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An investigation into challenges faced by Thohoyandou Correctional Centres in managing the correction of offenders and monitoring parolees and its impact to the community.

By

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Mini dissertation

Submitted in partial fulfillment of the requirement for the degree

Of

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Supervisor: Prof M.P Khwashaba

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I Nthangeni Fhelisani declare that:

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Is my own original work, that all sources used or quoted have been indicated and acknowledged by means of references and that this mini dissertation was not previously submitted by me for a degree to any other university.

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Many thanks to my educators who contributed positively to this study

My God Almighty, without Him there will be no success. I thanked Him for His grace and mercy.

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DEDICATION

I dedicate this mini dissertation to the following people with love and appreciation:

My loving husband, Mabasa Nathaniel who stood by me through thick and thin. I thank him for his love, patience, support, prayers and encouragement.

My dear children, Rendani, Rolivhuwa and Andisani for their love, interest, and support, thank you boys.

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My wonderful family, sisters and brothers in Christ, thanks for your helping hands.

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ABSTRACT

This study is an investigation into challenges faced by Thohoyandou Correctional Centre in managing the correction of offenders and monitoring parolees and its impact to the community.

In this study, I utilized quantitative approach, purposive sampling in order to increase utility of information obtained from small sample where the key informants were knowledgeable about the phenomena to be studied. Questionnaires were used to collect data from officials, sentenced offenders, parolees and the community because they are more reliable and they guarantee privacy as such they solicit honest response without fear of victimization.

An analysis of findings indicates that Thohoyandou correctional centre is faced with a challenge of overcrowding in correctional centres which makes them to be kept in bad condition. The opportunities for offenders to participate in self-improvement and rehabilitative programs are curtailed because officials who offer correctional programmes to sentenced offenders are not enough.

Community is providing an environment that encourages the ex-offender to function and contribute positively to the community even though there is an element of resistance by others. Offenders are assisted in promoting their human development in correctional centres for them to become good and law abiding citizens of the society. The Department of Correctional Services is faced with the difficult responsibility of seeking employment for parolees and ex-offenders as offenders are always stigmatized, but they are able to train offenders in order for them to develop themselves.

This study suggests that there is a need for the Department of Correctional Services to alleviate overcrowding and crowding pressures through alternatives to incarceration, revising sentencing structures, placing caps on populations, early release procedures for offenders. Creation of more bed-space by building correctional facility can also alleviate overcrowding. The government must allocate funds for the construction of new correctional facilities and must ensure that they employ and come up with a retaining strategy of all professionals.

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CHAPTER 1

ORIENTATION TO THE STUDY

1.1 Introduction

Our society need for the detention of certain people to protect the community is the primary reason for the existence of the Department of Correctional Services. It is still in the interest of the community that convicted offenders are rehabilitated as law abiding citizens than before their admission to correctional centres or facilities. Section 2(2) of the Correctional Services Act defines the functions of the Department of Correctional Services which is besides safe custody; the Department also has a treatment function. Such treatment is aimed at rehabilitating convicted prisoners and training them in habits of industry and labour.

Correction and rehabilitation of offenders in South Africa is the primary responsibility of the Department of Correctional Services. An assumption of rehabilitation is that people are not criminal and that it is possible to restore criminal to a useful life in which they contribute to themselves and the society. The department of correctional services as a public institution has put in place all those constitutional policies and procedures to ensure an effective and efficient service delivery within correctional centres. Correctional centres as a public institution has public officials in the form of correctional officers and the whole management teams that are involved in the implementation of public policies (Hanekom 1993:31).

Correction is more than just crime prevention, but should be approached in a way through committing the Department to broader societal challenge impacting on corrections. Corrections and rehabilitation are achievable through delivering key services to offenders aimed at changing their attitudes, behavior and social circumstances. The central theme of all treatment programmes is therefore to equip the prisoner with those life skills that may lead to successful reintegration into a society after release.

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The Department has faced a range of challenges that are due to both inherent risks in correctional systems and dimensions due to the societal transformation that South Africa has gone through over the past decades and these challenges include overcrowding and the state of the DCS facilities; institutional prison culture and corruption; training and structuring for the new paradigm. Overcrowding is the most important challenge the department is faced with and does not only have significant negative implications on the ability of the Department to deliver in terms of its core business.

After successful rehabilitation inside correctional centres, the department is again faced with a challenge of re-integration of offenders back to the community or society. At this stage, usually offenders are placed under community corrections with the remained balance of their sentence. Here the policy requires that sentenced offenders serve half of their sentence and the remaining half should be served while the offender is at home. The offender will by then be referred as a parolee.

At this phase, the Department of Correctional Services is riddled with non-compliance to policies, procedures and prescripts by monitoring officials and non adherence to parole conditions set for parolees and probationers which led them to be re-arrested and sent back to correctional centres. The department is also tasked with the responsibility of seeking employment for parolees which is also a challenge because of the high unemployment rate in South Africa. Generally, offenders have bad employment records due to imprisonment and they are frequently antagonistic to society's acceptance of the necessity of work (Corry 1977: 40).

The immediate aim in implementing community corrections is to ensure that the persons subject to community corrections abide by the conditions imposed on them, in order to protect the community from offences that such person could otherwise commit.

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1.2 Background of the study

Previously the Department of Correctional Services was established to punish offenders who used to be called prisoners. Its main aim was to punish people found to have committed crime and it disregards rehabilitation of offenders. Due to constitutional developments, the new dispensation introduced transformed the then Prison Department into the Department of Correctional Services and promulgated the new Correctional Services Act 111 of 1998. This also gave birth to the introduction of the White Paper on Corrections in South Africa. For too long, prisons have been regarded as breeding grounds of criminality, places of punitive authorization and backwaters of everything despised by society.

The mandate of the department of Correctional Services has been changed under Correctional Services Act 111 of 1998 from punishment to correction or rehabilitation of detained offenders. Correctional Services Act, 1998 (Act 111 0f 1998) breaks away from the past and to establish a modern correctional system that functions within the framework of the Constitution of the Republic of South Africa. Among other, the mandate of the department includes re-integration of offenders back to the community. The transformation programme of South Africa's first democratic government necessitated that prisons shift from institutions of derision to places of new beginnings.

The Constitution of the Republic of South Africa, 1996 embodied the fundamental rights of the country's citizens, including that of offenders, and this resulted in the introduction of human rights culture into the correctional systems in South Africa. It also states that every human being of South Africa has rights. Those rights are also applicable to offenders or prisoners.

Correctional services is the environment in which rehabilitation of human thinking is taking place in order for such individuals to confiscate good life which he or she initially enjoyed. The department is convinced that rehabilitation and the prevention of repeat offending are best achieved through correction and development, as opposed to punishment and treatment. The department's approach to rehabilitation is based on the conviction that every human being is capable of change and transformation if offered the necessary resources.

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One recurring issue which policymakers and penologist have discussed at length in recent years is whether the increased of prison punishment can reduce the level of crime. The response to this question has been that getting tough on crime means getting tough on offenders (Prisons 2000: 23). As stated in section 38 of the correctional services act, after admission as a sentenced offender, such offender must be assessed to determine security classification for the purpose of safe custody and needs. Prison work in South Africa was governed by Article 4 of the Prison Regulations of 1868 which decreed that prisoners were to labour from sunup to half an hour before sunset (Corry 1977: 126).

1.3. Statement of the problem

The department of Correctional services has put up policies, procedures and prescripts to regulate the actions of policy implementers so that an objective can be achieved. The Department of Correctional Services was established in terms of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996). The Act mandated the Department of Correctional Services to detain in human conditions all sentenced offenders with a view to rehabilitate and place them back to the community as law abiding citizens.

The mandate created by the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996) gave birth to the creation of the Correctional Services Act, 1998 (Act 111 of 1998) that give powers to the Department of Correctional Services to rehabilitate and train offenders under its care to be socially responsible citizens. The mission on rehabilitation of offenders is emphasized by the White Paper on Corrections in South Africa, 2005 that stipulates how offenders should be rehabilitated and monitored. It also emphasizes that rehabilitation is a societal responsibility and it is also considered as the pillar of rehabilitation of offenders.

The rights and privileges of prisoners have been a source of much debate since the commencement of the Constitution of the Republic of South Africa, 1996. The problem is that there are some challenges Correctional Officers are faced with in correcting and monitoring offenders such as lack of resources, be it financial, human and facilities, overcrowding, reaction of offenders to the same rehabilitating methods and institutional prison culture and corruption,

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non compliance with policies, non adherence to parole conditions and the responsibility to seek employment for parolees and ex-offenders.

1.4. Research aim

The aim of the study was to investigate the challenges facing correctional centre in managing the correction of offenders, monitoring parolees and its impact on community.

1.5. Objectives of the study

- To investigate the challenges faced by correctional centres in managing correction of offenders
- To investigate the challenges faced by correctional centres in monitoring parolees
- To investigate community response towards parolees.
- To investigate if correctional officials knows the concepts of Correctional Services Act, 1998 (Act 111 0f 1998)
- To investigate how correctional officials relate to offenders and parolees.
- To find out whether correctional officials have attended training on correction management and administration and supervision.
- To investigate if there are manpower, funds and equipments required to correct offenders and monitor parolees
- To investigate if offenders are responding to correctional programmes offered
- To reduce cases of violation of parole conditions.
- To come up with possible solutions for the identified problems that will assist correctional centres in managing correction of offenders and monitoring of parolees in the coming years.

1.6. Research questions

- Are correctional officials complying with Correctional Services Act, 1998 (Act 111 of 1998)?
- Are correctional officials complying with Correctional services, 1998 (Act 111 of 1998) with regard to how they relate to offenders and parolees?

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- Are correctional officials trained on correction management and administration and supervision?
- Do offenders and officials feels safe in a prison environment?
- Are resources enough to correct offenders and monitor parolees?
- What causes violation of conditions of parole?
- Is the community happy about parolee's behavior?

1.7. Justification of the study

The purpose of this study was to investigate challenges facing Correctional Centres in managing the correction of offenders and monitoring parolees and its impact on community. It is an opportunity to reflect how much correctional officers and management understand the prison environment, policies and procedures in rehabilitating offenders. How offenders are corrected will also be fully reflected and if they respond positively to correctional programmes.

The study has tried to determine whether challenges facing the centres in correcting offenders are caused by non compliance to policies and procedures which is ignorance, resistance to change from the military by correctional officers and lack of knowledge because officials cannot implement what they do not know, reaction of offenders to the same rehabilitating methods and institutional prison culture and corruption, non compliance with policies by monitoring officials, non adherence to parole conditions and the responsibility to seek employment for parolees and ex-offenders.

1.8. Hypothesis

I hypothesize the following for this study:

- Lack of resources holds back the process of the management of correction of offenders and monitoring of parolees.
- Resistance by community members in accepting parolees contributes to parolee being not free.
- Utilization of same rehabilitation methods to different offenders makes rehabilitation or correction to fail.

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- The immense distance from offender's home and the prison makes correction impossible.
- Compliance with Correctional Service Act 111 of 1998 contributes towards positive attitudes and creates a safe ethical in the prison environment.

1.9. Significance of the study

Thohoyandou Correctional Centre will use this document in order to address its problems or challenges with regard to the management of correction of offenders and monitoring of parolees. The researcher also hopes that those who are entrusted with the task of managing correction of offenders and monitoring of parolees will use the document to improve their level of competency. After all correctional officers are correcting offenders so that they can be brought back to the community and behave well. The community will be in a position of being able to accept offenders who are released and on parole.

1.10. Delimitation or Scope of study

The study is focused on challenges facing Thohoyandou Correctional Centres in managing correction of offenders and monitoring parolees and its impact on community. For the purpose of generalization, the study has been limited to the defined operational area as well as to the methods of data collection selected.

1.11. Limitation of the study

- The development of this study might be affected by lack of funds as it involves travelling, making copies of questionnaires and editing the study.
- Correctional Services officials may not be free to give information.
- Offenders and parolees may not be free to give information.
- Community may not want to talk bad about ex-offender for the fear of their lives

Permission was requested from the Thohoyandou Area Commissioner to can distribute questionnaires and interview officials and offenders and thus will serve as assurance that management are in support of the study. All respondents remained anonymous.

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1.12. Brief literature review

Literature review sheds lights on important aspects of the study. The aim of reviewing literature is that of uncovering of what is described as ideas about variables that have to be proven important in a given field of study (Tuckman, 1978:38).

According to Van Zyl Smith (1992:40), the political changes in South Africa have had a direct impact in prison. The establishment of our new democracy, together with the Bill of Human Rights, made substantial changes to Correctional Services legislation imperative. A correctional service is now more specific concerning the rights and obligations of those who are subjected to the correctional systems. New perspective for correctional officers and offenders was brought about by the adoption of the Constitution of the Republic of South Africa, 1996 (Act 108 of 196) and the introduction of Correctional Services Act, 1998 (Act 111 of 1998). Correctional officers now have to correct offenders instead of punishing them.

Addressing mental health problems or improving skills. The Department of Correctional Services use programmes which improve skills and employability and changing offenders' behavior and responses to the drivers of crime such as thinking and problem solving skills necessary to make rehabilitation and a positive life outside a prison reality.

Correctional Services Act, 1998 (Act 111 of 1998).

This Act states that the purpose of the correctional system is to contribute to maintaining and protecting a just, peaceful and safe society by:-

- Enforcing sentences of the courts in a manner prescribed in this Act;
- detaining all offenders in safe custody whilst ensuring their human dignity;
- Promoting the social responsibility and human development of all prisoners and persons subject to community corrections.

The act encourages the participation of the prisoner in designing a programme for his or her rehabilitation during incarceration. The reality in the prisons overcrowding, staff shortages and staff incompetency resulting from militaristic past based on brutality and blatant disregard of prisoners' rights, almost makes a mockery of the intentions of corrections as stipulated in the Act.

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The importance of rehabilitating offenders

Prison conditions are dreadful. Many prisons are from the 19th century. There is not satisfactory plumbing, sanitary facilities do not function, the worst places are police lock-ups. Cells are filthy and overcrowded (Matthews and France 2001:67)

Human custody and rehabilitation are at the centre of the core business of the Department of Correctional Services. There has been a process of improving the conditions of certain prisons and transforming them to unit management institutions to create an environment that is conducive to rehabilitation. The present reality makes it very difficult for DCS to uphold its commitment and its mandate for rehabilitation to its full extent. Rehabilitation of offenders is best achieved through the following correction tools or programmes:

- Formal education
- Psychological services
- Spiritual care
- Vocational skills
- Social work programmes
- Recreational programmes

Correction of offenders exists mainly to contribute to the department primary responsibility of rehabilitating offenders by ensuring the management of information and processes to facilitate case management of offenders from admission to release. For the department to achieve its main objective which is to rehabilitate and correct the offenders, correctional programmes must be offered to those offenders.

The importance of monitoring parolees

Gledenhuys and Joubert (1996:251) note that judges enthusiastically describe correctional supervision as an excellent alternative to direct imprisonment, by which the current emphasis on the rehabilitation and reform of offenders is taken into account. The advantages of community-based sentence is that offenders are kept out of prison and are enable to continue as a productive and useful member of society, negative consequences of imprisonment are avoided and the offender continues to maintain his dependants and this responsibility is not left to others or the state.

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Correctional services as a department is faced with lots of challenges when supervising and monitoring parolees. Firstly, as community correction is applied more frequently, more correctional officials need to become involved and they must comply with policies administering community corrections and monitoring. Secondly, parolees must agree and cooperate to conditions of community corrections.

Re-integration of offenders

Offenders are ultimately released back to the community regardless of whether any change has taken place in them for better. Imprisonment does not facilitate an ultimate goal of reintegration. Community corrections officers firstly, must cleanse away a stigma attached to the crime so that both the offender and society can put it behind them and does not affect their further interaction. Secondly rehabilitation must compel a higher commitment from the offender to be part of the community of good citizens and act according to the principles of mutual respect and non-exploitation.

Community is also challenged to provide an environment that encourages the ex-offender to function and contribute positively to the community. A lot of uncertainties around acceptance, promises and decisions made might be experienced by the ex-offender and the family. The supervising officer's responsibilities include the designing of a programme to treat the offender and not just to treat him for future employment. The willing involvement of prisoners is essential if social acceptable work attitudes are to be fostered (Corry 1977 : 41).

1.13. Definitions of concepts

It is important that major concepts in this mini dissertation are identified for clarification purposes.

Offender

It is a prisoner who is any person whether convicted or not, who is detained in custody in any prison or who is being transferred in custody or is en route from one prison to another prison (Correctional Services Act, 1998 (Act 111 of 1998)).

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Parolee

It is an offender who is placed into the systems of community corrections. This offender is released from correctional centre conditionally to serve the remainder of his or her sentence in the community subject to supervision and control of the Department of Correctional Services (Correctional Services Act, 1998 (Act 111 of 1998)).

Probationer

This is an offender who has been sentenced to a term of imprisonment but whose prison sentence was converted to correctional supervision as well as those individuals sentenced to correctional supervision directly from Court (Correctional Services Act, 1998 (Act 111 of 1998)).

Parole

Parole is an internationally accepted mechanism that allows for the conditional release of offenders from prison into the community prior to the expiration of their entire sentences of imprisonment as imposed by a court of law (Correctional Services Act, 1998 (Act 111 of 1998)).

Correctional centre

It is also known as a prison. It means any place established under Correctional Services, 1998 (Act 111 of 1998) as a place for the reception, detention, confinement, training or training of persons liable to detention in custody or to detention in placement under protective custody, and all land, outbuildings and premises adjacent to any such a place and used in connection therewith and all land, branches, outstations, camps, buildings, premises or places to which any such persons have been sent for the purpose of imprisonment, detention, protection, labour, treatment or otherwise, and all quarters of correctional officials used in connection with any such prison. A prison is a physical structure creating high internal visibility with possibilities for some absolute restrictions in movements where the stay is decided by other persons independent of the wishes of those staying there because those staying there are to be blame with the purpose of creating pain (Freeman, 1978: 32)

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Community corrections

This means all non-custodial measures and forms of supervision to persons who are subject to such measures and supervision in the community and who are under the control of the Department. Comcorr is imposed with the following objectives:

- To afford sentenced offenders an opportunity to serve their sentences in non-custodial manner,
- To lead a socially responsible and crime-free life during the period of their sentence and in future,
- To rehabilitate offenders in a manner that best keeps them as an integral part of society , and
- To enable offenders subject to community corrections to be fully integrated into society when they have completed their sentences.

The term community correction describes sentences that provide alternatives to the incarceration of offenders in state prisons. These sentences often include participation in programmes that are located in the same areas in which offenders live or work. Community corrections are designed to consider both the safety of local residents as well as the treatment needs of the offender (McShane 1994:04).

Correctional officer

According to Correctional Services Act, 1998 (Act 111 of 1998), this is an employee of the Department appointed under section 3(4). The Department consists of the Commissioner, other correctional officials appointed by the Commissioner in terms of Act 111 of 1998 and other employees appointed in terms of Public Service Act

Correction or rehabilitation

It means to restore to useful life as through therapy and education or to restore to good condition, operation or capacity. Rehabilitation is based on the conviction that every human being is capable of change and transformation if offered the necessary resources. The assumption of rehabilitation is that people are not permanently criminal and that it is possible to change or restore a criminal to a useful life. A goal of rehabilitation is to prevent habitual offending known as recidivism.

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The mandate of the department of Correctional Services has been changed under Correctional Services Act, 1998 (Act 111 of 1998) from punishment to correction or rehabilitation of detained offenders. Correctional services is the environment in which rehabilitation of human thinking is taking place in order for such individuals to confiscate good life which he or she initially enjoyed. The department is convinced that rehabilitation and the prevention of repeat offending are best achieved through correction and development, as opposed to punishment and treatment.

Punishment

Punishment is a harsh and always follows the philosophy of 'an eye for an eye, a tooth for a tooth'. The main method of punishment employed was corporal punishment of the most horrible type. The forms of punishment included locking offenders in stocks, the use of the whip, and many types of physical mutilation. To prevent crime, repulsive and terrifying forms of capital punishment were imposed. Punishment of convicted offenders takes place in courts. That punishment involves the loss of freedom, of normal life, of contact with family and friends (Jarvis 1978: 01).

Punishment does not serve the purpose of defending the public order and guaranteeing the safety of persons; it becomes an instrument for the correction of the offender. Punishment is not the responsibility of Department of Correctional services but of the Courts (Matthews and Francis 2001: 18).

Correctional programmes

These are the tools or programmes that the Department must provide or give access to offenders to meet the educational and training needs of sentenced offenders. Sentenced offenders who are illiterate or children may be compelled to take part in the educational programme offered. The Department must provide social and psychological services in order to develop and support sentenced offenders by promoting their social functioning and mental health. Other development and support programmes which meet specific need of sentenced offenders must be provided and programmes must be responsive to special needs of women and they must not be disadvantaged (Correctional Services Act, 1998 (Act 111 of 1998)).

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Correctional Services Act, 1998 (Act 111 of 1998)

As assented by the President on 19 November 1998, to provide for a correctional systems; the establishment, functions and control of the Department of Correctional Services; the custody of all prisoners under conditions of human dignity; the rights and obligations of sentenced and un-sentenced prisoners; a system of community corrections; release from prison and placement under correctional supervision, on day parole and parole; a National Council for Correctional Services; a Judicial Inspectorate; Independent Prison Visitors; an internal service evaluation; officials of the Department; joint venture prisons; penalties for offense; the repeal and amendment of certain laws and matters connected therewith.

Penology

It is from the Latin poena, "punishment". Penology is a study of crime and of prison management. It is a section of criminology that deals with the philosophy and practice of various societies in their attempts to repress criminal activities and satisfy public opinion via an appropriate treatment regime for persons convicted of criminal offenses. Penology is concerned with the effectiveness of those social processes devised and adopted for the prevention of crime, via the repression or inhibition of criminal intent via the fear of punishment. Penology therefore deals with the treatment of offenders and the subsequent rehabilitation of convicted criminals. Penology concerns prison reform, Prisoner abuse, prisoners' right and recidivism as well as theories of the purpose of punishment (Cole 1996:01).

Sentenced offender

According to Correctional Services Act 1998 (Act 111 of 1998), this is any person who has been sentenced to imprisonment who must participate in the assessment process and the design and implementation of any development plan or programme aimed at achieving the said objectives; and perform any labour which is related to any development programme or which generally is designed to foster habits of industry unless it is certified that such offender is physically or mentally unfit to perform such labour.

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1.15. ORGANISATION OF THE STUDY

Programme of the study will adhere to the following structure:

Chapter 1 Orientation of the study

The introductory chapter which includes the background of Thohoyandou Correctional Centre, statement of the problem, research questions, aims or objectives of the study, justification of the study, hypothesis, significance of the study, limitation of the study, delimitation of the study, definition of concepts and organization of the study are presented.

Chapter 2 literature review

The main focus of this chapter was on previous studies, theories and experience as recoded by other authors. Chapter two provides the theoretical framework within which the research was conducted as well as the systematic critical and integrated discussion of related studies.

Chapter 3 Research methodology and design

The main focus of this chapter is the research design used in this study. An overview of research methodology, plan and structure of the investigation used to obtain evidence to answer research questions in this study will be discussed.

Chapter 4 Data presentation, analysis and interpretation

Data was presented, analyzed ad interpreted as applicable to Thohoyandou Correctional centres in the context of the objectives of the study.

Chapter 5 Research findings and recommendations

Chapter five concludes the study by providing summary of the research findings, recommendations and conclusions in context of challenges established by the research findings.

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CHAPTER 2

LITERATURE REVIEW

2.1. Introduction

The Department of Correctional Services has undergone major transformation since the establishment of democracy in the country. The objective of the Department is to correct or fix something that even though it did not cause the wrong. To establish the cause of the offending behavior with a view to prevent it, one has to go back where things went wrong in the first place and that is inside the community (Corrections: A Collective Social Responsibility: 01)

Rehabilitation of offender is a complex task. Many factors that affect the re-offending are beyond the control of the Department of Correctional Services and points to the need for government and community to work together to tackle this challenge. The Department has recognized this challenge and has put in place strategies and developed partnerships that will make the community safer (Moodley and Matthee, 2004/05: 04).

The Department must equip every correctional official to make use of any opportunity to meet the needs of offenders and promote corrections as a societal responsibility. The organizational culture of the Department is that offenders and staff will treat each other with dignity and respect; offenders will not be psychologically or physically harmed by their experience in correctional facilities or centres; the institution will be transparent; rehabilitation will be stressed above all; there will be strong efforts made to sustain bonds between offenders and the community; programmes will be offered that help offenders treat their addictions, become educated, learn meaningful work skills and be responsible citizens. Correctional officials will be held responsible for addressing the needs of offenders and for providing rehabilitation opportunities (Moodley and Matthee, 2004/05: 05).

The Department has faced a range of challenges which includes overcrowding and the state of the DCS facilities; institutional prison culture and corruption; training and structuring for the new paradigm, lack of human resources and financial resources, reaction of offenders to the same rehabilitating methods. Parole is an internationally accepted mechanism that allows for the conditional release of offenders from correctional centres into the community prior the expiration

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of their sentences of imprisonment as imposed by the court of law. The parolee is placed from correctional centre into the system of community corrections. The offender is allowed to return to normal community life albeit under controlled conditions under the supervision of correctional officials. Monitoring parolees by community correction officials also faced lots of challenges that include non compliance with policies and non adherence to parole conditions and the responsibility to seek employment for parolees and ex-offenders. The Department is also committed to ensure that a professional work ethic prevails and that rewards are given where due and sanctions are applied where necessary.

2.2. DCS Service Delivery Charter

Vision of the Department

To be one of the best in delivering correctional services with integrity and commitment to excellence.

Mission of the Department of Correctional Services

To contribute to maintaining and protecting a just, peaceful and safe society by enforcing decisions and sentences of the courts in a manner prescribed by legislation; detaining all inmates in safe custody whilst ensuring their human dignity and promoting the rehabilitation, social responsibility and human development of all offenders.

2.3. The Constitution of the Republic of South Africa

The Constitution of the Republic of South Africa, 1996 embodied the fundamental rights of the country's citizens, including that of offenders, and this resulted in the introduction of human rights culture into the correctional systems in South Africa. It also states that every human being of South Africa has rights. Those rights are also applicable to offenders or prisoners. Even though offenders are detained in order to be corrected, they have limited rights. Prior 1994 democratic government, offenders were in pain and suffering as a way of punishment. That kind of punishment was an evil deliberately inflicted to offender by a human agency which is authorized by the legal order whose law the offender had violated. In essence, those who transgress the law were punished in a harmful or antisocial way.

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2.3. Correctional Services Act, 1998 (Act 111 of 1998)

In 1990, apartheid in the prisons systems was formally abolished, with the repeal of the section of black and white prisoners to be housed separately. The Prison Service was separated from the Department of Justice and renamed the Department of Correctional Services; the Prison Act was also renamed Correctional services Act in 1991. Further legislation drastically reduced the circumstances in which the death penalty might be imposed

The purpose of the Act is to provide for a correctional system; the establishment, functions and control of the Department of Correctional services ; the custody of all prisoners under conditions of human dignity; the rights and obligations of sentenced and un-sentenced offenders; a system of community corrections; release from prison and placement under correctional supervision, on day parole and parole; a National Council for Correctional Services; a Judicial Inspectorate; Independent Prison Visitors; an internal service evaluation; officials of the Department; joint venture prisons; penalties for offences; the repeal and amendment of certain laws and matters connected therewith.

The preamble of the Act is with the object of changing the law governing the correctional systems and giving effect to the Bill of Rights in the Constitution of the Republic of South Africa, 1996, and in particular its provisions with regard to offenders; recognizing international principles on correctional matters; regulating the release of offenders and the system of community corrections and providing for independent mechanisms to investigate and scrutinize the activities of the Department of Correctional Services.

2.3.1. Purpose of correctional systems

The main goal of correctional system is rehabilitative treatment and the successful re-socialization of offenders. The correctional systems cannot give up its role of custody, but yet it cannot afford to pay the costs of new facilities and treatment programmes (Jarvis 1978: 164).

Section 2 of the Act states the purpose of correctional systems which is to contribute to maintaining and protecting a just, peaceful and safe society by;

(a) Enforcing sentences of the courts in a prescribed manner

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(b) Detaining all offenders inn safe custody whilst ensuring human dignity; and

(c) Promoting the social responsibility and human development of all offenders and persons subject to community corrections

2.3.2. Custody of all offenders under conditions of human dignity

Section 4(2) (a) of the Act indicate that DCS must take necessary steps to ensure the safe custody of offenders and to maintain security and good order in every prison. Section 7 (1) states that offenders must be held in a cell which meet the requirements prescribed by regulation in respect of floor space, cubic capacity, lightning, ventilation, sanitary installations and general health conditions. Offenders must be kept separate according to gender, sentencing and age.

Chapter 04 Section 41 of the Act provides for the treatment, development and support services as follows:

- The Department must provide or give access to as full a range of programmes and activities as it is practicable to meet the educational and training needs of sentenced offenders.
- Sentenced offenders who are illiterate or children may be compelled to take part in educational programmes offered in terms of subsection (1).
- The Department must provide social and psychological in order to develop and support sentenced offenders by promoting their social functioning and mental health.
- Where practically possible, the Department must provide other development and support programmes, which meet the specific needs of sentenced offenders.
- Sentenced offenders have the right to take part in programmes and use the services offered in terms of subsection (1) (3) and (4).
- Sentenced offenders may be compelled to participate in programmes and to utilize services offered in terms of subsection (1), (30 and (4) where, in the opinion of the Commissioner, their participation is necessary, based on the nature of their previous criminal conduct and the risk they pose to the community.
- Programmes must be responsive to special needs of women and they must ensure that women are not disadvantaged.

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2.4. White Paper on Corrections in South Africa

Traditionally the Department of Correctional Services only focused on the safe custody and the treatment of offenders within the confines of the prison setting. This is and was the main function of most prison world-wide. In White Paper on Corrections of South Africa which was tabled in parliament during 1991, the mission of the then Department of Prison was broaden as to promote community order and security by exercising control over, detention of and dealing with offenders and persons under correctional supervision in the most cost-effective and least restrictive manner (Glanz 1993: 275).

The support strategies to accomplish this mission can be formulated as follows:

- Decentralized management according to business principles
- Economizing the Department of Correctional Services
- Developing and promoting the most economical and justifiable penological systems within the South African community

The aim of the paper is to focus on the treatment of offenders in correctional centres, and in community of probationers under correctional supervision and also the process of the development and promotion of the most economical and justifiable penological system. The Department therefore also had to focus on the dealing with offenders in the correctional centres, as well as in the community. The community can no longer distance itself from the question of offender management. Offenders come from the community, and are often the product of lack of crime preventative measures in the community itself (Glanz 1993: 276).

2.5. Department of Correctional Services as an institution of rehabilitation

Whilst the society or public expects DCS to keep offenders in a safe custody, it also requires that this be done under humane conditions to ensure personal well being of each offender. The Department cannot simply lock up offenders and throw away the key as the offender is likely to return to the society or community at some time. DCS therefore has a responsibility to assist the offenders in promoting their human development by correcting their offending behavior so that when they return to the community they are able to sustain a socially responsible life. The Department views the correction of offending behavior as having the following objectives:

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- To promote social responsibility;
- To ensure that offenders can recognize what they did as wrong;
- To help offenders understand why community regards their offenses to be unacceptable;
- To help offenders internalize the impact that their actions have had on the victims and society as a whole.

The Department of Correctional services believes that rehabilitation and the prevention of recidivism are best achieved through correction and development, as opposed to punishment and treatment. Its approach to rehabilitation is based on the conviction that every human being is capable of change and transformation if offered an opportunity and resources (Corrections: a collective social responsibility: 03). Penal reformers emphasize rehabilitation, although in general they do not view the prison as a suitable place for its provision (Matthews and Francis 2001: 12).

The South African legislation dealing with offenders is founded on the International Standard Minimum Rules for the Treatment of Prisoners. These rules are in many instances reflected pertinently in the relevant act and the regulations promulgated thereunder. In this regard, the following critical performance areas are worth referring to:

(a) Separation of categories

Offenders are classified in different categories and are kept in South African correctional centres taking into account sex, age, and criminal record and legal matters. Categorization in correctional centres has no bearing on race as was traditionally the case but which was done away with. The basis for classification is based on penological principles which can be tested in the South African and in an international context (Glanz 1993: 276).

(b) Accommodation

Based on the security classification, offenders are allocated to their maximum, medium and minimum security institutions. Norms and standards for light, sanitation, bathing and shower facilities are in place.

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(c) Medical services

Every offender has a medical doctor assigned to care for the health requirements of the offenders. The medical practitioner is assisted by sufficient nursing staff according to the number of inmates at the correctional centre. Dental services are also rendered, usually on a semi-permanent basis as dictated by the need. Every offender is medically examined on admission, on transfer, before release and whenever a sick report is made or when the medical practitioner finds it necessary to examine the offender. Offenders are also referred to private medical practitioners outside the prison walls and it is not strange to see prisoners under escorts at day clinics, general hospitals and consulting rooms of medical practitioners in various medical fields (Glanz 1993: 277).

(d) Diet

The diet served to all offenders is made up by dietitians and not only compares well with the minimum nutrient requirements of the World Health Organization, but even exceeds it in some nutrient areas. The meal plan is running according to a twelve-day cycle with provision for flexibility to allow offenders to have a choice of certain commodities. A substantial portion of rations in the diet is produced on correctional centre's farms by offenders (Glanz 1993: 277).

(e) Exercise and sport

Adequate opportunity exists for offenders to participate in sport and recreation. The value of this programme in an environment of strict discipline and monotonous activity is very important (Glanz 1993: 277).

(f) Discipline and punishment

According to the SMR, discipline and order shall be maintained with firmness but with no more restriction than necessary for safe custody and a well-ordered community life. The South African situation is one where disciplinary hearing in).

Correctional centres are conducted on the same principles as a criminal procedure in a court of law. This is a very time-consuming and very labour-intensive task (Glanz 1993: 278).

(g) Religion

The Standard Minimum Rules stipulate that if an institution contains a sufficient number of offenders of the same religion, a qualified representative of that religion shall be

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appointed or approved. The chaplaincy service of the Department of Correctional Services acts mainly in facilitating role and faiths and churches primary take responsibility for the religious care of their followers in prison. Many preachers are accredited visitors to all South African correctional centres, representing nearly every faith and religion or church in South Africa. This is yet another very vital and important community involved service that is rendered to offenders and another important contact opportunity with the outside world (Glanz 1993: 278).

(h) Inspection of prisons

The regular inspection of prisons is embodied in the Standard Minimum Rules as well as in South African legislation. The main purpose of inspection is to ensure that correctional centres are being managed in accordance with existing laws and regulations to achive the aims of penal and correctional services. South African correctional centres are inspected regularly Glanz 1993: 278).

(i) Information to and complaints by offenders

The administration of a sound and effective request and complaints system forms the basis of an orderly prison community. Offenders are therefore afforded the opportunity to lodge complaints and request to the Head of correctional centre. Each request and complain is recorded. Offenders also have access to their legal representatives, to family and friends by correspondents or visits, to the Ombudsman, and to visiting magistrates and Supreme Court (Glanz 1993: 278).

The true goal of all correctional activity is rehabilitation or returning offenders to useful lives. A group of experts believes that rehabilitation is possible with all offenders. In their opinion, if the system fails to bring rehabilitation, it is the fault of those who run the system. More democracy, more compassion and more liberal programmes will solve all the problems of correctional system. The role of corrections should be to isolate and contain and, to help offenders become rehabilitated so that they can return to open society (Jarvis 1978: 03).

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2.6. Privileges of offenders

SACS incorporates a privilege system according to which offenders may receive privileges on the basis of their behavior. The main aim of the privilege programme is to encourage good behavior, to foster a sense of responsibility and to encourage positive participation in the detention and treatment programmes.

2.7. Correction tools or programmes

Correctional services serve the public by keeping in custody those committed by Courts. DCS duty is to look after offenders with humanity and help them lead law-abiding and useful lives in custody and after release (Matthews and Francis 2001:11). Correctional centres must also be perceived as a place of robust activity if the crime rate is reduced. Offenders need to be encouraged to develop skills and to engage in productive work. There is little point in learning a skill you may have no opportunity to practice. The industrial prison is one where work comes first. Education and sports are available only at the end of working day (Matthews and Francis 2001:11).

The correctional programmes are just one of a number of endeavors which DCS has embarked upon in its quest to rehabilitate offenders and reintegrate them into community as law-abiding citizens. The aim is to join forces with stakeholders and civil society in pursuance of the common goal of inducing and supporting some type of change in the people who are participating in the programmes. The desired change may include behavioral changes, acceptance of positive values and morals, increased knowledge, the acquisition of skills and improved mental and physical health. The timing, duration, focus and intensity of services shall be based on the assessment of an offender's level of risk, needs, responsiveness, treatability, motivation and other relevant factors (DCS Correctional Programmes Targeting offending Behaviour :06).

DCS believes that the responsibility to learn rests with the individual. Offenders must accept responsibility for their offences in order to gain insight into and understanding of their deviant and dysfunctional behaviour. Offenders should accept full accountability for their own behaviour throughout participation in the programmes.

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Correctional programmes must have a purpose. It must be aimed toward meeting the individual treatment goals that the staff and offender have agreed upon. The programme must have measurable steps that can lead to good accomplishment of the treatment goals. The steps and goals must be known and understood by all involved, including program and treatment personnel, custodial personnel, administrative personnel as well as individual offenders. Correctional programmes are need-based programmes that address offending behaviour. It is compulsory for all sentenced offenders serving 24 months and longer to attend correctional programmes sessions (Jarvis 1978: 135).

Human personalities and situations of offenders differ. The status, progress, and all needs of an offender must be reviewed regularly and adjustments must be made in the goals and programmes in order to meet changing needs and conditions. This review and adjustment process must be part of the total institutional program and must continue through the parole period. Corrections has moved from a punitive system to one which recognizes that ninety nine percent of those persons sentenced to confinement will one day return to the free society. This fact alone requires that offenders be prepared for reintegration into the community (Jarvis 1978: 135).

Offenders and staff must believe that it is possible to change. They must also believe that human values are important in making changes, and then with proper attitudes, they can use the tools available for change and re-socialization. Correctional tools or programmes do not rehabilitate offenders, but it provides the techniques, the personnel, the environment and the opportunity for offenders to rehabilitate themselves within an assistance of correctional staff. All correctional tools had its appeal and its success, as well as varying degree of failure (Jarvis 1978: 167).

It must also be noted that no single treatment will cure all correctional problems. Treatment is a team process. No single professional group or treatment can provide everything that's needed to make rehabilitation or correction possible. It takes a team of persons with many different skills to meet the varied needs of offenders. To be successful at correction or rehabilitation of offenders, DCS must bring together medicine, psychology, social work, education, vocational rehabilitation, religious or spiritual service, and recreation. The institutional treatment of offenders requires a total program that is aimed at the whole individual offender's problem (Jarvis 1978: 210).

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2.7.1. Vocational rehabilitation

Since employment is a social necessity and since idleness was believed to breed crime, vocational training and experience became an early ideal in the correctional system. The vocational rehabilitation model takes a number of things for granted:

- Most sentenced offenders do not have trade or skill by which to earn a living
- If ex-offenders are returned to society with trade or skill they can earn a living and will not return to crime
- By training offenders in a skill, their opportunity for employment will be increased

At first, vocational training programmes were a part of prison industries. Most of the cost of training was paid for by selling the products of prison industries. One drawback to vocational training is that it often teaches offenders trades which are no longer demanded by the economic market such as farming, shoe repair and barbering. It is often too costly to offer new skills such as jet engine maintenance, computer technology and science related activities (Jarvis 1978: 169).

The economic unemployment has made socialization to fail. The vocational achievement of offenders is as poor as their educational achievement. When the social, cultural and educational preparation for the employment is inadequate, the result is job instability, frustration and unemployment. The inability to learn job skills is partly caused by problems with communication skills, a lack of understanding about relating to people and a general ignorance of human relations. Tied to the need for vocational training is the need for academic and social skills (Jarvis 1978: 204).

It is widely accepted that if offender is to become ready and willing to re-enter the society, then training and work in correctional centre must be organized with a view to the offender's future employment. Some offenders are suitable for vocational training while others are suitable to be trained to production line work (Corry 1977: 70). The importance of vocational training as a means of rehabilitation is directly related to individual's needs and skills and those of society. Only a small proportion of offenders have the innate potential to qualify as artisans, and of these only a small proportion will have sentences of sufficient length to make vocational training worth undertaking.

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There is a danger that too much concentration on work as training will lead to the neglect of basic education and the countering of anti-social attitudes. Without the basic education qualification, offenders are at disadvantage in competing for work even of a simple nature. No system of prison nature is complete unless provision is made to teach offenders the rudiments of reading, writing and arithmetic.

There is an assumption that education in prison is effective in reducing recidivism. The following arguments have been put forward for the benefits of education such as:

- It improves employment skills for offenders
- It promotes attitude change and motivates offenders to change their behaviour
- It improves self-esteem
- It relieves boredom and improves institutional behaviour
- It mirrors patterns outside, so helping offenders' reintegration into society.

It is proven that of those who complete the programme, 30% reoffend in the follow-up period, compared with 36% of those who were released before the end of the programme and 42% of those who dropped out of the programme. This result seems open to criticism that those who complete the programme are less delinquent and so less likely to reoffend. Basic education seemed to have greatest effect on recidivism amongst high risk offenders (Towl 2003: 39).

It is often economically possible when prison labor does not threaten organized labor, to develop employment opportunities within correctional institutions. Such programmes can train offenders and give them valuable work experience. Correctional industries should be diversified and job specification defined to fit work assignments to offenders' needs as determined by release planning. All work should form part of a designed training program with provision for:

- Involving offenders in the decision concerning the assignment
- Giving an offender the opportunity to achieve on a productive job to further his or her confidence in his or her ability to work
- Assisting offender to learn and develop skills in a number of job areas
- Instilling good working habits by providing incentives.

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Training modules integrated into a total training plan for individual offenders should be provided. Such plans must be periodically monitored and flexible enough to provide for the modification in line with individuals' needs. Where job training needs cannot be met within institution, placement in private industry on work-furlough program should be implemented consistent with security needs. Inmates should be compensated for all work performed that is economic benefit to the correctional authority or another public or private entity. DCS must develop vocational program that meets offenders' needs in terms of job skills, and this must fit into a larger treatment program (Jarvis 1978:206).

Vocational education programs are also offered at several institutions to provide training so that upon release, inmates can find employment in trades such as construction, carpentry, and tailoring and auto mechanics, resulting in national certification for certain trades. Upon re-entering society, inmates who have learned a trade are far less likely to return to a life of crime.

7.2.1.1 Vocational training for female offenders

Vocational training is part of a program that deals with all the needs of offenders. Since vocational training requires vocational experience, offenders should be placed in facilities that offer specific programmes needed. And after correctional experience, offenders should be placed in vocations. In corrections facilities, women are mostly assigned to laundry and sewing duties. Emphasis must be made to place female offenders to useful programmes. Vocational training for women can best be attained with the least expense by placing women in facilities with existing vocational programmers and then adding to what is already offered. Coeducational institutions are more responsive to offenders' needs in many ways, and they provide new opportunities for training female offenders (Jarvis 1978: 205).

2.7.2. Educational rehabilitation program

Offenders have dropped out of school and have lost out all rounds. They are educational underachievers because they became frustrated and ultimately reach a point where they make a decision to either fight the system or resigned from it. The solution is the remedial education programmes. The goal of rehabilitation is to prepare offenders to live acceptably within society.

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To overcome the problem of school failure and inability to communicate with society at large, DCS must help offenders to develop the skills they need to survive outside. These include the basic and communicative skills (Jarvis 1978: 203).

Educational program must include courses in learning to read and in additional reading skills, and courses in basic arithmetic, speech, writing and related arts and skills. Such program is designed so that they can be used individually in a learning environment. The high school equivalency diploma should be the foremost goal for most offenders. The Department must offer a wide range of programmes that interest offenders, including educational releases program. Special education programmes for slow learners must be part of rehabilitative treatment (Jarvis 1978:204).

2.7.3. Psychological services in correctional centres

Offenders are not alike, some are disruptive because they are bloody-minded, others in order to achieve status, some just to break the monotony of prison life, yet others as a cry for help. Offender who lashes out at other offenders to show his strength, who breaks up his cell so that he will be put in isolation and the young man who takes hostage because he is bored. It can be seen that the psychology behind these disruptive acts is different. Psychology should be of interest to people who works with offenders. Psychologist are interested in how the brain works and they also analyze some of the reasons why people commit the crimes which result in them receiving prison sentences and the origin of criminal behaviour (Cooke et al 1993:1-3).

Correctional centres psychologists are responsible for ensuring the professional, economic, efficient and effective delivery of psychological services in their area. The two key drivers of the work of psychologist in a correctional centre should be organizational needs and psychological expertise. Psychologist should have a thorough understanding of the base rates of a particular behaviour. Base rates are the frequency with which a particular event or behaviour occurs. Risk assessment in the context of psychological interventions in correctional centres is often viewed as relating to the risk of reoffending for an individual offender. Risk-assessment work with individual offenders, particularly lifers, remains an important part of the work of psychologist in prison (Towl 2003:5).

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One of the criteria for effective psychological intervention work with offenders is that the methods used should be those, as far as they are known, are most likely to promote effective participation. Overall forensic psychologists have been closely involved in the development of multi-disciplinary group programmes designed to address a broad range of criminal offending and to reduce the level of reoffending (Towl 2003:91). Offenders themselves may be aware that anger management problem is having a significant negative impact on their lives. Many offenders are imprisoned for violent offences; acting violently in prison will bring negative consequences, such as having release delayed.

Life-sentenced offenders should be seen by a psychologist on admission and be treated as a separate group because of the particular practical and psychological problems associated with the indeterminate sentence. However, they should be integrated with other offenders. Lifers should progress from conditions of high security to more open conditions in order to give them a sense of purpose and direction. Psychologist should conduct testing and assessment for release in open conditions. Pre-release preparation should be as thorough and varied as possible. Lifers should have a career plan, involving goal setting, revision and progression (Towl 2003:104).

Research into the mental health of lifers has indicated that levels of disturbance are higher for lifers than for other groups of offenders. Lifers are more psychiatrically disturbed than others in terms of both personally disorder and psychosis. Life-sentenced offenders have to adapt to to serving a very long sentence and the added uncertainty of never knowing when or even if they will ever be released. Lifers are at greater risk of committing suicide. Risk assessment of lifers is an ongoing and dynamic process which continues throughout the sentence (Towl 2003:111).

Offenders are identified as potentially needing to attend cognitive-skills group on the basis of them planning a prisoner's time in custody and in community under parole supervision. Offenders are eligible to attend psychological groups' sessions and allocation is not simply dependant on the level of assessed risk. Some offenders may be excluded where there is evidence of inadequately controlled psychotic disorders (Towl 2003:87).

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2.7.3.1. Psychological factors of why people offend

Officials who work with offenders wonder why individuals first enter into crime, and why they keep offending. This seems especially curious if the offender keeps being punished by imprisonment or fines. Criminals are all different so they are all likely to offend for different reasons. There is no simple explanation for criminal behaviour. There is no answer to why people offend, but there are sets of factors which can have a bearing on whether someone indulges in criminal behaviour or not. The first set includes early influences which is upbringing and heredity. The second set includes offender's current circumstances, where he lives, whether employed or not and crises in his life. The last set includes the circumstances immediately prior to the offence, what the offender was feeling or thinking, how risky the offence is and how easy it is to commit (Cooke et al 1993: 09).

To understand criminal behaviour, we have to consider the following factors:

- **Early environment**

  A person early environment can set them off along the path towards criminality. There are young offenders who started getting into trouble the minute they walked into primary school at the age of five. It is true that a lot of criminals come from homes where their parents were separated or divorced. If parents have few rules about how their children should behave, if they let their children go about unsupervised, and if they do not exercise any control or discipline, then all chances of the children getting into delinquent habits are much greater. Many offenders seem to doubt the importance of early environment. It is a matter of how your parents looked after you rather than where you were brought up which seems to matter. Some people seem to be vulnerable to bad influences and start breaking the law (Cooke et al 1993: 10).

- **Heredity**

  It is difficult to unravel the influence of heredity from the influence of early upbringing. Does a son follow in his father's criminal footsteps because he inherited his father's criminal tendencies or because he copied his father criminal behaviour? There is little

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evidence to support the idea that people inherit criminal tendencies (Cooke et al 1993: 10).

- **Socio-economic status**

  Criminal behaviour seemed to be linked to who you are and where you live. Males get involved in crime more often than females. Generally, crime is committed by young unskilled males. When they are unemployed they are more likely to commit crimes than when they are in employment. They may use crime not only as a way of obtaining money and material comforts, but also as a means of combating boredom (Cooke et al 1993: 10).

- **Current living circumstances**

  How one is living and where seem to affect criminal behaviour. If you live in the inner city, have associates who are delinquent, if you have little to do and nowhere to go other than the street, then acts of vandalism may seem easy to commit

- **Crises and negative events**

  Crises and negative events in our lives can cause all sorts of psychological problems. Negative events can trigger problems from anxiety and depression through the common cold, appendicitis and ulcers to heart attacks. Surprisingly, negative events can also lead to offending. Because human behaviour is complex, people do not always commit offences just for one reason. It is not only psychological reasons that lead people to offend, what is going on around them, their circumstances also affects whether they offend or not (Cooke et al 1993: 10).

There number of criminogenic factors which indicate why people offend and are common to a lot of offenders. Some offenders lack skills to get a job and this makes them more likely to resort to crime to support them. Some have poor educational background, either because they dropped out of school or they have learning disabilities or specific learning difficulties. Stable family support and in particular a supportive partner, tend to protect offenders from committing further

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crime. Alcohol and drug abuse are related to crime in a number of ways. People are more likely to offend when their judgment have been impaired by alcohol or drugs (Towl 2003: 36).

Psychology proves that offenders will not necessary have all or any of these factors in their background and on the other hand, having any of these factors will not make a person to offend. Psychologists offer offending behaviour programmes in correctional centres that are thought to have a significant effect on reducing reoffending among offenders who successfully completes them. However, these programmes tend only to address the personal and emotional factors and anti-social attitude (Towl 2003:35).

The concept of rehabilitation rests on the assumption that criminal behavior is caused by some factor. This perspective does not deny that people make choices to break the law, but it does assert that these choices are not a matter of pure free will. Instead, the decision to commit a crime is held to be determined, or at least heavily influenced, by a person's social surroundings, psychological development, or biological makeup. People are not all the same and thus free to express their will, but rather are different. These individual differences shape how people behave, including whether they are likely to break the law. When people are characterized by various criminogenic risk factors such as a lack of parental love and supervision, exposure to delinquent peers, the internalization of antisocial values, or an impulsive temperament—they are more likely to become involved in crime than people not having these experiences and traits. If involvement in crime is caused by various factors, then logically re-offending can be reduced if correctional interventions are able to alter these factors and how they have influenced offenders.

2.7.3.2. Psychological effects of incarceration

Adaption to correctional centre is difficult, creates habit of thinking that can be dysfunctional in periods of post-prison adjustment. Prison of is painful, and incarcerated persons often suffer long-term consequences from having been subjected to pain, deprivation or denial and extremely atypical patterns and norms of living and interacting with others (Towl 2003: 20).

Offenders have always confronted with a unique set of contingencies and pressures to which they must react and adapt in order to survive the prison experience. Increase in incarceration rate, overcrowding and rapid expansion of correctional systems adversely affect the living condition

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in many correctional centres, jeopardize offender safety, compromised correctional centre management and greatly limited offender access to meaningful programming. Various psychological mechanisms that must be employed to adjust in some harsh and dangerous correctional environments to survive become increasingly natural and to a degree internalized (Jarvis 1978:174).

2.7.3.3. Psychological adaption to incarceration

Offenders have to adapt to prison life which one' habit of thinking, feeling and acting is minimized. When offenders first come to correctional centre, they are forced to adapt to an often harsh and rigid institutional routine, deprived of privacy and liberty, and subjected to a diminished, stigmatized status and extremely sparse material condition is stressful, unpleasant and difficult (Jarvis 1978:173). Fewer offenders consciously decide that they are going to willingly allow the transformation to occur.

2.7.3.4. Dependency on institutional structure and contingencies

In time, offenders may adjust to muting of self-initiative and independence that correctional centre requires and become increasingly dependent on institutional contingencies that they once resisted. Eventually it may seem more or less natural to be denied significant control over day-to-day decisions and at a final stage, some offenders become heavily dependent on institutional decision makers to make choices for them.

Offenders may rely on the structure and schedule of the institution to make and organize their daily routine. Some may even lose the capacity to initiate behaviour on their own and the judgment to make their own decisions for themselves. Correctional institutions force offenders to adapt to an elaborated network of typically very clear boundaries and limits, and swifts and severe consequences of violation thereof.

2.7.3.5. Hyper-vigilance, interpersonal distrusts and suspicion.

Correctional centre is clearly very dangerous place from which there is no exit or escape. Offenders learn quickly to become hyper vigilant and ever-alert for signs of threat or personal risk. Because the stakes are high and because there are people in the immediate environment

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poised to take advantage of weakness or exploit carelessness or inattention, interpersonal distrust and suspicion often results. Some offenders learn to project a tough convict appearance or face that keeps all other at a distance. Many offenders believes that unless an offender can convincingly project an image that conveys the potential for violence, he or she is likely to be dominated and exploited throughout his or her sentence.

For offenders who fear for their lives in a dangerous prison environment, avoiding certain high risk areas of the correctional centre, spending time in their own cells is the precaution against victimization, being forced to get tough with another offender to avoid victimization and keeping a shank or weapon nearby to defend themselves.

2.7.3.5.Emotional over-control, alienation and psychological distancing

Offenders struggle to control and suppress their own emotional reactions to events around them. Emotional over-control and generalized lack of spontaneity may occur as a result. Prison is a barely controlled jungle where the aggressive and the strong will exploit the weak, the weak are dreadfully aware of it. Some offenders adapt by developing a calculation skill. They become remarkably skilled self-monitors who calculate the anticipated effects that every aspect of their behaviour might have on the rest of the prison population. Offenders develop a prison mask and emotional flatness that becomes chronic and debilitating in a social interaction and relationships and find that they created a permanent and unbridgeable distance between themselves and others.

2.7.3.6.Social withdrawal and isolation

Offenders learn to find safety in social invisibility by becoming disconnected from others, retreating deeply into themselves, trust virtually no one and adjust to prison stress by leading isolated lives of quiet desperation. This clearly resembles clinical depression. Long-term offenders experience existential death of unfeeling, being cut off from the outside world and they adopt this attitude to help them cope.

2.7.3.7.Diminished sense of self worth and personal value

Offenders are denied their basic privacy rights and lose control over ordinary aspects of their existence that may have taken for granted. They live in small, sometimes extremely cramped and

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deteriorating spaces; have little or no control over the identity of the person with whom they are sharing the space, have no choice over when to go to bed or got up, when or what they may eat. Offenders feel infantilized and that the degraded conditions under which they live serve to repeatedly remind them of their compromised social status and stigmatized social roles as offenders. A diminished sense of self-worth and personal value may occur.

2.7.3.8.Post-traumatic reaction to the pains of imprisonment.

For some offenders, incarceration is so stark and psychologically painful that it represents a form of traumatic stress. Time spent in correctional centre may rekindle the memories, disabling psychological reactions and consequences of earlier damaging experiences. The dysfunctional consequences of institutionalization are not always immediately obvious once the institution structure and procedural imperatives have been removed. The negative consequences may first occur as internal chaos, disorganization, stress and fear.

2.7.3.9.Offenders with special psychological needs

Even though all offenders are exposed to the same pressure of institution, they respond in various ways with varying degrees of psychological change associated with their adaptations. Some offenders are more vulnerable to these pressures and overall pains of imprisonment than others, either because of personal characteristics or because of the harsh conditions of confinement to which they are subjected to. Negative psychological consequences of long term solitary like confinement include impaired sense of identity, hypersensitivity to stimuli, cognitive dysfunction confusion, memory loss and ruminations, self-mutilation, suicidal ideation, helplessness and hopelessness, chronic depression, irritability, anger aggression, rage stabbings, attacks on staff, anxiety panic attacks, emotional breakdowns, loss of control psychosis overall deterioration of mental and physical health.

2.7.3.10. Psychological services to young offenders and juveniles

Criminological research clearly establishes that young people have a disproportionately greater involvement in crime. Rate of offending appear to peak from ages of 15 to 18 years of age. Juvenile offenders are generalist rather than specialist offenders as compared with adults. Psychologists are able to prove that these young and juvenile offenders are likely to have

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experienced one or several problems such as childhood abuse, neglect, disrupted or chaotic care and educational and health problems. Correctional Services Department now places much greater emphasis on multi-disciplinary teams working to address the whole range of problems that a young person is likely to present.

Offending behaviour programme aims to challenge offenders' attitude and to equip them with more constructive thinking and behavioral skills to help them avoid offending in future. Young and juvenile offenders can represent particularly challenging behavioral problems and that these impact on staff. Behavioral monitoring and incentives schemes can help in motivating offenders to behave in a more socially responsible manner. Young and juvenile offenders present correctional officials with many challenges, some of which may be associated with their individual development. They may be disruptive, demanding and vulnerable (Towl 2003:123).

2.7.3.10. Psychological preparation for release and resettlement

Forensic psychologists are carrying out risk assessment and intervention with particular high risk offenders in the community. Proper preparation for release is particularly important for offenders for a number of reasons:

- Offenders will generally have spent longer in correctional centre and may have more problems adjusting to life in the community. For many offenders, life skills such as handling money, budgeting, living independently or socializing with people outside the prison setting are skills which may need to be re-learnt.
- Because of their offences, offenders will have restricted opportunities in terms of social support in the community. They may have to move to a different area if their case was particularly notorious or if the victims ask them to move, they may also find themselves shunned by family and friends.
- Offenders also find restricted opportunities for employment, housing and leisure activities because of the nature of their offences (Towl 2003:113).

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2.7.4. Social work programme

DCS have taken a serious steps tom offer rehabilitative social work programme in corrections. Previously, social workers were found in school systems, mental hospitals and public clinics. Social casework fit easily into the correctional environment and can offer the following services:

- Sociological study of offenders' backgrounds, including their economic, family, occupational and educational situations, along with information from the home community
- A review of the conditions and a nature of an offender's crime
- Evaluation of length and harshness of an offender's sentence
- Regular interviews to determine the offender's adjustment within the institution, home problems and personal concerns
- Interviews and orientation sessions for offenders soon to be released

Social worker provides a fairly complete file on each offender, filled with important and interesting information about individual and family needs. Social workers are professionally trained persons into correctional environment who are concerned about the welfare of each offender. The social worker can act as a conscience and an adviser to the administrator, along with the medical officer, educator and chaplain (Jarvis 1978: 170).

Social worker is available throughout an offender's sentence, so there is always someone to whom the offender can turn with problems. Social worker knows the offender's situation and can serve as an adviser and a friend. This allows offenders to speak out, to ask for special help, or to make indirect contact with their families. Group counseling can also be offered, especially for disturbed offenders and lifers. Social workers offer pre-release programmes which includes general orientation meetings, reviews of the social situation outside the institution, group discussions and employment information (Jarvis 1978: 171).

Social work programme greatly helped to socialize offenders and in doing so, it makes life easier for offenders and correctional officers. It provided a trained listener who had useful information and who understood the offender's problems. Social workers gave support to offenders and sometimes explained their sides to correctional personnel and administrators. The social

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casework is excellent for gaining information about conditions, but it falls short in its ability to evaluate how given individual will react, since not all human problems can be understood from this point of view. There are too few social workers to fill the needs throughout the correctional system, and they often have little time left from their other work to provide ongoing contact with offenders

2.7.4.1. Anger management programme

South Africa is regarded as one of the most violent countries in the world. Violent crimes like robber, murder, assault, rape, attempted rape, attempted murder and domestic violence are still pervasive in the country. Statistics reveals that on 31 March 2006 the Department of Correctional Services had a number of 113,820 sentenced offenders and 46,391 awaiting trial detained in the correctional facilities which brings the total population to 160,221. This means that a lot of offenders are committing aggressive crimes and this should be a wakeup call to the citizens of South Africa to stand together and work against crime. DCS has as its mandate to correct the offending behaviour and behaviour and produce law abiding citizens. Social workers are tasked to develop the standardized anger management programme to be implemented nationally in the Department of Correctional Services. This programme is intended to assist offenders to be able to manage their violent and aggressive behaviours, accept responsibility for their actions and improve their relationships with other people and refrain from reoffending or violent actions. The aim of the programme is to develop insight into offender's behavioral patterns and teach them skills to change their aggressive behaviour. The programme is aimed at raising offenders' awareness of the causes and symptoms of anger and teaching them how to manage their anger. It also helps offenders to unlearn old habits associated with aggression and learn or relearn healthy ways of dealing with and expressing anger.

The following forms the basis for the development of the programme:

- Increase in number of offenders sentenced for aggressive type of crimes.
- Increase in the number of assaults inside the correctional centres.
- To respond actively to demands for action from the side of the community and victims.
- To contribute to effective service delivery and to add to the prevention of re-offending.
- Non acceptance of responsibility for the offender's aggressive criminal behaviour.

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- The use of defense mechanisms in order to reframe their offences
- Lack of victim empathy.

Anger management programme is designed for offenders of all categories in the correctional facilities, who have committed aggressive crimes such as murder, assault, robbery, pointing of fire arm and rape. The programme is facilitated by social workers and student social workers in DCS registered with the SACSSP, who are also trained in the programme.

Target group

The anger management correctional programme is aimed at all sentenced offenders who are serving sentences of 24 months and longer, based on the needs and risks identified in the individual offender's correctional sentence plan.

Goals of the programme

The goals of the programme are to provide participants with information on the restoration of relationships, and to enable participants to compile and implement a personal anger coping plan to deal with and manage future anger response behaviour.

At the end of the programme, offenders must have learned and be able to:

- Understand what anger is and where it comes from
- Control and manage feelings of anger in a socially acceptable manner
- Understand and deal with feelings and behaviour linked to resentment, hostility, revenge and hatred
- Compile and implement a personal anger coping plan to deal with and manage future anger response behaviour.

Own responsibility towards crime committed

During the programme, offender is given the opportunity to describe own crime or offense by:

- identifying emotions experienced prior to the offence committed,
- establish the nature of event that triggered his or her behaviour,

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- identify and acknowledge the extent to which the opportunity to hurt or offence was planned and
- Verbalize the crime itself and the consequences for him or her, the victim and families.

Offenders must be told that it is their actions that are being condemned and not the person. The message must be clear ''*it is not you that I don't like, but your actions*".

Recognizing the early signs and symptoms of their anger or aggression could help reduce the severity of an angry episode or aggression. When something makes a person angry, identifiable physical changes occur. When a person is angry, he or she might feel restless, on the edge, uptight, snappy and irritable, emotional, quick to cry or breakdown.

2.7.4.2. Aggressive offender programme

Level of anger differs and the origin of aggression is also different in offenders. This should be kept in mind when evaluating offenders for groups and people and people with totally different anger levels or totally different origins of aggression should be placed in different groups. Role players should be limited until the group members understand each other well and have established relationships in which they feel safe.

2.7.4.2.1. Objective of aggressive offender programme

The aim is to guide offenders of aggressive crimes to accept responsibility for their behaviour, to develop insight into the causes of their behaviour and feelings and to equip offenders with effective skills for dealing and coping with it in order to prevent further criminal behaviour (DCS 200: 04).

Each group member gets the opportunity to introduce him or herself by name, place of origin. Offenders say what they want to gain from the programme and write their ideas and answers and keep it to refer to later during evaluation. Social worker will explain the goal and contents of the programme to offenders and allow their input, questions and remarks. Social worker will also emphasize the benefits of the programme and how implementation can restore balance in offenders' life. And also refer to how skills empower them towards a better life and request them to be open and take on the challenge to learn new skills (DCS 200: 05).

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Social worker will also explain the importance of having rules and norms and let offenders name some rules and norms they think is important. Each offender will then sign a contract after it is explained to them and they understand the importance of the programme. Social worker will then start to brainstorm with the group what aggression is and means and write it down on flip-chart. Each group member will show his view of aggression with drawings, colours or role play. The aim of the exercise is for offenders to indicate how they think about aggression and how they experience it. Finally the social workers will ask offenders how they have experienced the session and motivate them to attend all sessions and explain why it is important. Accept ideas and suggestions for the effective functioning of the group and make members understand that they are also part of the process (DCS 2000: 06).

2.7.4.3. Crossroads Correctional Programme

The main purpose of the Crossroads Correctional Programme is to target offending bahaviour through the implementation of basic bahaviour modification techniques. The programme focuses on the causes and consequences of the abuse of alcohol and drugs and of criminal behaviour. It seeks to provide offenders with information concerning alternatives to criminal bahaviour and sources for treatment of alcoholism and drug dependence. It also provides offenders with information on sexually transmitted infections and sources of treatment for them. Just like the anger management programme, it is aimed at all sentenced offenders serving 24 months and longer based on the needs and risks identified in the offender's CSP. It should be presented to the identified offenders upon their admission to the system.

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2.7.4.3.1. Goals of the crossroads correctional programme

The goals of the programme are to:

- Equip case officers with the necessary skills to enable them to identify the need for social work, psychological, educational and spiritual or religious intervention and to refer offenders for such treatment
- Facilitate the implementation of the Unit Management System which is aimed at affecting change in the lives of offenders who are entrusted to the care of the Department of Correctional services

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- Fast-track one of the key strategies enshrined in the White paper on Corrections by allowing correctional officials to be more directly involved in the rehabilitation of offenders
- Bring about an effective balance in all the significant facets pertaining to offenders, including their safety and security, their rehabilitation, meaningful utilization of their time, their development and just treatment
- Equip offenders with the necessary knowledge and skills to enable them to be responsible, law-abiding and productive citizens in order to ensure their successful reintegration into society

2.7.4.3.2. Outcome of the programme

To ensure that offenders have:

- A good understanding of the crossroads programme
- A better understanding of themselves, their strengths and weaknesses
- An understanding of the impact of their choices and take responsibility of their choices
- Acquired the skills necessary to prevent and manage conflict
- An understanding of the consequences of crime and criminal behaviour
- A better understanding of the consequences of substance abuse

2.7.4.4. Pre- Release programme

The development of pre-release programmes on large scales would represent an extremely important step in the direction of reducing further the traditional isolation from society which has heretofore been typical of the status of offenders subjected to incarceration. Offenders nearly ending their sentence whose work habits and general conduct have been good are selected for pre-release programmes, to work away from the confined of the prison institution during the day and return at night. They are treated as normal workers receiving normal remuneration and only their employers are informed about their imprisonment (Corry 1977: 49). The advantage of the pre-release is that offenders are gradually reintroduced to the society so that on the eventual release, offenders will be more capable of settling down and adjusting to freedom. It also

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narrows the gulf separating the offenders from normal life and reduces the cost of incarceration while still punishing the offenders by imprisoning them.

The objective of the programme is to prepare offenders for successful reintegration into society by providing them with skills and information to enable them to cope with possible challenges they may have to face after their release. The target group of the pre-release programme is all offenders who have release dates. They are obliged to have completed the programme before release from the correctional centres.

2.7.4.4.1 Goals of the pre-release programme

The goals of the programme are to;

- Prepare offenders for successful reintegration into society
- Provide offenders with the skills necessary to overcome difficulties associated with reintegration
- Prevent re-offending and relapse
- Ensure that proper support systems are in place before placement
- Provide information on external resources
- Restore relationships
- Teach offenders to take responsibility for their own behaviour
- Build self-esteem and self-confidence

2.7.4.4.2. Outcomes of the pre-release programme

To ensure that:

- The offender realize their responsibility to themselves, their families, their communities and to provide for their own futures
- Offenders are able to compile and implement a personal coping plan to deal with and manage future challenges
- Offenders can establish support systems and meaningful relationships
- Recidivism is reduced
- Offenders are provided with the necessary skills and after-care to enable them to adapt

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2.7.4.5. Substance abuse correctional programme

The main purpose of the programme is to help offenders gain insight into the negative effects of substance abuse. The substance abuse programme is aimed at targeting all offenders who are serving 24 months and longer, based on the needs and risks identified in the offender's correctional sentence plan.

2.7.4.5.1. Goals of substance abuse correctional programme

The goals of the programme are to:

- Help offenders overcome alcohol and drug addiction
- Empower offenders with information related to substance abuse and addiction process
- Educate offenders on the signs and symptoms of substance addiction
- Enable offenders to have a better understanding of themselves
- Empower offenders with coping skills
- Provide offenders with information on how to restore broken relationships

2.7.4.6. Restorative justice orientation programme

The programme orientates offenders in respect of restorative justice and to prepare them for further intervention through restorative justice programmes. This programme can be presented to sentenced offenders as well as probationers, after they have undergone programmes addressing their offending behaviour. It could also be used for all special categories of offenders, guided by the needs and risks identified in their individual correctional sentence plan.

2.7.4.6.1. Goals of restorative justice orientation programme

- To empower offenders in respect of the basic concepts in restorative justice
- To orientate offenders regarding the various programmes in restorative justice
- To illustrate the relationships between restorative justice and rehabilitation
- To introduce the concepts of victim empowerment

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- To emphasize the importance of support systems
- And to illustrate the link between restorative justice and reintegration

2.7.5. Spiritual care programme

Throughout the history of corrections, society has sought to provide religious and spiritual care when no other program or treatment was available to offenders. This has been in part a result of the belief that crime and sin are related and that salvation will bring a new life. It also reflects society's guilt both about the presence of crime and about its neglect of treatment programmes for offenders. DCS is now utilizing chaplain service to render spiritual care programme. These services included religious worship, rites, rituals, classes, and counseling. Chaplains are trained and skilled both in their religious discipline and rehabilitative treatment. By using these professionals, corrections can see offenders' spiritual needs while gaining other staff member for counseling, group therapy, and remedial work. This nonreligious contact with offenders actually increases interest in religion and makes the chaplain's ministry more important to rehabilitation (Jarvis 1978: 209).

Another new approach to providing religious service to offenders is to allow those who are interested to conduct their own programmes or to let community volunteers set up such programmes. These programmes must be approved by the institution's chaplain and must fit into its rules and regulations; but they add to offenders' spiritual opportunities in the ways that are most meaningful to them.

Freedom of religious belief and practice is a constitutional right. In correctional centres where there are number of Jewish offenders, services of rabbi may be provided by contract. Although this is far better than no religious ministry, such program offers too little. Every effort must be made to ensure that offenders' religious beliefs are met and their demands should be fulfilled. Sometimes offenders might raise demands that are not out of religious beliefs, but out of desire to cause problems for correctional staff (Jarvis 1978: 209).

It is ironic that religion, which was important in efforts to rehabilitate criminals at the end of the eighteenth century and for most of the nineteenth century, is now being seriously considered as a

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new method of altering the careers of chronic offenders. In these earlier periods of the American experience, the inmate was seen as a sinner; the cure for his wickedness was to expose him, voluntarily or involuntarily, to massive doses of Scripture. Discipline was enforced with an iron hand, with physical punishment applied to those who broke the rules. The penitentiary staff often included clergymen or ex-clergymen drawn to the work by the possibility of saving souls.

Religion, while never absent from the prison setting, became subservient to material efforts. It was relegated to the role of ameliorating harsh conditions within the prison. Many churches or organizations are conducting religious classes, and provided spiritual and economic resources for former inmates and their families. Other prison ministries were then and still are active in providing religious classes, seminars, and necessary religious items such as pulpits and Bibles. Some of these churches or organizations have taken an effort to train people to become prison chaplains.

2.7.6. Health care programme

The operation of medical services within the correctional system has a number of the following major problems, that is the medical and physical condition of most offenders before sentencing , the presence of emotional and psychological problems; inadequate salaries for professional medical personnel; the relationship of medical problems to effective rehabilitation; the short supply of medical personnel in the total population; and offenders' right to treatment from legal and moral point of view. The issue of medical services within correctional systems raises basic questions about society responsibility for the health and welfare of offenders. The above mentioned problems fail to show that these problems are part of the total failure of socialization (Jarvis 1978: 207).

Sentenced offenders mostly come from the lower social classes of our society and they frequently have serious medical and dental problems at the time of sentencing. These problems have gotten worse while offenders waited in jail for trial. Poor training in personal health care and even lack of basic knowledge about simple medical needs also increase the problem. When offenders enter corrections, they need remedial care at least , and often emergency care as well. After medical and dental care is given and offenders begin to function in full health, the work on

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other problem areas is made easier. Many medical problems require long-range treatment and offenders with such ailments must be sent to facilities where treatment is available or must be transported to such services (Jarvis 1978:207).

Some offenders arrive at correctional institution with serious physical scars. The difficult task of helping offenders to gain a positive self-image is much easier when they are not ashamed of how they look to others. When people are removed from their environment and placed in custody, they may try to use sick call to escape from reality. This causes problems because all symptoms must be checked by medical personnel, which takes time and manpower. If offender is faking an illness, he or she will be helped in counseling program where the behavior can be redirected. Bet until this can be done, all medical complaints require the services of trained medical personnel (Jarvis 1978: 208).

Since there is shortage of professional medical personnel in our society, and since economic reality forces trained personnel like doctors to seek larger salaries, the supply of these professionals in corrections is far too small. The government have intervene to supply adequate medical care to offenders by using public hospitals; increase in salary levels for all medical personnel; medical doctors and dentists are encouraged to work part-time or on session in corrections. DCS has enlarged medical bursary for financially needy students and have them return the cost of their education through professional services within the correctional system.

Sometimes rehabilitation is said to embrace a medical model. When people are physically ill, the causes of their illness are diagnosed and then treated. Each person's medical problems may be different and the treatment will differ accordingly; that is, the medical intervention is individualized. Thus, people with the same illness may, depending on their personal conditions, receive different medicines and stay in the hospital different lengths of time. Correctional rehabilitation shares the same logic, causes are to be uncovered and treatments are to be individualized. This is why rehabilitation is also referred to as treatment.

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2.7.7. Reintegration programme

Society's attitude toward correctional treatment include the believe that isolation of offender does not reduce crime, even among former offenders. The rehabilitation or treatment programme relate to reality and life outside the corrections system. To improve the rate of return to open society among offenders, DCS must focus on the change that takes place within corrections and how effectively that change is supported after correctional treatment. The two are the concerns of the reintegration programme which aims to treat offenders in such a way that they can rejoin open society (Jarvis 1978: 193).

Offenders are allowed to work outside correctional centre without close supervision. Those offenders are called monitors. Community has become more involved with efforts to reintegrate offenders. Reintegration treatment programme now aimed to serve the needs of both offenders and open society. This reintegration programme allows offenders to take on increasing responsibilities until they are ready for complete acceptance by the community (Jarvis 1978: 194).

Rehabilitation seeks to assist both offenders and society. By treating offenders, they hope to give them the attitudes and skills to avoid crime and live a productive life. At times, this attempt to help offenders exposes rehabilitation to the charge that it coddles criminals. This view is shortsighted, however, because correctional rehabilitation's focus is not simply on lawbreakers but also on protecting society: by making offenders less criminal, fewer people will be victimized and society will, as a result, be safer.

2.7.8. The correctional group therapy model

Group therapy exists because of time demands. Therapist saw so many offenders with similar problems that they save their strength and time by putting offenders into one group. Offender group members become more involved with other offenders' problems; they learned from each other, and they helped to solve each other's problems by mutual sharing of experiences. The group developed its own personality and it pressured offenders to give up antisocial behavior and join the group. Group interaction provided social reinforcement, both negative and positive, and helped to produce change (Jarvis 1978: 195).

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Because a group brings many hands, voices or bodies to the task, a group of offenders can offer a broad range of ideas for solving problems and it provides social reinforcement for each offender. The share purpose and common identity of offenders within a group increase the group effectiveness in reaching goals. The feeling of togetherness tends to offenders toward the group goal.

2.7.8.1. Group interaction in the correctional setting

In correctional therapy, the function of the group is to redirect offenders' attitude and behavior in order to bring about resocialization. Individual offenders must understand the role of the group and must be motivated to seek its goal, which are simple and direct. The feeling of togetherness is obviously strong. The group members share a common status as offenders. The classification and selection process groups offenders according to such things as age, sex, seriousness of offense, previous criminal record and present living condition. Members of correctional therapy group may come from different backgrounds, but their present situations are similar (Jarvis 1978: 196).

The size of a counseling group in corrections will depend on the availability of trained or skilled group leaders and effective communication within the group. In most correctional settings, a group of fourteen to fifteen members is as large as can be managed. If the group is too large, offenders will lose their sense of identity with the group and its purpose. Makeup of a correctional therapy group involves offenders who are oriented toward goals, the group is therefore functional.

In a correctional therapy group, the purpose of communication is to inform, to evaluate and to develop concern, respect and love. For offenders, this is often the first adult situation in which they can be open to others without being taken advantage of. For group therapy to be effective, certain rules are necessary. These rules give a common code of conduct which is group sessions are confidential and no group topic will be discussed outside the group; each group member will treat the other members with respect; no personal grudges or abusive language will be allowed in the group; the group will have disciplinary authority over members who violate these rules; and all members will be on time for all group sessions.

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2.8. Correction as a societal responsibility

Community involvement in correctional matters is of outmost importance. Unfortunately very few communities around the world become actively and positively involved. It is often the case of the community leaving the criminals to the authorities to deal with them. The community seems to lose its interest in the criminal justice process soon after sentence has been passed. South African community should realize that no dividends comes from standing at a distance, expecting the correctional systems to achieve wonders within the dangerous and notorious product which is entrusted to the Department for a few years (Glanz 1993: 285).

Correctional Services Department can play a role in attempting to correct the offending behavior of those who are within the system, but not in isolation. Society cannot distance itself from its members and its proactive responsibilities to members of society who are going astray but who have yet to end up in courts or in the criminal justice system. It is therefore clear that correction is a collective societal responsibility.

- Promotion of social responsibility of individuals in society prior to them in committing criminal offense, appearing in courts of law and ending up in DCS centres. The responsibility of DCS is to encourage the public in various formations to perform this timely correction function,
- Promotion of the family unit as a basic social unit in which correction interventions must take place. The responsibility of DCS is to promote the restoration of the integrity or viability of the family unit as a vital primary level conducting correction interventions,
- Promotion of key community institutions such as schools, churches, social organizations and local government, as the secondary level in which correction must take place. The responsibility of DCS is to promote the restoration of the integrity and effectiveness of these institutions in addressing problems that arise from situations where family are dysfunctional or ineffective in influencing their members towards social responsibility,
- The Department has a legal mandate to provide specific services like safe custody in human conditions, promotion of human development in offenders, promotion of social responsibility in offenders and management of parolees and probationers. The Department of Correctional Services has limited resources and is not able to provide all

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these relying solely on its own capacity. That is why it is now encouraging the participation of members of the public as accredited service providers in the delivery of all programmes.

The rising trend in the correctional centres population, the projected growth over the foreseeable future, the cost of building correctional facilities and the high rate of prisons makes it clear that South Africa should gear itself to deal with an increasing number of offenders in the community. The manner in which the risk of each and every offender is managed becomes a very trying operation. Imprisonment should be meted out to dangerous offenders and others should be considered for community corrections. The failure of success will be built on the quality of the decision taken in each case, backed by an involved and well-informed community which carries the perspective that corrections become what the community wants it to be (Glanz 1993: 286).

2.9. Preparation for release and resettlement into the community

DCS is aware that the direct and sudden release of offenders into the community after the close confinement of prison life can have an adverse effect on their ability to reintegrate successfully into the community. Its ultimate aim is therefore to equip offenders with skills required for their effective reintegration into the community. Community reintegration is the continuous process of preparing offenders for their release and assisting with their readjustment to community life with a view to enabling them to function as law abiding citizens.

According to (DCS Communication: 01) the aims of release preparation programmes are to:

- Ensure that offenders are successfully reintegrated into the community after their release from prison
- Involve society with correctional matters by encouraging them to provide employment and accommodation to needy offenders
- Reduce high rate of recidivism, that is, relapse into crime
- Offer material and financial assistance to needy offenders upon their release or placement on parole
- Ensure that appropriate support systems are in place before offenders are placed out on parole or otherwise released

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- Facilitate application for temporary leave in respect of sentenced offenders as a means of preparation for release, and to
- Create job opportunities and obtain the co-operation of employers with regard to the employment of released offenders

One of the most important functions of the community reintegration official is to orientate offenders, in consultation with specialists, with a view to successful integration into prison routine as soon as possible after admission. Offenders are constantly reminded of the importance of family ties whilst in prison. Offenders are constantly reminded of the importance of family ties whilst in prison.

Interested employers are allowed to visit workshops and training facilities at prisons to enable them to ascertain the level of training provided to offenders. Such orientation visits by employers are utilized to convince them to recruit and employ ex-offenders. Follow-up visits are made to ensure that employers remained willing to employ ex-offenders. DCS made efforts to obtain accommodation for offenders before their release from prison. The person who is prepared to undertake care and support of an ex-offender for the duration of parole supervision period is also required to sign an agreement to this effect.

Before the release of an offender who is permanently medically or physically unfit for labour, an application for a disability allowance is submitted to the local office of the responsible state department on the offender's behalf. Community leaders and other interested individuals serve as an important links between DCS and the community. They also serve as instruments for promoting community involvement in the reintegration process. DCS has a statutory obligation to ensure that released offenders are successfully reintegrated into the community. All good work done during incarceration will most come to nothing if the basics needs after released offenders are not provided timeously.

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2.10. Dealing with offender in the community

Psychological consequences of incarceration may interfere with the transition from prison to home. It can hinder ex-offenders successful reintegration into social networks and employment setting and may compromise an incarcerated parents' ability to resume their role with family and children. The impact will be felt in communities that will be expected to receive ex-offenders and also to absorb the high level of psychological trauma that offenders will bring with them. Ex-offenders who are parents cannot effectively organize their children or exercise initiative and autonomous decision making that parenting requires because they were depending on correctional institutional structures and routine. They suffer negative effects of a distrusting and hyper vigilant adaption to prison life even on release.

Community-based sentencing options represent the modern day solution of dealing with offenders who do not pose a threat to the community. Imprisonment is often discarded as a very negative option. It is often argued that imprisonment creates criminal tendencies, that offenders serve as universities of crime and that in fact nothing good comes from the situation of deprivation posed by imprisonment. Imprisonment is very expensive from both capital and running costs perspective. The only solution to the challenge is that either the community finances this situation which the economy cannot afford, or we reverse the situation by realizing that imprisonment is not the only suitable punishment for offenders Glanz 1993: 279).

An alternative is a sentencing option imposed and enforced under authority of the law which is carried out in the community. Imprisonment should be used only as a sanction of last resort and that due regard be given to the requirements of public safety.

2.11. Challenges faced by correctional centre

South African correctional centres are faced with different challenges when correcting or rehabilitating different offenders. The prison environment is characterized by factors which can have adverse effects on individual inmates.

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2.11.1. Overcrowding in prisons

South African correctional centres are seriously overcrowded. In January 1993, the government stated that the prison system then held 110,000 offenders in accommodation designed for approximately 84,000 which causes an overcrowding of 23 percent. The stated accommodation norms according to which a prison capacity is measured, which were supplied by the Department of Correctional Services are low at 61:04 square feet per offender in a single cell and 38,86 square feet in a communal cell. A correctional centre that is filled at 100 percent of its capacity is in practice overcrowded (Watch and Project 1994: 7).

According to Howard (www.johnhoward.ab.ca), as at 30 June 2009, a total number of 168 108 offenders were accommodated in the 237 active prisons with approved accommodation for 114 822 offenders. This indicates that all correctional centres in South Africa are highly overcrowded. Howard also stated that due to specific magisterial boundaries within which courts, correctional services and police functioned, it was seldom possible to transfer overflows to other correctional centres.

Studies into the effects of overcrowding on offenders have also meant defining overcrowding and describing what the basic effects of crowding can be on humans. Crowding research has concentrated mainly on the spatial density and the social density of crowding. Spatial density is defined as an amount of space or number of square feet available per person in a particular housing unit. Social density is defined as the number of individuals sharing a housing unit and is considered the factor, which contributes most to the adverse effects of crowding. The continuing increase in the crime rate amongst younger age groups and increasing recidivism amongst the population are causing severe overcrowding (Freeman 1978: 4).

In the prison setting, crowded conditions are chronic, people prone to anti-social behavior are gathered, and there is an absence of personal control and idleness and boredom can be prevalent. The good prison is one which offers security, human care and a reasonable level of sanitation (Matthews and Francis 2001:12).

Overcrowding makes offenders to be kept in bad conditions. They lacked basic requirements such as mattresses, pillows and places to store their belongings. Four to five offenders are kept in

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a single cell which is meant for one offender. Private prisons were introduced in order to alleviate the crisis of conditions and overcrowding (Sim 2009: 109).

2.11.2. Causes of overcrowding

At any given time, approximately 23 percent of offenders held by South African correctional systems are pre-trial offenders. Delays in the judicial process are one of the principal factors in the overcrowding and, while most offenders awaiting trial are brought to court within three months, some may remain in correctional centres for over a year. Nearly a quarter of prison space is therefore taken up by individuals who are legally still presumed innocent (Watch and Project 1994: 09). Crime rate in South Africa is extremely high, especially on youth and juveniles.

2.11.3. Effects of overcrowding

Overcrowding has three types of effects on the daily prison environment. Firstly, there is less of everything to go around, so the same space and resources are made to stretch even further. The opportunities for inmates to participate in self-improvement and rehabilitative programs such as academic, employment and vocational training are curtailed. The lack of work opportunities leads to offenders' idleness, often reinforcing the maxim that idleness breeds discontent and disruptive behavior. Lack of resources can apply to anything an inmate might need to use such as washroom availability, library books, and television lounge seating and recreational materials. The unavailability of resources can have twofold consequences. One is the frustration or unpleasantness of being limited or denied a resource, and the other is the fact that competition and conflict over limited resources often lead to aggression and violence.

Secondly, the effect overcrowding is on the offender's behavior. Crowding creates stress and this, in conjunction with other factors in a prison setting, can heighten the adverse effects of crowding. Idleness, fear, the inability to maintain personal identity or to turn off unwanted interaction and stimulation such as noise add to the stress of crowding. The adjustment for offenders to cope with excess stress varies; it could be withdrawal, aggression or depression. Inn crowded situations there is more aggression and competition for resources, less cooperation and

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more social withdrawal. Other individuals in a crowded situation are perceived as less attractive or interesting and the social milieu itself becomes unpleasant.

2.11.4. Solutions to crowding crisis

Discussions on correctional centre crowding usually are initiated on the premise that this crisis can be solved. In theory, of course solutions do exist, and many insightful commentators have talked about the alleviating crowding pressures through alternatives to incarceration, revising sentencing structures, placing caps on populations, early release procedures for offenders (Matthews and Francis 2001: 31). Some successes in using these policies have been achieved, but they have been overwhelmed by the unrelenting flow of offenders into the correctional systems. History gives some comfort that things do change and thus it will be short-sighted to assume that prison over-crowding will be permanent fixture of South African corrections.

2.11.4.1. Creating capacity

An obvious strategy in resolving this contradiction is to build the space needed to house all those government whishes to incarcerate. The government must continue to allocate funds for the construction of new correctional facilities. South African government have also searched for ways to meet the demand for bed space by more cheaply by contracting with private companies to build and run correctional institutions. Elected officials are facing difficult political choices (Matthews and Francis 2001: 31). In privatization, the Department of Correctional Services is handing over the entire management of correctional centres to the private sector. Contracting out specific services such as food, laundry, health care and work for offenders to the private sector is widespread and generally accepted. Prison overcrowding and deteriorating prisons conditions have encouraged government to expand their prison capacity. At the same time governments struggling with budget deficits find themselves under increasing pressure to cut costs and save taxes. Consequently, they have resorted to the private sector in order to reduce costs (Matthews and Francis 2001: 240).

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2.11.4.2. Intermediate punishments

Traditional-based corrections cannot be easily advocated as a reasonable alternative to imprisonment. The alternative to prison must save money but not appear to be soft on crime. These attempts to get tough in the community usually are called intermediate punishments because they stand between prison, costly and crowded. Their distinctive feature is that they are directed at closely monitoring offenders. The costs saving from intermediate punishments are supposedly two-folds. First, as with community-based programmes, they potentially divert offenders from correctional centres. Second, monitoring increases the certainty that misbehaviors will be detected, and if so, that offenders will have their community sentence revoked and will be sent to correctional centre (Matthews and Francis 2001: 33).

Rather than use intermediate punishment to divert offenders from prison, which would save money and save bed space, judges tend to use them to exert more control over offenders who would have received probation. Intermediate punishment are vulnerable to the special, unforeseen problem of working too well, the more closely offenders are watched in the community; the more they will be found to have violated the conditions of their probation or parole sentence. This reality creates an irresolvable dilemma. If corrections officials do not respond when offenders violate programme rules, then the deterrent powers of monitoring are weakened; but if officials do respond to such violations, increasing number of offenders are imprisoned (Matthews and Francis 2001: 34).

2.11.4.3. Crisis management

There is no coherent, politically viable solution to the crowding crisis that South Africa is faced with. The pressure to increase imprisonment seems constant; the political courage to deal with prison over-crowding seems scarce. Correctional officials are left to perform emergency relief. As the offender population rises, they find legal loopholes to release offenders early, turn single cell into double cells, and erect tents to shelter offenders and use busses to shuffle inmates from one correctional centre to the other. Correctional officials will adapt to organizational pressures by de-emphasizing the delivery of human services and by seeking more efficient ways to allocate bed space.

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2.12. Challenges in monitoring parolees

Correctional supervision is a true alternative option and is closely related to what is known as probation in the rest of the world. A sentence of correctional supervision is a sentence in its own right which is served within the community and not in prison. It is possible to assume that many and various community members are responsible for and active in a community corrections program. Offenders on parole must acknowledge receipt of the rules and conditions of mandatory supervision and recognize that their release on mandatory supervision is conditional and they shall be deemed as if on parole. They must agree to abide by terms and conditions of their parole (McShane 1994: 228).

2.12.1. Role of a Parole Officer

Parole officer may work in several places within the parole system. Although the most common recognized role of parole officers is supervising released offenders in the community, their work also includes input into the initial parole release decision. In this capacity, parole officers work within institutions preparing case files on inmates who become eligible and apply for parole. When offenders are placed on parole, they remained under supervision until their sentences would have been completed had they remained in prison.

2.12.2. Community supervision in rural areas

Although the community supervision functions of rural areas are often the same as those in larger urban and metropolitan areas, but the resources are not. Rural supervision has many challenges for its officers and offenders. One or few officials sometimes spend more hours travelling from one place to another in order to monitor offenders. It can be speculated that rural jurisdictions sentence many borderline cases to state correctional facilities simply because there are not enough intermediate-level services in the area. As results of a lack of alternatives, offenders are subject to more restrictive punishments than their urban counterparts are (McShane 1994: 71).

House detention is one of the requirements relating to community corrections which stipulate the hours to which a person is restricted daily to his or her dwelling and the overall duration of the limitation. Parolee is restricted daily to his or her dwelling for the period that he or she is not at

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his work place. Provisions will be made for the period that a person moves to and from the place of work. The hours between which the person is restricted to his dwelling each day must be specific. House detention does not imply confinement to the house itself but to the place of residence. A person subject to this requirement will not transgress if he goes outdoors to the garden.

2.13. Resources required correcting offenders

Correctional models have put too many offenders under the supervision of too few staff members. The ratio of staff to offender is 1:4. But on any given shift, the ratio is really 1:12. There are far more custodial officers than treatment staff, and since the treatment staff has a greater effect upon offenders' resocialization. It is clear that the Department can improve resocialization by giving offenders more contact with treatment personnel. Because treatment personnel are part of offender rehabilitation, there must be enough of them to make a difference. If the quality and quantity of time spent with offenders makes a difference, the Department must try to increase them (Jarvis 1978: 192).

Guards and work supervisors have the most contact with offenders. The guards are custodial officers and work supervisors are cooks, ward orderlies, supervisors of farm work, industry and maintenance. These supervisors have a great influence on offenders

In addition, most of the staff is available from 07 hours to 16 hours when offenders are busy at work, school or training

2.14. Community response after release

The responsibility of corrections is seen by the man in a street as a responsibility of Department of Justice and the Department of Correctional Services. Corrections simply refer to rehabilitation through the use of a variety of community resources and services. An active campaign to take corrections to the community needs to be mounted country-wide by all disciplines involved in corrections work. This would pave the way for the implementation of community-based treatment programmes for ex-offenders (Glanz 1993:294).

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There is a factor of resistance by the community in matters concerning ex-offenders who came back to the community. A necessity to address his factor is paramount to all reintegration programmes. It may involve establishing contact with relevant communities, explaining and securing goodwill, and cooperation of residents and volunteers in the design and implementation of programmes. The community's active role or responsibility towards ex-offender reintegration will not materialize naturally or organically. An active drive to educate the community on its responsibility towards the ex-offender needs to be launched by the Department of Correctional services. Such campaigns will not only raise the level of awareness, but also lead the way to what each community could do (Glanz 1993: 295).

Correctional centres need the support of the outside community. Department of Correctional services need to develop contacts with community groups in order to make sure that community services operates within the correctional centres. In doing this it will make it much less possible to single out offenders as having special privileges, but rather it will ensure that a correctional centre operates like any community. It is undesirable for the community to isolate offenders, and it is much better to integrate them while still in custody and to actively promote the links which offenders will need on release (Matthews and Francis 2001: 13).

Community can be involved in the reintegration of offenders after release through different activities such as:

2.14.1. Employment

The Department of Correctional Services is faced with the difficult responsibility of seeking employment for parolees and ex-offenders. The task is difficult given the unemployment rate South Africa is faced with. The burden of unemployment will be particularly severe on the less skilled who are offenders and the problem will make the task of resettling ex-offenders a lot more difficult. Unemployment is the most important issue that offenders would face on returning to the community. On these issues, they would require the most help they could get from the community. The sources of these difficulties can be identified as arising from individuals factors like the offender's poor work record, poor self-presentation and lack of skills (Glanz 1993: 298).

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Employers are reluctance to consider the employment of offenders on an equal basis with others. Business world and the agencies responsible for ex-offenders should work together to ensure that the specific needs and others at risk are taken into account in the development and delivery of special employment and training programmes. At local and national levels, information should be shared, ideas and resources to provide employment, training and other activities for ex-offenders. All the sectors involved must take steps to ensure that staff are properly educated, informed and trained in matters relating to the needs of ex-offenders (Glanz 1993: 299).

Community must also be involved in accomplishing this task by at least reserving one last job for ex-offender as they have to work in the community. The current recession prompted organizations to launch campaigns that create an awareness of the needs of ex-offenders such as NICRO's 'Give Him A Chance' campaign. This was a concerted drive to reach out to employers to change their attitudes towards ex-offenders and make a conscious effort to change the risk factor attitude of bias against offenders (Glanz 1993: 294).

2.14.2. Education

Education is one of correctional tools or programmes offered to offenders by the Department of Correctional Services. Majority of ex-offenders dropped out of school and the level of education they have makes it impossible or difficult for them to compete in the open labour market. Community can play a good role by assisting those ex-offenders with low education in giving them life skills training and education training such as:

- Adult literacy and remedial teaching schools for ex-offenders and juvenile offenders
- Job skills training and job retraining as well as employment readiness programmes
- Pro-social norm education programmes could form part of aftercare treatment services to ex-offenders in order to break the criminal subculture referred to earlier
- Vocational training

In all these programmes, use could be made of rehabilitated and established ex-offenders as positive peer models or buddies that could serve as models to recently released ex-offenders (Glanz 1993: 294).

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2.14.3. Services to ex-offenders

All social service organizations can pull together and provide comprehensive services that would include counseling to individual offenders, ex-offenders and their families; stress management programmes for families of offenders and the wider community; effective parenting skills training; job retraining centres; self-help groups for ex-offenders; sports and recreation facilities. Reintegrating the ex-offender cannot be the responsibility of one organization. All disciplines involved in corrections need to be involved. While resources may exist at community level, the networks need to be identified, strengthened and coordinated for the effective reintegration of the ex-offenders (Glanz 1993: 296).

2.14.1 Community responsibility for the reintegration of ex-offenders

It can be reasonably assumed that the incarceration or treatment in prison is meant to accomplish change in offenders that is from anti-social to pro-social behavior; from being a threat and a burden to being a stable and productive member of a society. It is well and good while the offender is in jail, but when the time comes for that offender to be released, how ready is the community to reintegrate with the society or community? Ex- offenders whether released on parole or unconditionally, earned their release by demonstrating some form of favorable adaption within the prison institution. This kind of adaption does not mean favorable adaption to life outside prison, which is family, school, work and community; because the offender is cut off from all these vital life process. A major part of offender reintegration is learning to adjust to life outside correctional centre (Glanz 1993: 293).

Ex-offenders have needs that depend on the family and community support networks that ex-offenders have on release. They include:

- Establishing social networks that will help them to adjust and deal with problems that could lead to the violation of their parole conditions
- Identifying the location of relevant resource networks in the community
- Material aid to meet the basic needs of released offender, such as food, transport and clothing
- Locating their families in the unrest environment

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- Finding employment and accommodation
- Upholding their self-esteem and self-awareness as released ex-offender
- Handling relationships within the home or family that may have evolved and changed during imprisonment. Sometimes relationship patterns have totally changed
- Attitude of people around them differs from those that ex-offenders hold about themselves
- Breaking ties with the criminal subculture that may have played a contributory part to their criminality and anti-social behaviour
- Coping with confusing political changes and societal organization at townships level
- Illiteracy and lack of adequate skills to compete in the open labour market.

Solutions need to be found at the community level to respond to these needs. It is clear that responding to these needs calls for a multidisciplinary approach wherein various disciplines will pool resources and provide a concerted and comprehensive approach to reintegrate ex-offenders (Glanz 1993: 294).

2.15. Conclusion

Overcrowded conditions in our correctional centres have become a national crisis. The crowding crisis affects not only institutional corrections but also community corrections. The population of offenders under community supervision grew at rates equal to the prison population. During this period, offenders on probation and parole increased. The crowding crisis pervades virtually all components and level of correctional systems. This hard reality places limits on the extent to which the system can be maneuvered to relieved crowding (Matthews and Francis 2001:24).

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CHAPTER 3
METHODOLOGY AND DESIGN

3.1. Introduction

This chapter describes the research methodology and design used to investigate the challenges facing Thohoyandou Correctional Centre in managing correction of offenders and monitoring parolees and its impact to the community. Research methodology refers to a design according to which the researcher selects data and analysis procedure to investigate a specific problem (McMillan and Schumacher, 2001:09). In this study, quantitative research method has been used. Quantitative approach is described as an enquiry that is grounded in the assumption that features of social environment constitute an objective reality that is relatively constant across time and setting. Data are represented by means of precise figures gained from exact measurement in the quantitative research Vermeulen (1998: 13).

3.2. Methodology

Methodology refers to the way one collects and analyzes data. These methods are developed for acquiring knowledge by reliable and valid procedures which are systematic and purposeful (McMillan and Schumacher 1993:09). The methodology should follow the following principles;

- A description of a research context: what kind of organization or setting, what were the original specifications for the study, what practical or ethical considerations were evident?
- The process of sample selection: how was the sample selected, when was it selected
- A description of, and justification for, the sample: how many participants were there, what were their characteristics and how representative were they of the population?
- The duration, number and timing of data gathering sessions
- How the data were analyzed

Methodology is where a researcher describes how information was gathered. This can be interview, literature review, ect. The researcher must also explain each method and what will be

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done in each method. This study used the quantitative research method which was applied through the use of structured questionnaires.

3.3. Design

Research design is the basic plan for peace of research and includes four main ideas. First is the strategy, secondly is the conceptual framework, and thirdly is the question of who and what will be studied and the fourth concerns the tools and procedures to be used for collecting and analyzing empirical materials (Henn et al 2006:57).

According to McMillan and Schumacher (1993: 155) research design also refers to a plan for selecting subjects, research sites and data collection procedures to answer the research question(s). The design shows which individual will be studied, when and where and under which circumstances they will be studied. Correctional centres with offenders and correctional officials were studied and they were given questionnaires to answer within a specific period of time. After which the researcher collected.

Research design refers to strategic framework for action that serves as a bridge between research questions and the implementation of the research (Maykut and Morehouse 1994: 124). It is a plan that guides the arrangement of condition for the collection and analysis of data in a manner that aims to combine relevance to the research purpose.

3.4. Study area

For the purpose of this study, I focused on offenders and officials situated around Thohoyandou Management Area in Vhembe district under the Department of Correctional Services.

3.5. Population

Population refers to the specific poll of causes that the researcher wants to study. To define the population, a researcher specifies the unit being sampled, the geographical location and the temporal boundaries of the population (Neuman 1997: 203). Population is the totality of persons, events, organizational units, case records or other sampling units with which the research is concerned. Population or target group for this study comprised of all sentenced offenders and correctional officials. Members of the community were selected from rural and urban areas from

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Vhembe district. All prepared questionnaires were distributed. Bibliographical information assisted me in knowing how many males, females and age of the respondents.

3.6. Sampling, Sampling method and size

A sample is a group of subjects from which data are collected. A sample is selected from the population to provide subjects. Time and money is saved and provides valid results from the population if sampling is done properly. When subjects are drawn from a larger population in such a way that probability of selecting each member of the population is known is called probability sampling (McMillan and Schumacher 1993: 378). Sampling method used in this study is purposive sampling.

A sample of specific individuals with knowledge of Department of Correctional Services at Thohoyandou Management Area was chosen to provide information regarding the research problem. Sampling size in this study comprises of 30 sentenced offenders, 20 parolees, 30 correctional officers, 10 probation officers and 20 programme officials. Total sampling size equals to 110.

3.7. Data collection

Data collection methods for social research which are readily available are fairly few in number and they are questionnaires, surveys, interviews, observation and use of documents and secondary data (Hall and Hall 1996: 28). For the purpose of this study, tools for data collection were structured questionnaires. A structured questionnaire was developed from the research aim and objectives of the study.

3.8. Data analysis

Data analysis is the process through which the researcher understands more about the phenomenon one is investigating and to describe what one has learned with minimum interpretation (De Vos 1998: 100). Data analysis marks the stage in the project work where the researcher begin to draw back from the field and concentrate on making sense of what has been discovered (Hall and Hall 1996: 129).

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In this study, data was entered into a data editor loaded with Statistical Package for the Social Sciences (SPSS, 15.0). It is powerful statistical software which manipulates large amount of data, find patterns and test hypothesis. SPSS helped the quantitative researcher to summarize data and examine relationships among variables. As a quantitative study, data was represented by frequency distributions and percentages. When analyzing data, I interpreted the statistics and showed what the results indicated and what literature shows and presented my own understanding of the results.

3.9. Ethical consideration

In this study, the researcher adheres to the following research ethics:

3.9.1. Informed consent

Participants were fully informed about the procedure and risks involved in the study and they gave their full consent. Research was explained to participants before they were asked to complete questionnaires. It was done to relieve tension, suspicions, resistance aggression, insecurity and fear of victimization.

3.9.2. Anonymity and confidentiality

Confidentiality is an active attempted to remove from any research records any elements that might indicate the subjects' identities. Anonymity means subjects remain nameless. Although the researcher knew who provided the information or were able to identify participants from the information given, they would in no way make the connection publicly.

3.9.3. Harm to participants

All respondents were assured of no negative harm or implications that may affect them in the long run. The researcher avoided causing any personal harm to respondents physically or psychologically.

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3.9.4. Deception of respondents

This is a deliberate misrepresentation of facts in order to make another person believe what is not true. It is to withhold information or offering incorrect information in order to ensure participation of subjects when they have refused it (De Vos 1998: 27). The researcher avoided any kind of deception.

3.10. Conclusion

The research methodology and design used in this study enabled the researcher to acquire data relevant and required for the purpose of this study. Purposive sampling was used in order to increase utility of information obtained from the small sample where key informants were knowledgeable about the phenomena to be studied.

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CHAPTER 04

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1. INTRODUCTION

In this chapter, the data obtained from the questionnaires will be tabulated, presented analyzed and shown as to how it relates to literature.

SECTION B: Bibliographical information

The bibliographical details obtained from the questionnaire were the following: Gender, age, highest professional qualification, number of sentenced years of offenders and working experience of officials.

4.2. Gender of the respondents

Table 4.2. Below presents the results showing gender of respondents

	Frequency	Percentage
Male	51	56.7
Female	38	42.2
Frequency missing	1	1.1
Total	**90**	**100**

Sensitivity to gender issues is very important. Majority of 56.7% of respondents were male and 42.2% were men and missing 1.1% of respondents. This indicated that more male responded than their male counterparts.

4.3. Age respondents

Results showing age of respondents are shown in table 4.3.

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	Frequency	Percentage
Up to 18 years	1	1.1
18 to 30 years	18	20.0
31 to 40 years	21	23.3
41 to 50 years	29	32.2
51 to 60 years	16	17.8
61 and older	14	4.4
Frequency missing	1	1.1
Total	**90**	**100**

32.2% of the respondents were 41 to 50 years of age, followed by 23.3% of those who were 31 to 40 years, 20.0% were those who were within the age range of 18 to 30 years, 17.8% were those who were within the age of 51 to 60 years. 4.4% respondents are 61 and older. Only 1% of respondents is up to 18 years of age and 1.1 is the missing respondents. These results show that most of the respondents were between the ages of 41 to 50 years.

4.4. Highest professional qualification of officials

Respondents were requested to indicate their highest qualification. Results are presented in table 4.4 below

	Frequency	Percentage
Standard 10 (Grade 12)	7	7.8
First degree or diploma	10	11.1
Honors degree	9	10.0
Masters degree	5	5.6
Doctorate	1	1.1
Frequency missing	58	64.4
Total	**90**	**100**

A level of education background is necessary in order to pinpoint the respondents' level of comprehension and discrepancy of their qualification. Only 30 officials out of 90 respondents were targeted. Results show that 11.1% of respondents who were officials had first degree or diploma as their highest academic qualification; followed by 10% respondents who have

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completed honors degree.7.8% of officials were having standard 10 or grade 12 followed by 5.6% of officials who were having their masters' degree. Literature shows that those officials with lower qualification tend to rely on in-service training by the Department of Correctional Services and experience. Majority of officials were having first degree or diploma.

4.5. Number of sentenced years for offenders

Offenders were requested to indicate the number of years sentenced in correctional facilities. Results are presented in table 4.5 below.

	Frequency	**Percentage**
0 to 1 year	1	1.1
2 to 5 years	2	2.2
6 to 10 years	1	1.1
11 to 15 years	5	5.6
16 to 20 years	4	4.4
21 to 25 years	5	5.6
26 and more	12	13.3
Missing system	60	66.7
Total	**90**	**100**

Out of 90 respondents, 30 were sentenced offenders who indicated that 13.3% were sentenced more than 26 years followed by 5.6% who were sentenced 11 up to 15 years and 21 up to 25 years in correctional centres. 4.4% of offenders were sentenced 16 up to 20 years and only 1.1% are sentenced 6 to 10 years and 0 up to 1 year. Thus majority of respondents offenders were sentenced 26 and more years in correctional centres.

4.6. Working experience of officials

Respondents were requested to indicate their working experience and the results are shown in table 4.6 below.

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	Frequency	Percentage
1 to 5 years	9	10.0
6 to 10 years	8	8.9
11 to 15 years	7	7.8
16 to 20 years	2	2.2
21 to 25 years	4	4.4
26 and more	1	1.1
Missing system	59	65.6
Total	**90**	**100.0**

Majority of 30 officials were having experience of up to 5 years, followed by those with 6 to 10 years who were 8.9%. There were 7.8% of respondents who has been on the field for 11 to 15 years, followed by 4.4% of respondents with 21 to 25 years experience. 2.2% of respondents were having 16 to 20 years experience followed by only 1.1% respondent with more than 26 years experience.

SECTION B: CONTENT RELATED ANALYSIS

4.7. Overcrowding in correctional centres

Respondents were asked if there is overcrowding in correctional centres. Table 4.7 indicates the results.

	Frequency	Percentage
Strongly agree	52	57.8
Agree	27	30.0
Not sure	11	12.2
Disagree	0	0
Strongly disagree	0	0
Total	**90**	**100**

The results obtained from respondents shows that an overwhelming majority at 57.8% respondents strongly agreed that there is overcrowding in correctional centres; followed by 30% who also agreed. 12.2% of respondents were not sure about overcrowding in correctional centres.

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4.8. High crime rate is causing overcrowding in correctional centres.

Respondents were asked if high crime rate is causing overcrowding in correctional centres. Table 4.7 indicates the results.

	Frequency	Percentage
Strongly agree	37	41.1
Agree	42	46.7
Not sure	6	6.7
Disagree	5	5.6
Strongly disagree	0	0
Total	**90**	**100**

The results obtained from respondents show that majority of respondents at 46.7% agreed that there is high crime rate which is causing overcrowding in correctional centres. Offenders are overcrowding in correctional centres because they are repeatedly reoffending easily. 41.1% of respondents agreed; followed by 6.7% who were not sure then 5.6% who believe that high crime rate does not cause overcrowding.

4.9. Overcrowding makes offenders to be kept in bad condition.

Table 4.9 indicates the results of respondents who were asked if overcrowding in correctional centres makes offenders to be kept in bad condition.

	Frequency	**Percentage**
Strongly agree	36	40.0
Agree	45	50.0
Not sure	8	8.9
Disagree	1	1.1
Strongly disagree	0	0
Total	**90**	**100**

50 % of respondents agreed that overcrowding in correctional centres makes offenders to be kept in bad condition. 40% of respondents strongly agreed; followed by 8.9% who were not sure as to if overcrowding in correctional centres makes offenders to be kept in bad condition. 0nly 1.1%

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disagreed indicating that it is not true that overcrowding in correctional centres makes offenders to be kept in bad condition.

4.10. Overcrowding shorten or curtail participation in rehabilitative programmes by offenders.

Respondents were asked if there is overcrowding is shortening participation in correctional programs by offenders in correctional centres. Table 4.7 indicates the results.

	Frequency	**Percentage**
Strongly agree	32	35.6
Agree	41	45.6
Not sure	12	13.3
Disagree	4	4.4
Strongly disagree	1	1.1
Total	**90**	**100**

The majority at 45.6% agreed that shortening or curtailing of participation in rehabilitative programmes by offenders is caused by overcrowding in correctional centres. 35.6% strongly agreed; followed by 13.3% of respondents who were not sure. 4.4% disagree and then 1.1% strongly disagreed.

4.11. Overcrowding is causing stress to offenders

Table 4.7 indicates the results of respondents asked if overcrowding in correctional centres is causing stress to offenders.

	Frequency	**Percentage**
Strongly agree	33	36.7
Agree	36	40
Not sure	10	11.1
Disagree	9	10
Strongly disagree	2	2.2
Total	**90**	**100**

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40% of respondents strongly agree; followed by 36.7% who agree that overcrowding in correctional centres is causing stress to offenders. 11.1% who are probably community members are not sure followed by 10% who disagree and lastly 2.2% strongly disagree. Results obtained show that overcrowding in correctional centres is causing stress to offenders.

4.12. Human custody and offender rehabilitation are the core business of the Department of Correctional Services.

Table 4.12 below presents results of respondents were asked if they believe that human custody and offender rehabilitation are the core business of the Department of Correctional Services.

	Frequency	**Percentage**
Strongly agree	29	32.2
Agree	48	53.3
Not sure	10	11.1
Disagree	3	3.3
Strongly disagree	0	0
Total	**90**	**100**

The results obtained from respondents' shows that an overwhelming majority at 53.3% that human custody and offender rehabilitation is the core business of the Department of Correctional Services. 32.2% also agree; followed by 11.1% of respondents who are not sure. Only 3.3% disagree to the fact that human custody and offender rehabilitation are the core business of the Department of Correctional Services.

4.13. Rehabilitation of offenders is best achieved through correctional or rehabilitation programmes.

Table 4.7 below indicates the results of respondents asked if rehabilitation of offenders is best achieved through correctional or rehabilitation programmes.

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	Frequency	Percentage
Strongly agree	22	24.4
Agree	47	52.2
Not sure	16	17.8
Disagree	4	4.4
Strongly disagree	1	1.1
Total	**90**	**100**

The results obtained from respondents' shows that an overwhelming majority at 52.2% who agreed that rehabilitation of offenders is best achieved through correctional or rehabilitation programmes. 24.4% also strongly agreed; followed by 17.8% who were not sure then 1.1% of respondents who strongly disagreed. The results indicate that rehabilitation of offenders is best achieved through correctional or rehabilitation programmes.

4.14. Offenders are assisted in promoting their human development.

Table 4.14 below indicates results of respondents asked if offenders are assisted in promoting their human development.

	Frequency	Percentage
Strongly agree	20	22.2
Agree	46	51.1
Not sure	15	16.7
Disagree	9	10.0
Strongly disagree	0	0
Total	**90**	**100**

The results obtained from respondents shows that an overwhelming majority at 51.1% who agreed that offenders are assisted in promoting their human development. 22.2% strongly agreed; followed by 16.7%; then 10% who disagreed. These results indicate that offenders are assisted in promoting their human development in correctional centres for them to become good and law abiding citizens of the society.

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4.15. It is possible to restore criminal minds of offenders into useful law abiding citizens.

Respondents were asked if it is possible to restore criminal minds of offenders. Table 4.15 below indicates the results.

	Frequency	**Percentage**
Strongly agree	20	22.2
Agree	36	40.0
Not sure	20	22.2
Disagree	12	13.3
Strongly disagree	2	2.2
Total	**90**	**100**

There were 40.0% of respondents who agree that it is possible to restore criminal minds of offenders. 22.2% strongly agreed to that and again another 22.2% of respondents were not sure; followed by 13.3% who disagreed and then 2.2% strongly disagreed. Statistics results show that offending behaviour can be changed or restored to be useful law abiding citizens.

4.16. Correction and reintegration of offenders is possible.

Respondents were asked if it is possible to correct and reintegrate offenders. Table 4.16 below indicates the results.

	Frequency	**Percentage**
Strongly agree	15	16.7
Agree	40	44.4
Not sure	17	18.9
Disagree	16	17.8
Strongly disagree	2	2.2
Total	**90**	**100**

The results obtained from respondents' shows that an overwhelming majority at 44.4% who agreed that it is possible to correct and reintegrate offenders back to the society. 18.9% of respondents were not sure; followed by 17.8% who disagreed that offenders' correction and reintegration to the community is not possible. Only 2.2% strongly disagreed.

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4.17. Correctional and supervision officials are trained on correction management

Table 4.17 below indicates results respondents who were asked if correctional and supervision officials are trained on correction management.

	Frequency	**Percentage**
Strongly agree	26	28.9
Agree	41	45.6
Not sure	15	16.7
Disagree	5	5.6
Strongly disagree	3	3.3
Total	**90**	**100**

On training, 45.6% agree that correctional and supervision officials are trained on correction management and 28.9 also agreed to that. The results obtained from respondents' shows that 16.7% were not sure if training was conducted. 5.6% disagreed followed by 3.3 who strongly disagreed that officials are trained on correction management. Training on correctional management is very important for officials to be able to correct offenders.

4.18. Correctional programmes officials know how to offer programmes to different offenders

Table 4.18 below indicates results of respondents who were asked if correctional officials know how to offer correctional programmes to offenders.

	Frequency	**Percentage**
Strongly agree	17	18.9
Agree	47	52.2
Not sure	15	16.7
Disagree	8	8.9
Strongly disagree	8	3.3
Total	**90**	**100**

The results obtained from respondents' shows that majority of respondents at 52.2% agreed that correctional officials know how to offer correctional programmes to offenders. 18.9% strongly agreed to that also; followed by 16.7% who are not sure. 8.9% disagreed followed by 3.3% who

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were strongly disagreeing that correctional officials know how to offer correctional programmes to offenders.

4.19. Officials know how to relate to offenders and parolees

Table 4.19 below indicates results of respondents who were asked if correctional and supervision officials know how to relate to offenders.

	Frequency	**Percentage**
Strongly agree	19	21.1
Agree	43	47.8
Not sure	18	20.0
Disagree	7	7.8
Strongly disagree	3	3.3
Total	**90**	**100**

An overwhelming 47.8% indicated that officials know how to relate to offenders and parolees. 21.1% of respondents indicated that they strongly agreed to knowledge of officials with regard to how to relate to offenders and parolees. 7.3% disagreed then followed by 3.3 of respondents who strongly disagreed.

4.20. Officials do not divulge confidential information of offenders

Respondents were asked if officials divulge confidential information of offenders. Table 4.20 below indicates the results.

	Frequency	**Percentage**
Strongly agree	20	22.2
Agree	32	35.6
Not sure	20	22.2
Disagree	17	18.9
Strongly disagree	1	1.1
Total	**90**	**100**

The results obtained from respondents' shows that officials do not divulge confidential information of offenders at 35.6% followed by 22.2% who strongly agreed. Another 22.2% were not sure if confidential information of offenders is divulged by officials. 18.9% of respondents

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were saying that officials divulge confidential information of offenders followed by 1.1% who strongly supported that information is divulged by officials.

4.21. There is good working relationship between offenders and officials

Respondents were asked if there is good working relationship between offenders and officials. Table 4.21 below indicates the results.

	Frequency	**Percentage**
Strongly agree	21	23.3
Agree	27	30.0
Not sure	15	16.7
Disagree	20	22.2
Strongly disagree	7	7.8
Total	**90**	**100**

The results obtained from respondents' shows that an overwhelming majority at 30% indicated that there is good working relationship between offenders and officials. 23.3% strongly agreed; followed by 22.2% of respondents who disagreed, then 16.7% were not sure followed by 7.8% who strongly disagreed.

4.22. Offenders are rehabilitated to be good citizens or useful member of society.

Respondents were asked if offenders are rehabilitated to be good citizens or useful members of the society. Table 4.22 below indicates the results.

	Frequency	**Percentage**
Strongly agree	23	25.6
Agree	26	28.9
Not sure	10	11.1
Disagree	27	30.0
Strongly disagree	4	4.4
Total	**90**	**100**

Results show that 30% disagreed; followed by 28.9% who agreed and supported by 25.6% who strongly agreed. 11.1% of respondents were not sure whereas 4.4% strongly disagreed. This

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results show that offenders are not rehabilitated to be good citizens or useful members of the society.

4.23. Community feels safe after offender release from correctional facilities.

Table 4.23 below indicates results of respondents asked if the community feels safe after offender release from correctional centres.

	Frequency	**Percentage**
Strongly agree	6	6.7
Agree	17	18.9
Not sure	16	17.8
Disagree	33	36.7
Strongly disagree	18	20.0
Total	**90**	**100**

Community do not feel safe after offender release from correctional centre as indicated by results at 36.7% followed by those who strongly disagree are at 20.0%. 18.9% of respondents were saying that the community feels safe after offender release from correctional centre. 17.8 were not sure while 6.7 strongly agreed to the fact that the community feels safe after offender release from correctional centre.

4.24. Offender reintegration depends on family and community support.

Table 4.24 below indicates results respondents who were asked if offender reintegration depends on family and community support.

	Frequency	**Percentage**
Strongly agree	11	12.2
Agree	43	47.8
Not sure	11	12.2
Disagree	18	20
Strongly disagree	7	7.8
Total	**90**	**100**

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The results obtained from respondents shows that an overwhelming majority at 47.8% agreed that offender reintegration depends on family and community support. 20.0% disagreed; while 12.2 % are not sure and the other 12.2% strongly agreed. 7.8% strongly disagreed that offender reintegration depends on family and community support.

4.25. Community provides an environment that encourages ex-offenders to function and contribute positively to the community.

Respondents were asked if community provides an environment that encourages ex-offenders to function and contribute positively to the community. Table 4.25 below indicates the results.

	Frequency	**Percentage**
Strongly agree	9	10.0
Agree	24	26.7
Not sure	20	22.2
Disagree	23	25.6
Strongly disagree	14	15.6
Total	**90**	**100**

Respondents at 26.7% agreed that community provides an environment that encourages ex-offenders to function and contribute positively to the community while 25.6% disagreed to that. 22.2% of respondents were not sure; followed by 15.6% who strongly disagreed. Lastly, 10.0% strongly agree that community provides an environment that encourages ex-offenders to function and contribute positively to the community.

4.26. There is a factor of resistance by the community in matters concerning ex-offenders who came back to the community.

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Respondents were asked if there is a factor of resistance by the community in matters concerning ex-offenders who came back to the community. Table 4.26 below indicates the results.

	Frequency	**Percentage**
Strongly agree	26	28.9
Agree	29	32.2
Not sure	10	11.1
Disagree	20	22.2
Strongly disagree	5	5.6
Total	**90**	**100**

There is a factor of resistance by the community in matters concerning ex-offenders who came back to the community as results show 32.2% of respondents who agreed followed by 28.9% who strongly agreed. 22.2% disagree while 11.1% were not sure. 5.6% were saying that community does not resist offenders' reintegration back to the society.

4.27. There are enough officials to offer correctional programmes

Respondents were asked if there are enough officials to offer correctional programmes. Table below 4.27 indicates the results.

	Frequency	**Percentage**
Strongly agree	17	18.9
Agree	16	17.8
Not sure	15	16.7
Disagree	30	33.3
Strongly disagree	12	13.3
Total	**90**	**100**

There were no enough officials to offer correctional programmes as results show 33.3% of respondents disagreeing. 18.9% strongly agreed; 17.8% agreed and 16.7 of respondents were not sure if officials are enough. 13.3% strongly disagreed that there were enough officials to offer correctional programmes.

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4.28. There are enough official to supervise parolees.

Respondents were asked if there are enough officials to supervise parolees. Table 4.28 below indicates the results.

	Frequency	**Percentage**
Strongly agree	12	13.3
Agree	20	22.2
Not sure	16	17.8
Disagree	28	31.1
Strongly disagree	14	15.6
Total	**90**	**100**

The results obtained from respondents shows that an overwhelming majority at 31.1% disagreeing that there were enough officials to supervise parolees. 22.2% agreed; followed by 17.8% who were not sure; 13.3% strongly agreed that there were enough officials to supervise parolees. This results show shortage of officials to supervise parolees.

4.29. There are enough funds, resources and facilities utilize in monitoring parolees and correcting offenders.

Respondents were asked if there are enough funds, resources and facilities utilize in monitoring parolees and correcting offenders. Table 4.29 below indicates the results.

	Frequency	**Percentage**
Strongly agree	15	16.7
Agree	18	20
Not sure	13	14.4
Disagree	26	28.9
Strongly disagree	18	20.0
Total	**90**	**100**

The results obtained from respondents' shows that majority at 28.9% disagreed as they indicate that there are not enough funds, resources and facilities utilize in monitoring parolees and correcting offender. 20.0% strongly disagreed. Another 20% also agree followed by 16.7% who strongly agreed; then 14.4 of respondents were not sure.

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4.30. There is enough bed-space in correctional centres.

Table 4.30 below indicates results of respondents who were asked if there is enough bed-space in correctional centres.

	Frequency	**Percentage**
Strongly agree	13	14.4
Agree	13	14.4
Not sure	12	13.3
Disagree	26	28.9
Strongly disagree	26	28.9
Total	**90**	**100**

There is no bed space in correctional centres. This is proven by results that indicated that respondents disagreed and 28.9% and strongly disagreed again at 28.9%. 14.4% agreed and 14.4% strongly agreed that there was enough bed-space in correctional centres. 13.3% were not sure.

4.31. Correctional programmes are meant to rehabilitate offenders.

Table 4.31 below indicates results respondents were asked if correctional programmes are meant to rehabilitate offenders.

	Frequency	**Percentage**
Strongly agree	25	27.8
Agree	50	55.6
Not sure	8	8.9
Disagree	5	5.6
Strongly disagree	2	2.2
Total	**90**	**100**

The results obtained from respondents shows that an overwhelming majority at 55.6 % agreeing that correctional programmes are meant to rehabilitate offenders. 27.8 of respondent strongly agreed followed by 8.9% who were not sure. 5.6% are saying that correctional programmes were not meant to rehabilitate offenders. Only 2.2% were strongly disagreeing.

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4.32. Offenders accept full responsibility for their behaviour after participation in programmes.

Table 4.32 below presents results respondents who were asked if offenders accept full responsibility for their behaviour after participation in correctional programmes.

	Frequency	**Percentage**
Strongly agree	14	15.6
Agree	45	50.0
Not sure	19	21.1
Disagree	9	10.0
Strongly disagree	3	3.3
Total	**90**	**100**

Half of the respondents at 50% agreed and 15.6% strongly agreed that offenders accept full responsibility for their behaviour after participation in correctional programmes. 21.1% of respondents were not sure. 10.0% disagreed followed by 3.3% who strongly disagreed.

4.33. There are enough correctional programmes officials

Table 4.33 below indicates results respondents who were asked if there are enough correctional programmes officials.

	Frequency	**Percentage**
Strongly agree	17	18.9
Agree	20	22.2
Not sure	13	14.4
Disagree	30	33.3
Strongly disagree	10	11.1
Total	**90**	**100**

There is shortage of correctional programmes officials as results show 33.3% of respondents who disagreed and 11.1% strongly disagreed. 22.2% of respondents were saying that there were enough correctional programmes officials; followed by 18.9% who strongly agreed. 14.4% were not sure.

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4.34. Correctional programmes officials are well trained to render programmes

Table 4.34 below presents results of respondents who were asked if correctional programmes officials are well trained to render programmes.

	Frequency	Percentage
Strongly agree	12	13.3
Agree	42	46.7
Not sure	18	20.0
Disagree	16	17.8
Strongly disagree	2	2.2
Total	**90**	**100**

The results obtained from respondents show that an overwhelming majority at 46.7% were saying that correctional programmes officials were well trained to render programmes. 20.0% were not sure; followed by 17.8 who disagreed. 13.3% strongly agreed that correctional programmes officials were well trained to render programmes followed by 2.2% who strongly disagreed.

4.35. Different correctional programmes offered to offenders differs

Table 4.35 below indicates results respondents who were asked if correctional programmes offered to offenders differ.

	Frequency	Percentage
Strongly agree	25	27.8
Agree	36	40.0
Not sure	15	16.7
Disagree	11	12.2
Strongly disagree	3	3.3
Total	**90**	**100**

Results show that correctional programmes offered to offenders differ because 40.0% agreed; followed by 27.8 who strongly agreed. 16.7% were not sure if correctional programmes differ. 12.2% indicated that they disagreed and 3.3% strongly disagreed.

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CHAPTER 5

SUMMARY, FINDINGS, RECOMMENDATIONS AND CONCLUSSIONS

5.1. INTRODUCTION

In this chapter, the summary and review of findings of the study into challenges facing Thohoyandou correctional centre in managing correction of offenders, monitoring parolees and its impact to the community is presented, followed by conclusions and recommendations.

5.2. SUMMARY

The study has established that the Thohoyandou correctional centre is faced with a challenge of overcrowding in correctional centres which makes them to be kept in bad condition. The opportunities offenders to participate in self-improvement and rehabilitative programs are curtailed because officials to offer correctional programmes to sentenced offenders are not enough.

Community is providing an environment that encourages the ex-offender to function and contribute positively to the community even though there is an element of resistance by others. Offenders are assisted in promoting their human development in correctional centres for them to become good and law abiding citizens of the society. The Department of Correctional Services is faced with the difficult responsibility of seeking employment for parolees and ex-offenders as offenders are always stigmatized, but they are able to train offenders in order for them to develop themselves.

5.3. FINDINGS

The findings of this study are presented according to the analytical categories identified during data analysis as such, these findings are not ranked.

5.3.1. Overcrowding in correctional centres

The results indicate that that there is overcrowding in correctional centres as respondents strongly agreed. Whilst the society or public expects the Department of Correctional Services to keep offenders in a safe custody, it also requires that this be done under humane conditions to ensure personal well being of each offender.

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5.3.2. High crime rate is causing overcrowding in correctional centres.

Results show that it is high crime rate which is causing overcrowding in correctional centres. Offenders are overcrowding in correctional centres because they are repeatedly reoffending easily. Correction is more than just crime prevention.

5.3.3. Overcrowding makes offenders to be kept in bad condition.

Half of the results show that overcrowding in correctional centres makes offenders to be kept in bad condition. They lacked basic requirements such as mattresses, pillows and places to store their belongings. Four to five offenders are kept in a single cell which is meant for one offender. Overcrowded conditions in our correctional centres have become a national crisis. The crowding crisis affects not only institutional corrections but also community corrections. The population of offenders under community supervision grew at rates equal to the prison population.

5.3.4. Overcrowding shorten or curtail participation in rehabilitative programmes by offenders.

The majority agreed that shortening or curtailing of participation in rehabilitative programmes by offenders is caused by overcrowding in correctional centres. This makes it difficult for all offenders to attend their programmes as specified with ease. Due to overcrowding, offenders must wait for others before attending or participating in correctional programmes. The opportunities for inmates to participate in self-improvement and rehabilitative programs such as academic, employment and vocational training are curtailed

5.3.5. Overcrowding is causing stress to offenders

Results obtained show that overcrowding in correctional centres is causing stress to offenders. Due to overcrowding, there is less of everything to go around, so the same space and resources are made to stretch even further which is very stressful to offenders and also officials. The opportunities for inmates to participate in self-improvement and rehabilitative programs such as academic, employment and vocational training are shortened. The lack of work opportunities leads to offenders' idleness, often reinforcing the maxim that idleness breeds discontent and disruptive behavior.

5.3.6. Human custody and offender rehabilitation are the core business of the Department of Correctional Services.

The results obtained from respondents' show that an overwhelming majority that human custody and offender rehabilitation is the core business of the Department of Correctional Services.

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Correction and rehabilitation of offenders in South Africa is the primary responsibility of the Department of Correctional Services.

5.3.7. Rehabilitation of offenders is best achieved through correctional or rehabilitation programmes.

The results obtained from respondents' show an overwhelming majority who agreed that rehabilitation of offenders is best achieved through correctional or rehabilitation programmes. The correctional programmes are just one of a number of endeavors which DCS has embarked upon in its quest to rehabilitate offenders and reintegrate them into community as law-abiding citizens.

5.3.8. Offenders are assisted in promoting their human development.

These results indicate that offenders are assisted in promoting their human development in correctional centres for them to become good and law abiding citizens of the society. The Department of Correctional Services is faced with the difficult responsibility of seeking employment for parolees and ex-offenders but they are able to train offenders in order for them to develop themselves. Offenders need to be encouraged to develop skills and to engage in productive work.

5.3.9. It is possible to restore criminal minds of offenders into useful law abiding citizens.

Statistics results show that offending behaviour can be changed or restored to be useful law abiding citizens. Correctional services is the environment in which rehabilitation of human thinking is taking place in order for such individuals to confiscate good life which he or she initially enjoyed. The department is convinced that rehabilitation and the prevention of repeat offending are best achieved through correction and development, as opposed to punishment and treatment. The department's approach to rehabilitation is based on the conviction that every human being is capable of change and transformation if offered the necessary resources.

5.3.10. Correction and reintegration of offenders is possible.

Results show that it is possible to correct and reintegrate offenders back to the society. Community is providing an environment that encourages the ex-offender to function and contribute positively to the community.

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5.3.11. Correctional and supervision officials are trained on correction management

Results show that correctional and supervision officials are trained on correction management. Training on correctional management is very important for officials to be able to correct offenders.

5.3.12. Correctional programmes officials know how to offer programmes to different offenders

The Department of Correctional services believes that rehabilitation and the prevention of recidivism are best achieved through correction and development, as opposed to punishment and treatment. Its approach to rehabilitation is based on the conviction that every human being is capable of change and transformation if offered an opportunity and resources.

5.3.13. Officials know how to relate to offenders and parolees

The results obtained from respondents' show that officials know how to relate to offenders and parolees. The true goal of all correctional activity is rehabilitation or returning offenders to useful lives. This can only happen if offenders and parolees relate professionally with those who are assisting them to rehabilitate.

5.3.14. Officials do not divulge confidential information of offenders

The Constitution of the Republic of South Africa, 1996 states that every human being of South Africa has rights. Those rights are also applicable to offenders. Even though offenders are detained in order to be corrected, they have limited rights. Offenders confidential information discussed during participation in correctional programmes cannot be divulged by officials as this is against their rights.

5.3.15. There is good working relationship between offenders and officials

The results obtained from respondents' show that there is good working relationship between offenders and officials. No single professional group or treatment can provide everything that's needed to make rehabilitation or correction possible if there is no good working relationship between officials and offenders. It takes a team of persons, together with offenders, with many different skills to meet the varied needs of offenders.

5.3.16. Offenders are rehabilitated to be good citizens or useful member of society.

Results show that offenders are not rehabilitated to be good citizens or useful members of the society. Rehabilitation is based on the conviction that every human being is capable of change and transformation if offered the necessary resources. The assumption of rehabilitation is that

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people are not permanently criminal and that it is possible to change or restore a criminal to a useful life. Offenders need to be encouraged to develop skills and to engage in productive work.

5.3.17. Community feels safe after offender release from correctional facilities.

Community does not feel safe after offender release from correctional centre as indicated by results, either after serving the sentenced or being released on parole. Correctional centres need the support of the outside community. Community can be involved in the reintegration of offenders after release through different activities.

5.3.18. Offender reintegration depends on family and community support.

The results obtained from respondents show that respondents agree that offender reintegration depends on family and community support. Unfortunately very few communities around the world become actively and positively involved. Society cannot distance itself from its members and its proactive responsibilities to members of society who are going astray but who have yet to end up in courts or in the criminal justice system. It is therefore clear that correction is a collective societal responsibility.

5.3.19. Community provides an environment that encourages ex-offenders to function and contribute positively to the community.

Results indicate that community provides an environment that encourages ex-offenders to function and contribute positively to the community, even though others disagree to that fact. Society does not distance itself from its members and its proactive responsibilities to members of society who have offended. It is therefore clear that correction is a collective societal responsibility.

5.3.21. There is a factor of resistance by the community in matters concerning ex-offenders who came back to the community.

Results show that here is a factor of resistance by the community in matters concerning ex-offenders who came back to the community. The community seems to lose its interest in the criminal justice process soon after sentence has been passed. Correctional Services Department

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can play a role in attempting to correct the offending behavior of those who are within the system, but not in isolation.

5.3.22. There are enough officials to offer correctional programmes

There are no enough officials to offer correctional programmes to sentenced offenders. Because correctional personnel are part of offender rehabilitation, there must be enough of them to make a difference. If the quality and quantity of time spent with offenders makes a difference, the Department must try to increase them.

5.3.23. There are enough official to supervise parolees.

Results show shortage of officials to supervise parolees. A sentence of correctional supervision is a sentence in its own right which is served within the community and not in prison. The most common recognized role of parole officers is supervising released offenders in the community, and if they are not enough, it makes supervision impossible. The ratio of supervising staff to offender is 1:4. But real scenario is that 34 officials monitoring or supervising 1388 parolees.

5.3.24. There are enough funds, resources and facilities utilize in monitoring parolees and correcting offenders.

Resources, funds and facilities to utilize in monitoring are not enough as indicated by results. Prison overcrowding and deteriorating prisons conditions have encouraged government to expand their prison capacity. At the same time governments struggling with budget deficits find themselves under increasing pressure to cut costs and save taxes. Consequently, they have resorted to the private sector in order to reduce costs. The unavailability of resources can have twofold consequences. One is the frustration or unpleasantness of being limited or denied a resource, and the other is the fact that competition and conflict over limited resources often lead to aggression and violence.

Lack of resources can apply to anything an inmate might need to use such as washroom availability, library books, and television lounge seating and recreational materials. The unavailability of resources can have twofold consequences. One is the frustration or unpleasantness of being limited or denied a resource, and the other is the fact that competition and conflict over limited resources often lead to aggression and violence.

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5.3.25. There is enough bed-space in correctional centres.

There is no bed space in correctional centres due to overcrowding. Offenders must be held in cells which meet the requirements prescribed by regulation in respect of floor space, cubic capacity, lightning, ventilation, sanitary installations and general health conditions.

5.3.26. Correctional programmes are meant to rehabilitate offenders.

Results indicate that correctional programmes are meant to rehabilitate offenders. The correctional programmes are just one of a number of endeavors which Department of Correctional Services has embarked upon in its quest to rehabilitate offenders and reintegrate them into community as law-abiding citizens. Change after participation in correctional programmes may include behavioral changes, acceptance of positive values and morals, increased knowledge, the acquisition of skills and improved mental and physical health.

5.3.27. Offenders accept full responsibility for their behaviour after participation in programmes.

DCS believes that the responsibility to learn rests with the individual. Offenders must accept responsibility for their offences in order to gain insight into and understanding of their deviant and dysfunctional behaviour. Offenders should accept full accountability for their own behaviour throughout participation in the programmes.

5.3.28. There are enough correctional programmes officials

Department of Correctional Services is faced with shortage of professionals to render correctional programmes. It is failing to retain professionals. There are no enough officials to offer correctional programmes as results indicated.

5.3.29. Correctional programmes officials are well trained to render programmes

The results obtained from respondents show that an overwhelming majority at are saying that correctional programmes officials are well trained to render programmes. Correctional programmes must have a purpose. It must be aimed toward meeting the individual treatment goals that the staff and offender have agreed upon. The programme must have measurable steps that can lead to good accomplishment of the treatment goals. The steps and goals must be known and understood by all involved, including program and treatment personnel, custodial personnel, administrative personnel as well as individual offenders.

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5.3.30. Different correctional programmes offered to offenders differs

Results show that correctional programmes offered to offenders differ depending on the offense. Correctional programmes officials are able to allocate offenders to different programmes after checking their offences. Human personalities and situations of offenders differ. The status, progress, and all needs of an offender must be reviewed regularly and adjustments must be made in the goals and programmes in order to meet changing needs and conditions

5.4. CONCLUSSIONS

The findings of this study had lead to the following conclusions in investigating challenges faced by Thohoyandou Correctional Centre in managing correction of offenders and monitoring parolees and its impact to the community:

- There is overcrowding in Thohoyandou correctional centres which have become a national crisis. The population of offenders under community supervision grew at rates equal to the prison population. Overcrowding is the most important challenge the department is faced with and does not only have significant negative implications on the ability of the Department to deliver in terms of its core business. Overcrowding makes the Department of Correctional Services not to have enough bed space for all sentenced offenders
- High crime rate in South Africa is extremely high, especially on youth and juveniles. Offenders are overcrowded in correctional centres because they are repeatedly reoffending easily.
- Opportunities for offenders to participate in self-improvement and rehabilitative programs are curtailed because officials to offer correctional programmes to sentenced offenders are not enough. There is shortage of correctional programmes officials and the department is failing to retain them as they are always seeking for better opportunities.
- Human custody and offender rehabilitation are the core business of the Department of Correctional Services. Correction and rehabilitation of offenders in South Africa is the primary responsibility of the Department of Correctional Services. Correctional services is the environment in which rehabilitation of human thinking is taking place in order for such individuals to confiscate good life which he or she initially enjoyed

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- The mandate of the department includes re-integration of offenders back to the community. The community's active role or responsibility towards ex-offender reintegration will not materialize naturally or organically. Correctional centres need the support of the outside community.
- There is a factor of resistance by the community in matters concerning ex-offenders who came back to the community. Ex-offenders have needs that depend on the family and community support for them to adjust with ease back to the community.
- Correction and reintegration of offenders is possible given the support they need by correctional programmes officials and the community.
- The Department of Correctional Services is having well trained officials to render or offer correctional programmes to offenders and also supervising and monitoring parolees and know how to offer correctional programmes to offenders.
- There is good working relationship between officials and offender.
- Offenders' confidential information discussed during participation in correctional programmes is not divulged by officials as this is against their rights.
- Rehabilitation and the prevention of repeat offending are best achieved through correction and development. Offenders are not rehabilitated to be good citizens or useful members of the society because they easily reoffend.
- Community does not feel safe after offender release from correctional centre. There is an element of fear after the release of offenders from correctional centre since they have fully serves their sentence or released conditionally. It is well and good for the community whiles the offenders are in jail, but when the time comes for those offenders to be released, community is not ready to reintegrate with them. Release of offenders into the community after the close confinement of prison life can have an adverse effect on their ability to reintegrate successfully into the community.
- There is shortage of officials to offer correctional programmes and monitor parolees. The Department of Correctional Services is failing to retain professionals like social workers and psychologists to render correctional programmes. Monitoring officials are scares as there is are only 34 officials to supervise 1388 parolees and probationers.
- Funds, resources and facilities to be utilize in monitoring parolees and correcting offender are not enough in order to meet all needs of offenders and officials. Lack of

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resources applies to anything offender might need to use such as washroom availability, library books, and television lounge seating and recreational materials. The unavailability of resources can lead to frustration or unpleasantness of being limited or denied a resource, and the other is the fact that competition and conflict over limited resources often lead to aggression and violence.

- Correctional programmes officials are limited but they are well trained to render programmes, in fact they are professionals who can offer the best programmes to offenders.

5.5. RECOMMENDATIONS

In order to improve the correction of offenders and monitoring of parolees, the researcher offers the following recommendations:

- The Department of Correctional Services can alleviate overcrowding and crowding pressures through alternatives to incarceration, revising sentencing structures, placing caps on populations, early release procedures for offenders. Creation of more bed-space by building correctional facility can also alleviate overcrowding. The government must allocate funds for the construction of new correctional facilities.
- South African government together with the Department of Correctional Services have also searched for ways to meet the demand for bed space by more cheaply by contracting with private companies to build and run correctional institutions. Correctional centres overcrowding and deteriorating centres conditions have encouraged government to expand their prison capacity.
- Traditional-based corrections cannot be easily advocated as a reasonable alternative to imprisonment. The alternative to prison must save money but not appear to be soft on crime. These attempts to get tough in the community usually are called intermediate punishments because they stand between prison, costly and crowded. Their distinctive feature is that they are directed at closely monitoring offenders.
- As the offender population rises, they find legal loopholes to release offenders early, turn single cell into double cells, and erect tents to shelter offenders and use busses to shuffle inmates from one correctional centre to the other.

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- The Department of Correctional Services must ensure that they employ and come up with a retaining strategy of all professionals like social workers and psychologist to can render correctional programmes to offenders.
- All correctional services officials should undergo in-service training concerning the correction of offenders and supervision of parolees.
- There should be house detention as one of the requirements relating to community corrections which stipulate the hours to which a person is restricted daily to his or her dwelling and the overall duration of the limitation. Parolee is restricted daily to his or her dwelling for the period that he or she is not at his work place. This will give enough time and opportunity the monitoring official to monitor other parolees.
- There must be enough resources to utilize in rehabilitating offenders and monitoring parolees to make a difference. If the quality and quantity of them makes a difference, the Department must try to increase them.
- Correctional centres need the support of the outside community, so the Department of Correctional Services need to develop contacts with community groups in order to make sure that community services operates within the correctional centres. it is much better to integrate offenders while still in custody and to actively promote the links which offenders will need on release.
- Community reintegration must be the continuous process of preparing offenders for their release and assisting with their readjustment to community life with a view to enabling them to function as law abiding citizens.
- Establishing social networks that will help parolees to adjust and deal with problems that could lead to the violation of their parole conditions.
- The Department of Correctional Services must avail material aid to meet the basic needs of released offender, such as food, transport and clothing. Offenders who were developed in production and workshops should be assisted financially or by providing equipments that will assist them on release.
- Finding employment and accommodation for released offenders to avoid reoffending after release by offenders. Offenders are illiterate and lack adequate skills by to compete in the open labour market. There are some challenges as most companies do not want to employ ex-offenders with criminal record

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- Offenders themselves must uphold their self-esteem and self-awareness as released ex-offender.

5.6. RECOMMENDATIONS FOR FUTURE RESEARCH

The study has achieved its aim of investigating challenges faced by correctional centres in managing the correction of offenders and monitoring parolees and its impact to the community. The researcher intends to study further on this research with regard to how correctional centres overcrowding can overcome crowded conditions or overcrowding and its impact to offenders and officials. The study will focus to Thohoyandou correctional centres.

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Research Questionnaire

An investigation into challenges facing correctional centre in managing correction of offenders, monitoring parolees and its impact to community.

The aim of the study is to investigate the challenges facing correctional centre in managing the correction of offenders, monitoring parolees and its impact on community.

Mark X on the box applicable to you

SECTION A: BIBLIOGRAPHICAL DETAILS

1. **Gender**

Male	1
Female	2

2. **Age:**

Up to 18 years	1
18 – 30 years	2
31 – 40 years	3
41 – 50 years	4
51 – 60 years	5
61 and older	6

3. **Highest professional qualification (Officials):**

Standard 10 (Grade 12)	
First Degree or Diploma	
Honors Degree	
Masters Degree	
Doctorate	

4. **Number of sentenced years (Offenders):**

0-1 years	
2- 5 years	
6 – 10 years	
11 – 15 years	
16 – 20 years	
21 – 25 years	
26 years and more	

5. **Working experience**

1-5 years	
6-10 years	
11- 15 years	
16 – 20 years	
21 – 25 years	
26 years and more	

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SECTION B: RESEARCH RELATED QUESTIONS

To what extend are offenders rehabilitated and reintegrated to the community and how it affects the community? Indicate with a mark the appropriate box that applies to you.

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Overcrowding in correctional centres					
1. There is overcrowding in correctional centres					
2. High crime rate is causing overcrowding					
3. Overcrowding makes offenders to be kept in bad conditions					
4. Overcrowding curtail or shorten participation in rehabilitative programs by offenders					
5. Overcrowding creates stress to offenders					
Rehabilitation of offenders					
1. Human custody and rehabilitation are at centre of the core business of the Department of Correctional Services					
2. Rehabilitation of offenders is best achieved through correctional tools or programmes					
3. Offenders are assisted in promoting their human development					
4. Offenders are capable to change					
5. Correction is more than crime prevention					
6. It is possible to restore criminal to useful life of offenders					
7. Correction of offenders and reintegration into society is possible					
Training on offender's corrections and parole supervision					
1. Correctional and supervision officials are trained on correction management					
2. Correctional programmes officials know how to offer programmes to different offenders					
3. Officials know how to relate to offenders and parolees					
4. Officials do not divulge confidential information of offenders					
5. Officials have knowledge of Correctional Services Act 1998, (Act 111 of 1998)					
6. There is good working relationship between offenders and officials					

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	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Community response towards ex-offenders and parolees					
1. Offenders are rehabilitated to be good citizens or useful member of society					
2. Community feel safe after offender release from correctional facilities					
3. Offender reintegration depends on family and community support					
4. Community provide an environment that encourages ex-offenders to function and contribute positively to the community					
5. Community is more involved with efforts to reintegrate offenders					
6. Correction or rehabilitation is a societal responsibility					
7. There is a factor of resistance by the community in matters concerning ex-offenders who came back to the community					
Resources required to correct offenders and monitor parolees					
1. There is enough officials to offer correctional programmes					
2. There are enough official to supervise parolees					
3. There is enough funds, resources and facilities utilize in monitoring parolees and correcting offenders					
4. There is enough bed-space in correctional centres					
Offender's response to correctional programmes					
1. Correctional programmes are meant to rehabilitate offenders					
2. Offenders accepts full responsibility for their behaviour after participation in programmes					
3. There are enough correctional programmes officials					
4. Correctional programmes officials are well trained to render programmes					
5. Different correctional programmes offered to offenders differs					

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