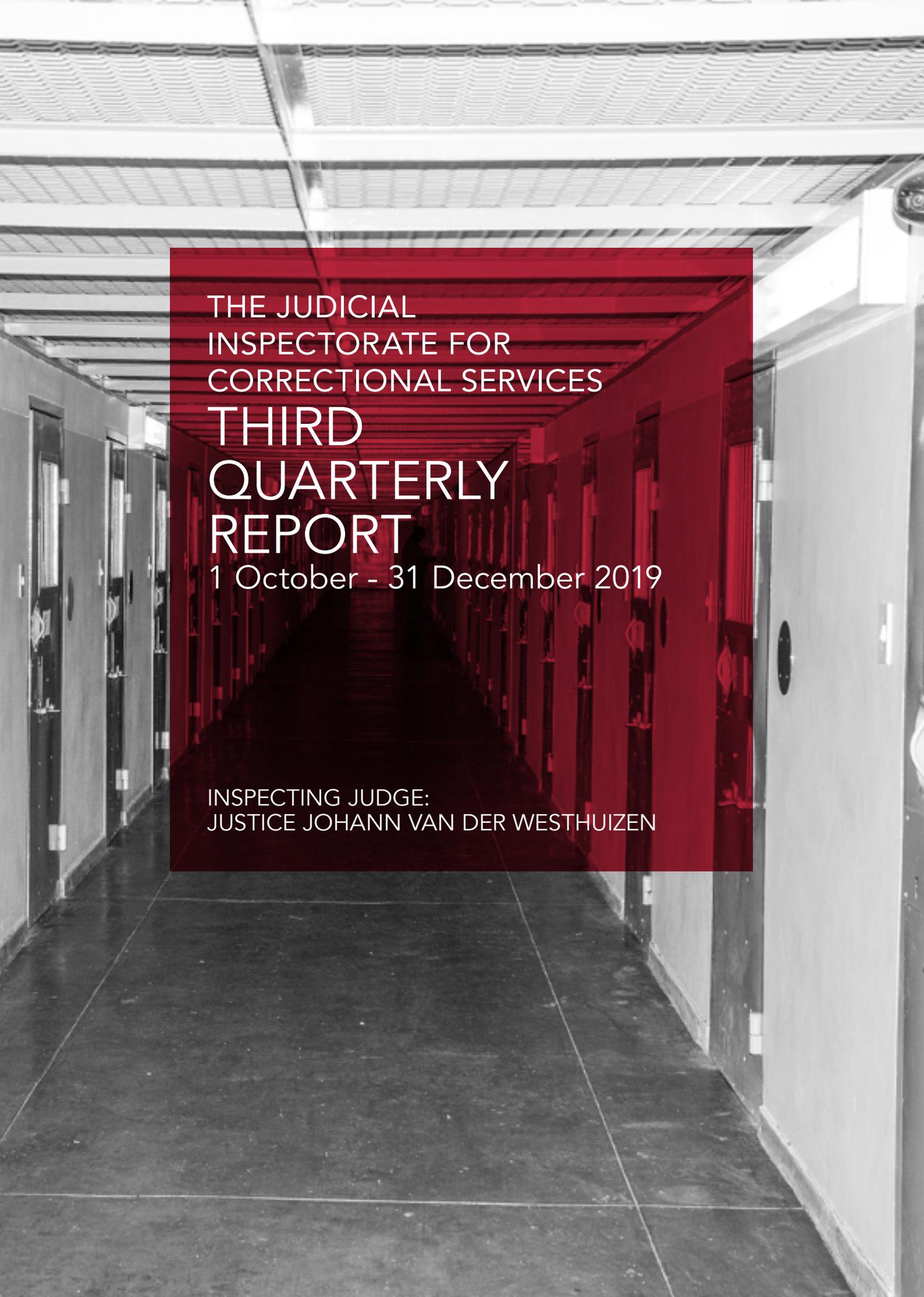
1 October - 31 December 2019

INSPECTING JUDGE:
JUSTICE JOHANN VAN DER WESTHUIZEN



JICS

Judicial Inspectorate for
Correctional Services



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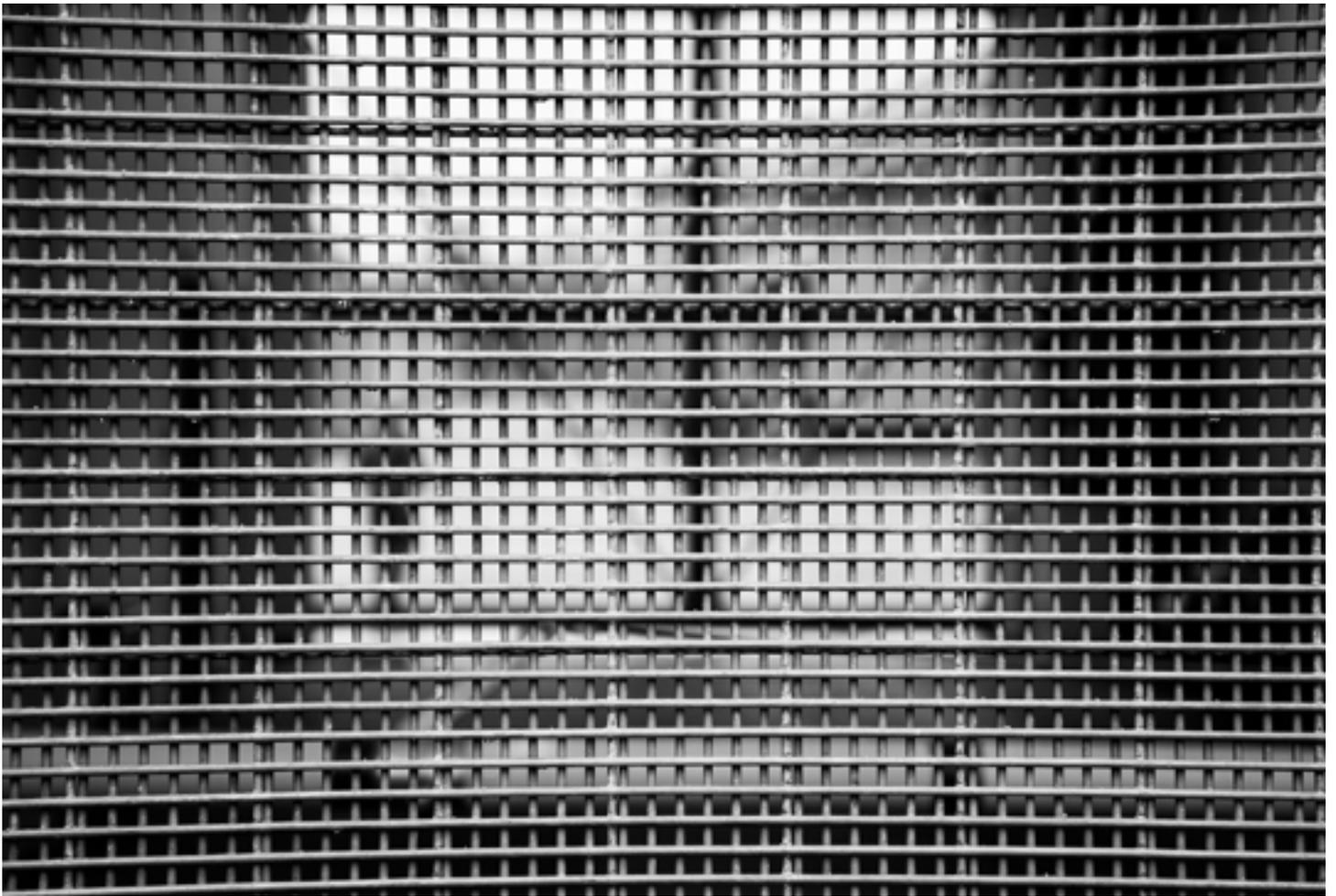


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List of Abbreviations

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

EXECUTIVE SUMMARY

It is with a sense of sadness that this report represents the final one of the term of Justice Johann van der Westhuizen who leaves JICS at the end of December 2019. JICS management and staff records its sincere appreciation for the leadership and guidance by Justice Van der Westhuizen.

In this, and previous reports JICS has expressed its concern that DCS is not meeting their obligatory mandate to report on 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, due to our ICCV oversight. However, the reporting in the three other instances remains a concern. The Institute for Security Studies researched the topic of the use of weapons within South African prisons and in crowd management. JICS contributed to the research and participated in a public dialogue in November 2019.

JICS, through Justice van der Westhuizen, was represented at the National Preventative Mechanism (NPM) under the jurisdiction of the South African Human Rights Commission and has continued to assist and guide the SAHRC/NPM on how to monitor places of detention that is based on the extensive experience that JICS has in monitoring and reporting on DCS. The JICS model has been studied and written about many years ago and is able to guide the SAHRC in implementing OPCAT across all places of detention across the country.

This report summarizes the performance of JICS for the third quarter of the 2019/20 financial year. The overall performance of JICS is based on its legislative mandate as stipulated in the Correctional Service Act (CSA), Act 111 of 2008.

Inspections conducted as per Section 90(1) of the CSA, and as scheduled on the JICS national inspection plan amounted to 25. In total 13 correctional centres were rated as satisfactory and 12 inspections reports were not received, therefore those centres could not be rated accordingly.

Section 90(5) of the CSA stipulates that for the purposes of conducting an investigation, the Inspecting Judge (IJ) may make any enquiry and hold hearings. Thirteen investigations were conducted in quarter three.

The Complaints Unit handled 126 complaints (section 1.3. of the report), with an analysis of the following highest prevalent complaints:

- Assault (official on inmate): 20 complaints
- Complaints concerning transfer: 15 complaints
- Complaints concerning parole: 13 complaints
- Assault (inmate of inmate): 9 complaints

* The proportion of complaint category fluctuates from quarter to quarter depending on inmate complaints in the various centres.

Mandatory reports as stipulated in section 15, 30, 31, 32 of the CSA were reported by DCS on a manual reporting system. There is a significant drop in statistics due to the non-functioning MIS. As at 31 December 2019, the statistics on mandatory reports for this quarter were reported as follows:

- Natural deaths: 99
- Unnatural deaths: 28
- Segregations: 709
- Mechanical restraints: 12
- Use of force: 126

PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT

1. Performance information

1.1. Inspections

A total of 27 inspections were scheduled for the quarter on the JICS national inspection plan, however only 25 of the target inspections could be conducted due to facility renovations. The table below illustrates statistical information for the inspections.

No.	Facility	JICS region	Inspection conducted
1.	Ladysmith	WCMR	√
2.	Prince Albert	WCMR	√
3.	Ixopo	KZNMR	√
4.	Sevontein	KZNMR	√
5.	Engcobo	ECMR	√
6.	Cofimvaba	ECMR	√
7.	Ngqamakhwe	ECMR	Postponed due to facility renovation
8.	Thohoyandou Med A	NMR	√
9.	Thohoyandou Med B	NMR	√
10.	Beaufort West	CMR	√
11.	Losperfontein	CMR	√
12.	Grootvlei Med B	CMR	√
13.	Brits	CMR	Postponed due to facility renovation
14.	Lady Frere	ECMR	√
15.	Sada	ECMR	√
16.	Krugersdorp	NMR	√
17.	Lydenburg	NMR	√
18.	Belfast	NMR	√
19.	Calvinia	WCMR	√
20.	Van Rhynsdorp	WCMR	√
21.	Springbok	CMR	√
22.	Parys	CMR	√
23.	Sasolburg	CMR	√
24.	Newcastle	KZNMR	√
25.	Ekuseni Youth	KZNMR	√
26.	East London Med C	ECMR	√
27.	Stutterheim	ECMR	√

Table 1: Inspections (1 October – 31 December 2019)

Ratings as per facility inspections:

Good: None for this quarter

There were two correctional centres rated as good from inspections conducted in the previous quarter. These centres are:

Goodwood (WC):

The centre is a large new generation (modern) facility located in the Cape Town suburb of Goodwood, about 10 kilometres from the city centre. The centre has an approved accommodation of 2 115 and was 35% overcrowded on the day of inspection, it accommodated 2 026 remand detainees and 830 sentenced inmates.

Ten nurses, a social worker and an educator are permanently employed. A sessional doctor visits three times a week and a dentist twice a week. A psychologist is available on request. Voluntary HIV counselling is provided. No declared state patients were accommodated at the centre.

The kitchen provides three meals per day and offers special religious, cultural and medical diets for qualifying inmates.

Fire safety equipment was serviced recently.

Some sections of the centre were under renovation on the day of the inspection.

Nigel (GP):

Nigel correctional centre is located in the small town of Nigel in the East Rand of the Gauteng province. The centre has approved accommodation of 333 and was 44% overcrowded on the day of the inspection, it accommodated 171 remand detainees and 309 sentenced inmates.

Four nurses, a social worker and an educator are permanently employed. Inmates are referred to the nearby public hospital for specialist medical assistance if necessary. Voluntary HIV counselling is provided. No declared state patients were accommodated at the centre.

The infrastructure of the centre was generally in a good state except for the kitchen which was under renovation. Despite the renovations, the kitchen provided three meals per day and offered special religious, cultural and medical diets for qualifying inmates.

Rehabilitation, education and other programmes and activities are offered to inmates.

The visitors' area was found to be in good condition.

Satisfactory: 13

Unsatisfactory: None

Unrated facilities: 12 (awaiting the finalisation of inspection reports by Inspectors)

1.1.1 Inspections: Overview, Findings/Recommendations/Critical interventions

No critical interventions identified.

1.1.2 Reporting of inspections to IJ/Judge/Magistrates

Helderstroom Maximum Security Correctional Facility: 2 December 2019

Justice Steven Majiedt

Adverse findings:

1. Shortage of staff.
2. Current shift system.
3. Overcrowding.

In general the Judge seemed satisfied with the general operations and management of the Helderstroom Maximum centre inspected.

1.1.3 Inspections by the IJ/Judges/Magistrates

Inspections by Inspecting Judge:

No reports received.

1.2. Investigations

Investigations were mostly conducted in response to violent acts in the correctional centres. JICS investigates all cases of inmate suicide. One case of assault (inmate on official) was investigated.

JICS conducted 13 investigations for the quarter. The table below reflects the investigations.

No.	Centre	Date of investigation	Investigation topic	Status
1.	Lusikisiki	4/10/2019	Death by electrocution	The inmate died in the kitchen where he was electrocuted by a stove. He did not wear safety clothing as he was off duty at the time. Case is still under investigation.
2.	Qalakabusha	7/10/2019	Death by burn wounds	The inmate was found in a bath of very hot water and sustained third degree burns. He was found to be mentally ill. Case is still under investigation.
3.	Kgosi Mampuru II Central	14/10/2019	Suicide	Inmate found hanging in the Special Care Unit of the centre during unlocking early in the morning. He was diagnosed as mentally ill. Case is still under investigation.
4.	Kgosi Mampuru II Central	24/10/2019	Suicide	The inmate was sentenced to life imprisonment and placed alone in a cell for accommodation purposes. He committed suicide within a few days after his incarceration. Case is still under investigation.
5.	Tswelopele	25/10/10	Suicide	The inmate allegedly took an overdose of medication during the night and was referred to the local public hospital. He was declared dead on arrival at the hospital. Case is still under investigation.
6.	Cofimvaba	25/10/2019	Alleged homicide: Official on inmate	The inmate allegedly attacked officials because he wanted a transfer. He was beaten with tonfas by officials who reported the incident as a "use of minimum force". The inmate died later that day. Case is still under investigation.
7.	Kgosi Mampuru II Local	28/10/2019	Suicide	The inmate was found hanging in the shower area of one of the hospital units of the centre by a fellow inmate. Case is still under investigation.
8.	Pollsmoor Med A.	31/10/2019	Alleged homicide: Inmate on inmate.	Inmate was admitted to Groote Schuur Hospital on 13/10/2019 with serious head injuries after a gang fight. He passed away on 29/10/2019. Case is still under investigation.
9.	Qalakabusha	5/11/2019	Alleged homicide: official on inmate	Inmate was mentally ill and allegedly assaulted a fellow inmate and an official. Force was used to bring him under control. He passed away due to blunt force injury. Case is still under investigation.

No.	Centre	Date of investigation	Investigation topic	Status
10.	Voorberg	9/12/2019	Assault: Inmate on official	A DCS official was seriously injured (stabbed) by an inmate during unlocking of the cells and counting of inmates. The incident seems gang related. Case is still under investigation.
11.	Potchefstroom	9/12/2019	Suicide	The inmate (remand detainee) was found hanging in the shower area of a communal cell at around 04h30. Case is still under investigation.
12.	Kgosi Mampuru Central	17/12/2019	Suicide	The inmate was found hanging from the security bars of his cell window. A rope made from his bed sheet was used. Case is still under investigation.
13.	Johannesburg Female	17/12/2019	Death: Blunt force injury	The inmate passed away at the Baragwaneth hospital on 4/12/2019. Cause of death was given as "Blunt force head injury complicated by bronchopneumonia". She was referred to the hospital by DCS on 1/12/2019 as she experienced continuous epileptic fits at the centre. Case is still under investigation.

Table 2: Investigations (1 October - 31 December 2019)

1.2.1 Reporting of investigations to IJ/DCS/Minister:

Unnatural Deaths in Correctional Centres

On 22 November 2019, the IJ, Justice Johann van der Westhuizen, sent a preliminary report with recommendations, voicing his concerns about recent unnatural deaths in correctional centres to the Minister of Justice and Correctional Services, the Deputy Minister of Correctional Services, the National Commissioner of Correctional Services and the Chair of the Portfolio Committee on Justice and Correctional Services.

The unnatural deaths of several inmates at various correctional centres in the country, within a short time span, are being investigated by the Judicial Inspectorate for Correctional Services (JICS).

Supermax Report: "From Security to Cruelty?"

The IJ, Justice Johann van der Westhuizen, released a report on 19 December 2019 on super maximum security correctional centres to the Minister of Justice and Correctional Services, Deputy Minister of Correctional Services, and the chairperson of the Parliamentary Portfolio Committee of Correctional Services.

The report focused on Ebongweni Correctional Centre in Kokstad, specifically Phase 1 of its programme. This report, which looked at applicable international and national law, policies, and practices at Ebongweni Correctional Centre was instigated after JICS had received complaints, concerns and enquiries from inmates in Ebongweni, their families, academic institutions and human rights non-governmental organisations (NGOs), stemming as far back as 2016.

1.3. Complaints

Most complaints handled were assault of inmates by officials. JICS investigates all assault cases through investigators or ICCVs. In addition to the JICS enquiry, a copy of the DCS internal investigation report is also requested. JICS also liaises with SAPS where necessary regarding criminal investigations.

Due to overcrowding and other factors, inmates often are housed far from their homes. JICS dealt with 15 transfer requests from inmates.

A total of 78 complaints were received from both internal (73) and external (5) sources. A majority of the complaints (94%) formed part of complaints received through internal sources and the remaining 6% were received through external sources.

Categories of Complaints	Internal	External	Total
Appeal	1	0	1
Assault (Inmate on Inmate)	9	0	9
Assault (Official on Inmate)	19	1	20
Assault (sexual)	3	0	3
Attempted suicide	2	0	2
Bail	0	0	0
Communication with Family	0	0	0
Conditions	1	0	1
Confiscation of Possession	0	0	0
Conversion of Sentence	1	0	1
Corruption	0	0	0
Food	1	0	1
Health care	3	2	5
Hunger strike	0	0	0
Inhumane treatment	0	0	0
Legal representation	0	0	0
Medical release	0	0	0
Parole	12	1	13
Re-classification	3	0	3
Rehabilitation programmes	1	1	2
Remission	0	0	0
Torture	0	0	0
Transfers	15	0	15
Other	1	0	1
Total	73	5	78

Table 3: Complaints received

Complaints referred to management regions

A total of 39 complaints were referred to JICS regional offices by the complaints unit. These complaints fall outside the focus area of the complaints unit and can be effectively and efficiently dealt with through regional complaints mechanisms. Complaints concerning transfers, appeals and family contact for example were referred to the D: MR because ICCVs will be able to deal with them more effectively at coalface level. They fall under the regions as reflected in the figure below:



Figure 1: Complaints referred to JICS Management Regions (1 October - 31 December 2019)

1.4. Mandatory reporting

DCS is obliged by law to report the following incidents to JICS:

- Death of an inmate (natural and unnatural).
- Segregations
- Mechanical restraints
- Use of force.

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

1.4.1 Unnatural deaths

A total of 28 unnatural deaths were reported by DCS. The classifications of the unnatural deaths are below:

Category	Number
Alleged homicide: Official on inmate	2
Alleged homicide: Inmate on inmate	1
Suicide (hanging)	7
Suicide (medication overdose)	1
Blunt force injury	1
Unknown causes ¹	16
Total	28

Table 4: Unnatural deaths per category

All unnatural deaths are investigated by JICS with the exception of "Unknown causes/unnatural other". The investigation of two suicides that occurred during December 2019 were mandated in January 2020.

1.4.2 Natural deaths

A total of 99 deaths arising from natural causes were reported by DCS. Gauteng had the highest number of deaths (29), and Western Cape the lowest (7). The four top categories of deaths reported by DCS were:

- Natural causes - other² - 21
- Tuberculosis related - 16
- Cardiac failure - 8
- Cancer related - 8

Natural Deaths Per DCS Regions						
EC	FS/NC	GP	KZN	LMN	WC	TOTAL
18	9	29	25	11	7	99

Table 5: Natural deaths per region

¹ "Unnatural Other" is recorded when an apparently healthy inmate suddenly dies and the cause of death is unknown. After the autopsy is completed the cause of death may be changed to "natural".

² "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 709 segregations. Most of the reports received were from Gauteng Province (360) and the least from ECMR (23). 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
Request of inmate	1	136	13	11	2	19	182	0	0
Restriction of amenities	2	62	25	52	4	50	195	0	0
Prescribed by the medical officer	0	73	12	0	3	15	103	0	0
Violence or is threatened with violence	19	85	30	1	29	45	209	0	0
Recaptured after escape	1	3	0	0	7	1	12	0	0
Request of the police	0	1	5	0	0	2	8	0	0
TOTAL	23	360	85	64	45	132	709	0	0

Table 6: Statistics on incidences of segregations

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

1.4.4 Mechanical restraints

There were 12 use of mechanical restraints by officials on inmates reported. GP had the highest number at seven. There were no reports on mechanical restraints being used on vulnerable groups including juveniles. The biggest factor for the use of mechanical restraints in this quarter was for the safety of others.

Categories	DCS Region						
	EC	FS/NC	GP	KZN	LMN	WC	TOTAL
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	0	6	0	0	1	7
Safety of inmate	0	0	0	1	0	0	1
Suspicion exist of escape	1	0	1	0	0	0	2
TOTAL	1	0	7	1	0	3	12

Table 7: Statistics on uses of mechanical restraints

1.4.5 Use of force

In total 126 cases of use of force were reported. CMR reported most cases (67) and WCMR reported the least (6). The main reason for use of force this quarter has been in the defence of other persons.

Categories	DCS Region						
	EC	FS/NC	GP	KZN	LMN	WC	TOTAL
Self defence	0	11	8	1	1	-	21
Defence of any other person	0	56	19	14	7	6	102
Preventing an inmate from escaping	0	0	0	0	0	0	0
Protection of property	0	0	0	0	3	0	3
TOTAL	0	67	27	15	11	6	126

Table 8: Statistics on cases of use of force

PART B: DIRECTORATE MANAGEMENT REGIONS

2. Independent Correctional Centre Visitors (ICCVs)

2.1 Minimum Standard of Service Delivery (MSSD)

2.1.1 Old system of ICCVs management

This is the old ICCV system of determining their service delivery. This system will be phased out when their contracts come to an end. ICCVs are expected to conduct interviews, i.e., 25% of the inmate population and 5% of private consultations. As per contractual agreement, ICCVs are allocated hours to visit the inmates and do the aforementioned service delivery. Monthly, ICCVs are required to submit mini – inspection reports which form part of their MSSD. When site visits are conducted by ICCVs, single cells, communal cells, hospitals, kitchens and various areas within the correctional centre are inspected/ checked by ICCVs. These visits depict the conditions under which the inmates are incarcerated, the prospects of rehabilitation and other service deliverables by the department.

Management regions	Number of site visits conducted: Three times per week	Number of inmate interviews conducted: 25% of inmate population	Number of private consultations with inmates: 5% of inmate population	Remarks (Old ICCVs attend to the centres as per hours allocated to them)
CMR	462	Old ICCVs: Inmate population: $8081 \times 25\% = 2020$ Target. Target divided by ICCVs: $2020 \div 11 \text{ ICCVs} = 184$ interviews per month. Actual performance: $3786 \div 11 \text{ ICCVs} = 344$ interviews per month. The ICCVs exceeded target by 160.	Old ICCVs: Inmate population: $8081 \times 5\% = 404$ Target. Target divided by ICCVs: $404 \div 11 \text{ ICCVs} = 37$ private consultations per month. Actual performance: $550 \div 11 \text{ ICCVs} = 50$ Private consultation per month. ICCVs exceeded target by 13.	ICCVs performed well in interviews and private consultation, as they focused on targets to ensure deliverables.
ECMR	290	Old Contracts: Inmate Population: $2121 \times 25\% = 530$. Target: $530 \div 7 \text{ ICCVs} = 76$ interviews per month. Actual performance: $3158 \div 7 \text{ ICCVs} = 451$ interviews per month. ICCVs exceeded target by 375.	Old Contracts: Inmate Population: $2121 \times 5\% = 106$ Target. Target: Private consultation per month per ICCV $106 \div 7 \text{ ICCVs} = 15$. Actual performance: $303 \div 7 \text{ ICCVs} = 43$ private consultation per month per ICCVs. The ICCVs exceeded target by 28.	ICCVs performed well in interviews and private consultation, as they focused on targets to ensure deliverables.
KZNMR	198	Old ICCVs: Inmate population: $10316 \times 25\% = 2579$ Target. Target: $2579 \div 16 \text{ ICCVs} = 161$ interviews per ICCV per month. Actual performance: $6763 \div 16 \text{ ICCVs} = 423$ interviews per ICCV per month. ICCVs exceeded target by 262.	Old ICCVs: Inmate population $10316 \times 5\% = 516$ Target: $516 \div 16 \text{ ICCVs} = 32$ private consultation per ICCV per month. Actual performance: $1816 \div 16 \text{ ICCVs} = 114$ private consultation per ICCV per month. ICCVs exceeded target by 82.	ICCVs performed well in interviews and private consultation, as they focused on targets to ensure deliverables.

Management regions	Number of site visits conducted: Three times per week	Number of inmate interviews conducted: 25% of inmate population	Number of private consultations with inmates: 5% of inmate population	Remarks (Old ICCVs attend to the centres as per hours allocated to them)
NMR	420	Old ICCVs: Inmate population: 54654 X 25% =13663 Target: 13663 ÷ 32 ICCVs = 238 interviews per ICCV per month. Actual performance: 7926 ÷ 32 ICCVs = 79 (interview per ICCV per month). The ICCVs underperformed by 159.	Old ICCVs: Inmate population: 54654 X 5% = 2733 Target: 2733 ÷ 32 ICCVs = 85 per month per ICCV. Actual performance: 2203 ÷ 32 ICCVs = 69 private consultation per ICCV per month. The ICCVs underperformed by 16.	The region has 32 old ICCVs and their target as per formula is unattainable. Their inmate population is 54 654 and the 25% interview target is 13 663 and 5% for private consultation target at 2 733. The region is vast and it includes Gauteng, Limpopo, North West and Mpumalanga. New targets will be allocated to these old ICCVs and will be included in their contract agreements. New regional office (Limpopo; Mpumalanga & North West) must be created to circumvent this poor performance.
WCMR	414	Old ICCVs: Inmate population: 4368 X 25% = 1092 Target: 1092 ÷ 7 ICCVs = 156 interviews per ICCV per month. Actual performance: 1060 ÷ 7 ICCVs = 151 interviews per ICCV per month. The ICCVs have underperformed by 5.	Old ICCVs: Inmate population: 4368 X 5% = 2184 Target: 2184 ÷ 7 ICCVs = 31 private consultations per ICCV per month. Actual performance: 178 ÷ 7 ICCVs = 25 private consultation per ICCV per month. The ICCVs underperformed by 6.	Incapacity. More ICCVs are needed. The region only has 7 ICCVs and their target regarding interviews is 1092 and private consultation target is 2184. New targets will be allocated to these ICCVs and will be included in their contract until the old ICCVs system is phased out.

Table 9: MSSD of old system of ICCVs management

2.1.2 New system of ICCV management

In order to align JICS to the Public Service regarding contract workers, JICS is compelled to recruit the new ICCVs as employees who are entitled to all employee benefits.

Emanating from the aforementioned, JICS took a decision to phase out the old ICCV system (mentioned supra) and replace it with a new ICCV system as explained below. ICCVs on the new system are recruited on the salary notch level 5 and their attendance to correctional centres vary as per the size of the correctional centre. For super large correctional centres, ICCVs are expected to go to the centre 6 out of the 8 hours, for large/medium ICCVs are expected to attend 5 out of 8 hours and for small correctional centres, they are expected to attend 3 out of 8 hours.

Region	Level 5 on part time notch	Number of ICCV on the notch	Roc: general and urgent complaints	Roc: mandatory reports	Total number of ROC	Target ROC per ICCV	Minimum number of ROC expected	Was the target met?	If not, mitigating factor (s)?
ECMR	6/8	2	66	15	81	50	2 (IC-CVs) X50 = 100x3 (months) = 300	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
	5/8	0	0	0	0	40	-	-	No ICCVs on this notch for this region.
	3/8	27	1762	251	2013	20	27 (IC-CVs) X 20 = 540 x 3 (months) = 1620	YES	The region has enough ICCVs on the new system. The region is determined to do more records of consultation and to attend to more inmates than the target.
CMR	6/8	3	147	54	201	50	3 x 50 = 150 x 3 (months) = 450	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
	5/8	4	115	1	116	40	4 x 40 =160 x 3 (months) =480	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
	3/8	13	586	60	646	20	13 (IC-CVs) x 20 =260 x 3 (months) =780	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
KZNMNR	6/8	3	104	119	371	50	3 (IC-CVs) x 50 = 150 x 3 (months) = 450	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
	5/8	3	91	95	186	40 ROC PER ICCV	3 (IC-CVs) x 40 = 120 x 3 (months) = 360	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
	3/8	9	203	48	251	20 ROC PER ICCV	9 (IC-CVs) X 20 = 180 x 3 (months) = 540	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.

Region	Level 5 on part time notch	Number of ICCV on the notch	Roc: general and urgent complaints	Roc: mandatory reports	Total number of ROC	Target ROC per ICCV	Minimum number of ROC expected	Was the target met?	If not, mitigating factor (s)?
NMR	6/8	2	7	0	7	50 ROC PER ICCV	2 (IC-CVs) X 50 = 100 x 3 (months) = 300	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
	5/8	6	54	21	197	40 ROC PER ICCV	6 (IC-CVs) X 40 = 240 x 3 (months) = 720	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
	3/8	10	66	1	260	20 ROC PER ICCV	10 (IC-CVs) X 20 = 200 x 3 (months) = 600	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs.
WCMR:	6/8	5	3	28	43	50 ROC PER ICCV	5 X 50 = 250 x 3 (months) = 750	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs. This region needs a permanent regional Manager and supporting staff.
	5/8	1	0	0	0	40 ROC PER ICCV	1 (ICCV) X 40 = 40 x 3 (months) = 120.	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs. This region needs a permanent regional manager and supporting staff.
	3/8	13	6	18	56	20 ROC PER ICCV	13 (IC-CVs) X 20 = 260 x 3 (months) = 780	NO	Poor performance as result of incapacity. The region is in the process of recruiting more ICCVs. This region needs a permanent regional manager and supporting staff.

Table 10: Statistics of record of consultation from ICCVs appointed on the new contracts

2.2 Complaints management

Management of Complaints: (ICCVs)

Section 93 of the CSA, states that ICCVs shall deal with complaints of inmates in correctional centres and provide feedback to the inmate. Unresolved complaints shall be referred to the Visitors Committee (VC) which is a creator of statutes as per section 94 of CSA. Feedback about complaints resolved at the VC shall be given to the inmates. Unresolved complaints from the VC shall be referred to the Inspecting Judge whose decision shall be final. Urgent complaints such as sexual assaults, torture, etc., are immediately referred to the Inspecting Judge office. The Inspecting Judge office shall communicate the feedback to the inmate.

ICCVs also deal with complaints coming from inmate's families and other stakeholders. Occasionally, Parliament also refers complaints to JICS and ICCVs attend to them. The below table depicts the 8708 complaints received by ICCVs, 7733 complaints were finalized by ICCVs at coalface, 987 complaints are pending and 45 complaints were referred to the VC.

Management regions	Number of complaints received from ICCVs	Number of complaints finalised	Number of complaints pending	Number of complaints referred to VC
CMR	1357	1088	269	0
ECMR	1444	1303	141	17
KZNMR	2214	1655	559	26
NMR	2203	2203	0	0
WCMR	1490	1484	18	2
Total	8708	7733	987	45

Table 11: Complaints managed at regional level

Complaints (ICCVS) per category as per management region

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Appeal = 409	56	0	17	0	276	0	54	0	6	0
REMARKS:										
KZN: Inmates complained about the appeal application and lack of feedback not forthcoming from the courts and Legal Aid SA not expediting the process of their requests. These matters were referred to Legal Aid South Africa for substantive intervention. The progress and feedback is given directly to ICCVs and the inmates from Legal Aid SA.										
CMR: Inmates are appealing sentences and these complaints are referred to Legal Aid SA.										
NMR: The inmates used the ROC's for assistance with their appeals. Inmates also asked to be assisted with the follow up to different courts about the status of their appeal applications.										
ECMR: Most Appeal ROCs are requesting feedback on appeals lodged at the courts, involving Legal Aid SA.										
WCMR: Inmates await outcomes of their appeal applications.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Assault (Inmate on Inmate) = 224	94	0	21	0	38	0	26	0	45	0

REMARKS:

KZN: The cause of the fight was attributed to gangsterism and competition over the limited resources (i.e. stealing from one another). Inmates who sustained injuries are reported that they received medical treatment from the local clinic. Internal disciplinary measures were taken by DCS against the perpetrators.

CMR: ICCV reported nine of these complaints as finalised or resolved because inmates did not want to continue to open SAPS cases. There are 38 complaints pending as DCS is conducting internal investigations.

NMR: ICCVs reported 26 related cases even though it falls outside our mandate. Inmates use this category to seek assistance in the hope to open SAPS cases.

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

WCMR: Inmates argue and fight over various issues and they assault each other. In most cases they do not want to file SAPS cases against each other.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Assault (Official on Inmate) = 110	19	0	16	0	13	0	13	0	49	00

REMARKS:

KZNMR: The complaints in this category were reported from Waterval Med A; Pietermaritzburg Med A; Durban Med A; Umzinto and Empangeni correctional centres. The inmates received medical treatment and were given the opportunity to file a SAPS case.

CMR: There are 19 complaints pending and awaiting finalisation of internal investigations.

NMR: Most of these cases occurred after assaults took place during searches by EST or in the units.

ECMR: In one case the inmate was assaulted in a squabble over a cigarette. The other inmate was assaulted because he had an argument with the member.

WCMR: Officials exceed the provision of the use of force and enter into the arena/scene of assaulting inmates.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Assault (Sexual) = 9	3	0	0	0	3	0	2	0	0	0

KZNMR: One matter is still under investigation and pending, and in another matter the victim was an awaiting trial who never returned from court. However, in all these matters criminal cases were filed against the perpetrators.

CMR: Inmates alleged an incident of sexual assault. Criminal charges were filed with SAPS and inmate is waiting to appear in court. The matter was also reported to DLS – awaiting internal investigation report.

NMR: Inmate alleges that he was sexually assaulted by another inmate who belongs to the 28 gang. The matter has been resolved.

ECMR: None.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Bail = 366	10	0	20	0	150	0	47	0	139	0

REMARKS:

KZNMR: Inmates could not afford the stipulated amount for bail and did not meet the bail requirements.

CMR: Most inmates cannot afford the bail granted or when applying for bail, the court does not grant it.

NMR: Inmates are complaining about the calculation of the reduction of bail. They need more clarity on the matter. The matter shall be dealt with by Legal Aid South Africa.

ECMR: Most inmates cannot afford the bail granted or when applying for bail, the court does not grant it

WCMR: Inmates cannot afford bail.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Communication with Family = 650	106	0	139	0	139	0	183	0	83	0

REMARKS:

KZNMR: Inmates requesting to contact their families to inform them about their incarceration; transfer to another correctional centre; about their next date of court appearance; payment of their bail/fines. In terms of the responses received from the ICCVs the complaint/requests were reasonably attended to by DCS to the satisfaction of the inmates.

CMR: Inmates seek visitation, address confirmation for parole finalisation (process) and wanting to make contact with their family members.

NMR: The inmates use the ROCs to communicate with their families to inform of their status in the centre, either after transfer and/or for request for assistance with their court cases or payment of their bail. The request is across all categories of inmates.

ECMR: Most families are called for bail money. Some inmates are from Lesotho, therefore foreign nationals.

WCMR: Want families to visit and/or inform of bail money to be paid.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Conditions = 233	0	0	30	0	23	0	118	0	62	0

REMARKS:

KZNMR: Specific complaints received in this category ranged from the dilapidated structure of the building; water leaking from broken taps; toilets not working; not being allowed to exercise, lack of cleanliness of a correctional centre; speakers not working at the visitors section. We have observed that Empangeni Med Correctional Centre has recorded the highest number of complaints in this category. We have engaged the DCS: HCC to ascertain if there is any intervention made in this regard, we were informed that plumbers have attended to the complaints.

NMR: This category is prevalent to dilapidated structures, e.g. broken windows and lack of hot water.

ECMR: Inmates complain about broken windows in their cells, leaking toilets, lack of bed linen and uniforms.

WCMR: Complaints about broken windows, no toilet paper and no mattresses for iron beds.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Confiscation of Possession = 15	1	0	4	0	5	0	2	0	3	0

REMARKS:

KZNMR: Inmates have had their authorised items confiscated by EST. There were also hidden unauthorised items.

NMR: Inmates at Johannesburg & Leeuwkop Correctional Centres reported confiscated items deemed as illegal by officials during searching.

ECMR: A cell phone was found in an inmate's cell and was confiscated.

WCMR: Unauthorised items were removed from inmates.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Conversion of Sentence = 7	0	0	2	0	0	0	1	0	4	0

REMARKS:

KZNMR: No report received that falls within this category.

NMR: Inmates complained about sentences imposed on them at the court (sentence too long).

ECMR: Inmate requested Legal Aid SA for conversion of his sentence.

WCMR: The HCC is attending to the matter. These Inmates applied for their sentences to be converted.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Corruption = 3	1	0	0	0	2	0	0	0	0	0

REMARKS:

KZNMR: The complaint was received from Durban Female Correctional Centre, an inmate alleges that her RAF documents were fraudulently given to a family member by the prison social worker without her consent.

The matter has been reported to the HCC for her substantive intervention. The region will follow up.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Food = 196	15	0	17	0	31	0	50	0	83	0

REMARKS:

KZNMR: One of the matters is being internally investigated since an inmate's RAF documents were taken out of the correctional centre without her authorisation. The other inmate's centre card was fraudulently used and funds went missing. The matters are being investigated, the outcome unknown.

CMR: Three of these matters are finalized at the centre level and one is still pending as the inmate alleges that he falls under a special diet and DCS officials need a prescription from the medical practitioner.

NMR: The inmates in Johannesburg Med A complained about the quality of food as BOSASSA was removed from the centre. In this regard, food is prepared and served by officials and inmates.

WCMR: No meat, watery and cold food; meals served two hours late due to counting.

ECMR: Procurement of food in some areas of the region is problematic as suppliers do not supply on time, especially vegetables and meat.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Health Care = 725	94	0	177	0	106	0	128	0	220	0

REMARKS:

KZNMR: The majority of complaints were received from Durban Med B Correctional Centre: inmates requesting to see an external medical doctor for further medical attention; inmates missing their hospital appointments; complaining about medication provided by the prison hospital. All the complaints were attended to by HCCs and others were referred and further discussed at the VC meetings.

CMR: ICCV reported 38 of these complaints as finalized or resolved as these matters were attended to at correctional centre level and two of these matters are still pending, inmates are waiting for doctor's appointments.

NMR: The inmate's complain about assistance with medical issues. Inmates also seek assistance due to injuries sustained during assaults.

ECMR: Most health issues relate to routine doctor consultations.

WCMR: Requests to see professional health care staff, nurses, doctors and psychologists.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Hunger Strike = 12	3	0	5	0	2	0	2	0	0	0

REMARKS:

KZNMR: Records of Consultation completed and received from ICCVs.

CMR: Two inmates at Virginia CC embarked on a hunger strike displaying dissatisfaction of the CMC transfer feedback delay.

NMR: Inmates embark on hunger strikes when they do not receive satisfactory feedback regarding their release dates. Currently there are no inmates on hunger strike.

ECMR: Inmates went on hunger strike in order to be transferred to other centres (finalised).

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Inhumane Treatment = 43	2	0	13	0	5	0	1	0	22	0

REMARKS:

KZNMR: Complaints were received from Qalakabusha and Umzinto Correctional Centres. At Qalakabusha Correctional Centre, an inmate alleges that photos were taken of him whilst he was naked in the shower and these were posted on social media. He implicated two DCS nurses and a custodial official. An inmate at Umzinto Correctional Centre reported an alleged assault to SAPS.

CMR: Inmates complain of verbal ill-treatment by officials.

NMR: Inmate at Johannesburg Correctional Centre assaulted with a tonfa.

ECMR: Inmates complain of being verbally ill-treated by officials.

WCMR: Inmates complain of sleeping on the floor and officials using offensive language.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Legal Representation = 720	79	0	49	0	345	0	115	0	132	0

REMARKS:

KZNMR: The correctional centres with the highest number of complaints/requests in this category are Qalakabusha, Durban Med B and Waterval Med B correctional centres. The requests were comprehensively attended to by Empangeni; Durban and Newcastle Justice Centre (Legal Aid SA). JICS will have to work closely with Legal Aid SA to ensure that feedback to these inmates is timeous.

CMR: Inmates wish to be represented during court proceedings and these complaints were referred to Legal Aid South Africa.

NMR: Inmates used this category mostly for appeals against their sentence and petitions to be overturned or amended.

ECMR: Inmates requested to consult with their Legal Aid SA lawyers and be provided with feedback on their cases.

WCMR: Requests for Legal Aid SA.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Medical Release = 2	2	0	0	0	0	0	0	0	0	0

REMARKS:

KZNMR: No report received that falls within this category.

CMR: Inmate (76 years old) at Christiana CC was shot and the bullet still embedded. This inmate is complaining about immense pain because he has one kidney.

Inmate at Bethulie CC inquired about medical parole. The matter is pending as the HCC is assisting with the application.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Parole = 371	10	60	154	0	55	0	42	0	50	0

REMARKS:

KZNMR: Complaints relate to delay in finalization of further profiles to the parole board; requesting reasons why he is not considered for placement on parole; complaining of being eligible for parole after completing all the required programmes, inmate who serve life sentences are constantly complaining about their further profile etc. All these matters were referred to HCCs/ Case Management Committees for intervention.

CMR: Most of these matters are finalised.

NMR: It's mostly when inmates enquire about the parole dates, or when the consideration date has passed.

ECMR: Waiting for parole board as half of the sentences have already passed, while others are requesting address confirmation/change of addresses.

WCMR: Incomplete programmes, address verifications and outstanding victim offender dialogue hampers inmate's parole release.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Re-Classification = 128	23	0	41	0	5	0	2	0	57	0

REMARKS:

KZNMR: The inmate at Kokstad Med Correctional Centre requested a transfer to a medium correctional facility. The inmate stated that he has served a reasonable period at maximum facility, therefore, he qualifies to be reclassified into the medium category. (DCS: Sub-Order 2, chapter 15).

CMR: All complaints are finalised at the centre level.

NMR: Inmates requested to be reclassified from one group to another, e.g. degraded from A – B Group.

ECMR: Inmates requested to be re-classified to medium security risk at St Albans Max.

WC: Case management committee not properly attending to inmate profiles.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Nature of complaint										
Rehabilitation Programmes = 353	33	0	44	0	150	0	60	0	66	0

REMARKS:

KZNMR: The inmates requested to be involved in the rehabilitation programme in line with their prison sentence plans, they wanted to see the social worker/s to facilitate their involvement in the Victim Offender Dialogue Program; requested to see the social worker to start their rehabilitation programs in preparation for their appearance before the Correctional Supervision & Parole Board in 2020. The requests were not all immediately attended.

CMR: ICCVs requests for rehabilitation programmes are linked to the request for parole.

NMR: Inmates request to do programmes that are a prerequisite to be placed on parole.

ECMR: Inmates requested to attend specific programmes that are needed for their parole consideration by the CMC.

WCMR: Inmates complain of not being given the opportunity to participate in programmes. Shortage of social workers hamper rehabilitation programmes. Inmates are given further profiles, without the proper implementation of sentencing plans. Therefore parole consideration is unduly postponed.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Remission = 42	19	0	9	0	0	0	1	0	13	0

REMARKS:

KZNMR: No report received that falls within this category.

CMR: Inmate at De Aar CC. Inmate was given feedback and the matter is finalised.

NMR: When inmates alleged that they qualify for remission due to various actions, e.g. identifying illegal substances or saving a fellow inmates life.

WCMR: Requests for special remission for whistle blowers.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Request for Social Worker = 199	45	0	0	0	0	0	89	0	65	0

REMARKS:

KZNMR: Please refer to the category rehabilitation programme.

CMR: All 45 inmates were consulted by the social worker. All matters were finalized.

WCMR: Inmates are interested in rehabilitation programmes.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Torture = 9	0	0	0	0	9	0	0	0	0	0

REMARKS:

KZNMR: The matters are being investigated at the regional office and the file is being attended to.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Transfer = 1159	197	0	213	0	471	0	218	0	60	0

REMARKS:

KZNMR: Transfer requests are prompted by need of inmates who want to be close to their family, to pursue certain programmes, and to be sent to their centres of origin after serving their minimum period of detention at Ebongweni etc. Ekuseni Youth Centre recorded the highest number at 34. The Village C at Ekuseni was closed because of the dilapidated building. Ebongweni followed as the second highest – inmates requesting to be sent to the centre of origin. Only Kokstad Correctional Centre managed to transfer 13 inmates to various correctional centres within the region. Due to DCS: Operational Vala programme no transfers were affected during the period under reporting.

CMR: Inmates want to be closer to their respective families for moral support.

WC: Inmates want to be closer to their families. Overcrowded centres make inmates fear for their lives, wanting to move to smaller centres.

NMR: Inmates utilise this function to be transferred to their family or to facilities that might assist them in their rehabilitation process, e.g., workshops or educational programmes.

ECMR: Requested transfers to various correctional centres to maintain family ties.

Most of these requests are for transfers to various centres within the Eastern Cape Region. There are approximately 15 requests to other regions.

Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Other = 2495	518	0	469	0	394	0	675	0	439	0
REMARKS:										
KZNMR: Inmates want to open bank accounts but most banks use a biometric system, which is a challenge. Inmates have various complaints: work teams, skills development, shortage of uniforms and shoes, shortage of cleaning material, to see the HCC and follow up on cases opened with SAPS.										
CMR: Most of the inmates want to consult with the HCC and make phone calls etc.										
NMR: It is all other categories that is not included in the complaints categories, e.g. blankets or receiving of cosmetics.										
ECMR: Inmates have various complaints: work teams, skills development, shortage of uniforms and shoes, shortage of cleaning material and feedback on cases opened with SAPS.										
WC: Requests to see the HCC/ICCV.										
Regions	CMR		ECMR		KZNMR		NMR		WCMR	
Nature of complaint	In	Ext	In	Ext	In	Ext	In	Ext	In	Ext
Attempted Suicide = 18	7	0	3	0	7	0	0	0	0	0
REMARKS:										
KZNMR: Inmates attempt suicide because they cannot cope with their sentences, inmates attempt suicide in isolation cells, seeking attention so they can be removed from the segregation cells.										
CMR: Inmate attempted suicide due to accusation of theft of other inmate's belongings. Inmates are consulting with social workers and requesting transfers close to their families. Some are psychiatric patients.										
ECMR: One inmate passed away at Frere Hospital on the 27th November 2019. JICS is currently investigating the matter.										

Table 12: Complaints managed at regional level per category

Complaints referred from the DLS (complaints unit):

These were the complaints referred to the regions from the complaints unit. Only one matter was resolved in the quarter.

Management region	Number of complaints received from DLS	Category/nature of complaints received	Number of complaints finalised	Number of complaints pending	Remarks
CMR	14	Transfer - 8 Reclassification - 2 Parole - 2 Health Care - 1 Other - 1	0	14	ICCV requested to deal with these matters according to policy.
ECMR	2		1	1	One complaint was finalised.
KZNMR	2		0	2	The complaints are pending. They were referred by DLS to the region on 31 October 2019. ICCV in correctional centre requested on 5th November 2019 to consult with the inmates. Progress reports on these matters will be provided in the next submission.

Management region	Number of complaints received from DLS	Category/nature of complaints received	Number of complaints finalised	Number of complaints pending	Remarks
NMR	17		0	17	Await consolidated feedback from ICCV
WCMR	7		0	7	Complaints received on 31/10/2019. Communication sent to HCC and no feedback received yet.
DMR TOTAL	39		1	38	-

Table 13: Complaint referred to regions by DLS (1 October - 31 December 2019)

2.3 Stakeholder engagement/VC meetings

Region	Planned VC meetings	Actual number of VC meetings held	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	7	5	0	0	Not applicable	Not applicable
ECMR	8	4	5	0	Combined the Amathole and St Albans VCs as a cost saving measure, combined meetings took place at Queenstown (including Aliwal North, Middleburgh and Butterworth) and Lusikisiki (including Mthatha). All VC's have been engaged in meetings during this quarter.	N/A
KZNMNR	7	7	2	2	None	None
NMR	4	4	0	0	None	None
WCMR	6	4	2	0	New appointments on 1 Oct 2019 resulted in VCCOs to be at the ICCV training and immediately attend induction leaving no time for VC meeting.	Meeting was rescheduled for the first week in Nov 2019.
DMR TOTAL	32	24	9	2	-	-

Table 14: Visitors Committee meetings

2.4 State patients incarcerated

The total number of state patients for this quarter is 162, with the majority of state patients housed in the Eastern Cape region (83), Central Management region (49) and KZN region (25). An increase of state patients occurred in the Eastern Cape due to the unavailability of beds at psychiatric institutions. A concerted effort is being made by JICS to monitor the flow of patients and facilitate their occupancy to psychiatric institutions.

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
ECMR	81	2	0	0	The total number of state patients is 83 in Eastern Cape correctional centres. This is an increase from the previous report. The biggest challenge is the availability of bed space from psychiatric institutions. An improvement can be seen at King Williams Town where there are only two state patients.
KZNMNR	24	1	0	0	The number of state patients housed in correctional centres has decreased drastically as compared to previous months. For instance, in October 2019 we had 34, November 29 and currently there are 25 state patients. This can be attributed to our active involvement in the Inter-sectorial Committee on Mental Health that was established in KZN. Furthermore, in all our stakeholder engagements we consistently highlight the plight of these persons in the correctional facilities.
CMR	49	0	0	0	There are 49 state patients incarcerated at the following correctional centres: Kimberley =12 Grootvlei Medium A = 36 Klerksdorp = 1 They are incarcerated under satisfactory conditions. DOH visits the correctional centre. Inmates are transferred to mental institutions but the same number will be referred by the courts to the correctional centre.
WCMR	0	0	0	0	
NMR	0	0	2	3	There are three inmates incarcerated at Kgosi Mampuru Local. They are awaiting beds at the Psychiatric institution.
TOTAL	154	3	2	3	-

Table 15: Report on state patients in correctional centres as at 31 December 2019

2.5 JICS attendance at JCPS

<p style="text-align: center;">CMR</p>	<p>Date of Meeting: 30 October 2019</p> <p>Matters discussed: Oversight visit @ Grootvlei Medium A Correctional Centre</p> <p>Resolutions:</p> <ol style="list-style-type: none"> 1. Legal Aid SA must follow up with NPA why a child has been awaiting trial for more than a year. 2. Home Affairs should be invited to the meeting in order to assist the court in terms of the child age examination i.e. children without birth certificates. 3. DCS to conduct a presentation or training about their policies in terms of children to the forum. 4. DCS to align the signage in the special care unit where children are accommodated with child legislation i.e. juvenile from 14 to 17, supposed to be children from 14-17. 5. Before the child is referred to the correctional centre there must be a thorough analysis of the nature of crime by the detective together with probationers i.e. individualisation of cases. 6. The Department of Education are invited but not honouring the invitation, the matter is escalated to DHET higher office for intervention because they are really needed in the meeting. 7. Social Development to intervene for the probationers to visit the children at the centre.
	<p>Date of Meeting: 11 December 2019</p> <p>Matters discussed: Children in Correctional Centres, AVR Systems, Presidential Special Remission</p> <p>Resolutions:</p> <ol style="list-style-type: none"> 1. There is progress in the appearance of children to courts, and compliance with the Children Act is noticed from DCS. 2. Maintenance of AVR system to be prioritised by justice and DPW department to fast track the cases and reduce some cases being remanded. 3. DCS to prioritise the release of inmates who qualify for Presidential Remission at the prescribed due dates.
<p style="text-align: center;">ECMR</p>	<p>Date of Meeting: PEEC Meeting on the 11 October 2019</p> <p>Matters discussed:</p> <ol style="list-style-type: none"> 1. Case flow blockages at Mthatha Area (Reasons: protests, power cuts, problems with recording machines, unavailability of water. Delays on DNA tests). 2. Threats against prosecutors (for certain cases) is a serious concern. 3. Appeals audit committee is in operation, looking at all outstanding appeals. 4. Sexual offences court is in operation in Butterworth and it will be extended to other areas as well. 5. Presentation by JICS on state patients at correctional facilities was shared with the PEEC. 6. Oversight visits by Judges and Magistrates suggested by JICS to increase the oversight role (One Judge One Jail concept). <p>Resolutions:</p> <ol style="list-style-type: none"> 1. State patients : it was resolved that all the orders to UMzimkhulu Psychiatric hospital will be directed to Eastern Cape Psychiatric hospitals (Komani & Fort England). <p>The matter of oversight visits has been taken into consideration and will be considered and be promoted by the Judge President (Justice Mbenenge).</p>
	<p>Date of Meeting: 6 November 2019</p> <p>Upon invitation from the SAHRC, Mr Raga and Mr Sani attended an oversight visit at St Albans, together with Commissioner Chris Nissen and his delegation.</p> <p>Matters Discussed:</p> <p>The Commissioner outlined the purpose of the visit at the Area Commissioners conference room as the following:</p> <ul style="list-style-type: none"> • That work of the National Preventative Mechanism (NPM) is derived from the Optional Protocol to the Convention against Torture (OPCAT). • The purpose of the visit is to ensure an establishment of a similar body in South Africa as well, so that torture can be prevented at all times. • The Commissioner raised a concern over the complaints that have been raised by inmates in other areas with regards to the shortage of uniforms. St Albans does not seem to have a shortage of uniforms due to their workshop facilities. • The SAHR Commissioner also stressed the prevention of torture at all costs and that mechanisms must be implemented in that regard.

ECMR	<p>The Area Commissioner of St Albans, Ms Majozi, presented an overview of the entire St Albans Management Area, citing overcrowding at St Albans Med B as the biggest challenge. Plans are in place to transfer inmates from St Albans Med B to various centres in the country, namely 366 inmates will be transferred to other areas in order to comply with 150% overcrowding percentage.</p> <ul style="list-style-type: none"> • She also reported that DCS is engaging with the Judiciary to consider other sentencing options. • All incidents that occurred at St Albans were highlighted, amongst others gangsterism, and the most recent case of an unnatural death. • The Area Commissioner also highlighted renovations that are taking place at St Albans Med A, some of the inmates have been temporarily transferred to St Albans Max. • Two correctional facilities were visited (St Albans Med B and Max). <p>No major concerns were noted during both visits as the briefing covered most of the issues.</p>
	<p>Date of Meeting: 6 November 2019</p> <p>The Office was invited to the Annual Stakeholder’s Meeting of Legal Aid South Africa.</p> <p>Matters Discussed:</p> <p>The purpose of the meeting was to reflect on the previous year’s Annual Report, and also to discuss the following year’s Strategic Plan with the stakeholders.</p> <ul style="list-style-type: none"> • One of the aims for the next financial year is to increase their own community outreach programs in terms of legal clinics. • Legal Aid also envisions to implement a call centre after hours to provide legal services to clients as early as during arrest. • There is also a vision to appoint one Practitioner per Judge. • Legal Aid wants to influence policy in order to reduce pre-trial detention. • For civil matters the priority is still constitutional rights matters.
	<p>Date of Meeting: 22 November 2019</p> <p>Annual Stakeholders meeting held in Butterworth, attended by Mr Kula.</p> <p>Matters Discussed:</p> <ul style="list-style-type: none"> • Section 35 of the Constitution and the implications there of for Legal Aid. • Human Rights and the Law, especially with regards to the implications for their clients. • The jurisdiction for this office was stated as: Butterworth, Idutywa, Ngqamakwe and Willowvale. • Decisions and cases are also quality assured. • Application for accreditation was also tabled with a view to match challenges experienced with solutions. • ID workshops will be planned for inmates to assist with appeal and bail cases. <p>Imbizos will be championed by the local Municipality, with inclusion of all stakeholders.</p>
	<p>Date of Meeting: 2 December 2019</p> <p>DCS Launch of the Festive Season Security Operations Plan at East London CC:</p> <p>It was hosted by the Deputy Minister, attended by the ARM. The purpose of the launch was the challenges faced by correctional services during the festive season, like gang fights, stabbings of members by inmates and inmates on inmates. The programme of the day included, display of simulation exercises by SAPS and DCS NTT such as SAPS and DCS K9 units, integrated cell penetration, fire and riot control and sniffer dog exercise (to locate contraband). This display was well coordinated with all role players like Emergency Medical Services and Fire Fighters.</p> <p>Resolutions:</p> <p>The Deputy Minister came out strongly against corruption and gender based violence. He also appealed to all stakeholders to work together in making the centres a safer place to work.</p>

	<p>Date of Meeting: 5 December 2019</p> <p>Deputy Ministers Working visit to Middledrift Correctional Centre:</p> <p>The event was attended by the ARM.</p> <p>The purpose of the visit was for the Deputy Minister to understand the operations at Middledrift Correctional Centre and engage with officials at the operational level. He was taken through the agriculture section (piggery, chicken project).</p> <p>A full presentation was delivered by the Regional Office, DCS.</p> <p>Challenges: The shift system, overcrowding, state patients (79 as of 1 Dec 2019), Children Remand Detainees in PE correctional centre, early retirement without penalties is increasing the vacancy level (98 officials will retire in January 2020).</p> <p>Successes: Good stakeholder engagements from provincial to local levels. Nicro assisting in rendering services, outreach programs (old age home at Mthatha, house was at Sada in partnership with The Methodist Church of Southern Africa), garden project by parolees and probationers within the communities benefiting old age homes, children's home and destitute families. Handing over wheelchairs to needy communities, students that will go to college in March next year to curb the vacancy rate, construction of a bakery at St Albans, school at Cradock CC with 8 classrooms, 100% matric pass rate for three consecutive years. The Deputy Regional Commissioner of the Easter Cape, Ms Dumbela, also mentioned that a submission has been made for Middledrift to be considered as a third Maximum facility.</p>
<p>KZN-MR</p>	<p>Date of Meetings 2019:</p> <ul style="list-style-type: none"> • 10 Oct: Attended with SAHRC delegation on an oversight visit to Escort CC • 11 Oct: the KZN High Court Stakeholders meeting • 25 Oct: Provincial Efficiency Enhancement Committee Meeting • 30 Oct: Mental Health & Substance Abuse Risk relay Symposium • 10 Dec: International Human Rights Day Lecture (KZN: SAHRC, Pro Bono Org, DoJ & Varsity College)
	<p>Matters discussed:</p> <p>Escort oversight: The visit was led by Commissioner Chris Nissen, who is responsible for the National Preventative Mechanism (NPM). The delegation visited various areas of Escort CC including the control rooms, hospital, kitchen, school, visitation areas, segregation cells and a few communal cells. The centre is newly built and has incorporated green technology in the infrastructure. The lighting is movement sensitive and doors are pneumatically operated. The centre is neat and clean. The equipment in the kitchen and hospital are functional. The school is in need of furniture and books. The challenges noted were at the communal cells. The shower taps in some cells are leaking and the entrance doors are not functioning well. These challenges are due to lack of care and breakages by the inmates. It was also observed that there is no provision for staff quarters. There are no telecommunications lines installed. This was the greatest complaint from several inmates as they have no access to communicate telephonically with their families. There is no ICCV at the centre and inmates were informed that JICS is in the process of filling the post.</p> <p>KZN High Court Stakeholders meeting:</p> <ul style="list-style-type: none"> • Feedback and update on steps taken to ensure proper and efficient court interpretation • Proper competent and efficient obtaining of the statement by the police officers • Update and suggested solutions on backlog in criminal matters • Overcrowding of correctional centres • Transcripts • Update and suggested solutions on backlog in criminal matters • Performance of the Regional Courts • Performance of the Civil High court

Provincial Efficiency Enhancement Committee Meeting

- Presentation on overcrowding in correctional centres: The challenges and the success rate
- Presentations (statistics) on their performance from various stakeholders, Legal Aid; KZN Division High Court; NPA etc.
- Delay of receiving the DNA results and interpretation were some of the issues that were discussed at length
- The conditions of the High Court

Mental Health & Substance Abuse Risk relay Symposium:

- Mental Health Infrastructure guidelines (IUSS perspective)
- Suicide prevention and management
- Mental health risks in transporting mental health care users (EMS)
- Ward environment risks and safety
- Management of aggression and violence
- Assessment and management of mental health care users using an MDT approach
- Substance abuse related risks
- Risks in private psychiatric facilities

International Human Rights Day Lecture (KZN: SAHRC, Pro Bono Org, DoJ &Varsity College)

This was the 71st anniversary commemorative year, an opportunity to celebrate the UDHR, thus affirming human right principles and standards. The objectives for the anniversary was to bring together three mutually reinforcing pathways: "Promote; Engage and Reflect". It aims to address the emerging issues and challenges and to determine appropriate mechanisms to address them.

The event gave rare opportunity to guest speakers to ask pertinent questions to reflect and analyze the human rights achievements made since 1948, but also sets an agenda and vision for the future. It further allows for us to reflect on the many accomplishments South Africa have made from the dawn of democracy; to take stock of where the country is as a nation, and what still needs to be done in order to attain the vision of Mandela in realizing a just, equitable and inclusive South Africa.

Resolutions:**Provincial Efficiency Enhancement Committee Meeting**

- The SAPS to investigate why there is a delay with the DNA results.
- Statistical information of cases that were finalized, accused with bail less than R500.00; R100.00 and those who were denied bail.
- To ensure the expedient finalisation of appeals, reviews, leave to appeal and petitions, Durban Westville Correctional Centre to allow a reasonable number of consultations by legal practitioners with detainees.
- The Department of Justice and Constitutional Development must urgently ensure that stenographers/court clerks are trained to ensure that court proceedings are properly recorded to prevent unnecessary reconstruction of records.
- In line with section 49G (1) of the Correctional Services Act 111 of 1998 as amended by Correctional Matters Amendment Act 5 of 2011, states in accordance with head of the remand detention facility or correctional centre to determine the further detention of such a person or released under the conditions appropriate to the case.
- Training offenders for statement taking.

Mental health and Substance Abuse Risk Relay symposium:

- To enhance capacity and knowledge on risk factors in mental health,
- To enhance capacity in risk assessment and risk management,
- To create a platform for learning with the aim of reducing mental health risks and standardizing processes, and
- To demonstrate and intervention from various sector in health.

International Human Rights Day Lecture

The event presented a unique opportunity for South Africa to renew its commitment to the UDHR and the principles enshrined in the Constitution of the Republic of South Africa, which was signed on 10 December 1996. South Africa's Constitution was born out of the global fight against injustice and atrocities and was informed and drew inspiration from the UDHR.

NMR	PEEC meeting is every three months in Gauteng. The SAHRC delegation on OPCAT visited Barberton Correctional Centre in November 2019.
WCMR	<p>Date of meeting: 18 October 2019</p> <p>WC Criminal Proceedings Coordinating Committee Overcrowding issues in WC: DCS created a team to review the parole system. JICS requested to assist. DSD and DCS to liaise regarding a rehabilitation programme for inmates sentenced less than 2 years.</p> <p>Date of meeting: 15 November 2019</p> <p>WC Criminal Proceedings Coordinating Committee</p> <ul style="list-style-type: none"> • AVR: Meeting with DCS /DOJ took place to ensure that the system is being used. System is working from DCS side. New AVR centres at George and Mossel Bay. • Provincial Court Watching Brief: Will look at the number of cases that have been dismissed at the courts in the province. • DCS reports: Overcrowded centres (Allandale and Pollsmoor Med B). • Provincial Focus: There is a high focus on trio crimes and POCA related matters.

Table 16: JICS attendance at JCPS

2.6 Foreigners incarcerated

There are three major challenges experienced by foreign national inmates in our correctional centres and detained cells:

1. Language: Foreign national inmates do not understand the DCS staff and vice versa, leading to numerous difficulties.
2. Maintaining contact with family members: This is due to distance/cost of keeping in touch. JICS has also found several who are not being visited by their families or the consulate department.
3. Deportation: DCS and JICS should open a dialogue at various forums that address these challenges affecting foreign nationals in our correctional centres and look at measures to address these challenges through the oversight bodies and promote the rights of foreign nationals in our country.

The E-Correction statistics as at 10 February 2020 on foreign nationals are as follows:

Males: 12 370

Females: 533

Total = 12 903

PART C: HUMAN RESOURCES

3. Organisational Structure

3.1 Approved structure as at 31 December 2019:

- There are 86 approved and funded positions on the fixed establishment.
- Five vacant positions.
- There are 12 additional fixed-term (contract) positions on the post establishment.
- JICS vacancy rate as at 31 December 2019 is 5.81 %.

3.2 Independent Correctional Centre Visitors (ICCVs) establishment

Filled posts	156/71%
Vacant posts	60/27%
Correctional Centres under construction	5/2%
Total number of ICCV posts	221

Table 17: ICCV filled and vacant post percentage as at 31 December 2019

3.3 Employment equity

Level	Males				Females				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management (Level 15-16)	-	-	-	-	-	-	-	-	-
Senior Management (Level 13 – 14)	1	-	1	1	-	-	-	-	3
Professionally qualified (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 (Level 3-6)	6	1	-	-	12	6	-	-	25
(Level 1-2)	1	-	-	-	-	-	-	-	1
Total	24	10	2	2	32	10	1	-	81
Non-permanent	3	1	-	1	2	3	-	-	10
ICCVs	52	5	1	-	86	12	-	-	156
Total	79 (32%)	16 (6.5%)	3 (1.2%)	3 (1.2%)	120 (48.6%)	25 (10.1%)	1 (0.45)	-	247 (100%)

Table 18: Employment equity as at 31 December 2019

Employment Equity Stats as on 31 December 2019

Levels 11-14 (Women)

Target: 50%

Current: 14, 28 %

Levels 2-10 (Women)
 Target: 50%
 Current: 66 %

People with disabilities across all levels
 Target: 2 %
 Current: 1, 23 %

3.4 Performance Agreements

Year under review - 2018-2019

Final assessment – 78 performance agreements captured on PERSAL

Moderation for Level 1-7 (Finalized)

Moderation for Level 8-10 (Finalized)

3.5 Labour Relations

Description	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Misconduct cases report	3	-	1	1	-	-	-	5
Misconduct cases finalised	-	-	1	1	-	-	-	2
Misconduct cases outstanding	-	-	-	3	-	-	-	3
Grievance lodged	-	-	-	-	-	-	-	1
Grievance resolved	-	-	-	-	-	-	-	1

Table 19: Labour relations (1 October - 31 December 2019)

Misconduct cases report:

- One ICCV = Alleged smuggling of contraband;
- One ICCV = Alleged fraud;
- One Permanent Staff Member = Loss/ damage to state vehicle;
- One Permanent Staff Member = Unauthorized issuing of state vehicle; and
- One Permanent Staff Member = Unauthorized issuing/ release of state vehicle.

Grievances lodged:

One grievance amicably resolved.

One grievance unresolved:

Grievance logged on 2019/02/28, matter referred to PSCBC for conciliation.

On 2019/11/20 the official request for arbitration in terms on LRA 7.13 in the same matter.

PART D: FINANCE AND SCM

4. Budget

JICS was allocated a budget of R77 244 000.00 at the beginning of 2019/2020. Budget for 2019/2020 financial year as at 31 December 2019.

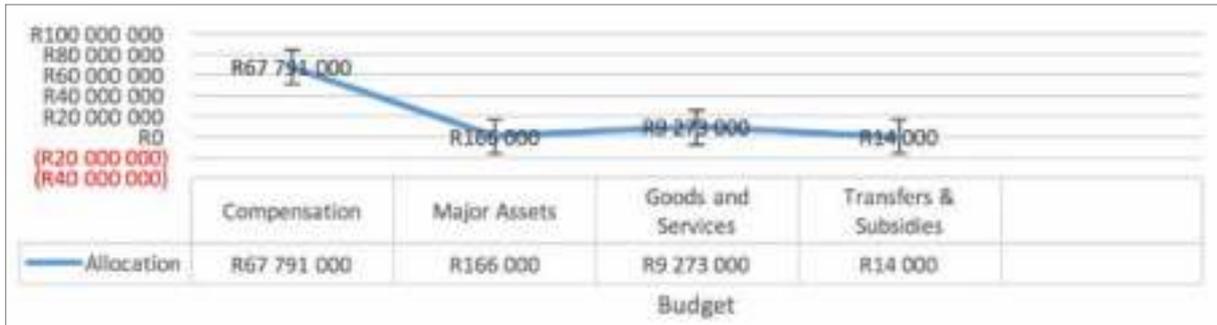


Figure 2: Budget 2019/20 financial year

5. Expenditure

The Expenditure for the period 1 April 2019 to 31 December 2019 amounts to R 48 816 439.37

Available Budget as at 31 December 2019

R 27 183 342.17

Commitments

R 1 244 218.46

Reasons for under spending by 10.19% on SCOA items:

- Compensation of Employees: 60.51% Ideal: 75.00% Deviation: 14.49%**
 Underspending due to recruitment, selection process not finalised for all vacant and funded posts.
- Goods and Services: 91.44% Ideal: 75.00% Deviation: -16.44%**
 Overspending due to travelling for operational work (inspection, investigation and VCCO).
- Transfers & Subsidies: 79.14% Ideal: 75.00% Deviation: -4.14%**
 Underspending due to the vehicles that will be renewed during the course of the financial year and most vehicle will be renewed in January 2020
- Capital Assets: 331.66% Ideal: 75.00% Deviation: -256.66%**
 Overspending due to LOGIS orders for finance leases being generated for the entire financial year

6. Fleet /Transport Management

Fleet of Vehicles

Status of JICS Current Vehicles/fleet as at 31 December 2019.

- Vehicle Fleet Summary: 27 Vehicles
- 11 vehicles transferred to DCS for disposal: (Nine in Pollsmoor and two in Grootvlei)

Fleet Operating Cost for period under review:

October 2019: R 64 157.45
 November 2019: R 42 821.28
 December 2019: R 53 508.80
 The total fleet operating cost is R 160 487.53

7. Property and Facilities Management**New/Envisaged Property**

- Pretoria Head Office accommodated at the Minister's office Salu Building, Pretoria Central.
- Eastern Cape Management Region is temporarily accommodated at East London Magistrates Court at no cost to JICS.

PHYSICAL ADDRESS	TYPE OF AGREEMENT	STATUS ON 31 MARCH 2019	MONTHLY RENTAL
Western Cape Management Region: 9TH floor, Standard Bank Building, 1 Thibault Square, Cnr Long & Hans Strijdom Avenue, Cape Town	Lease agreement	New lease agreement approved by DPW from 2018.04.03 for three years.	R 149 632.29
Central Management Region: 3rd floor, 62 Andrew Street, Bloemfontein	Lease agreement	New lease agreement approved by DPW from 2018.04.03 for three years.	R76 066.50
Northern Management Area: 265 West Ave, Tuinhof, Karee (West Block) Centurion	Month to month lease agreement.	Tender process for procurement of new office accommodation for the region, including the office of the IJ 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	New lease agreement Approved by DPW from 2018.04.03 for three years.	R48 441.71

Table 20: Property and facility management as at 31 December 2019

PART E: INFORMATION TECHNOLOGY

8. Procurement

The process of procuring 15 desktop colour printers for the regions was started in December 2019. An order was issued to the supplier, we are awaiting delivery of the printers.

General IT Support:

Procurement of cartridges/toners and drum units.

- Printer cartridges/toners (49) were procured for all regions.
- Seven Drum units were procured.

Workstation/computer setup and installation.

One computer was installed and configured for a secretary in Pretoria head office.

Current and upcoming projects:

Installation and configuration of computers for ICCVs:

Eastern Cape (3 February 2020 – 7 February 2020)

Free State & Northern Cape (17 February 2020 – 21 February 2020)

KwaZulu-Natal – awaiting confirmation Correctional Services

Gauteng – awaiting confirmation from Northern Management Region

Challenges

The Management Information System (MIS) has not been functional since January 2018.

Solutions

Department of Correctional Services – GITO is re-engineering the system to integrate it to the E-Corrections of DCS. The rolling out of the new system is scheduled for 31 December 2019.

PART F: MEDIA AND COMMUNICATIONS

JICS engaged in a number of media activities namely: media releases, requests, alerts and internal communication in the third quarter (October – December 2019). The media had enquiries on a number of matters, concentrating on the following:

- JICS Annual Report
- Overcrowding in Prisons
- Justice E Cameron new IJ
- State patients incarcerated at prisons instead of mental institutions
- Death of inmate at Pollsmoor CC
- Staff shortages at St Albans
- Rehabilitation of prisoners
- Unnatural Deaths at Correctional Facilities
- Concern at high number of unnatural deaths in SA prisons
- Prisoner Remission
- JICS Supermax Report



Figure 3: Internal and external communications (1 October – 31 December 2019)

Other Matters Reported:

October 2019

- The JICS website is online, but we are not able to update it on the back-end. This creates frustration as we have a website, but we are not able to use it effectively as a communication tool.
- The mandatory reporting (phase 2) still has a few issues which needs to be resolved.
- The quarterly report deadlines are not being met, which makes it difficult to arrange meetings with Ministry and NASCOM. The Portfolio Committee has also requested that we send our reports to them, which becomes a reputational issue when we are late with our quarterly reports.

November 2019

The JICS website is online, but we do not have enough cloud space, which means we cannot upload and maintain the website as previously reported.

December 2019

The wall/desk calendars and diaries were delivered on the 29th November, and was packaged for distribution to all the regions on the 4th December 2019.

The website continues to be a challenge.

A decision was taken that the e-desk drop will no longer be distributed on a monthly basis. A new internal newsletter will be distributed on a quarterly basis, with inputs from every department. Deadlines have been set for content input and will be distributed to all departments so that they can meet the deadline.

