

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

1 July - 30 September 2021







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INSPECTING JUDGE:
JUSTICE EDWIN CAMERON

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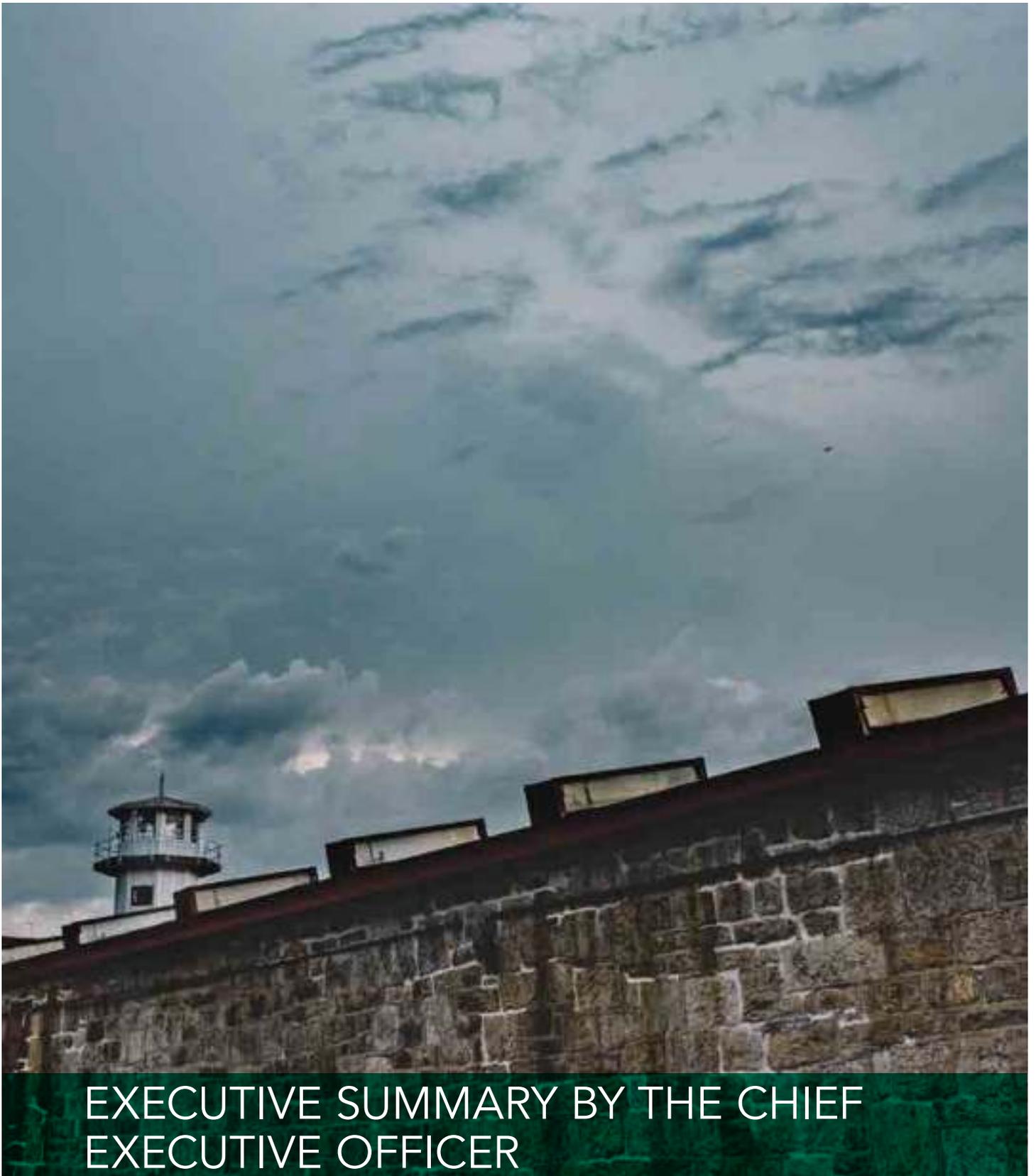
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LIST OF ABBREVIATIONS

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



EXECUTIVE SUMMARY BY THE CHIEF EXECUTIVE OFFICER

The second quarter of 2021/2022 presented various challenges and successes for JICS. JICS and all inmates were prioritised and included in the Department of Correctional Services' (DCS) COVID-19 vaccine roll-out. To date, just over a majority of JICS officials have been fully vaccinated (68%). We hope that our entire organisation will soon be fully vaccinated and will conduct further awareness campaigns. In addition, JICS has adapted to working under COVID-19 restrictions and continues to take the necessary precautions at the office and upon entering correctional facilities. These developments have allowed for JICS to continue to discharge its critical mandate, which is to ensure humane and dignified conditions of detention and incarceration for all inmates.

A highlight for the second quarter was the development of JICS's email server (@jics.gov.za). This has buttressed the organisation's path to independence. In addition, JICS has drafted collaborative and productive memorandums of understanding with the Office of the Public Protector (Free State and Western Cape) to enhance cooperation, efficiency and effectiveness on matters of mutual concern. Furthermore, JICS had a productive meeting with the National Prosecuting Authority to ensure meaningful collaboration and sharing of information to erode the culture of impunity within DCS.

For the second quarter, JICS's approved National Inspection Plan scheduled and conducted 36 inspections and 35 inspection reports were processed and in addition, five investigations were mandated. All 34 Visitors' Committee meetings took place in line with JICS's governance calendar. There were 37 vacant ICCV positions and 86 permanent approved and funded positions on the fixed establishment.

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

JICS is part of DCS's task team mandated to monitor COVID-19 behind bars. During the second quarter, there was a cumulative total of 10 089 DCS officials, 16 356 inmates and 42 JICS officials that tested positive for COVID-19. A total of 6 787 DCS officials, 239 inmates and 1 JICS official have succumbed to the virus. The recovery rate is 96.6%.

In the second quarter, JICS's Complaints Unit received 104 complaints. The majority of these dealt with assaults (inmate-on inmate as well as official-on-inmate), attempted suicides and transfers. Of particular concern for this quarter were the attempted suicides related to transfers. For example, some inmates attempted suicide in light of the delay in their transfer requests or based on the negative outcome of their requests.

Since JICS's visit to Ebongweni Super-Maximum Correctional Centre on 11-12 May 2021, 81 inmates who were initially transferred to Ebongweni based on minor disciplinary infringements were transferred back to their centres of origin. JICS's extensive reports on Ebongweni, C-Max and solitary confinement will be shared in the next quarter.

On mandatory reporting, the numbers were as follows:

- Unnatural deaths: 20
- Natural deaths: 118
- Segregations: 1 208
- Mechanical restraints: 13
- Use of force: 116

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 second quarter, there were 12 178 non-nationals and 102 declared state patients detained and incarcerated in South African correctional facilities.

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

This report sets out JICS's performance outputs from the second quarter. I am grateful to the Inspecting Judge, executive management and all our committed staff across the country for their unwavering commitment to fulfilling JICS's vital oversight function.



PART A: PERFORMANCE INFORMATION AND OVERSIGHT REPORT

Performance information

Inspections

Inspections scheduled per national inspection plan

JICS conducts inspections following the approved National Inspection Plan. JICS aims to conduct inspections at all correctional centres and remand detention facilities (collectively referred to as correctional facilities) at least once in a two-year cycle. For the second quarter, a total of 36 inspections were planned. Despite the challenges presented by the COVID-19 national lockdown, JICS managed to conduct all its scheduled inspections. JICS inspectors followed all COVID-19 related protocols during the inspections.

However, 35 inspection reports were received except for one report from the Western Cape region (Goodwood Correctional Centre)

Inspections scheduled from 1 July – 30 September 2021

#	Centre	Region	Inspections conducted (Y/N)	Reports received (Y/N)
1.	Tswelopele	CMR	Y	Y
2.	Fauriesmith	CMR	Y	Y
3.	Edenburg	CMR	Y	Y
4.	Zonderwater Med A	NMR	Y	Y
5.	Zonderwater Med B	NMR	Y	Y
6.	Pietermaritzburg Med A	KZNMR	Y	Y
7.	Pietermaritzburg Med B	KZNMR	Y	Y
8.	Worcester Male	WCMR	Y	Y
9.	Caledon	WCMR	Y	Y
10.	St Albans Max	ECMR	Y	Y
11.	St Albans Med A	ECMR	Y	Y
12.	Rooigrond Med A	CMR	Y	Y
13.	Lichtenburg	CMR	Y	Y
14.	Zeerust	CMR	Y	Y
15.	Barberton Maximum	NMR	Y	Y
16.	Barberton Med B	NMR	Y	Y
17.	Barberton Med A - (Replaced with Odi)	NMR	Y	Y
18.	Ncome A	KZNMR	Y	Y
19.	Ncome B	KZNMR	Y	Y
20.	Pollsmoor Med A	WCMR	Y	Y

#	Centre	Region	Inspections conducted (Y/N)	Reports received (Y/N)
21.	Pollsmoor Med B	WCMR	Y	Y
22.	Elliotdale	ECMR	Y	Y
23.	Idutywa	ECMR	Y	Y
24.	Stutterheim	ECMR	Y	Y
25.	De Aar	CMR	Y	Y
26.	Colesburg	CMR	Y	Y
27.	Boksburg Med A	NMR	Y	Y
28.	Boksburg Juvenile	NMR	Y	Y
29.	Ixopo	KZNMR	Y	Y
30.	Durban Med B	KZNMR	Y	Y
31.	Goodwood	WCMR	Y	N
32.	Brandvlei Maximum	WCMR	Y	Y
33.	Brandvlei Med B	WCMR	Y	Y
34.	Fort Beaufort	ECMR	Y	Y
35.	Middledrift	ECMR	Y	Y
36.	East London Med C	ECMR	Y	Y

Table 1: Inspections scheduled for 1 July – 30 September 2021

A total of 36 inspection reports were received and of these, 33 were evaluated during this quarter. A total of 35 reports were for inspections conducted during the second quarter and one inspection report was carried over from the first quarter (Vryheid Correctional Centre).

Ratings of correctional facilities inspected during the second quarter

Good	Satisfactory	Unsatisfactory	Still to be evaluated	Total
0	30	3	3	36

Table 2: Inspected centres rating

Ratings of the correctional facilities

No.	Centre	Region	Scheduled	Inspections conducted	Rating (Good/Satisfactory/Unsatisfactory)
1.	Vryheid	KZN	15/4/2021	21 Apr 2021	Unsatisfactory
2.	Tswelopele	CMR	6 -7 /7/2021	6-7 July 2021	Satisfactory
3.	Fauriesmith	CMR	8/7/2021	8 July 2021	Satisfactory
4.	Edenburg	CMR	9 /7/2021	9 July 2021	Satisfactory
5.	Zonderwater Med A	NMR	5/7/2021	5 July 2021	Satisfactory
6.	Vereeniging	CMR	Replaced Zonderwater B	15 July 2021	Satisfactory
7.	Pietermaritzburg Med A	KZNMR	5 - 6 /7/2021	5 July 2021	Still to be evaluated
8.	Pietermaritzburg Med B	KZNMR	7/7/2021	7 July 2021	Satisfactory
9.	Worcester Male	WCMR	4/5/2021	6 July 2021	Still to be evaluated
10.	Caledon	WCMR	5/5/2021	7 July 2021	Satisfactory
11.	St Albans Max	ECMR	6/7/2021	6 July 2021	Still to be evaluated
12.	St Albans Med A	ECMR	7-8/7/2021	8 July 2021	Unsatisfactory
13.	Rooigrond Med A	CMR	3/8/2021	4 Aug 2021	Satisfactory
14.	Lichtenburg	CMR	4/8/2021	5 Aug 2021	Satisfactory
15.	Mafikeng Female	CMR	3/8/2021	3 Aug 2021	Satisfactory
16.	Barberton Maximum	NMR	3/8/2021	3/ Aug 2021	Satisfactory
17.	Barberton Med B	NMR	4/8/2021	4 Aug 2021	Satisfactory

No.	Centre	Region	Scheduled	Inspections conducted	Rating (Good/Satisfactory/Unsatisfactory)
18.	Odi - replaced Barberton Med A	CMR	5/8/2021	16 Sep 2021	Satisfactory
19.	Ncome A	KZNMR	3/8/2021	17-18 Aug 2021	Satisfactory
20.	Ncome B	KZNMR	4/8/2021	19 Aug 2021	Satisfactory
21.	Pollsmoor Medium A	WCMR	3/8/2021	3 Aug 2021	Satisfactory
22.	Pollsmoor Medium B	WCMR	4/8/2021	5 Aug 2021	Unsatisfactory
23.	Elliotdale	ECMR	3/8/2021	11 Aug 2021	Satisfactory
24.	Idutywa	ECMR	4/8/2021	12 Aug 2021	Satisfactory
25.	Stutterheim	ECMR	5/8/2021	13 Aug 2021	Satisfactory
26.	De Aar	CMR	7/9/2021	7 Sep 2021	Satisfactory
27.	Colesburg	CMR	8/9/2021	8 Sep 2021	Satisfactory
28.	Boksburg Medium A	NMR	6-7 /9/2021	6 Sep 2021	Satisfactory
29.	Boksburg Juvenile	NMR	8/9/2021	7 Sep 2021	Satisfactory
30.	Ixopo	KZNMR	7/9/2021	7 Sep 2021	Satisfactory
31.	Durban Medium B	KZNMR	8-9 /9/2022	8-9 Sep 2021	Satisfactory
32.	Brandvlei Maximum	WCMR	8/9/2021	8 Sep 2021	Satisfactory
33.	Brandvlei Medium B	WCMR	9/9/2021	9 Sep 2021	Satisfactory
34.	Fort Beaufort	ECMR	7/9/2021	7 Sep 2021	Satisfactory
35.	Middledrift	ECMR	8/9/2021	10 Sep 2021	Satisfactory
36.	East London Medium C	ECMR	9/9/2021	13 Sep 2021	Satisfactory

Table 3: Inspection reports received and rating of correctional centres as at 30 September 2021

The following correctional facilities were rated as “Unsatisfactory”

Vryheid (KZN)

Facility – Unsatisfactory

- The facility is old and in need of extensive renovations.
- The paint was peeling off the corridors, communal cell walls and ceilings.
- The centre had water leakages and frequent blockages in the toilet, which causes bad odours and an unhygienic environment.
- There is insufficient ventilation in communal cells.
- Shower taps are broken and leaking constantly.
- The centre was 50% overcrowded on the date of the inspection.
- Inmates were not afforded time to exercise sometimes. Ostensibly, this was because of the shortage of officials due to DCS's shift system that is currently in place.
- Firefighting equipment was last serviced in July 2016 (four years ago). This is a major security risk and breach of security compliances.

Healthcare – Unsatisfactory

- There was a shortage of medical personnel.
- The centre used a small room for medical examinations, which impacts negatively on the privacy of patients since consultations and examinations take place in the presence of other patients.
- At the time of the inspection, the centre accommodated some declared state patients.
- State patients incarcerated at the correctional centre have been waiting for years for bed space at mental institutions but to no avail.
- DCS officials raised a concern that they lacked proper and necessary skills to provide the necessary care for state patients.

Nutrition – Unsatisfactory

- Pots were found very old and dysfunctional.
- On the day of the inspection, a female DCS official in charge of the kitchen was found working alone with male inmates in the kitchen.

Accommodation – Unsatisfactory

- One physically challenged and overweight female inmate was found sleeping on the floor since she could not fit on the bed provided by the centre (the bed was too small).
- The inmate could also not access the toilet due to her disability.
- There was a shortage of bedding and clothing for inmates.

St Albans Medium A

Facility – Unsatisfactory

- The conditions of the centre are unsatisfactory.
- The centre is currently undergoing renovations but there is no prospect that the conditions will be better in the next 24 months.
- The facility is old and requires extensive renovations.

Nutrition – Unsatisfactory

- The supply of food to the centre is a serious challenge due to logistical problems that the centre often faces with suppliers.
- There is a continuous shortage of fish, vegetables and red meat (beef in particular).
- The stock provided to the kitchen does not last for the prescribed 12 days and some meals are served without vegetables.

Accommodation – Unsatisfactory

- The approved accommodation is 686.
- The unlock total was 1 222 (1 180 adult remand detainees and 42 sentenced adults)
- The centre was 78% overcrowded on the date of inspection.

Pollsmoor Medium B – WCMR

Facility – Unsatisfactory

- The entire centre needs to be painted.
- Toilet flush mechanisms and shower heads need maintenance.
- Windows and lights in communal cells, passages and sections were broken.
- Dysfunctional lights compelled officials to use torches when unlocking cells.
- Water pipes and taps were found leaking and floors were wet.

Accommodation – Unsatisfactory

- The approved accommodation was 512 and unlock total was 1 018 adult males.
- The centre was 98% overcrowded with many inmates sleeping on the floor.
- Housing units are unhygienic with the smell of urine around communal cells.

Nutrition – Unsatisfactory

- The centre does not comply with section 8(5) of the Correctional Services Act 111 of 1998 (CSA) in terms of the prescribed meals intervals as lunch and supper are combined.
- The majority of DCS officials are utilised to escort further charged inmates (remand detainees) to court daily and this results in lunch and supper being combined due to the shortage of DCS officials.

Recommendations

The DCS management should urgently ensure that the centre is placed on the RAM program of the Department of Public Works and Infrastructure (DPWI).

The Head of the Centre (HCC) should inform JICS about strategies in place to reduce overcrowding including plans for modification of the escort duties.

Inspections: overview, findings/recommendations/critical interventions

See Pollsmoor Medium B above.

Inspections by IJ/judges/magistrates

Inspections by the Inspecting Judge:

Kgosi Mampuru II C-Max on 29 June 2021.

Mangaung Public-Private Partnership correctional centre on 1 July 2021.

Thematic reports released during this quarter: None

Inspections by other judges

None

Investigations

A total of five investigations were mandated for the second quarter.

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

The majority of investigations (three) were conducted in the KwaZulu-Natal Management region.

The table below shows all investigations mandated for the quarter.

#	Investigation mandate	Centre	JICS region	Incident/allegations	Status
1.	16/7/2021	Kgosi Mampuru II Central	NMR	Suicide of an inmate (hanging)	Investigation ongoing
2.	21/7/2021	Umzinto	KZNMR	Two inmates were shot and killed while trying to escape	Investigation ongoing
3.	31/8/2021	Durban Medium A	KZNMR	Suicide of an inmate (hanging)	Investigation ongoing
4.	08/9/2021	Modderbee	NMR	Alleged homicide of an inmate by other inmates	Investigation ongoing
5.	17/9/2021	Pietermaritzburg Medium A	KZNMR	Suicide of an inmate (hanging)	Investigation ongoing

Table 4: Investigations conducted from 1 July – 30 September 2021

Investigations completed for the second quarter

Investigations into incidents at correctional facilities may take months to complete. The completion of the investigations depends on several factors, including (i) the availability of DCS officials and other witnesses (some may be on leave or isolated due to COVID-19 infection), (ii) the autopsy reports and (iii) other medical records also take time to become available. DCS at times transfers inmates who are witnesses, transgressors or victims to other centres. JICS investigators may then have to travel, in some instances to several centres, to complete the investigations.

The table below shows all investigations completed during the quarter.

#	Date completed	Facility	Region	Name of report and comments
1.	21/07/2021	George	WCMR	"Really I'm tired" – Suicide of an inmate
2.	14/07/2021	Glencoe	KZNMR	"Disarmed and taken to the office" See office notes issued below.
3.	14/07/2021	Losperfontein	CMR	"I am just spiteful to the officials" Suicide of an inmate. See office notes issued below.
4.	20/07/2021	Mangaung	CMR	"No assault witnessed or perpetrated" Alleged assault and torture of an inmate – see office notes issued below.
5.	26/07/2021	Odi	NMR	"Caution: the water is hot" Alleged homicide: inmate on inmate

#	Date completed	Facility	Region	Name of report and comments
6.	03/07/2021	Makhado	NMR	"Smoke inhalation or COVID-19?" (Annexures Outstanding)
7.	04/08/2021	Groenpunt	CMR	"I would rather die" (Annexures Outstanding)
8.	25/08/2021	Durban Medium B	KZNMR	"All in order" See office notes issued below.
9.	27/08/2021	Tswelopele	CMR	"Every thought is a battle, Every breath is a war, and I don't think I'm winning anymore" See office notes issued below.
10.	26/07/2021	JHB Medium A	NMR	"I will take a shortcut - out of here" Suicide of an inmate
11.	10/09/2021	Modderbee	NMR	"Lock me up so that I rest in peace" Suicide of an inmate
12.	10/09/2021	Kgosi Mampuru Local II	NMR	"One day in one out" Suicide of an inmate
13.	02/07/2021	Goodwood	WCMR	Mass Assault by DCS officials on inmates after officials were stabbed

Table 5: Investigations completed during this quarter

Office notes issued for the second quarter

Once an investigation is completed, the full investigation report, including all annexures, must be perused and evaluated. This is a lengthy process.

After each investigation, a report is perused and an office note summarising the entire investigation and annexures is prepared.

The office note serves to officially inform JICS's management and the Inspecting Judge of the outcome of the investigation including findings and recommendations.

The table below shows the five office notes that were issued for the quarter:

#	Ref no	Office note dated	Facility	Region	Comments
1.	12/2021	29/7/2021	Losperfontein	CMR	The inmate was supposed to go on parole, but the parole was withdrawn on the day that he was to be released. He committed suicide by taking an overdose of medication.
2.	13/2021	27/8/2021	Tswelopele	CMR	The inmate was a mental care user and allegedly committed suicide by overdose of medication.
3.	14/2021	30/8/2021	Potchefstroom Remand Detention Facility	CMR	The inmates' cell was searched and contraband (including cell phones and drugs) was discovered. The inmates allege that they were assaulted by DCS officials.
4.	15/2021	10/9/2021	Glencoe	KZNMR	The inmate stabbed another inmate. DCS officials allegedly assaulted and tortured the inmate who later died as a result. Officials refused to cooperate with the JICS investigator.
5.	16/2021	28/9/2021	Durban Medium B	KZNMR	The inmate committed suicide in a single cell at the hospital. Some officials that were interviewed flatly refused to cooperate with JICS's investigator and went as far as blatantly giving false statements under oath.

Table 6: Office notes issued for this quarter

Complaints

Complaints received per category

Most complaints regarding assaults, parole and transfers are reported to JICS by the Independent Correctional Centre Visitor (ICCVs), inmates and their families.

During this quarter, the Complaints Unit received 104 complaints. Noticeably, there were no complaints received from the Limpopo region. There was a sharp rise in attempted suicide matters for this period. As usual, assault complaints are leading in the number of complaints received during the second quarter. The unit received 20 complaints on assaults (inmate-on-inmate), 19 assaults (official-on-inmate), 11 assaults of a sexual nature and 16 on attempted suicide.

The table below shows complaints received by the Directorate: Legal Services (DLS):

Categories	Internal	External	Total
Categories	Internal	External	Total
Appeal	1	0	1
Assault (Inmate-on-inmate)	20	0	20
Assault (Official-on-inmate)	18	1	19
Assault (Sexual)	11	0	11
Attempted Suicide	14	2	16
Bail	0	0	0
Communication with Family	0	0	0
Conditions	0	0	0
Confiscation of Possession	1	1	2
Conversion of Sentence	0	0	0
Corruption	0	0	0
Food	0	2	2
Healthcare	3	0	3
Hunger Strike	1	3	4
Inhumane Treatment	3	0	0
Legal Representation	0	0	0
Medical Release	1	0	0
Parole	5	0	5
Re-Classification	0	0	0
Rehabilitation Programs	1	0	0
Remission	1	0	0
Torture	0	0	0
Transfers	8	5	13
Other	2	0	2
Total	90	14	104

Table 7: Complaints received per category from 1 July – 30 September 2021

Total number of complaints referred to the Directorate Management Regions

The Complaints Unit refers complaints of a general nature to the Directorate: Management Region (DMR). These are complaints relating to transfers, parole and healthcare. It is deemed that ICCVs will be able to deal with it more effectively at the coalface level.

The DMR deals with the complaints and provides feedback to the Complaints Unit, which keeps records of all complaints received.

The table below depicts the number of complaints referred to the DMR

CMR	ECMR	WCMR	KZNMR	NMR	Total
6	5	11	2	8	32

Table 8: Complaints referred to DMR from 1 July – 30 September 2021

Matters finalised and backlogs (investigations on complaints)

The unit finalised 80 matters for the quarter, exceeding the quarterly target of 60. This is due to the realignment of staff duties, utilising remote working time effectively and overall staff dedication to eradicating the backlog.

The table below shows the backlog of recommendations.

Calendar year	2015	2016	2017	2018	2019	2020	Unresolved	Total
I/R received	42	76	248	186	128	30	13	723
Finalised	42	76	248	161	74	25	8	634
Outstanding matters	0	0	0	25	54	5	5	89

Table 9: Backlog regarding complaints recommendations

In addition, the Complaints Unit is also sifting through matters which are pending and have DCS investigation reports outstanding. Also, sometimes inmates were released from custody or the complainant submitted insufficient detail to proceed with the complaint. For the quarter, JICS closed 60 pending matters.

Mandatory reporting

Unnatural deaths reported

During the second quarter, a total of 20 "Unnatural Deaths" were reported, including four classified as suicides by hanging. All cases categorised as "Unnatural Other"¹ were enquired into and scrutinised by ICCVs. In addition, copies of the post-mortem and other medico-legal documents were requested from DCS. JICS will, upon receipt of requested documents and where necessary, officially investigate the matters. All unnatural deaths are officially investigated by JICS's investigators except for some "Unnatural Other". "Unnatural Other" refers to incidents where there seems to be no violence present or foul play suspected. Even though an investigation is not conducted, a file will stay open until an autopsy report is received.

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

Category	Total
Assault: inmate on inmate	1
Gunshot Wounds	2
Suicide by hanging	4
Unnatural other	13
Total	20

Table 10: Unnatural deaths reported from 1 July – 30 September 2021

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

During this quarter, DCS reported a total of 118 deaths from "Natural Causes". The highest numbers of deaths recorded were "Natural Causes Other" with 50 reports. Gauteng had the highest number of deaths (40); the EC region recorded the lowest with eight natural deaths. Only 14 deaths were reported as COVID-19 related.

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

¹: "Unnatural Other" is where an apparently healthy inmate suddenly passes on and the cause of death is unknown.

The table below shows the natural deaths reported during the second quarter.

Categories	DCS Regions						
	EC	FS/NC	GP	KZN	LMN	WC	Total
Acute Gastro Enteritis	0	0	0	0	1	0	1
Acute Gastro Enteritis, Severe Dehydration	0	0	0	0	1	0	1
Advanced RVD, TB, Cryptococaemia	1	0	0	0	0	0	1
Cancer Related Conditions	0	0	1	0	1	0	2
Cardiopulmonary Arrest	0	0	0	1	0	0	1
Cardio-Pulmonary Arrest and COVID-19	0	0	1	0	0	0	1
Cardiovascular accident	0	0	0	1	0	0	1
Cerebral Vascular Accident (CVAO)	0	0	1	0	0	0	1
Chronic Medical Condition	0	0	0	0	0	1	1
Cirrhotic portal HPT2: Hepatitis B. Ascites	0	0	1	0	0	0	1
Congestive heart failure	0	0	0	0	0	1	1
COVID-19	0	0	0	0	0	2	2
COVID-19 Pneumonia	0	0	1	0	0	0	1
COVID-19 related complications	0	0	2	0	0	0	2
COVID-19 Pneumonia, TB as per information received telephonically from King Edward	0	0	0	1	0	0	1
COVID-19 related	0	0	2	0	0	0	2
Cryptococcal Meningitis	0	1	0	0	0	0	1
Defaulted PTB RX/Emaciated	0	0	0	1	0	0	1
Disseminated TB	0	0	3	0	0	0	3
Disseminated TB Severe Lobar Pneumonia	0	0	1	0	0	0	1
Disseminated TB, Pulmonary TB, Abdominal TB, TB Meningitis, HIV	0	0	0	0	0	1	1
Epilepsy	0	0	3	0	1	0	4
HIV-Related and Dehydration	0	0	1	0	0	0	1
Hypertension and Renal failure			1				1
Hypertensive bleeding/stroke	0	0	0	0	1	0	1
Hypoglycaemia – severe	0	0	1	0	0	0	1
Hypoxia	0	0	0	0	1	0	1
Intracranial Haemorrhage	0	0	0	0	0	1	1
Jaundice	0	0	1	0	0	0	1
Large Pleural effusions, Karposis Sarcoma, Advanced HIV	0	0	0	0	0	1	1
Leukaemia	0	0	1	0	0	0	1
Liver cancer	0	0	0	1	0	0	1
Lower respiratory tract infection	0	0	0	0	1	0	1
LRTI	0	0	1	0	0	0	1
Lung cancer	0	0	0	0	1	0	1
Malnutrition	0	0	0	1	0	0	1
Micro Bacterim Tuberculosis	0	0	0	0	0	1	1
Natural causes	4	11	14	5	8	8	50
Offender complaint of acute vomiting, diarrhoea and abdominal body pains	0	0	0	0	0	1	1
Pneumonia	0	0	0	1	0	0	1

Categories	DCS Regions						
	EC	FS/NC	GP	KZN	LMN	WC	Total
Pneumonia(COVID-19 Related)	0	1	0	0	1	0	2
Prostate Cancer	0	0	0	0	0	1	1
Renal Failure	0	0	1	1	0	0	2
Respiration Disorder	0	0	0	0	0	1	1
Respiratory Arrest	1	0	0	0	0	0	1
Respiratory Distress (COVID-19)	0	0	1	0	0	0	1
Respiratory Failure	1	0	0	0	0	0	1
RVD Related	1	0	1	0	0	1	3
Sepsis	0	0	0	0	1	0	1
Severe COVID pneumonia	0	0	1	0	0	0	1
Stroke	0	1	0	0	0	0	1
Structural lung disease, COPD and asthma	0	0	0	0	0	1	1
TB complications	0	0	0	0	1	0	1
TB Meningitis	0	0	0	1		1	2
Upper Respiratory Tract Infection, and Covid 19 Positive	0	0	0	1	0	0	1
Total	8	14	40	15	19	22	118

Table 11: Natural deaths reported from 1 July – 30 September 2021

Reports received on segregations

A total of 1 208 segregations were reported for the second quarter. Segregations in terms of section 30(1) (b) of the CSA were the highest with 478. The lowest was in terms of section 30(1) (f) with 18. The FS/NC region had the highest number of reporting with 47 and the EC region recorded the lowest with only four reports for the quarter.

DCS's compliance with mandatory reporting remains a problem. As the electronic system of reporting is dysfunctional, the accuracy and number of reports by DCS cannot be verified. Although a manual reporting system was introduced as a stopgap measure, the number of reports by DCS has drastically declined in recent years but seem to have gradually risen for the quarter. This presents positive developments for JICS. The progressive rollout of the E-Corrections system will enhance reporting.

The table below shows the segregation reports received including two segregation appeals that were dealt with for the quarter.

Categories	DCS Regions							DLS Internal	
	EC	FS/NC	GP	KZN	LMN	WC	Total	Appeal	Finalised
S30(1)(a) Request of inmate	1	64	19	0	9	31	124		
S30(1)(b) Restriction of amenities	1	198	131	93	18	37	478		
S30(1)(c) Prescribed by the medical officer	1	155	96	3	18	56	329		
S30(1)(d) Violence or is threatened with violence	1	48	69	21	63	32	234	1	1
S30(1)(e) Recaptured after escape	0	8	3	10	0	4	25		
S30(1)(f) Request of the police	0	2	6	1	9	0	18	1	1
Total	4	475	324	128	117	160	1208	2	2

Table 12: Reports on segregation received from 1 July – 30 September 2021

Segregation appeals

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

Details of the appeals are depicted below.

No	Inmate and/or Correctional Centre	Description of complaint/request	Findings
1.	SA -06- 2021 Inmate "X" King Williams Town	On 29 July 2021, JICS received a segregation appeal from the ICCV on behalf of inmate "X". It is alleged that the inmate was placed in segregation on 9 June 2021 on the request of SAPS without a specific release date. The inmate referred his appeal to JICS due to health reasons. The inmate stated that he has pneumonia and that after being found guilty by the Bisho High Court, he had suicidal thoughts.	JICS made the following findings and recommendations: That the continued placement of inmate "X" in segregation is a violation of sections 30(4) and 30(5) of the CSA. The CSA allows a maximum of 30 days in segregation after the initial 7 days have expired and the Area Commissioner, as per the departmental delegations, can approve the extended segregation of any inmate not exceeding 30 days. JICS also found that DCS is in violation of section 30(6) of the CSA as it failed to notify the Inspecting Judge of the inmate's segregation. DCS should provide reasons for their failure to notify the Inspecting Judge in terms of Section 30(6) of the CSA. DCS to put measures in place to comply with section 30(6) of the CSA. JICS's Eastern Cape Management Regional Office and ICCV at the Centre should monitor that the HCC reports all mandatory matters in terms of Section 15, 30, 31 and 32 of the CSA to JICS. The HCC is to remove the inmate from segregation and place him in normal accommodation as per section 7 of the CSA. The continued placement of inmate X in segregation is a violation of section 30 of the CSA. Inmate X is to be monitored for any suicidal tendencies. It is also recommended that DCS officials receive training and or a refresher course on the application of sections 30, 31 and 32 of the CSA.
2.	SA – 07 – 2021 Inmates: XX, Y, Z, XY, YZ Durban Youth Centre MV	On 5 August 2021, JICS received a segregation referral from the ICCV at the centre on behalf of five inmates. It is alleged that the inmates were found in possession of unauthorised articles, namely weapons. The alleged weapons were not found in their possession but were found outside of the cell in the power supply room. The inmates were not charged and subjected to a disciplinary hearing. The inmates were, however, placed in segregation with restrictions of amenities for 42 days. The inmates addressed their appeals to JICS because they believed that their segregations were unlawful as the weapons were not found in their possession but were found outside the cell in the power supply room.	JICS made the following findings and recommendations: That the placement of inmates in segregation was incorrect as there was no disciplinary hearing. Thus not found guilty and accordingly, no penalty of restriction of amenities should have been imposed. DCS did not conduct disciplinary hearings for the inmates in terms of Section 24(4) of the CSA. JICS also found that DCS is in violation of section 30(1) (b) of the CSA as it failed to conduct disciplinary hearings as contemplated in section 24(5) of the CSA. DCS via the Area Commissioners' office must put measures in place to follow section 30(1) (b) of the CSA and to also provide refresher courses to DCS officials at Durban Youth Centre on the placement of inmates in segregation. The inmates to be returned to normal accommodation as their continued placement in segregation is a violation of section 30(1) (b) as proper procedures were not followed. JICS's Durban Regional Office and the ICCV at the Centre monitor that the HCC has followed the recommendations.

Table 13: Segregation appeals finalised from 1 July – 30 September 2021

Reports received on mechanical restraints

As the electronic system of reporting is currently dysfunctional, the accuracy and number of reports by DCS cannot be verified. JICS received 13 reports on mechanical restraint in this quarter. In the previous quarter, there were 15 reports received. In this quarter, JICS received no reports on mechanical restraints incidents on juveniles.

The table below shows the reports of mechanical restraints received per DCS regions.

Categories	DCS Region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
Prevention of damage to property	0	0	0	0	0	1	1
Requested by court	0	0	0	0	0	0	0
Safety of another person	0	0	1	0	0	0	1
Safety of inmate	0	0	3	1	0	1	5
Suspicion of escape	0	6	0	0	0	0	6
Total	0	6	4	1	0	2	13

Table 14: Reports received on mechanical restraints from 1 July – 30 September 2021

Mechanical restraints appeals

JICS did not receive any mechanical restraint appeals during this quarter.

Reports received on the use of force

For this quarter, 116 cases involving the use of force were reported to JICS. As the electronic system of reporting is currently dysfunctional, the accuracy and number of reports by DCS cannot be verified. Although a manual reporting system was introduced as a stopgap measure, the number of reports by DCS has drastically declined and the numbers fluctuate.

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

The table below shows the reports of the use of force received per DCS region.

Categories	DCS Region						Total
	EC	FS/NC	GP	KZN	LMN	WC	
S32(1)(c)(i) – self defence	0	1	7	0	2	0	10
S32(1)(c)(ii) – defence of any other person	0	49	14	15	3	16	97
S32(1)(c)(iii) – preventing an inmate from escaping	0	2	0	0	0	0	2
S32(1)(c)(iv) – protection of property	0	2	0	0	0	5	7
Total	0	54	21	15	5	21	116

Table 15: Reports received on the use of force from 1 July – 30 September 2021

Litigation

M vs JICS

The matter was partly heard on 27 August 2021 and is set down for hearing on 8 October 2021 wherein the respondent's witness will testify. At the time of writing this report, the matter was concluded on 8 October 2021 and written closing arguments were submitted on 18 October 2021. The outcome of the hearing is awaited.

S vs JICS

The matter was postponed sine die on the previous sitting for the respondent to amend its statement of defense.

Matters in court and involving the NPA

JICS is following up on all criminal related matters, which includes deaths of inmates while incarcerated. JICS is also engaging the National Prosecution Authority (NPA) on the prosecution of criminal matters. The Mandatory unit within DLS is following up and monitoring 29 criminal matters and 92 inquests.

The table below shows a few matters that are currently with the NPA and awaiting prosecutions in various courts in South Africa.

No.	Name	NPA Status
1.	RT – Ebongweni	The office of the DPP provided an outcome report: The court found that the deceased did not die of natural causes instead from the action/s of an individual or individuals unknown. The Senior Public Prosecutor supports the finding of the court as no witness supports the conclusion arrived at by Doctor P.
2.	UB – Brandvlei	The Advocate in charge of the matter indicated she has made her recommendation in the matter and the Senior Advocate and Deputy Director will have to endorse or overturn it. A follow up will be made during October 2021.
3.	JS – Boksburg	<p>The matter was followed up with the detective at Dawn Park SAPS in September 2021 and he could not be reached telephonically on his cell phone (messages were left on his voicemail but elicited no response).</p> <p>In July 2021, he had indicated that the docket was sent to the prosecutor and was returned with queries. The detective had to retake some of the statements that were given by the accused, but he had not been able to do so as the attorney that was representing the accused had passed away.</p> <p>The detective also indicated the difficulty in getting in touch with the accused persons as they are now being represented by separate attorneys since the death of the attorney that was representing them all. He further indicated that the department was also busy with hearings.</p>

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

Stakeholder engagements

DLS in collaboration with DMR facilitated the signing of the Memorandum of Agreement (MoA) between the office of the Public Protector South Africa (PPSA) and JICS. Two provincial offices of the PPSA have signed the MoA thus far and engagements of extending the relationship to other offices are underway. Engagements between JICS, NPA and SAPS to establish working relationships are also in progress.

JICS manual

After the Protection of Personal Information Act (POPIA) came into effect, JICS has compiled a manual on the Promotion of Access to Information Act (PAIA) and POPIA.



PART B: DIRECTORATE MANAGEMENT REGIONS (DMR)

Independent Correctional Centre Visitors (ICCVs)

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

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

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

A total of 212 ICCVs were deployed throughout correctional facilities across the country. The ICCVs attended to a total of 15 872 general and urgent complaints (this should be considered with the target of 14 490, which translates to 109.53%). Although most levels could not achieve the target due to lockdown regulations and various other reasons, there was a gradual improvement in the totals compared with the previous quarter.

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

Region	Notch level of ICCVs	Number of ICCVs on the notch	ROC: general and urgent complaints	ROC: mandatory reports	Total number of ROC/Interviews	Target per ICCV	Minimum number of ROC expected in total.	Was the target met?	If not, mitigating factor(s)/ Intervention
CMR	6/8	2	237	65	302	150 per ICCV	150 x 2 = 300	Yes	ICCVs in this notch achieved their MSSDs for the second quarter of 2021 – they overachieved with 2 ROCs.
	5/8	4	439	34	473	120 per ICCV	120 x 4 = 480	No	ICCV at Kimberley Correctional Centre did not achieve her MSSDs for September and her underperformance affected the quarter. Appropriate action will be taken against the ICCV.
	3/8	55	3127	509	3636	120 per ICCV	60 x 55 = 3300	Yes	ICCVs in this notch achieved their MSSDs for the second quarter of 2021 – they overachieved with 336 ROCs.
ECMR	6/8	2	283	9	292	150 per ICCV	150 x 2 = 300	No	Target not reached since the ICCV was on leave.
	5/8	0	0	0	0	0	0	0	No ICCV on this level in the Region.
	3/8	43	2810	287	3097	60 per ICCV	60 x 43 = 2580	Yes	Target reached. The region had one deceased ICCV in August due to COVID-19 complications.
KZNMNR	6/8	3	399	26	425	150 per ICCV	150 x 3 = 450	No	The events of July 2021 in the KZN region affected the ability of the ICCV to travel to and from the correctional centre. The unrest contributed to the poor performance of the ICCV. The ICCV of Waterval Correctional Centre was in direct contact with a COVID-19 positive case and she had to self-isolate.
	5/8	3	271	81	352	120 per ICCV	120 x 3 = 360	No	One ICCV did not meet the target in September due to study leave. The VCCO has been requested to ensure that ICCVs properly plan their study leave to avoid a situation where studies become a contributing factor for poor performance. The ICCVs must adhere to their leave plan.
	3/8	33	1450	701	2 151	60 per ICCV	60 x 33 = 1980	Yes	None
NMR	6/8	1	150	0	150	150 per ICCV	150 x 1 = 150	Yes	Target Achieved
	5/8	3	384	54	438	120 per ICCV	120 x 3 = 360	Yes	Target Achieved
	3/8	39	2 383	202	2 585	60 per ICCV	60 x 39 = 2340	Yes	Target Achieved
WCMR	6/8	5	567	97	664	150 per ICCV	150 x 5 = 750	No	ICCVs did not comply
	5/8	0	0	0	0	0	0	0	No ICCV on this level in the region.
	3/8	19	1 099	208	1 307	120 per ICCV	120 x 19 = 1140	Yes	ICCVs complied on this level.

Region	Notch level of ICCVs	Number of ICCVs on the notch	ROC: general and urgent complaints	ROC: mandatory reports	Total number of ROC/Interviews	Target per ICCV	Minimum number of ROC expected in total.	Was the target met?	If not, mitigating factor(s)/ Intervention
DMR Total	6/8	13	1 636	197	1 833	150 per ICCV	150 x 13 = 1950	No	The events of July 2021 in KZN affected the ability of the ICCV to travel to and from the correctional centre. The unrest contributed to the poor performance of the ICCV. The ICCV of Waterval Correctional centre was in direct contact with the COVID-19 positive case and she had to be in self-isolation.
	5/8	10	1094	169	1 263	120 per ICCV	120 x 10 = 1200	Yes	Target Achieved
	3/8	189	10 869	1 907	12 776	60 per ICCV	60 x 189 = 11340	Yes	Target Achieved

Table 17: Record of consultation by ICCVs from 1 July – 30 September 2021

Complaints handled by the regions

ICCVs are tasked with collecting and reporting inmates' complaints received at the correctional facilities daily. These complaints are being dealt with in two main categories, namely general complaints and urgent complaints. During this quarter, ICCVs dealt with 12 659 complaints, compared to 13 898 from the previous quarter.

The majority of these complaints are resolved and finalised at the correctional facility level, through the facilitation of the ICCV and intervention by the centres' management. However, some are referred to JICS's regional offices for intervention or further escalation to the Inspecting Judge for resolution.

The following table reflects the number of complaints (general complaints and urgent complaints) that were dealt with during this quarter. Under urgent complaints, assault (inmate-on-inmate) remains the highest (344), with CMR taking the lead followed by NMR, WCMR, ECMR, NMR, and the least number recorded at KZNMR. The assault (official on inmates) is the second-highest (101 incidents). Since most rehabilitation programs were rendered to fewer groups of inmates, it is plausible that the COVID-19 lockdown regulations and the lockdowns within correctional centres impacted the wellbeing of inmates. Assault (official-on-inmate) is a concern especially at WCMR, NMR, and ECMR regions. Under general complaints transfers, access to healthcare, communication with family, legal representation, appeal, rehabilitation programs, and parole complaints have risen to the top of the list. The concerning complaints are those falling under the category of health which might lead to the deaths of inmates.

General complaints

Nature of complaint and totals.	CMR	ECMR	KZNMR	NMR	WCMR	Total
Appeal	113	75	245	96	44	573
Assault (Inmate on inmate)	112	61	26	66	79	344
Assault (Official on inmate)	19	24	9	28	33	113
Assault (Sexual)	6	0	3	7	6	22
Attempted Suicide	17	2	3	6	11	39
Bail	10	54	171	70	44	349
Communication with Family	425	373	182	194	158	1332
Conditions	33	29	34	162	156	414

Nature of complaint and totals.	CMR	ECMR	KZNMR	NMR	WCMR	Total
Confiscation of Possession	1	9	4	24	2	40
Conversion of Sentence	1	1	36	6	1	45
Corruption	0	0	1	0	0	1
Food	27	57	40	46	118	288
Health	496	335	90	140	208	1269
Hunger Strike	6	4	0	1	1	12
Inhumane Treatment	2	3	0	0	1	6
Legal Representation	131	91	207	143	114	686
Medical Release	0	0	2	1	3	6
Parole	51	160	78	91	46	426
Re-classification	15	2	61	19	20	117
Rehabilitation Programs	95	54	158	93	22	422
Remission	3	3	1	2	2	11
Request Social Worker	242	0	112	30	13	397
Torture	0	0	1	0	0	1
Transfer	374	392	251	230	112	1359
Other	1625	1062	245	908	721	4561
Total	3803	2791	1913	2372	1880	12833

Table 18: General complaints managed in regions from 1 July – 30 September 2021

Narrative on prevalent complaints per region

CMR

Other: ICCVs dealt with 1 625 cases recorded as “other” category which, entailed complaints and or requests related to confirmation of physical addresses of inmates; SAPS cases; requests to see the HCC; unfair removal from work spans; requests to meet the investigator and requests for lost clothing.

Healthcare: ICCVs dealt with 496 complaints recorded as the “healthcare” category, which entailed complaints or requests related to consulting with the doctor and to receiving their medication and assistance with medical conditions (including circumcision, flu, and COVID-19 treatment).

Communication with family: ICCVs dealt with 425 cases recorded as the “communication with family” category, which entailed complaints and or requests related to the inmates who want to call their families for visitations and bail payouts.

Transfer: ICCVs dealt with 374 complaints recorded as the “transfer” category, which entails inmates that want to be transferred closer to their homes for their support systems.

Legal representation: ICCVs dealt with 242 complaints recorded as the “legal representation” category. Inmates seeking legal advice from the Legal Aid South Africa on their weekly consultations.

ECMR

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

Parole: Matters are currently under discussion at the Visitors’ Committee meetings, some of these matters are related to family members who are refusing to accept the inmate back after their release. Other instances include the victims who are not ready to provide their input to the Parole Board for parole consideration. The issue of delays of inmates serving life sentences (lifers) and their profiles is still an ongoing challenge. There are contracted auxiliary social workers in each Management Area who assist, support and prepare victims (their input) during the parole process.

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

Assaults official-on-inmate: ICCVs recorded 24 assaults by officials on inmates. The Visitors' Committee Coordinators (VCCOs) need to confirm if inmates were allowed to lay charges with SAPS.

Communication with family 373 and Transfers 392: These two categories are closely related to each other as inmates usually raised these dual concerns. They want to be transferred to be closer to their families.

Healthcare: ICCVs recorded 335 healthcare-related complaints in the region. Most inmates are complaining of sinus issues, dental problems, prostate cancer, colds and flu, old wounds that will not heal, chest and back pain.

The management areas will be monitored to ensure an improvement. The region will also consult with the Area Coordinators Development and Care with regards to these complaints.

KZNMR

Transfer: A total of 251 complaints/requests were handled by the ICCVs after consultations with inmates with the view of facilitating resolution thereof. The inmates' requests were submitted in line with the requisite process outlined in the CSA and section 8(1) of the CSA Regulations. The HCC ought to assist to ensure that inmates maintain contact with their communities and maintain good family relationships. In some of the transfer applications, the inmates indicated that they want to enroll for vocational training that is offered by other centre/s; transfer for safety reasons; and an inmate stating that he is serving a sentence at the centre where relatives of his victim/s are detained. The majority of the requests/complaints were not resolved due to lockdown regulations and the moratorium over transfers of inmates during the quarter.

Other: The ICCVs recorded a total of 245 complaints/requests in this category ranging from, inmate/s requesting new prison cards; requests to consult with the HCC/Assistant HCC; requests for compassionate leave; retaining clothes that were taken by SAPS from court; requesting assistance to contact the municipality office to deal with issues relating to a property, and requesting assistance to open bank accounts. The ICCVs facilitated the resolution of these complaints by engaging and seeking the intervention of HCCs or delegates.

Appeal / Legal Representation and Bail: A total of 245 requests/complaints relating to appeal or condonation; 207 requests for legal representation; and 171 requests on bail applications were recorded by ICCVs in various correctional centres. The nationwide lockdown regulations severely affected the service rendered in correctional centres by Legal Aid SA, courts and other stakeholders. To curb and contain the spread of the virus in correctional centres, visits by representatives in some correctional centres were prohibited and in other centres, the visits were restricted only to a few consultations. This impacted negatively on the performance of Legal Aid SA in terms of assisting the inmates. Furthermore, courts were not fully operational and some of the applications for bails and appeals were delayed. These complaints were tabled and discussed in various VC meetings and referred to Legal Aid SA for further intervention.

NMR

Transfers: Inmates often submit requests for transfers to other centres to be closer to families and loved ones or to access certain programs. The challenge is that not all of their requests are approved due to the unavailability of space in the centres where they have applied. Inmates are encouraged to re-apply. During the second quarter, 143 complaints were recorded.

Communication: Inmates want to keep in touch with their families to inform them about their sentences and get assistance from their lawyers. During the second quarter, 145 complaints were recorded.

Legal representation: There is a high number of legal representation requests in correctional centres. A total of 230 complaints were recorded in the second quarter.

WCMR

Transfers: Transfer complaints in the region will be dealt with as the lockdown regulations allow inmates to be transferred more regularly.

Communication: Inmates at various correctional centres registered their concerns relating to visits. However, the easing of lockdown regulations permitted DCS to allow visits. The appointment system still hampers the inmates' families who do not have the resources to visit regularly.

Legal representation: The ICCV from Helderstroom Maximum registered the following concerns with the region: inmate appeals are not being assisted by Legal Aid SA. This matter will be registered with the Legal Aid SA High Court unit and a meeting is being arranged.

Conditions:

- Repairs at the Drakenstein Medium kitchen have not been made. The HCC reported breakages and awaits the maintenance department.
- At Pollsmoor RDF, there are major challenges with toilets, showers not working and inmates who do not have hot water.
- The HCC of Pollsmoor Med B reported to the VC meeting on the conditions at the centre. They mentioned that there are no lights in the passages and DCS officials unlock inmates in complete darkness in the morning. DCS officials use torch lights and this creates a security risk for inmates and DCS officials. The Acting ARM and Regional Inspector conducted a site visit on 4 August 2021 to verify the report submitted by the HCC Med B and found the admin block at Med B completely upgraded while the gateway to the units was in a very poor condition.
- The ICCV at Brandvlei reported that hot water for inmates is still a challenge. The security manager provided an update on the progress of improvements and the ICCV will monitor the progress. Female inmates were not provided with shoes, the matter was confirmed by the DCS official and communication was forwarded to the HCC.
- The maintenance matters at Drakenstein Med A includes broken kitchen equipment, broken windows and non-flushing toilets. It takes a long time to get fixed by the maintenance section, but ICCVs will monitor the developments.
- Inmates at Pollsmoor RDF registered their dissatisfaction concerning their meat ration. The ICCV reported that the HCC instructed the kitchen staff to take the meat off the bones to ensure enough meat for all.

Medical Complaints: The medical complaints in the region are still a matter of concern. Inmates at Pollsmoor do not have the services of a dentist. This matter was taken up with the Regional Head Development and Care and they indicated that the Management Area registered this with DCS Head Office and they are awaiting feedback.

Use of force: Worcester Males reported an incident in which inmates barricaded their cells when DCS officials came to conduct searches. The EST had to be called as well as support from emergency services to cut the cell door open. Inmates were heavily intoxicated. There were 22 inmates injured in the process and four were referred to the public hospital for treatment. The matter is currently under investigation.

The ICCV also reported an incident where she was left alone in a unit with inmates roaming around in the unit and the DCS official leaving the unit. A communication was sent to the AC office to obtain a report on this incident. The ICCV reported the incident to the HCC.

Urgent complaints

Nature of Complaint (491)	CMR	ECMR	KZNMR	NMR	WCMR
Assault: Inmate on Inmate (344)	112	61	26	66	79
Remarks	<p>CMR ICCVs reported 112 incidents of inmate-on-inmate assaults from July to September 2021. Most of these incidents occurred from the following correctional centres: Rooigrond Medium A, Upington, Grootvlei Medium A, Kimberley, Losperfontein, Odendaalsrus, Rustenburg Youth, Springbok, Tswelopele and Vereeniging. Some of these assaults are gang-related and involve stabbing and fistfights amongst inmates. Those who were injured were provided with medical treatment and were allowed to open SAPS criminal cases.</p> <p>ECMR At the female section in East London (EL), five inmates argued and assaulted each other.</p> <ul style="list-style-type: none"> • Inmates had a conflict over hot water at EL Max. In the other incident in the same unit, the inmate was assaulted for refusing to dish out food due to their religious differences. Inmates fought over the repayment of money owed by the other inmate. • The inmate was assaulted by three inmates who accused him of snitching on them to officials for having illegal items at the cells at EL Max. • In the same centre, three more cases of assaults were reported where inmates fought over petty arguments (for example, who is supposed to take a shower first and the other did not close the door while the other was busy inside). • At King Williams Town Correctional Centre, one inmate swore at another and that caused a fight. Four cases were reported where two inmates were assaulted for having tobacco. Another was assaulted because he refused to shower next to another inmate, and another incident over a petty argument. • At Idutywa Correctional Centre, inmates fought over a missing blanket. • At Flagstaff Correctional Centre, the inmate was assaulted for not cleaning the cell as he was supposed to. In the same centre, one inmate was assaulted for talking about initiation school. • At Mount Fletcher, an inmate was assaulted because he was rude to other inmates. • East London Med B, eight cases were reported and all fights were over inmates' arguing over tobacco, toiletries, food, and general malicious talk amongst themselves. • Willowvale Correctional Centre, the inmate was assaulted by three inmates with allegations of attempted rape of another inmate in the centre. A case was opened at the local police station. <p>KZNMR A total of 26 incidents of assaults - inmate-on-inmate were recorded by ICCVs from Durban Med C; Durban Juvenile; Durban Med A correctional centres.</p> <ul style="list-style-type: none"> • The incidents involved inmates attacking and stabbing their fellow inmates using sharp objects and self-made knives. The root cause of these incidents is gang-related activities, fighting over unauthorised items such as hard cash; dagga/drugs, or cigarettes. • Those who sustained injuries were taken to internal hospitals, and those with severe injuries were taken to an outside hospital for further medical attention, treatment and management. Internal disciplinary measures were taken against those inmates who perpetrated violence. Inmates who wanted to pursue criminal cases were referred to the Investigation Office for assistance. The region, through the ICCVs, will closely monitor these matters to see to it that inmates (victims) are not prejudiced. 				
Remarks	<p>NMR The total number of incidents reported during the second quarter was 66 (19 in July, 28 in August, and 19 in September). Incidents occurred at the following centres: Johannesburg Med A, Thohoyandou, Heidelberg, Barberton, Atteridgeville, Makhado, Odi, Johannesburg Female, Krugersdorp, Leeuwkop Med C, Kgosi Mampuru local, Baviaanspoort Med B, Witbank, Zonderwater, Devon and Barberton Med B.</p> <ul style="list-style-type: none"> • Inmates fought for different reasons and those who were injured received medical attention. Inmates were allowed to open cases with SAPS and four inmates did not want to open cases in Krugersdorp, Devon and two in Leeuwkop. 				

Nature of Complaint (491)	CMR	ECMR	KZNMNR	NMR	WCMR
Assault: Inmate on Inmate (344)	112	61	26	66	79
Remarks	<p>WCMR</p> <p>At Drakenstein Juveniles, DCS officials intervened after inmates were fighting in their cells. However, the DCS officials intervened and assaulted inmates with tonfas. In the process, an inmate ran from the scene and a dog was set on him by the dog handler. The ICCV consulted with the inmates, however, they were not sure of opening criminal cases against the DCS officials.</p> <ul style="list-style-type: none"> • There were 12 cases reported at Pollsmoor Med, one at Pollsmoor Female. Inmates were allowed to open criminal cases with SAPS. • At Malmesbury, four cases were registered, one case at Worcester Males, three at Brandvlei Males, these were not necessarily gang-related. • There were six incidents at Drakenstein Max, one at Drakenstein Med A, one at Knysna, two Drakenstein Med B and three at Stellenbosch. • Other reported incidents include four at Pollsmoor RDF, three at Pollsmoor Med A, one at Pollsmoor Med B; two at Worcester Males, five at Worcester Females and one at Brandvlei Youth. <p>The majority of the incidents are all reported to be gang-related hence inmates were all allowed to open a case with SAPS. ICCVs confirmed that inmates received treatment for injuries obtained. Females were assaulted due to domestic relationships.</p>				
Nature of Complaint	CMR	ECMR	KZNMNR	NMR	WCMR
Assault: Official on inmate (113)	19	24	9	28	33
Remarks	<p>CMR</p> <p>ICCVs reported 19 incidents of official-on-inmate assaults from July to September 2021. These incidents occurred at the following correctional centres: Losperfontein, Rustenburg, Litchenburgh, Mangaung, Kimberley, Upington, Rooigrond, Hennenman, Mogwase, Klerksdorp, Grootvlei Medium A and Goedemoed. Rooigrond Medium A, Upington, Grootvlei Medium A, Kimberley, Losperfontein, Odendaalsrus, Rustenburg Youth, Springbok, Tswelopele and Vereeniging.</p> <ul style="list-style-type: none"> • These incidents emanate from when inmates are searched by EST and found with unauthorised articles. Based on allegations, unnecessary force is used in instances when an inmate bumped against an official. In several instances, tonfas were alleged to have been used by officials. These matters are still under investigation. ICCVs have reported these incidents to DLS. <p>ECMR</p> <p>Inmates were assaulted by officials for having a cell phone which was never recovered at EL Max. The other inmate in the same unit was assaulted by a DCS official in the office while complaining about the behaviour of other inmates. The inmate was assaulted by DCS officials who believed he had money but they never recovered it. The inmate was accused of selling dagga and was assaulted by DCS officials who demanded the cash he made.</p> <ul style="list-style-type: none"> • An inmate was accused by an official of using his radio batteries at Willowvale CC and the other three inmates in the same centre were assaulted by officials during a search. Another case of assault in the same centre was reported where an inmate enquired about the exercise hour they did not get. • At EL Max, an inmate was asking for more food to eat at a later stage with his medical treatment but that led to assault by DCS officials, • An inmate was assaulted by a DCS official at EL Med B because he refused to sit down after he was served breakfast. • At Grahamstown Correctional Centre, inmates were involved in gang-related fights and the inmates who were fighting were assaulted by DCS officials. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault: Official on inmate (113)	19	24	9	28	33
Remarks	<p>KZNMR A total of nine incidents of assault – official-on-inmate: were reported from Durban Med C; Durban Med A and Umzinto correctional centres.</p> <ul style="list-style-type: none"> • Durban Med A: Incidents of assault were also recorded by ICCVs. On the morning of 18/08/2021 during unlock time, it is alleged that a departmental dog “Lucius” broke a leash and attacked a remand detainee. The inmate sustained a dog bite wound on the right outer lower leg and due to the severity of his injury, he was referred to an external hospital. In terms of the DCS report, the service dog “Lucius” was on a leash that was in a good condition. The ICCV has been requested to consult with the inmate and ascertain the health status of the inmate after the incident. • There were other allegations of assault whereby the inmate alleged having been assaulted without any reason. Similarly, the victims were given medical treatment and allowed to open the SAPS case against those who assaulted them. • Durban Med C: The inmates alleged that on 03/08/2021 during a search and seizure operation by the EST, they were assaulted by members of the EST without any valid reason. The inmates who reported the allegation of assault are non-nationals who were dissatisfied with their continued detention in the correctional centre after serving their sentences because of unreasonable delay of their transfers to the repatriation centre. Therefore, the inmate did not want to go inside their cells during a lock-up time and, as a result, force was used to enforce the instruction. Reportedly, those who sustained injuries such as swollen leg/s and arms and bruises on their bodies were medically treated and one inmate was taken to an external hospital (King Edward) due to the seriousness of the injuries that he suffered. • Umzinto Correctional Centre: inmates alleged that they were assaulted by DCS officials without any reason. It has been reported that all these inmates’ sustained injuries and medical treatment were given to them. One inmate was assisted to open a SAPS case against the perpetrator/s. The region will monitor and make follow-ups on these matters. <p>NMR There were 28 incidents reported during the second quarter in different centres. At Middelburg, inmates alleged they were assaulted by officials whilst searching for cell phones. DCS has opened an internal investigation. Three of the five inmates did not want to open cases with SAPS and one inmate has been transferred to Witbank.</p> <ul style="list-style-type: none"> • At Leeuwkop Med C, there were two incidents. First, the inmate alleges that he was assaulted by a DCS official. The inmate was refusing to enter a quarantine unit and he was treated at the local hospital but did not wish to open a SAPS case. In the second incident, the inmate was allegedly assaulted by a DCS official for refusing to follow instructions. The inmate did not wish to open a SAPS case. Instead, he was treated at a local hospital and apologies were exchanged. • At Witbank, an inmate alleges that he was assaulted by DCS officials in unit F. He was treated at the local hospital and would like to open a case with SAPS. • At Odi CC, an inmate alleges that he was assaulted by two DCS officials whilst he was in his cell. It is alleged that the inmate was trapping electricity. He sustained minor injuries and was treated at the local hospital. The incident will be investigated by DCS. • In some centres, inmates were allegedly assaulted by DCS officials whilst searches were conducted and cell phones were found. Inmates did not want to cooperate during lock-up and force had to be applied. The injured inmates received medical attention. The inmates who wanted to open cases were assisted. <p>WCMR At Drakenstein Max, two inmates were allegedly assaulted by officials, Drakenstein Med B4, Drakenstein Med A1.</p> <ul style="list-style-type: none"> • One incident was reported at Pollsmoor Med A, the inmate received the necessary treatment and awaits SAPS to open a case. • Two DCS officials were suspended after being accused of assaulting an inmate at Worcester Males. The inmate was transferred to Robertson for fear of victimisation. • Eight inmates were assaulted by DCS officials at Drakenstein after information was received of an attack on DCS officials and two gang leaders were transferred to Obiqua. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Assault: Sexual (21)	3	2	4	7	5
Remarks	<p>CMR An incident of sexual assault was reported by an inmate incarcerated at Bizzah Makhate Medium C. The inmate later refused to open a SAPS criminal case. The inmate refused to provide reasons behind his decision and DCS's internal investigation will continue as per policy guidelines. ICCV reported a sexual assault that allegedly occurred on 05/08/2021. However, the inmate reported the incident on 10/8/2021 and saw the doctor at the Thuthuzela rape centre. According to the ICCV, SAPS has been contacted several times to come and make a statement and open a criminal case, however, until now SAPS has not come.</p> <ul style="list-style-type: none"> • Two incidents of sexual assault were reported at Rustenburg Correctional Centre, the inmates were sexually assaulted by other inmates. One of the alleged victims refused to take a cigarette and was subsequently sexually assaulted. The other victim was sexually assaulted while sleeping. • An inmate at Wolmaransstad Correctional Centre reported being sexually assaulted by other inmates as they wanted him to stab another inmate. • The offender at Litchenburg Correctional Centre reported an alleged sexual assault by another inmate. The alleged perpetrator stated it was consensual and the victim only requested that the officials reprimand the perpetrator to not do it again. <p>Inmates were referred to external hospitals for medical treatment and were also provided with social and psychological support. DCS is conducting the investigation.</p> <p>ECMR: None</p> <p>KZNMR The reports came from Durban Med A (2) and Durban Med B correctional centres. The inmates alleged that they were sexually assaulted by their fellow inmates in the communal cells whilst others were asleep. The victims were taken to outside hospitals and referred to R.K Khan Hospital for further medical treatment. Counselling was arranged for the victims of violence. Internal disciplinary measures were taken against the perpetrators and they were segregated to protect the victims and other vulnerable inmates. The victims were assisted by DCS to open SAPS cases against the perpetrators. The region has requested the ICCVs to provide a regular status report on these matters.</p> <p>NMR Seven incidents were reported during the second quarter.</p> <ul style="list-style-type: none"> • At Johannesburg Med C the inmate alleges that he was sexually assaulted by one of the DCS officials in his single cell. • The second incident occurred at Johannesburg Med A in B2-unit. The inmate alleges that he was sodomised by a fellow inmate. • Another incident occurred at Polokwane Correctional Centre whereby the inmate alleges that he was sexually assaulted by a fellow inmate in the middle of the night whilst other inmates were asleep. He received medical attention and intends to open a case with SAPS. • The other four incidents occurred at Odi Correctional Centre, the victims received medical attention and cases were opened with SAPS and psychological assistance was provided to the inmates. <p>WCMR Sexual assaults were recorded at Goodwood and Allandale. The inmates received the necessary treatment and a case was opened at Paarl SAPS.</p> <ul style="list-style-type: none"> • Another incident was recorded at Goodwood CC and the inmate received the necessary treatment and opened a case with the SAPS. The perpetrator has been placed in segregation. • Two Inmates were raped at Malmesbury. They were first assaulted then gang-raped and indecently assaulted by two fellow inmates. The matter was reported to SAPS. The ICCV monitors the proceedings. • One incident was reported at Pollsmoor Max. The victim was attended to by the social worker and received the necessary treatment. Awaiting SAPS to provide the victim with an opportunity to open a case and the perpetrator was placed in segregation. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Attempted Suicide (40)	17	3	3	6	11
	<p>CMR An incident of suicide was reported at Christiana Correctional Centre. One inmate in the further charge unit allegedly broke the window of the cell toilet and took a piece of glass, and cut his throat and both hands with a piece of glass after lockup at around 16h10. The inmate refused to provide the reasons for attempting to commit suicide when interviewed by the HCC.</p> <ul style="list-style-type: none"> • In another incident at Sasolburg, the inmate also cut himself with broken window glass. • An incident of attempted suicide was reported in Christiana Correctional Centre as the inmate cut himself with a razor blade inside the police vehicle while going to court. • Incidents of inmates who overdosed with medication were reported at Mangaung, Potchefstroom, Mogwase, and Losperfontein correctional centres. • Attempted suicide was reported at Goedemoed. The inmate drank Pine gel because of the delay in considering his transfer application. • An inmate at Douglas tried to commit suicide by hanging himself in the shower. • Further incidents of attempted suicide were reported at Mogwase, Klerksdorp, Mogwase, and Vereeniging. <p>All the above inmates were referred to an external hospital for medical treatment and were also provided with social and psychological support. DCS is conducting the investigations.</p> <p>ECMR An inmate at St Albans Med B was stressing about the situation back home as he was being released the following month. He used a bedsheet to hang himself.</p> <ul style="list-style-type: none"> • At Mount Fletcher, an inmate attempted to end his life by overdosing on medication because he was frustrated that he is too far from his family and also struggling to get necessities. • At EL Max an inmate attempted suicide using a rope and cloth because he was demanding to be reclassified as a medium. <p>KZNMR Incidents of attempted suicide by inmates were reported from Escourt; Durban Med B and Ebongweni correctional centres.</p> <ul style="list-style-type: none"> • At Escourt Correctional Centre, the inmate overdosed himself with his medication, after being involved in a fight with his fellow inmate who is alleged that he tried to sexually assault him. A nurse from the centre's clinic was called and the inmate was given medical treatment that avoided serious health complications. The inmate was further referred to a social worker for further mental treatment. • It is alleged that the inmate incarcerated at Durban Med B overdosed on tablets in an attempt to commit suicide after DCS allegedly failed to assist him with a transfer. The inmate received medical treatment and was referred to a psychologist/social worker for counselling. • An inmate at Ebongweni Correctional Centre allegedly reported that he intends to commit suicide. He is currently detained at the hospital for observation and was referred to the social worker for counselling. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Attempted Suicide (40)	17	3	3	6	11
Remarks	<p>NMR Six incidents were reported during the second quarter.</p> <ul style="list-style-type: none"> • One incident occurred at Modderbee Correctional Centre. The inmate was very angry and wanted to commit suicide. Management phoned his father to talk to him and the inmate calmed down. • Two incidents occurred at Johannesburg Medium A as one inmate who is mentally ill attempted to hang himself with his mask attached on the grill (has previously attempted suicide). The other inmate allegedly ate fluorescent glass because his family does not want to pay bail for him, but he is denying that the incident occurred to the ICCV. • Two incidents occurred at Barberton Maximum where inmates overdosed on tablets. The first inmate wanted to be placed in a single cell but his request was denied. The second inmate wanted money to be withdrawn from his bank account and brought to him. • The last incident occurred at Krugersdorp Correctional Centre. The inmate attempted suicide because he did not want to be in a single cell. He was seen by a healthcare professional. <p>WCMR Drakenstein Juveniles reported an attempted suicide as the inmate wanted to be moved to another cell. He was transferred to another cell. The inmate was transferred to a public hospital and assessed by a social worker.</p> <ul style="list-style-type: none"> • There was an incident at Pollsmoor Med, one at Drakenstein to escape gangsterism, and one at Worcester Female who tried to cut herself. All inmates received the necessary treatment. • Pollsmoor Med C recorded a suicide attempt by taking an overdose. The inmate was referred to the social worker and psychologist. • Drakenstein Max recorded an incident after an inmate was readmitted for parole violations. The inmate set his blankets alight and alleges that he is threatened by fellow inmates. • Two incidents were recorded at Allandale. One took an overdose and the other drank Germitol mixed with sanitiser and Jik. The inmate went through a divorce and could not deal with the situation. 				
Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Corruption (1)	0	0	1	0	0
Remarks	<p>KZNMR The report came from an inmate who was detained at Waterval Med B Correctional Centre. The inmate alleged that he colluded with a DCS official to smuggle in six contraband cell phones for the amount of R600.00. The inmate reported that he paid R400.00 to the DCS official and the remaining R200.00 was to be paid immediately after the delivery of the cell phones were made. The inmate indicated that the cell phones were disposed of when they arrived at the centre and now the official refused to refund him the money he paid out. Reportedly, the investigation of DCS into this matter is still in progress. This matter was also referred to DLS for investigation in line with the DLS: Standard Operating Procedure Manual: Complaint, 2021.</p>				
Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Hunger Strike (12)	6	4	0	1	1
Remarks	<p>CMR Two incidents of hunger strikes were reported from Vereeniging Correctional Centre. An inmate embarked on a hunger strike demanding to be consulted by the HCC. The other inmate embarked on a hunger strike demanding to be transferred to Johannesburg Correctional Centre and to meet the Area Commissioner.</p> <ul style="list-style-type: none"> • One incident was reported at Mangaung Correctional Centre. The alleged incident occurred on 06/07/2021. The inmate complained he wanted to meet with the management of the centre about reinstating his gratuity. The inmate was medically examined by the doctor on 09/07/2021, but he refused the examination. The inmate complaint was attended to by the controller and he started eating on 13/07/2021. Three other incidents were reported relating to a transfer and meeting the CMC and Parole Board. 				

Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Hunger Strike (12)	6	4	0	1	1
Remarks	<p>ECMR An inmate wanted to be transferred to Burgersdorp and went on a hunger strike for two days.</p> <ul style="list-style-type: none"> An inmate wanted to be transferred from Dutywa Correctional Centre to Engcobo Correctional Centre. At Middleburg Correctional Centre: an inmate wanted a transfer to Mdantsane Correctional Centre so he went on a hunger strike. At EL Max, an inmate wanted to be transferred to a Medium facility as he alleges that he is supposed to be detained there and not at a Maximum Facility. <p>KZNMR: None</p> <p>NMR An incident occurred at Standerton Correctional Centre. An inmate embarked on a hunger strike as he wanted to be transferred to another centre.</p> <p>WCMR An inmate at Brandvlei Max went on a hunger strike for four days as he wanted a single cell with a TV set.</p>				
Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Inhumane Treatment (6)	2	3	0	0	1
Remarks	<p>CMR An inmate at Mangaung was allegedly removed from lawful custody and forcefully accommodated with dangerous gang members. The ICCV dealt with one case of an alleged inhumane treatment category wherein an inmate was admitted at Mangaung. It has to do with the unlawful taking of his radio, no access to the telephone, his legal matter is not attended to, communication with his family being denied and the inmate is not receiving his food according to his prescribed nutrition. The matter is currently under investigation.</p> <p>ECMR At EL Med B, a DCS official ill-treated the inmate by denying him access to a shower and treating him differently than other inmates. At Lusikisiki, a DCS official asked an inmate to conduct unlawful acts, and when he refused the official ill-treated him. EL Max, an inmate felt threatened by EST members during a public hospital escort.</p> <p>KZNMR: None</p> <p>NMR: None</p> <p>WCMR Drakenstein Med A: an inmate complained about how DCS officials are treating/ speaking to him.</p>				
Nature of Complaint	CMR	ECMR	KZNMR	NMR	WCMR
Torture: 1	0	0	1	0	0
Remarks	<p>KZNMR The complaint was received from a remand detainee who is incarcerated at Durban Med A Remand Detention Facility. The complaint involved members of the SAPS. The inmate alleged that on 25 January 2021 at Durban North Police Station, he was tortured. The inmate alleged that he was physically assaulted and was handcuffed and made to run through a field while the official set the police dog on him. Reportedly, the inmate sustained lacerations as a result of the dog bites and from kicks and punches by officials. The inmate stated that he was not given any medical treatment by SAPS. This matter has been referred to IPID as the competent oversight body over SAPS. The region will make a follow-up on this particular matter.</p>				

Table 19: Urgent complaints managed in regions from 1 July – 30 September 2021

Complaints referrals to ICCVS and regions

Inmates' complaints are also referred to the regions by DLS, as received at the National Office for intervention.

These complaints are then dealt with by the regional staff and ICCVs according to the nature of the complaint. Monthly feedback is provided to the directorate as well as to the inmate. During this quarter, the regions have dealt with 28 complaints, of which 20 are still pending.

The table below shows the complaints referred to the regions by DLS.

Management regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks
CMR	6	2 x Transfer 2 x Appeal 1 x Parole 1 x Inhumane Treatment	3	Three complaints were resolved and information has been submitted to DLS. Other complaints have been sent to the VCCO/ICCV for further handling. Awaiting feedback.
ECMR	3	2 x Transfers 1 x Confiscation of possession.	3	The inmate is a lifer and his profile was submitted to NCCS in 2018 and is awaiting the Minister's decision. The inmate's matter was investigated after the intervention of the ICCV and the investigation report speaks of a different laptop from the one the inmate claims. Matter to be followed up. Matters have been referred to the HCCs for further handling.
KZNMR	3	2 x Transfers 1 x Medical Release	2	One complaint was resolved. Under Alert Level 4, there was a moratorium effected on transfers of inmates to curb the spread of the COVID-19 virus. This was the basis on which the inmate's request was declined by DCS. During this quarter, we were on Alert level 3, the ICCV was requested to consult with the inmate to record the details of his complaint/request and to further interact with the HCC to facilitate the resolution of the inmate's request.
KZNMR	3	2 x Transfers 1 x Medical Release	2	The matter is still pending. The ICCV has already consulted with the inmate and the HCC is facilitating the transfer of an inmate. On 15/08/2021, the region received a complaint from the IJ's office. This was the matter of an inmate with his five accused who complained about their transfer from the Western Cape: Goodwood to Ebongweni correctional centre on 14/10/2020 after being sentenced on 13/10/2020. We engaged with DCS on this particular matter and it was discovered that there was no memorandum approved for the transfer and there was no copy of the minutes of the disciplinary hearing. We are making a follow-up with the Western Cape Region to establish the reasons for their transfer. The matter is still pending. The matter is still pending. The ICCV has already consulted with the inmate and the HCC is facilitating the transfer of an inmate.

Management regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks
KZNMR				<p>The matter is still pending.</p> <p>The ICCV has already consulted with the inmate and the HCC is facilitating the transfer of an inmate.</p> <p>On 15/08/2021, the region received a complaint from the IJ's office. This was the matter of an inmate with his five accused who complained about their transfer from the Western Cape: Goodwood to Ebongweni correctional centre on 14/10/2020 after being sentenced on 13/10/2020. We engaged with DCS on this particular matter and it was discovered that there was no memorandum approved for the transfer and there was no copy of the minutes of the disciplinary hearing. We are making a follow-up with the Western Cape Region to establish the reasons for their transfer.</p> <p>The matter is still pending.</p> <p>The ICCV consulted the inmate on 27/09/2021, the inmate had suffered from a stroke complained about the medication he is receiving. The comment by the HCC is that the inmate was seen to and there is no sign that he suffered a stroke. It is reported that the inmate is not a suitable candidate to be considered for medical release. On 04/10/2021, the ICCV was requested to facilitate the medical assessment of the inmate and ensure a copy of his medical report be forwarded to JICS. The ROC that is duly completed was submitted to DLS for an update.</p>
NMR	8	2 x Healthcare 1 x Rehab Program 2 x Transfer 1 x Confiscation of possession 1 x Parole 1 x Other	3	<p>Kutama-Sinthumule: Rehabilitation Program – the inmate applied to study through Unisa and he was told that his application was declined as he did not meet the requirements. The inmate is disputing the feedback and suspects foul play from the centre as he says he has an N6 certificate.</p> <p>Kgosi Mampuru: Transfer – the family of the inmate wants the inmate to be transferred to another centre due to a recent assault incident.</p> <p>JHB Med B: Healthcare - the family of the inmate complained that their brother has been ill for the past three weeks. He was seen by a nurse at a local hospital and was given tablets but he is not getting better. He requested to consult a doctor externally but that request was not approved.</p> <p>Confiscation of possession – the RM and VCCO consulted the HCC concerning this complaint. The inmate did not have the approval to have a laptop in his cell.</p> <p>Parole - ICCV had a consultation with the inmate on 09/09/2021 regarding the parole complaint. He took the complaint to the HCC, which regarded the complaint as resolved after checking the inmate file. It was clear that the inmate has not reached half of his sentence which is on 19/12/2033. His profile was submitted on 03/11/2018. There is also a recommendation from CMC for a further profile date which is dated 02/09/2021 and it clarifies everything. When the inmate was given the feedback, he was not satisfied and claimed that he was sentenced under a 1/3 policy as a lifer who was sentenced back in 1999 which makes him qualify to be placed on parole on 03/05/2022. The ICCV will have to consult with the HCC to get clarity.</p>

Management regions	Number of complaints received from DLS	Nature of the complaint	Number of complaints pending	Remarks
NMR				Transfer - Inmate was seen by the ICCV and the matter was addressed with the Area Manager at his section. The inmate wrote a letter that he will stay at the same centre and his differences with the official was addressed. He was offered a chance to open the assault case with SAPS. Other - Inmate wants to be considered for reclassification in terms of section 42 of the CSA. HCC commented that the inmate is due for reclassification on 07/05/2025.
WCMR	10	5 x Transfer/ Reclassification 3 x Parole and Health-care 2 x Food	10	ICCVs consulted with HCCs and provided feedback. Feedback received from ICCV was referred to DLS.
Total	31	-	21	All pending complaints are being followed up by ICCVs and regions.

Table 20: Complaints referred to DMR by DLS during 1 July – 30 September 2021

Stakeholder engagements/Visitors' Committee (VC) meetings

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

It is reported that all regions have conducted the planned 34 VC meetings as reflected in JICS's governance calendar. Operational matters that were under discussion included challenges concerning SAP62s and SAP69s, reclassification of inmates, victim-offender mediation, long delays on lifers' matters, conditions at correctional facilities, transfers, and many others. Resolutions taken are monitored monthly. The following table shows the meetings held across the five regions, as well as the matters of interest that were discussed at those meetings:

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
CMR	9	9	The lack of social workers at some of the correctional centres has a bearing on the CSPB processes. Many inmates are frustrated as this is causing delays in their parole considerations. <ul style="list-style-type: none"> • Delays in opening SAPS criminal cases, and delays in the handling of legal aid matters. • Transfer of inmates was not allowed under DCS regulation during lockdown level 3. • Incarceration of state patients and the lack of intervention from the Department of Health. • Lack of maintenance of DCS infrastructure and outstanding projects. • Unavailability of SAP 62 and 69 in the files of inmates and how this delays finalisation of CSPB processes. 	None	None

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
ECMR	5	5	<p>Matters discussed for these centres - Mthatha, Sada, Amathole, St Albans and Kirkwood related to the following:</p> <ul style="list-style-type: none"> 49G applications: <ul style="list-style-type: none"> Mthatha NPA did not provide the progress report and the matter will be discussed in the next VC meeting. NPA Port Elizabeth presented a meeting with the contact numbers of prosecutors of the Port Elizabeth area for 49G applications. Victims of crime: The readiness of victims and lack of psychological support has been registered as some of the challenges noted during the parole sittings. DSD has been invited on numerous occasions to assist with their programs and how victims will be assisted. The invitation will be forwarded to DSD Regional Office. Nutritional challenges: The contract of the company (Isobe) that provides perishable goods is coming to an end on 31/10/2021. State patients: A decline in the number of state patients in correctional facilities has been noted with appreciation. The next step is to ensure that proper facilities with medical healthcare are identified to house state patients, not the correctional centre. Discussion is ongoing and role players are continuously engaged. Outstanding cases opened with SAPS: Centres reported outstanding cases and SAPS will provide a progress report monthly. Incidents that occur at centres: Centres have been requested to submit reports as incidents using Annexure C (DCS Reporting Tool). ICCVs will make a follow-up and submit ROCs. Dilapidated infrastructure that compromises security system (Sada): Requests are to be submitted by the centres to ensure strategic areas are protected. Audio transcripts: DOJ in East London requested whether centres will be able to ensure that inmates listen to audio transcripts when there are requests for purposes of appeals and other related matters. Vacancy of Vice-Chairperson at Kirkwood Parole Board: The post could not be filled due to a lack of interest from the community. Parole Board Chairperson also reported that suspended sentences of inmates are not taken into account at the sentencing of new offences. It presents a problem for the Parole Board when parole is considered. 	All planned meetings were held	None

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
KZNMR	7	7	<p>Kokstad VC meeting</p> <p>Matters discussed related to the following:</p> <ul style="list-style-type: none"> • Transfers of inmates – it was reported that following JICS's oversight visit on 11-12 May 2021, a total of 81 inmates who were transferred to Ebongweni based on minor disciplinary infringements were transferred back to their centres of origin. • The unavailability of uniforms for inmates remains an issue and it was also discussed at length. It was reported that there is still a shortage of other items such as jerseys, socks and shoes. • The Correctional Supervision and Parole Board (CSPB) reported notable improvements on the submissions of social workers' reports as this was previously a challenge before the intervention of JICS and it had delayed timeous consideration of inmates for parole placement. • Assaults – there were reports of assaults perpetrated by officials. The ICCVs were tasked to investigate the allegations further and verify whether the incidents were recorded in the injury registers. The HCC was also aware of the allegations of assault and the ICCVs will report back to the office. • Mandatory matters: reports of arbitrary and incorrect use of mechanical restraints by DCS officials. The resolution was that the HCC will address the concerns that were raised at the meeting. He will engage the ICCVs, officials, and the affected inmates and ensure that DCS officials always adhere to the policy when applying mechanical restraints on inmates. • Progress on vaccine rollout for inmates as at 12/08/2021 and percentage of numbers of inmates who took the vaccine. 	<p>None.</p> <p>All VC meetings were held as per the approved 2021/2022 JICS Governance Calendar</p>	None
KZNMR	7	7	<p>Empangeni VC Meeting</p> <p>Matters discussed related to the following:</p> <ul style="list-style-type: none"> • The availability of uniforms for inmates is an issue. It was reported that there is still a shortage of other items such as jerseys, socks and shoes. • Transfers of inmates – it was stated that requests for transfers are being dealt with according to the Adjusted Risk Alert level 3 and only exceptional transfers are allowed. There are issues around mandatory quarantine of inmates once transferred. • The segregation of inmates at Qalakabusha Correctional Centre remains a contentious issue. It was resolved that the AC: Corrections will ensure the reporting of all mandatory matters to JICS, as the statute prescribes. • Bail protocol and procedures were discussed, and good progress is being made at Qalakabusha. 	<p>None.</p> <p>All VC meetings were held as per the approved 2021/2022 JICS Governance Calendar</p>	None

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
KZNMR			<p>PMB VC Meeting Matters discussed related to the following:</p> <ul style="list-style-type: none"> • Lack of social work services at Ixopo after a temporary transfer of the appointed social worker to Pietermaritzburg Correctional Centre to assist with a backlog of cases. • Failure of DCS to provide hot water to inmates at Pietermaritzburg Med A. The inmates in other sections of the centre complained that there is no provision of hot water to bathe in cold weather. The Acting HCC informed the meeting that the officials from DPW were already on-site to conduct the inspection to fix the geysers and the boiler breakages. • The mandatory matters and obligations of DCS were discussed at length. • Access to Legal Aid SA to render its service under Alert Level 4, was discussed. There were complaints tabled that fall within the purview of the statutory mandate of Legal Aid SA and communication between DCS and Legal Aid SA representatives were discussed. <p>Glencoe VC Meeting Matters discussed related to the following:</p> <ul style="list-style-type: none"> • Reimbursement of inmates for their lost items (kitbags). The DCS officials at Greytown Correctional Centre reimbursed an inmate the amount of R800.00 for the loss of his kitbag. This complaint was tabled in the August 2021 VC meeting. This matter is resolved. • State patients: causes of delays for bookings and getting admission dates became subject of discussion. It was resolved that upon admission of state patients from the court, HCCs must ensure that all required documents are submitted by SAPS. • Skills programs: for inmates at Dundee Correctional Centre. The issues emanating from the previous inspection conducted by JICS and the matter was discussed. The HCC indicated that they have identified a venue and inmates will be enrolled in skills programs. • Outlined requirements the inmates must satisfy to qualify for compassionate leave to attend his/her family's funeral constituted a discussion of the meeting. There was a complaint of similar nature that was tabled at the meeting by the ICCV from Dundee Correctional Centre. 		

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
KZNMR			<p>Waterval VC meeting: Matters discussed related to the following: Access to Legal Aid SA in correctional centres was discussed. Intervention strategies are needed in a situation where a representative from Legal Aid SA is frustrated by DCS officials during his/her visitation at the correctional centre. Inadequate utilisation of the injury register by nursing sisters at the centre level. It was indicated that the policy decision of DCS after the findings of the Auditor General was that entries in the injury register must only be made after confirmation of an injury of an inmate by professional medical personnel. The issue of courts not processing and responding to 49G and 63A applications was a matter of concern. It will be resolved in the next VC meeting where representatives from courts, SAPS and NPA must be invited to attend the meeting. Mandatory matters (section 15; 30 – 32 of the CSA) were discussed, and HCCs were urged to comply with the provision of the CSA.</p> <p>Ncome VC meeting Matters discussed related to the following: State patients: this matter was discussed and it was resolved that HCCs must ensure that before they admit state patients, all the necessary documents are submitted by the investigating officer from SAPS. The issue of mental healthcare users who are in the correctional centre was also discussed. The VC meeting resolved that in the next meeting, stakeholders from the Department of Health must be invited.</p> <p>Durban VC meeting Matters discussed related to the following: Delay by Community Corrections to submit confirmation of address for inmates who are eligible for placement on parole or correctional supervision. This impacts negatively on those who qualified for release. JICS has resolved to engage with the Head of Community Corrections: Durban. Non-national inmates who have already served their sentences are still kept in custody, awaiting the Department of Home Affairs to fetch them.</p>		

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
NMR	7	7	<p>Legal Aid SA related challenges – access to Legal Aid has been noted as one of the prevalent complaints in correctional centres. Inmates often complain that Legal Aid is no longer coming to the centres to assist them. When they phone their offices, the phones are not answered.</p> <p>State patients: at the Kgosi Mampuru VC, a doctor was in attendance who had a complaint with her patient who is a remand detainee and suffers from mental illness. The inmate has since been transferred to Weskoppies.</p> <p>Lifers: rehabilitation programs – concerns were raised about DCS delays in making arrangements for the rehabilitation programs for lifers as per the recommendations of the NCCS on further profiles. Changes in the criteria by the Parole Board – a concern was raised about the changes in criteria by the newly appointed board. The Parole Board members will be invited to attend the next VC meeting to give clarity on the concerns raised.</p> <p>Awareness of vaccination – after the VC meetings, vaccination awareness sessions were convened with the ICCVs.</p>	N/A	N/A
WCMR	6	6	<p>Voorberg VC Outstanding complaints dealt with: Lifers still waiting for feedback from NCCS.</p> <p>Breede Valley VC Complaints dealt with: Inmates transferred from Brandvlei Medium Centre to a maximum as a control measure. Inmates withdraw from schooling as they are transferred to a maximum facility. Hot water in Brandvlei is a challenge however a service provider started with the repair. The facilities manager provided a written update on improvements and ICCV will monitor the process. Shortage of inmates' uniforms is a major challenge.</p> <p>Worcester Females Outstanding complaints dealt with: DCS officials informed that female inmates are not receiving any shoes. An ICCV registered one unresolved complaint as an inmate was forcibly transferred from Brandvlei Max. The matter has been referred to the Area Commissioner and the VCCO will monitor the situation.</p>	N/A	N/A

Region	Planned VC meetings for this quarter	Actual number of VC meetings held	Matters of interest discussed at the VC	Reasons for deviations from the planned meetings	Corrective steps if planned meetings not achieved
WCMR			<p>Overberg VC The Area Commissioner refused to approve a venue due to COVID-19 restrictions. DCS officials were provided with a link to attend the meeting virtually, however, only the HCC of Caledon attended. In the meeting during the first quarter, the matter of hot water at Caledon was highlighted, however, the ICCV and HCC reported that all geysers were fixed.</p> <p>Pollsmoor/Goodwood VC Head of Medium A and B and delegated officials of RDF were in attendance. Pollsmoor RDF faces major challenges relating to conditions at the facility. Windows and broken ablu-tion facilities need attention. DCS officials reported that the Regional task team did not deal with the RDF breakages. ICCV reported the plastic pots which are being used to carry breakfast (maize meal) are in a very poor state. Inmates still register complaints of a toothache. Only emergency cases are being sent to the public hospital for treatment. ICCV registered the need for medical officials to visit the units, reference is made to the past when there were sub-medical trollies in the units. Head of Medium B registered her concern about the conditions at the centre. No electricity in two of the units. DCS officials unlock inmates for the court at 06h00 in the morning and they must use torches as lights in passages and cells are not working. This is a serious security risk for DCS officials and inmates. When it rains, the roof leaks and passages and cells are wet.</p> <p>Drakenstein VC The AC was transferred from Allandale and appointed as Area Commissioner for Drakenstein Management Area. Outstanding complaints at Drakenstein were dealt with. Lifers still awaiting feedback from NCCS. The ICCV at Drakenstein reports that complaints of inmates are still not recorded in the DCS complaints register. Breakages in the kitchen and cells are not being dealt with. The HCCs indicated that these matters were referred to the local DCS maintenance section for repairs. ICCVs will follow up.</p> <p>Southern Cape VC ICCV raised the concern of inmates who do not have safety equipment (boots) in the kitchen. The entire management area (Oudtshoorn, George, Mossel Bay, Knysna, B/West) HCCs requested that all correspondences from JICS be referred to the Area Commissioners office and not directly to the HCCs. ARM and VCCO conducted site visits on 18/08/2021 on route to Southern Cape VC. A site visit was also conducted at Ladysmith Correctional Centre with regards to complaints of inmates that were not recorded in the complaints register.</p>	N/A	N/A
DMR Total	34	34	-	-	-

Table 21: VC meetings held from 1 July – 30 September 2021

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

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

This quarter has seen successful engagements on various levels between the KZNMR and the DCS Regional Commissioner on a variety of operational matters and with the KZN South African Human Rights Commission on the referral system. NMR also successfully engaged with their local PEEC. Furthermore, WCMR engaged with the SAPS provincial office, station commanders, CMC, and community corrections of Goodwood. The table below shows the engagements with the JCPS cluster per region.

Region	Type of meeting/s	Date of the meeting/s	Matters discussed at the meeting/s	Resolutions
CMR	DCS: Regional Commissioner and Deputy Regional Commissioner	14/07/2021	<ul style="list-style-type: none"> • Feedback on JICS’s activities. • Presentation of the quarterly report. • Inspections and investigations. • Discussion on Assaults reporting. • Collaboration. • Discussion on state patients. 	Monthly meeting with JICS’s Regional office and Area Commissioner’s offices for verification of statistics on assaults and non-nationals. Ongoing quarterly meetings with Regional Commissioner’s Office and JICS’s Regional Office.
	Collaboration/ Partnership Meeting Proposal for the signing of the MoU between JICS and Public Protector	04/08/2021	<ul style="list-style-type: none"> • Presentation of JICS and Public Protector mandate. • Drafting of the Memorandum of Understanding between both organisations. 	JICS to discuss the draft and make comments/additions to the document and forward it to the Public Protector for their comments To propose the date for the signing of the MoU during September.
ECMR	None	Not applicable	None	None
KZNMR	None	Not applicable	None	None
NMR	Meeting with the Gauteng Regional Commissioner	18/08/ 2021	<ul style="list-style-type: none"> • The third wave of COVID-19 concerning inmates and ICCVs. • ICCV suspensions from correctional centres. • DCS internal investigations. • Future ICCV appointments and training involving DCS. • DCS medical staff shortages at correctional centres. • Transfers of inmates. • Maintaining the working relationship between DCS and JICS. • Temporary withdrawal of ICCVs in Gauteng at COVID-19 related “Hotspot” correctional centres (for 10 consecutive calendar days). • COVID-19 Statistics. 	HCCs will be invited to attend training sessions for the newly appointed ICCVs. They will be given a slot where they will give a presentation on the correctional centre environment.

Region	Type of meeting/s	Date of the meeting/s	Matters discussed at the meeting/s	Resolutions
NMR	Gauteng Division – Efficiency Enhancement Committee	28/09/2021	<p>This was the first meeting for this forum and was chaired by the Acting Deputy Judge President. Other stakeholders that were in attendance were the Attorneys Associations, Legal Aid, Society of Advocates, and Pretoria High Court: Court Manager and Chief Registrar.</p> <p>On the agenda were the following points:</p> <ul style="list-style-type: none"> • Appointment of a Secretary • Commitment from stakeholders – submission of reports timeously • Timelines – issuing of motion court dates • Taxations • Complaints emanating from VC Meetings: Legal Aid SA and Lifers • Challenges with transcripts for appeals • Lack of access to DCS inmate information systems (raised by Legal Aid SA) 	<p>A resolution was taken that stakeholders will submit their reports 7 days before the meetings.</p> <p>The date of the next meeting will be on 30 November 2021.</p>
WCMR	1	23/09/2021	Engagement with SAPS provincial office and station commanders, CMC, and Community Corrections of Goodwood Management Area relating to inmates arrested for parole violations 117(e) cases. Inmates are arrested but never appear before the court for parole violation cases, outstanding matters dated to 2019. These matters hamper the release of these inmates.	The SAPS provincial office will coordinate the process of tracking all outstanding matters and provide DCS with feedback on outstanding matters. The ICCV and the CMC will provide SAPS with a list of all outstanding matters. The ICCV will monitor the process and keep the Management Region updated.
Total	5	-	-	-

Table 22: Stakeholder engagement meetings held from 1 July – 30 September 2021

Declared state patients incarcerated

The incarceration of declared state patients at correctional facilities while awaiting their referral to a suitable psychiatric hospital has been an ongoing concern for both DCS and JICS; not to mention the families of the declared state patients. Correctional facilities, correctional officials and fellow inmates are not suitably trained or equipped to deal with declared state patients. Yet, they must care for the state patients until they are admitted to an identified mental facility. The regions are actively interacting with the relevant role-players to monitor the efficient transfer of these identified state patients.

There were 102 declared state patients for this quarter. It reflects a decrease of 33 declared state patients compared to the previous quarter (135).

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

Region	Number of male state patients	Number of female state patients	Total	Remarks
CMR	56	0	56	Grootvlei Med A CC: reported 39 state patients. No psychiatric doctor visited the centre for this quarter due to COVID-19 restrictions. Kimberley: reported 15 state patients with the status date of 2017 to 2021. DCS reported the non-availability of beds at the psychiatric hospital. Follow-up is made every month without any major changes to the situation. Upington: reported two state patients. DCS reported the non-availability of beds at the Kimberley Psychiatric Hospital.
ECMR	10	0	10	The gradual decline in the number of state patients in the EC correctional centres is a positive development. Engagements are still taking place in the region to obtain short and long-term solutions. <ul style="list-style-type: none"> • King Williams Town: 1 • Burgersdorp: 2 • Butterworth: 3 • St Albans Med A: 4
KZNM	8	0	8	The region has a total of eight state patients who were housed at the following correctional centres: <ul style="list-style-type: none"> • Durban Med A: 3 • Pietermaritzburg: 1 • Ncome Med A: 2 • Waterval Med B: 1 • Ladysmith: 1 <p>Fort Napier Forensic Hospital has recently had COVID-19 positive cases and that delayed the admission of some of the patients. All those who were affected have been re-booked, but they are awaiting new date allocation as soon as they are clear of the COVID-19 cases. By the time the report was submitted, DCS was still awaiting communication from Fort Napier Forensic Hospital about new dates for admission.</p>
NMR	28	0	28	The breakdown is as follows: <ul style="list-style-type: none"> • Witbank: 15 • Barberton: 5 • Bethal: 3 • Kgosi Mampuru II Local: 3 • Modderbee: 2 <p>There were 40 state patients on July, 31 in August, and 28 in September.</p>
WCMR	0	0	0	N/A
Total	102	0	102	-

Table 23: Declared state patients incarcerated from 1 July – 30 September 2021

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

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

The figures (12 178) reflect an increase from the previous quarter (11 328), which can be attributed to challenges relating to deportation by the Department of Home Affairs. The total number of females, both sentenced and remand detainees have revealed an increase from 310 to 449 for this quarter.

Regions	Number of non-nationals incarcerated							
	Sentenced		Remand detainees		Total	Nature of crimes committed	Length of sentence	Countries of Origin
	Male	Female	Male	Female				
CMR	746	25	510	57	1 338	Immigration law, dealing in drugs, kidnapping, murder, and extortion. Fraud and forgery, narcotics, rape, stock theft, robbery aggravating, assault, possession of a firearm, and ammunition.	Sentenced: 771 inmates Length not specified. Of the sentenced above: 567 are remand detainees.	Lesotho: 1039 Zimbabwe: 130 Mozambique: 114 Bangladesh: 5 Egypt: 2 Ethiopia: 1 Cameroon: 1 Nigeria: 9 Namibia: 2 Pakistan: 10 Senegal: 3 Somalia: 3 Swaziland: 10 Uganda: 1 Portugal: 1 India: 2 Malawi: 5
ECMR	119	2	0	0	121	Theft of motor vehicle, rape, murder, fraud, possession of firearm and ammunition, dealing with drugs, culpable homicide and assault, housebreaking, and invalid permit.	Sentence: Max - 24 years, min - 4 months.	Pakistan: 3 Congo: 3 Tanzania: 17 Kenya: 2 Malawi: 21 Bangladesh: 5 Zimbabwe: 27 Lesotho: 25 Mozambique: 4 Somalia: 2 Nigeria: 6 Burundi: 3 Uganda: 2 Ethiopia: 2 China: 2 India: 1 Namibia: 1 Brazil: 1
KZNM	294	2	447	4	747	Breach of Immigration Act No. 13 of 1982, assault/robbery, rape, murder, possession of stolen goods, fraud and possession of drugs etc.	Ranging from 30 days to life sentences.	Mozambique, Lesotho, Tanzania, Malawi, Swaziland, Congo, Burundi, Somalia, Nigeria, Kenya, Ethiopia, Zimbabwe, Saint Lucia, Somalia, and the undefined.

Regions	Number of non-nationals incarcerated						Nature of crimes committed	Length of sentence	Countries of Origin
	Sentenced		Remand detainees		Total				
	Male	Female	Male	Female					
NMR	4 584	151	4518	196	9 449	Theft, robbery, murder, rape, drug dealing, illegal immigration, kidnapping, assault to cause grievous bodily harm.	3 months to 25 years	Mozambique, Zimbabwe, Lesotho, Zambia, Malawi, Swaziland, Nigeria, Congo, Ghana, Algeria, China, Czech Republic, Pakistan, and Somalia etc.	
WCMR	258	4	253	8	523	Theft, Fraud, Assault, housebreaking, and robbery.	Not specified.	Burundi, Angola, Congo, Ethiopia, Lesotho, Malawi, Mozambique, Nigeria, Somalia, Tanzania, Uganda, Zambia, Zimbabwe, Kenya, Turkey, Angola, Serbia Montenegro, Belgium, Cameroon, China, Namibia, Brazil, Ghana, Venezuela, Bangladesh, Caribbean FED, Taiwan, United Kingdom, Pakistan, Spain, Peru, Japan, Rwanda, Italy, Iraq, Sudan, Korea, Swaziland, and Zaire etc.	
Total	6 001	184	5 728	265	12 178	-	Ranging from 30 days to life sentences	-	

Table 24: Non-nationals in correctional centres from 1 July – 30 September 2021

COVID-19 reporting

The COVID-19 pandemic has had a significant impact on the way JICS carries out its mandate as an organisation. Similarly, the life of inmates and DCS officials in correctional facilities has also shifted into gear to adhere to COVID-19 precautions in the quest to save as many human lives as possible. These measures/regulations have been monitored by JICS monthly to protect inmates from the spread of COVID-19 to ensure humane and dignified conditions of detention and incarceration.

The table below shows the current cumulative status since the commencement of the pandemic (March 2020). It is inclusive of JICS and DCS officials and inmates, who tested positive as well as the total COVID-19 related deaths that have occurred.

Regions	JICS Officials	DCS Officials	Inmates	Recoveries	DCS/JICS Official Deaths	Inmates deaths
Eastern Cape	2	1384	1346	2668	34 1 Death (JICS)	12
Free-State and Northern Cape	15	1500	643	2057	32	9
Gauteng	10 0 for Sep	2083	2247	4236	47	43
KwaZulu-Natal	2 (Aug 2020 & Feb 2021)	1408	653	1 987	43	12

Regions	JICS Officials	DCS Officials	Inmates	Recoveries	DCS/JICS Official Deaths	Inmates deaths
Limpopo, Mpumalanga, and Northwest	0 0 for Sep	1464	621	2017	36	10
Western Cape Region and CT Office	3 Staff 7 ICCVs	2064	1277	3264	45	14
DCS Head Office	N/A	186	0	127	1	0
JICS Head Office Staff	3	0	0	0	0	0
Total	42	10 089	6787	16 356	239	100

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

The table includes the COVID-19 pandemic breakdown for the second quarter. A total of 10 089 officials and 6 787 inmates tested positive for COVID-19. As from the previous quarter, a total of 239 officials, 100 inmates, and 1 JICS official have succumbed to the virus as of 30 September 2021. The recovery rate as of 30 September 2021 is 16 356, which equates to 96.6%.

JICS vaccine roll-out

Since the availability of safe and effective vaccines, DCS included JICS in its vaccination program. As a result, all JICS officials were (and still are) provided with the opportunity to get vaccinated. As an organisation, JICS started to monitor the monthly vaccination rate to determine when population immunity within the organisation will be reached, as depicted in the following table:

Region	Total no. of officials	Total vaccinated	Total vaccine-hesitant	Percentage vaccinated	Total outstanding	Comments
CMR	71	55	5	77%	11	Five ICCVs of the 16 did not consent to get vaccinated. Other ICCVs have future dates for vaccination.
ECMR	54	34	2	63%	18	The awareness campaign is ongoing for those JICS officials who are still hesitant to take the vaccine.
KZNMNR	50	38	6	76%	6	The region continues to be aware of its JICS officials and explains the benefits of taking the vaccine.
NMR	54	45	4	83%	5	Four out of nine JICS officials have indicated that they will not be participating in the vaccination program.
WCMR	30	17	2	56%	11	Two officials are hesitant (1 ICCV and 1 staff member).
JICS H/O	27	19	0	70%	8	The awareness campaign is ongoing.
Cape Town office	29	9	20	31%	20	The awareness campaign is ongoing.
Total	315	217	39	68%	79	The awareness campaign is ongoing for those JICS officials who are still hesitant to take the vaccine.

Table 26: Report on vaccination status as at 30 September 2021

Parole violation report

The Special Parole Dispensation Project as was announced by the Minister of Justice and Constitutional Development on 8 May 2020 came to an end on 30 September 2020.

Since then, the regions have started to monitor the frequency of parole violations of those who were released from the system. The current statistics are reflected as below:

Region	No. of repeat offenders from July – August 2021	No. of re-arrests in September	Nature of crime committed for the re-arrest	Total
CMR	49	0	Violation of parole due to cases of theft, housebreaking, and robberies	49
ECMR	3	0	Parole break and assault.	3
KZNMR	11	0	Theft, housebreaking, possession of stolen goods, assault, violation of parole conditions, possession of an illegal substance.	11
NMR	43	16	Parole break, leaving residence without permission, violation of parole conditions; abscondment; theft/housebreaking, assault, murder, loss of support system	59
WCMR	42	10	Theft, assault, rape, and vehicle theft.	52
DMR TOTAL	148	26	-	174

Table 27: Parole violation from 1 July – 30 September 2021

Remand detainees who cannot afford bail of R1000 or less

Region	No. of RDs with bail less than R1000	No. of RDs not affording bail of R1000 or less	No. of RDs released on bail less than R1000	Comments
CMR	295	230	65	None
ECMR	284	284	0	None
KZNMR	Not available	Not available	Not available	The consolidated information from Durban Management is still not available. This is because of the new IT system that has been installed and the officials who have access was not available.
NMR	482	482	Unknown	During the VC Meetings, HCCs indicated that they hardly get any feedback on section 63 applications.
WCMR	605	605	Unknown	Only reflecting totals of three management areas. The Regional Office records the total number (3532) of bail paid in the region. Management areas capture the bail less R1000.
DMR Total	1666	1601	65	Information is not easily accessible from DCS, regions are engaging DCS continuously and during VC meetings.

Table 28: Remand detainees with bail less than R1000 from 1 July – 30 September 2021

Supervisory meetings held

Visitors' Committee Coordinators (VCCOs) have regular meetings with ICCVs to mentor, train and equip ICCVs for effective service delivery. During these meetings, operational and human resource matters are discussed and addressed to improve and enhance the performance of ICCVs.

The table below shows the total meetings that took place during this quarter.

Region	Planned meetings for the quarter	Number of meetings conducted	PMDS process meetings	Names of VCs where meetings were conducted	Total no of supervisory minutes submitted	Corrective steps taken if not held	Total of PMDS meetings
CMR (3 VCCOs)	0	0	29	N/A	0	None	29
ECMR (3 VCCOs)	5	5	0	Amathole on 7 July 2021. St Albans, including Kirkwood on 8 July 2021. Sada and Mthatha virtually on 21 July 2021 due to the rumours of protests in targeted Eastern Cape towns.	N/A	All July supervisory meetings were replaced by Vaccination Awareness training sessions. Due to the imminent roll-out of the DCS vaccinations, the training had to be expedited.	0
KZNMR (3 VCCOs)	5	5	46	Kokstad – 11 Aug 2021 Empangeni – 20 Aug 2021 Glencoe – 23 Aug 2021 Waterval - 24 Aug 2021 Ncome - 25 Aug 2021	5	None 46 ICCV Performance Assessments were conducted by the VCCOs.	46
NMR (4 VCCOs)	20	1	9	Boksburg Kutama- Sinthumule Kgosi Mam-puru Leeuwkop Witbank Johannesburg Nelspruit	1	Other supervisory meetings could not be convened in July as the VCCOs were busy with interviews for the ICCV posts in Limpopo and Mpumalanga. They also had to self-isolate due to COVID-19 from the 19 of July.	9

Region	Planned meetings for the quarter	Number of meetings conducted	PMDS process meetings	Names of VCs where meetings were conducted	Total no of supervisory minutes submitted	Corrective steps taken if not held	Total of PMDS meetings
WCMR (3 VCCOs)	6	6	0	7 July 2021 Southern Cape Supervisory/ CO-VID/training 8 July 2021 Drakenstein Supervisory/ COVID training 17 August 2021 Overberg Supervisory Discuss compliance ICCVs 23 Sept 2021 Pollsmoor/ Goodwood supervisory ICCV compliance 9 Sept 2021 Worcester/ Brandvlei supervisory ICCV compliance 10 Sept 2021 Voorberg/ Malmesbury supervisory ICCV compliance	Minutes are still outstanding. Minutes submitted	None	6
DMR Total (16 VC-COs)	36	12	84	-	7	Outstanding minutes will be submitted.	84

Table 29: Supervisory meetings held from 1 July – 30 September 2021

DMR highlights

Interviews: ICCV vacancies

Regions conducted interviews for the vacant ICCV positions that were advertised in the DPSA Circular with a closing date of 9 April 2021.

CMR interviews were held from 13 – 30 September 2021 for 13 positions.

ECMR interviews were held from 14 –16 September 2021 for 8 positions.

NMR interviews were held 8 – 16 July 2021 and 10 – 12 August 2021 for 15 positions.

WCMR interviews were held from 21 –29 September 2021.

ICCV virtual meetings

Regional Virtual ICCV Meetings were held by the CEO and senior management for all regions.

The dates were as follows:

CMR: 9 September 2021

ECMR: 7 September 2021

KZNMR: 22 September 2021

NMR: 15 September 2021

WCMR: 8 September 2021

ICCVs were updated on the current processes and developments within JICS. These include the Draft JICS Bill, progress on constituting JICS as a National Government component, consultation processes with other key government departments, as well as relevant information per directorate.

Webinar attended

A webinar on the Protection of Personal Information Act was hosted on 30 September 2021 by DPSA (National School of Government), which provided valuable information to government departments on the lawful processing of the personal information of data subjects of both juristic persons and natural persons.



PART C: HUMAN RESOURCES

Organisational establishment structure

Approved establishment structure

As at 30 September 2021, there were 86 permanent approved and funded positions on the fixed establishment. A total of 85 posts were filled and one vacant post (1.17% vacancy rate).

The table below shows the current vacancy rate:

#	Level	Description	Status
1	Level 9	Assistant Director: Finance	Successful candidate to assume duty on 1 October 2021

Table 30: One vacancy as at 30 September 2021

ICCVs

There is currently 37 vacant ICCV position as at 30 September 2021. These ICCV positions will terminate on 31 October 2021. The advert to fill these positions had a closing date of 9 April 2021. The post within Kwa-Zulu Natal was re-advertised with a closing date of 10 September 2021. Recruitment processes were actively conducted within this quarter to enable the successful candidates to assume duty on 1 November 2021. This was completed to ensure uninterrupted service delivery.

Filled posts	214/84,58%
Vacant posts	37/14,62%
Correctional Centres under construction	2/0.8%
Total number of ICCV posts	253 (100%)

Table 31: ICCV positions filled and vacant posts as at 30 September 2021

Employment equity

The table below shows the number of employees in each occupational category as at 30 September 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	2	1			8
Skilled technical and academically qualified workers, junior management supervisors, (Level 7 – 10)	15	8			19	3	1	1	47
Semi-Skilled and discretionary decision making (Level 3 – 6)	6				14	5			25
Unskilled and defined decision making (Level 1 – 2)	1								1
Total	25	9	1	2	37	9	1	1	85
Non-permanent	3	-	-	1	7	2		1	14
ICCVs	82	10	2	-	111	8	1	-	214
Total	110	19	3	3	155	19	2	2	313

Table 32: Employment equity statistics as at 30 September 2021

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

Black		Coloured		Indian		White		People with disabilities	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
109	155	19	19	3	2	3	2	1	-
(34.82%)	(49, 5%)	(6.07%)	(6.07%)	(0.96%)	(0.64%)	(0.96%)	(0.64%)	(0.32%)	

Table 33: Employment equity percentages as at 30 September 2021

Performance agreements

The 2019-2020 performance assessments

Moderations of all levels have been finalised. The pay progression for levels 1-12 have been captured and approved, following approval by DCS, CDC Human Resources. No decision was taken in respect of performance rewards.

Labour relations

Outstanding misconduct cases
None

Grievances for the period 1 July – 30 September 2021

None

Unresolved grievances from the 2019/2020 performance cycle

None

Grievance lodged on 25 January 2019

The matter was heard in the Cape Town Labour Court on 5 and 6 August 2021. Written closing arguments were submitted on 2 September 2021 and oral arguments were held (virtually) on 9 September 2021. The matter was postponed sine die for further filing.

Nationwide lockdown and COVID-19 pandemic

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

- JICS COVID-19: Alert Level 3 and 2, Adjusted Regulations – Workplace Plans and Safety Measures were issued on 29 July 2021 and 20 September 2021.
- The total number of COVID-19 positive cases within JICS for the second quarter is nine.
- Sadly, one of the nine infections resulted in the death of the employee (ICCV).



PART D: FINANCE AND SCM

Budget

Budget for 2021/2022 financial year

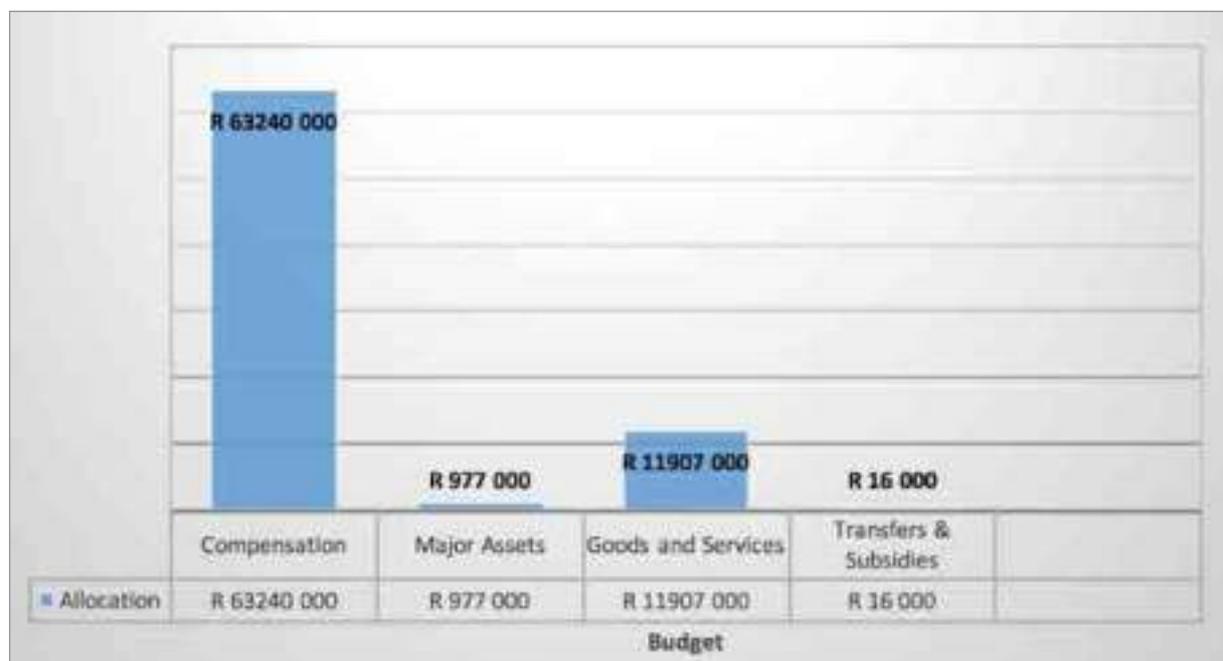


Figure 1: Budget for 2021/2022 financial year

Expenditure

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

Expenditure excluding commitments	Expenditure including commitments	Commitments
R 38 540 786.71	R 40 410 293.29	R 1 869 506.58

Table 34: Expenditure as at 30 September 2021

Reasons for overspending by 1.93% on SCOA items

Compensation of Employees	Ideal	Deviation
52.49%	50%	- 2.49%

Table 35: Compensation of employees

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

Goods and Services	Ideal	Deviation
50.21%	50%	- 0.21%

Table 36: Goods and services

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

Transfers and Subsidies	Ideal	Deviation
6.98%	50%	43.02%

Table 37: Transfers and subsidies

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

Capital Assets	Ideal	Deviation
94.04%	50%	- 44.04%

Table 38: Capital assets

Overspending due to labour-saving devices (photocopier machines) rentals committed for the entire financial year and other capital assets required for operational services.

JICS asset register closing balance

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

Asset Description	Date	Total
Major Closing	30.09.2021	R 13 090 127.39
Minor Closing	30.09.2021	R 2 392 256.05

Table 39: Asset register as at 30 September 2021

Fleet/transport management

The table below shows the allocations of JICS's state vehicles to the offices and regions.

Management Region / Location	Total Vehicles
Pretoria Head Office	4
Northern Management Region	5
Central Management Region	6
KZN Management Region	7
Eastern Cape Management Region	6
Western Cape Management Region	5
Total Fleet	33

Table 40: JICS fleet and allocation per region as at 30 September 2021

Two, Isuzu D-Max Double Cab (2X4) vehicles have been procured and delivered to ECMR and KZMR respectively.

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

Registration	Model/Make	Kilometres	Status	Location
CA 566-933	2014 Toyota Quest	123 409	BER	CMR
CA 543-090	2008 Ford Fiesta	100 981	BER	KZNMR
CA 705-300	2013 Polo Vivo	172 712	BER	Pretoria Head Office

Table 41: JICS fleet to be disposed of as at 30 September 2021

Property and facilities management

Current leases on property:

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

Table 42: JICS property leases as at 30 September 2021

- Pretoria Head Office is accommodated at the DOJ and CD offices (SALU Building) Pretoria as a temporary measure.
- ECMR is temporarily accommodated at the East London Magistrates Court.
- DPWI is procuring alternative accommodation for the Pretoria Head Office and NMR and ECMR.
- DCS is renewing the lease agreement for KZNMR for five years.



PART E: INFORMATION TECHNOLOGY

Projects

Distribution of computers for ICCVs in Correctional Centres

The ICCVs do not have access to computers at all the correctional facilities. JICS's desktop roll-out project will commence during October 2021 to equip all ICCVs with the tools of the trade. This will enable ICCVs to submit real-time (online) reports to the respective regional offices for action.

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

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

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

JICS IT is currently engaging DCS to enable connectivity to E-Corrections from JICS's domain.

Development of JICS mail server and website

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

A total of 89 user profiles and mailboxes on Active Directory under the jics.gov.za domain has been created and set up. User profiles and email addresses have been activated and are operational for JICS users. In light of JICS's path to independence, it is a huge achievement for JICS to have its domain separate from DCS.



PART F: MEDIA AND COMMUNICATIONS

Media liaison and internal/external communication

Communications

Communication during the COVID-19 pandemic and POPIA

The COVID-19 pandemic has changed our lives irrevocably, especially how businesses and government departments now operate.

Coupled with this, the Promotion of Access to Information Act 2 of 2000 (PAIA), specifically the Protection of Personal Information Act 4 of 2013 (POPIA) came into effect this year, which holds organisations accountable for the data it holds.

JICS has been working on a PAIA and POPI Act Manual and has held several webinar sessions with all its staff to inform and create awareness of the implications of POPIA.

It is imperative to inform all personnel to ensure they understand the importance of their daily tasks concerning online security and confidentiality of information. Communication thus has an important role to play to ensure that the organisation and its personnel are informed and compliant.

Media

This is also true with information that is requested by the media. JICS by engaging with the media, providing fast response times to media requests, staying updated with what is happening in the sector and providing information that is relevant to the public and staff to educate and create awareness, is also cognisant of the implications that POPIA and PAIA hold in terms of media relations.

JICS engaged in several media activities namely: media releases/alerts, requests and responses in the second quarter (July – September) of the 2021/2022 financial year.

The media enquired on several matters as stated below:

For this quarter the media concentrated on:

- Vaccinations
- Parole system failure in the spotlight as convicts re-offend
- Medical Parole
- Overcrowding

Internal communication

JICS internal communication is maintained through its various communication portals, which includes emails and the WhatsApp group system to ensure that JICS staff are updated on all matters relating to the COVID-19 pandemic and all internal processes to ensure transparency and build a culture of inclusivity and responsiveness.

These included various communication products, for example, social media graphic messages, videos and gifs. A variety of tools will continue to keep the target audience engaged and make communication effective.

The IT department has successfully migrated all JICS emails onto the new JICS domain, with all office staff now having access to JICS emails. The Communications Unit now has a designated email address, where all internal communication is disseminated from.

The following internal communication was sent out this quarter

- COVID-19 Stats (twice weekly)
- Office of the CEO e-Deskdrop
- JICS Vaccination Rollout Plan
- Circular 18 of 2021 | Amended Leave Form
- Frequently Asked Questions in Respect of Leave of Absence and COVID-19.
- Acting Deputy Director: Complaints and Mandatory Reports
- Policy on Remunerative Work outside of Public Service
- Visitors Committee Coordinating Officers (VCCOs): Standard Operational Procedure.
- IJ Video Message to staff (Highlights)
- President to address the Nation
- Circular 19: Civil Unrest
- IJ Letter to JICS Staff concerning Access to Correctional Centres
- Book Campaign
- IJ Voice Note: Message of Support during Unrest
- Donate a book Slogan
- Vaccination process: JICS Confirmation of Employment and Vaccination Sites
- Book Campaign Blurb
- President to Address Nation
- Acting: Regional Manager Central Management Region
- Study Assistance Policy and Application Form
- JICS Women's Month | August 2021 Video Campaign
- Acting: Regional Manager Northern Management Region
- Circular 20 - Parole Lifers

- Circular 21: Special Leave due to riots/unrest and its attached Unrest Report.
- Reminder: Book Campaign
- Policy on Remunerative Work Outside of the Public Service
- Alert Level 3 Infographics
- Public Wage Agreement
- Reminder: Book Campaign
- COVID-19: Adjusted Alert Level 3 Regulations – Workplace Plans and Safety Measures
- Standard Operating Procedure Manual (SOP): Conducting Inspections and Investigations
- JICS Staff New Email Address
- Documents needed for Vaccination
- Women’s Month Campaign Poster
- Justice Server Connectivity Issues
- Register for Vaccination IJ Poster
- IJ Women’s Day Video Message
- Women’s Day Poster
- JICS Email and Internet Policy
- SOP for Stakeholder Engagement
- Vaccines Save Lives Video
- Women’s Month Campaign Video
- Women’s Month Campaign Video
- Draft Leave Policy and Procedures
- JICS QR1
- Women’s Month Campaign Video
- Women’s Month Campaign Video
- Free Transport to Vaccinate
- Vaccines: What you need to know Podcast
- Giwu Funeral Service
- Women’s Month Campaign Video
- Circular 23: Improvement of conditions of service
- Women’s Month Campaign Video
- Women’s Month Campaign Video
- JICS Email Addresses for ECMR Office
- JICS Email Addresses for WCMR/Cape Town Office
- Improved Conditions Of Service And Non-Pensionable Cash Allowance
- Leave Policy and Procedure Manual
- Pretoria Head Office Staff Email Migration
- President Ramaphosa to address the nation
- SA moves to adjusted Level 2
- IJ Vaccination Message
- Circular 24: Pay-out of Leave Credits Upon Expiry of Contract
- Non-pensionable Cash Allowance for JICS Contract Workers
- JICS Information Technology Acceptable Use Policy
- Policy on Official Working Hours
- COVID-19: Adjusted Alert Level 2 Regulations – JICS Workplace Plans and Safety Measures
- What are vaccines doing to decrease the rate of spread?
- Circular 25: Submission of Performance Management and Development (PMDS) Documents to HR
- JICS Heritage Day Poster
- DPSA Circular 7/21: Circular to encourage public servants to be vaccinated against COVID-19
- Acting: Director Management Regions
- Amended JICS Service Charter
- Update on Process | Non-pensionable Cash Allowance for JICS Contract Workers
- Hopes for herd immunity
- Reminder: Study Assistance Application

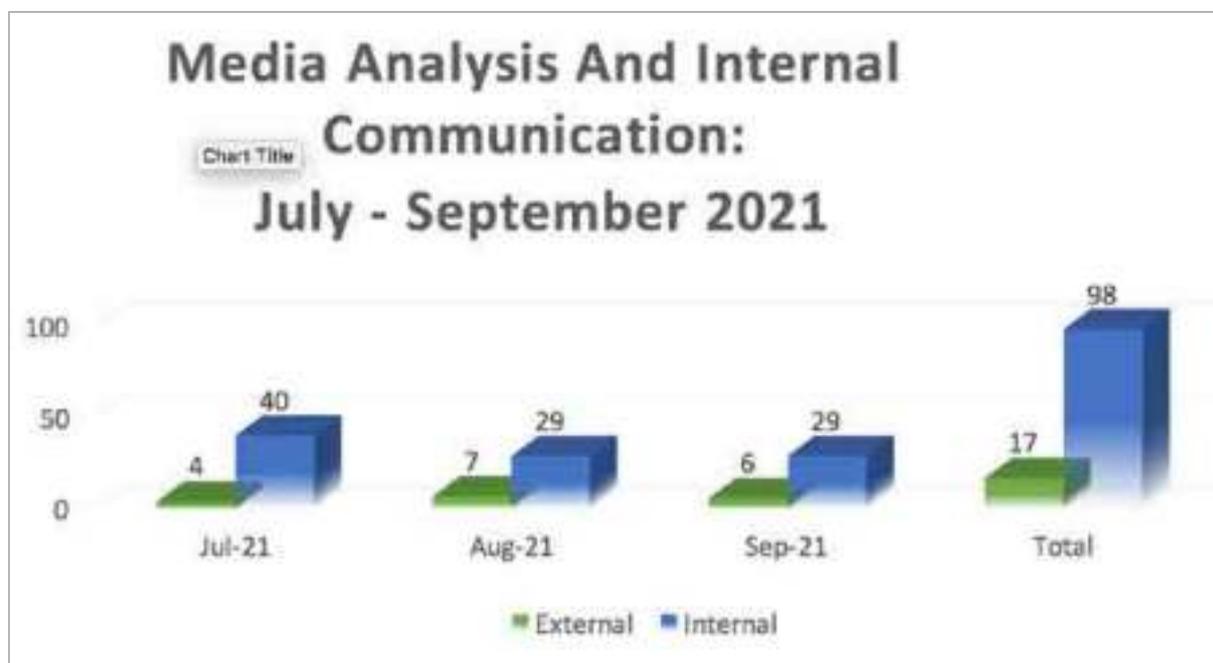


Figure 2: JICS media analysis and internal communications (July - September 2021)

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

Matters reported

Publications

Annual Report (AR)

- Meetings were scheduled with the agency to provide feedback on concepts, editing and design of the AR and other products requested. There was a delay with the transfer of funds as DCS had a problem with their system, which was rectified and payment was received on 26 July 2021. GCIS needed confirmation of payment before instructing the agency to proceed.
- The AR was submitted to parliament on the 23 of September 2021.
- Acknowledgement was received in confirmation of submission.
- The AR presentation template was designed, populated and ready for the presentation when required. JICS awaits a date for the presentation to the portfolio committee.

Quarterly Reports (QR)

- The QR1 was consolidated, edited and sent to the graphic designer and released on the 20 of August 2021.

JICS Service Charter

- The amended JICS Service Charter was released on the 29 of September 2021.

Radio programme initiative

- The final shows were sent to the radio stations. We received confirmation from several radio stations who shared their schedules and started airing the shows in July 2021 as per their schedule.

Branding

- The diaries and calendars were finalised and awaiting final print.
- Once all the emails have been finalised a list will be sent to all offices to request new business cards.
- Request for branded t-shirts was provided, however, the service provider could not create the exact design, and alternatives were initiated.

The office of the IJ's complaints register

Follow-ups and reminders are sent to continue to update the complaints matrix.

Campaigns

- JICS Book Campaign
- COVID-messaging
- IJ video and CEO newsletter was released
- JICS Women's Month Campaign Videos released
- September: Public Servants Month

