

JUDICIAL INSPECTORATE FOR CORRECTIONAL SERVICES

FOURTH QUARTER PERFORMANCE REPORT

1 January – 31 March 2021

INSPECTING JUDGE:
JUSTICE EDWIN CAMERON



JICS

Judicial Inspectorate for
Correctional Services





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LIST OF ABBREVIATIONS

AC	Area Commissioner
CC	Correctional Centre
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CMCs	Case Management Committees
CMR	Central Management Region
CPA	Criminal Procedure Act 51 of 1977
CSA	Correctional Services Act 111 of 1998
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
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
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

As the people of South Africa patiently await the rollout of the safe and equitably distributed COVID-19 vaccines and the fear of a third wave is on the horizon, the country has been at Alert Level 1 for the majority of the fourth quarter.

JICS commenced a gradual return to full operations from 1 June 2020 and from 1 October 2020, there was a 100% presence to ensure that JICS's statutorily mandated oversight function within correctional and remand detention facilities was fulfilled. This resumed throughout the fourth quarter. JICS's approved National Inspection Plan scheduled 37 inspections for the fourth quarter, and all inspections were conducted. In the fourth quarter, the Department of Correctional Services (DCS): Government Information Technology Officer (GITO) and JICS's IT team made considerable progress on the E-Corrections System. The E-Corrections System ought to enhance DCS's fulfilment of its reporting requirements. However, without full-scale rollout of E-Corrections, mandatory reporting remains an acute challenge and the reporting numbers cannot be properly verified by JICS. Despite some technical challenges, there were positive developments with JICS's domain, email exchange and website.

For the fourth quarter, the number of vacant ICCV positions is 34. Visitors' Committee (VC) meetings resumed and all regions conducted all planned VC meetings, which totaled 34.

JICS is part of DCS's task team mandated to monitor the pandemic behind bars. Concerning COVID-19 reporting, a cumulative total of 11 455 officials and inmates tested positive for the COVID-19 virus and a cumulative total of 242 officials and inmates have succumbed to the virus. The cumulative recovery rate is at 95.94%. While JICS is saddened by these deaths, it is noteworthy that the COVID-19 pandemic is relatively contained in South African correctional centres.

In the fourth quarter, JICS received a total of 119 complaints. The majority of these concerned parole, assaults (official on inmate and inmate on inmate), transfers and healthcare. Of particular concern from this quarter are the complaints related to the official on inmate assaults and the number of unnatural deaths (most were suicides by hanging). On mandatory reporting, the numbers were as follows:

- Unnatural deaths: 24
- Natural deaths: 89
- Segregations: 1 193
- Mechanical restraints: 7
- Use of force: 149

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 fourth quarter, 13 640 non-nationals were detained (an increase of 3073 from the previous quarter.), of which 5 986 were sentenced inmates and 7 654 remand detainees.

This report sets out JICS's performance outputs during the fourth quarter. I am grateful to the Inspecting Judge, executive management and all our staff across the country for their unwavering commitment to JICS's critical oversight role, 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 fourth quarter. Table 1 below provides further details on the various 37 inspections that were conducted.

1.1.1 Inspections scheduled from 1 January - 31 March 2021

No.	Centre	Region	Inspections conducted (Y/N)
1.	Rustenburg Med A	CMR	Y
2.	Bizzah Makhate Med A	CMR	Y
3.	Heidelberg	NMR	Y
4.	Leeuwkop Med A	NMR	Y
5.	Modderbee	NMR	Y
6.	Boshof	CMR	Y
7.	Douglas	CMR	Y
8.	Durban Med C	KZNMR	Y
9.	Pollsmoor Med C	WCMR	Y
10.	Stellenbosch	WCMR	Y
11.	Bethulie	ECMR	Y
12.	Zastron	ECMR	Y
13.	Senekal	CMR	Y
14.	Ficksburg	CMR	Y
15.	Winburg	CMR	Y
16.	Leeuwkop Med C	NMR	Y
17.	Kgosi Mampuru II Central	NMR	Y
18.	Kgosi Mampuru II Female	NMR	Y
19.	Utrecht	KZNMR	Y
20.	Volkstrust	NMR	Y
21.	Dwarsrivier	WCMR	Y
22.	Obiqua	WCMR	Y
23.	Witbank	NMR	Y
24.	Flagstaff	ECMR	Y
25.	East London Max	ECMR	Y
26.	Harrismith	CMR	Y
27.	Heilbron	CMR	Y
28.	Frankfort	CMR	Y

No.	Centre	Region	Inspections conducted (Y/N)
29.	Leeuwkop Med B	NMR	Y
30.	Leeuwkop Max	NMR	Y
31.	Durban Med B	KZNMR	Y
32.	Oudtshoorn Female	WCMR	Y
33.	George	WCMR	Y
34.	Goodwood	WCMR	Y
35.	Sterkspruit	ECMR	Y
36.	Burgersdorp	ECMR	Y
37.	Dordrecht	ECMR	Y

Table 1: Inspections scheduled for 1 Jan – 31 Mar 2021

1.1.2 Inspection reports

A total of 30 inspection reports were received, perused and rated as at 31 March 2021 with classifications "Good", "Satisfactory" or "Unsatisfactory". Six¹ inspection reports were outstanding on the date of compilation of this report. Out of the 30 inspection reports evaluated, 27 centres were rated as "Satisfactory", two centres were rated "Unsatisfactory" and only one centre was rated "Good".

Rating of centres inspected

Good	Satisfactory	Unsatisfactory	Total
1	27	2	30

Table 2: Inspected centres rating

Ratings of the centres as per facility inspection

No.	Centre	Region	Inspections conducted	Rating
1.	Bizzah Makhate Med A	CMR	11/1/2021	Satisfactory
2.	Heidelberg	NMR	8/2/2021	Satisfactory
3.	Leeuwkop Med A	NMR	4/2/2021	Satisfactory
4.	Modderbee	NMR	9/2/2021	Satisfactory
5.	Boshof	CMR	22/1/2021	Satisfactory
6.	Douglas	CMR	18/1/2021	Satisfactory
7.	Durban Med C	KZNMR	22/1/2021	Satisfactory
8.	Pollsmoor Med C	WCMR	27/1/2021	Satisfactory
9.	Stellenbosch	WCMR	26/1/2021	Satisfactory
10.	Bethulie	ECMR	19/1/2021	Satisfactory
11.	Zastron	ECMR	20/1/2021	Satisfactory
12.	Senekal	CMR	9/2/2021	Unsatisfactory
13.	Ficksburg	CMR	25/2/2021	Unsatisfactory
14.	Winburg	CMR	26/2/2021	Satisfactory
15.	Leeuwkop Med C	NMR	12/3/2021	Satisfactory
16.	Kgosi Mampuru Central	NMR	4/2/2021	Satisfactory
17.	Kgosi Mampuru Female	NMR	5/2/2021	Satisfactory
18.	Utrecht	KZNMR	16/2/2021	Good
19.	Volksrust	NMR	17/2/2021	Satisfactory
20.	Dwarsrivier	WCMR	12/2/2021	Satisfactory
21.	Obiqua	WCMR	12/2/2021	Satisfactory
22.	Harrismith	CMR	8/2/2021	Satisfactory
23.	Heilbron	CMR	8/2/2021	Satisfactory
24.	Frankfort	CMR	9/2/2021	Satisfactory
25.	Leeuwkop Med B	NMR	11/2/2021	Satisfactory

¹ Rustenburg Med A, Winburg (CMR), Obiqua (WCMR), Flagstaff, East London Max, Dordrecht, Burgersdorp and Sterkspruit (ECMR)

No.	Centre	Region	Inspections conducted	Rating
26.	Leeuwkop Max	NMR	3/2/2021	Satisfactory
27.	Umzinto	KZNMR	24/2/2021	Satisfactory
28.	Oudtshoorn Female	WCMR	4/3/2021	Satisfactory
29.	George	WCMR	5/3/2021	Satisfactory
30.	Goodwood	WCMR	8/3/2021	Satisfactory

Table 3: Inspection reports received from 1 Jan – 31 Mar 2021 – Ratings per centre.

The following correctional centre was rated as “Good”

Utrecht

Accommodation – Good

- The correctional centre was not overcrowded on the date of the inspection. The approved accommodation is 41 and the unlock total was 28 sentenced adults.
- The communal and single cells were kept clean.
- The bedding was also clean and all inmates had beds to sleep on.
- Inmates received one hour exercise on a rotational basis with strict adherence to COVID-19 regulations.
- The windows were large enough to allow natural light in.

Healthcare – Good

- The correctional centre employed two nurses.
- Inmates were referred to Area Commissioner’s office for a consultation with the doctor when the need arises.
- No positive COVID-19 cases recorded.
- 5 inmates received antiretroviral treatment (ART).
- There were no declared state patients on the date of the inspection.

Facilities – Good

- The physical condition of the centre was rated as “Good.”
- The centre was under renovation on the date of the inspection.
- The ablution facility was functioning well.
- The walls of the administration block and cells were newly painted.
- The centre was neat and the walls and floors were newly tiled.
- The closed-circuit television (CCTV) cameras were functioning.
- The only challenge in the centre was the fire safety equipment, which was due for a service in July 2020.

Rehabilitation and education programs

- Rehabilitation and educational programs were generally placed on hold as a result of the COVID-19 regulations and as precautionary measures.
- One inmate participated in a social work intervention rehabilitation program.
- Three inmates rendered services in work teams.
- Nine inmates participated in organised cultural activities.

Nutrition – Good

- The condition of the kitchen was rated as “Good.”
- The condition of the kitchen equipment was “Satisfactory.”
- The kitchen provided for therapeutic and religious diets.
- Three meals were served to inmates daily, however not within the prescribed timeframes.

Complaints and requests – Satisfactory

- Complaints and requests were dealt with in terms of section 21 of the Correctional Services Act 111 of 1998 (CSA).
- The position of an Independent Correctional Centre Visitor (ICCV) was vacant on the date of inspection.

Visitation – Good

- The visiting area was found to be in a good condition even though visits were still suspended in terms of COVID-19 regulations and as precautionary measures.
- Because of non-functioning Telkom phones, inmates could use office phones on Fridays and weekends to communicate to their families and loved ones.

The following correctional centres were rated as “Unsatisfactory”

Senekal

Facilities – Unsatisfactory

- The physical condition of the centre was rated as “Unsatisfactory.”
- Ablution systems were out of order, there was no hot water and no cold room.
- Old fridges were used even though they were found problematic by correctional officials.
- The facility did not have a kiosk. Instead, correctional officials buy items for inmates at the U-Save store every month.

Rehabilitation and education programs – Unsatisfactory

- The centre does not have education facilities or a workshop.
- The statistics on rehabilitation programs for inmates were not presented.
- There were 18 inmates rendering services in work teams.
- A total of ten inmates participated in organised sport.
- A total of eight inmates participated in cultural activities.
- The centre report shows that inmates only have access to work teams and sports.

Nutrition – Unsatisfactory

- The condition of the kitchen was rated “Unsatisfactory.”
- The correctional centre needed to be urgently fumigated for cockroach infestation, but especially in the kitchen and storeroom.
- The vegetable slicer utilised in the kitchen was found to be very dirty.
- The storeroom was not packed in an orderly manner.
- The chicken spice utilised in the kitchen expired on 18 November 2020.
- Some equipment was not in working condition.
- The kitchen provided for a therapeutic and religious diet.
- Three meals were served to inmates daily, however not within the approved timeframes.

Complaints and requests

- ICCV delivered services on the date of the inspection.

Complaints from inmates – Unsatisfactory

- Inmates raised complaints about the lack of hot water and that the toilets are not flushing.
- There was no access to television and board or indoor games.
- No education facility or any other recreational services were offered at the centre.
- Alarming, inmates complained that they were assaulted by correctional officials for the crimes committed before admission to the correctional centre.

Ficksburg

Accommodation – Unsatisfactory

- The correctional centre was overcrowded at 122% on the date of the inspection. There was an approved accommodation of 79 and the unlock total was at 176.
- Therefore, the centre was extremely overcrowded, congested and untidy.

Healthcare – Unsatisfactory

- There were no nurses, social workers or educationists appointed to the centre.
- The centre utilised the services of a doctor from the local public hospital every month.
- A dentist visited only when the need arises.
- A nurse from Senekal Correctional Centre visits Ficksburg Correctional Centre once per week.
- Alarmingly, no one is available to assist the inmates in the absence of the nurse.

Facilities – Unsatisfactory

- The physical condition of the centre was rated “Unsatisfactory.”
- Inmates were sleeping on the floor because of a shortage of beds.
- The kitchen burned down on 24 February 2021.
- Ablution facilities were dysfunctional on the date of the inspection and inmates used buckets of water to flush the toilets.

Rehabilitation and education programs – Unsatisfactory

- No statistics on rehabilitation, education and other programs were made available.

Nutrition – Unsatisfactory

- The condition of the kitchen was rated “Unsatisfactory” because of a fire that destroyed it.
- The reports indicated that the firefighting equipment was due for service on 28 February 2021, but they used the equipment to extinguish the fire on 24 February 2021.
- The centre report does not provide information on religious and therapeutic diets.
- Three meals were served to inmates daily before the kitchen burnt down.

Visitation – Unsatisfactory

- There were two booths provided for non-contact visits.
- The condition of the non-contact visitation area appeared “Unsatisfactory.”
- The contact visitation area was found to be very small and could only accommodate an estimated number of visitors.
- There was no toilet available for visitors at the visitation area.

1.1.3 Inspections: Overview, Findings/Recommendations/Critical interventions

No critical interventions were identified.

1.1.4 Inspections by IJ/Judges/Magistrates

Inspections by the Inspecting Judge

- None.
- No inspection reports by other judges were received.

1.2. Investigations

A total of 20 investigations were mandated for the fourth quarter. As with inspections, investigations required physical visits to the correctional centres. Ten investigations were conducted in JICS’s Northern Management Region (NMR). A total of 19 investigations that were conducted for this quarter concerned violent incidents where inmates either died or were badly injured. In one case, an inmate alleged that he was being tortured by correctional officials that were keeping the lights on in his cell for 24 hours per day. DCS indicated that the inmate is considered a high-risk inmate, who has intentions of escaping. The DCS further indicated that the practice to keep the cell lights on is authorised in their institutional order and is practised in general at the centre (Leeuwkop Maximum) for security reasons.

No.	Investigation mandate	Centre	JICS region	Incident	Status
1.	4/1/2021	Bethlehem	CMR	Inmate T – Homicide – inmate on inmate	Final report outstanding
2.	4/1/2021	Pollsmoor Medium B	WCMR	Suicide: Inmate M	Final report outstanding
3.	7/1/2021	Johannesburg Medium A	NMR	Inmate N: Subdural Hematoma	Final report outstanding
4.	7/1/2021	Nigel	NMR	Suicide: Inmate S	Final report outstanding
5.	11/1/2021	Tswelopele	CMR	Alleged assault of inmate(s) by DCS officials	Final report outstanding
6.	18/1/2021	Attridgeville	NMR	Alleged overdose: Inmate R	Final report outstanding
7.	18/1/2021	Attridgeville	NMR	Alleged overdose: Inmate M	Final report outstanding
8.	27/1/2021	Volksrust	NMR	Suicide: Inmate O	Final report outstanding
9.	27/1/2021	Mangaung	CMR	Homicide of inmate M (Inmate on inmate)	Final report outstanding
10.	27/1/2021	Rustenburg Medium A	CMR	Unnatural death: Inmate T	Final report outstanding
11.	3/2/2021	Johannesburg Medium A	NMR	Suicide: Inmate N	Final report outstanding
12.	3/2/2021	Pollsmoor Max (RDF)	WCMR	Homicide of inmate H (Inmate on inmate)	Final report outstanding
13.	9/2/2021	Durban Med A	KZN	Unnatural death of inmate N (spine injury)	Final report outstanding
14.	11/02/2021	Rustenburg A	CMR	Suicide: Inmate H	Final report outstanding
15.	1/3/2021	Durban Medium A	KZN	Suicide: Inmate M	Final report outstanding
16.	9/3/2021	Leeuwkop Maximum	NMR	Alleged torture of inmate K	Report received.
17.	11/03/2021	Modderbee Correctional Centre	NMR	Unnatural Death of inmate Z	Final report outstanding
18.	17/03/2021	Johannesburg Medium A	NMR	Suicide: Inmate M (aka N)	Final report outstanding
19.	23/03/2021	Pietermaritzburg Medium A	KZN	Unnatural Death of inmate N	Final report outstanding
20.	26/03/2021	Modderbee Correctional Centre	NMR	Unnatural death of inmate K	Final report outstanding

Table 4: Investigations conducted from 1 Jan – Mar 2021

1.3. Complaints

1.3.1. Complaints received per category

For this quarter, JICS dealt with a total of 119 complaints. Most complaints were received from ICCVs, inmates and their families and were related to: 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). Table 5 below illustrates complaints received by the Directorate: Legal Services (DLS):

Categories	Internal	External	Total
Appeal	5	0	5
Assault (Inmate on Inmate)	12	1	13
Assault (Official on Inmate)	15	2	17
Assault (Sexual)	3	1	4
Attempted Suicide	5	0	5
Bail	0	0	0
Communication with Family	1	0	1
Conditions	1	0	1
Confiscation of Possession	1	1	2
Conversion of Sentence	1	0	1
Corruption	0	0	0
Food	0	0	0
Healthcare	7	1	8
Hunger Strike	2	3	5
Inhumane Treatment	1	0	1
Legal Representation	0	0	0
Medical Release	0	0	0
Parole	28	0	28
Re-Classification	4	0	4
Rehabilitation Programs	1	0	1
Remission	2	0	2
Torture	0	0	0
Transfers	13	1	14
Other	6	1	7
Total	108	11	119

Table 5: Complaints received per category from 1 Jan – 31 Mar 2021

1.3.2. Total number of complaints referred to the DMR

The Complaints Sub-Directorate refers certain complaints to the Directorate Management Regions (DMR). A total of 69 complaints were referred to DMR. These are the complaints related to transfers, parole and healthcare, and it is deemed that ICCVs will be able to deal with these complaints more effectively and efficiently at the coalface level.

The DMR deals with the complaints and provides feedback to the Complaints Unit. The Complaints Unit is tasked with keeping the records of all complaints received.

CMR	ECMR	WCMR	KZNMNR	NMR	Total
17	5	23	1	23	69

Table 6: Complaints referred to DMR from 1 Jan – 31 Mar 2021

1.3.3. Matters finalised and backlogs (Investigations on complaints)

The Complaints Sub-Directorate finalised 61 complaints that were backlogged matters for the quarter. In addition, 120 complaints are pending for various reasons: (i) insufficient information provided by the com-

plainants; (ii) outstanding information from DCS; (iii) inmates had been subsequently released from custody; (iv) and complaints were adequately attended to by DCS.

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	11	721
Finalised	42	76	159	95	45	19	8	444
Outstanding matters	0	0	89	91	83	11	3	277

Table 7: Matters finalised and backlogs (Investigations on complaints)

As a result, JICS implemented a plan to address the backlog. The plan envisions the completion of 60 matters per quarter. JICS prioritised the older matters from 2017 and simultaneously attended to the urgent matters. A case officer was appointed and tasked to deal with the older cases while the complaints manager concentrates on the new cases. The 2015 and 2016 backlog have been addressed and the case officer is exclusively dealing with the 2017 backlog of cases.

1.4. Mandatory reporting

1.4.1. Unnatural deaths reported

All "Unnatural Deaths" are officially investigated by JICS investigators except for those categorised as "Unnatural Other". The category "Unnatural Other" involves the sudden death of a healthy inmate wherein the cause of death is unknown and there is no violence involved.

During the fourth quarter, a total of 24 "Unnatural Deaths" were reported. The majority of these (ten) were classified as suicides by hanging. All cases categorised as "Unnatural Other" 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 will officially investigate the matters.

The table below represents a breakdown of the "Unnatural Deaths" reported during this quarter per category:

Category	Total
Assault: inmate on inmate	3
Assault: official on inmate	1
Suicide by hanging	10
Suicide by self-cutting	1
Suicide by medication overdose	1
Unknown causes	8
Total	24

Table 8: Unnatural deaths reported from 1 Jan – 31 Mar 2021

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

During this quarter, DCS reported a total of 89 deaths from "Natural Causes" – a decrease from the 110 deaths reported in the third quarter. The highest numbers of deaths recorded were "Natural Causes Other" with 19 reports. In only three instances it was indicated that the deaths were COVID-19 related. Notably, Gauteng had the highest number of deaths with 28 deaths and Free State/Northern Cape (FS/NC) recorded the lowest with eight natural deaths.

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. 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 into various deaths.

Categories	DCS Regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Advanced RVD	-	-	1	-	-	-	1
Aspiration pneumonitis	-	-	-	1	-	-	1
Asthma and Hypertension	-	-	-	-	1	-	1
Bowel obstruction/vomiting	1	-	-	-	-	-	1
Cancer (breasts)	-	-	1	-	-	-	1
Cancer (lungs)	-	-	-	-	-	1	1
Cardiac arrest caused by Hypertension	-	-	1	-	-	-	1
Cardiac condition	1	-	-	-	-	-	1
Cardiopulmonary	-	-	1	-	-	-	1
Cardiorespiratory arrest	-	-	-	2	-	-	2
Cardio-respiratory arrest, Upper GIT Bleeding and Hypertension	-	-	-	-	1	-	1
Cardiorespiratory Congestive Cardiac Failure, Atrial Fibrillation	-	-	-	-	1	-	1
Cardiovascular accident	1	-	-	2	-	-	3
Cerebrovascular accident	-	1	-	-	-	-	1
Chronic GE	-	-	1	-	-	-	1
Cold Abscess, Septicaemia, HIV Positive	-	-	1	-	-	-	1
COVID-19	1	-	-	-	-	-	1
COVID Pneumonia, Pancytopenia, HIV/TB	-	-	1	-	-	-	1
Epilepsy	-	-	1	-	-	-	1
Epilepsy and Hypertension	-	-	-	1	-	1	2
Epileptic Attack	-	-	-	-	-	1	1
Glue withdrawal	-	-	-	1	-	-	1
Haemorrhagic Infract-COVID Related.	-	-	1	-	-	-	1
HIV Related	-	-	2	-	-	-	2
HIV, Hypertension and Herpes Zoster	-	-	-	-	-	1	1
HPT, Renal Failure	-	-	-	1	-	-	1
Hypertension	-	-	-	1	-	-	1
Hypertension and Cerebellar Syndrome	-	-	1	-	-	-	1
Intestinal Malabsorption	1	-	-	-	-	-	1
Kidney Failure	-	-	-	-	1	-	1
Liver Cancer	-	-	-	-	-	1	1
Liver Failure	-	-	1	1	-	-	2
Multi Lobia Pneumonia	-	-	1	-	-	-	1
Multi-organ Failure	1	-	-	1	-	-	2
Multilobar Pneumonia Hypoxia, RVD	-	-	-	-	1	-	1
Natural causes other	3	5	4	-	5	2	19
Pancreatic cancer	-	-	-	-	1	-	1
Pneumonia	-	-	4	-	-	-	4
Pneumothorax	-	-	1	-	-	-	1
PTB/RVD/Dehydration and severe Hypokalaemia	-	-	-	-	1	-	1
Pulmonary TB	-	-	1	-	1	1	3
Renal Disfunction	-	-	1	-	-	-	1
Respiratory Failure	-	-	-	-	-	1	1
Respiratory failure, tumour metastases, testicular cancer	-	-	-	1	-	-	1
RVD & TB Pleura	-	-	1	-	-	-	1
RVD Related	2	-	-	-	-	-	2
RVD treatment defaulter, Stopped treatment outside drug abuser, PTB	-	-	-	1	-	-	1

Categories	DCS Regions						Total
	EC	FS/NC	GP	KZN	LMN	WC	
RVD-TB	-	-	-	1	-	-	1
Sepsis (Unclear Source)	-	-	1	-	-	-	1
Severe acute pancreatitis	-	-	-	-	1	-	1
Stage 4 HIV	-	-	-	1	1	-	2
Stage 4 RVD, TB Meningitis, toxoplasmosis, lymphoma, metastatic	1	-	-	-	-	-	1
Stroke	-	-	1	-	-	-	1
TB complications	-	-	-	1	-	-	1
TB Meningitis Stage 4	-	1	-	-	-	-	1
TB Spine /Rvd	-	-	-	1	-	-	1
Terminal Laryngeal Cancer	-	1	-	-	-	-	1
Total	12	8	28	17	15	9	89

Table 9: Natural deaths reported from 1 Jan – 31 Mar 2021

1.4.3. Reports received on Segregations

A total of 1 193 segregations were reported for the fourth quarter – a decrease of 41 from the previous quarter. Segregations in terms of section 30(1)(c) (medical reasons) were the highest with 395 and the lowest being in terms of section 30(1)(e) (recaptured after escape) with 11 reports. For this quarter, the FS/NC Region had the highest number of reporting (508) and the Eastern Cape Region (EC) recorded the lowest (20).

As the electronic reporting system (E-corrections) is still being rolled out, the accuracy and numbers of reports by DCS cannot be properly verified. Although a manual reporting system was introduced as a stop-gap measure, the number of reports by DCS has drastically declined in recent years but is gradually rising again as centres report to JICS.

Categories	DCS Regions							DLS Internal	
	EC	FS/NC	GP	KZN	LMN	WC	Total	Appeal	Finalised
S30(1)(a) Request of inmate	4	117	23	2	14	39	199	0	0
S30(1)(b) Restriction of amenities	3	159	73	30	6	34	305	1	1
S30(1)(c) Prescribed by the medical officer	11	127	76	2	24	155	395	0	0
S30(1)(d) Violence or is threatened with violence	2	99	48	10	65	40	264	0	0
S30(1)(e) Recaptured after escape	0	5	3	0	3	0	11	0	0
S30(1)(f) Request of the police	0	1	7	0	4	7	19	0	0
Total	20	508	230	44	116	275	1193	1	1

Table 10: Reports on segregation received from 1 Jan – 31 Mar 2021

1.4.3.1. Segregation appeals

JICS dealt with one segregation appeal for the quarter.

Inmate M's family contacted JICS via email on behalf of the inmate. They alleged that the inmate was placed unlawfully in segregation after being found with a cell phone in his possession. In terms of section 30(7) of the CSA, "an inmate who is subjected to segregation may refer the matter to the Inspecting Judge who must decide thereon within 72 hours after receipt thereof."

Details of the referral are as follows:

No	Correctional Centre	Description of complaint/request	Findings
1.	Kgosi Mampuru C Max	<ol style="list-style-type: none"> On 11 January 2021, JICS received a segregation referral from Ms BM (family member) on behalf of inmate M. It is alleged that on or about 1 June 2020 M and other inmates were found in possession of cell phones after a surprise search by correctional officials. M and other inmates were charged and subjected to a disciplinary hearing and were found guilty. Punishment was the restriction of amenities for 42 days. It is further alleged that when the 42-day sanction was about to lapse, M was brought before the Case Management Committee (CMC), downgraded to C-Group and later moved to further segregation known as C-Max. The family also indicated that the DCS Area Commissioner failed to establish why M was singled out and subjected to a harsher treatment to the extent that he was further segregated to C-Max. The Area Commissioner informed the family that inmate M's girlfriend reported that he threatened to kill her brutally and that after his cell phone was confiscated, the threatening messages were found. This is the reason why his case was treated differently. <p>It was further alleged that neither the CSA nor the Correctional Services Regulations make provision for a CMC to downgrade inmates.</p>	<p>JICS made the following findings and recommendations:</p> <ol style="list-style-type: none"> That the segregation of inmate M at Kgosi Mampuru Central does not appear to have violated section 30 of the CSA. Inmate M's placement at the C-Max Centre does not as at present advised, constitute segregation since the Centre has only single cells for accommodation. The HCC must indicate to the Inspecting Judge if the inmate has seen the CMC for reclassification. The full proceedings of the CMC and its report must be made available to JICS for scrutiny. <p>The Head of Correctional Centre (HCC) was requested to confirm if the centre follows the Closed Maximum Procedures; if yes, indicate in which of the Three-Phase Behaviour Modification the inmate ought to be classified under.</p>

Table 11: Segregation appeals received from 1 Jan – 31 Mar 2021

1.4.4. Reports received on mechanical restraints

The mandatory unit usually provides a brief description of the mechanical restraints of juveniles. For this quarter, JICS did not receive any incidents for the use of mechanical restraints of juveniles.

Generally, for this quarter, a total of seven reports were received (a decrease when compared to 12 reports received from the previous quarter). As the electronic system of reporting (E-corrections) 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.

Categories	DCS Region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Prevention of damage to property	0	0	0	0	0	0	0
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	0	0	0	0	0	0
Safety of inmate	0	0	3	0	0	2	5
Suspicion for escape	0	0	2	0	0	0	2
Total	0	0	5	0	0	2	7

Table 12: Reports received on mechanical restraints from 1 Jan – 31 Mar 2021

1.4.5. Reports received on the use of force

For this quarter, 149 cases involving the use of force were reported to JICS. As mentioned, given the lack of a functioning reporting system, the reports received from DCS cannot be verified and are likely to be under-reported.

The majority of reports received on the use of force were for the defence of another person (an official or other inmate).

Categories	DCS Region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
S32(1)(c)(i) – self defence	1	1	3		1	1	7
S32(1)(c)(ii) – defence of any other person	1	61	11	25	8	19	125
S32(1)(c)(iii) – preventing an inmate from escaping	0	0	4	0	0	0	4
S32(1)(c)(iv) – protection of property	0	10	3	0	0	0	13
Total	2	72	21	25	9	20	149

Table 13: Reports received on the use of force from 1 Jan – 31 Mar 2021

1.5. Litigation

1.5.1. M v JICS

The respondent raised a point in limine that the applicant ought to have brought an application for condonation. The council directed that the respondent ought to bring a formal application to that effect by 9 April 2021.

1.5.2. S v JICS

The matter is set down for 5 and 6 August 2021 in the Labour Court, Cape Town, Western Cape Division.

1.6. Matters in Court /NPA

The Inspectorate has started tracking matters that were reported to the Inspecting Judge and involved the deaths of inmates at the hands of officials. Below is a table of matters that are currently with the National Prosecutions Authority awaiting prosecutions at various courts in South Africa.

No.	Name	NPA Status
1.	Ronnie Tube – Ebongweni	<p>The matter proceeded on 25 March 2021. Out of 7 witnesses that the investigating officer had identified, he managed to secure only 3 that attended the proceedings. Unfortunately, because of public protest in the area of Port Shepstone at the time, he could not make it to court with the docket and a return of service.</p> <p>The matter has since been postponed to 23 April 2021 for further evidence. The investigating officer indicated that some of the witnesses are still serving at the Centre and that requisitions will have to be made for them. The doctor relocated to Cape Town. He will have to arrange with the court manager for his transport and accommodation.</p> <p>The next of kin was not present. On the previous occasion, she was properly warned but did not attend. This time around, she was not formally warned, but she was called and advised about the start of the proceedings and promised to revert to the investigating officer, which she did not do.</p>
2.	Unathi Bhantyi – Brandvlei	The NPA indicated that a formal communication was prepared and that they will update us in due course. A follow-up email was sent to the NPA on 23 March 2021 requesting an update on the matter and to date, no responses have been received.
3.	Jacques Sharneck – Boksborg	In the process of acquiring information as to which court and prosecutor are handling the matter. On 23 March 2021, an email was sent to the SAPS requesting further information and the status of the matter, but no responses have been received.

Table 14: Matters in Court/NPA



PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

2. Independent Correctional Centre Visitors (ICCVs)

The ICCVs operate at the coalface level and are considered the “eyes and ears of the Inspecting Judge in the various correctional centres.” The ICCVs must engage with inmates daily to monitor their treatment, the conditions of detention and incarceration in correctional centres and facilitate inmates’ complaints. During this quarter, a total of 217 ICCVs were deployed throughout correctional centres across the country.

For this quarter, there was a total of 34 vacancies. These vacancies have been advertised on the DPSA Circular dated 12 March 2021 with a closing date of 9 April 2021.

2.1. Independent Correctional Centre Visitors (ICCVs) Management

The table below depicts the performance of ICCVs in terms of submissions of general and urgent complaints, as well as mandatory reporting.

A total of 217 ICCVs were deployed throughout the correctional centres across the country and attended a total of 12 786 general and urgent complaints against the target of 14 850 which translates to 86.10%

Although most levels could not achieve the target due to various reasons, there was a marked improvement in the totals compared with the previous quarter.

Region	Level 5 on a part-time notch	Number of ICCV on the notch	ROC: General and urgent complaints	ROC: Mandatory Reports	Total number of ROC	Target	Minimum number of ROC expected	Was the target met?	If not, mitigating factor (s)?
CMR	6/8	2	168	64	232	150 per ICCV	150x2=300	No	The ICCVs targets were not achieved in January and February 2021. In March 2021, only one ICCV achieved the target. Consequent management to be implemented for other ICCVs.
	5/8	4	394	22	416	120 per ICCV	120x4=480	No	The ICCV targets were not achieved in January and February 2021. In March 2021, all ICCVs achieved targets and consequent management assisted in this regard.
	3/8	55	2545	536	3081	60 per ICCV	60x55=3300	No	The ICCV targets were not achieved in January and February 2021. In March 2021, all ICCVs achieved targets and consequent management assisted in this regard.
ECMR	6/8	2	222	29	251	150 per ICCV	150 x 2=300	No	Targets for January 2021 were not achieved but increased to a satisfactory level for both February and March 2021.
	5/8	0	0	0	0	0	0	0	No post on this level in the Region.
	3/8	43	1828	325	2153	60 per ICCV	60 x 43=2580	No	The quarterly target was not achieved. However, for March 2021, there was an improvement in the performance of the ICCVs.

Region	Level 5 on a part-time notch	Number of ICCV on the notch	ROC: General and urgent complaints	ROC: Mandatory Reports	Total number of ROC	Target	Minimum number of ROC expected	Was the target met?	If not, mitigating factor (s)?
KZNMR	6/8	3	314	115	429	150 per ICCV	150 x 3 = 450	No	Circular 5 of 2021: Normative Standards on ICCV performance was issued to all ICCVs, and the VCCOs attended various supervisory meetings with the ICCVs to address underperformance in line with the PMDS policy. Performance agreements were signed and the region is monitoring the performance.
	5/8	3	284	90	374	120 per ICCV	120 x 3 = 360	Yes	None.
	3/8	34	1481	396	1877	60 per ICCV	60 x 34 = 2040	No	The new ICCVs (three) who were appointed as of 1 March 2021, attended the ICCV orientation to empower them with the ICCV requisite knowledge and skills to perform ICCV work. Performance agreements were signed with the ICCVs in line with the PMDS policy. The ICCVs (three) who did not achieve their MS-SDs have made a representation and the regional management has resolved to give additional responsibilities to them and in some instances, to assist at the nearest and bigger centres.

Region	Level 5 on a part-time notch	Number of ICCV on the notch	ROC: General and urgent complaints	ROC: Mandatory Reports	Total number of ROC	Target	Minimum number of ROC expected	Was the target met?	If not, mitigating factor (s)?
NMR	6/8	1	145	6	151	150 per ICCV	150x1=150	Yes	Targets achieved.
	5/8	4	354	3	377	120 per ICCV	120x3=480	No	The ICCVs were sensitised about the underperformance and there have been improvements compared to the previous quarter.
	3/8	41	2411	27	2438	60 per ICCV	60x41=2460	No	The ICCVs were sensitised about the underperformance and there have been improvements compared to the previous quarter. The training was conducted for ICCVs in Limpopo and Mpumalanga in March 2021.
WCMR	6/8	5	118	124	242	150 per ICCV	150 x 5=750	No	The region engaged all ICCVs in terms of Circular 5 of 2021. A performance improvement was noted, however, it still needs to reach full capacity.
	5/8	0		0	0	0	0	0	No post on this level in the region.
	3/8	20	702	63	765	20 per ICCV	60x20=1200	No	The region engaged all ICCVs in terms of Circular 5 of 2021. A performance improvement was noted, however, it still needs to reach full capacity.

Table 15: Record of Consultation for ICCVs from 1 January - 31 March 2021

2.2. Complaints handled in the regions

Complaints were dealt with in two main categories, namely general complaints and urgent complaints. During this quarter, ICCVs dealt with a total of 11 643 complaints. Most complaints were resolved and finalised at the correctional centre level, but some were referred to the 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) was the highest

compared to the previous quarters, with CMR taking the lead followed by ECMR, KZN and WCMR. The assault (official on inmate) is the second highest. One might conclude that the lockdown regulations might have an impact as most rehabilitation and education programs for inmates were rendered to fewer groups of inmates. In addition, assault (official on inmate) is a concern, especially at ECMR, CMR and KZN regions. Under general complaints the most common complaints in all the regions were: (i) transfers; (ii) access to healthcare; (iii) communication with family and (iv) rehabilitation complaints. The concerning complaints are those falling under the category of healthcare, which might lead to deaths of inmates should inmates' right to healthcare not be upheld by DCS.

2.2.1. General complaints

Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR		Total
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External	
Appeal	107	0	45	0	280	0	87	0	112	0	631
Assault (Inmate on inmate)	165	1	57	0	45	1	17	0	43	0	329
Assault (Official on inmate)	58	1	80	0	24	0	15	0	14	0	192
Assault (Sexual)	4	0	3	0	2	0	2	0	6	0	17
Attempted Suicide	11	0	3	0	2	0	9	0	4	0	29
Bail	10	0	42	0	226	0	50	0	29	0	357
Communication with Family	165	0	179	0	123	0	268	0	100	0	835
Conditions	70	0	18	0	56	0	90	0	85	0	319
Confiscation of Possession	6	0	5	0	3	0	16	0	10	0	40
Conversion of Sentence	2	0	1	0	3	0	1	0	7	0	14
Corruption	0	1	0	0	0	0	0	0	6	0	7
Food	33	9	31	0	59	0	67	0	81	0	280
Health	253	4	281	0	67	0	130	0	130	0	865
Hunger Strike	31	0	4	0	0	0	6	0	3	0	44
Inhumane Treatment	5	0	4	0	7	0	1	0	11	0	28
Legal Representation	73	0	27	0	208	0	179	0	59	0	546
Medical Release	2	0	1	0	5	0	0	0	2	0	10
Parole	37	8	176	0	133	2	124	0	113	0	593
Re-classification	72	0	3	0	8	0	40	0	44	0	167
Rehabilitation Programs	407	0	102	0	176	0	66	0	48	0	799
Remission	2	0	1	0	10	0	2	0	2	0	17
Request Social Worker	163	0	3	0	52	0	36	0	29	0	283
Torture	0	0	1	0	0	0	1	0	0	0	2
Transfer	441	10	399	0	323	0	242	0	211	0	1626
Other	1348	18	609	0	351	0	888	0	399	0	3613
Total	3105	52	2075	0	2163	3	2337	0	1548	0	11643

Table 16: General complaints handled in regions from 1 Jan – 31 Mar 2021

NARRATIVE ON PREVALENT COMPLAINTS PER REGION

CMR

Other: There were 1348 complaints or requests handled by ICCVs. The reasons included requests for assistance to confirm addresses of inmates, and segregations at their requests, etc.

Transfer: Many inmates requested to be detained or incarcerated in correctional centres close to their families and loved ones. ICCVs received 441 of these types of complaints. These complaints or requests are processed, but it is very seldom for an inmate to be transferred. Generally, overcrowding is used as a reason not to approve the transfer applications.

Healthcare: ICCVs dealt with 253 incidents of inmates requesting access to healthcare services. It is not yet clear as to why this has become a prevalent complaint during this quarter.

Social worker: ICCVs dealt with 163 cases of the "social worker" category, which entailed that inmates requested assistance to communicate with their families and loved ones.

ECMR

Official on inmate assaults: The majority of these assaults took place at Bizana, East London Remand and Maximum Correctional Centres. These assaults have been taking place for a while and will be followed up. Both centres have been requested to submit investigation reports. The investigation reports must be followed up.

Transfers: Several transfer requests are outstanding, with no proper feedback on regional transfers and the progress was very slow. This area requires improvement as some of the inmates are far from their families and require their visits, care and support. Some of the inmates have confirmed addresses in other provinces or regions. There should be serious engagement on this matter, as it seems when discussions are taking place in the Visitors' Committee (VC), most responses are only indicating that centres are overcrowded. Individual requests should be attended to according to their merit and on a case-by-case basis.

KZNMR

Legal representation, appeal and bail: The aforementioned categories remain predominant in the types of complaints that the ICCVs registered and dealt with in their respective correctional centres. This may be attributed to the COVID-19 restrictions under Alert Level 3. The inmates did not seem to adequately enjoy all services because the restrictions imposed were very stringent. These kinds of complaints/requests dealt with by the ICCVs related to prolonged delays in receiving feedback on their appeal and petition applications. It seems that the lockdown has seriously undermined the smooth and efficient running of court administration and the processing of appeal and petition applications.

The visitations of the Legal Aid SA in correctional centres were severely curtailed, and their representatives did not have sufficient time to consult with inmates. This was due to lockdown restrictions that DCS had to enforce. The inmates complained about their matters being remanded in court in their absentia because of lockdown restrictions. At the VC meeting held on 10 March 2021, the Magistrate from Madadeni Magistrates Court advised that under Alert Level 1, the courts are back in full swing and inmates are attending the court sittings when their matters are heard.

Transfers: During this period, transfers were recorded as the highest category of complaints and/or requests dealt with by the ICCVs. The inmates requested a transfer to other correctional centres for a variety of reasons. Examples include: (i) to be based at correctional centres that are close to their family residences and loved ones so that they may be visited and (ii) their security classifications have changed and to some, their parole plans require them to complete courses that are not offered at centres that they are currently incarcerated at. As the country was placed under Alert Level 1, the ICCVs were flooded with complaints/requests for transfers and the highest number were registered at Pomeroy, Waterval, Qalakabusha, Glencoe, Empangeni, Ncome and Ebongweni correctional centres.

The transfers of inmates are regulated by DCS policies with a primary objective to contain and prevent the spread of the pandemic across the correctional centres. Intra-transfer within the Area Management is allowed, however, the transfer is from one management area to another or from one region to another, and those requests are administered and facilitated by the DCS Regional Offices. The complaints/requests that were dealt with by the ICCVs were not resolved because the moratorium on transfers was not lifted. The inmates were advised on the reasons as to why they were not being transferred, but some inmates were still not pleased with the reasons provided.

On 30 March 2021, a high-level virtual meeting was held to discuss the issue of inmates incarcerated at Ebongweni Correctional Centre who have completed half of their sentences and have completed a three-year compulsory behaviour modification program. The Pietermaritzburg Med A; Durban Area Commissioner and Kokstad Correctional Centre representatives attended the meeting and resolutions to resolve the stalemate were adopted to ensure that inmates were not prejudiced.

NMR

Transfers: Inmates often submit requests for transfers to other centres to be closer to family or to access certain programs. The challenge is that not all requests are approved because space is unavailable in the centres where they have applied. Inmates are encouraged to reapply after some time. There were 73 complaints recorded for January, 82 complaints for February and 87 complaints in March.

Communication: Inmates wanted to keep in touch with their families, loved ones and lawyers to inform them about their circumstances, detention as well as sentences and to get assistance from their lawyers. There were 113 complaints recorded for January 2021, 97 complaints for February and 58 complaints in March.

Legal representation: There was a high number of legal representative requests in the various correctional centres. There were 34 complaints recorded for January, 89 complaints for February and 56 complaints in March.

WCMR

Healthcare: Pollsmoor Remand Detention Facility (RDF) had a major challenge with inmates requiring dental services. The contract for dental services had expired.

Pollsmoor (RDF) will request a meeting with the Area Coordinator of Development and Care to address this matter.

The shortage of masks for inmates and the unavailability of sanitisers in the units were concerns raised by ICCVs.

Other: The JICS acting regional manager discussed challenges raised by the ICCVs at the Drakenstein Medium Correctional Centre on complaints that are not registered in the complaints register (G365) and that the Head of Correctional Centre (HCC) and officials refused to sign any ROCs recorded by the ICCVs.

The HCC was informed inmate complaints must be recorded by officials under section 21 of the CSA and the matter was resolved.

2.2.2. Urgent complaints

Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Assault (Inmate on Inmate): 329	165	1	57	0	45	1	17	0	43	0
Remarks	<p>CMR Most of the alleged assaults are gang-related and other assaults are for petty arguments such as an inmate refusing to close a window, swearing and other inmates confiscating possessions of other inmates.</p> <p>Generally, inmate on inmate assaults occurs in all correctional centres. However, most incidents of assaults occur in the following correctional centres: Rooigrond, Grootvlei, Mangaung, Vereeniging, Groenpunt, Tswelopele, Kimberley and Bizzah Makati. There are delays in the opening of criminal cases as SAPS is not always available to assist inmates in this regard. In addition, DCS is not completing their investigations and makes it difficult for ICCVs to provide proper feedback to inmates.</p> <p>ECMR</p> <ul style="list-style-type: none"> • Two inmates assaulted each other at Mdantsane Correctional Centre because of inmate quarrels. At East London Medium B, inmates fought and they refused to provide the reason for the fight. At Bizana, St Albans Med A, East London Max, there were various fights amongst inmates and all those assaults were resolved with no cases opened. • Two inmates assaulted each other at St Alban's Med B and they refused to lay charges as they claimed that they sorted each other out. • In Mdantsane, three inmates assaulted each other. • At Cradock, two inmates assaulted each other and refused to register the complaints on the register. • East London Max inmates assaulted each other because of tobacco and with another incident inmates argued and a fight ensued. • At King Williams Town, inmates fought over mattress ownership. • Two inmates assaulted each other at Bizana over a cell phone. • In Middledrift, the assault was gang-related. • At Mt Fletcher, inmates assaulted each other and no further details on the fight were provided. • At Mt Ayliff, inmates fought for a place in a dice game. <p>KZNMR Inmate on inmate incidents of assault was reported by ICCVs from Glencoe; Durban Med A; Pietermaritzburg Med A; Waterval and Qalakabusha correctional centres. The fights amongst the inmates were caused by gangsterism; inmates running amok stabbing their fellow inmates; competing for limited resources, and fighting over cigarettes and alleged drug trading inside the centres. In some instances, the use of force was used by DCS to disarm some of the inmates and those who subsequently required medical treatment were immediately provided with the treatment. Those who wanted to open cases with SAPS were assisted. At the regional level, JICS monitors progress on the SAPS cases that are opened by inmates and VC meetings create a platform to engage extensively with the responsible SAPS officials to secure substantive feedback.</p> <p>NMR</p> <ul style="list-style-type: none"> • Inmate SN was assaulted by inmate SM. The incident happened after their transaction of cigarettes and meat failed. Inmate KM assaulted inmate NM. • Polokwane – Inmate TM alleged that he was asking for his USB from another inmate (that had borrowed it from him). The alleged offender promised to buy him three packets of cigarettes, but he did not fulfil that promise. The inmate reported him to the officials. The reported inmate became angry and assaulted him. The assaulted inmate was treated in the internal clinic and he wanted to open a case against the one who assaulted him. • Inmate PM alleged that he was assaulted by six inmates because they wanted him to share his cigarette. He said he forgave them and he was treated in the internal clinic. • Inmate JM alleged that he was assaulted at Thohoyandou Centre but he has been transferred to Polokwane. • Inmate R alleged that he was assaulted by an offender but he refused to lay charges. • Inmate SI alleged that he was assaulted by a fellow inmate and he opened a case with SAPS. 									

Six incidents occurred at Krugersdorp Correctional Centre:

- Inmate BK – was accused of stealing clothes by an inmate who assaulted him. The inmate did not want to open a case, however, he received medical attention.
- Inmate PM was fighting over food with a fellow inmate. The inmate did not want to open a case but received medical attention.
- Inmate ZY was allegedly attacked with a padlock for no apparent reason, and a case was opened. The inmate received medical attention.
- Inmate PM was fighting over bread with a fellow inmate. The inmate was treated and a case was opened with SAPS.
- Inmate SC took the bread of another inmate, who assaulted him. A case was opened and the inmate was treated at a local hospital.
- Inmate ND was arguing with a fellow inmate and was assaulted as a result. The inmate did not lay a charge and was treated at a local hospital.

Incidents at other correctional centres:

- Inmate SS from Leeuwkop Med B was stabbed by a fellow inmate because he was accused of stealing a cell phone. The inmate opened a case with SAPS and received medical treatment at an outside hospital.
- Inmate RN from Polokwane was assaulted by another inmate.
- Inmate PD from Leeuwkop Med C was fighting with inmate SR. The other inmate alleged that the other one stole his milk. The inmate did not require any medical attention.
- Two incidents occurred at JHB Med B: (i) inmate JS fought with inmate TMM. Inmate TMM was treated at the local hospital. He was allowed to open a case with SAPS, but he did not open it; and (ii) inmate HM had a fight with another inmate (gang-related fight between two gangs). No injuries were sustained. The assaulted inmate was allowed to open a case with SAPS, but he did not open it.
- Inmate SM (JHB Female) alleged that on 17 December 2020, she was assaulted by three other inmates and they robbed her of her radio and sneakers. The officials came to her rescue. A case was opened with SAPS and is still under investigation.

WCMR

These are all the gang-related assaults at Pollsmoor, Brandvlei Max, Worcester male, Worcester female and Malmesbury, respectively. The ICCVs consulted with the inmates, wherein it was confirmed that they received the necessary treatment for injuries obtained.

Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Assault (Official on inmate): 192	58	1	80	0	24	0	15	0	14	0
Remarks	<p>CMR Generally, DCS is either not conducting investigations or there are delays in finalising the investigations. Some of the alleged assaults could have been resolved in other ways. These matters are not reported as a use of force. Therefore, in many instances, there is no justification for the use of force. CMR is handling this matter with the DCS regional office.</p> <p>ECMR There were 20 inmates assaulted by the National Task Team (NTT) at PE CC during a search operation and cases were opened. At East London Max, an inmate was assaulted by an official after he refused to be in the same area with someone who had a high temperature during the COVID-19 Temperature Screening.</p> <ul style="list-style-type: none"> • At East London Med B, several inmates were assaulted by officials for not obeying the rules and for arguing with officials. At the same centre, during a different incident, an inmate attacked an official first and this led to an official on inmate assault. Two other subsequent incidents occurred where an inmate attacked an official and others threw porridge at the official. • At Burgersdorp Correctional Centre, an inmate was not feeling well and when the official requested him to move, he was assaulted for being slow. The inmate injured his finger and a case was opened with SAPS. • At East London Max, an inmate refused to hand over a cell phone and another inmate refused to hand over a cell phone charger, resulting in both being assaulted. Both inmates laid charges with SAPS. At Mount Ayliff, an official assaulted an inmate because he was insulting other inmates. • At Bizana, during a search operation, six inmates were assaulted by officials. <p>KZNMR</p> <ul style="list-style-type: none"> • Alleged assault incidents were reported by inmates incarcerated at Durban Med A & B; Pietermaritzburg Med A; Qalabusha; Greytown; Glencoe & Ebongweni Supermax correctional centres. The inmates alleged that they were assaulted by DCS officials and/or members of the EST during search and seizure operations in their cells. In some cases, inmates complained to the ICCVs after force was used by DCS officials. DCS officials alleged that force was necessary to disarm inmates who were involved in gang stabbing. • A use of force incident occurred at Pietermaritzburg Med A, however, this incident was not reported to JICS in terms of section 32 of the CSA. It must be noted that the inmates who sustained injuries were given medical treatment. We have noted with great concern the matter of inmate X who we suspect was a victim of excessive force and as a result, sustained serious injuries. The region is pursuing this matter and engaging with DCS and/or DLS to ensure accountability. <p>At the regional level, JICS monitors progress on the SAPS cases that are opened by inmates and VC meetings creates a platform to engage extensively with the responsible SAPS officials to secure substantive feedback.</p> <p>NMR Out of eight assaults reported, seven are from Lydenburg against the EST Team during the search at the centre on 29 December 2020.</p> <ul style="list-style-type: none"> • Inmate TS from Kutama-Sinthumule alleged that he was assaulted by officials and wanted to open a case. • Inmate CT alleged that he was assaulted during a search operation and he was taken to the hospital. • In Makhado, inmate CT alleged that he was assaulted during searching and he was taken to the hospital. • In January in Emthonjeni, seven inmates reported that they were assaulted on 30 November. They alleged that they were assaulted by the National Task Team during a search, 28 inmates were injured and some were taken to the outside hospital for treatment. The matter is still under investigation. 									

	<ul style="list-style-type: none"> • Inmate RM alleged that he was assaulted on 31 March 2020 and opened a case but he never got any response. • In Witbank, inmate EM was assaulted by EST members as he refused to be counted. Treatment was received and he opened a case with SAPS. • In Middleburg, inmate MM was assaulted by the unit manager and HCC during a search wherein the inmate was found with a cell phone. • In Leeuwkop Med C, inmate JD alleged that he was brutally assaulted by DCS officials. The incident took place at C-Max from 15-20 September 2020 every morning and afternoon. The inmate stated that he did not have access to report the incident hence he had only reported it recently. <p>WCMR These incidents occurred at Pollsmoor Med A, Medium B, Helderstroom and Goodwood respectively. These matters are reported to SAPS and JICS. The prosecution of these incidents is a major concern.</p>									
Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Assault (Sexual): 17	4	0	3	0	2	0	2	0	6	0
Remarks	<p>CMR</p> <ul style="list-style-type: none"> • Vereeniging Correctional Centre, ICCV reported the incident of sexual assault to DLS. The inmate was interviewed and he confessed that it was consensual and also transactional sex because the perpetrator used to give him food. The victim is still under social worker programs and was provided with the opportunity to lay a charge with SAPS. Awaiting DCS investigation on the matter. <p>ECMR</p> <ul style="list-style-type: none"> • East London Med B, an inmate was sexually assaulted by another inmate, the plaintiff is now out on bail. • At St Albans Max, a 53-year-old inmate was raped by a 46-year-old inmate. In both matters, inmates were allowed to open cases. <p>KZNMR</p> <p>The ICCVs at Ladysmith and Durban Med A correctional centres reported the incidents of sexual assault.</p> <ul style="list-style-type: none"> • The reports relate to allegations by inmate X from Ladysmith. The inmate alleged that on 9 December 2020, he was sexually assaulted by another inmate and the incident was reported to DCS officials who urgently assisted him. The inmate was referred for medical examination and received treatment. He opened a case with SAPS. The matter is still pending. • In Durban Med A, the ICCV attended to inmate X who alleged that he was sexually assaulted on 16 February 2021 by his fellow inmate. It is alleged that the incident was reported to the DCS officials who partially assisted him, without allowing him to open a SAPS case against the perpetrator. The victim wanted assistance from the ICCV, and the matter was brought to the attention of the HCC to assist the inmate. Through the ICCV, the region requested the HCC to investigate the matter and provide JICS with the outcome of the internal investigation and advise if the inmate was allowed to open the criminal case against the perpetrator. This matter is still pending. <p>NMR</p> <ul style="list-style-type: none"> • Polokwane - inmate JL alleged that he was sexually assaulted by another inmate. He is isolated at the sickbay. • Inmate PM was allegedly sexually assaulted by three fellow inmates at Krugersdorp. Inmate alleges that he fell asleep after taking medication and when he woke up, he realised that he was being assaulted. The inmate was moved to another section, received medical attention and reported the case to SAPS. 									

Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Attempted Suicide: 29	11	0	3	0	2	0	9	0	4	0
Remarks	<p>CMR Many inmates wanted to transfer to correctional centres closer to their families and loved ones and some attempted suicide to demonstrate their anger and desperation for not being transferred. Below is a summary of the incidents that occurred in this quarter:</p> <ul style="list-style-type: none"> Goedemoed Correctional Centre: ICCV reported an incident of an inmate who overdosed by drinking detergents (Handy Andy 150ml). Goedemoed Correctional Centre: ICCV reported an incident of an inmate who drank 6300mg of INH tablets and 4 FDC tablets. Groenpunt Medium B Correctional Centre: ICCV reported an incident of attempted suicide by an inmate who overdosed on medication. Losperfontein Correctional Centre: ICCV reported an incident of attempted suicide of an inmate who drank medication because he was placed in a different communal cell. Lichtenburg Correctional Centre: ICCV reported an incident of attempted suicide of an inmate who overdosed by drinking chronic medication. It was because the inmate was given a further profile because of outstanding SAPS information. Grootvlei Correctional Centre: ICCV reported an incident of attempted suicide because the inmate received news of his child who was poisoned in the community. Rustenburg Correctional Centre: ICCV reported an incident of attempted suicide of an inmate who digested a battery because the inmate wanted to be transferred closer to his family. Potchefstroom Correctional Centre: ICCV reported an incident of attempted suicide where an inmate overdosed on medication to be in an outside hospital so that he could meet his mother. Losperfontein Correctional Centre: ICCV reported the incident of attempted suicide of an inmate who drank detergent because the inmate was given a release date but he assaulted another inmate. Mogwase Correctional Centre: ICCV reported an incident of an inmate who overdosed on medication and cut himself with a razor blade because he was supposed to appear at the parole board and did not have an address to be considered for parole. <p>ECMR An inmate at East London Max attempted to end his life by overdosing on his medication. He was admitted to Frere Hospital.</p> <p>KZNMR The reports of attempted suicide were received from ICCVs who are based at Kokstad Med & Durban Med B correctional centre. The details of the incidents are as follows:</p> <ul style="list-style-type: none"> Kokstad Med correctional centre: the inmate attempted to overdose on 26 January 2021 after a further profile was given by the Correctional Supervision & Parole Board (CSPB). As a result, he was admitted to the hospital section for observation and referred for psychosocial services by a psychologist. The latest report received by the region is that the inmate is stable and receiving assistance from the centre and he was recommended to be seen by the CSPB on 12 April 2021. Durban Med B correctional centre: the inmate cut his wrist with a blade and tried to overdose after fighting with another inmate. It is reported that the inmate has a history of suicidal thoughts. Through the intervention of the ICCV and HCC, the inmate was referred for further psychological assessment and is currently under psychiatric treatment. For his accommodation, the inmate is detained in a communal cell with the general population. <p>NMR Five attempted suicides from Krugersdorp:</p> <ul style="list-style-type: none"> Three of those complaints related to inmate JB. His first attempted suicide was after receiving the news that his grandmother died. He cut himself with a razor blade on his wrist and indicated that he would like to end his life. He received medical treatment and was seen by the social worker and the psychologist. For his second attempted suicide, he cut himself with a razor blade as he could not attend his grandmother's funeral. His third attempted suicide, he swallowed a razor blade indicating his frustrations as a result of his grandmother's passing. Inmate JK allegedly drank JIK in an attempt to end his life. He indicated that he does not like the prison environment. The inmate was seen by a psychologist and a social worker. 									

	<ul style="list-style-type: none"> Inmate TM allegedly swallowed a razor blade because unit managers were not treating him fairly. The inmate was seen by a psychologist and a social worker. Inmate DM attempted suicide on 23 March 2021. He indicated that he suffers from stress related to his cases. The inmate was referred to the centre's health facility and was seen by a social worker. JHB Female – inmate MTJ (remand detainee) attempted suicide by cutting her wrist. She was consulted by an ICCV, but she did not want to disclose the reasons for the attempt and mentioned that it was personal. The inmate was referred to a psychologist, but she refused to go. <p>WCMR Two of these complaints were reported at Drakenstein Juvenile. The accused was charged and the Paarl sexual unit is conducting an investigation. The victim transferred for their safety to Brandvlei Juvenile. The third matter was reported at Worcester Correctional Centre. The ICCV confirmed that the inmates received the necessary treatment and assistance.</p>									
Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Corruption: 0	0	0	0	0	0	0	0	0	0	0
Remarks	Nil reported.									
Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Hunger Strike: 44	31	0	4	0	0	0	6	0	3	0
Remarks	<p>CMR ICCVs reported 31 inmates from Bizzah Makhate, Goedemoed, Tswelopele, Vereeniging, Ventersburg, Mangaung, Mogwase and Klerksdorp who embarked on hunger strikes during this month. They were protesting and/or requesting to be transferred closer to their families and loved ones.</p> <p>ECMR Three incidents were reported at Mount Fletcher Correctional Centre.</p> <ul style="list-style-type: none"> An inmate went on a hunger strike because he claimed that he received ill-treatment from the official and wanted to be transferred to Mthatha. He was transferred that same week. An inmate went on a hunger strike because he wanted to be transferred but the matter was resolved and the inmate started eating again. Another inmate, at the same centre, went on a hunger strike after he was denied the opportunity to open a case of assault. <p>NMR</p> <ul style="list-style-type: none"> Makhado – Inmate MS engaged in a hunger strike because he was not happy about the outcome of his court case. Thohoyandou Med A – Inmate SM engaged in a hunger strike because he was not given the prescribed menu as per the instructions from the hospital's Unit Manager. Krugersdorp – Inmate WL embarked on a hunger strike on 11 February 2021 as he wanted to be moved to a single cell because he felt unsafe (for COVID-19 related reasons). The inmate withdrew from the hunger strike on 12 February. Inmate DV embarked on a hunger strike on 29 January 2021 because the food provided gave him diarrhoea. It was suggested that the inmate must consume other food that will not give him diarrhoea. Middleburg – inmate KS embarked on a hunger strike because of his outstanding transfer complaint. Leeuwkop Med C – inmate TM embarked on a hunger strike as he was not satisfied with the parole feedback from the Minister. <p>WCMR Inmates recorded a hunger strike at Pollsmoor Med B and Oudtshoorn Correctional Centre. The Pollsmoor incident was resolved and the inmate from Oudtshoorn is still on a hunger strike, DLS is dealing with the incident.</p>									

Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Inhumane Treatment: 28	5	0	4	0	7	0	1	0	11	0
Remarks	<p>CMR These are allegations from inmates who complained that officials are mistreating them. They allege that the officials do not treat inmates with respect and sometimes officials insult inmates and speak to inmates in a degrading manner.</p> <p>ECMR At East London Med C inmates were humiliated and the matter is still under investigation.</p> <p>KZNMR The complaints were registered from the inmates at Qalakabusha (four) Durban Youth Centre (one); Durban Med C (one); and Durban Female correctional centre (one). Inmates reported allegations of derogatory names; insults being hurled and unfairly deprived of the right to education without sound grounds advanced by DCS.</p> <p>For example, the inmate at Durban Female Correctional Centre alleged that on 10 July 2020, she was accused of fraud after assisting her fellow inmate with their UNISA application without DCS authorisation. As a result, her laptop was confiscated with all study materials; she was downgraded to B-group; loss of gratuity for 2 months and was refused access to the telephone to contact next-of-kin or significant others. Following the enquiries by JICS, the inmate received her study material from the laptop that was confiscated. The HCC advised that the matter is still under investigation by the Department's Investigation Unit.</p>									
Nature of Complaint and Total	CMR		ECMR		KZNMR		NMR		WCMR	
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External
Torture: 2	0	0	1	0	0	0	1	0	0	0
Remarks	<p>ECMR At Bizana Correctional Centre, an inmate was tortured with a stun gun by an official who was allegedly not trained to do so.</p> <p>NMR Inmate K alleged that he is being tortured by the ceiling light that is always on 24 hours a day. He alleged that as a psychiatric diagnosed patient, it disturbs his sleep, gives him headaches and loss of concentration. The investigation in this matter is still underway.</p>									

Table 17: Urgent complaints managed in regions from 1 Jan – 31 Mar 2021

COMPLAINTS REFERRALS TO ICCVs AND REGIONS

One of the key responsibilities of ICCVs is to, in the process of resolving complaints, engage with inmates and DCS officials daily.

These complaints are, for the most part, resolved immediately at the centre level, while some are referred to the regional offices or the office of the Inspecting Judge for intervention.

COMPLAINTS REFERRED TO DMR BY DLS

The following table illustrates the complaints lodged with the office of the Inspecting Judge. The complaints were subsequently referred to the regional offices for follow-ups with the centres and the inmates to facilitate their resolution.

During this quarter, a total of 71 complaints were lodged, of which 46 are still pending.

Management Regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks (Complaints registration numbers omitted)
CMR	21	8 x Parole 5 x Other 2 x Appeal 3 x Transfer 1 x Consultation 2 x Reclassification	10	<ul style="list-style-type: none"> Attempted suicide: HCC was not aware of this complaint. DCS investigation is outstanding. Assault Inmate on Inmate: HCC was not aware of this complaint. DCS investigation is outstanding. Other: Inmate was consulted on 26 March 2021. Awaiting feedback from HCC. Other: Awaiting feedback from HCC. Parole: ICCV consulted with the inmate on 26 March 2021. Awaiting feedback from HCC. Parole/Transfer: The inmate was consulted on 31 March 2021. Awaiting feedback from HCC. Parole: Awaiting feedback from ICCV. Reclassification: Inmate was consulted, awaiting feedback from HCC. Reclassification: Inmate was consulted, awaiting feedback from HCC. Other: Inmate was consulted, awaiting feedback from HCC.
ECMR	5	3 x Transfer 2 x Parole	1	<ul style="list-style-type: none"> Parole: A family member complained that the inmate qualified for special parole but the inmate claimed that he never complained to the office. He was sentenced to 33 years through Phaahla Judgement and his MDP is in 2024.
KZNMR	1	1 x Parole	1	<ul style="list-style-type: none"> Parole: The matter is considered resolved based on the ruling written to the complainant by the IJ. The complaint was attended to by the ICCV on 19/03/2021, a further profile of 12 months was recommended for the inmate by the CSPB. Further consultation was scheduled by ARM for 31/03/2021 – this matter is still pending.
NMR	20	2 x Appeal 1 x Remission 7 x Parole 2 x Transfer 1 x Other/Education 1 x Confiscation of Possession 1 x Transfer & rotten food 1 x Rehabilitation Program 3 x Other 1 x Healthcare	10	<ul style="list-style-type: none"> Parole: inmate's parole is still pending because of the backlog within the parole board. The inmate has been downgraded to the C group and awaiting further profile. Transfer: the inmate's application for transfer is still pending and still awaiting feedback from DCS. Transfer: the inmate submitted the request to be transferred back to Eastern Cape. No positive feedback on his request. Parole: inmate's file is at the Minister's office, there is a backlog at the Minister's office after Judge Desai's resignation. Healthcare: inmate reported that he was assaulted by DCS officials and was taken to Polokwane hospital. He complained is that the medication he is taking is not working and he is bleeding when he goes to the toilet. Other: inmate complained about the unlawful and unreasonable administrative action of his assault incident. Response from the HCC was that this matter was referred to DCS Legal Department for further handling as they cannot hand out medical records and psychologists' reports without following proper procedure. He requested that we allow their Legal Service time to deal with this matter.

Management Regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks (Complaints registration numbers omitted)
				<ul style="list-style-type: none"> • Other: inmate is complaining against the CMC Head and HCC about being downgraded from A to B group after allegations made against him. ICCV still to provide an update. • Parole: CMC indicated that they provided reasons to the inmate concerning his parole. However, the reasons are not attached to the ROC. VCCO to follow up. • Parole: the complaint was lodged by a family member on behalf of the inmate. ICCV still to consult the inmate provide an update. • Parole: inmate is not satisfied with the feedback from the Minister's office concerning his parole. The complaint has been referred to DLS.
WCMR	24	10 x Parole 3 x Health-care 1 x Other 1 x Treatment 7 x Transfer 1 x Reclassification 1 x Appeal	24	Complaints referred to the ICCV for intervention and awaiting feedback.
Total	71	-	46	-

Table 18: Complaints referred to DMR by DLS from 1 Jan - 31 Mar 2021

STATUS OF INSPECTIONS

The table below depicts 33 inspections conducted by the inspectors during this quarter. The rating of the inspections conducted was cited in the DLS reporting, under inspections and investigations, subparagraph 1.1.2 (Table 3).

Region	Number of inspections conducted	Status of inspections	Reasons for deviation from the planned inspections	Corrective steps if planned inspections not achieved
CMR	10	Frankfort: 9/2/2021 Heilbron: 8/2/2021 Bizzah Makhate Medium A: 11/1/2021 Rustenburg: 22/2/2021 Ficksburg: 25/2/2021 Windburg: 26/2/2021 Senekal: 9/2/2021 Harrismith: 8/2/2021 Douglas: 18/1/2021 Boshof: 22/1/2021 All inspections were conducted	No deviation	N/A
ECMR	5	Sterkspruit: 9/3/2021 Burgersdorp: 10/03/2021 Flagstaff and Dordrecht: 11/3/2021 East London Max: 25/03/2021 All reports were submitted.	No deviation	N/A
KZNMNR	4	Durban Med C: 22-25/01/ 2021 Volksrust: 17/02/2021 Utrecht: 16/02/2021 Umzinto: 24/02/2021 All inspections were conducted	No deviation	N/A

Region	Number of inspections conducted	Status of inspections	Reasons for deviation from the planned inspections	Corrective steps if planned inspections not achieved
NMR	8	Leeuwkop Med A: 04/02/2021 Leeuwkop Med B: 11/02/2021 Leeuwkop Med C: 12/03/2021 Leeuwkop Max: 03/02/2021 Modderbee: 09/02/2021 Heidelberg: 08/02/2021 Kgosi Mampuru II Female: 05/02/2021 Kgosi Mampuru II Central: 04/02/2021 All reports submitted.	Inspections for January were postponed to February because of the rise in COVID-19 cases. The inspections for February and March were conducted in February to ensure that all inspections and reports were concluded before the end of the financial year. However, Leeuwkop Med C was omitted and was done on 12 March. The report was submitted but there was an annexure that was outstanding but was submitted at a later stage.	N/A
WCMR	6	Dwarsrivier: 8/2/2021 Obiqua: 12/02/2021 Oudtshoorn Female: 04/03/2021 George: 05/03/2021 Goodwood: 08/03/2021 Warmbokkeveld: 15/03/2021 All reports were submitted.	No deviation	N/A
DMR Total	33	Continuous monitoring of inspections.	No deviation	N/A

Table 19: Overview on inspections conducted in regions 1 Jan - 31 Mar 2021

STATUS OF INVESTIGATIONS MANAGED IN THE REGIONS

The schedule below represents the status of the investigations managed in the regions. It depicts whether investigations were finalised or outstanding. During this quarter, a total of 39 investigations were conducted and ten investigation reports were submitted to DLS by the regions. The outstanding investigations resulted from various factors, including difficulties obtaining outstanding information because witnesses were unavailable and investigators were fulfilling other operational responsibilities. The investigators are working on the mandates allocated to them and are finalising some of the reports.

Region	Number of investigations conducted	Outstanding investigations	Reasons for deviation from the planned investigations	Corrective steps if planned investigations not achieved
CMR	4	Four preliminary reports submitted 4/01/2021: Bethlehem 11/01/2021: Tswelopele 11/01/2021: Rustenburg 27/01/2021: Rustenburg The following three outstanding of 2020: Mangaung, Potchefstroom and Kuruman. Preliminary reports submitted.	No deviation	Weekly follow-ups will be done
ECMR	6	Five preliminary reports submitted <ul style="list-style-type: none"> • Unnatural death of inmate Z – investigation completed and final report to be submitted. • Unnatural death of inmate M – investigation completed and final report in progress. • Unnatural death of inmate B – investigation completed and final report in progress. • Unnatural death of inmate P – report in progress. • Unnatural death of inmate B – report in progress. 	Outstanding information hampered the finalisation of the reports.	Reports will be finalised without the outstanding DCS information and submitted with recommendations to DCS. Weekly follow-ups are done.
KZNMR	3	One preliminary report submitted <ul style="list-style-type: none"> • The investigation report of inmate N will be finalised with the information at our disposal. • Unnatural deaths of TM and DN: investigations scheduled for April 2021. 	One investigation has been conducted and there was outstanding information and difficulties experienced in obtaining statements from the witnesses.	The investigation report of inmate N will be finalised with the information at our disposal. Both investigations into the deaths of TM and DN are planned to be conducted on 06/04/2021 and 8-9/04/2021 respectively
NMR	11	Eight reports were finalised and seven submitted to DLS. One report is still awaiting annexures from the investigator. <ul style="list-style-type: none"> • Four reports are in progress and will be concluded on 09/04/2021. • One investigation is in progress. • Two investigations received in March have not yet commenced. 	Ms Monyebodi had to conduct ICCV refresher training in Makhado and Witbank in the first and second week of March. As a result, investigations she was busy with, were placed on hold.	The investigators are working on the mandates allocated to them and are in the process of finalising some of the reports.

Region	Number of investigations conducted	Outstanding investigations	Reasons for deviation from the planned investigations	Corrective steps if planned investigations not achieved
WCMR	15	Ten reports are outstanding.	The region was challenged with capacity. For example, one VCCO cannot drive the GG vehicles and another was on sick leave for some time, leaving only one VCCO to attend to operations. The region has requested two ICCVs to assist as a measure of crisis management.	Weekly follow-ups are done.
DMR Total	39	33	-	-

Table 20: Overview of Investigations conducted in the regions 1 Jan - 31 Mar 2021

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

JICS regards regular engagement with stakeholders as an imperative in effective and efficient quality service delivery. To this effect, quarterly Visitors' Committee (VC) meetings are held where unresolved complaints are discussed for resolution and/or further escalation to the Inspecting Judge.

During this quarter, all regions conducted all planned VC Meetings, which were 34 in total. The common discussions concerned the return to RSA of foreign national inmates at illegal border crossings, seldom transfer of inmates, long outstanding parole dates and barriers experienced for Legal Aid SA consultations with inmates. Resolutions taken will be monitored. Out of a total of 69 complaints, 54 were resolved at the VC level.

Engagements with stakeholders took place in different regions. Notably, there was a positive outcome in ECMR where the Regional Commissioner of the Eastern Cape requested that JICS train newly appointed HCCs, Regional staff and Area Commissioners on the role of ICCVs and JICS.

Region	Planned VC meetings	Actual number of VC meetings held	Number of complaints referred to VC	Number of complaints resolved	Number of complaints referred to IJ	Reasons for deviation from the planned meetings	Corrective steps if planned meetings not achieved
CMR	9	9	14	10	0	No deviation	None
ECMR	5	5	0	0	0	No deviation	None. All VC meetings were held and were well attended by the stakeholders.
KZNMR	7	7	46	40	0	No deviation	No corrective measures were necessary. The region to adhere to the set dates in the governance calendar. All seven VC meetings planned for the quarter were held and were well attended by various stakeholders.

Region	Planned VC meetings	Actual number of VC meetings held	Number of complaints referred to VC	Number of complaints resolved	Number of complaints referred to J	Reasons for deviation from the planned meetings	Corrective steps if planned meetings not achieved
NMR	7	7	9	4	0	No deviation	All seven VC meetings planned for the quarter were held and were well attended by various stakeholders.
WCMR	6	6	0	0	0	No deviation	None
DMR Total	34	34	69	54	0	-	-

Table 21: VC meetings held from 1 Jan – 31 Mar 2021

2.4. Justice, Crime Prevention and Security Cluster Interventions (Case Flow Management Forum, PEEC and DPP)

JICS Regional Offices engage with other government departments. In particular, JICS engages regularly with the Justice, Crime Prevention and Security (JCPS) Cluster on matters of the correctional services environment and matters of mutual interest.

This quarter has seen successful engagements on various levels with SAPS, DCS and the privately-owned G4S (Mangaung); the DCS Western Cape Regional Commissioner and Acting Director Management Regions; and JICS Western Cape regional officials with the ICCVs to discuss performance standards.

Region	Type of meeting/s	Date of the meeting/s	Matters discussed at the meeting/s	Resolutions
CMR (1)	SAPS, DCS, G4S and JICS engagement meeting	24/03/2021	The purpose of the meeting was to discuss challenges of the opening of SAPS criminal cases lodged by inmates	It was agreed that SAPS investigators will visit Mangaung CC on Tuesdays and Grootvlei CC on Wednesdays to deal with the backlog of cases emanating from last year and current cases. SAPS to conduct awareness campaigns educating inmates about the processes for opening cases.
ECMR	None held	N/A	No meetings were held.	No meetings were held.
KZNMR	None held	N/A	No meetings were held.	No meetings were held.
NMR	None held	N/A	No meetings were held.	No meetings were held.
WCMR (6)	Discussions with Regional Commissioner and Acting Director DMR. ICCV Supervisory Meetings	29/01/2021 12/03/2021 15/03/2021 16/03/2021 17/03/2021 18/03/2021	1. Working relationships between DCS R/O and WCMR. 2. Ensuring availability of monthly statistics. 3. Installation of computers for ICCVs. 4. Access to centres for ICCVs and ICCV Non-Compliance with performance standards. ICCV non-compliance with performance standards	DCS will invite DRM and Acting RM to attend Area Commissioners and HCC forum meetings. Request to WCMR to train new DCS HCCs, ACs and regional office staff on the role of ICCVs and JICS. Presentation of quarterly reports to DCS Regional management. The RC will be provided with a list of all identified centres to assist with the rollout. All ICCVs that are denied access will be verified with the RC with the reasons and/or circumstances at those centres. ICCVs to adhere to performance agreements and submit ROCs as required. Consequent management should be implemented if the situation does not improve.
DMR Total	7	-	-	-

Table 22: Stakeholder engagement meetings from 1 Jan – 31 Mar 2021

2.5. State patients incarcerated

State patients are currently accommodated in correctional centres, especially where no bed space is available at the time of the patient's court appearance. However, the correctional centre environment is not appropriate for the treatment of state patients. JICS is of the view that these individuals require specialised services to attend to their specific needs and medical conditions. The problem is two-fold. First, these specialised medical services are not readily available in correctional centres, which may be detrimental to the state patient and other inmates and officials. Second, the transfers of declared state patients to suitable psychiatric facilities takes months if not years to implement. This matter requires the urgent attention of the Department of Health (National and Provincial).

The number of state patients held in correctional centres has been fairly stable during this quarter, with an increase of only two, from 133 during the previous quarter to 135 currently.

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

Region	Number of sentenced male state patients	Number of sentence female state patients	Number of remand detainees male state patients	Number of remand detainees female state patients	Remarks
CMR (44)	0	0	44	0	There was an increase of five state patients from the previous months of January and February 2021 as reflected below: <ul style="list-style-type: none"> • Grootvlei: 3 • Kimberley: 2 VC meetings held on 18 March 2021, agreed that JICS Regional Office ought to arrange a meeting with the Department of Health for their intervention.
ECMR (50)	14	0	36	0	The number of state patients had increased. The breakdown was as follows: <ul style="list-style-type: none"> • Grahamstown: 1 • East London Med B: 12 • Mthatha Remand: 8 • Mt Fletcher: 5 • Lusikisiki: 1 • Butterworth: 5 • Burgersdorp: 2 • St Albans Med A: 16
KZNMR (14)	0	0	14	0	There was a decrease in the number of state patients housed in the region. The breakdown was as follows: <ul style="list-style-type: none"> • Pietermaritzburg Med A: 6 • Ladysmith: 7 • Durban Med A: 1 Pietermaritzburg Med A Correctional Centre was designated to accommodate all the patients from other correctional centres so that psychiatric services can be rendered with ease by psychiatrists that are contracted by Fort Napier Hospital.

Region	Number of sentenced male state patients	Number of sentence female state patients	Number of remand detainees male state patients	Number of remand detainees female state patients	Remarks
NMR (27)	2	0	25	0	The breakdown was as follows: <ul style="list-style-type: none"> • Witbank (RD's): 15 • Thohoyandou (sentenced): 2 • Kgosi Mampuru Local (RD's): 7 • Modderbee (RD's): 2 • Krugersdorp (RD): 1
WCMR (0)	0	0	0	0	N/A
Total (135)	16	0	119	0	

Table 23: State patients incarcerated from 1 Jan – 31 Mar 2021

2.6. Non-nationals (sentenced inmates & remand detainees) in correctional centres

The presence of non-nationals in our correctional centres raises various challenges such as language barriers, no contact with their families and loved ones given the distance and cost involved, as well as the threat of deportation.

The incarceration totals for sentenced and remanded non-national males have shown a marked increase, while the female totals, although low, have almost doubled. Overall, the totals increased from 10 567 in the previous quarter to 13 640 in this quarter.

The table below depicts the number of non-nationals incarcerated in correctional centres across the country during this quarter.

Regions	Number of non-nationals incarcerated			
	Sentenced inmates		Remand detainees	
	Male	Female	Male	Female
CMR (1178)	406	148	603	21
ECMR (84)	83	1	0	0
KZNM (831)	211	2	617	1
NMR (10452)	4360	153	5762	177
WCMR (1095)	612	10	460	13
Total (13640)	5672	314	7442	212

Table 24: Non-nationals in correctional centres from 1 Jan – 31 Mar 2021

2.7. COVID-19 reporting

The COVID-19 pandemic has also impacted the correctional services environment. To this effect, it has become necessary for JICS to monitor the prevalence of the virus in the centres, on the inmates, as well as the correctional officials.

The table below depicts the COVID-19 pandemic breakdown. A cumulative total of 11 209 officials and inmates tested positive for the COVID-19 virus. A cumulative total of 242 persons at correctional centres: officials (171) and inmates (71) have succumbed to the virus.

Regions	JICS officials	DCS officials	DCS official deaths	Inmates	Inmate deaths	Recoveries
Eastern Cape	0	1187	27	1235	12	2422
Western Cape	0	1553	38	962	9	2515

Regions	JICS officials	DCS officials	DCS official deaths	Inmates	Inmate deaths	Recoveries
Gauteng	2 (1 ICCV & 1 NMR official recovered)	1300	27	965	27	2265
KwaZulu-Natal	1 (1 ICCV recovered)	1124	35	423	8	1547
Limpopo, Mpumalanga and North West	0	866	25	255	8	1121
Free State and Northern Cape	1 (1 ICCV recovered)	1096	19	243	7	1120
Total	4	7126	171	4083	71	10990

Table 25: Report on Covid-19 from 1 Jan – 31 Mar 2021

2.8. Special parole dispensation

On 8 May 2020, the Minister of Justice and Correctional Services announced the special parole releases for approximately 19 000 inmates convicted of non-violent offences who qualified to combat overcrowding and manage the COVID-19 pandemic. Following the announcement, JICS monitored the progress of these releases and formed part of the DCS Task Team Meetings until the completion of the project at the end of September 2020.

JICS was informed that the release of the remaining identified inmates is being dealt with at an operational level.

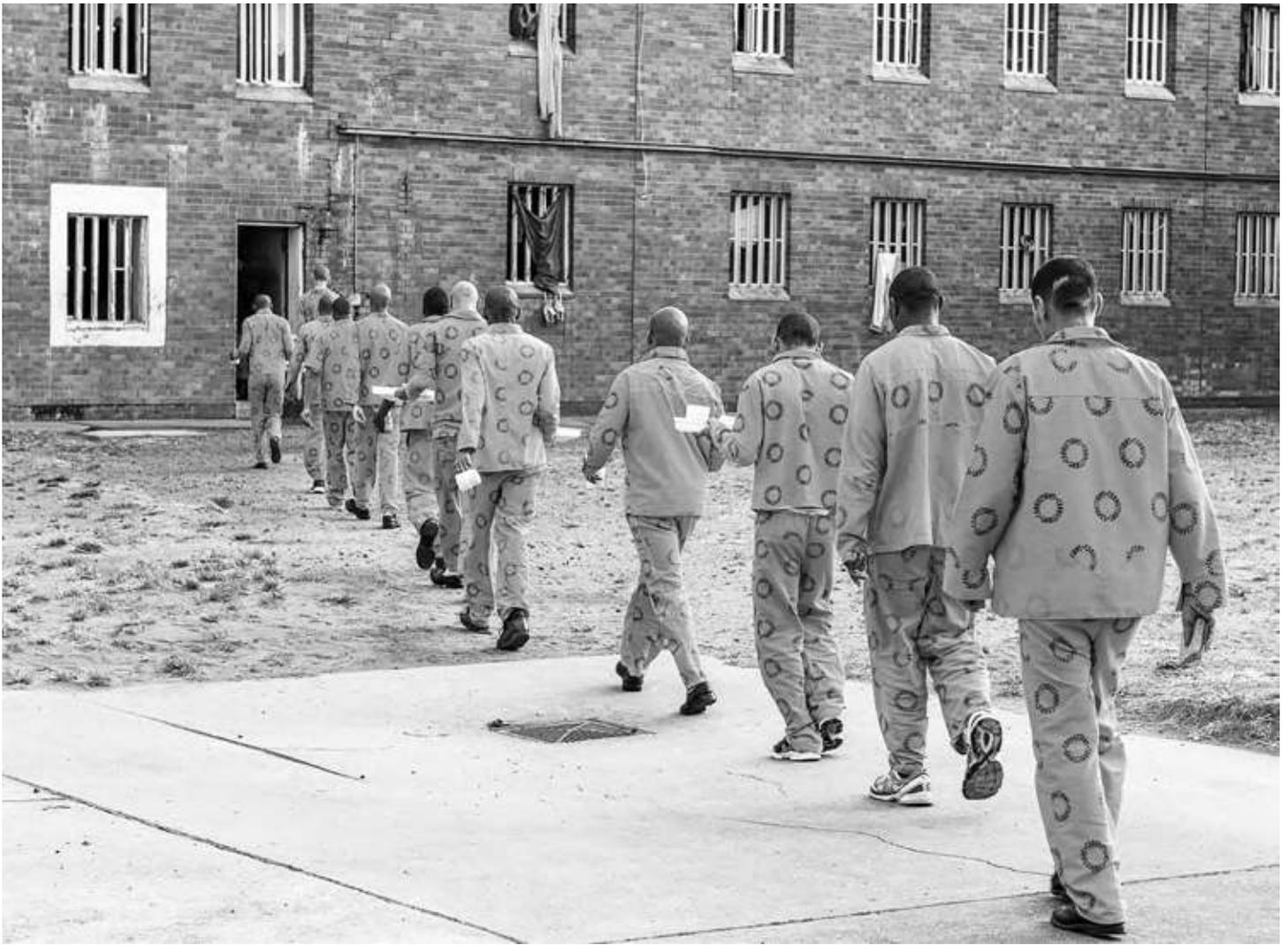
Statistics are currently gathered at the regional level and might differ from the national summary. JICS has the following information: 12 688 inmates were identified for the special parole dispensation, 9 827 inmates have already been released from various correctional centres, while 2 858 inmates are still to be released as currently been adjudicated by DCS. The table below depicts the special parole dispensation monitored by JICS during this quarter.

COVID-19 Special Parole Dispensation - DMR.				
Region	Nr identified inmates to benefit from early release	Nr of inmates already released	Nr still to be released	Scheduled dates
CMR	2413	1908	505	The process is ongoing operationally.
ECMR	1709	1438	271	The process is ongoing operationally.
KZNMR	2427	1972	455	The process is ongoing operationally.
NMR	2518	2150	368	The process is ongoing operationally.
WCMR	3621	2359	1262	The process is ongoing operationally.
Total	12688	9827 (Region's statistics) (13813 – DCS National statistics)	2858	The process is ongoing operationally.

Table 26: Covid-19 special parole dispensation from 1 Jan – 31 Mar 2021

DMR highlights

- 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 and control over ICCVs.
- A further enhancement was the issuing of Circular 5 of 2021, which encouraged the performance of ICCVs.
- The ICCV National Conference Task Team has been resuscitated to have the conference in December 2021.
- The regions have also bought into the project of raising awareness and showcasing the organisation and the work of the organisation utilising radio talk shows. The project has progressed during this quarter to the recording phase. It is envisaged that broadcasting will ensue as from May 2021.



PART C: HUMAN RESOURCES

3. Organisational establishment structure

3.1. Approved establishment structure as at 31 March 2021

As at 31 March 2021, there were 86 permanent approved and funded positions on the fixed establishment, 84 posts filled and two vacant posts. The table below depicts the current vacancies for the fourth quarter:

#	Level	Description	Status
1	Level 5	HR – Admin Clerk	Position advertised closing date 9 April 2021
2	Level 11	Deputy Director: Complaints & Mandatory	Position to be re-advertised

Table 27: Two vacancies as at 31 March 2021

3.2. ICCVs

There are 34 vacant ICCV positions as at 1 April 2021. The ICCV positions and other contract positions expiring on 31 October 2021 have been advertised with a closing date of 9 April 2021.

The table below depicts the status of ICCV positions within JICS. These positions are contract positions that have not been created on the persal system, which would provide their salary payments effectively and efficiently. ICCVs are paid monthly and are manually captured on the system by JICS HR staff.

Filled posts	217/85.7%
Vacant posts	34/13.4%
Correctional Centres under construction	2/0.8%
Total number of ICCV posts	253

Table 28: ICCV filled and vacant post percentage as at 31 March 2021

3.3. Employment equity

The table below depicts the number of employees in each occupational category as at 31 March 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)	16	8	-	-	19	3	1	1	48
Semi-Skilled and discretionary decision making (Level 3-6)	6	-	-	-	13	5	-	-	24
Unskilled and defined decision making (Level 1-2)	1	-	-	-	-	-	-	-	1
Total	26	9	1	2	35	9	1	1	84
Non-permanent	5	-	-	1	13	1	-	1	21
ICCVs	86	10	2	-	109	9	1	-	217
Total	117	19	3	3	157	19	2	2	322

Table 29: Employment equity statistics as at 31 March 2021

The table below depicts the employment equity percentage (including employees with disabilities) within JICS:

Black		Coloured		Indian		White		People with disabilities	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
114/36.07%	152/48,1%	19/6.01%	20/6.32%	3/0.95%	2/0.63%	3/0.95%	2/0.63%	1/0.31%	-

Table 30: Employment equity percentages as at 31 March 2021

3.4. Performance agreements

The 2019-2020 performance assessments

The annual performance assessments for 2019-2020 were concluded. The outcomes of the moderations will be announced to the staff by no later than 30 April 2021.

3.5. Labour relations

Outstanding misconduct cases:

None

Grievances for the period 1 January to 31 March 2021.

None

Unresolved grievances from the 2018/2019 & 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 during 5-6 August 2021 at the Labour Court, Cape Town, Western Cape Division.

2. Grievance lodged 14 September 2021 – GPBC 819/2020

- JICS received a notice to arbitrate, which was scheduled for 10 November 2020 {Unfair suspension or disciplinary action - Section 186(2)(b)}. Though a request for a postponement was made because of short notice.
- The arbitration was held on 4-5 February 2021. Closing arguments were filed in writing on 18 February 2021.
- The arbitration award was made on 5 March 2021. The arbitrator found that the finding of guilty on both charges remains, however, the employer committed an unfair labour practice in the sanction of two months' suspension. The suspension period was reduced to one month.

3.6. Nationwide lockdown and COVID-19 pandemic

The following interventions were actioned during the COVID-19 nationwide lockdown in compliance with the alert levels during the fourth quarter:

- JICS COVID-19: Alert Level 1, Adjusted Regulations- Workplace plans and Safety Measures was issued on 8 March 2021.



PART D: FINANCE AND SCM

4. Budget

Budget for 2020/2021 Financial Year as at 31 March 2021

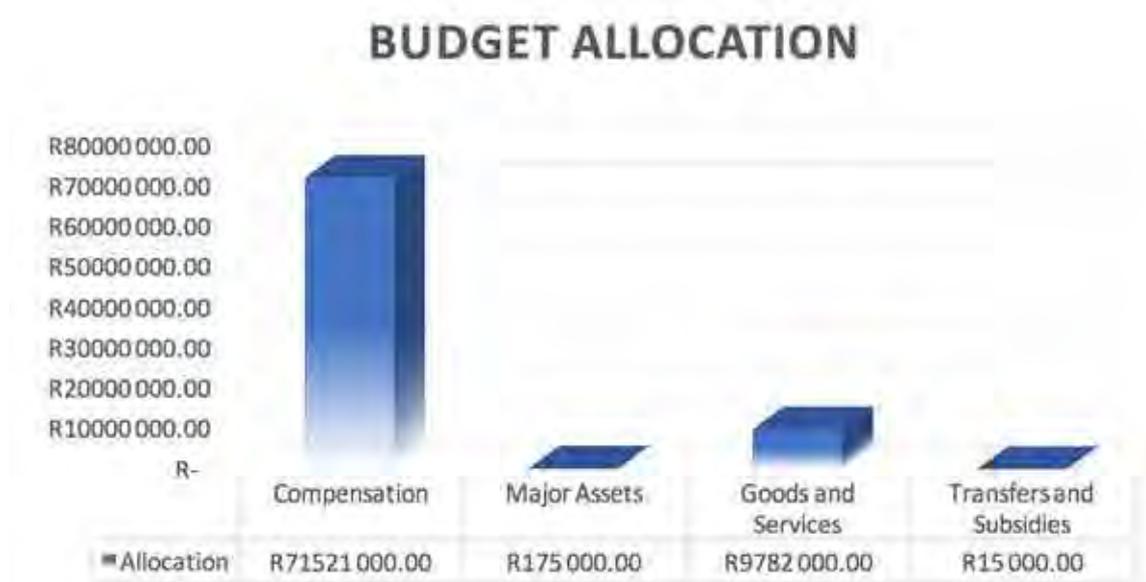


Figure 1: Budget for 2020/2021 Financial Year

4.1. Expenditure

Overall expenditure for the period 1 April 2020 to 31 March 2021 is depicted as follows:

Expenditure excluding commitments	Expenditure including commitments	Commitments
R 68 102 497,90	R 69 156 602,02	R 1 054 104,12

Table 31: Expenditure as at 31 March 2021

Reasons for underspending by 5.23% on SCOA items:

Compensation of Employees	Ideal	Deviation
92.97%	100%	7.03%

Table 32: Underspending on SCOA items

Underspending is due to vacant positions within the organisation. The following funded permanent posts are in the process of being filled:

- Deputy Director: Complaints & Mandatory
- ICCV payments clerk
- ICCVs and other contract admin positions

Goods and Services	Ideal	Deviation
86.31%	100%	13.69%

Table 33: Goods and services as at 31 March 2021

Underspending is due to the national lockdown in terms of the Disaster Management Act which resulted in several activities being suspended which influenced the organisational spending. An amount of R1 540 000 was shifted to fund the aforementioned capital assets.

- Procurement of organisational vehicles as replacement of JICS ageing fleet.
- Laptops and printers to enable officials to work offsite as a result of the COVID-19 pandemic.

Transfers and Subsidies	Ideal	Deviation
139,11%	100%	-39,11%

Table 34: Transfers and Subsidies as at 31 March 2021

The overspending is due to inadequate allocation to licensing of government vehicles.

Capital Assets	Ideal	Deviation
108,17%	100%	-8,17%

Table 35: Capital Assets as at 31 March 2021

Overspending is due to the purchasing of new vehicles, laptops and the budget was insufficient to cover the financial year.

Procurement of personal protective equipment for COVID-19 pandemic

- 1000 x Cloth Face Masks (Washable 90 % of all particles over 0.2 microns (N95 mask).
- 30 x 5l hand sanitiser.
- 250 x 200 ml plastic spray bottles (re-useable environmental friendly).
- 250 x plastic face cover (with adjustable headband).
- 1500 x surgical gloves.
- 290 x boxes 100's surgical gloves
- 1200 x 3 layer cloth mask
- 2400 x 3 layer cloth mask
- 60 x 5l (70% alcohol-based sanitiser)
- 4 x boxes 100's surgical gloves
- 70 x 5l hand sanitiser

The procurement of the aforementioned PPEs complied with National Treasury directives, policies and procedures.

4.2. Fleet/transport management

The table below reflects the allocations of JICS's state vehicles to the offices and regions as at 31 March 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 36: JICS fleet and allocation per region as at 31 March 2021

Fleet operating costs	
Month	Cost
January 2021	R 12 305.90
February 2021	R 66 110.16
March 2021	R 50 441.14
Total	R 128 857, 20

Table 37: Fleet Operating Costs as at 31 March 2021

4.3. Property and facilities management

Current leases on property:

Physical address	Type of agreement	Status	Monthly rental
Western Cape Management Region: 9 th Floor, Standard Bank Building, 1 Thibault Square, Cnr Long & Hans Strijdom Avenue, Cape Town	Month to Month	The lease agreement expired 31/05/2019	R 157 862,07
Central Management Region: 3 rd floor, 62 Andrew Street, Bloemfontein	Lease agreement	Lease agreement Approved for three years expiring 31/05/2024	R 31 262,41
Northern Management Area: 265 West Ave, Tuinhof, Karee (West Block) Centurion	Month to month	The lease agreement expired 30/06/2007	R 35 645,27
KZN Management Region: 8 th floor, 275 Anton Lembede Street, Durban	Lease agreement	Lease agreement expiring 31/12/2021	R 46 117,63

Table 38: JICS property leases as at 31 March 2021

- Pretoria Head Office is accommodated at SALU Building Pretoria as a temporary measure.
- Eastern Cape Management Region 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 Northern Management Region and Pretoria Head office, alternative accommodation (lease) was withdrawn.
- The National Commissioner was requested on 31 March 2021 to facilitate the process of procurement of office accommodation with the Department of Public Works and Infrastructure, for JICS National Head Office/Northern Management Region in Pretoria and Eastern Cape Management Regional Office in East London.



PART E: INFORMATION TECHNOLOGY

5. Projects

5.1. Distribution of computers for ICCVs in the correctional centres

Currently, the ICCVs do not have access to computers at correctional centres. JICS's desktop roll-out project to equip ICCVs with the tools of the trade which include, amongst others, the distribution and allocation of computers to the respective correctional centres will resume in May 2021. Previously, this project had to be temporarily suspended because of the COVID-19 pandemic and lockdown.

5.2. Development and integration of JICS into DCS E-Corrections

During 2016, the DCS electronic reporting system crashed. DCS is developing a new E-Corrections system. In consultation with DCS GITO, JICS submitted their oversight statutory reporting requirements, which is integrated into the new E-Corrections system.

The system was rolled out nationally and is functional and operational. The implementation of the E-Corrections reporting system will enhance DCS's reporting obligations to JICS and JICS's reporting competence, especially on mandatory reporting of deaths, mechanical restraints, segregation and the use of force. DCS fulfilment of its statutory obligation to report on all these areas will be enhanced with the implementation of the E-Corrections 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. An Active Directory was installed on the 1 April 2021, where JICS user profiles will be registered and configured for the JICS domain. The SITA technical team is currently in the process of finalising a JICS email exchange configuration, for the creation of user mailboxes.

Challenges

The server that was allocated to JICS for its website did not have enough hard disk space which caused delays as an additional server needed to be configured and installed. Other technical challenges also caused delays.

Achievements

JICS officials are enrolled on the E-Corrections system which has been rolled out by DCS. The registration of the JICS domain, installation and configuration of the servers, and Active Directory.



PART F: MEDIA AND COMMUNICATIONS

6. Media Liaison and Internal/External Communication

6.1. Media analysis

It has become imperative, as the COVID-19 pandemic has shown the world over, that Communications Units can provide effective crisis management. This includes bridging the gap between the challenges and opportunities that social media provide, and how communications professionals can harness the power of social media to their advantage during an organisational crisis. The world and how we communicate has changed and it would do us well to adapt to these changes.

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, providing information that is relevant to the staff and educating and creating awareness.

JICS engaged in several media activities namely: media releases, requests and responses in the fourth quarter.

The media enquired on several matters as stated below:

For this quarter the media concentrated on:

- Appalling living conditions in SA Correctional Centres;
- Vaccines in Correctional Centres;
- COVID-19 Leeuwkop and Alleged Brutality;
- JICS Annual Report;
- JICS should exercise stronger oversight;
- Violence and COVID-19 in correctional centres;
- Inmate's death at Manguang;
- Correctional centres and the COVID-19 lockdown; and
- Violence and COVID-19 in correctional centres.

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. These included various communication products, for example, desk-drops, social media 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 Remains on Alert Level 3
- National Effort to contain COVID-19
- Myth Busting: COVID-19
- Summary of COVID-19 Stats
- Keep Yourself Safe – JICS Poster
- JICS instructions on rotation as per DPSA Circular 1 of 2021
- From the desk of the President
- COVID-19 Factsheet
- JICS Circulars: 2,3 and 4
- JICS Delegations Revised
- JICS Revised Policies
- COVID-19 Vaccine Free at Point of Service
- Changes to Alert Level 3
- JICS “Leading by Example” Facemask Campaign
- State of the National Address
- Survey – JICS Golf Shirt
- Circular 5 of 2021 – Normative standards for ICCV performance
- Circular 6 of 2021 – Dealing with complaints and requests.
- JICS Third Quarterly Report 2020/2021
- Circular 7 of 2021 | Amendments – JICS Financial Instructions
- JICS Golf Shirt Orders
- Webinar Invitation: A review of the 2019/20 Annual Report of the Judicial Inspectorate for Correctional Services (3 March 2021).
- Human Rights Month | March 2021
- Director Management Regions: Introduction
- International Women’s Day
- JICS Alert Level 1: Workplace Plans and Safety Measures.
- Annual Report Timeframes
- Reminder: Ordering of JICS Golf Shirts
- JICS Circular 8 – Qualification Audit
- Circular 9 Of 2021: JICS – Recruitment & Selection Policy and Procedure Manual: SOP for pre-employment policy
- JICS Circular 10 of 2021 – Leave Plans

**Media Analysis and Internal Communication:
January - March 2021**



Figure 2: JICS Media Analysis and Internal Communications (January – March 2021)
The figure above shows the media engagement and internal communications during this quarter.

6.3. Matters reported

Letters

- Letters to Judge Presidents and Magistrates to invite them to participate in the One Judge, One Jail Project was sent out by the Office of the Inspecting Judge (OIJ)
- The Manguang Report was released to the Ministry by the OIJ.
- Letter to Deputy Minister: re resuscitation of parole engagements through OIJ.
- Letter to the Deputy Minister: convene a meeting on the Best practice model for HIV, TB and Hepatitis prevention and treatment.

Information sessions

- DSS – Information Sessions: Regional Offices started in March 2021 to continue into April 2021.

Radio program initiative

- The content for the roll-out is being packaged. Because of technical difficulties, some of the programs will have to be re-recorded. The roll-out will start in April, the beginning of the new financial year.

Virtual Use of Force Seminar: “Excessive Use of Force in Correctional Centres: the Role of the Department of Correctional Services, JICS and Civil Society”

- Planning stage – progress is being made, international and local speakers are confirmed and the date is set for 27 and 28 May 2021. A project plan was distributed to the committee, who have live access to it. There are weekly meetings and invitations and topics have been confirmed with the majority of speakers. Follow-ups are done continuously to ensure success.

6.4. The office of the Inspecting Judge’s complaints register

- Matrix is monitored and updated and follow-ups to regions are done to remind them to provide progress. Regrettably, progress is slow as there are complaints backlogs. These include outstanding registrations and feedback from 2020 onwards. Matters are either finalised, but no feedback is being provided.
- Lack of understanding from the public of what our powers are.

6.5. Branding

- The memo for the Annual Report, Diaries and Calendars for 2022 was signed off at the end of March 2021 and sent to GCIS for quotations. The process of signing the quotation, once GCIS has found an agency will then commence in the new financial year with briefing meetings to follow.
- Request for a backdrop for Zoom meetings was received and was provided to IT to use.
- The calendars and diaries initially had a setback as three suppliers backed out of the tender process. Procurement started on a fourth process and confirmation was received from the latest supplier that the diaries would be delivered in early February 2021. The calendars, diaries and ICCV pamphlets were delivered and distributed.

6.6. Campaigns

- COVID-19 messaging continues monthly which include talking points from GCIS and the Cluster concerning COVID-19 related messaging. These are packaged into social media materials and distributed to all staff across the country, using JICS Working Group WhatsApp platforms.
- A new campaign – “Leading by Example” was initiated in EXCO on 25 January 2021 was created and sent out during February and March 2021. The idea of the campaign is to show staff that managers are leading by example during this pandemic and that we want to ensure the safety and wellbeing of all our staff and families.
- Human Rights Month campaign was scheduled for March 2021 and ran concurrently with the campaigns mentioned above.

Other

- All available quarterly and annual reports are available on JICS’s website.
- Mr Miles Bhudu from SAPOHR was forwarding cell phone numbers via his WhatsApp platform, without

following the relevant JICS SOP. An email was sent to SAPOHR and a response was received.

- A Communications Unit planning meeting took place on 4 February 2021, to coordinate activities on the governance calendar with that of the OIJ and the Communications Unit.

