



JUDICIAL INSPECTORATE FOR CORRECTIONAL SERVICES

FIRST QUARTERLY PERFORMANCE REPORT

1 April 2021 - 30 June 2021



JICS

Judicial Inspectorate for
Correctional Services





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INSPECTING JUDGE:
JUSTICE EDWIN CAMERON

TABLE OF CONTENTS

LIST OF ABBREVIATIONS	3
EXECUTIVE SUMMARY BY THE CEO	7
PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT	9
1. Performance information	9
1.1. Inspections	9
1.2. Investigations	17
1.3. Complaints	18
1.4. Mandatory reporting	20
1.5. Litigation	25
PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)	26
2. Independent Correctional Centre Visitors (ICCVs)	26
2.1. Complaints handled in regions	28
2.2. Stakeholder engagement/Visitors' Committee (VC) meetings	39
2.3. The Justice Crime and Prevention Security (JCPS) Cluster interventions, Case Flow Management Forum, Performance Enhancement and Efficiency Committees (PEEC) and Director of Public Prosecutions (DPP)	43
2.4. Declared state patients incarcerated	45
2.5. Non-nationals (sentenced and remand detainees) in correctional facilities	46
2.6. COVID-19 reporting	46
2.7. Special parole dispensation	47
PART C: HUMAN RESOURCES	49
3. Organisational establishment structure	49
3.1. Approved establishment structure as at 30 June 2021	49
3.2. ICCVs	49
3.3. Employment Equity	50
3.4. Performance agreements	50
3.5. Labour relations	51
3.6. Nationwide lockdown and COVID-19 pandemic	51
PART D: FINANCE AND SCM	52
4. Budget	52
4.1. Budget for 2021/2022 Financial Year	52
4.2. Expenditure	53
4.3. JICS Asset Register closing balance as at 30 June 2021	53
4.4. Fleet/Transport Management	53
4.5. Property and facilities management	54
PART E: INFORMATION TECHNOLOGY	55
5. Projects	55
5.1. Distribution of computers for ICCVs in Correctional Centres	55
5.2. Development and Integration of JICS MIS into DCS E-Corrections	55
5.3. Development of JICS Mail Server and Website	55
PART F: MEDIA AND COMMUNICATIONS	56
6. Media	56
6.1. Media Analysis	56
6.2. Internal Communication	57

6.3. Matters Reported	58
6.4. IJ office	59
6.5. Branding	59
6.6. Campaigns	59

TABLE AND FIGURE INDEX

Table 1: Inspections scheduled for 1 April – 30 June 2021	8
Table 2: Inspected centres rating	9
Table 3: Inspection reports received from 1 April – 30 June 2021 – Ratings per centre	10
Table 4: Investigations conducted from 1 April – 30 June 2021	17
Table 5: Investigations completed for this quarter	18
Table 6: Complaints received per category from 1 April – 30 June 2021	19
Table 7: Complaints referred to DMR from 1 April – 30 June 2021	19
Table 8: Complaints finalised and backlogs (Investigations on complaints)	19
Table 9: Unnatural deaths reported from 1 April – 30 June 2021	20
Table 10: Natural deaths reported from 1 April – 30 June 2021	21
Table 11: Reports on segregation received from 1 April – 30 June 2021	22
Table 12: Segregation appeals finalised from 1 April – 30 June 2021	23
Table 13: Reports received on mechanical restraints from 1 April – 30 June 2021	24
Table 14: Mechanical restraints appeal finalised during the quarter	24
Table 15: Reports received on the use of force from 1 April – 30 June 2021	25
Table 16: Matters in Court/NPA as at 30 June 2021	25
Table 17: Record of Consultation by ICCVs from 1 April – 30 June 2021	27
Table 18: General complaints managed in regions from 1 April – 30 Jun 2021	29
Table 19: Urgent complaints managed in regions from 1 April – 30 Jun 2021	32
Table 20: Complaints referred to DMR by DLS during 1 April – 30 Jun 2021	38
Table 21: VC meetings held from 1 April – 30 Jun 2021	39
Table 22: Stakeholder engagement meetings held during 1 April – 30 Jun 2021	43
Table 23: Declared state patients incarcerated from 1 April – 30 June 2021	45
Table 24: Non-nationals in correctional centres from 1 April – 30 Jun 2021	46
Table 25: Report on COVID-19 as at 30 Jun 2021	47
Table 26: COVID-19 special parole dispensation from 1 April – 30 June 2021	47
Table 27: Three vacancies as at 30 June 2021	49
Table 28: ICCVs filled and vacant post percentage as at 30 June 2021	49
Table 29: Employment equity statistics as at 30 June 2021	50
Table 30: Employment equity percentages as at 30 June 2021	50
Table 31: Expenditure as at 30 June 2021	53
Table 32: Compensation of employees	53
Table 33: Goods and Services	53
Table 34: Transfers and Subsidies	53
Table 35: Capital Assets	53
Table 36: Asset register as at 30 June 2021	53
Table 37: JICS fleet and allocation per region as at 30 June 2021	53
Table 38: JICS fleet to be disposed of as at 30 June 2021	54
Table 39: JICS property leases as at 30 June 2021	54
Figure 1: Budget for 2021/2022 Financial Year	52
Figure 2: JICS Media Analysis and Internal Communications (1 April - 30 June 2021)	58

LIST OF ABBREVIATIONS

AC	Area Commissioner
CC	Correctional Centre
CEO	Chief Executive Officer
CF	Correctional Facility (Correctional Centre and Remand Detention Facility)
CFO	Chief Financial Officer
CMCs	Case Management Committees
CMR	Central Management Region
CPA	Criminal Procedure Act 51 of 1977
CSA	Correctional Services Act 111 of 1998
COVID-19	Coronavirus infection or disease
DCS	Department of Correctional Services
DLS	Directorate Legal Services
DMR	Directorate Management Regions
DOH	Department of Health
DPP	Director of Public Prosecutions
DSS	Directorate Support Services
EC	Eastern Cape
ECMR	Eastern Cape Management Region
EXCO	Executive Committee
FS/NC	Free State/Northern Cape Management Region
GITO	Government Information Technology Officer
GCIS	Government Communication Information System
GP	Gauteng Province
HCC	Head of Correctional Centre
ICCVs	Independent Correctional Centre Visitors
IJ	Inspecting Judge
ISS	Integrated Security System
IT	Information Technology
JCPS	Justice, Crime Prevention and Security Cluster
JICS	Judicial Inspectorate for Correctional Services
KZNMNR	KwaZulu-Natal Management Region
LGBTIQ+	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
MIS	Management Information System
MSSD	Minimum Standard of Service Delivery
NMR	Northern Management Region
PCN	Public Calling for Nominations
PEEC	Provincial Efficiency and Enhancement Committee
PMDS	Performance Management Development System
PPE	Personal Protective Equipment
RDs	Remand Detainees
ROC	Record of Consultation
SA	South Africa
SAHRC	South African Human Rights Commission
SAPOHR	South African Prisoners Organisation for Human Rights
SCOA	Standard Chart of Accounts
SITA	State Information Technology Agency
SMR	Strategic Midterm Review
VC	Visitors' Committee
VCCO	Visitors' Centre Coordinators
WCMR	Western Cape Management Region



EXECUTIVE SUMMARY BY THE CHIEF EXECUTIVE OFFICER

The first quarter of 2021 overlapped with the tragic third wave of COVID-19 in South Africa. It also marked over a year since the COVID-19 pandemic began. At JICS, we have reignited and revitalised our commitment to ensure humane and dignified conditions of detention and incarceration for all inmates, notwithstanding the challenges spurred by COVID-19.

JICS has regulated its working conditions to ensure access to the majority of correctional facilities while taking precautions to curb the spread of COVID-19. In addition, all inmates plus JICS form part of the Department of Correctional Services (DCS) vaccine roll-out that is underway.

A highlight for the first quarter was the international online seminar hosted by JICS on 27-28 May 2021 titled "Excessive Use of Force in Correctional Centres: The Role of DCS, JICS and Civil Society." JICS hosted the Minister, Deputy Minister, National Commissioner, world-class experts and engaged with our local and robust civil society.

For the first quarter, JICS's approved National Inspection Plan scheduled 37 inspections and all 37 were conducted, 36 inspection reports were processed and in addition, 14 investigations were conducted. The number of vacant ICCV positions is 36 and there were 86 permanent approved and funded positions on the fixed establishment. All 34 Visitors' Committee meetings took place in line with JICS's governance calendar. On information technology, JICS's email domain was registered, and a new server has been installed and configured. However, access to the internet server remains a problem.

The lack of mandatory reporting of deaths, mechanical restraints, segregations and the use of force by DCS remains an acute challenge. Since DCS's electronic reporting system crashed in 2016, DCS has not properly fulfilled its statutory reporting obligations. This means that JICS – as a watchdog entity – cannot properly verify the reported cases and is not privy to the full picture of what occurs behind bars. There is some hope as the E-Corrections system continues to be rolled out across the country.

JICS is part of DCS's task team mandated to monitor COVID-19 behind bars. During the first quarter, there was a cumulative total of 30 JICS officials, 8 024 officials and 4 583 inmates who tested positive for COVID-19. As at 30 June 2021, a total of 186 officials and 80 inmates succumbed to the virus. The recovery rate is 11 864, which equates to 94.11%.

In the first quarter, JICS received a total of 134 complaints. The majority of these dealt with parole, transfers and assaults. Of particular concern from this quarter are the complaints related to parole and especially parole for those serving life sentences. The Inspecting Judge continues to request to engage the Minister, Deputy Minister and National Commissioner on the dysfunction within the parole system.

On mandatory reporting, the numbers were as follows:

- Unnatural deaths: 20
- Natural deaths: 102
- Segregations: 1 197
- Mechanical restraints: 0
- Use of force: 82

It is critical to note that given DCS's dysfunctional reporting system, these numbers cannot be verified and are likely to be higher than what is reported.

During the first quarter, there were 11 328 non-nationals and 129 state patients detained and incarcerated in South African correctional facilities.

JICS is committed to ensuring its independence through various strategic activities including the draft JICS Bill as well as establishing JICS as a National Government Component.

Finally, JICS's budget for the 2021/2022 financial year is R76 140 000.00.

This report sets out JICS's performance outputs from the first quarter. I am thankful to the Inspecting Judge, executive management and all our committed staff across the country for their hard work towards fulfilling JICS's vital oversight function, especially during a global pandemic.

PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT

1. Performance information

1.1. Inspections

Inspections scheduled per National Inspection Plan

JICS's approved National Inspection Plan (NIP) scheduled 37 inspections for the first quarter. The table below provides further details on the 37 inspections that were conducted.

Inspections scheduled from 1 April - 30 June 2021

No.	Centre	Region	Inspections conducted (Y/N)	Reports received (Y/N)
1	Bethlehem	CMR	Y	Y
2	Lindley	CMR	Y	Y
3	Tzaneen Old	NMR	Y	Y
4	Modimolle	NMR	Y	Y
5	Middleburg (MP)	NMR	Y	Y
6	Bergville	KZNMNR	Y	Y
7	Ladysmith	KZNMNR	Y	Y
8	Vryheid	KZNMNR	Y	N
9	Allendale	WCMR	Y	Y
10	Hawequa	WCMR	Y	Y
11	Willowvale	ECMR	Y	Y
12	Nqamakhwe	ECMR	Y	Y
13	Brantford	CMR	Y	Y
14	Wepener	CMR	Y	Y
15	Belfast	NMR	Y	Y
16	Witbank	NMR	Y	Y
17	Bethal	NMR	Y	Y
18	Ingwavuma	KZNMNR	Y	Y
19	Nongoma	KZNMNR	Y	Y
20	Knysna	WCMR	Y	Y
21	George	WCMR	Y	Y
22	Mosselbay	WCMR	Y	Y
23	Mthatha Medium	ECMR	Y	Y
24	Nqgeleni	ECMR	Y	Y
25	Mnqanduli	ECMR	Y	Y
26	Groenpunt	CMR	Y	Y
27	Mangaung	CMR	Y	Y

No.	Centre	Region	Inspections conducted (Y/N)	Reports received (Y/N)
28	Losperfontein	CMR/NMR	Y	Y
29	Attridgeville	NMR	Y	Y
30	Kgosi Mampuru C Max	NMR	Y	Y
31	New Castle	KZNMR	Y	Y
32	Pomeroy	KZNMR	Y	Y
33	Kranskop	KZNMR	Y	Y
34	Van Rhynsdorp	WCMR	Y	Y
35	Staat Van Paardeberg	WCMR	Y	Y
36	Jansenville	ECMR	Y	Y
37	St Albans Med B	ECMR	Y	Y

Table 1: Inspections scheduled for 1 April – 30 June 2021

A total of 36 inspection reports were received during the first quarter. They were analysed and rated as at 30 June 2021 with classifications “Good”, “Satisfactory” or “Unsatisfactory”. One inspection report was outstanding on the date of compilation of this quarterly report.¹ Out of the 36 inspection reports evaluated, 28 centres were rated as “Satisfactory”, one centre was rated “Unsatisfactory” and only seven centres were rated “Good”.

Ratings of correctional facilities inspected during the first quarter

Good	Satisfactory	Unsatisfactory	Total
7	28	1	36

Table 2: Inspected centres rating

Ratings of the correctional facilities as per facility inspection

No.	Centre	Region	Scheduled	Inspections conducted	Rating (Good / Satisfactory / Unsatisfactory)
1.	Bethlehem	CMR	7/4/2021	13/4/2021	Satisfactory
2.	Lindley	CMR	8/4/2021	12/4/2021	Satisfactory
3.	Tzaneen Old	NMR	13/4/2021	13/4/2021	Good
4.	Modimolle	NMR	14/4/2021	14/4/2021	Satisfactory
5.	Middleburg (MP)	NMR	15/4/2021	15/4/2021	Satisfactory
6.	Bergville	KZNMR	13/4/2021	23/4/2021	Satisfactory
7.	Ladysmith	KZNMR	14/4/2021	22/4/2021	Satisfactory
8.	Vryheid	KZNMR	15/4/2021	21/4/2021	Outstanding
9.	Allendale	WCMR	7/4/2021	7/4/2021	Satisfactory
10.	Hawequa	WCMR	8/4/2021	8/4/2021	Satisfactory
11.	Willowvale	ECMR	7/4/2021	7/4/2021	Satisfactory
12.	Nqamakhwe	ECMR	8/4/2021	8/4/2021	Good
13.	Brandtford	CMR	4/5/2021	4/5/2021	Satisfactory
14.	Wepener	CMR	5/5/2021	5/5/2021	Satisfactory
15.	Belfast	NMR	4/5/2021	12/5/ 2021	Satisfactory
16.	Witbank	NMR	5/5/2021	11/5/ 2021	Satisfactory
17.	Bethal	NMR	6/5/2021	13/5/2021	Satisfactory
18.	Ingwavuma	KZNMR	4/5/2021	4/5/2021	Unsatisfactory
19.	Nongoma	KZNMR	5/5/2021	5/5/2021	Satisfactory
20.	Knysna	WCMR	4/5/2021	4/5/2021	Satisfactory
21.	George	WCMR	5/5/2021	5/5/2021	Good
22.	Mosselbay	WCMR	6/5/2021	6/5/2021	Good
23.	Mthatha Medium	ECMR	4/5/2021	14/5/2021	Satisfactory
24.	Nqgeleni	ECMR	5/5/2021	12/5/2021	Satisfactory

¹ Vryheid Correctional Centre (KZNMR).

No.	Centre	Region	Scheduled	Inspections conducted	Rating (Good / Satisfactory / Unsatisfactory)
25.	Mnqanduli	ECMR	6/5/2021	13/5/2021	Satisfactory
26.	Groenpunt	CMR	1/6/2021	1/6/2021	Good
27.	Mangaung	CMR	2-3/6/2021	2-3/6/2021	Good
28.	Losperfontein	CMR	1/6/2021	1/6/2021	Satisfactory
29.	Attridgeville	NMR	2/6/2021	2/6/2021	Satisfactory
30.	Kgosi Mampuru C Max	NMR	3/6/2021	3/6/2021	Satisfactory
31.	New Castle	KZNMR	1/6/2021	1/6/2021	Satisfactory
32.	Pomeroy	KZNMR	2/6/2021	2/6/2021	Satisfactory
33.	Kranskop	KZNMR	3/6/2021	3/6/2021	Satisfactory
34.	Van Rhynsdorp	WCMR	1/6/2021	1/6/2021	Good
35.	Staar Van Paardeberg	WCMR	2/6/2021	2/6/2021	Satisfactory
36.	Jansenville	ECMR	1/6/2021	1/6/2021	Satisfactory
37.	St Albans Med B	ECMR	2 - 3 /6/2021	2/6/2021	Satisfactory

Table 3: Inspection reports received and rated as at 1 April – 30 June 2021

The following correctional facilities were rated as “Unsatisfactory”

Ingwavuma – KZN

Facilities – Unsatisfactory

- The physical condition of the centre was rated unsatisfactory.
- There was no running water for the entire area.
- Plans were in place to paint the centre (paint was kept in logistics and the centre was not painted on the date of the inspection).
- Inmates raised concerns that there were major shortages of bed sheets, blankets and clothing.
- The ablution facility was dysfunctional.
- Inmates were using buckets for bathing and flushing the toilets.

Healthcare – Unsatisfactory

- The condition of the clinic was rated unsatisfactory.
- The centre had one nurse and the other nurse was only appointed on a contract for COVID-19 screening and her contract had expired.
- The clinic faced various challenges and had a small area that was used as an office, stock room and examining area for inmates.
- A single cell is used as sickbay because the centre’s structure previously had no hospital/sickbay.
- The nurse struggles with security during consultations with inmates and struggles to attend their appointments at the hospital due to a lack of security.

Nutrition – Unsatisfactory

- The condition of the kitchen was rated “Unsatisfactory”.
- The location of the communal cell for cookers seems to be in a dangerous position.
- The cell might be affected by fire during an emergency in the kitchen.
- One big pot was not working on the date of inspection.
- Officials indicated that the pot was reported but not yet attended to.
- The deep freezer was leaking and caused huge ice spots on the freezer floor.
- The centre had a shortage of fruits and vegetables.
- The kitchen’s Compliance Certificate had expired on the date of the inspection.
- The drainage was not functioning and there were cockroaches in the kitchen.
- There were plans in place for the municipality to conduct an inspection, but due to COVID-19 shifts at the municipality, the plan to inspect was not finalised.

The following correctional facilities were rated as “Good”

Tzaneen - NMR

Facilities – Good

- The physical condition of the centre was rated as “Good”.
- The centre was not overcrowded on the date of the inspection.
- The centre was newly opened and it was in good condition on the date of the inspection.

Healthcare – Good

- The healthcare facility was in good condition.
- The centre had two nurses, one social worker, one educationist and one artisan.
- The centre utilised the services of a doctor from a public hospital.
- The dentist visits only when the need arises.

Accommodation – Good

- The centre was not overcrowded on the date of inspection.
- All inmates had beds to sleep on.

Corrections, development and care programmes - Good

- 31 inmates enrolled for Adult Basic Education and Training (AET).
- No inmates enrolled for Grade 10 -12.
- There were no inmates enrolled for tertiary education.
- 20 inmates participated in vocational programmes.
- 54 inmates participated in rehabilitation and social work programmes.

Nutrition - Good

- The condition of the kitchen was rated “Satisfactory”.
- The centre is new, and the kitchen equipment was still in good condition.
- The firefighting equipment was up to date on the date of the inspection.
- The kitchen had a Compliance Certificate.

Nqamakhwe – ECMR

Healthcare – Satisfactory

- The condition of the clinic was rated “Satisfactory”.
- The centre had one sessional doctor and one nurse.
- The number of social workers and educationists were not indicated.
- The centre had one mentally ill inmate that was a sentenced offender.
- The prevalent mental illness was substance abuse.
- There were no declared mental ill state patients on the date of inspection.

Facilities – Good

- The physical condition of the centre was rated as “Satisfactory”.
- The centre had been newly renovated and was very neat on the date of the inspection.
- The firefighting equipment was serviced on the date of the inspection.
- There were no maintenance challenges at the centre.

Accommodation – Satisfactory

- Communal and single cells were clean.
- Inmates confirmed that they receive one hour of exercise daily.
- The ablution facility was functioning well.
- There were no inmates accommodated in single cells.

Nutrition – Good

- The condition of the kitchen was rated as “Good”.
- The kitchen equipment was new.
- The kitchen provides for therapeutic and religious diets.
- Three meals were served to inmates daily.
- However, meal intervals were not compliant with section 8(5) Correctional Services Act 111 of 1998 (CSA), which states that “food must be well prepared and served at intervals of not less than four and a half hours and not more than six and a half hours, except that there may be no more than 14 hours between the evening meal and breakfast.”
- The kitchen had a Compliance Certificate.

Visitation – Good

- The centre had three booths for non-contact visits.
- The condition of the non-contact visit area appeared satisfactory.
- The contact visit area was neat and spacious to accommodate numerous visitors daily.
- Visits were temporarily placed on hold to alleviate the spread of COVID-19.
- There is an office space for legal consultation.

George – Western Cape

Inmate population and professional staff

- The centre accommodated both sentenced and remand adult males and was severely overcrowded on the day of the inspection.
- Three sessional doctors and a psychiatrist rendered services.
- Four nurses, four social workers, five educators, two psychologists and three artisans were employed by DCS.

Healthcare - Good

- The clinic appeared well managed.
- There were 40 mentally ill inmates accommodated in the centre on the day of the inspection with the prevalent mental illness being drug-induced psychosis.
- There were no declared state patients on the date of inspection.

Facilities – Good

- The infrastructure of the centre was found clean, well maintained and in a good condition.
- The firefighting equipment was last serviced in September 2020 with the next date of service scheduled for September 2021.

Accommodation - Good

- Communal and single cells were found clean.
- The ablution facilities were functioning well.

Rehabilitation programmes - Good

- The centre offered Adult Basic Education and Training (AET), vocational and rehabilitation programmes.
- Inmates were employed in work teams and participated in organised sport.

Nutrition - Good

- The condition of the kitchen was satisfactory, clean and neat with equipment generally in a good condition.
- Three meals were served to inmates within the prescribed policies.
- The kitchen had a Compliance Certificate.

Complaints and requests - Satisfactory

- Complaints and requests were dealt with in terms of section 21(1) of the CSA which states that: "Every inmate must, on admission and daily, be given the opportunity of making complaints or requests to the Head of the Correctional Centre or a correctional official authorised to represent such Head of the Correctional Centre."
- No ICCV was appointed on the day of the inspection.

Contact with the community - Satisfactory

- The centre had both contact and non-contact visit areas.
- The contact visit area was neat and spacious.
- There is an office space available for legal consultations.

Mossel Bay – Western Cape

Inmate population and professional staff

- The centre was overcrowded and accommodated sentenced males on the day of the inspection.
- The centre employed three nurses, two social workers and two educators on the date of the inspection.

Healthcare - Good

- The clinic appeared well managed.
- There were two mentally ill inmates accommodated on the date of inspection, both diagnosed with drug-induced psychosis.
- There were no declared state patients on the date of inspection.

Facilities - Good

- The infrastructure of the centre was rendered "Satisfactory".
- The firefighting equipment was serviced on time.
- The structure was well maintained.

Accommodation - Good

- Communal and single cells were found clean and the ablution facilities were functional.

Rehabilitation programmes - Good

- Inmates were offered Adult Basic Education and Training (AET) and participated in rehabilitation, religious and vocational programmes.
- Inmates were employed in work teams and participated in organised sport.
- The library was functional on the day of the inspection.

Nutrition - Good

- The kitchen was clean and neat and the kitchen equipment was in a good condition.
- Three meals were served to inmates within the prescribed policies.
- The kitchen has a compliance certificate.

Complaints and requests - Satisfactory

- Complaints and requests were dealt with in terms of section 21 of the CSA.
- No ICCV was employed on the day of the inspection.

Contact with the community - Satisfactory

- The centre had contact and non-contact visit stations/areas that were sufficient for the inmate population.
- There is an office space for legal consultations.

Groenpunt Medium Free State

Inmate population and professional staff

- The centre was not overcrowded on the date of the inspection.
- The centre employed three nurses, and a sessional doctor who only visited the centre once in May 2021.

Healthcare - Good

- The centre accommodated 13 mentally ill inmates mostly diagnosed with schizophrenia and drug-induced psychosis.
- There were no declared state patients on the date of inspection.

Facilities - Good

- The infrastructure of the centre was well maintained.
- The firefighting equipment was serviced on time.

Accommodation - Satisfactory

- Communal and single cells were found clean and the ablution facilities were functioning well.
- There were two inmates in segregation on the day of the inspection.

Rehabilitation programmes - Good

- Inmates were offered Adult Basic Education and Training (AET) and participated in rehabilitation, religious and vocational programmes.
- Inmates were employed in work teams and participated in organised sport and cultural activities.

Nutrition - Good

- The kitchen was newly renovated and in very good condition.
- Therapeutic and religious diets were provided to qualifying inmates.
- The centre served two meals per day since most inmates are on work teams and they take a packed lunch with them.
- The kitchen did not have a Compliance Certificate.

Complaints and requests - Satisfactory

- The ICCV visited the centre 21 times in May 2021.
- Complaints and requests were dealt with in terms of section 21 of the CSA.

Contact with the community - Satisfactory

- The centre allowed both contact and non-contact visits.
- The contact visit area was neat and spacious.
- Legal visits take place in the spiritual care office.

Mangaung Free State

Inmate population and professional staff

- The centre was fully occupied on the date of the inspection.
- Healthcare is outsourced and the centre had the services of two sessional doctors, 18 permanent nurses and seven locum nurses.
- The centre also had the services of psychologists, a psychiatrist, dentist, educationists and artisans.

Healthcare - Good

- The most prevalent mental illness was post-traumatic stress disorder, depression and schizophrenia. Numbers were not provided.
- There were no declared state patients.
- The hospital was in a good condition.

Facilities - Good

- The physical condition of the centre was rated "Good".
- There were no urgent repairs, the centre embarked on a day to day maintenance.
- Firefighting equipment was serviced on time.

Accommodation - Good

- The condition of the cells was found in a good condition.
- Cells were clean, neat and well maintained.
- The ablution facilities were satisfactory.

Rehabilitation programmes - Good

- Inmates were offered Adult Basic Education and Training (AET), Grade 10 to 12 and tertiary studies and participated in rehabilitation, religious and vocational programmes.
- Inmates were employed in work teams and participated in organised sport.
- The library was functional on the day of the inspection.

Nutrition - Satisfactory

- The centre provided for religious and therapeutic diets.
- Three meals were served to inmates daily.
- Information on whether the kitchen had a Compliance Certificate was not provided.

Complaints and requests - Satisfactory

- Complaints and requests were dealt with in terms of section 21 of the CSA.
- ICCVs were employed and visited the centre daily.

Visitation - Good

- The centre provided contact and non-contact visits.
- The centre offered inmates the opportunity to receive visits seven days a week with a pre-booking of 48 hours.
- The centre had allocated space for legal consultations.

Van Rhynsdorp: Western Cape

Inmate population and professional staff

- The centre was 16% overcrowded on the date of the inspection.
- The centre accommodated both males and females in separate units.
- Two sessional doctors and one nurse rendered services at the centre.

Healthcare - Satisfactory

- The clinic was well managed.
- There were two mentally ill inmates and one declared state patient on the date of inspection.

Facilities - Good

- The centre has been newly renovated and is in a good condition.
- The centre was found clean and well maintained.
- Firefighting equipment was serviced on time.

Accommodation - Satisfactory

- Juvenile remands were accommodated in the same unit with sentenced inmates due to lack of space. They are separated and exercise separately.
- Cells were found to be clean and neat.

Rehabilitation programmes - Satisfactory

- Inmates were offered Adult Basic Education and Training (AET) and participated in rehabilitation, religious and vocational programmes.
- Inmates were employed in work teams.

Nutrition - Good

- The kitchen was clean and in a good condition with most equipment working.
- Three meals were served to inmates daily.
- The kitchen had a Compliance Certificate.

Complaints and requests - Good

- No ICCV was employed on the date of inspection.
- Complaints and requests were dealt with in terms of section 21 of the CSA.

Visitation - Good

- The overall condition of the visitors' facilities was satisfactory.
- The separate visit areas for males and females were clean and spacious.
- There is an office space for legal consultations.

Inspections: Overview, Findings/Recommendations/Critical interventions

No critical interventions were identified.

Inspections by IJ/Judges/Magistrates

Inspections by Inspecting Judge:

Kgosi Mampuru II C-Max on 29 June 2021.

Inspections by other Judges:

None.

1.2. Investigations

A total of 14 investigations were mandated for the first quarter.

As with inspections, investigations require physical visits to correctional facilities.

The majority of the investigations (four) were conducted in the JICS's KwaZulu-Natal Management Region. Since there was an alleged homicide of an inmate by DCS officials in Glencoe, the matter was investigated. There was also one instance where an inmate allegedly died after being poured with boiling water by another inmate after a fight, this was also investigated.

The table below shows all investigations mandated for the quarter.

No.	Investigation mandate	Centre	JICS region	Incident/allegations	Status
1.	6 April 2021	Losperfontein	CMR	Unnatural death (overdose)	Report received and being perused.
2.	7 April 2021	Glencoe	KZNMR	Alleged homicide: Officials on inmate	Preliminary report received.
3.	21 April 2021	Odi	NMR	Homicide: Inmate on inmate – inmate poured with boiling water.	Investigation ongoing.
4.	22 April 2021	Pollsmoor Remand	WCMR	Stabbing of official, and assault of four other inmates	Preliminary report received.
5.	23 April 2021	Drakenstein	WCMR	Unnatural death	Investigation ongoing.

No.	Investigation mandate	Centre	JICS region	Incident/allegations	Status
6.	5 May 2021	Public hospital	NMR	Unnatural death of inmate: Smoke inhalation while admitted at a public hospital	Investigation ongoing.
7.	5 May 2021	Groenpunt Medium	CMR	Suicide of an inmate	Investigation ongoing.
8.	15 May 2021	Umzinto	KZNMR	Suicide of an inmate	Investigation ongoing.
9.	18 May 2021	Leeuwkop	NMR	Suicide of an inmate	Investigation ongoing.
10.	18 May 2021	St Albans	ECMR	Suicide of an inmate	Preliminary report received.
11.	18 May 2021	Obiqua	WCMR	Mass assault of inmates by officials	Investigation ongoing.
12.	15 June 2021	Durban Medium B	KZNMR	Suicide of an inmate	Investigation ongoing.
13.	15 June 2021	Tswelopele	CMR	Unnatural death of an inmate – overdose.	Investigation ongoing.
14.	23 June 2021	Melmoth	KZN	Unnatural death of an inmate – overdose.	Investigation ongoing.

Table 4: Investigations conducted from 1 April – 30 June 2021

Investigations completed for the first quarter

No.	Date completed	Facility	Region	Name of report and comments
1.	29/4/2021	Johannesburg Medium A	NMR	"Neglected" Suspected organophosphate poisoning of an inmate.
2.	19/4/2021	Mangaung	NMR	"No assault witnessed or perpetrated" Allegations of torture of inmate N.
3.	04/05/2021	Johannesburg Medium A Remand Detainee Centre	NMR	"Is it Mob Justice?" Death of an inmate as a result of blunt force trauma injury and complications thereof.
4.	24/06/2021	Pietermaritzburg	KZNMR	"26's versus 28's" Homicide of an inmate during a gang fight.
5.	29/06/2021	Leeuwkop	NMR	"No cooperation from DCS officials" Homicide and torture of an inmate by DCS officials.

Table 5: Investigations completed for this quarter

1.3. Complaints

1.3.1. Complaints received per category

For this quarter, JICS dealt with a total of 134 complaints. Most complaints were received from ICCVs, inmates and their families and included assaults, parole and transfers. However, the most prevalent complaints received were related to parole (a total of 28), and they reveal that the problems generally emanate from the parole system itself. JICS has raised these parole related concerns with DCS, and the Inspecting Judge is currently engaging with the Deputy Minister and National Commissioner on the resuscitation of the parole processes and system challenges.

A total of 17 complaints received were alleged assaults of inmates by DCS officials. These types of complaints are particularly concerning in light of the number of unnatural deaths of inmates (see section 1.2. above and 2.2.1 below). The table below shows complaints received by the Directorate: Legal Services (DLS):

Categories	Internal	External	Total
Appeal	2	0	2
Assault (Inmate on Inmate)	34	0	34
Assault (Official on Inmate)	26	1	27
Assault (Sexual)	7	0	7

Categories	Internal	External	Total
Attempted Suicide	6	0	6
Bail	0	0	0
Communication with Family	0	0	0
Conditions	1	3	4
Confiscation of Possession	0	0	0
Conversion of Sentence	1	0	1
Corruption	0	0	0
Food	0	0	0
Healthcare	6	1	7
Hunger Strike	6	7	13
Inhumane Treatment	0	0	0
Legal Representation	0	0	0
Medical Release	0	0	0
Parole	10	2	12
Re-Classification	2	0	2
Rehabilitation Programmes	6	0	6
Remission	0	0	0
Torture	0	0	0
Transfers	10	0	10
Other	2	1	3
Total	119	15	134

Table 6: Complaints received per category from 1 April – 30 June 2021

1.3.2. Total number of complaints referred to the Directorate Management Regions

The Complaints sub-directorate refers complaints of a general nature to the Directorate: Management Regions (DMR). A total of 44 complaints were referred to DMR.

These are complaints relating to transfers, parole and healthcare as it is deemed that ICCVs will be able to deal with it more effectively at the coalface level.

DMR deals with the complaint and provides feedback to the Complaints Unit which keeps a record of all complaints received.

CMR	ECMR	WCMR	KZNMR	NMR	Total
5	2	17	2	18	44

Table 7: Complaints referred to DMR from 1 April – 30 June 2021

1.3.3. Matters finalised and backlogs (Investigations on complaints)

The Complaints sub- directorate finalised 74 matters for the quarter, exceeding the quarterly target of 60 matters due to shifting of staff duties, utilising remote working time effectively and overall staff dedication to eradicate the backlog.

For this quarter, the complaints backlog was as follows:

Calendar year	2015	2016	2017	2018	2019	2020	Unresolved	Total
I/R received	42	76	248	186	128	30	13	721
Finalised	42	76	248	106	50	19	8	549
Outstanding matters	0	0	0	80	78	11	5	172

Table 8: Complaints finalised and backlogs (Investigations on complaints)

1.4. Mandatory reporting

1.4.1. Unnatural deaths reported

During the first quarter, a total of 20 unnatural deaths were reported. The majority of these (six), were classified as suicides by hanging. All cases categorised as “Unnatural Other”² were enquired into and scrutinised by ICCVs. In addition, copies of the post-mortem and other medico-legal documents were also requested from DCS. Thereafter, where necessary, JICS officially investigates the matters.

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

The table below shows a breakdown per category of the “Unnatural Deaths” reported during this quarter:

Category	Total
Assault: inmate on inmate	1
Assault: official on inmate	1
Suicide by hanging	6
Suicide by inhalation	1
Suicide by medication overdose	1
Unknown causes	10
Total	20

Table 9: Unnatural deaths reported from 1 April – 30 June 2021

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

During this quarter, DCS reported a total of 102 deaths from “Natural Causes”. The highest numbers of deaths recorded (19) were “Natural Causes Other”. Gauteng had the highest number of deaths (39); the EC region recorded the lowest (eight). In only two instances it was indicated that the deaths were COVID-19 related.

Deaths reported by DCS are also verified by our ICCVs via a record of confirmation (ROC), these documents are usually submitted by JICS’s regions who are afforded 60 days within which to submit them. In addition, copies of death certificates, post-mortem reports and other relevant documents are obtained and perused. If necessary, JICS’s investigation unit is mandated to conduct an official investigation.

Categories	DCS Regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Abdominal pains, Cardiorespiratory failure, Uses illegal drugs	-	-	-	-	1	-	1
Acute cardiac arrest	1	-	-	-	-	-	1
Acute Gastroenteritis	-	-	1	-	-	-	1
Adult Respiratory Stress Syndrome	-	-	-	-	1	-	1
Advanced Lymphoma (Cancer of the lymphatic system)	-	-	-	-	-	1	1
Advanced RVD and PTB defaulter	-	-	-	1	-	-	1
CA Lung	-	-	-	-	-	1	1
Cardiac Arrest Hyperglycaemia	-	-	-	-	1	-	1
Cardio-Pulmonary Arrest and COVID-19	-	-	1	-	-	-	1
Cerebro-vascular stroke, Left-sided hemiplegia	-	1	-	-	-	-	1
COAD	1	-	-	-	-	-	1
Community-Acquired Pneumonia and Hyperthyroidism.	-	-	1	-	-	-	1
Congestive Cardiac Failure	-	-	-	-	-	1	1
Coronary Syndrome	-	-	1	-	-	-	1

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

Categories	DCS Regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Diabetic Anaemia	-	-		1	-	-	1
Diarrhoea	-	-	1	-	-	-	1
Difficulty of breathing	-	1	-	-	-	-	1
Disease of the digestive system, unspecified	-	-	-	-	-	1	1
Disseminated TB	-	-	-	-	1	-	1
Disseminated TB HIV related illness.	-	-	1	-	-	-	1
Drug withdrawal symptoms (WHOONGA)	-	-	-	1	-	-	1
Gastroenteritis and RVD related illness.	-	-	1	-	-	-	1
HIV complication defaulted Rx/Oral Thrush	-	-	-	1	-	-	1
HIV Related	-	-	-	1	-	-	1
HIV Related and Diabetes	-	-	-	1	-	-	1
Hypertension	-	-	-		1	-	1
Hypertension and Diabetes	-	-	-	1	-	-	1
Hypoxic multi-lobe pneumonia	-	-	1	-	-	-	1
Kidney dysfunction and HIV related illness.	-	-	1	-	-	-	1
Liver Disease	-	1		-	-	-	1
Lower Respiratory Tract Infection	-	-	4	-	1	-	5
MDR TB	-	-	-	1	-	-	1
Miliary TB	1	-	1	-	-	-	2
Natural Causes other	4	5	13	4	5	7	38
Other Specified Disease of Intestine	-	-	-	-	1	-	1
PTB and RVD related illness.	-	-	1	-	-	-	1
Pulmonary Tuberculosis	1	-		-	-	-	1
Renal Failure	-	-	1	-	-	-	1
Renal Failure and Cardiac Arrest	-	-		-	1	-	1
Renal impairment	-	-	1	-	-	-	1
Respiratory failure 2-degree lung carcinoma	-	-	1	-	-	-	1
Retroviral and tuberculosis	-	-	-	-	1	-	1
Retroviral disease, epileptic, Hypertension	-	-	-	-	1	-	1
Ruptured Aneurysm on right middle Cerebral Artery	-	-	-	-	1	-	1
RVD Complication	-	-	-	-	1	-	1
RVD Encephalopathy	-	-	-	-	1	-	1
RVD HIV Positive	-	-	-	-	1	-	1
RVD Related	-	1	1	-	1	-	3
Sepsis, PTP and Community-acquired Pneumonia, acute Kidney injury and Immuno-compromised	-	-	1	-	-	-	1
Septic Arthritis	-	-	1	-	-	-	1
Septicaemia	-	-	1	-	-	-	1
Still Born (Baby)	-	-	1	-	-	-	1
TB and Acute Gastroenteritis	-	-	1	-	-	-	1
TB and HIV	-	-	1	-	-	-	1
Unknown, He Complained of Abdominal Cramps	-	-	1	-	-	-	1
Upper Respiratory Tract Infection	-	1	-	-	-	-	1
Total	8	10	39	12	22	11	102

Table 10: Natural deaths reported from 1 April – 30 June 2021

1.4.3. Reports received on segregations

A total of 1 197 segregations were reported for the first quarter. Segregations in terms of section 30(1) (b) were the highest (414) and the lowest in terms of section 30(1) (e) with one. The FS/NC region had the highest number of reporting (467) and the EC region recorded the lowest with five reports for the quarter.

However, DCS's compliance with mandatory reporting remains a problem. 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 in recent years but are gradually rising again for the quarter.

Categories	DCS Regions							DLS Internal	
	EC	FS/NC	GP	KZN	LMN	WC	Total	Appeal	Finalised
S30(1)(a) Request of inmate	2	106	16	2	22	32	179	0	0
S30(1)(b) Restriction of amenities	3	130	134	39	35	73	414	3	3
S30(1)(c) Prescribed by the medical officer	0	177	88	3	6	112	386	0	0
S30(1)(d) Violence or is threatened with violence	0	53	49	1	39	44	186	0	0
S30(1)(e) Recaptured after escape	0	0	0	0	1	0	0	0	0
S30(1)(f) Request of the police	0	2	5	0	21	3	31	0	0
Total	5	467	292	45	124	264	1197	3	3

Table 11: Reports on segregation received from 1 April – 30 June 2021

1.4.3.1. Segregation appeals

JICS finalised three segregation appeals during the quarter. However, JICS experienced difficulties with sourcing information from DCS which delayed the process.

The appeals are depicted below:

No	Inmate and/or Correctional Centre	Description of complaint/request	Findings
1.	1. SM 2. TM 3. LQ 4. ZW 5. XN 6. CQ 7. QS 8. SG 9. ST	On 9 March 2021, JICS received a segregation appeal from the ICCV at the centre on behalf of inmate SM and others. It is alleged that the inmates were involved in the planning to stab an official (with a sharp object) and were instructed to stab officials at Unit 1. It is further alleged that the inmates are from the 28s gang. They allegedly sat in a ring and discussed the planned stabbing. A surprise search was conducted by EST and several items were found. M and other inmates were charged and subjected to a disciplinary hearing and were found guilty. Punishment was the restriction of amenities for seven days. It is further alleged that seven days had elapsed and the inmates were subjected to segregation and had not been returned to their communal cells. The inmates want to be taken back to the communal cells.	JICS made the following findings and recommendations: 1.1 That the continued segregations of inmates SM, TM, LQ, ZW, XN, CQ, QS, SG and ST violate section 30 of the CSA. 1.2 The inmates are to be returned to their respective sections and their segregations discontinued. 1.3 The Head of Centre to indicate to JICS if the inmates have been returned to the various sections.

No	Inmate and/or Correctional Centre	Description of complaint/request	Findings
2.	LM and SN Baviaanspoort Max	<p>On 26 February 2021, JICS received a segregation appeal from Ms JM on behalf of inmates LM and SN.</p> <p>The family alleged that their cousin who is a cook at the centre was involved in an altercation with inmate A, who had demanded two spoons of sugar from inmate SN for his porridge. After A received the sugar, he threw the porridge on inmate SN's face and clothes. Inmate LM who is a cook intervened and inmate A left. Inmate A later returned and attacked inmate SN and he defended himself. Inmate A subsequently lodged a complaint against inmates SN and LM who were then placed in segregation.</p> <p>The segregation was reported to JICS on 24 February 2021. It is alleged that the inmates were placed in segregation after they participated in the beating of another inmate who sustained a cut as a result of the beating. Inmates were placed in segregation in terms of section 30(1) (d) of the CSA.</p>	<p>JICS made the following findings and recommendations:</p> <p>1.1 That the segregations of inmates LM and SN at Baviaanspoort Maximum does not appear to have violated section 30 of the CSA.</p> <p>1.2 The matter is regarded as finalised.</p>
3.	<ol style="list-style-type: none"> 1. SM 2. LR 3. XM 4. AN 5. TX 6. TM 7. MN 8. GM 	<p>On 18 May 2021, JICS received a segregation referral from our ICCV at the centre on behalf of SM and others. It is alleged that the inmates were involved in the assault of another inmate and were also found in possession of contraband. SM and other inmates were charged and subjected to a disciplinary hearing and found guilty. The punishment was a restriction of amenities and reclassification to B-group. The inmates have addressed their appeals to JICS because they want to return to school as the second quarter had begun and they were falling behind with their school work.</p>	<p>JICS made the following findings and recommendations:</p> <p>1.1 That the placement of inmates M, R, M, N, X, M, N and M was correct as there was a disciplinary hearing with a penalty of restriction of amenities.</p> <p>1.2 DCS to indicate to JICS whether the disciplinary hearings of the inmates were conducted in terms of Section 24(3) or 24(4) of the CSA.</p> <p>1.3 JICS also found that DCS violated section 30(6) of the CSA as it failed to notify the Inspecting Judge of the inmates' segregations.</p> <p>1.4 DCS to provide reasons to JICS for failure to notify in terms of Section 30(6) of the CSA.</p> <p>1.5 DCS to put measures in place to comply with section 30(6) of the CSA.</p> <p>1.6 JICS Durban Regional Office and ICCV at the centre to monitor that the Head of Centre reports all mandatory matters in terms of Section 15,30,31 and 32 of the CSA.</p>

Table 12: Segregation appeals finalised from 1 April – 30 June 2021

1.4.4. Reports received on mechanical restraints

Generally, the mandatory unit provides a brief description of the mechanical restraints of juveniles. For the quarter, JICS received no incidents for the use of mechanical restraints on juveniles.

As the electronic system of reporting is currently dysfunctional the accuracy and number of reports by DCS cannot be verified.

Categories	DCS Region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Prevention of damage to property	0	0	0	0	1	0	1
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	0	0	0	2	2	4
Safety of inmate	0	0	1	4	0	4	9
Suspicion of escape	0	0	0	0	1	0	1
Total	0	0	1	4	4	6	15

Table 13: Reports received on mechanical restraints from 1 April – 30 June 2021

1.4.4.1. Mechanical Restraints appeals

JICS dealt with one mechanical restraint appeal during this quarter. Details of the appeal are as follows:

No	Inmate Name and Correctional Centre	Description of complaint /request	Findings
1.	RM JHB Medium Centre C	<p>On 23 April 2021, JICS received a hand-delivered mechanical restraint appeal from Mr OM on behalf of inmate RM.</p> <p>Inmate RM indicated that he was incarcerated at Johannesburg Medium Centre C and is sentenced to five years. He also indicated that he became sick in October 2020 which triggered his gout, arthritis, and joints with other chronic sicknesses. The inmate approached his doctor for an examination as the centre uses mechanical restraints when he goes to court. RM indicated that on 21 February 2021, he applied to the Head of Centre to deviate from the policy based on his health condition. He stated that his request was declined by the Head of Centre. On 8 March 2021, he appealed to the Area Commissioner who indicated that the HCC may use other security measures in the departmental policy.</p> <p>The use of mechanical restraints on inmate RM was not reported to the Office of Inspecting Judge in terms of section 31 of the CSA.</p>	<p>JICS made the following findings and recommendations:</p> <p>1.1 That the use of mechanical restraints on inmate RM does not appear to have violated section 31 of the CSA.</p> <p>1.2 The matter is regarded as finalised.</p>

Table 14: Mechanical restraints appeal finalised during the quarter

1.4.5. Reports received on the use of force

For this quarter, 82 cases involving the use of force were reported to JICS. 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 and the numbers fluctuate.

The majority of use of force reports received were for force used in the defence of another person (an official or other inmate) in terms of section 32(1)(c)(ii) of the CSA.

Categories	DCS Region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
S32(1)(c)(i) – self defence	0	0	2	0	5	6	13
S32(1)(c)(ii) – defence of any other person	1	20	26	7	3	9	66
S32(1)(c)(iii) – preventing an inmate from escaping	0	0	0	0	0	0	0
S32(1)(c)(iv) – protection of property	0	1	0	1	1	0	3
Total	1	21	28	8	9	15	82

Table 15: Reports received on the use of force from 1 April – 30 June 2021

1.5. Litigation

1.5.1. S v JICS

The hearing is set down for 5-6 August 2021. Preparations for the hearing are underway.

1.5.2. M v JICS

During the hearing before the Bargaining Council on 26 March 2021, JICS raised a point in limine and argued that the applicant brought the matter before the Bargaining Council after the allotted timeframe and thus ought to have brought an application for condonation. The Bargaining Council directed that JICS bring a formal application in that respect. The Bargaining Council ruled in favour of the applicant holding that the matter was referred within time. The merits of the matter will be heard on a date to be decided by the Bargaining Council.

1.6. Matters in Court /NPA

JICS is following up on matters that were reported, which includes deaths of inmates at the hands of DCS officials. JICS is also engaging the National Prosecution Authority (NPA) about the prosecution of criminal matters. Below is a table depicting matters that are currently with the NPA and awaiting prosecutions in various courts in South Africa.

No.	Name	NPA Status
1.	Ronnie Tube – Ebongweni	The DDP reported that the matter proceeded on 23 April 2021 and was postponed for further evidence in the inquest until 9 July 2021. The State led the evidence of two doctors on 23 April 2021, and two other witnesses have been warned to appear on the next remand date on 9 July 2021.
2.	Unathi Bhantyi – Brandvlei	NPA indicated on 27 May 2021 that the investigating officer has again been tasked to subpoena DCS for photographs of members on duty that day. No follow-up occurred in June as the advocate in charge of the matter was on leave until 1 July 2021.
3.	Jacques Sharneck – Boksborg	Still in the process of getting information as to which court and prosecutor are handling the matter. In June 2021 SAPS informed that the detective was not available and a message was to be given to him to contact JICS.

Table 16: Matters in Court/NPA as at 30 June 2021



PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

2. Independent Correctional Centre Visitors (ICCVs)

ICCVs perform their primary function and duties at the coalface, which is at all correctional facilities. An ICCV appointed in terms of section 92 of the CSA is required to ensure that JICS is a present, effective and accessible watchdog entity for all inmates and their communities.

It is the responsibility of ICCVs to monitor the humane treatment of inmates and the conditions that prevail within correctional facilities daily.

During the quarter under review, the table below shows the performance of ICCVs on general and urgent complaints, as well as the submission of mandatory reports.

A total of 215 ICCVs were deployed throughout correctional facilities across the country and attended to a total of 15 810 general and urgent complaints (this should be considered with the target of 14 850, which translates to 109.05%). Although most levels could not achieve their target due to lockdown regulations, there was a gradual marked improvement in the totals compared with the previous quarter.

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

Region	Level 5 on a part-time notch	Number of ICCVs on the notch	ROC: General and urgent complaints	ROC: Mandatory Reports	Total number of ROCs	Target	Minimum number of ROCs expected	Was the target met?	If not, mitigating factor (s)?
CMR	6/8	2	223	50	273	150 per ICCV	150 x 2 = 300	No	ICCVs conducted 273 instead of 300 ROCs. One ICCV did not comply and corrective measures will be taken.
	5/8	4	411	33	444	120 per ICCV	120 x 4 = 480	No	ICCVs conducted 443 instead of 480 ROCs. One ICCV did not comply and corrective measures will be taken.
	3/8	55	2821	544	3365	120 per ICCV	60 x 55 = 3300	Yes	ICCV targets were achieved for Quarter 1.
ECMR	6/8	2	266	14	280	150 per ICCV	150 x 2 = 300	No	Target not reached. One ICCV was on leave.
	5/8	0	0	0	0	0	0	0	No ICCV's appointed on this level in the region.
	3/8	43	3791	329	4120	60 per ICCV	60 x 43 = 2580	No	Target reached.
KZNMR	6/8	3	338	69	407	150 per ICCV	150 x 3 = 450	No	The VCCO has been instructed to attend to the issues that have been raised by the ICCV and to ascertain whether the ICCV is being obstructed by the DCS officials to perform her work. The underperformance must be dealt with in terms of the PMDS policies.
	5/8	3	329	17	346	120 per ICCV	120 x 3 = 360	No	The under-performance is a consequence of the withdrawal of ICCV face-to-face consultations with inmates in April 2021. This occurred after the Glencoe CC was put on lockdown due to unrest or riots (stabbing). For the ICCVs safety, she was advised to limit her movements and consultations with inmates.
	3/8	35	1515	440	1955	60 per ICCV	60 x 35 = 2100	No	The small correctional centres with smaller populations contributed to underperformance in this category. The Directorate is considering appropriate additional responsibilities that could be added to those ICCVs who are based at smaller correctional centres.

Region	Level 5 on a part-time notch	Number of ICCVs on the notch	ROC: General and urgent complaints	ROC: Mandatory Reports	Total number of ROCs	Target	Minimum number of ROCs expected	Was the target met?	If not, mitigating factor (s)?
NMR	6/8	1	140	0	140	150 per ICCV	150 x 1 = 150	No	The ICCV did not meet the target in April as she took 10 days leave. All ICCVs were sensitised about planning their work and their leave to ensure that they meet the target.
	5/8	3	415	28	443	120 per ICCV	3 x 120 = 360	Yes	None
	3/8	40	2704	148	2852	60 per ICCV	60 x 40 = 2440	Yes	None
WCMR	6/8	5	580	166	746	150 per ICCV	150 x 3 = 450	Yes	None
	5/8	0	0	0	0	0	0	0	No ICCV's appointed on this level in the region
	3/8	19	1594	276	1870	60 per ICCV	60 x 19 = 1140	Yes	None
DMR TOTAL	6/8	13	1547	299	1846	150 per ICCV	150 x 13 = 1950	No	Underperformance due to ICCVs on leave during the previous months and alert level 4 regulations caused some confusion, which resulted in denial of access of ICCVs in some centres, which should not have been the case at level 4.
	5/8	10	1155	78	1233	120 per ICCV	120 x 10 = 1200	Yes	None
	3/8	192	12425	1740	14162	60 per ICCV	60 x 192 = 11520	Yes	None

Table 17: Record of Consultation by ICCVs from 1 April – 30 June 2021

2.1. Complaints handled in regions

ICCVs deal with complaints at correctional facilities daily. These complaints are being dealt with in two main categories, namely general complaints and urgent complaints. During this quarter, ICCVs dealt with 13 924 complaints, compared to 11 643 from the previous quarter. The bulk of these complaints are resolved and finalised at the correctional facility level, through the facilitation of the ICCV and intervention by the centres' management, but some are referred to JICS's regional offices for intervention or further escalation to the Inspecting Judge for resolution.

The following table reflects the number of complaints (general complaints and urgent complaints) that were dealt with during this quarter. Under urgent complaints, assault inmate on inmate remains the highest (277 incidents) compared to the previous quarters, with CMR taking the lead followed by WCMR, ECMR, NMR and the least number at KZN. The assault official on inmate is the second highest (103 incidents). As most rehabilitation programmes were rendered to fewer groups of inmates, it is plausible that the COVID-19 lockdown regulations and the centre's lockdown internally impacted the wellbeing of inmates. Assault official on inmate is a concern especially at, CMR, WCMR and ECMR regions. Under general complaints transfers, access to healthcare, communication with family and parole complaints have risen to the top of the list. The concerning complaints are those falling under the category of health which might lead to inmate deaths.

2.1.1. General complaints

Nature of complaint and totals.	CMR	ECMR	KZNMR	NMR	WCMR	Total
Appeal	79	139	248	68	31	565
Assault (Inmate on inmate)	110	52	15	43	57	277
Assault (Official on inmate)	35	19	7	8	34	103
Assault (Sexual)	3	2	4	4	5	18
Attempted Suicide	8	6	2	3	5	24
Bail	2	180	148	56	66	452
Communication with Family	232	530	138	279	80	1259
Conditions	19	111	52	106	113	401
Confiscation of Possession	2	6	0	4	2	14
Conversion of Sentence	0	0	26	4	0	30
Corruption	0	0	0	0	0	0
Food	116	50	36	61	79	342
Health	236	346	84	156	246	1068
Hunger Strike	16	3	3	4	1	27
Inhumane Treatment	2	5	1	3	0	11
Legal Representation	129	83	220	127	78	637
Medical Release	1	0	2	1	2	6
Parole	30	353	171	105	55	714
Re-classification	17	15	49	46	37	164
Rehabilitation Programmes	92	126	169	106	46	539
Remission	1	7	1	15	2	26
Request Social Worker	129	0	95	19	10	253
Torture	0	0	0	0	0	0
Transfer	500	485	218	441	147	1791
Other	1703	1506	263	1019	686	5177
Total:	3462	4024	1952	2678	1782	13898

Table 18: General complaints managed in regions from 1 April – 30 Jun 2021

NARRATIVE ON PREVALENT COMPLAINTS PER REGION

CMR

Other: ICCVs dealt with 1703 cases classified as “other” which entailed complaints and or requests related to confirmation of physical addresses of inmates; SAPS cases; requests to see the Head of Correctional Centre (HCC); unfair removal from work span; and requests to meet the investigator concerning lost clothing.

Transfer: ICCVs dealt with 500 complaints which are classified as the “transfer” category. Inmates want to be transferred closer to their homes to have a family support system.

Health: ICCVs dealt with 236 complaints which are classified under “healthcare” and entailed complaints or requests related to consulting with the doctor and receiving their medication. Inmates requested assistance with other general medical conditions (health-related issues).

Communication with family: ICCVs dealt with 232 cases which are classified under the “communication with family” category and entailed complaints and or requests related to inmates who want to communicate with their families on visitation and general legal related matters.

Legal representation: ICCVs dealt with 129 complaints of legal representation. Inmates seeking legal advice from Legal Aid South Africa on their respective weekly consultations.

ECMR

Transfers: Transfers remain the most prevalent complaint in the region. Most inmates request to be transferred closer to their families for contact and strengthening of their family relations.

Parole: Matters currently under discussion at the VC meetings, some of these matters are related to family members who are refusing to accept the inmate. Other instances are of the victims who are not ready to provide input to the Parole Board for parole consideration. The matter of long delays on “lifer” profiles is still an ongoing challenge. Social workers in each management area have been contracted to assist in the parole process, especially with regards to the support and preparation of victims.

General: Inmates are complaining about exercise from some of the centres and the feedback is that there is a shortage of DCS members. This is one aspect that the region will follow up on. Some of the centres are overcrowded with less ventilation. HCCs will be engaged in this aspect to ensure that inmates are receiving sufficient exercise.

KZNMNR

Other: Under the category “other” refers to numerous inmates’ requests and complaints about new prison cards; requests to be included in a working span; those who need assistance with their pension fund or houses that are being occupied by unknown persons; and requesting new bed-sheets etc. A total number of 263 requests were received from the inmates and ICCVs facilitated resolutions through the HCCs intervention.

Legal Representation, Appeal and Bails: The aforementioned categories remained the prevalent nature of complaints/requests that ICCVs dealt with during this quarter. The complaints/requests were recorded as follows: appeals (248), legal representation (220), and bail (148). Inevitably, the pandemic had negatively exacerbated the situation. Different stakeholders who render services to correctional facilities had to curtail their organisational operations due to lockdown restrictions. Undue delays in the finalisation of court cases and lack of access to legal representation in assisting with appeal and bail applications compounded this particular problem. In a teleconference with the Durban Legal Aid office on 30 June 2021, JICS was advised that Legal Aid SA representatives have limited their visits to correctional facilities due to lockdown regulations. We have agreed to have regular bilateral virtual meetings to come up with the best mechanism that can be used by ICCVs and JICS in resolving all the complaints that require Legal Aid SA’s intervention.

Transfers: The ICCVs interacted with inmates and registered a total of 218 requests or complaints classified within this category. The majority of complaints came from inmates who are incarcerated at Ebongweni, Ncome Durban Med B and Pietermaritzburg Med A correctional centres. It must be noted that the majority of these requests/complaints remain unresolved. Most of the transfer requests were declined based on the nationwide lockdown regulations and overcrowding problems in correctional facilities. The requests of inmates incarcerated at Ebongweni CC were declined because they did not serve the minimum detention period as stipulated in the Ebongweni institutional policy. JICS is currently looking into this matter, as it is of grave concern and considered a top priority.

NMR

Transfers: Inmates often submit requests for transfers to other centres to be closer to their families or to access certain programmes. The challenge is that not all their requests are approved due to the unavailability of space in centres where they have applied. Inmates are encouraged to re-apply after some time. A total of 441 complaints were recorded during the first quarter.

Communication: Inmates want to keep in touch with their families to inform them of their sentences and to get assistance from their lawyers. A total of 279 complaints were recorded during the first quarter.

Legal representation: There is a high number of Legal Representative Requests in correctional facilities. A total of 127 complaints were recorded during the first quarter.

WCMR

Conditions: ICCVs at Goodwood, Pollsmoor and Caledon addresses the conditions in their respective centres during their interaction with the centres' management.

The intercoms at the visitor section area are not in working condition and some windows are broken. Drakenstein kitchen needs equipment to be repaired.

Pollsmoor Management Area needs to be revamped, the working committee is identifying shortcomings to repair all breakages.

The Acting ARM and VCCO had a meeting with a concerned group who enquired on the outstanding feedback from the National Council for Correctional Services (NCCS) on the profiles of inmates serving life sentences.

The region communicated with the DCS regional office who provided a detailed list of all inmates serving life sentences and when their profiles were sent to the NCCS. The Regional Manager will communicate with the NCCS to obtain feedback on the delays of these profiles.

Inmates reported challenges obtaining their medical records when submitting reports. The matter was addressed with the Area Coordinator: Development and Care – the outcome is currently being monitored.

Sexual complaint: An inmate at Brandvlei Juvenile alleged he had a sexual relationship with a teacher, the matter is currently under investigation by DCS. This matter has also been attended to by JICS investigators.

2.1.2. Urgent complaints

Nature of Complaint (491)	CMR	ECMR	KZNMR	NMR	WCMR
Assault: Inmate on Inmate (277)	110	52	15	43	57
Remarks	<p>CMR ICCVs reported 42 assaults from the following correctional centres: Kimberly (1), Upington (2), Douglas (1), Tswelopele (1), Vereeniging (6), Groenpunt Juvenile (4), Groenpunt Med B (3), Bizzah Makhate A (2), Potchefstroom (11), Lichtenburg (3), Losperfontein (4), Grootvlei Med A (1), Rustenburg (1), Winburg (1) and Klerksdorp (1).</p> <ul style="list-style-type: none"> • ICCVs attended to complaints and medical treatment was provided. It is alleged that some incidents are related to gang activities and inmates were allowed to open SAPS cases. • Inmates in Potchefstroom opened a case with the Potchefstroom SAPS, which was subsequently withdrawn by the court due to lack of evidence. Other inmates do not want to open SAPS criminal cases as it is alleged that the fights were gang-related. DCS is conducting investigations. <p>ECMR An inmate was assaulted by a mentally challenged inmate. Other cases of assaults were a result of arguments amongst inmates. These fights mostly occur due to bartering with goods like cigarettes, food, toiletries.</p> <ul style="list-style-type: none"> • At the female section in East London, inmates assaulted each other because of gossip. • At East London Medium B, an inmate was assaulted by others for using the toilet in the presence of other inmates. Another inmate was assaulted for stepping on other inmate's toes while they were in the kitchen waiting for food to be served. Several inmates assaulted each other because of tobacco. <p>KZNMR The inmate-on-inmate assault incidents were lodged by inmates who are incarcerated at the following correctional centres: Glencoe; Durban Med A; Durban Med C; Pietermaritzburg Med A; Ixopo; Waterval Med A and Empangeni.</p> <ul style="list-style-type: none"> • The incidents involved inmates alleging having been assaulted by fellow inmates without cause. Assaults were gang-driven, inmates fighting amongst themselves, stabbing one another by using sharp unauthorized objects. The inmates who sustained injuries were provided with medical treatment at the centre hospital and those who were critically injured were referred to external medical facilities. Disciplinary measures were taken against the perpetrators and the victims who wished to open SAPS cases were afforded the opportunity and assisted to do so. <p>NMR The inmate-on-inmate assault incidents for the first quarter occurred at the following centres: Johannesburg (14), Witbank (8), Leeuwkop (6), Krugersdorp (4), Nigel (3), Atteridgeville (3), Makhado (2), Kutama-Sinthumule (1), Baviaanspoort (1) and Ermelo (1).</p> <ul style="list-style-type: none"> • Some of the incidences are alleged to be gang-related and others are caused by clashes between inmates. <p>WCMR Assaults took place at Voorberg Med A, Knysna and Brandvlei Juvenile. Inmates received the necessary medical treatment.</p> <ul style="list-style-type: none"> • All of these assaults were gang-related and no criminal cases were registered. • Gang-related incidents at Pollsmoor RDF and Pollsmoor Medium B and further assaults were recorded at Worcester male and female centres. • Gang-related assaults took place at Stellenbosch, Pollsmoor Med A, Pollsmoor Females, Caledon, Pollsmoor Med C, Drakenstein Med B, Drakenstein Max, Allandale, Malmesbury B, Malmesbury A, and other assaults at Worcester Male, Worcester Female and Brandvlei Max. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault: Official on inmate (103)	35	19	7	8	34
Remarks	<p>CMR ICCVs reported incidents at the following correctional centres: Tswelopele (1), Kuruman (2), Parys (1), Vereeniging (1), Potchefstroom (4), Mogwase (13), Parys (1), Grootvlei (2), Bizzah Makhate (3), Bethuli (1), Springbok (2), Odendaalsruls (1) and Zeerust (3).</p> <ul style="list-style-type: none"> • ICCVs attended to complaints, and medical treatment was provided to inmates and was allowed to open SAPS criminal cases. DCS is conducting investigations. <p>ECMR ICCVs reported incidents at the following correctional centres: Middleburg and East London Med B.</p> <ul style="list-style-type: none"> • Inmates were assaulted by an official for walking too slowly and others were insulting the official, which led to other officials assaulting them. • At Middleburg, an inmate was assaulted by an official during the search. • At East London Med B, an inmate was assaulted by officials as they claim that he was being cheeky. At the same centre, an official suspected an inmate of assaulting a fellow inmate and subsequently assaulted the inmate as punishment. <p>KZNMR Complaints were received from Durban Med A, Greytown, Nkandla, Umzinto; Pietermaritzburg Med A and Ebongweni correctional centres.</p> <ul style="list-style-type: none"> • The inmates alleged they were assaulted without any valid reasons. The incidents were also reported by inmates after the so-called minimum force was used by DCS to diffuse or disarm the inmates who were involved in the fights. The inmates who sustained injuries received medical treatment from correctional centres' hospitals and some were taken to external medical facilities for observation because of the seriousness of their injuries. Those who wanted to open SAPS cases were assisted. <p>NMR Eight incidents occurred during the first quarter at the following centres:</p> <ul style="list-style-type: none"> • Three incidents took place at Witbank. First, inmate AM from Witbank claims that on 31 December 2020 he was assaulted by parole board members. The inmate received medical attention. A complaint was received from the Public Protector concerning the inmate's parole. His complaint was discussed at the Regional Complaints Committee for further handling as it implicates DCS members. This incident was brought to the attention of the ICCV in May 2021. Second, inmate NM alleges that he was assaulted by a SAPS official, he received medical attention and his matter has been referred to the police station. Lastly, another inmate alleges that he was assaulted by an official. The inmate was treated at a local hospital and opened a SAPS case. • At Leeuwkop Med C inmate TM refused to go to the cell during the lock-up time and alleges that he was assaulted in the process. • At Med A, an inmate alleged that he was assaulted by an official on 2 June 2021. The incident happened during a search and force was used as the inmate refused to hand over drugs and a cellphone to officials. The inmate received medical attention. • Baviaanspoort Max – it is alleged that inmate TEM was caught with a cellphone taking a video of other inmates in the courtyard. The inmate was confronted and the phone was confiscated. He was placed in front of the CMC and HCC. The inmate later alleged that he was assaulted by officials. • The other two incidents of official on inmate assault occurred at Johannesburg Med C and Barberton Juvenile. <p>WCMR ICCV at Obiqua reported one official on inmate assault.</p> <ul style="list-style-type: none"> • The inmate received the necessary treatment and stated he wanted to open a SAPS case. The Incident was triggered by another incident where a DCS official was stabbed. • Four inmates were hospitalised in the public hospital and discharged after three days. They are currently incarcerated at the hospital unit of Pollsmoor RDF. • Incidents of member on inmate assaults triggered by officials stabbed by inmates. The EST was activated to search for illegal items however, inmates were assaulted during the search process. These were reported at the following correctional centres: Pollsmoor RDF, Pollsmoor Med B, Drakenstein Med A, Drakenstein Med B, Drakenstein Max, Goodwood, Voorberg and Knysna correctional centres. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault: Sexual (18)	3	2	4	4	5
Remarks	<p>CMR One incident of sexual assault was reported in Vereeniging Correctional Centre.</p> <ul style="list-style-type: none"> The inmate alleges that he was sexually assaulted by another inmate. The inmate does not want to open a SAPS case and he is also refusing to name the perpetrator. He was taken to Kopanong Hospital for medical treatment. According to the inmate, the incident took place on Wednesday, 5 May 2021 and he reported it to the sisters at the hospital on 8 May 2021. An inmate at Kuruman alleges that he was sexually assaulted by another inmate on 16 June 2021. He alleges that he was suffocated by a pillow and sexually assaulted by the other inmate. No official noticed or heard anything up until the morning when the bleeding was seen by the cell monitor. The inmate was only taken to the hospital on 21 June 2021 for PEP and was allowed to open a SAPS case. Pending investigation report. An inmate in Losperfontein Correctional Centre was alleged to be sexually assaulted on 24 May 2021. The inmate was referred to Brits Hospital for medical examination and was provided with social and psychological support and allowed to open a SAPS case. DCS is conducting an investigation. <p>ECMR The two instances of sexual assault occurred at Mdantsane Correctional Centre.</p> <ul style="list-style-type: none"> Inmates were taken to the centre's hospital and later referred to the public hospital for further observation. Only one case of sexual assault could be confirmed by the doctor. Inmates were seen by the social worker for counselling and were assisted to open cases with SAPS. Out of the two inmates, one indicated that he does not want to open a case with SAPS. A follow up will be done on the DCS internal investigation. <p>KZNMR Allegations of sexual assault were received from inmates incarcerated at Durban Med A (1), Durban Juvenile Centre (1), and Durban Med C (2) correctional centres.</p> <ul style="list-style-type: none"> They alleged that they were sexually assaulted by their fellow inmates. The incidents were reported to the authorities, and the victims received medical attention, PEP, services from a social worker and psychological treatment. Disciplinary steps were taken against the perpetrators of the alleged assaults. The inmates were also assisted to open criminal cases with SAPS. Furthermore, one report is under investigation that is spearheaded by the DLS – Complaints Unit. <p>NMR One incident occurred in January 2021 at Johannesburg Med A, but the inmate only reported it in May 2021.</p> <ul style="list-style-type: none"> The inmate alleges that he was sodomised by a fellow inmate. He further indicated that his perpetrator was released from the centre. He was sent to the Crisis Centre and taken to the police station, but did not want to open the case. The other incident occurred at Devon Correctional Centre on 8 May 2021. The inmate alleges that he was sexually assaulted by another inmate. The inmate was seen by the doctor and he opened a SAPS case on 9 May 2021. Inmate MK was allegedly sexually assaulted at Krugersdorp Correctional Centre by another inmate on 1 June 2021 while exercising. He received medical attention, was seen by a social worker but refused to open a SAPS case. He was placed in a separate cell from his perpetrator. At Baviaanspoort Max, inmate JJN alleged that he was raped by another inmate. He was allegedly being blackmailed by the perpetrator because he owed him money and threatened that he would kill his family should he not pay up. The inmate was sent to Mamelodi Crisis Centre for examination. <p>WCMR Sexual Complaints at Brandvlei Juvenile, Pollsmoor Med A, Worcester Males, Drakenstein Med and Knysna Correctional Centres.</p> <ul style="list-style-type: none"> Brandvlei Juveniles reported an incident of a sexual relationship between a female teacher and an inmate, the matter is being investigated by DCS. <p>All incidents are reported to SAPS and inmates received the necessary treatment.</p>				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Attempted Suicide (24)	8	6	2	3	5
Remarks	<p>CMR Inmates at Rooigrond Med A and Losperfontein overdosed on medication because they wanted to be transferred nearer to their families.</p> <ul style="list-style-type: none"> • They were referred to the hospital for medical treatment and was also given social and psychological support. Another incident occurred where an inmate overdosed at the same centre because he wanted to be moved to another unit for safety reasons after having fought with other inmates. • A non-national inmate at Barkly West CC drank Pine Gel demanding to be held at the police station rather than at the correctional centre whilst waiting for deportation. • An inmate at Goedemoed CC overdosed on medication because he wanted to be transferred to Kirkwood CC. DCS is conducting an investigation. • ICCVs reported the incident of attempted suicide from Lichtenburg CC (1) and Rooigrond Med A CC (2). The inmate overdosed on medication because he experienced a painful toothache and the other, allegedly because DCS did not treat his father well (also an inmate) and who had died at the centre. The inmates were referred to external medical facilities for treatment and were also provided with social and psychological support. DCS is conducting an investigation. <p>ECMR An inmate, that requested to be transferred to Flagstaff, overdosed on medication.</p> <ul style="list-style-type: none"> • He was referred to the Lusikisiki Hospital for further observations. • At East London Max, an inmate attempted suicide using pieces of clothes because he wanted to be reclassified to a Medium category. • At Cradock, two inmates were unruly in their cells and they were relocated to different cells. Both inmates attempted suicide by drinking cleaning material. One inmate was transferred from Mthatha to Cradock and he attempted suicide by consuming shoe polish. <p>KZNMR The inmate alleged that he was diagnosed with depression and as a result, he overdosed on his ARVs. It is alleged that it is not the first time he has attempted suicide.</p> <ul style="list-style-type: none"> • Durban Medium C – inmate overdosed by swallowing ARVs in an attempted suicide. The inmate was taken to an external medical facility for further treatment. He was also referred for psychological services at the centre. The region, through the ICCV, will monitor whether the inmate is receiving the necessary services. <p>NMR Two incidents occurred at Krugersdorp: inmate KM and inmate ID overdosed using medication because they were moved to other cells for no apparent reason.</p> <ul style="list-style-type: none"> • Inmates were seen by a psychologist. However, inmate KM is a gang member and it is alleged that he is a danger to other inmates, hence he was moved to a single cell and has attempted to commit suicide before. Inmate ID was moved to a single cell for his safety. • The other incident took place on 17 June 2021 at Baviaanspoort Max. Inmate LN did not come out for breakfast and he was found crying by other inmates. When questioned by officials, he mentioned he was caught with an R10 in his possession and therefore decided to drink his pills and a mixture of Vim so he can die. He was taken to the local hospital for examination. <p>WCMR These incidents were reported at Pollsmoor Females, Pollsmoor Med A, Drakenstein Med, Worcester Males, Brandvlei Juvenile CC.</p> <ul style="list-style-type: none"> • A female offender tried to commit suicide by hanging and overdosing on ARVs. Inmates received the necessary treatment and professional intervention. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Corruption (0)	0	0	0	0	0
Remarks	Nil to report.				
Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Hunger Strike (27)	16	3	3	4	1
Remarks	<p>CMR ICCVs reported that 10 inmates at Tswelopele and two at Goedemoed CCA embarked on hunger strikes.</p> <ul style="list-style-type: none"> The ICCV interviewed inmates to understand their complaints and inmates indicated that they wanted to be transferred closer to their families as they do not receive visitations due to distance and costs. An inmate at Goedemoed CC embarked on a hunger strike demanding to be transferred closer to his family to access visitations. An inmate at Senekal Correctional Centre embarked on a hunger strike for him to be transferred to Ventersburg or Lindley because he alleges that Senekal does not have clean running water and the treatment received from officials is bad. The alleged incident occurred on 8 June 2021 in Klerksdorp Correctional Centre. The inmate complained about toiletries and wanted to be transferred back to Losperfontein Correctional Centre. The matter was attended to by the HCC, inmate started eating on 13 June 2021. Another inmate at Vereeniging Correctional Centre demanded to be consulted by the HCC. The HCC attended to the inmate and the inmate started to eat. The hunger strike lasted for three days. <p>ECMR Instances of hunger strikes occurred at Bizana, St Albans Med B and Willowvale.</p> <ul style="list-style-type: none"> Most of these instances relate to transfers to other centres within the region of the Eastern Cape. An inmate wanting a transfer to Burgersdorp went on hunger strike for two days. <p>KZNMR Hunger strike reports were received from Ebongweni and Ncome Med A and handled by ICCVs.</p> <ul style="list-style-type: none"> There were two hunger strike reports received from Ebongweni Correctional Centre. The inmates complained about their unlawful transfer from Waterval to Ebongweni. They requested to be transferred back to Waterval. The inmate who is incarcerated at Ncome Med A, stated that he does not want to be incarcerated at Ncome because he does not have a support system. He wanted to be transferred to another correctional centre. These matters were referred to DLS in line with the DLS: Standard Operating Procedure: Complaints & Requests 2018 and the investigation is still in progress. <p>NMR One inmate from Thohoyandou Med A was on a hunger strike because officials were not attending to his complaints.</p> <ul style="list-style-type: none"> The inmate wanted to study engineering and he was transferred to the centre where he can do the studies as he requested. The other inmate at Zonderwater was on hunger strike as he wanted to be transferred to another centre for study purposes. The other two incidents occurred at Heidelberg Correctional Centre. The first inmate engaged on a hunger strike for three days because he wanted Community Corrections to confirm his address. His address was confirmed as positive and he ceased the hunger strike. The second inmate violated his parole conditions and was rearrested and placed at a further charge unit. He embarked on a hunger strike as he claims that he was granted bail, but the centre does not want to release him. <p>WCMR Non-nationals embarked on hunger strikes due to unresolved parole matters and not being released as expected at Voorberg Med B.</p>				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Inhumane Treatment (11)	2	5	1	3	0
Remarks	<p>CMR Two incidents occurred at Colesburg and Grootvlei respectively:</p> <ul style="list-style-type: none"> An inmate at Colesburg alleged he was inhumanely treated by being sent to a public hospital for an X-ray and given medication to check if there are drugs in his body/system as he was suspected of smuggling drugs into the centre. The ICCV from Grootvlei Med A reported one incident that occurred on 8 April 2021, the inmate alleged an official working at his unit was verbally belittling him. Acting HCC Indicated that a discussion was held with the inmate and it is alleged that there was no inhumane treatment involved. The inmate wishes to reshuffle officials in the unit as he wishes. <p>ECMR Five incidents occurred in this region:</p> <ul style="list-style-type: none"> At Mthatha Medium an inmate claimed that he was treated unfairly because he was forced to transfer from Middeldrift to Mthatha. At Flagstaff, an inmate was allegedly assaulted by officials. He sustained a head injury, but he was not treated and the wound healed on its own. Other instances relating to inhumane treatment based on the records are accusations of ill-treatment mostly between the inmates (like the East London matter where an inmate accused the other of using a needle to infect her with HIV) as well as inmates complaining of ill-treatment by nurses at the clinic in Willowvale. <p>KZNMR One incident occurred in this region:</p> <ul style="list-style-type: none"> The inmate at Durban Female alleged that she was inhumanely treated by DCS officials. The inmate alleged she was unfairly and degraded (unprocedural) on baseless reasons that were rejected by UNISA. Consequently, she alleged inhuman treatment based on DCS refusal to allow her to pursue her academic studies. JICS – KZNMR investigation is still in progress. <p>NMR Three incidents occurred in this region:</p> <ul style="list-style-type: none"> Witbank Correctional Centre –Inmate VM indicated that he received verbal threats from officials. The inmate was referred to a medical practitioner for medical observation. The other 12 complaints are emanating from Johannesburg Female Correctional Centre. Two inmates complained that they received ill-treatment from the nursing staff at Johannesburg Female hospital. The first inmate alleges that she injured her finger in November 2020 and she was told that her case was not urgent and only referred to Baragwanath hospital in March 2021 and now her finger is deformed because she did not get medical attention immediately. The second inmate reported that she suffers from anxiety attacks and the doctor prescribed specific treatment. When she went back to the hospital to collect the prescribed medication, she was verbally harassed. <p>WCMR None</p>				
Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Torture: 0	0	0	0	0	0
Remarks	Nil report				

Table 19: Urgent complaints managed in regions from 1 April – 30 Jun 2021

COMPLAINTS REFERRALS TO ICCVS AND REGIONS

Inmates' complaints are also referred to the regions by the Directorate: Legal Services (DLS), as received at the National Office for intervention.

These complaints are then dealt with by the regional staff and ICCVs according to the nature of the complaint. Monthly feedback is provided to the directorate as well as to the inmate. During this quarter, the regions have dealt with 41 complaints, of which 16 are still pending. The table below shows the complaints referred to the regions by DLS.

Management regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks
CMR	6	2 x Rehabilitation programmes 1 x Parole 2 x Healthcare 1 x Transfer	3	The inmate was consulted however, he didn't complain about the initial complaint: Rehabilitation/Other; he complained about Food (poor diet). On 14 April 2021, an inmate from Tswelopele complained about Rehabilitation/Other. Matter Finalised: The inmate was consulted on 26 May 2021. The CSPB assessed inmate O. On 28 August 2019, and thereafter submitted the profile to AC corrections. The matter was handed to the Minister via the regional office for further handling. Matter Finalised: Inmate was consulted on 18/06/2021 by the ICCV. The inmate requested to be transferred closer to his family in Polokwane or Matashe Correctional Centre. G331 was received on 15 June 2021 and the transfer application was processed, feedback will be communicated to the inmate once received as the centre still awaits feedback. The matter is regarded as finalised.
ECMR	20	20 x Appeal	20	None
KZNMNR	2	2 x Healthcare	1	The matters are still pending. The inmate with a healthcare complaint in Waterval, his matter is considered resolved. He was seen by the ICCV on 16 April 2021 and on 20 April 2021 was attended by DCS: nurse and HCC. All records on the matter were submitted to the DLS for final determination. Durban Medium B complaint regarding conditions/healthcare, this is the matter that was referred to JICS by CALS on behalf of the inmate. The matter was attended by the region and the matter was referred to DLS – Complaints Unit to look at the submission and make its findings and recommendation.

Management regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks
NMR	17	6 x Transfer 2 x Parole 1 x Reclassification 3 x Conditions/ Healthcare Johannesburg Med B: Other 4 x Rehabilitation Program/Private studies 1 x Other	2	Johannesburg Med C: Rehab Program/Transfer – the inmate requested to be transferred to another centre as his complaints regarding his education are not being resolved. Kutama-Sinthumule: Transfer – two inmates require assistance concerning transfer from Kutama-Sinthumule.
WCMR	17	8 x Parole 5 x Transfer 2 x Healthcare 1 x Reclassification 1 x Conditions	13	Two parole matters from Voorberg have been resolved, as well as a Healthcare complaint from Brandvlei Max and a reclassification from Drakenstein Max. The other matters are still pending.
TOTAL	62	62	39	Regions are following up on a monthly/quarterly basis on all pending complaints. Feedback is provided to the complainants

Table 20: Complaints referred to DMR by DLS during 1 April – 30 Jun 2021

2.2. Stakeholder engagement/Visitors' Committee (VC) meetings

JICS holds regular engagements with stakeholders in high regard due to its importance in the value chain of effective and efficient service delivery. To this effect, quarterly VC meetings are held where unresolved complaints are discussed for resolution and/or further escalation to the Inspecting Judge.

It is reported that all regions have complied in conducting the planned 34 VC meetings as reflected in JICS's governance calendar. Operational matters that were under discussion revolved around challenges concerning SAP62s and SAP69s, reclassification of inmates, victim-offender mediation, long delays on lifers' matters, conditions at correctional facilities and many others. Resolutions taken are monitored monthly.

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
CMR	9	9	<ul style="list-style-type: none"> Challenges concerning SAP62 and 69. Reclassification and transfer to medium centres especially in Mangaung. VOD challenges that hinder inmates' consideration for parole, more specifically for Western Cape inmates, there is no cooperation from Western Cape. Outstanding cases reported by inmates to SAPS, no case numbers provided to inmates. Transfer of inmates to other centres and other regions close to families. Delays in DPW attending to issues of maintenance in correctional centres. 	None	None

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
ECMR	5	5 Kirkwood 12/05/2021 St Albans 13/05/2021 Amathole 18/05/2021 Sada 25/05/2021 Mthatha 26/05/2021	<p>Restorative Justice The discussion was brought by CSPB after noting that some of the victims are not receiving therapeutic intervention between the sentencing of inmates and the victim input during parole consideration. Decision: VC agreed that the Department of Social Development should be invited to assist and provide some inputs.</p> <p>Use of the G365 It has been discovered that centres do not comply with section 21 of the CSA in terms of daily recording, attending complaints within a 7-day stipulated timeframe (B-Order) and providing feedback to inmates. The matter was discussed at the VC meeting. Decision: The forum agreed that all HCCs will give attention to the G365 and ensure that interviews from the ICCVs are recorded in the complaints register.</p> <p>Progress and Feedback on Lifers NCCS visited the EC Region to offer assistance as the region submitted fewer profiles of lifers than other provinces. Decision: The EC DCS Region was requested to submit an updated list and profiles to NCCS for consideration.</p> <p>Appeals & Petitions Legal Aid SA in East London expressed concern over the transfer of inmates immediately after sentencing without getting an opportunity to go through an appeal process. Decision: It was agreed that communication between the centres and Legal Aid SA will be strengthened depending on the classification after sentencing.</p> <p>Cases opened by inmates with SAPS: Lack of feedback on assault complaints opened by inmates was identified as an area of concern. Decision: SAPS agreed that feedback will be provided to inmates by the IO in the presence of the HCC and the ICCV.</p>	All planned meetings were held.	N/A

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
			<p>49G Applications Lack of feedback and slow progress was tabled as a challenge. The procedure was clarified by the NPA and this gave guidance to all present in the meeting and HCCs. Decision: The meeting agreed that the list will be compiled and submitted to NPA using the correct applications. One DCS official in the Management Area will be responsible to compile the list and submit.</p> <p>Regional Task Team There is a task team in the region analysing conditions of centres and reclassification of some of the centres from sentenced to Remand. Decision: The team will submit recommendations to the RC. The Chairperson of the Committee was Mr Msimango (Mthatha AC).</p>		
KZNMR	7	7	<p>Empangeni VC focused on conditions of Ingwavuma and Maphumulo centres, water shortage experienced by the centres and the plight and difficulties embedded in the management of mental healthcare users who are incarcerated at correctional centres. Decision: The matter of both Ingwavuma and Maphumulo was referred to the Area Commissioner for intervention.</p> <p>Glencoe VC focused on state patients and mentally ill inmates and rehabilitation programmes at Dundee centre. As a result of the intervention exercised by the VC that bore positive results: there was a drastic reduction in the backlog of the number of state patients who transferred to psychiatric hospitals were unreasonably delayed not only because of shortage of bed-space but because some of these inmates did not have all the necessary documents that were required to expedite their transfer. Decision: DCS – KZN Regional Office appointed a coordinator whose sole responsibility is to deal with the referral system and facilitating transfers to designated psychiatric hospitals.</p>	None	None

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
			<p>Waterval VC focused on the treatment of inmates and conditions - exercise of inmates which was temporarily suspended by the HCC after a mass stabbing took place amongst the inmates at Waterval Med B; transfer requests of inmates at Utrecht and feedback by HCC and complaints from lifers who complained about the NCCS not responding to their further profiles.</p> <p>Ncome VC discussed a dire situation of water shortages in Nongoma and Nkandla; the role that is played by the Office of the Inspecting Judge to facilitate that the feedback from the NCCS reaches the recipients (lifers) after they have submitted their further profiles.</p> <p>Kokstad VC discussed the urgent complaints around the unlawful transfer of inmates to Ebongweni CC. Other areas of discussion included the difficulties that are experienced by the local CSPB in considering inmates who are detained for placement on parole, and urgent complaints and mandatory reports.</p> <p>Durban VC focused on unlawful transfers of inmates from Durban to Ebongweni Correctional Centre, challenges with the Department of Home Affairs, parole matters, urgent complaints and mandatory reports and the obligations that HCCs are entrusted in terms of the CSA.</p> <p>Pietermaritzburg VC discussed – Legal Aid visitations to the centres and challenges; lack of cooperation from SAPS concerning assault cases reported by inmates, and mandatory reports.</p>		
NMR	7	7	<p>Challenges and prevalent complaints</p> <ul style="list-style-type: none"> • No doctors: contracts have expired in some of the centres in Gauteng. This is a challenge for inmates who are on chronic medication. • Lifers: centres are frustrated about the lack of feedback from the NCCS. • Legal Aid: it was reported that inmates are complaining that Legal Aid is not coming to the centres and they are not answering their phones. 	N/A	N/A

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
WCMR	6	6	Matters discussed <ul style="list-style-type: none"> Recording of ICCV complaints in the DCS complaints register. Office space and installation of computers for ICCVs. Webinar on Excessive Use of Force – Encouraging Area Commissioners and HCCs to register and participate. Community participation in VC meetings. Communication forwarded to DCS Regional office enquiring about individual profiles referred to the National Office. Addressing the long outstanding feedback from NCCS on lifers' parole consideration. 	No deviation	None
DMR TOTAL	34	34	-	-	-

Table 21: VC meetings held from 1 April – 30 Jun 2021

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

Ongoing engagements and dialogue with stakeholders and other government departments, especially within the JCPS cluster is the basis for smooth and interactive working relations. JICS regional offices ensure that these engagements transpire quarterly within the respective regions on matters within the correctional services environment and matters of mutual interest.

This quarter has seen successful engagements on various levels between the KZNMR and the DCS Regional Commissioner on a variety of operational matters and with the KZN South African Human Rights Commission on the referral system. NMR also successfully engaged with their local PEEC.

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

Region	Type of meeting/s	Date of the meeting/s	Matters discussed at the meeting/s	Resolutions
CMR	None	N/A	None	None
ECMR	None	N/A	None	None
	JICS meeting with DCS: Regional Commissioner	15/04/ 2021	<ul style="list-style-type: none"> Discussions on the transferred inmates at Ebongweni CC. The tabling of 2021/2022 JICS Governance Calendar on inspections and VC dates. Discussions on HCCs/ACs attendance of VC meetings. The rollout of the JICS ICCV computers project. Building a collaborative working relationship and improving communication channels between JICS and DCS in KZN. 	<ul style="list-style-type: none"> The DCS regional office to look into the unprocedural issues raised on inmates' transfers to Ebongweni. JICS to identify the correctional centres and to provide RC office on the project and dates. JICS to be invited quarterly to meet the RC / and ACs.

Region	Type of meeting/s	Date of the meeting/s	Matters discussed at the meeting/s	Resolutions
KZNMR	JICS meeting with Regional Commissioner	14/05/2021	<ul style="list-style-type: none"> JICS team briefed the Acting RC on its findings after conducting an oversight visit at Ebongweni on 11-12/05/2021. Among others the following issues were discussed: Prolonged detention of inmates at Ebongweni who have already served half of their prison sentences, qualifying for consideration for placement on parole. Incomplete prison files of inmates who were transferred to Ebongweni – no evidentiary documents are available to confirm their offences that triggered their transfer to Ebongweni. Alleged assaults of inmates upon their admission to Ebongweni by DCS officials. Rehabilitation programmes are not available at Ebongweni, those who are detained at the centre are not involved in any programmes. 	<ul style="list-style-type: none"> It was resolved that the Acting RC will be furnished with a draft copy of the report that will be compiled by the team for comment. Acting RC alluded to the fact that he will explore the possibility of establishing a committee from his office that will investigate JICS's findings.
	SAHRC: KZN Provincial Stakeholder Engagement – Virtual, Microsoft Teams	29/06/2021	<ul style="list-style-type: none"> The meeting created a platform for various stakeholders to share their organizational plans of 2021/2022 and sharing of resources with those stakeholders who do not have enough resources within their organisations, identification of opportunities for collaborations and strengthening networks, identified and discussed systemic issues in KZN Province and a developed action plan on the identified issues and areas of collaboration. 	<ul style="list-style-type: none"> JICS in KZN will have bilateral meetings with SAHRC to discuss matters of common interest, to refine the existing referral system on complaints of inmates that are received and referred to JICS. Stakeholders mapping was resolved to remain a standing item on the agenda in all meetings –to bring other relevant stakeholders such as SAPS, NPA; Home Affairs, so that other stakeholders can utilise their expertise in resolving challenges that they are facing with fulfilling their legal mandates.
NMR	Gauteng Local Division: Efficiency Enhancement Committee	17/06/2021	<ul style="list-style-type: none"> Removal of Appeals from the Court Rolls Divorce Orders Draft directive – Eliminating delays Restoration of records project (2008 – 2018 records) Section 49G and Section 63 Applications Rule 43 applications Complaints emanating from VC Meetings 	DCS was requested to provide statistics on Section 49G and Section 63 applications.
WCMR (6)	None	Not applicable	Not applicable	Not applicable

Table 22: Stakeholder engagement meetings held during 1 April – 30 Jun 2021

2.4. Declared state patients incarcerated

The incarceration of state patients at correctional facilities while awaiting their referral to a suitable psychiatric hospital has been an ongoing source of concern for both DCS and JICS, not to mention the families of the declared state patients. Correctional facilities, correctional officials and fellow inmates are not suitably equipped to deal with declared state patients, but have the duty of care until the inmate is admitted to an identified mental facility. The regions are actively interacting with the relevant role-players to monitor the movement of these identified state patients.

The total for this quarter reflects a decrease of six declared state patients against the total of 135 from the previous quarter.

The table below shows the number of declared state patients incarcerated during this quarter.

Region	Number of male state patients	Number of female state patients	Total	Remarks
CMR	55	0	55	Grootvlei Med A reported 43 state patients. No psychiatric doctor visited the centre in June 2021. Kimberly: reported 12 state patients with the status date of 2017 to 2021. DCS reported non-availability of beds at psychiatric hospitals and follow up is made every month.
ECMR	27	0	27	The decrease in the number of state patients in this region was regarded as an ongoing achievement. Engagements are still taking place in the region to obtain short and long term solutions. <ul style="list-style-type: none"> • Grahamstown: 1 • King Williams Town: 3 • East London Med B: 3 • Lusikisiki: 1 • Mthatha: 8 • Burgersdorp: 2 • Butterworth: 3 • St Albans Med A: 6
KZNMR	7	0	7	State patients are housed at the following correctional centres: <ul style="list-style-type: none"> • Ladysmith correctional centre: 3 • Ncome Med A: 1 • Pietermaritzburg Med A: 3 DCS regional office in KZN has put a system in place that has successfully reduced a backlog in the number of state patients that are still waiting for bed-space in psychiatric hospitals. Based on the latest report received, we gladly noted that all the above-mentioned inmates have booked and allocated dates for admission at various designated psychiatric hospitals in KZN.
NMR	40	0	40	Breakdown: <ul style="list-style-type: none"> • Witbank: 18 • Barberton : 4 • Bethal: 4 • Kgosi Mampuru II Local: 9 • Modderbee: 5 There has been a marked increase from the previous months from 26 to 40 state patients. <ul style="list-style-type: none"> • The ICCVs were requested to provide further details. The increase in the number of state patients will be discussed at the next VC meetings scheduled for August. They will also be discussed with the Regional Commissioner.
WCMR	0	0	0	N/A

Region	Number of male state patients	Number of female state patients	Total	Remarks
Total	129	0	129	Regions are engaging with DCS and the Department of Health to find beds at suitable psychiatric hospitals. Even though the number of state patients has increased at CMR and NMR, there has been a decrease in ECMR and KZNMNR.

Table 23: Declared state patients incarcerated from 1 April – 30 June 2021

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

JICS's responsibilities extend to ensure dignified conditions of detention and incarceration for all inmates in South African correctional facilities, including non-nationals. To this effect, JICS has the responsibility to monitor the fair treatment of non-nationals and their specific needs (language requirements, food, health-care, access to their family or embassies).

The figures for this quarter (11 328) reflects a marked decrease from the previous quarter (13 640), which can be attributed to the deportations conducted by the Department of Home Affairs. The total number of females, both sentenced and remand has also revealed a decrease from 526 to 310 for this quarter.

Regions	Number of non-nationals incarcerated			
	Sentenced		Remand detainees	
	Male	Female	Male	Female
CMR	773	0	447	0
ECMR	91	1	1	0
KZNMNR	296	1	405	4
NMR	4542	139	4193	153
WCMR	95	4	175	8
Total	5797	145	5221	165

Table 24: Non-nationals in correctional centres from 1 April – 30 Jun 2021

2.6. COVID-19 reporting

This quarter has marked the existence of the COVID-19 pandemic for just over a year in our country. It has had a significant impact on the way we conduct normal business and our normal way of life. Similarly, the life of inmates and officials in correctional facilities has also shifted into another gear to adhere to COVID-19 precautions in the quest to save as many human lives as possible. This has been monitored by JICS monthly to ensure that measures are in place to protect inmates from the spread of COVID-19 in line with the regulations coupled with ensuring humane and dignified conditions of detention and incarceration. The table below shows the current cumulative status since the commencement of the pandemic, inclusive of JICS officials, DCS officials and inmates, who tested positive as well as the total COVID-19 related deaths that occurred.

Regions	JICS officials	DCS officials	DCS official deaths	Inmates	Inmate deaths	Recoveries
Eastern Cape	1 (July 2020)	1208	28	1237	12	2392
Free-State and Northern Cape	2 in June (included in the 15 Cumulative)	1281	24	368	7	1562
Gauteng	5	1580	32	1238	33	2551
KwaZulu-Natal	2 (August 2020 and February 2021)	1165	35	427	9	1518

Regions	JICS officials	DCS officials	DCS official deaths	Inmates	Inmate deaths	Recoveries
Limpopo, Mpumalanga and Northwest	0	1031	28	334	8	1237
Western Cape Region and	2 VCCOs 6 ICCVs	1620	39	979	11	2501
Head Office	0	139	0	0	0	103
JICS Head Office Staff	0	0	0	0	0	0
Total	31	8024	186	4583	80	11864

Table 25: Report on COVID-19 as at 30 Jun 2021

The table includes the COVID-19 pandemic breakdown for the first quarter. A total of 8 024 officials and 4 583 inmates tested positive for COVID-19. A total of 186 officials and 80 inmates have succumbed to the virus as at 30 June 2021. The recovery rate as at 30 June 2021 is 11 864, which equates to 94.11%.

2.7. Special parole dispensation

Since the announcement made by the Minister of Justice and Correctional Services on 8 May 2020, that approximately 19 000 special parole releases for qualifying inmates convicted of non-violent offences would be implemented to combat overcrowding and manage the COVID-19 pandemic within the correctional services environment, JICS has monitored the progress of these releases. The project ended on 30 September 2020, but some inmates were still in the process of being considered. Therefore, each region has continued on an operational level to ensure the release of those qualified and identified inmates. Statistics are currently gathered at a regional level and might differ from the national summary. The table below shows the special parole dispensation monitored by JICS during this quarter. It illustrates that 12 654 inmates were identified for the special parole dispensation, of which 10 094 inmates have already been released from various correctional centres. A total of 2 256 inmates are still to be released as currently been adjudicated by DCS.

COVID-19 Special Parole Dispensation - DMR				
Region	The number of identified inmates to benefit from early release	The number of inmates already released	Still to be released	Scheduled dates
CMR	2413	1917	496	No releases for June. Scheduled dates are dependent on CMC and CSPB processes as well as positive address confirmation.
ECMR	1709	1455	254	The process is still ongoing.
KZNMR	2427	1972	455	The process is still ongoing.
NMR	2553	1708	541	Some inmates were given further profiles. A total of 60 inmates were rearrested for the violation of their parole conditions.
WCMR	3552	3042	510	There were 40 re-admissions.
Total	12 654	10 094	2 256	The process is still ongoing.

Table 26: COVID-19 special parole dispensation from 1 April – 30 June 2021

DMR HIGHLIGHTS FOR THE QUARTER

Two meetings were held with VCCOs nationally to streamline the relations between VCCOs and ICCVs, with the view to improve the performances of ICCVs in terms of their performance agreements, as well as the improvement of the management, control and supervision of ICCVs.

The Regional Manager ECMR was invited to represent JICS on 3 June 2021 on a live radio talk show on PowerFM to discuss the role and mandate of JICS in safeguarding the rights of inmates. The opportunity was also used to create awareness of the role of ICCVs and the complaints management processes. Several callers participated in the talk show, which proved that there is an active interest within South Africa to learn about JICS and how their respective family members who are incarcerated can be assisted.

JICS's ICCV national conference task team has been resuscitated to ensure that the conference is held during December 2021.

The directorate held a policy review session on 4-6 May 2021 to align and review all DMR policies and Standard Operating Procedures.

Another highlight during this quarter was JICS's Webinar on Excessive Use of Force, which was held on 27 – 28 May 2021. The webinar was hosted by the Inspecting Judge, with international, regional and local guest speakers who brought valuable expertise and insights to the platform. The webinar was held over two days. Some of the illuminating topics were: "The role of prison watchdogs", "How can prison watchdogs/inspectors improve monitoring and reporting on the use of force?", "What are the long-term effects of the use of force on inmates?" and many more. It was well attended by relevant stakeholders, as well as our ICCVs and staff.



PART C: HUMAN RESOURCES

3. Organisational establishment structure

3.1 Approved establishment structure as at 30 June 2021

As at 30 June 2021, there were 86 permanent approved and funded positions on the fixed establishment. A total of 83 posts were filled and three vacant posts (3.5% vacancy rate).

Table 27 below shows the current vacancies for the first quarter:

#	Level	Description	Status
1	Level 11	Deputy Director: Complaints & Mandatory	Position re-advertised
2	Level 9	Assistant Director: Finance	Position advertised
3	Level 5	Inspections & Investigations – Admin Clerk	Position advertised

Table 27: Three vacancies as at 30 June 2021

3.2 ICCVs

With effect from 30 June 2021, the number of vacant ICCV positions are 36. These ICCV positions and other contract positions expire on 31 October 2021. The adverts to fill these positions have a closing date of 9 April 2021.

Filled posts	215 (84, 09%)
Vacant posts	36 (14, 22%)
Correctional Centres under construction	2 (0.8%)
Total number of ICCV posts	253 (100%)

Table 28: ICCVs filled and vacant post percentage as at 30 June 2021

3.3. Employment equity

The table below shows the number of employees in each occupational category as at 30 June 2021:

Level	Males				Females				Total
	Black	Coloured	Indian	White	Black	Coloured	Indian	White	
Senior Management (Level 13 – 14)			1	1	2				4
Professionally qualified and mid-management (Level 11 – 12)	3	1		1	1	1			7
Skilled technical and academically qualified workers, junior management supervisors, (Level 7 – 10)	15	8			19	3	1	1	47
Semi-Skilled and discretionary decision making (Level 3 – 6)	6				13	5			24
Unskilled and defined decision making (Level 1 – 2)	1								1
Total	25	9	1	2	35	9	1	1	83
Non-permanent	3	-	-	1	8	2		1	15
ICCVs	83	10	2	-	111	8	1	-	215
Total	111	19	3	3	154	19	2	2	313

Table 29: Employment equity statistics as at 30 June 2021

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

Black		Coloured		Indian		White		People with disabilities	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
110	154	19	19	3	2	3	2	1	-
(35, 14%)	(49, 2%)	(6%)	(6%)	(0.96%)	(0.63%)	(0.96%)	(0.63%)	(0.31%)	

Table 30: Employment equity percentages as at 30 June 2021

3.4 Performance agreements

The 2019-2020 performance assessments

Moderations of all levels have been finalised. The NC has not decided on the payment of pay progression and/or performance bonuses for the financial year 2019/20. As such, JICS will not be in a position to process any payments for the relevant financial year.

3.5 Labour relations

Outstanding misconduct cases

None

Grievances for the period 1 April – 30 June 2021

One

Unresolved grievances from the 2019/2020 performance cycle

1. Grievance lodged on 25 January 2019

Pre-trial minutes have been finalised between the parties and the matter is set down for trial on 5-6 August 2021 in the Labour Court, Western Cape Division, Cape Town. This is a face to face hearing.

Unresolved grievances from the 2021/2022 performance cycle.

1. Grievance lodged on 26 May 2021

An ICCV lodged a grievance concerning the refusal by the HCC, Leeuwkop Maximum to enter the centre. The ICCV has since been temporarily placed at the NMR while an investigation is undertaken to investigate allegations made by the personnel of DCS.

3.6. Nationwide lockdown and COVID-19 pandemic

The following interventions were implemented during the nationwide lockdown in compliance with the COVID-19 pandemic and alert levels during the first quarter:

- JICS COVID-19: Alert Level 3 and 4, Adjusted Regulations – Workplace plans and Safety Measures were issued on 18 and 29 June 2021.
- The total number of COVID-19 positive cases within JICS for the first quarter are seven.



PART D: FINANCE AND SCM

4. Budget

4.1 Budget for 2021/2022 Financial Year

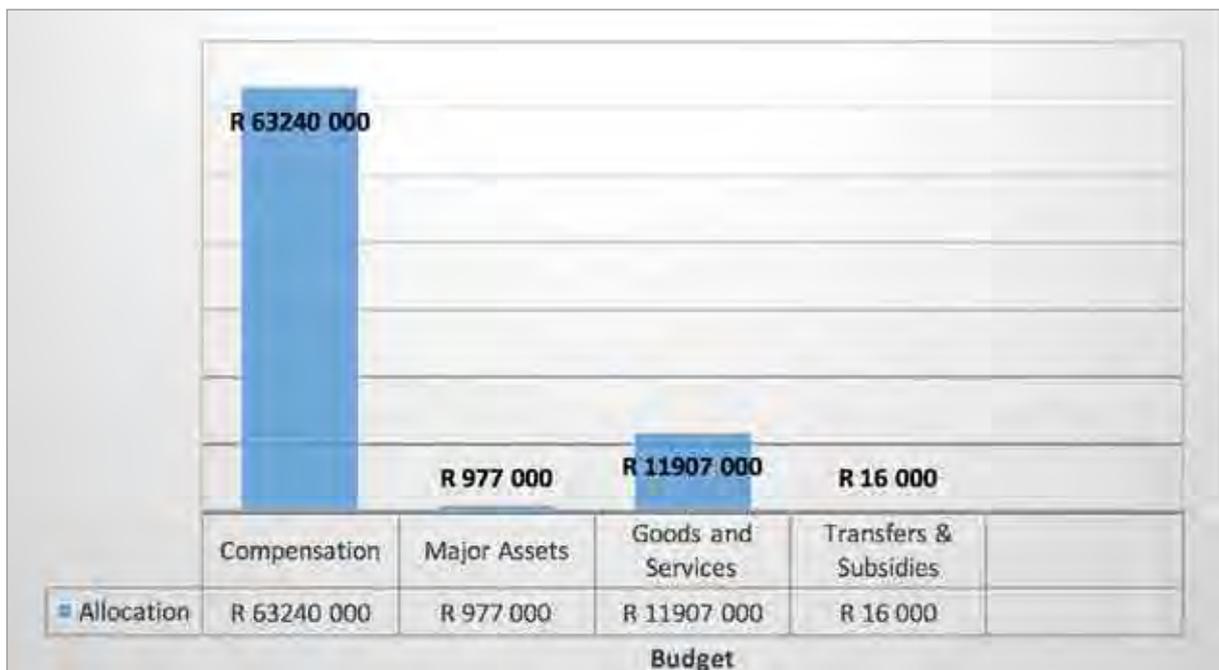


Figure 1: Budget for 2021/2022 Financial Year

4.2. Expenditure

Overall expenditure for the period 1 April 2021 to 30 June 2021 is shown below:

Expenditure excluding commitments	Expenditure including commitments	Commitments
R 18 698 536.17	R 20 502 477.35	R 1 803 941.18

Table 31: Expenditure as at 30 June 2021

Reasons for overspending by 1.93% on SCOA items:

Compensation of Employees	Ideal	Deviation
25.82%	25%	- 0.82%

Table 32: Compensation of employees

Overspending is due to insufficient allocation for the financial year 2021/2022.

Goods and Services	Ideal	Deviation
29.62%	25%	- 4.62%

Table 33: Goods and Services

Overspending due to previous financial year's commitments that could not be finalised due to outstanding invoices.

Transfers and Subsidies	Ideal	Deviation
6.98%	25%	18.02%

Table 34: Transfers and Subsidies

The underspending is due to our current fleets' licenses, which will be renewed on different dates during the financial year.

Capital Assets	Ideal	Deviation
66.12%	25%	- 41.12%

Table 35: Capital Assets

Overspending due to copier machine rentals committed for the entire financial year and other capital assets required for operational services.

4.3. JICS Asset Register closing balance as at 30 June 2021

The table below shows JICS's asset register as at 30 June 2021.

Asset Description	Date	Total
Major Closing	30.06.2021	R 13 427 494.02
Minor Closing	30.06.2021	R 2 388 865.05

Table 36: Asset register as at 30 June 2021

4.4. Fleet/Transport Management

The table below shows the allocations of JICS's state vehicles to the offices and regions as at 30 June 2021.

Management Region / Location	Total Vehicles
Pretoria Head Office	4
Northern Management Region	6
Central Management Region	6
KZN Management Region	6
Eastern Cape Management Region	7
Western Cape Management Region	5
Total Fleet	34

Table 37: JICS fleet and allocation per region as at 30 June 2021

The table below shows the total number of vehicles to be disposed of due to high mileages and beyond economical repair.

Registration	Model/Make	Kilometres	Status	Location
CA 687-877	2013 Polo Vivo	158 824	BER	NMR
CA 680-365	2013 Polo Vivo	167 042	BER	ECMR
CA 682-964	2013 Polo Vivo	157 408	BER	ECMR
CA 566-933	2014 Toyota Quest	123 409	BER	CMR
CA 543-090	2008 Ford Fiesta	100 981	BER	KZN MR
CA 705-300	2013 Polo Vivo	172 712	BER	Pretoria Head Office

Table 38: JICS fleet to be disposed of as at 30 June 2021

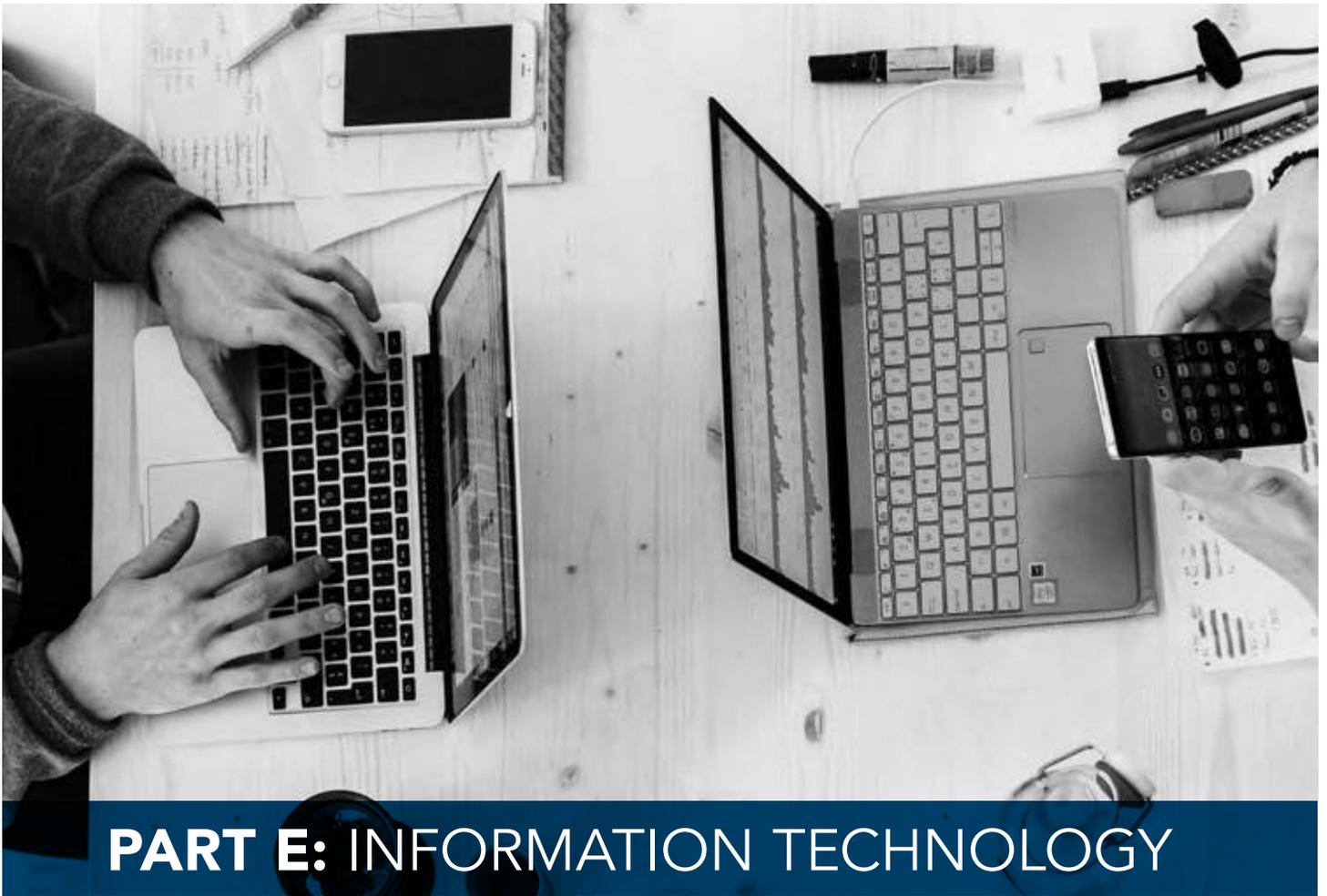
4.5. Property and facilities management

Current leases on property:

Physical address	Type of agreement	Status on 30 June 2021	Monthly rental
Western Cape Management Region: 9 th Floor, Standard Bank Building, 1 Thibault Square, Cnr Long & Hans Strijdom Avenue, Cape Town	Lease agreement	Lease agreement approved for 3 years, expiring on 31/07/2023	R 188 542.50
Central Management Region: 3rd floor, 62 Andrew Street, Bloemfontein	Lease agreement	Lease agreement approved for 5 years, expiring on 31/05/2024	R 31 262.41
Northern Management Region: 265 West Ave, Tuinhof, Karee (West Block) Centurion	Month to month	The lease is on a month to month basis as the agreement expired on 30/06/2007	R 35 645.27
KZN Management Region: 8 th Floor, 275 Anton Lembede Street, Durban	Lease agreement	Lease agreement approved for 3 years, expiring 31/12/2021.	R46 117.63

Table 39: JICS property leases as at 30 June 2021

- Pretoria Head Office is accommodated at the DOJ & CD offices (SALU Building) Pretoria as a temporary measure.
- ECMR is temporarily accommodated at the East London Magistrates Court. The procurement of permanent accommodation for ECMR is currently being considered.
- The tender for the procurement of the NMR and Pretoria Head office, alternative accommodation (leases) were withdrawn.
- The National Commissioner was requested on 31 March 2021 to facilitate the procurement process for office accommodation with the DPWI for JICS's National Head Office/NMR in Pretoria and ECMR Office in East London.



5. Projects

5.1 Distribution of computers for ICCVs in Correctional Centres

The ICCVs do not have access to computers at all the correctional facilities. JICS's desktop roll-out project to equip all ICCVs with the tools of the trade were delayed as a result of the readjusted Alert level 4 nationwide lockdown restrictions.

5.2 Development and Integration of JICS MIS into DCS E-Corrections

In 2016, the DCS electronic reporting system crashed. DCS has developed a new E-Corrections system. In consultation with DCS GITO, JICS submitted their oversight statutory reporting requirements to be integrated into the new E-Corrections system.

The system is being rolled out nationally. The E-Corrections reporting system will enhance DCS's reporting competence, especially on mandatory reporting of deaths, mechanical restraints, segregation and the use of force. The statutory obligation of DCS to report on all these areas will be enhanced with the implementation of the E-Corrections system. This is critical to JICS's mandate.

A tutorial video on the use of E-Corrections has also been developed and was distributed to JICS officials who are currently enrolled on the system.

5.3 Development of JICS Mail Server and Website

The domain jics.gov.za was registered for the JICS email exchange and website by SITA. A new server has been installed and configured for the hosting of a separate JICS domain, email exchange and website, independent of DCS.

A total of 89 user profiles and mailboxes on Active Directory under the jics.gov.za domain has since been created. However, due to technical difficulty, JICS's profiles have not been in use due to a lack of access to the internet server.



PART F: MEDIA AND COMMUNICATIONS

6. Media Liaison and Internal/External Communication

6.1. Media analysis

Communication during the COVID-19 Pandemic

One of the most important ways to prevent the spread of COVID-19 is to empower people with knowledge and accurate information. Today, in the era of the COVID-19 pandemic, there is an overabundance of information leading to an 'infodemic'. During a pandemic, there is a lot of false information available. Therefore, JICS Communications must provide its staff with a dedicated stream of factual and updated information that is reader-friendly and accessible.

Specific JICS COVID-19 campaigns targeting behaviour change communication (BCC) during the pandemic has been used incorporating our staff as brand ambassadors throughout these campaigns.

Media

In light of this, JICS is continuously looking to engage with the media, by providing fast response times to media requests, staying updated with what is happening in the sector and providing information that is relevant to the public and staff and educating and creating awareness.

JICS engaged in several media activities namely: media releases, requests and responses in the first quarter (April – June) of the 2021/2022 financial year.

The media enquired on several matters as stated below:

For this quarter the media concentrated on:

- Prison deaths
- Juveniles in detention
- Excessive use of force in correctional centres
- JICS webinar on excessive use of force
- Vaccination roll out in correctional centres
- Food/Inhuman conditions at Leeuwkop Prison
- Introduction to JICS
- COVID-19 and Vaccines
- A large number of juveniles in the SA prison system is a cause for concern

6.2. Internal Communication

JICS internal communication was maintained through its various communication portals, which include email and the WhatsApp group system to ensure that JICS staff were updated on all matters relating to the COVID-19 pandemic and all internal processes to ensure transparency, and build a culture of inclusivity and responsiveness. These included various communication products, for example, social media graphic messages, videos and gifs. A variety of tools will continue to keep the target audience engaged and make communication effective.

The following internal communication was sent out this quarter

- SA COVID-19 Stats (twice weekly)
- SA's Vaccination Plan
- Circular No.12 of 2021: Annual Appraisals and Moderations to Conclude the 2020/2021 Performance Management Cycle and Signing of Performance Agreements for 2021/2022 Performance Cycle: JICS Employees: Below SMS Level.
- Circular No. 13 of 2021 | Training needs
- Cape Town Office Access
- JICS Governance Calendar 2021/2022
- Amendment Notice 2 of 2021 | Delegations on the Public Service Act
- JICS Freedom Day Poster
- Statement on the Status of Vaccine Rollout in SA
- Acting Appointment | ASD: Finance
- How to prevent COVID-19 in the office (video)
- Registering to get vaccinated
- Circular No. 15 of 2021 - Safety of ICCVs
- Excessive Use of Force in Correctional Centres: The Role of DCS, JICS and Civil Society Webinar (Media Alert)
- JICS Webinar Registration: Excessive Use of Force in Correctional Centres: The Role of DCS, JICS and Civil Society
- DOJ Budget Vote Speech 2021
- President to address the nation
- 2021 Budget Vote Speech
- JICS Webinar Registration Reminder
- DCS Self Sufficiency Model
- President to address the nation
- Acting Appointment Director Support Services
- Acting Appointment Director Management Regions
- Appreciation for Your Contribution to JICS's Webinar on "Excessive Use of Force in Correctional Centres: The Role of DCS, JICS and Civil Society"
- Acting Appointment: Director Management Regions
- Reminder: Golf Shirts

- Acting Appointment: Director Support Services
- Youth have a vital role to play
- Amended: Acting Appointment: Director Support Services
- JICS COVID-19: Alert Level 2 Regulations
- JICS Quarter 4 Report 2020/2021
- Acting: Deputy Director Human Resources and Development
- Acting: Deputy Director Finance and SCM
- Young People are key
- Youth Day National Banner
- Youth Day Message
- Alert Level 3 Infographics
- COVID-19: Alert Level 3 Regulations
- Alert Level 4 Infographics
- EVDS Registration Guide and Vaccine Registration Link
- COVID-19: Alert Level 4 Regulations

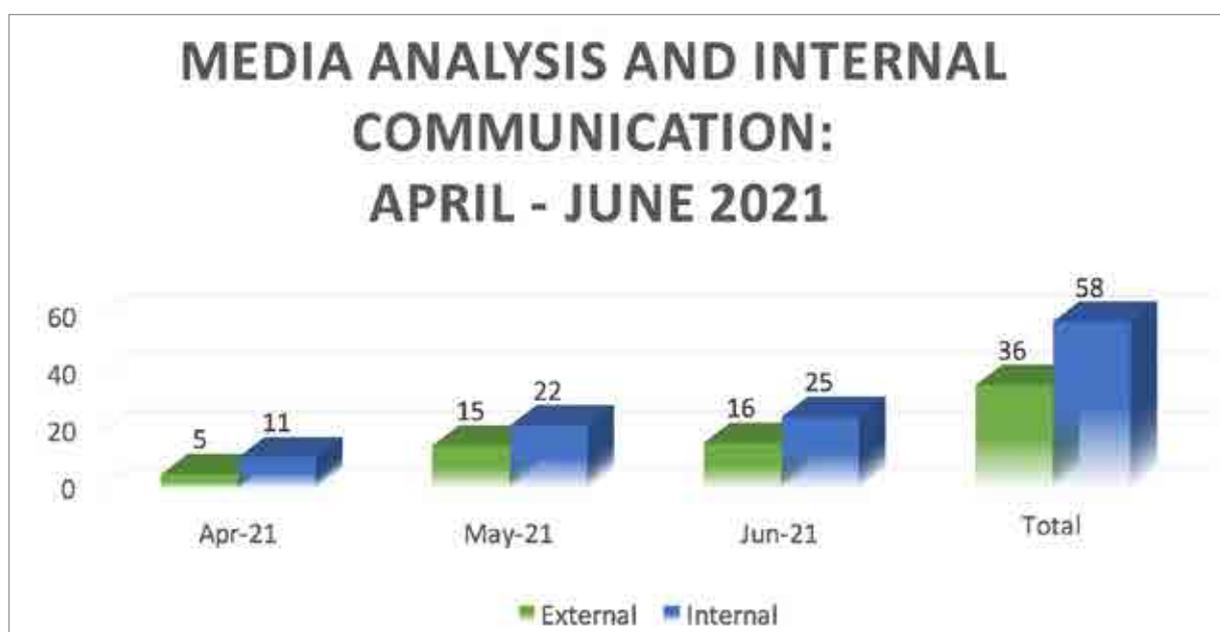


Figure 2: JICS Media Analysis and Internal Communications (1 April - 30 June 2021)

The figure above shows the media engagement and internal communication during this quarter.

6.3. Matters Reported

JICS Quarter 4 and Annual Report

- The various directorates compiled their reports after the close of the quarter. The report was edited, the formatted and final design was signed off and the report was distributed electronically to all staff and stakeholders.

Information Sessions

- The Directorate: Support Services held information sessions in all regions as requested by them (the regions felt there was a need for specific follow up training). A request for further training with specific areas identified has also been taken note of.

Radio programme initiative

- There were specific challenges with this initiative, which included geographic, equipment (including sound and recording programmes) and availability of content. These caused delays in the roll-out of the

project. The content received was packaged and the roll-out to the radio stations commenced at the end of June 2021, with scheduling to start taking place in July 2021.

- A decision was taken to procure sound equipment for this purpose to ensure that JICS can create these programmes, not only for the dissemination of radio stations but to provide educational and awareness programmes for stakeholders, JICS staff, clients and the broader public.
- Once the equipment has been procured, JICS will be able to set up a small studio to create podcasts, videos and other communications materials.

Virtual Use of Force Webinar

- A seminar committee was set up to ensure the smooth running of the webinar.
- Guest speakers were confirmed and the design content for the seminar was created.
- The webinar was held on 27-28 May 2021, with 396 registered attendees. A cumulative total of 198 guests over the two days attended.
- The post-webinar videos were compiled and released on 31 May 2021 with thank you letters to all panellists and attendees.

6.4. The Office of the IJ's Complaints Register

- A workshop hosted by the Complaints Unit was held on 4 June 2021 to ensure all parties involved are aware of what the standard operating complaints procedure is. Since the workshop, there has been better facilitation and feedback on complaints between the Office of the IJ, the regions as well as the Complaints Unit.
- The complaints matrix is monitored and updated and follow-ups to regions are done to remind them to provide progress.

6.5. Branding

- The memorandum for the Annual Report was signed off and specifications for the GCIS agency quotation for the Annual Report, Diaries and Calendars for 2022 was requested and received. Due to the high cost of the quotation, the quotation was amended. Briefing meetings for design and layout will follow whilst the report is being edited.
- A backdrop for Zoom meetings was provided to IT for use in JICS virtual meetings.

6.6. Campaigns

- COVID-19 messaging continues
- Freedom Day
- Youth Month – June 2021

