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An evaluation of juvenile rehabilitation programmes: Perspectives from Westville
correctional centre, KwaZulu-Natal

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# DECLARATION

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# ACRONYMS

| | |
|---|---|
| **CMC** | Case Management Committee |
| **DCS** | Department of Correctional Services |
| **IRB** | Institutional Review Board |
| **KZN** | KwaZulu-Natal |
| **NGO** | Non-Governmental Organisation |
| **UN** | United Nations |
| **ORP** | Offender Rehabilitation Path |
| **RSA** | Republic of South Africa |
| **UKZN** | University of KwaZulu-Natal |
| **VOD** | Victim Offender Dialogue |
| **VOM** | Victim Offender Mediation |
| **WCC** | Westville Correctional Centre |

# ABSTRACT

After 1994, offender rehabilitation received more strategic consideration in South Africa. To some degree, this increased focus on improving the restoration of offenders and reintegrating them into society came from the 1996 South African Constitution, which contains explicit rights for sentenced and un-sentenced offenders. These rights incorporate the rights to human dignity, equality; the security and freedom of the person; children's rights; rights to physical and moral integrity; rights to a fair trial; rights to an adequate standard of living; rights to healthy conditions while in custody; and rights to fairness under the watchful eye of the law. In South Africa, there have been increasing concerns regarding the increasing occurrence of recidivism. It remains a great concern that recidivism is characterised with serious crimes namely rape, substance abuse, murder and robbery. The contribution of rehabilitation to public safety and risk reduction is important. Victims, offenders, and communities benefit from rehabilitation. The Constitution of 1996 obliges the state to guarantee the enforcement of human rights, and therefore, the Department of Correctional Services (DCS) adopted different correctional programmes with the intention of rehabilitating criminal practices so that offenders can be incorporated back into the community. Offenders form an important part of the community and should not be ignored. If juveniles are effectively rehabilitated, they can become responsible members of society. Regardless of continued endeavours from government and non-governmental organisation (NGOs) to restore offenders, episodes of assault and interrelated serious crimes remain to plague the nation, increasing issues in respect of utilising and estimating the DCS's rehabilitation measures. Repeat offending places communities in danger and damages the country's international reputation. Vicious sexual violations, specifically, have critical ramifications in respect to socio-economic of the nation in terms of productivity, investments, lost lives and social attachment. The re-offenses by previous offenders warrant appropriate research to establish how well the Offender Rehabilitation Programmes (ORPs) are implemented and their effectiveness. At the moment, there is little data that reflects on how the DCS's correctional programmes have been executed, and the present data regarding these activities is to a great extent dependent on media reports. Until now, no complete research has been directed to decide the effectiveness of the ORPs. It is this information gap that led to this study. The study closely examined the Westville Correctional Centre to determine the effectiveness of the juvenile rehabilitation programmes, which is meant to ensure a change of behaviour among offenders. The study was conducted using qualitative methods and a case study research design in exploring the

effectiveness of the juvenile rehabilitation programmes. In essence, the study sought to explore on how the juvenile rehabilitation programmes contribute to the improvement of life for the juvenile offenders and also reflect on how it prepares them for restoration into their respective societies. The study adopted the theory of responsive regulation by John Braithwave in 1989 and the theory of control, which was advanced in 1969 by Travis Hirschi. Using qualitative case study design for data collection, interviews were conducted with all the officials that are involved in the implementation of the programmes. From a governance perspective; the state must provide policies and legislations that are necessary for a sustainable and successful management of programmes. The effectiveness of any programme, including the juvenile rehabilitation programmes, often requires changes to the supporting laws, policies and regulations across the three spheres of government namely National, Provincial and Local government. Continuous programmes after release are important for all offenders and this requires amendments to the applied legislative practices and the relevant regulatory law. These programmes should be compulsory and failure to comply should have dire sanctions.

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# CHAPTER 1
## INTRODUCTION AND OVERVIEW

### 1.1.Introduction

A general introduction and overview of this study is presented in this chapter. Firstly, it begins by offering a background of the study, followed by the research problem and rationale. This is followed by the research questions and research objectives. Then the preliminary literature review, research methodology, and limitations of the study are discussed, and the key terms are defined. The chapter concludes by outlining all chapters in the dissertation.

### 1.2.Background of the Study

Prior to 1994, corporal punishment was used by judicial officers to punish juvenile offenders but the use of corporal punishment was abolished by the democratic government in 1994. The Department of Correctional Services (DCS) was compelled by the Constitution of the Republic of South Africa of 1996 (the Constitution) to adhere to the following sections of the Constitution related to the treatment of offenders:

> Section 9–Equality; Section 10–Human dignity; Section 12–Freedom and security of the person; Section 27–Right to health care services; Section 28–Children's rights; Section 29–Right to education; Section 31–Freedom of religion; and Section 35– Rights to humane treatment and to communicate and be visited by family and/or next of kin. (Republic of South Africa [RSA] 1996)

The abovementioned rights gave birth to the juvenile rehabilitation programmes within the justice system. Odera (2013:1) affirms that a new system that sought to rehabilitate juvenile offenders was introduced to replace the system where young offenders received corporal punishment. Following the termination of corporal punishment, provisional amendments were instituted in an array of areas in line with the rights of children. These included forbidding commercial sexual exploitation of children and banning child pornography; all indicating the protection and rights of children. Substantial provisions to protect children in the residential care system have also been communicated by parliament. These all came about the inadequate adjustments to the existing legislation of the Child Care Act 74 of 1983 (RSA 1983) and the Films and Publications Control Act 65 of 1991 (RSA 1991).

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The Department of Correctional Services White Paper on Corrections in South Africa (DCS 2005) and the Child Justice Act 75 of 2010 (RSA 2010) explain how youths who are in contrary with the law should be brought to books. This legislation governs South Africa's juvenile system and provides for the child justice system. It names the various stakeholders, which are the DCS, Department of Justice and Constitutional Development, NGOs, the Department of Social Development, and defines what role they play in the rehabilitation of juvenile offenders and their reintegration into their respective communities.

From a public administration context, Mcaree (2011:167) contends that like other developing nations, including Ghana and the Philippines, South Africa is confronted with many social issues that are tangled together. These issues make it practically difficult to know which steps are necessary to tackle them. For example, an increased rate of poverty leads to higher detainment rates, which are likely to affect the offenders to situations subjecting them to reoffend. In turn, it becomes an expense to the state and impacts the state's ability to mitigate poverty.

Criminal activities in South Africa, particularly in the KwaZulu-Natal (KZN) province, have become common among the younger generation. This is despite juvenile rehabilitation programmes as a solution for character reformation in the Westville Correctional Centre (WCC). It remains a concern that the rate of reoffending is increasing, frequently landing juveniles back into the justice system to serve further sentences following their release. It is for these reasons that this study sought to uncover the juvenile rehabilitation programmes effectiveness at the WCC in KZN. The study further intended to uncover the impact of the rehabilitation programmes on improving the quality of life of juvenile offenders and preparing them for reintegration into their respective communities.

In its mission statement, the South African Correctional Services states that rehabilitation of offenders is at the heart of the departmental projects in collaboration with external stakeholders through:

- "The integrated application of departmental resources to focus on the correction of offending behaviour, the promotion of societal responsibility, and the overall development of the person under correction;

- the cost-effective provision of correctional facilities that promote efficient security, correction, care and development services within an enabling human rights environment; and
- progressive and ethical management and staff practices within which every correctional official performs an effective correcting and encouraging role" (DCS 2018a:10).

The study aimed to examine the effectiveness of the rehabilitation programmes and to establish how to increase the prospects of juvenile offenders not to commit criminal activities following their participation in the juvenile rehabilitation programmes while incarcerated.

## 1.3. Research Problem

Research problems are exceptional sorts of inquiries that emerge for which information is required (Bless and Higson-Smith 2001:15). Identifying the problem can be seen as the primary exertion by the researcher to shape the issue into a detailed structure. In addition, the initial phase in any research venture is picking a research area, which requires depicting a problem zone and describing at least one research problem (Fouché and De Vos 2005:99).

The priority of the DCS in South Africa is to offer reform and restoration for offenders by providing training in terms of habits of industry and labour. Rehabilitation is a desirable objective. However, the effectiveness of the offered programmes remains questionable. An increased rate of recidivism demonstrates that correctional centres may have become breeding spaces for criminal activities (Samuels 2010:91).

In some cases, offenders are provided with a variety of trades and skills that are not likely to be able to practice upon return into their respective communities. Although correctional centres cannot truthfully reflect the environment from the external world, outside the correctional facility, minimal effort is offered to meet the potential demand and challenges that might be encountered upon return to the community (Miceli 2009:7).

While a range of support services and correctional programmes have been presented by the DCS to encourage reintegration and the rehabilitation of offenders into to their society, the growing rate of recurrence of wrongdoings is concerning. As noted previously, recurrence of offences which consist of murder, rape, assault, theft with aggravating conditions and robbery. Reintegration of detainees is significant as the South African nation is viewed with the high recorded number of murders and rape across the globe (Muntingh 2005:341). The author further states that there are certain communities where government's leniency in dealing with parole represents a genuine threat to the security of residents as many guilty parties neglect to utilize the information and aptitudes learned through the detainment to live crime-free lives. Re-offenders are a challenge on the state as they exacerbate congestion in the correctional centres, thereby putting burden on constrained public resources.

Same as all other correctional centres in South Africa, the WCC has an assortment of rehabilitation programmes which include substance abuse programme, restorative justice programmes. However, there is no data to demonstrate their effectiveness. The prevalent of knowledge gap shows the necessity for a comprehensive evaluation research to evaluate the rehabilitation programmes that prepare the offenders for life after imprisonment.

## 1.4.Rationale and Significance of the Study

Criminal activities by persons of any age in South Africa demand urgent attention to mitigate the effects and provide transformative actions. Lipsey (2010:12) argue that child delinquency requires prevention and intervention, two distinct but overlapping ventures. Their analysis indicates that appropriate prevention and intervention mechanisms are a prerequisite for reducing the escalating rate of juvenile delinquency. It remains a concern that the current juvenile rehabilitation programmes in WCC, as part of the intervention for juvenile offenders, suffer from an array of challenges for dealing with diverted youth. In most cases, the implemented rehabilitation is dependent on the costs, which is influenced by the economic demands of the high number of incarcerated offenders (Fiscan 2010:14).

Juveniles that have committed serious, violent, and chronic crimes are at the risk of long, harmful criminal careers that are likely to increase the rate of recidivism. It could be argued that offenders are also at great risk of being victims themselves in the absence of decisive

corrective measures. Juveniles that are involved in criminal activities are subject to be imposed with sanctions depending on their cases and then released to return to their communities once the sentence is completed.

The treatment of offenders has always been a cause for concern, with most people believing that the justice system have become too lenient with offenders. Delineating the rights and procedures of rehabilitation, like the recommendations made in this research, can help the DCS to create programmes that address the reintegration of juvenile offenders and decrease recidivism.

This study aims to assist the community in understanding their role in the rehabilitation of offenders and their effective return back into society. By recognising the significance of offender's privileges or rights, the public will learn why offenders as different residents merit their privileges and see how significant the rights are for each person in society. Accordingly, this shows the need to study the effectiveness of the current juvenile rehabilitation programmes and assess its suitability and relevance of transforming juveniles to reintegrate them as mature, responsible adults into their respective communities; hence, this research study.

## 1.5. Main Research Objective

The study had the following main research objective:

1. To establish the effectiveness of juvenile rehabilitation programmes in preparing offenders for reintegration to reduce recidivism.

## 1.5.1. Sub-research objectives

The following sub-objectives are associated with the main research objective:

1. To understand the extent to which socio-economic factors influence juvenile offenders to turn to deviant behaviour.

2. To assess the relevance of the rehabilitation programmes to ensure that juveniles are prepared and nurtured to be responsible citizens after release.

3. To evaluate the extent to which the current rehabilitation programmes prepare juvenile offenders for life after release.

4. To propose measures that will address and facilitate the social reintegration of ex-offenders.

## 1.6. Main Research Question

Subsequent to the identified research problem, the main research question is identified as follows:

1. How effective are the juvenile rehabilitation programmes in preparing offenders for reintegration to reduce recidivism?

### 1.6.1. Sub-research questions

Connected to the main research questions, these are the sub-research questions that the study aimed to answer:

1. To what extent do socio-economic factors influence juvenile offenders to turn to deviant behaviour?

2. How well do rehabilitation programmes offered to juvenile offenders ensure that juveniles are prepared and nurtured to be responsible citizens after release?

3. To what extent do current rehabilitation programmes prepare juvenile offenders for life after release?

4. What measures can address and facilitate the social reintegration of an ex-offender?

The motive of this study was to contribute to the stock of knowledge in respect to juvenile rehabilitation, specifically in correctional systems. As such, the primary objective of this research was to examine the efficacy of the juvenile rehabilitation programmes in preparing offenders for reintegration into society in order to reduce recidivism.

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**1.7.Preliminary Literature Review**

Most of the correctional centres have traditionally been viewed as being outside the perimeters of society and serving people's fundamental requirements while at the same time is considered undeserving for reciprocal support. However, correctional institutes form part of the people and it cannot function without involving the community for support. Society is required to work with correctional institutions for rehabilitation programmes to achieve their intended purpose. Most of these programmes are community-based; they will be unlikely to succeed if the public refuses to cooperate. It is vital to be note that the community comprises of numerous and diverse parts, the correctional centre being one of them, which none can afford to be exclusive if one part cannot perform its role efficiently (Larson 2017:7).

Parents seem to be less concerned about the welfare of children who are seen as deviant than about the welfare of the 'good and obedient' child. It adds to children's difficulty when they feel there is a deficiency of love and concerns by the parents regarding their future. The household is the main foundation to provide guidance for children, and the most important part of the family is to socialise young children properly (Irwin 2008:5).

Economic factors influence families, and Coetzee (20155:12) finds that children whose families are struggling in poverty are at high risk of misbehaviour patterns. Failure at school is also an important contributing factor to juvenile delinquency. Poverty and inequality are the major causes of criminal behaviour in any society. Brown (2011:4) describes that criminal activities are a root of the economic conditions. The author further states that a delinquent could be a helpless victim oppressed by society or they could also be a rational economic person who commits crime for their economic benefit. Juvenile delinquency is a result of negative consequences of economic and social development, political instability and the weakening of major institutions (the state, education, and family). Socio-economic instability is often linked to unemployment and low-income in households (Neuman 2011:06).

Labelling a person as deviant has negative consequences for their self-concept and may lead others to exclude them from meaningful interactions. Swigert and Farrell (2012:124) note

that low-income citizens are more susceptible to the labelling process because people that are responsible to enforce the norms are applying more negative sanctions on them.

Rehabilitation programmes provided to offenders must accordingly rehabilitate them physically, mentally and morally. The success of the aforesaid elements will ensure that after their release they will be greater chances of them to be law-abiding citizens and forego their criminal activities (Katsiyannis & Archwamety 2007:15).

Rehabilitation can be streamlined as a way to manage convicted offenders following incarceration, which can be accomplished through various methods of development, training, capacity building and psycho-social intercessions and by re-introducing offenders into society after they have served their sentences. Rehabilitation happens because of the effectiveness of programmes during offenders' incarceration; just as reintegration and aftercare support help offenders avoid reoffending (Elliot 2009:24).

Chapter 2 offers a more expansive literature review. The theoretical frameworks that underpin this study are discussed next.

## 1.8. Theoretical Frameworks Underpinning the Study

The theoretical framework in academic studies is defined as a blueprint or else explanation for the observation that connects to a distinct aspect of life, for example, juvenile delinquency (Babbie and Mouton 2015:20). Patton (2002:86) argues that a theory is an explanation of circumstances or an outline generalisation that systematically explains the relationship among given events for the purpose of predicting, explaining and controlling such events. The author further asserts that if a connection exists between two or more variables, a theory should be composed to justify the existence of the connection. In the case of this research, a connection exists between juvenile delinquency and internal and external control. Hence, the intention of this study was to evaluate the effectiveness of the rehabilitation programmes offered to the juvenile offenders.

The theoretical frameworks used in this study are the responsive regulation theory by Braithwaites (1989) and the control theory by Hirschi (1969). The responsive regulation theory emphasises the importance of responding or investigating a phenomenon and attaining best ways to ensure compliance and how it should lead to a cooperative result. The theory of control interrogates explanations of why people do not follow the law. The control theory submits that people turn to criminal activities because of the weakening of their social bond (Lee and Markus 2012:7).

The study evaluated the rehabilitation programmes designed for male juveniles at the WCC. These juveniles committed crimes and were arrested, charged and incarcerated. Therefore, they must undergo rehabilitation while serving their sentences to ensure that they refrain from criminal behaviour after release. However, when they are imprisoned, they could potentially learn about new tactics and advanced methods for committing crimes. The responsive regulation theory highlights the need for the regulators to review programmes in order to address the ever-changing challenges faced by offenders before and after release.

Sometimes these juveniles take part in criminal behaviour because they are influenced by the pursuit of widely rejected social goals. Hirschi's theory complemented the responsive regulation theory for the present study because after release these juveniles return to the environment that led them to deviant behaviour, and programmes that will lead to change are necessary. Another possible cause for their criminal behaviour is that their goal lines could not be reasonably achieved in a satisfactory manner. In other words, their means to attain their desired goals in a satisfactory manner were prevented by social structures, so they diverged from applying the acceptable standard norms and values of society. The community then labelled them as criminals, which led them believe and internalise the label (Zondi 2012:71).

The next discussion will present the research design and methodology adopted in this study.

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**1.9. Research Design and Methodology**

This part of the dissertation will offer in detail the research design and methodology adopted in conducting the study. Research methodology is defined as the process utilised for data collection in order to make rational decisions (Welman et al. 2005:52).

**1.9.1. Research design**

The research design guides the researcher in data collection (Singh 2014:26). The research design is considered, in this context, as a framework that provides strategic basis that connects the research objectives and research questions to either disprove or prove the research problem. This study is descriptive, and therefore, a case study was adopted as a research design in order to describe the existing relationship between delinquency, juvenile rehabilitation, and reintegration to reduce recidivism. The WCC was used as case study. Chapter 4 discusses the research design for this study in more detail.

**1.9.2. Research approach**

Research involves using different techniques and methods to generate scientifically acquired knowledge (Welman et al. 2005:53). According to Creswell (2014:11), research design approaches can generally be classified as quantitative, qualitative, or mixed methods. When the researcher seeks to observe, understand and explore a specific social phenomenon, a qualitative research approach can be used. Qualitative research approaches have characteristics that cannot be measured or numerically communicated (Creswell 2014:11). A quantitative research approach uses numbers or close-ended questions, and it measures data gathered from large sample to quantify information into statistics or numerical data (Creswell 2014:11). The utilisation of quantitative and qualitative approaches is referred to a mixed method that utilises advantages of both approaches in the best interests of the study.

A qualitative research approach was utilised in this study under the parameters of descriptive research to explore and understand the effectiveness the juvenile rehabilitation programmes in preparing offenders for reintegration to reduce recidivism, using the WCC as a case study. Descriptive research is an attempt to inspect and explore the phenomenon under investigation

(Harrel & Bradley 2011:8). The research approach is comprehensively discussed in Chapter 4.

### 1.9.3. Study site

The WCC is situated in Westville, Durban, within the KZN province. The WCC is considered as one of the biggest correctional centre in the entire country of South Africa and the biggest of KZN's 39 correctional centres. The WCC is divided into five sub-divisions, called Medium A, B, C, D and E. Medium D, also called the youth centre, was selected as the study site. The study site was selected based on its critical contribution to correcting criminal behaviour, including rehabilitating young offenders.

### 1.9.4. Target population

The whole group that displays characteristics in which the researcher is interested in is considered as the target population (Bezuidenhout et al. 2014:132). Simply put, the target population is the total number of the study population with the required knowledge to generalise the findings. WCC detains offenders of any age group and gender for protective custody, incarceration or correctional supervision. The target population for this study was the rehabilitation programme facilitators that are directly involved in execution of the juvenile rehabilitation programmes within the WCC.

### 1.9.5. Sampling methods

The two main sampling methods are "probability and non-probability sampling methods" (Alvi 2016:12).

### 1.9.5.1.Probability sampling

Probability sampling technique uses rigorous procedures and processes. It is guided by the principle of random selection and does not guarantee a chance of inclusion in the study (Mathenjwa 2010:56).

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**1.9.5.2.Non-probability sampling**

Battaglia (2011:523) states that "non-probability sampling uses methods to decide which study participants to include in the sample". In addition, the above author assert that non-probability sampling necessitates methods such as "accidental, purposive, snowball and quota sampling". Non-probability sampling using the purposive technique was adopted for this study. Neuman (2011:69) argues that in purposive sampling the study participants are selected for a specific purpose.

**1.9.6.  Sample and sample size**

Part of the population that permits the researcher to draw generalised assumptions about the population of interest is called a sample. The sample size is determined by the objective of the study and the nature of the population (Cohen et al. 2007:101). This study utilised purposive sampling to choose the 15 participants, which included rehabilitation facilitators and correctional centre personnel who are involved in the execution of the juvenile rehabilitation programmes for the juvenile male population at the WCC. The selected study participants were deemed to have in-depth knowledge about the effectiveness and challenges of the juvenile rehabilitation programmes.

**1.9.7.  Data collection method**

The collection of data is the process of collecting applicable data to draw supported conclusions (Maree and Taylor 2014:16). Logical and accurate data collection is vital when conducting research (Abawi 2013:1), and there are a variety of methods for data collection in social research. Mouton (2011:104) names four categories, namely observation, interviewing, testing, and analysis. Neuman (2011:46) remarks that the data collection process depends on the type of data to be collected, such as the quantitative, qualitative or mixed methods approaches. This study used qualitative data within the parameters of both secondary and primary data, as discussed in Chapter 4. Qualitative data was collected by conducting interviews.

### 1.9.8. Data quality control

The process that is executed before and after data analysis is called data quality control. Data quality control is a process of controlling the usage of data for research (Tavakol and Dennick 2011:53).

### 1.9.9. Data analysis

In qualitative research, the process of data analysis is designed on patterns and trends (Creswell 2014:190). Analysis of data involves the procedure of producing relevant structures and orders for anticipated analysis (De Vos 2015:14). Thematic analysis was utilised in this study to analyse the data. Creswell (2014:20) describe thematic analysis as a conceptual framework that divides prominent themes to analyse commonalities and differences. Similarly, Neuman (2011:49) views thematic analysis as the method of analysing, identifying, and reporting visible themes or patterns within qualitative data. For this study, the researcher identified emerging themes using the coding of recurring themes line by line and categorising them accordingly. The choice of thematic analysis was influenced by the need to ensure that the research outcomes are qualitative in nature. Data analysis is further explained in Chapter 4.

### 1.10. Ethical Considerations

Research ethics are one of the vital processes of a research study. Ethics are founded on three fundamental truths; these are the rights, duties and goals of the research. Ethical considerations are a requirement for studies that use human participants and are meant to ensure the safety, dignity, wellbeing and rights of all participants (Degu and Yigzaw 2006:80).

The researcher maintained the ethical principles. First, the researcher obtained the gatekeeper's letter from the DCS, guided by the Institutional Review Board (IRB) that granted approval for the study to be undertaken within the premises of WCC. Secondly, ethical approval was granted by the Ethic Research Committee of the University of

KwaZulu– Natal (UKZN). The researcher observed the Code of Ethics of the university as specified by the committee. Moreover, the researcher adhered to the principles of confidentiality, anonymity and confidentiality. Informed consent is a legal requirement in research (Degu and Yigzaw 2006:80), and informed consent was acquired from all participants. The participants were fully informed of the possible consequences, benefits and risks of participating in the study. The aim of this was well elucidated to all the participants to certify that there was no misrepresentation or misunderstanding of this research.

## 1.11. Limitations of the Study

The researcher had limitations due to the nature of the study. There was no access to the juvenile offenders, which gave the researcher limited access to their perspectives on the offered rehabilitation programmes. Research that includes minors requires consent from a parent or guardian. This meant the researcher could only interview rehabilitation facilitators. Because juvenile offenders are considered a vulnerable group, direct, open access was not allowed.

## 1.12. Definitions of Key Terms

Certain concepts are important to define at the start of this dissertation and others will be explained in the text. The main terms and definitions are depicted in Table 1-1.

**Table 1-1: Definitions of key terms**

| Key Terms | Definition and Sources |
|---|---|
| **Imprisonment** | Larson (2017:14) defines imprisonment as "confinement in a correctional facility, detention centre, or a facility in which offenders are denied a variety of freedoms under the authority of the state. Prisons, now called correctional centres, are used by the criminal justice system. Offenders who are charged with criminal acts may be imprisoned until their trial, and offenders found guilty of criminal acts may be sentenced to a specific period of imprisonment" (Jewkes and Johnston 2012:30). |
| **Juvenile delinquency** | Juvenile delinquency, also known as juvenile offending, is minors participating in unlawful behaviour (Siegel and Welsh 2011:5). |
| **Rehabilitation** | Rehabilitation is described by Conklin (2016:433) as the restoration of criminals through treatment to ensure that they return to a law-abiding life. Rehabilitation is also defined as the outcome of a planned intervention intended to reduce criminal activities by offenders, which could be executed by changing values, abilities, personality and behaviour. Coetzee (2015:262) states that "rehabilitation in correctional facilities was established as redemption of the offenders' morals. The author further highlights that rehabilitation is a multidisciplinary treatment programme intended to meet the particular needs of juveniles. It is meant to supply juveniles, as far as possible, with the life skills they will need to function effectively once released back into society." |
| **Parole** | According to Mihalik (2017:255), parole is the conditional release of selected inmates from confinement to continue serving the unexpired portion of their sentences in the community under supervision and control. Parole is not a right and can be granted or denied by the Commissioner of Corrections. Gracer (2005:209) suggests that to rehabilitate the parolee and to protect the community there must be intensive pre-release preparation of the parolee. The conditions must be specific and realistic, and the parolee must be released under professional supervision. There must be close cooperation between social workers from the prison service and from the community agency during the pre-release stage. The literature suggests that the parole process should begin while the offender is still in prison. There should be consultation between the prison and community social workers in preparation for the transfer of services, which begins during the pre-release stage. All three people should be involved in preparing the parole conditions specific to that offender and in the planning of the aftercare. |
| **Programmes** | Programmes are any structured action that is positively directed at offenders to refine their quality of life (Jewkes and Johnston 2012:51). The authors further state that the needs of a specific offender must be determined before deciding on the nature of the programme to which the offender should be exposed. |

### 1.13. Organisation of the Dissertation

The organisation of the dissertation is given below.

- **Chapter 1** is an introduction to the study and incorporates the research topic, background to the study, research problem, research questions and research objectives.
- **Chapter 2** delineates and reviews in detail the scholarly literature related to the study and looks at topics such as the role of correctional centres from the South African perspective. It examines the legislative framework within South African correctional centres. The reviewed literature assesses both the pre- and post-apartheid eras.
- **Chapter 3** covers the theoretical frameworks underpinning the study. The responsive regulation theory and theory of control have been adopted in this study as they relate to the concept of rehabilitation, how offenders respond to the treatment at reintegration and how the programmes respond to the phenomenon of re-offending.
- **Chapter 4** outlines the research methodology, detailing the processes and procedures that guided the research. This chapter also includes the population, sample size, and sample of participants, together with the data collection.
- **Chapter 5** presents the data interpretation and analysis.
- **Chapter 6** provides recommendations and draws conclusions from the findings.

### 1.14. Conclusion

This chapter provided a general overview outlining the research study. The background of the study, research problem, and the significance of the study were presented. The research questions and objectives, preliminary literature review, research methodology, theoretical frameworks, ethical considerations, limitations of the study, definitions of terms and the organisation of the dissertation were also presented. The literature review for the study is presenting in the following chapter.

# CHAPTER 2
# LITERATURE REVIEW

## 2.1. Introduction

The chapter offers and elaborates on the review of relevant literature on juvenile offender rehabilitation. It illuminates seminal scholarly perspectives on juvenile offender rehabilitation programmes, strategies and related concepts and the major theoretical debates. It also highlights relevant concepts of juvenile delinquency and the importance of rehabilitation in ensuring that juvenile offenders are prepared for reintegration.

## 2.2. Literature Review and Gap in the Literature

The literature review is an important part of the study. It offers a presentation on a conceptual understanding of the theoretical background of juvenile rehabilitation, and it looks at past findings similar to this study, determining gaps that must be filled (Neuman 2011:125).

Although there have been studies that focused on offender rehabilitation in South Africa, there is little literature available that focuses on juvenile rehabilitation. The alarming prevalence of juveniles in correctional institutions is becoming a concern in South Africa, hence the need for government interventions. Government spends taxpayers' funds taking care of juvenile inmates.

The bulk of the literature review highlights several factors that contribute to juvenile delinquency, crime, and other forms of deviant behaviour. Some of the contributing factors to juvenile deviance in both American and South African studies are the family, the school, police, society, peer group influence, economic, physical, psychological, sociological, cultural, political and environmental. The notion of and the need for correctional centres, formerly known as prisons, are discussed below.

## 2.3. Mandate of a Correctional Centre

The DCS is the state department with a mandate to "play its role as a security institution responsible for the promotion of public safety through breaking the cycle of crime; an

institution of rehabilitation; social reintegration; promote corrections as a societal responsibility" (DCS 2005).

The department has various segments, including security, community corrections (probationers and parolees) advancement and care. Redress and security comprises of education, psychologists, spiritual care, health, nutrition and social work services (Dlamini 2014:3). Before the presentation of the White Paper on Corrections (2005) and the Correctional Services Act of 1998, the DCS accentuated the rehabilitation of each guilty party. The Correctional Services Act of 1998, Part 3, regards redresses as a social obligation, which implies that it is not only the duty of the DCS to rehabilitate the lawbreakers but also that of stakeholders and the community. The DCS now offers help to all offenders.

Stevens (1991:5) argues that correctional centres, regardless of the treatment facilities and expert work force, are the least likely place for character development to happen, and hence, behaviour changes can be prevented. Rehabilitation of the inmates does not seem possible in a negative domain. Stevens' (1991:4) perspective is that the offender has been physically dismissed by society and exposed to irregular conditions with its own way of life, qualities, and standards.

Hosford and Moss (1975, cited in Kenton 2011:15) comment that traditionally correctional institutions have been outside the typical perimeters of society, serving society's needs while at the same time being unworthy of reciprocal assistance. In other words, correctional centres were viewed by the society as present outside of or independently from it. However, correctional centre are part of community and cannot function without its support and help. Therefore, society must work with correctional institutions so that rehabilitation programmes can achieve its intended purpose. While most of these programmes are community-based, the success will be unlikely without the cooperation of the community members. It is important to recognise that society comprises of various distinctive parts which, "none of which can afford to be exclusive if each part is to do its job effectively" (Kenton 2011:7).

The idea of helping offenders would be in vain, except if the needs of the offenders are dealt with. The DCS has internal service providers that run the offender rehabilitation programmes. Currently, the DCS runs an assortment of correctional programmes to rehabilitate guilty parties and reintegrate them into society as decent residents.

The individuals placed in the correctional centres cannot be overlooked. They are real people with genuine issues who are struggling in a contrived environment, the correctional centre, to figure out how to survive in the real outside world. It is unrealistic to detach these people from their reality and expect them to become productive, valuable residents after release. By restricting individuals to the correctional centre environment, it assists them to learn how to live inside the correctional environment, not in the outside world.

**2.4.From Punishment to Rehabilitation**

Prior to 1994, judicial officers used corporal punishment on young offenders. After the advent of democracy in 1994, however, corporal punishment was abolished based on the acknowledgement of human rights and dignity. The South African Constitution of 1996 is founded on the values of human dignity, the realisation of justice, and the promotion and advancement of human rights (RSA 1996). Maseko (2014:115) argues that the notion of punishment exacerbates the culture of violence and the brutal actions witnessed during apartheid. From this perspective, Singh (2014:252) argues that punishment is not intended to rehabilitate but to humiliate by publicly inflicting physical pain and warn potential offenders. The principle underlying punishment induced fear with the affirmative and constructive equipment, physical, mental and moral for law abidingness.

Offenders of any age must be detained in humane conditions, which require dignified treatment to prepare them for dignified reintegration into their communities. Research conducted by Nzama (2014:6) reveals that 78% of the South African population prefer that child justice courts treat and rehabilitate young offenders, 12% prefer that young offenders be punished, and the remaining 10% state that implementing both will equalise the sanction imposed. It is abundantly clear that juvenile rehabilitation is the favoured system, and there is now a range of rehabilitation programmes available.

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Despite the introduction of rehabilitation programmes in South Africa recidivism continues to rise, reflecting that the target group of high-risk offenders are not being reached. As such, Singh (2014:256) argues that recidivism is a complex phenomenon. Correctional centres in South Africa, including Westville, have no control outside correctional facilities; therefore decisive rehabilitation within the correctional centre is very important for effective reintegration. The educational, recreational or economical activities of the juvenile rehabilitation programmes must be assessed for effectiveness in order to gain on-going support from the community. In this regard, the relationship between rehabilitation and the community, which remains neglected, is paramount. Coetzee (1995:114) argues that rehabilitation is necessary because it is impossible to treat a sick person unless the cause of the condition is known. For this reason, offender rehabilitation should not end with interventions while incarcerated, but must emphasise preparation for release and support following release.

## 2.5. Juvenile and Adult Offenders: Debates and South African Perspectives

The literature makes no distinction between juvenile and adult offenders before 1831. Grobler (1941:14, cited in Conklin 2016) consulted the records of the Cape Colony from December 1827 to April 1831 and found no evidence of a distinction between young offenders and adult perpetrators. Prior to 1945, offences committed by juveniles were not categorised according to the crimes for which the perpetrators were being sentenced. After 1945, serious and non-serious crimes were distinguished. In 1954, Venter (2011:82) distinguishes between juveniles aged 7–16 and young adults aged 17–20. This classification was used until 1963. After 1963, young offenders were classified as youth (7–16 years) and youthful offenders (17–20 years). Now that the concepts of juvenile, youth and youthful offender have been placed in perspective, it is possible to examine the statistics on juvenile misbehaviour in South Africa.

According to Coetzee (2015:155), all persons under the age of 21 admitted to South African correctional institutions and sentenced to a term of imprisonment are regarded as juveniles. Van Zyl Smit (2014:222) states that the Correctional Services Act 1991 provides for the establishment of special prisons for juveniles and for prisoners over the age of 21 years who, because of their immaturity, may in the opinion of the Commissioner be classified as

juvenile. According to Creswell (2014:49), "young people of 14 years or older shall be deemed to have criminal capacity" and may be dealt with by the criminal courts if there is no other suitable way of dealing with their cases. Young people between the ages of 7 and 14 can be dealt with by a formal caution from the police. The legislative frameworks have over the years transformed the traditional aims of punishment and stressed the importance of rehabilitation. It is from this context that this study has been undertaken.

## 2.6. Changing Perceptions about Juvenile Misconduct and Child Justice

The child justice system has been accused by some residents and researchers of being excessively indulgent or excessively brutal towards youth offenders. The idea of 'child justice' is gradually infesting socio-instructive talk. Since the 1800s, there has been a growing awareness that adolescent offenders must be treated differently from adult offenders. It is contended that because adolescence is a normal formative stage, adolescent delinquents require more help (Siegel 2008:15).

The child justice system was created under the assumption that children who have committed offences should be treated differently than their adult peers. Most notably, reformers emphasised that young people who encounter the legal system should be rehabilitated instead of punished (Reich 2017:6). The author further states that the child justice system was theoretically designed to focus on the future of the juvenile offender and not their past. Similarly, Hagell and Jeyarajah-Dent (2006:47) state that natural and mental impacts on juvenile offenders' behaviour are occasionally considered hazardous factors in probing delinquent conduct. These components are in most cases seen as antisocial behaviour. As passionate creatures, for example, young people need to feel that they can make a difference and matter to other people. Therefore, Elliot (2009:12) hypothesises that helping others prevents antisocial conduct.

In socio-criminological research the idea of a collective obligation to manage adolescent offences is a developing pattern. The state, community, family, and other social control organisations cannot disregard the issue since they are responsible for minors' wrongdoing (Smyth 2012:65). This idea has received much support and propose that these organisations

have obligations which are collective towards the welfare  of children by preparing them to be human (Barberet and Priestly 2012:99).

## 2.7.Deviance

Deviance is characterised as any conduct considered by public consensus to be wrong by the standards of society (Mathyne 2004:55). Lawson and Heaton (2010:3) state that deviant conduct is "more lightly censored by a social rather as opposed to a fundamentally official response". Friday and Ren (2006:17) state that the cycle of an individual egotistical conduct can be relieved through collective commitment to the individual. This emphasises the ideas of "support" and "intervention" in social research and it will be explained in the following section.

## 2.8.Retributive Versus Restorative Justice

Deterrence and punishment were used to explain the harsh way juvenile youngsters were dealt with before 1994. Restorative justice defenders argue that society should treat adolescent offenders humanely in order to fix the harm caused by their offences. This is made possible through different types of mediation and intervention to ensure the person's wellbeing is re-established.

The following discussions concentrate on the public, academic, and political responses to delinquency.

## 2.9.Public Response to Adolescent Wrongdoing and Juvenile Justice

The public sees bad behaviour by youth as risky, and there is an overall attitude of 'them' and 'us' (Altbeker 2007:38). Altbeker (2007) further recommends that crime portrays South Africa as a combat area, making attitudes toward the issue unrelenting. A thorough policing approach has been adopted by the state in order to reduce and manage criminal activities (Pelser 2008:10-11), but it does not appear to be working. Newham (2005:1) claims that the state equates policing with counteractive action, thereby contrarily affecting crime prevention

initiatives, for example, the National Crime Prevention Strategy which was initiate in 1995 by the Cabinet.

The present fixation on crime and misconduct rates creates fear in the public for their individual security, and it is thought that the nation's justice system is excessively lenient with juvenile offenders (Du Preez and Luyt 2011:34). Nonetheless, Comaroff and Comaroff (2006:7) refer to the late President Nelson Mandel's analysis against the rise of crime statistics to the detriment of offender' life encounters. Many studies have also confirmed that adolescent criminal behaviour is an outcome of present-day social ills rather than offenders' natural attributes (Du Preez et al 2011:40). In order to contextual this study within a governance perspective, the notion of governance is presented next.

## 2.10.        Governance, Policy and Legislation

The government is responsible for providing policies and legislation that are needed to guarantee a safe and humane environment (Geston 2010:19). Good governance is required in the development and implementation of the relevant policies and supporting legislative frameworks.  Governance refers to the organ responsible for formulating informal and formal policies, and the organ is meant to make and manage decisions about the states resources. A policy outlines what governance hopes to achieve. It also highlights the principles and methods that will be utilised to achieve those goals. Legislation principles set procedures and standards that need to be followed in order to ensure that the set goals are achieved (Geston 2010:22)

A comprehensive review of the relevant legislation relative to this study is presented next.

## 2.11.        Legislative Frameworks from a Human Rights Perspective

It is important to review the available legislative framework relevant as it gives an idea of the adequacy of the rehabilitation programmes provided in the case study. Morodi (2001:1) insists that the Constitution is "founded on the values of human dignity, the realisation of justice and the promotion and advancement of human rights". The South African Constitution is discussed below.

### 2.11.1. The Constitution of the Republic of South Africa, 1996

The Constitutional Court (CC) approved the South African Constitution in 1996. It is the supreme law of the land. It allows the foundation of existing legislature or laws. The rules, rights and duties of every citizen are set out in the constitution and it further describes governments structure (RSA, 1996).

The government is responsible to make policies in the best interest of the citizens in line with the Constitution. They are empowered to provide services that citizens cannot provide for themselves, such as safety and security (RSA, 1996). The DCS has made many changes through the years to fulfil its constitutional obligations and to adhere to the international standards for the treatment of offenders.

Reich (2017:21) confirms that the sentencing of juvenile offenders has changed fundamentally after the adoption of the 1996 Constitution. Section 28 of the Constitution required this change, which introduced many rights expressly for the protection of children; some of these rights impact juveniles "in conflict with the law". Section 28 of the South African Constitution was influenced by international notions of the treatment of children. Regarding sentencing, it is made clear that children should not be detained unless it is unavoidable.

### 2.11.2. International Standards on the Treatment of Children

Most countries and the United Nations (UN) acknowledge the obligation to handle juvenile offenders distinctively from their adult counterparts within the Criminal Justice System. Guidelines and rules have been established by the international community in order to advance children's' rights. The necessity for more countries to be wary of the treatment of juvenile offenders is highlighted in the United Nations Asia and Far East Institute (UNAFEI) Newsletter (2007:2), and the importance thereof, implementing change in the countries legislation and to improve their Juvenile Justice System (Korf 2010:1).

In addition to improving the treatment of juvenile offenders, the author further states that, there is a need for establishing a system that will ensure that the juveniles are reintegrated

into the community upon completion of their sentence. For that purpose, restorative justice policies, procedures and programmes are importance and need to be developed in order to promote the rehabilitation of offenders, which is also beneficial to the victim(s) (Korf 2010:2).

According to Terblanche (2012:2), the most significant legislation about juvenile offenders is the United Nations Convention on the Rights of the Child (the Convention) which was adopted in 1998. During this congress, the importance of taking measures to prevent juveniles from becoming delinquent, or to be recruited by adult criminal groups, was highlighted. The agreement was already rectified and signed by South Africa when the Constitution came into effect in 1996, yet the country had not yet followed everything the Convention expected of its signatories. The UN administration became the most ratified treaty on human rights and has helped the South African Law Commission to examine child justice in South Africa approximately ten years after the signing of the convention, resulting in the Child Justice Act 75 of 2008. The Act set up a criminal justice system for youthful offenders that also apply to adult offenders.

Section 39(1)(b) of the Constitution supports the reference to international and regional standards, which requires South African courts to interpret national legislation reliably in accordance to important worldwide documents. The following points of the United Nations Convention on the Rights of the Child are important for this study:

- Article 3: "The primacy of the child's best interest"
- Article 19: "Protecting children against any form of violence, injury, maltreatment, and so on"
- Article 37: "Imprisonment as a last resort and for the shortest appropriate period, treatment with humanity, respect and dignity"
- Article 40: "Promoting the child's sense of dignity and worth".

Further improvements to the child justice system depend on developing systems that are centred on South African challenges.

### 2.11.3. The African Charter on the Rights and Welfare of the Child

In order to address unique African problems related to children and to comply with the required commitment of African countries to international standards, the African Charter on the Right of a child (the Charter) was adopted (Gibbons 2017:9). A child's possible advantage is important in the translation of any statutory provision affecting immature offenders. Children are also protected by other established rights in the Bill of Rights that explicitly relate to sentencing. These include the rights to life, to respect, and so on.

### 2.11.4. Children's Act of 2005

The significance of human rights for each person in South Africa is emphasised in the Bill of Rights of the Constitution of 1996. The Bill of Rights states that "each man, woman and juvenile deserves equal justice, equal opportunity and equal respect without discrimination" (RSA 1996). Gibbons (2017:3) notes that human rights are comprehensive and should be applied without distinction. Section 28 of the Bill of Rights states that, "every child has the right to basic nutrition, shelter, basic health care and social services, as well as the right to be protected from maltreatment, neglect, abuse or degradation". Insuring children's rights prompts a comparison of the progress in the lives of various segments of the community, since it is neither good nor possible to protect children's rights in isolation from communities and their families (Government Gazette No. 28944 2006:2).

### 2.11.5. Correctional Services Act of 1998

The Correctional Services Act of 1998 (111 of 1998) states that every guilty party admitted into a correctional centre or facility must be clearly educated about their rights or privileges and there must be a record of this. Cullen and Gendreau (2008:97) states that the law managing the sentencing of juveniles emphasises the motivation behind the sentence instead of its punitive side. The reintegration of juvenile offenders into society is the ideal result.

The Act was pronounced in full in October 2004, and in the following five months, the DCS published the White Paper of Corrections (White Paper) (DSC 2005:3). This heralded a new

age for correctional facilities or penitentiaries and corrections in South Africa. The White Paper pronounces the DCS's past practices and plans as well as reparation and clarification of purpose. It is in this declaration of objective that the rehabilitation of offenders is placed in the centre of the correctional framework's response to bad behaviour or crime (Muntigh 2015:4).

### 2.11.6. Department of Correctional Services White Paper on Corrections in South Africa

Muntingh (2015:10) underlines the importance of the Act and the White Paper to convey the DCSs vision and mission. The years before the Act and White Paper were implemented characterised by an absence of a central vision, standard arrangement developments, and confusion about legal consistency. The Act depicts the inspiration driving the correctional structures to add to keeping up and guaranteeing a basically safe and peaceful society by:

- Enforcing condemning of the courts in the manner supported by this Act;
- Detaining all offenders safely while ensuring their human respectability; and
- Promoting social obligation and human development by everything being equal and individuals subject to community corrections.

The three purposes recorded above are linked and it may be contended that the third is conditional upon the second: Rehabilitation would not be possible if offenders were not kept in safe and accommodating conditions. Regardless, the third is the 'restoration reason' alluded to in the Act, which the White Paper created by delineating seven of the ten focuses of the DCS as related to rehabilitation and by portraying these as the main purpose of the Department (Muntingh 2015:12). These are:

- Breaking the cycle of bad behaviour
- Providing circumstances for controlled and arranged reclamation mediations
- Providing bearing and backing to probationers and parolees within the community
- Provision of remedial and improvement measures to the community
- Reconciliation of the liable party within the community
- Enhancement of the beneficial limit of offenders
- Promotion of sound familial relations (DCS 2005)

A needs-based approach is used by the DCC in order for the Department to effectively fulfil its main role as stated by the White Paper and in order to manage the offered rehabilitation programmes (DCS 2005:61). Needs-based interventions are reflections that unequivocally offset the underlying factors for each offence with the individual profile of the offender. The purpose of a profile-based restoration is to allow the individual offender to grasp positive, value systems, fitting norms and elective social correspondence decisions, and to create life, social and professional aptitudes that will ensure that the offender can work effectively without returning to crime(Cilliers 2007:14).

## 2.12.Juvenile Rehabilitation Programmes: An Overview

Nzama (2014:1) states that any person less than 21 years old who is a convicted offender and admitted to a correctional facility can be regarded as a juvenile. Similarly, Singh (2014:268) argues that a person aged 14 years and above is believed to have criminal capacity, which varies from theft, vandalism, shoplifting to other antisocial behaviour. The author's further state that it is increasingly believed that the criminal behaviour of young people is caused by the behavioural problems associated with adolescence. It is for this reason that the Correctional Services Act of 1998 allows for special correctional facilities for juveniles (RSA 1998:1).

Punishment was previously not designed to rehabilitate offenders but to publicly humiliate offenders and deter others from criminal activities. The treatment offenders receive can change them; however, correctional centres emphasise custody more than treatment. Rehabilitation programmes are intended to restore offenders back to their communities, without the use of a negative vacuum of control and fear but by mentally, physically and morally equipping them to obey the law. Once these elements within offenders have been repaired, offenders are more likely to become law-abiding citizens and leave their criminal careers after release from the correctional facility (Conklin 2016:485).

Odera (2013:1) defines juvenile rehabilitation programmes as plans of learning opportunities that is very similar to curriculums in the educational environment. They focus on the counselling, treatment and guidance of young offenders, intending that interventions, such as

work availability, probation supervision, imprisonment, psychological abilities and conduct treatment, will change offenders' conduct and diminish the recurrence of juveniles' offences. Conklin (2016:433) also emphasises that rehabilitation is the rebuilding of offenders into law-abiding or well-behaved citizens through arranged treatment.

A programme that includes human development, responsibility and growth of social values results in effective rehabilitation. Rehabilitation is an ideal result of programmes that include both the government's departmental obligations and the nation's social obligations. The offender restoration approach has greatly contributed to the new age correctional centres. There is a chance that the DCS can effectively address the offending practices of guilty parties and develop them to such a degree that they can be independent, which would radically decrease the rate of recidivism (DCS 2005:4).

Human development, correction of offending conduct and the growth of social obligations and qualities are consolidated in the Offender Rehabilitation Path (ORP) within the DCS. The ORP of offenders begins when they are admitted and continues until they are discharged by the DCS (DCS 2007:3). The programme offenders are exposed to as determined in the ORP are depicted in Figure 2-1.
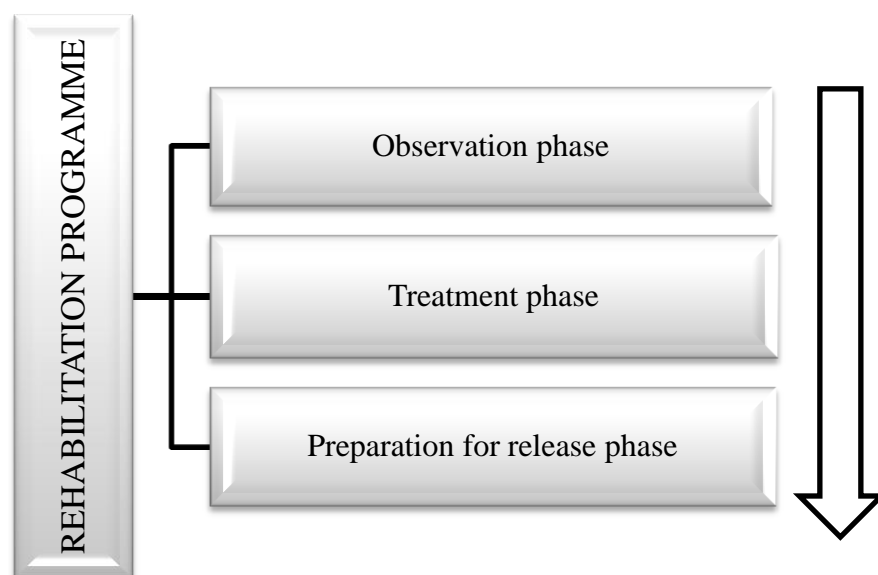


**Figure 2-1: Juvenile rehabilitation programme phases**
**Source:** Adapted from Lipsey (2010:11)

## 2.12.1. Observation phase

The rehabilitation programme begins with the observation phase that focuses on acquiring the relevant data needed to determine the individual treatment and training objectives. As such, this phase can be referred to as the introductory phase and happens soon after admission to the correctional centre with the intention to get and give information about prison activities, purpose of detention, training objectives, and rules and regulations (Lipsey 2010:11).

During observation, information from multiple, diverse sources are discussed and gathered to develop an understanding of offenders. The gathered information includes what the offenders know and understand and how they can use this insight. The process culminates in using the gathered information to improve subsequent learning or rehabilitation programmes (Ntshangase 2015:34).

Organised observation, semi-structured interviews and surveys are currently used to gather the information and to guarantee the quality of the information (Mcaree 2011:9). However, despite dependable assessment and evaluation, there is still the issue of legitimacy. The observation phase must be done with a focus on human rights, developing treatment programmes, and ultimately, to decrease recidivism in a nation where crime is still native (Herbig and Hesselink 2017:29).

According to De Rebus (2016:11), England and Wales uses a framework to assess the likelihood of offenders to be re-convicted; to evaluate their personality and to assess how likely they are to harm or help with the hurting or abusing others; supervision plans, to integrate evaluations and sentence plans; to determine the need for further expert evaluations; and to assess changes to offenders during their time in the correctional facility. There is also a self-assessment area where offenders can give their perspectives and comment on they view their after release. The tool includes an investigation, screening, and harm outline segments. It also addresses risks in the following classifications: Known adults; harm to the public; known offenders' mischief; self-harm; suicide; danger of escape and so forth. The time has come to investigate offender assessment or observation as the foundation for highly individualised treatment (Luyt 1999:135.)

In order to carry out its main function, the White Paper on Corrections (DCS 2005:61), states that the DCS has embraced an approach based on the needs of the offender during rehabilitation. The rehabilitation that is needs-based explicitly balances causal variables with the unique profile of the offence of an individual offender. The main aim of the  profile-based rehabilitation is helping the offender embrace a positive, proper value system and voluntary social connection alternatives, and to create life, professional and social skills that will allow them to work without returning to criminal activities. For this purpose, the DCS created the following five observation instruments to ensure offenders' needs are identified (DSC 2011:8):

- Offenders rights;
- Administration of the sentence;
- Security risk assessment;
- Induction and orientation of the offender; and
- Detailed compilation and risk assessment of the Correctional Sentence Plan."

The abovementioned observation instruments are discussed below.

## 2.12.2. Offenders' rights

Each offender that is sentenced and detained in a correctional centre needs to be informed about their right to an attorney or if they cannot afford an attorney, a state attorney can be allocated to them. The offender must confirm that these rights were communicated to them by signing a document (Correctional Service Act 111 of 1998:6).

## 2.12.3. Sentence administration

The offenders' sentence administration is important to ensure that the relevant forms are completed, correctly and in detail, within the specific time. The previous convictions form (SAP 69), the form describing the crime (SAP 62 ) and the sentence for offenders who are convicted to serve over five years is very important for evaluating offenders because they clarify how the crime was committed. The Correctional Services B-Order states that the record of previous convictions of each convicted detainee must be confirmed on admission to the correctional centre, during transfers, and each time the detainee is summoned before the

Parole Board and Case Management Committee (CMC) in order to guarantee their information accurately. This is in case, for example, their previous convictions are not accessible during admission, which will lead to a wrong offender profile (Tony and Petersilia 2016:209).

## 2.12.4. Security risk assessment

Offenders often feel guilt, which negatively affects their self-image (Neser 2014:192; Zehr 2013:49-50). Some offenders turn to suicide, particularly those with exceptionally long sentences (Tonry et al 2016:283). Offenders' reactions to circumstances depend on how they deal with stress or their inability to do so. They may become forceful, self-hurt, or even develop a mental illness (Wright 2003:4). Researchers understand that suicide within the correctional centres is a serious issue; thorough investigations are needed, particularly in South Africa (Liebling 2015:326)

In order to establish an offender's risk profile, each detainee is exposed to a security hazard characterisation on admission into the correctional centre (The Correctional Service Act 1998:6.5). This is done by using two forms of observation for an offender within 24 hours of them being detained. Immediately after affirmation (within six hours), the Admission Risks and Needs Assessment (G303) must be done for all offenders. The Case Assessment Officer, social worker, health care section or education section can direct the observation (DCS 2011:8). The evaluation guarantees that all offenders detained in correctional centres are evaluated for conceivable hazards within six hours of admission into the centre. The hazards include wellbeing risk, which determines if the offender is receiving any treat or have an illness that can put the centre at risk, and suicide risk, which determines if the offender needs social or mental help.

## 2.12.5. Induction and orientation of the offender

Induction infers that offenders must be safe and sheltered, even in their holding cells. Offenders who are vulnerable must not be exploited, victimised or ambushed (Van Zyl Smith 2005:21). Several researchers have brought to light that vulnerable offenders are not

constantly shielded from harm (Gear and Ngubeni 2002:11; Steinberg 2004:21). Steinberg (2004) states defenceless offenders are pressurised by the gangs in performing or doing certain unlawful and inhumane acts and that it is the governments' duty to ensure that the powerless offenders are protected. When new offenders are brought into correctional centres, they must be given direction and an acceptance programme or they will be open to different types of dangers. First-time offenders are victimised by hardened criminals, and as a result of their vulnerability and fears they look to gangs for support. The minute an offender joins a gang, it becomes challenging to accomplish the DCSs target of rehabilitation.

The offenders' induction and orientation procedures, as referenced in the Correctional Services Act (1998:6), show that all new detainees must be informed of the correctional centre's guidelines and rules. If they cannot read, it should be relayed orally. The offenders must sign a form to proof that they have received the information.

### 2.12.6. Compilation of the Correctional Sentence Plan

After the observation phase is complete, the evaluation must be closed by both the offender and the Case Assessment Officer. There should be adequate information collected by the Case Assessment Officer in order to profile the offender when the evaluation has been conducted. The chairperson of the CMS must gather the Correctional Sentence Plan in the presence of the offender (DCS 2011:8). The development plan needs to be acknowledged by the offender by means of affixing a signature which confirms that they understand the development plan, and the director should affirm the arrangement. The arrangement outlines when and which programmes must be given to an offender.

### 2.12.7. Treatment phase

The second phase is the treatment of juvenile offenders. This phase gives juveniles an opportunity to participate in the identified treatment and/or training programmes that were identified as relevant to their particular needs during the observation phase. A variety of programmes are implemented based on observational analysis, such as recreational, library,

psychological treatment, religious care, privilege, and discipline programmes (Lipsey 2010:11).

South Africa has one of the highest crimes and recidivism rates (Fitz 2013:49). The author further acknowledges that crime is a multi-dimensional and complex social phenomenon. The crime rate is also a causally connected to South Africa's verifiable and current socio-political conditions, poverty and unemployment, as well as the ineffectual treatment and rehabilitation of offenders (Herbig and Hesselink 2012:29).

The success of the rehabilitation programmes is dependant not just on the offered programmes or treatment but it is affected by the conditions on which the programmes are administered. Available research indicate that generally programmes conducted in community settings have better results than those conducted in confinement (Howells and Day 1999:4).

### 2.12.8. Preparation for release phase

The last phase prepares juveniles to handle the challenges they may encounter upon release and when seeking community reintegration. During this phase, the social worker arranges aftercare services once the juveniles have been released. When a juvenile is released on parole, supervision is entrusted to their parents, guardian or welfare. Nkosi (2012:6) asserts that various factors are considered at this stage, including the nature of the crime, previous convictions, behaviour, and involvement in programmes. Correctional supervision is prescribed by the court, and therefore, includes programmes such as house arrest, victim compensation, community services, and correctional programmes (Lipsey 2010:11).

### 2.13.Offender Rehabilitation and Recidivism

There is a considerable recidivism risk after release from a correctional facility. According to national assessments more than 66% of offenders will be rearrested within three years of discharge (Mears and Mestre 2012:10). This is why rehabilitation programmes must be

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designed to prepare offenders for their inevitable return to society: "A person who is imprisoned, sooner or later or the other, one will in the long run returns back to society" (Faugereon 2016:126). Rehabilitation programmes' viability depends on them reaching the goal of offenders not reoffending. Due to the fact that the offender population includes people with low educational levels and people with social and financial issues, restoration projects must deal with these issues to lessen the probability of the offender returning to criminal activities (Muthaphuli 2012:61).

Changing an individual's criminal conduct is similar to changing unacceptable behaviours, bad habits or poor performance in school and benefits the greater community. It is fundamental that rehabilitation programmes continue after discharge to help offenders deal with the daily stress they face upon release (Bartollas 2015:261). Ex-offenders should be prepared for life after release and to deal with the dissatisfaction and disappointment that they will have to face when looking for work with a previous conviction (Deutschman 2014:15). Davidson (2012:75) states that successful rehabilitation should make offenders eager to change their criminal conduct and live a normal life, and to do this, they need to face the challenges. Successful rehabilitation is only possible with the full commitment of the offender and means that the offender is released into society and undertakes to have a crime-free life.

Heydebrand and Seron (2015:190–194) noticed a propensity by social organisations, including courts, to decouple performance assessments from external social goals. Organisations use their own key aims as indicators of success instead of social standards such as reintegration into the community, giving up crime or public safety. For example, courts may look at the docket stream and parole organisations may move performance assessments of rehabilitation programmes to the state. The justice system focuses its performance assessments on the time between arrests, first appearances before court and due process hearings

According to Heydebrand and Seron (2015:190-194), the South Africa's rate of reoffending is between 55% and 95%. The recidivism rates are an excellent way to determine the success of the DCS and the Parole Board. When the community and the correctional system fail to

help an offenders effectively reintegrate into society, the probability for reoffending increases (Van Ness and Strong 2006:102-112).

Reoffending is a global issue (Largan and Levin 2002:1). Higher reoffending rates lead to increased prison numbers and parole discharges, and therefore, an increase in the violations of parole. The increasing rate of unemployment in South Africa creates a challenge for the law-abiding citizens to obtain employment, and it is even more challenging when a person has a previous conviction (Gould 1979:430-431). There is a need for supporting networks, consisting of relatives, businesses and society in general, in place who are eager to allow ex-offenders to become part of society again (Van Ness and Strong 2006:113).

Hippchen's (2005:418) believes that moral recovery means that correctional facilities address affronting conduct and effectively reintegrate guilty parties. Basic remedial action is expected to address those variables in society that led the adolescent to become engaged with criminal activities and, Hahn (2016:133) states that it is, "to restore the fabric of the community".

When discussing recidivism, the contributing factors are generally hypothesised and the most basic question asked is: "Is rehabilitation an effective tool to manage prison population?" However, contributing factors such as destitution and unemployment, should be considered when discussing recidivism.

## 2.14. Factors Influencing Delinquent Behaviour

A growing body of literature suggests that delinquent behaviour is impacted by an assortment of cultural, social, political and economic factors (Lipsey 2010:17). Odera (2013:11) insists that the subculture of crimes is impacted by a scope of financial elements, including poor family networks, absence of parental direction and backing, no good examples, and substance abuse. Nzama (2014:10) reveals that delinquent behaviour is determined by the following social factors:

- Peer pressure, leading to alcohol and drugs abuse;
- Absence of parents or supportive family structures;

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- Inadequate parental control and discipline;
- Social-economic pressures such as inequalities, low income, poverty and unemployment; and
- Labelling.

Singh (2014:266) asserts that most juveniles are overwhelmed by different social, personal, and economic difficulties that continue to be overlooked in juvenile rehabilitation. It seems irresponsible for juvenile rehabilitation programmes to not consider these factors for offending and reoffending juveniles while the youth return to the justice system at alarmingly high rates. It is still poorly understood that correctional centres have now become medical care centres, homeless shelters, a dialysis units, a mental health hospital, or prenatal care hospice due to the vulnerability of the youth. Muntigh (2012:20) is concerned that there are very few interventions that effectively reintegrate offenders into society upon their release. It could be argued that rehabilitation programmes are failing to consider several factors, such as those identified above, and neglect community participation in the programme. Of these risk factors, family stability is the principal factor contributing to offending and reoffending.

### 2.14.1. The influence of family stability

Barlow and Ferdinand (2016:154–155) state that family plays an important part in moulding youngsters' attitude to school and friends. The family is the principal defence against adolescent bad conduct. Instability within the family has its costs, and the children pay most dearly in the long run. Parental conflict often involves bitter quarrels over the children, and child rearing practices are frequent points of contention, confronting children with conflicting demands from their parents.

Parental conflict encourages children to use hostility and abuse in their own relationships. Barlow and Ferdinand (2016:155) state that parental quarrels over children often force them to pick one parent over the other. A family conflict may causes significant damage, the guardians lose any desire to give children the discipline and supervision they need, frequently leaving children to their own devises. Therefore, poor parental supervision can lead to misconduct. Furthermore, Barlow and Ferdinand (2016:156) states that parental disciplinary

styles also impact youngsters' actions. Pestering and scolding as well as extreme strictness or leniency, and inconsistency or unfairness are all associated with delinquency or aggressiveness.

Haskell and Yablonsky (2015:97) state that parents with children labelled as criminals seem to be less concerned about that child's welfare than the welfare of the 'good and obedient' child. When children feel there is a lack of love and concern for their future, it adds to their difficulty.

Sustaining family relations while imprisoned and establishing family conditions upon discharge are necessary for positive reintegration and diminished recidivism (Wright and Wright 1994:21). Educational programmes and continuous rehabilitation programmess outside juvenile correctional facilities leads to lower recidivism rates and also extends the period between crimes (Lipsey 1990:55). The most obvious concern is that detainment harms the social and human capital of individuals, their families, and their communities, as well as keep youngsters away from their guardians (Hagan and Dinvitzer 2009:122).

Steinberg (2004:73-74) emphasises that an emotionally supportive community has a pivotal impact on the recovery of an offender. Family ties are a good emotionally supportive network that encourages offenders in participating and benefiting in the rehabilitation programmes. Therefore, it is important for the DCS to guarantee that offenders are in regular contact with their families.

## 2.14.2. Effects of economic distress

Costello (2003:12) remarks that children whose families are struggling in poverty are at high risk of misbehaviour patterns. Failure at school is an important factor in juvenile delinquency. Poverty and imbalances within society are the major reasons for criminal conduct in the general population. Becker (2013:4) shows that there is a connection between financial conditions and criminal activities. The author further states that delinquents can be powerless victims exploited and persecuted by society instead of rational person who commits crimes

for their economic advantage. Juvenile delinquency is the result of the negative consequences of economic and social development, political instability and the weakening of significant establishments (education, the state and family). Financial instability is regularly connected to unemployment and low salaries (Neuman 2016:06).

### 2.14.3. The link between education and delinquency

Children who perform poorly academically, have poor attendance, or drop out of school have an increased risk of committing crime (Muntigh 2012:51). The link between juvenile delinquency and education is complex. Aggressive behaviour from a juvenile may lead to difficulties in the classroom. Delinquency is associated with performing poorly at school, truancy and leaving school at a young age (Elliot 2014:69). Scholarly disappointment can be related to juvenile drinking, consequently increasing the long-term impact of disappointment at school (Crosnoes 2016:56).

Attending regular educational programmes and being successful at school have shown to reduce recidivism (Leschied et al. 1986:19-24). The literature shows that offenders are often blamed for reoffending and discounted as hopeless without taking the effectiveness and relevance of the rehabilitation programmes they have been exposed to into account. South African corrections, therapeutic and advising programmes are unfortunately far from perfect. A dynamic and coordinated undertaking, focusing on the offenders effective rehabilitation and reintegration through the use of comprehensive guiding activities is necessary (Muntigh 2005:74).

Although the DCS faces many challenges that make many attempts brief and fairly optimistic rather than reachable, it intends to become an innovator of African conduct restoration and modification (Wright and Wright 1994:29).

### 2.14.4. Peer group influence and substance abuse

The influence of friends varies and depends on the impact of the guardians. Generally, peer pressure is increasingly powerful among young people who have very little support from their parents (Kandel 2016:7).

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Adolescents begin to explore different forms of social gatherings, music and medication and their sexuality. Many will examine new beliefs, have trouble with authority, and may start to act out (Kandel 2016:10). In most cases, this is perfectly harmless and a key stage of growing up; however, for some this can be incredibly destructive as they abuse alcohol and drugs.

Underage drinking is a common and seen as delinquent. Young people place themselves in danger of being the target of sexual assault and abuse or being associated with crime. Underage drinking can also have negative consequences for a person's development, which is especially delicate during certain stages of development. A youth who regularly drinks to excess can do critical harm or mischief to their brain and various organs, which can provoke long-term therapeutic issues.

The use of drugs during adolescence can cause long-term physical and social issues. Drugs may cause youngsters not to listen to adults, and therefore, to do dangerous things and become involved in antisocial and criminal behaviour (Van Zyl 2011:15). Once someone's lifestyle is reprobate, solitary or criminal, it can be difficult to escape that life. The long-term consequences of being associated with delinquent actions can include medical issues, challenges in getting and keeping a job, family and relationship issues, and financial troubles. These issues increase the likelihood of an individual continuing with criminal behaviour, drug use, or excess drinking. The cycle of wrongdoing can be a frightfully troublesome cycle to break without help and commitment (Zurich 2009:14).

### 2.14.5. Labelling as an influence of individual behaviour

Swigert and Farrell (2012:117) assume that the stigma that accompanies deviance has negative consequences on the self-concepts of labelled individuals. Therefore, labelling can have a negative influence on individuals and others may respond by excluding them from meaningful interactions. Swigert and Farrell (2012:124) find that low-income individuals are more susceptible to labelling because those responsible for enforcing the norms apply more negative sanctions to low-income individuals.

**2.15. Community Participation in Ensuring the Effectiveness of Rehabilitation**

Including the community in the rehabilitation process adds authenticity to the procedures. Community participation prompts more trust in justice institutions (Gastil 2015:45). The procedures can construct solidarity, social capital and duty to shared qualities for both offenders and victims (Tyler 2006:2). Community involvement can create the capacity for restoration by uniting individuals who are part of the offenders' and victims' 'community of care' to offer help before, during and after discharge or reintegration (Gerkin 2012:41).

The support and commitment of the community is important to ensure the viability of rehabilitation or restoration programmes (Dlamini 2014:32). During restoration the attention must be on the offender. Rehabilitation is thus designed to change the demeanour, conduct and social connections of the offender. The essence of rehabilitation is to make a positive difference in the offenders' behaviour. This entire process of recovery is intended to help the individual offender change and become a law-abiding citizen; however, it requires the full cooperation of the offender.

**2.16. Full Participation of Offenders in Rehabilitation Programmes**

Rehabilitation programmes are intentionally centred on offenders. Therefore, offenders should be responsible for the rehabilitation process and offending conduct by completely taking part in the rehabilitation path. Youthful offenders are ultimately responsible for their own development, learning and reintegration into society. Therefore, if offenders do not demonstrate a readiness to effectively learn and take part in the rehabilitation programmes, the project will not succeed (Dlamini 2014:61). Rehabilitation programmes must continue after offenders are released to ensure they receive the necessary assistance.

**2.17. Supervision for Effective Rehabilitation**

Effective supervision ensures change in offenders' attitude, behaviour and social relationships. Supervision is a form of aftercare. At this stage offenders' progress is clearly visible, and subsequently, recorded. Supervision includes control and means assistance. The goal of supervision is to help individuals grow into the adjustments that will enable them to live their own lives within the limits set by the community (Conklin 2016:78).

According to Schoeltz (2016:10), rehabilitation and supervision are interrelated and cannot be separated. Rehabilitation is a form of supervision in the sense that offenders are supervised. But rehabilitation cannot happen without supervision: One must be supervised to be rehabilitated.

Conklin (2016:499) characterises recovery as the restoration of lawbreakers to a well-behaved and law-abiding lifestyle through treatment. More explicitly, rehabilitation is the aftereffect of any arranged intervention, regardless of whether it is cultivated by changes in character, capabilities, qualities, characteristics or conduct.

Much has been said in the literature review about the significance of rehabilitation. Post-discharge support or supervision is a fundamental part of effective juvenile justice frameworks as it helps adolescents who have been placed in custody of the DCS to reintegrate into the community after release. The terms post-release and supervision can navigate the entire re-entry process from not long after sentencing, through the detainment period, to well after release into society (Sullivan and Tiff 2016:99).

The two basic criminological models for post-discharge programmes are community restraint and intervention.

### 2.17.1. Community restraint programmes

Community restriction programmes use observation and command over offenders after they are released into the community. It incorporates work confirmation, serious supervision, electronic observation, house arrest, private asylums, regular urine tests for illegal substances, and continuous contact with other correctional facilities or probation officers (Sullivan and Tiff 2016:117).

### 2.17.2. Intervention

Intervention programmes are used to change the offending practices of young offenders and regularly provide restorative medication, substance abuse benefits, and therapeutic treatments, as well as other community supports such as educational assistance, finding employment, and help from various organisations (Sullivan and Tiff 2016:117).

### 2.18. Chapter summary

From governance perspective and, the reviewed literature government is responsible to maintain law and order. While every person is entitled to his/her rights enshrined in the Constitution, they also have a responsibility to respect them. Based on the literature it is the responsibility of the government to have programmes that will address delinquent behaviour amongst juvenile offenders and maintain social control through supportive legislation and policies.

### 2.19. Conclusion

The literature review for this study was presented in this chapter. The chapter highlighted South Africa's legislative frameworks. The bulk of the literature review looked at deviant behaviour factors, including the family, economic distress, peer group influence, substance abuse, physical factors, and sociological factors. All these factors contribute greatly towards deviance and delinquency and must be addressed to ensure efficient and effective rehabilitation. The chapter further highlighted an overview of juvenile rehabilitation programmes and the importance of supervision after release.  The focus of the following chapter is on the theoretical framework for this study.

# CHAPTER 3
# THEORETICAL FRAMEWORKS UNDERPINNING THE STUDY

## 3.1. Introduction

A discussion of the theoretical frameworks underpinning this study is presented in this chapter. The theoretical frameworks for this study are based on the control theory and theory of responsive regulation that will be used to explore the effectiveness of the rehabilitation programmes offered to the juvenile offenders at the WCC. The control theory will provide lucid explanations and analysis of the practical world of juvenile rehabilitation programmes and the responsive regulation theory will evaluate policy responses that ensure changes that could ensure a decrease in recidivism. The chapter will first present the definition of theories and its significance in research and then the adopted theories of control and responsive regulations.

## 3.2. The Theoretical Frameworks Underpinning the Study

It is generally accepted that the theoretical framework establishes and suggests viewpoints and outlooks of the phenomenon to contextualise the study. In the analysis of the phenomenon, there are various focal points, for example, social theories, organisational theories, psychological theories, and economic theories, which may be used to characterise ideas and clarify a phenomenon (Creswell 2014:15).

To date there is no causal theory that fully explains the effectiveness of rehabilitation programmes (Strang, Sherman, Mayo-Wilson, Woods, and Ariel 2013:9). Scholars have indicated that a combination of theoretical frameworks can explain the expected effects of the correctional interventions such as Braithwaite's (1989) responsive regulations theory and Hirschis' (1969) control theory. These two theoretical frameworks propose that there are specific ways to respond to offending that may ''increase the likelihood of future compliance with the law'' (Tyler, Sherman, Strang, Barnes, and Woods 2007:554).

The study adopted the theory of responsive regulations which was developed by John Braithwaite in 1989. For most people, 'to regulate' means to direct or control others by

standards or rules (Drohos 2020:25). The term can carry negative impact, particularly when referring to the state. Whether right or wrong, government regulations consists of powerful authorities which are there to 'make' people do things they would not otherwise do and generally impede in people's lives in an intrusive and wasteful way (Drohos 2020:25). The theory suggests that relevant changes to the policies regulating offenders upon release would decrease the rate of reoffending and encourage the juvenile offenders to live a life, free of crime after release and contribute to effective rehabilitation.

The responsive theory was complemented by the control theory, which was developed by Travis Hirschi (1969). According to the theory an individual has a particular approach to deal with internal or external issues, and individuals abstain from deviant conduct because different elements control their driving forces to break social standards (Ortiz 2047:9). Analysts Travis Hirschi (1969) developed the control theory to clarify why individuals frequently do not follow up on deviant impulses. The author identified internal controls, such as an individual's inner voice and inspiration to progress, and external controls, such as parents, companions, and lawful codes. Those who are better socialised as children may have stronger control. From a theory of control perspective, the researcher assumes that there is a need for educating youth to be prepared for life after release. This should be part of rehabilitation programmes designed for young offenders.

### 3.3. The Need and Relevance of a Theoretical Framework in Research

Turner (2015:15) notes that theory gives a precise method for obtaining events, behaviours, practices and circumstances. A theory is made of interrelated thoughts, definitions, and suggestions that explain or predict events or conditions by determining relationships among factors. The idea of a comprehensive explanation or expansive application is important, and therefore, theories are by their nature theoretical and not substance or subject-explicit. Despite how diverse theoretical models reflect comparable general thoughts, each theory uses a unique vocabulary to express specific significant components. Theories differ in how rational and well tested they are. Furthermore, the 'test-ability' of a theory is important. Sociology theories are better understood as models that work in certain settings instead of laws of science that hold and apply everywhere (Littlejohn and Foss 2016:08).

Theories can help an inquiry to:

- Understand why people do or do not do things that increase their wellbeing;
- Recognise what information is required or expected to structure practical intervention techniques; and
- Provide information on how to structure productive programmes.

Models and theories help explain conduct and prescribe how to develop logically viable ways to deal with changing conduct and impacts. Singh (2014:266) declares that most adolescents are overwhelmed by many individual, social, and financial issues that continue to be neglected during juvenile rehabilitation. It is still not well understood that correctional centres now play the role of a medical care centre, mental health institution, shelter for the homeless, dialysis unit, and prenatal care centre because of the vulnerability of the youth. Muntigh (2012:20) states that any theory should be reviewed in order to improve policies and practices related to the problem.

The study evaluates rehabilitation programmes designed for juveniles serving sentences in the WCC. There is a chance that while imprisoned they may learn new ways to commit crime. Sometimes these juveniles take part in criminal behaviour because they are influenced by the pursuit of widely rejected social goals. The theoretical frameworks adopted in this are discussed in details below.

### 3.4. Responsive Regulation Theory

Braithwaites responsive regulation theory (1989) suggests that the state should be responsive to the conduct of the regulated and the regulatory environment in determining whether less or more interventions are needed (Ayres and Braithwaite 1992:5). Responsive regulation theory explains the relations between regulated and the regulator. The theory emphasises the need to review policies or regulations in order to align with the ever-changing environment of the regulated. The investigation and enforcement should result to cooperative attitude in the future, where the regulated will achieve compliance with the goals of the law. The relevance of the theory is the need to continuously reviewing the rehabilitation

programmes and policies guiding the reintegration of the offenders. Principles of responsive regulation are illustrated in Figure 3-1 and explained below.
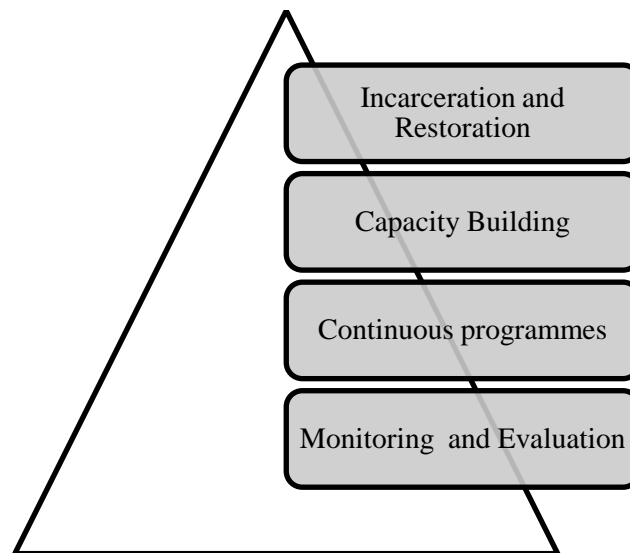


**Figure 3-1: Managing risk through responsive regulation**

**Source:** Adapted from Braithwaite (1989:12)

- **Incarceration and Restoration**: Offenders are incarcerated upon being found guilty of an offense in order to be restored and become law-abiding citizens.

- **Capacity Building**: The rehabilitation programmes are designed in order to ensure offenders are rehabilitated and have gained knowledge.

- **Continuous programmes**: During the stay at the correctional centre, offenders attend programmes and after release some offenders continue to partake in external programmes.

- **Monitoring and Evaluation**: It is meant to ensure that the programmes are effective and that offenders comply with all that was taught whilst they were incarcerated.

According to the theory of responsive regulation, informal mechanisms of social control often prove to be more effective than formal ones (Braithwaite 2010:15). The author further states that an effective justice system has citizens who learn that responsiveness is the way institutions work. The institutions are designed to have continuous changes to their policies in order to address the ever-changing social demands. The justice system or legislation is listening, fair and therefore legitimate, but also seen as somewhat invincible. Informal

mechanisms of social control have proven to be more effective than formal ones (Drahos 2020:32).

Figure 3-1 responds to the fact that incarceration, restorative, capacity building, monitoring and evaluation are limited and flawed unless they are reviewed and upgraded in order to address the changing environment. The policies need to encompass co-regulation and self-regulation, using non-governmental organisations (NGOs) and commercial interests as regulatory surrogates, together with improving the efficiency and effectiveness of more conventional forms of direct government regulation. The underlying reason is that, in most circumstances, using multiple policy instruments and a broader range of regulatory actors will produce more effective regulation. As such, the theory predicts that the effectiveness of the rehabilitation regulations needs the government to work together with the community, non-governmental organisation and other stakeholders in order to guarantee effective rehabilitation.

### 3.5. Control Theory

The theory of control states that each individual has a particular method, either internal or external, to deal with problems (Dlamini 2014:30). The fundamental inquiry of the theory cross examines the reasons why individuals do not adhere to the law. The theory suggests that individuals take part in criminal activities because of their weakening hold on society: "The control theory alludes to a point of view which predicts that when social constraints on antisocial conduct are weakened or missing, delinquent conduct emerges" (Ortiz 2014:10). The likelihood that an individual will participate in crime increases when an individual lacks a social network or connections that reject criminal activities.

There are four bonds that connect most people to society and prevent them from disregarding the law and acting in deviant ways. These are presented in Figure 3-2 and described below.
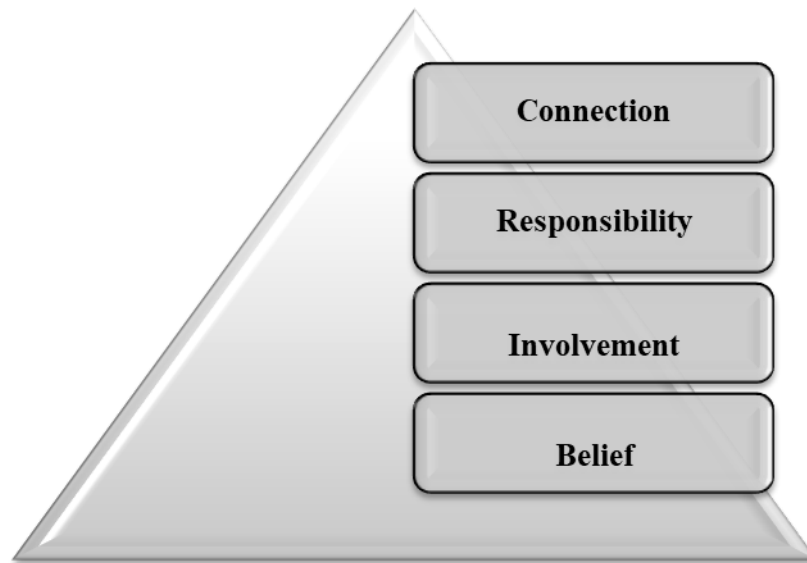
**Figure 3-2: Bonds with society**

**Source:** Adapted from Ortiz (2014:14)

- **Connection**: The association between values, conscience, and a super ego is directed by an individual's association with other individuals.
- **Responsibility**: Individuals obey rules inspired by a fear of the consequences of breaking them. This is simply the accomplice a persons' ego.
- **Involvement**: A person's involvement in conventional activity. An individual who is involved in normal activities do not have the chance to participate in deviant conduct.
- **Belief**: Belief is the common value of a culture. Beliefs can play two roles in deviant behaviour. Either an offender ignores what they have been taught or they excuse the bad behaviour while still acknowledging that it is wrong.

An example of control is when the fear of being arrested and embarrassed in a store in front of people stops a person's desire to steal. Those who were better socialised as children may have stronger control. Education is important because it creates opportunities, which in turn give people more control over their lives, helping them make better choices.

The construct of education will be used from this theory because although there are always external factors that influence people's decisions, they need to learn internal control. This implies that individuals refrain from deviant conduct because various elements control their

driving forces to break social standards (Ortiz 2017:9). The control theory explains why individuals frequently do not act on deviant impulses.

According to the control theory, there are external and internal controls that influence people's behaviour. These controls are illustrated in Figure 3-3. External controls that influence people's behaviour are individuals and organisations, for example, the police, family, friends, instructors, teachers, and the law, which will react if one acts outside the norm. Internal control are people's values, that small voice that guides one's actions, and people's desire for approval from other people, especially those to whom they are close. Internal and external control affect people's ability to follow the law and social standards, including ones they dislike. Most people will feel guilty about stealing something even if they do not get caught, and internal control may lead someone to turn themselves in to the police to assuage the guilt despite the possible consequences.
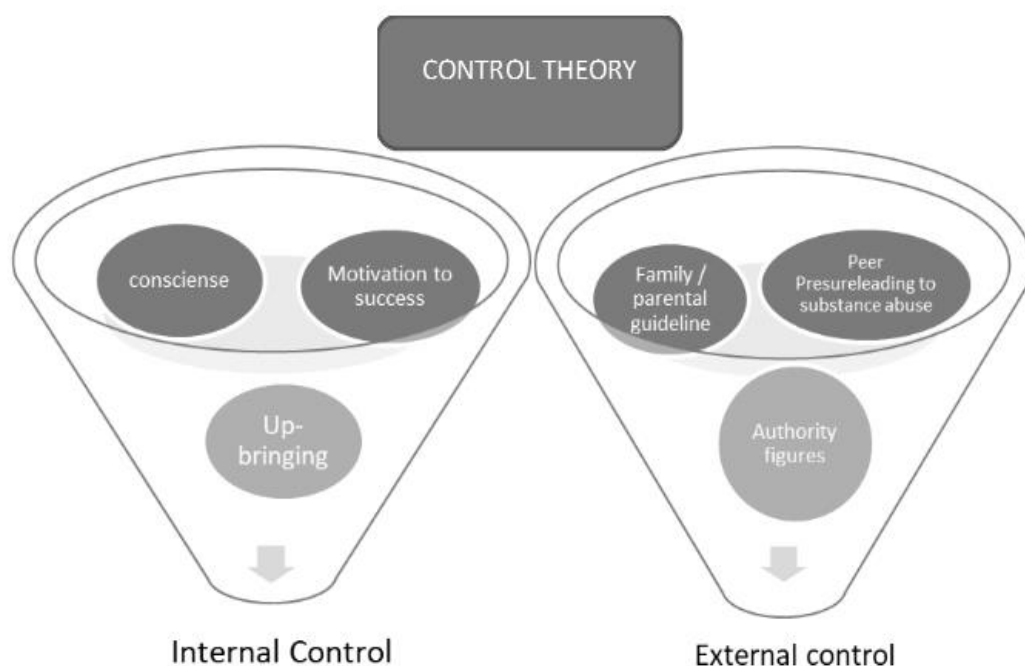


**Figure 3-3: Control theory**
**Source:** Adapted from Hirschi (1969:15)

Juveniles who are being prepared for release into the community and environment that influenced their deviant behaviour should take part in programmes to instil change. Juveniles often commit crime because they cannot reach their goals in an acceptable way because social structures stand in their way. Therefore, they must be prepared for life outside the correctional centre.

**3.6.Conclusion**

This chapter presented the theoretical frameworks for the study. These include the responsive regulation theory and the control theory. The study specifically concentrated on the effectiveness of rehabilitation programmes offered to juvenile offenders and distinguished between internal and external controls that affect delinquent behaviour. The responsive regulation theory and control theory are both relevant and useful in the assessment of juvenile rehabilitation programmes at the WCC. The focus of the following chapter is on the research methodology.

# CHAPTER 4
# RESEARCH METHODOLOGY

## 4.1.Introduction

This chapter presents the research methodology used in this study. Research methodology is used to ensure that sound choices are made during data gathering. This chapter explains which steps were taken to explore the research problem and why the chosen techniques were used to recognise, select, process, and analyse the data (Kallet 2014:49). This chapter concentrates on the research strategy, research design, target population, study site, sampling, and data collection instruments. A discussion on the ethics which were considered when undertaking this research follows, and the chapter concludes by outlining the limitations of the study.

## 4.2.Research Methodology

The objectives of the research are directed by the research methodology (De Vos et al. 2011:8). The focus of this dissertation is the evaluation of the juvenile rehabilitation programmes currently used at the WCC in KZN and promoting best practices to reduce reoffending.

Research needs verifiable questions to guide the direction of the research and to solicit answers for the research phenomenon being investigated. This following research questioned guided the study:

- How effective are the juvenile rehabilitation programmes in preparing offenders for reintegration to reduce recidivism?
- To what extent do socio-economic factors influence juvenile offenders to turn to deviant behaviour?
- How well do rehabilitation programmes offered to juvenile offenders ensure that juveniles are prepared and nurtured to be responsible citizens after release?
- To what extent do current rehabilitation programmes prepare juvenile offenders for life after release?
- What measures can address and facilitate the social reintegration of an ex-offender?

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The research questions were divided into the following four themes to ensure the questions are addressed:

- Societal factors and juvenile deviant behaviour
- Relevance of the rehabilitation programmes
- Crime-free life post incarceration
- Proposed improvements to ensure successful reintegration

The ORP has the following three fundamental procedures that need attention for the ORP to be successful: Observation, treatment, and preparation for release. These will be addressed in the four themes. The four themes helped with various indicators and outcomes relevant in providing data. This is further discussed in Chapter 5.

The study used qualitative strategies to address the research questions. The research method is meant to reflect a general research strategy because it structures which and how methods are used (Bless and Higson Smith, 2001:96). Qualitative researchers use methods which speak to a general conviction that they can give a more profound understanding of social phenomena than could have been acquired from quantitative information (Silverman 200:89).

## 4.3. Research Design

Creswell (2014:32) states that the research design directs logical research from the beginning to the end. It guides the researcher when gathering and examining the observed facts. The researcher must answer the following questions to create an appropriate research design:

- Which methodology should be used?
- Who is the population?
- How will the sample be selected?

The research design is a formal design that outlines the intents of the study by tapping into the approaches that will be used for data gathering, data analysis, and reporting the results (Bezuidenhout et al. 2014:148). Therefore, the research design is a strategic framework that

connects the research questions and research objectives to approve or disapprove the research problem. According to Mouton (2011:107), a research design is a set of rules and guidelines for tending to the research problem. The primary role of a research design is to help the researcher foresee the best research choices to ensure the legitimacy of the possible outcomes. Using this definition, it may be contended that a research design is how the researcher will approach gathering and dissecting information to address the research questions. According to Creswell (2014:11), approaches to research design can be broadly categorised into qualitative, quantitative, and mixed methods.

### 4.3.1. Quantitative research design

In a quantitative research design data is measured from a large sample in order to quantify the data into numerical data or statistics (Babbie and Mouton 2017:25). Quantitative research tests hypotheses by investigating the relationships between factors. Welman et al. (2005:52) states that these factors can be estimated ordinarily on instruments in order to break down the data using statistical strategies (Welman et al. 2005:52). As such, a quantitative research design provides outcomes based on the casual correlations that can be generalised. This study did not use a quantitative research design.

### 4.3.2. Qualitative research design

According to Babbie (2017:25), a qualitative research design interprets the data by understanding, observing, and exploring social phenomena. A qualitative approach has features that cannot be numerically communicated or measured. It provides insights that increases understanding of the situation and uncovers opinions, reasons, motivation, and justifications. This approach uses interpretative techniques that describe, decode, and translate the phenomena using words.

The nature of the content and issues explored in this study demanded a qualitative research strategy to address the unpredictability of the research phenomenon. This investigation used qualitative research techniques to assess the effectiveness of the rehabilitation programmes offered to juvenile offenders at the WCC in order to reduce recidivism.

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Harrel and Bradey (2011:8) view the use of a subjective way to deal with an expressive research structure. The authors, therefore, advocate that a descriptive research design is an attempt to explore and elucidate the phenomenon under investigation while providing more information for tackling the research problem.

In this study, a qualitative approach was used within the parameters of a descriptive research design to use interpretive techniques for the research problem. A qualitative research design was used to understand and investigate the phenomenon of the case study, and it enabled the researcher to identify intangible factors and variables. The power of qualitative research design lies in its compelling investigation of the research problem and guidance in clarifying broad research questions. Qualitative research design was suitable for this study to present participants' reactions to the effectiveness of the offered juvenile offender rehabilitation programmes at the WCC.

### 4.3.3. Mixed methods research design

A mixed methods research design merges qualitative and quantitative approaches to use the advantages of each in the best interests of the study (Neuman 2011:174). This study did not use a mixed methods research design.

### 4.4.Research Strategy

A research design must be aligned with an appropriate research strategy (Yin, 2009:18). The research strategy enables the researcher to conduct the study systematically and within the required timeframe to produce quality results and a detailed report of the findings. A case study research strategy was adopted to derive a holistic and comprehensive understanding of the juvenile rehabilitation programmes used at WCC.

A case study has universal characteristics and uses events from real-life settings with a limited number of units for analysis (Yin 2009:18). According to Waltz (2017:10), the unit of analysis is the "who" or "what" that is being studied. The unit of analysis for this study is the juvenile rehabilitation programmes offered at the WCC.

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**4.5. Study Site**

Babbie (2017:10) describes a study site as the physical place where the study is conducted. This study was conducted at the WCC in the Westville area in Durban in the KZN province. The WCC is considered one of the biggest correctional centres in South Africa and the biggest of KZN's 39 correctional centres. The facility is equipped to accommodate 6 023 inmates.

The WCC is divided into five sub-divisions, namely Medium A, B, C, D and E. Medium A houses offenders awaiting sentence and still attending court. Offenders who are perceived as threats to the community or serving maximum sentences are in Medium B. Medium C has offenders serving medium term sentences. Female offenders, both awaiting sentence and sentenced, are in Medium C. The juvenile inmates are housed in Medium D, also known as the juvenile centre. The female juvenile inmates share a block with the male juveniles, but they live separately (Singh 2014:263). This study site was selected because it plays a critical role in correcting criminal behaviour and rehabilitates young offenders. Figure 4-1 shows the WCC's main entrance.



**Figure 4-1: Westville Correctional Centre**
**Source:** Wikipedia

**4.6.Target Population and Sampling**

According to Bezuidenhout et al. (2014:132), the target population is the entire group of units with characteristics that the researcher is interested in. This implies that the target population is the total number of people with the required knowledge to generalise the findings. As explained earlier, WCC detains offenders of any age group and gender for protective custody, incarceration or correctional supervision. It would, however, be time-consuming to generalise the findings pertaining to rehabilitation programmes from the whole population of WCC. Creswell (2014:99) suggests that the target population should meet eligibility conditions to be included in the study and defines these as a subgroup of the population with the exact characteristics related to the phenomenon. Therefore, the research population for this study were programme facilitators and correctional personnel from the WCC. For this study, the characteristics of the target population as part of the eligibility conditions were the age of the offenders and that they are currently undergoing rehabilitation.

According to the above assertion, a small sample can represent the entire population. Mathenjwa (2010:56) describes sampling as a process of gathering units of participants to reflect the whole population, making it easy to generalise the findings and manage the population. Sampling is, therefore, generally understood as an approximation of units using a small portion of the target population. A sample was used to observe and analyse the participants that hold valuable knowledge that is applicable and transferable to the entire population. The sample for this study was drawn from the rehabilitation facilitators and correctional personnel who work with juveniles at the WCC.

**4.7.Sampling Techniques**

A sample, as explained above, is a subset of the population and sampling is the selection of the subset of units from the target population. Mouton (2011:133) points out that a researcher can use either probability or non-probability sampling techniques. These are discussed below.

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### 4.7.1. Probability sampling

Mathenjwa (2010:56) describes probability sampling as the sampling technique that uses a rigorous procedure and process guided by the principle of random selection, which does not guarantee a chance of inclusion. Common probability sampling approaches are cluster sampling, random sampling, stratified sampling and systematic sampling. This study did not use probability sampling.

### 4.7.2. Non-probability sampling

Non-probability sampling is used to select participants based on the judgement of the researcher. It uses methods such as purposive, accidental, quota, and snowball sampling (Mathenjwa 2010:56). This study used non-probability sampling coupled with a purposive technique. Neuman (2011:65) explains that in purposive sampling, the researcher intentionally selects the study informants. Purposive sampling was used to select 15 rehabilitation facilitators and correctional personnel who were deemed to have an in-depth knowledge of the effectiveness and challenges of juvenile rehabilitation programmes.

### 4.8. Data Collection

Data collection is the process of combining relevant information and measuring it against variables (Maree and Taylor 2014:16). There are a variety of methods to collect data in social research. Mouton (2011:104) categorises data collection methods into these four groups: Observation, interviews, tests, and analysis. Neuman (2011:46) points out that the data collection technique is influenced by the research approach, such as quantitative, qualitative, or mixed methods. Qualitative data was used for both the primary and secondary data in this study.

### 4.8.1. Primary data

Primary data was used to examine the experiences of and perceptions about the juvenile rehabilitation programme at the WCC. Mouton (2011:108) affirms that qualitative data requires data collection tools like interviews to capture the views, opinions, and ideas of the

participants. An interview is an important source of data in a case study approach (Degu and Yigzaw 2006:58). Interviews are guided to empower the researcher to accumulate and examine information of experiences and opinions. They ultimately provide the researcher with moments to clarify questions and to explore more information (Walliman 2011:100).

In order to test the effectiveness and challenges of the offered juvenile rehabilitation programmes, the researcher gathered data using semi-structured interviews with open-ended questions. It can be reasonably assumed that open-ended questions are advantageous in interviews because they allow the participants freedom of expression while creating room for clarifying questions. A recording device was used to accurately capture the participants' responses. The interview sessions took about 30 to 45 minutes for each participant.

### 4.8.2. Secondary data

The literature review in Chapter 2 forms part of the secondary data for this study. According to Neuman (2011:125), the literature review aligns the study with the existing stock of knowledge published by accredited scholars in journals and books. As such, the researcher reviewed books and journal articles for the study. Moreover, the researcher reviewed government reports and legislation and other relevant literature. Neuman (2011:125) further notes that the literature review must reflect knowledge or current information. This may be substantive discoveries like methodological and theoretical contributions to a specific study, topic or subject. The use of the literature review provides a background of previous findings and determines gaps that need to be filled.

### 4.9. Data Analysis

The analysis of data in qualitative research is formulated into themes, categories, and patterns by sorting the data into more theoretical units of information (Creswell 2014:190). Data analysis is the procedure of producing relevant structure and orders of anticipated analysis (De Vos 2015:14). This study used thematic data analysis.

### 4.9.1. Thematic analysis

Creswell (2009:20) describes thematic analysis as a conceptual framework that creates prominent themes to analyse commonalities and differences. Neuman (2011:49) sees thematic analysis as a technique for breaking down, distinguishing, and detailing noticeable themes or patterns within qualitative information. For this research, the researcher distinguished emerging themes by coding recurring topics line by line, thereby categorising them appropriately. Thematic analysis was used to ensure that the research outcome is indeed qualitative as stipulated in the research design. One of the advantages of using thematic analysis is its flexibility in providing a comprehensive, yet compound, depiction of data (Braun and Clarke 2013:120). There are software packages such as NVivo Version 10 that can be used to analyse data, but the researcher chose to do the analysis manually. Braun and Clarke (2013:121) divided thematic analysis into six phases. These phases are not linear but iterative. Table 4-1 explains the six phases of thematic analysis.

**Table 4-1: Six phases of thematic analysis**

| | |
|---|---|
| **Coordination with the data** | The researcher must become acquainted with the data by reading and re-reading it. |
| **Assign codes** | The initial codes are produced by using pithy labels to document where and how the patterns occur. |
| **Search for patterns or themes** | The researcher merges codes into broad scale themes that correctly detail the data. It is vital that the researcher narrate the true meaning of the themes, even when the theme does not seem to 'fit'. The researcher should also report on what is absent from the analysis. |
| **Review themes** | The researcher checks and analyses how the themes support the data and the comprehensive theoretical perspective. |
| **Name and define themes** | The researcher names and defines each theme, writes what is interesting about the theme, and highlights the aspects of data that are captured. |
| **Producing your report** | The researcher decides which themes are meaningful to understanding the data. This phase creates a logical and convincing story about the collected data for the reader and examines it in relation to existing knowledge/literature. |

**Source:** Braun and Clarke (2013:121)

In this study, the researcher identified emerging themes by coding recurring themes line by line and categorising them accordingly. Coding is an exploratory technique that is meant to solve problems (Saldana 2015:342). Saldana suggests coding data from transcripts as it enables the researcher to manage and reduce the data. In this study, the data was organised by identifying themes and further dividing them into sub-themes. This was done by formulating

matrices, which proved to be effective in data processing. This process helped the researcher interpret and organise the collected data.

### 4.9.2. Content analysis

Studying transcribed documents with symbols and codes is known as the content analysis method (Saldana 2015:342). This method is used to examine patterns from the collected data. This study used thematic and content analysis. An audio-recording device was used during the interviews and the interviews were later transcribed; this data was analysed using codes and matrices.

### 4.10.                Ethical Considerations

The researcher requested and obtained ethical approval from the UKZN Ethics Research Committee to ensure the research is ethical (Annexure D). The researcher also applied for and received a gatekeeper's letter from the DCS, guided by the  IRB, which granted permission to conduct the research (Annexure E). Most importantly, the researcher maintained the following ethics.

### 4.10.1. Anonymity and confidentiality

Creswell (2007:20) states that anonymity protects the identity of the respondents. The researcher ensured the anonymity of the participants by not revealing their identity or any identifying characteristics.

Confidentiality implies that the researcher can match participants' names with their reactions, for instance in a face-to-face interview, yet guarantees that nobody else will have access to this information. Confidentiality should be guaranteed when possible, but it is inadequate to express that material will be classified without ensuring it (Creswell 2007:47). Confidentiality was ensure by conducting the interviews at the agreed venue. The participants were clearly informed by the researcher of the aim of the interview and how the gathered data would be used and kept, complying with the ethics of research.

### 4.10.2. Ensuring no harm to participants

Social research should never physically or mentally harm participants (Nueman 2007:15). The researcher ensured that no physical or mental harm came to participants' members by, for instance, pressure, inconvenience or shame.

### 4.10.3. Informed consent

Securing informed consent means that participants are informed about the goal of the research, the data collection methods, and the potential interest, disadvantages and risks to which the participants may exposed (Alpaslan 2010:41). The researcher acquired informed consent from the participants and informed them that they were allowed to withdraw at any time with no consequences. The participants read and signed to consent forms before beginning the interview.

### 4.10.4. Data management

Data management involves organising, recovering, acquiring, verifying and maintaining information. More delicate information will necessitate the researcher to keep the data private during the research process (De Vos 2015:14). The information gathered from the participants was kept in a secure place to which only the researched had access. The participants' anonymity and confidentiality were guaranteed. The recordings and notes identifying the participants will be retained in a safe place for five years and will then be destroyed.

### 4.11.Significance of the Study

Criminal activities by persons of any age in South Africa in general demand urgent attention to mitigate the effects and provide transformative actions accordingly. Lipsey et al. (2010:12) argue that juvenile delinquency requires prevention and intervention, two diverse but overlapping endeavours. Their analysis indicates that appropriate prevention and intervention mechanisms are a prerequisite for the reduction of the escalating rate of juvenile delinquency. It remains concerning that the current juvenile rehabilitation programmes offered by the DCS

and at the WCC as part of the intervention for juvenile offenders face an array of challenges. In most cases, rehabilitation is regularly implemented as a monetary basic or economic imperative driven by the expenses related with the detainment of a high number of offenders (Fiscan 2010:14).

Juveniles who committed serious, violent, or chronic crimes are at the risk of long but harmful criminal careers, which are likely to increase the rate of recidivism. It could be argued that offenders are also at great risk of being victims themselves in the absence of decisive corrective measures. Juveniles that are involved in criminal activities are subject to sanctions, depending on their cases, and then released back into society when they complete their sentence. This is why the effectiveness of the current juvenile rehabilitation programmes in rehabilitating juveniles and reintegrating the as responsible citizens into their communities must be determined.

## 4.12. Limitations of the Study

There were certain limitations due to the nature of this study. The researcher was restricted from access to juveniles since they are a vulnerable group, and this deprived the researcher of the opportunity to capture their perspectives on the offered programmes. The minors' parents or guardians must give consent for them to take part in a study such as this. This mean the researcher only had access to programme facilitators and correctional personnel.

## 4.13. Conclusion

The research methodology used to collect data for this study was discussed in this chapter. The research instruments used to regulate the research were covered in detail. The study considered the research design and reviewed the research strategy, study site, target population, and sampling. The instruments that were used to collect data were expanded. These include empirical data and secondary scholarly material. The chapter also confirmed that ethical considerations were observed while doing the research. The significance of the study and its limitations were also addressed in detail. Chapter 5 describes the collection of data, analysing data and translation/dialogue of the study.

# CHAPTER 5

## RESEARCH DATA PRESENTATION, ANALYSIS AND DISCUSSION

### 5.1.Introduction

The qualitative data gathered through the semi-structured interviews is presented in this chapter. The data is analysed and discussed. The participants' reactions were recorded and transcribed and then categorised into themes. Thematic and content analysis were used to analyse the data.

### 5.2.Research Design Plan

The research aimed to assess the effectiveness of the juvenile rehabilitation programmes offered by the WCC in reducing recidivism. The main research question for this study is: How effective are the juvenile rehabilitation programmes in preparing offenders for reintegration to reduce recidivism?

Figure 5-1 portrays the research design used to evaluate the juvenile offender rehabilitation programmes at the WCC.
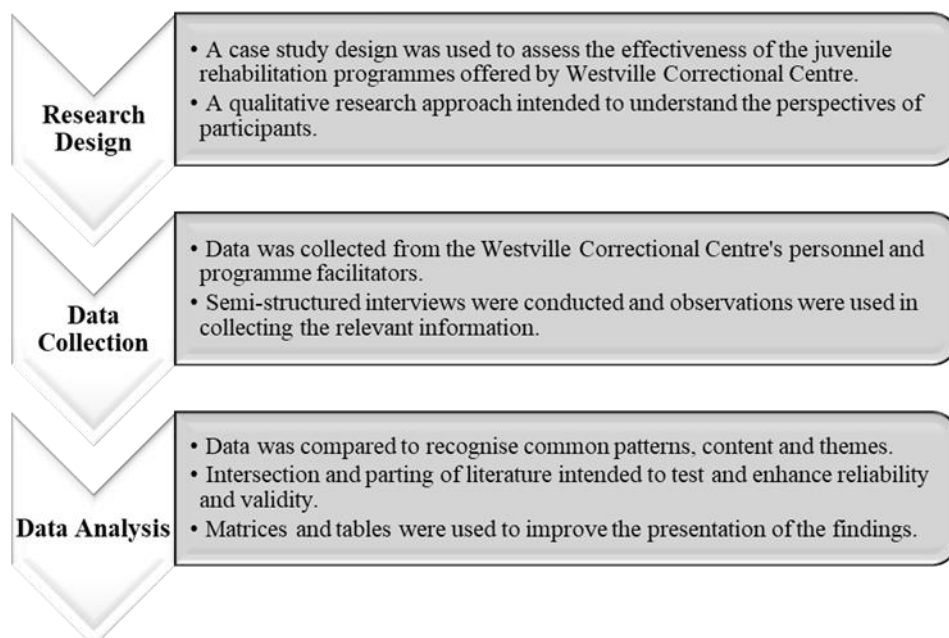


**Figure 5-1: Research design plan**

**Source:** Adapted from Mouton (2011)

The study's research design was explored at length in Chapter 4. The investigation used a descriptive research design with interpretive methods to investigate the effectiveness of the juvenile rehabilitation programmes in preparing the reintegration of the offenders to reduce recidivism. The research design was selected to control or guide the researchers' emphasis on the juvenile programmes as an instrument that help the decrease recidivism and prepare offenders for life after release.

## 5.3. The Context of the Department of Correctional Services

The DCS has a mandate in South Africa to facilitate and coordinate the restoration and reforming of offenders, including juveniles. Lipsey et al. (2010:5) attest that juvenile rehabilitation has established approaches for the administration of conduct that ranges from custodial to community supervision.

The Correctional Services Act of 1998 provides for "a correctional system or restorative framework; the establishment, limits, and control of the DCS; the guardianship of all sentenced parties bound by human respect; the rights and responsibilities of sentenced offenders; the rights and duties of undenounced offenders; a course of action for community corrections; release from correctional centres and arrangements under correctional supervision; one day parole and parole; a national council for correctional services; a judicial inspectorate; independent correctional centre visitors; invalidation and amendment of explicit laws; and matters related therewith" (Tonny 2016:15).

The South African White Paper on Corrections obliges the executives to (DCS 2005):

- Capacitate the DCS to accept its duties as a security association responsible for the advancement of open public safety through breaking the cycle of bad behaviour;
- social reintegration;
- build up the DCS into an establishment of recuperation, rehabilitation or recovery; and
- promote cures as a cultural responsibility.

From an administration and governance perspectives this mandate highlights the necessity of effective juvenile rehabilitation programmes for its suitability and relevancy in transforming juveniles and to reintegrate them as mature, responsible adults back to their communities.

The alignment of the DCSs mission, vision and values to the offered juvenile rehabilitation programmes is highlighted in Table 5-1 below.

**Table 5-1: Alignment of the DCS's mission, vision and values to the juvenile rehabilitation programmes**

| DCS's Mission | DCS's Vision | DCS's Values | Strategic Objectives |
|---|---|---|---|
| Adding to an essentially serene and progressively secure South Africa through reasonable and other conscious detainment of offenders, social reintegration, and effective rehabilitation of wrongdoers. | Providing the best correctional services to an increasingly secure South Africa. | **Development**<br>• Strengthening and enabling.<br>• Believing in the capability of individuals.<br>• Providing facilities and chances for development.<br>**Integrity**<br>• Disassociating from all types of harmful and abusive orders.<br>• Honesty.<br>• Sound strategic policies.<br>**Ubuntu**<br>• Providing service with kindness.<br>**Effectiveness**<br>• Productivity.<br>• The best work practices, strategies and frameworks to accomplish set objectives.<br>• Excellent administration.<br>• Desire to perform well.<br>• Accepting responsibility for one's conduct.<br>• Commitment.<br>**Justice**<br>• Access to justice for all.<br>• Fair treatment.<br>• Equity and fairness under the eye of the law.<br>**Security**<br>• Safety of representatives, guilty parties and the network.<br>**Equity**<br>• Affirmative action.<br>• Non-discrimination.<br>• Integration of inability issues.<br>• Gender equity. | **Rehabilitation**<br>• Correctional Sentence Plans improve offenders' life skill and remedial projects focus on offending behaviour.<br>• Offer skills, literacy and education programmes during incarceration to assist offenders with self-improvement.<br>• Remedy the conduct of offenders through access to psychological services, spiritual services and social work.<br><br>**Social integration**<br>• Consider offenders for placement on correctional supervision or parole.<br>• Improve conditions under community corrections.<br>• Improve participation in restorative justice by probationers, parolees and victims/offenders.<br>• Improve openness to community corrections administrations by expanding service points. |

**Source:** DCS 2015

Table 5-1 reflects the commitment by the DCS to the contribution and promotion to a safer and more peaceful South Africa. The DCS is obligated to guarantee that juvenile offenders are educated, attend school, and are rehabilitated. The former Justice and Correctional Services Minister, Advocate Michael Masutha, stated that the DCS would "accelerate delivery, and place humane and safe detention at the forefront of their work to rehabilitate and successfully reintegrate offenders, which will result in the reduction of repeat offending" (DCS 2016:12). This statement is reiterated in the legislation and charters, which include the Correctional Services Act 111 of 1998, the DCS Strategic Plan (2010:12), and the White Paper on Corrections in South Africa (DCS 2005:127).

## 5.4. Offender Rehabilitation Path

The DCS ORP Guide (2007:8) portrays the ORP as a sanction that indicates every step of what happens to an offender from the minute they are admitted into a correctional facility until they are released and returned to their respective communities. The ORPs focus is the rehabilitation and correction of offenders whilst in custody, serving their sentences. The path starts during admission of the offender, once admitted the offender is assessed. In the assessment phase, the Correctional Sentence Plan is formulated by the Case Administration Officer. The Correctional Sentence Plan sets out all the offender rehabilitation programmes for that individual offender that the offender should attend during the period that they are serving sentence (DCS 2007:11).

According to Bruyns (2007:101), elements such as unemployment, low level of education, poor mental health, low level of instruction, living in informal settlements, poor life skills, dysfunctional family, substance abuse, unacceptable public activity and lack of lodging are elements of the rehabilitation model that cause individuals to engage in criminal behaviour because of conditions outside their control. The rehabilitation model does not deny that individuals consciously break the law, yet it states that these decisions are not a matter of unadulterated free will. It is affected or dictated by an individual's mental development, biological make-up, or social environment (Cullen and Jonson 2012:25). The sentence plan focuses on these elements of each sentenced offender. The phases of the ORP are depicted in Figure 5-2.
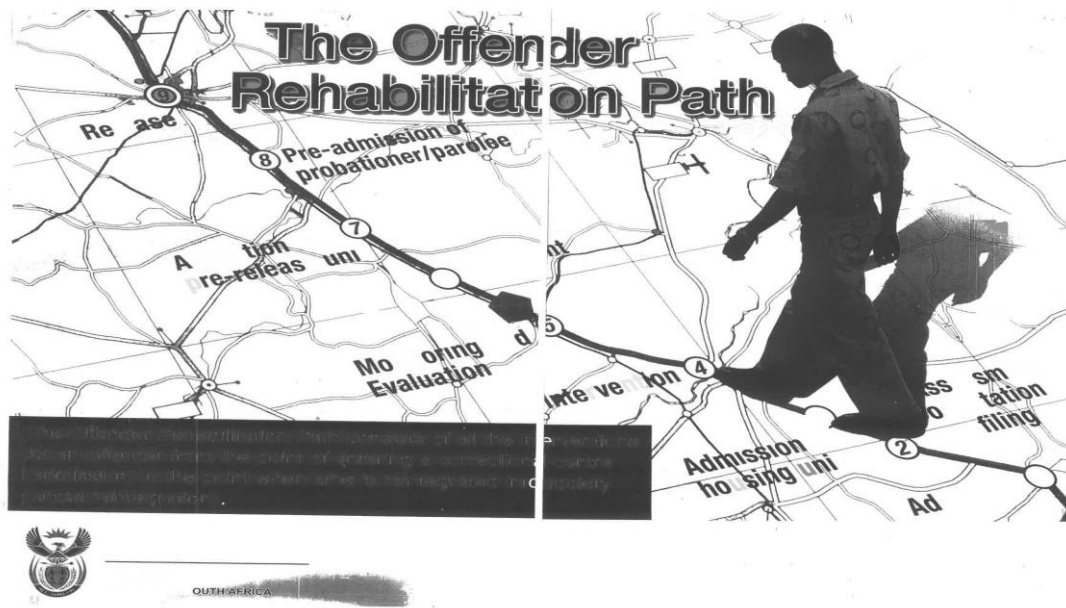
**Figure 5-2: Offender rehabilitation path**

**Source:** Author's field observation, 2019

The depicted ORP phases in figure 5-2 were discussed at length in chapter 2.

## 5.5. Services and Programmes offered to Juvenile Offenders at the Westville Correctional Centre

Rehabilitation programmes, are offered by the DCS, to juvenile offenders in order to restore and reintegrate them. The duty of the DCS is to fundamentally address the wrong conduct in a safe, protected and empathetic manner to encourage the rehabilitation process (DCS 2001). The focus of rehabilitation and successful reintegration should be on affecting conduct and on empowering direct individual change. Rehabilitation programmes should focus on mindfulness with the need to change conduct, consequently diminishing the likelihood of reoffending (Samuels 2010:74).

The WCC offers needs-based rehabilitation programmes that aim to address offenders' conduct. They are necessary for all convicted offenders who are serving a sentence of two or more years. The DCS has designed the following correctional programmes:

- The *New Beginnings Orientation Programme* is attended by all offenders admitted to the WCC. It is intended to make offenders more mindful of themselves and their environment and to make offenders' adjustment and transition into the WCC easier.

- The *Restorative Justice Programme* helps offenders to re-establish equity and prepares them for further interventions through restorative justice programmes such as victim offender dialogue (VOD) and victim offender mediation (VOM).

- The *educational programmes* provide, for instance, a recognised matric certificate. The skills development programmes are important and necessary for the effective and efficient rehabilitation of offenders and to their make reintegration into society easier.

- The *Anger Management Programme* deals with the causes of offender's anger and gives them tools to manage their anger.

- The *Crossroads Correctional Programme* is aimed at carrying out offending behaviour and focuses on the technique of behaviour reduction.

- The *Preparatory Programme on Sexual Offences* is aimed at helping sexual offenders manage behaviour with relevant skills and knowledge.

- The *Behaviour Modification Programme* is expected to bring issues to light among offenders such as gang-related exercises and their negative consequences. The programme further provides offenders with practical skills to change their conduct and adapt to the correctional centre without associating with gangs.

- The *Substance Abuse Correctional Programme* teaches offenders about the negative consequences of substance abuse.

- The *Pre-Release Programme* prepares offenders for viable reintegration by giving those tools and information to adapt to the potential difficulties they may experience after their release.

These programmes are facilitated by the Correctional Intervention Officials who have the necessary proficiencies to facilitate of these programmes. Young offenders are not compelled or forced to attend all programmes, only those determined in their sentence plan. One of the challenges for the DCS is ensuring that offender necessary support and development are offered. This is one of the reasons the DCS introduced programmes to aid in transforming juvenile offenders' behaviour.

Spiritual care services are offered by the WCC, including church services, personal interviews and group sessions, value-based life style, lectures on substance abuse and moral conduct. The Spiritual Care Programmes are offered to offenders through a needs-based programme. This is done in association with faith-based organisations and churches in ensuring that offenders are rehabilitated and reintegrated into society. The programmes also aim to play a part in changing offenders' behaviour based on a lifestyle that is following the acceptable norms and values of their faith.

The social work services comprise life skills, drug and alcohol dependency, and crisis handling. Education and training programmes include care and guidance programmes, educational programmes, life skills, vocational training, and recreation training programmes. Physical and health care services include voluntary counselling and testing and tuberculosis and HIV/AIDS awareness. The labour supply service aims to ensure that juvenile offenders are kept engaged with work and receive compensation for services such as maintenance work, shop monitors, cooks and so forth. It is also meant to combat laziness.

### 5.6. Data Collection

Chapter 4 focused on the research design adopted for this study. The following subsections briefly discuss the participants and their selection.

### 5.6.1. Description of the study site

This study was conducted at the WCC in Durban, KZN. Yin (2009:18) remarks that case studies as a research design provide universal characteristics from genuine setting using a limited number of units with the goal of analysis.

### 5.6.2. Sample

The data was collected through semi-structured interviews with 15 participants using an interview schedule. The perspectives of correctional programme facilitators and correctional

personnel were sought since they possess 'inside' information about the available or offered rehabilitation programmes.

Table 5-2 provides a list of DCS correctional officials and programme facilitators who participated in the study and gives their participant code and demographic information.

**Table 5-2: Participants' demographic data**

| Participant Code | Designation | Gender | Race | Experience |
|---|---|---|---|---|
| DCS001 | Senior Correctional Officer | Male | Indian | 16 years |
| DCS002 | Social Worker | Female | Indian | 10 years |
| DCS003 | CMC Member | Male | Indian | 5 years |
| DCS004 | CMC Clerk | Female | African | 7 years |
| DCS005 | CMC | Male | African | 8 years |
| DCS006 | Programme Facilitator | Male | African | 5 years |
| DCS007 | Restorative Justice Programme Facilitator | Female | African | 11 months |
| DCS008 | Restorative Justice Programme Facilitator | Female | African | 1 year |
| DCS009 | Programme Facilitator | Female | African | 16 months |
| DCS010 | Programme Facilitator | Female | African | 4 years |
| DCS011 | Programme Facilitator | Male | African | 8 years |
| DCS012 | Correctional Intervention Officer | Male | African | 13 years |
| DCS013 | Senior Correctional Officer | Male | African | 17 years |
| DCS014 | Senior Correctional Officer | Male | Indian | 15 years |
| DCS015 | Senior Programme Facilitator | Male | African | 21 years |

The overall data presentation, analysis and discussion is presented in the next section.

## 5.7. Data Presentation and Analysis

Analysing the gathered date involves producing relevant structure and orders of anticipated analysis (De Vos 2015:14). This study used thematic and content analysis to analyse the data.

### 5.7.1. Content analysis

Content analysis in qualitative research is defined as "a research method for the subjective interpretation of the content of text data through the systematic classification process of

coding and identifying themes or patterns" (Hsieh & Shannon 2005:1278) and as "an approach of empirical, methodological controlled analysis of texts within their context of communication, following content analytic rules and step by step models, without rash quantification" (Mayring 2000:2). Patton (2002:453) further defines content analysis as "any qualitative data reduction and sense-making effort that takes a volume of qualitative material and attempts to identify core consistencies and meanings". In some cases, qualitative content analysis strives to generate a theory.

## 5.7.2. Thematic analysis

Creswell (2009:20) describes thematic analysis as a conceptual framework that divides prominent themes for the purpose of analysing commonalities and differences. Similarly, Neuman (2011:49) sees thematic analysis as a strategy for investigating, recognising and reporting themes or patterns that are noticeable within the qualitative data. For this study, the researcher identified emerging themes by coding recurring themes lines by line and then categorising them accordingly. Thematic analysis was chosen to ensure that the research outcome is indeed qualitative as stipulated in the research design.

Chapter 2 presented the literature review, showing the researcher's commitment for progressing research on juvenile offenders, which is an on-going issue among young people, globally and in South Africa specifically. Semi-structured interviews with open-ended questions were used to gather information in order to test the effectiveness and difficulties of the juvenile rehabilitation programmes.

## 5.7.3. Interviews

An interview usually refers to a one-on-one dialogue between an interviewer and an interviewee. The interviewer presents questions to which the interviewee responds, generally to move information from the interviewee to the examiner. Occasionally, the information can move in both directions. It is a correspondence rather than a discourse, which conveys a one-direction stream of data (Miller and Rollnick 2012:4).

In this study, a standard, semi-structured interview strategy was used to gather information in the WCC case study. The objective was to gather data that can answer the research questions.

A benefit of using interviews, apart from giving the participants an opportunity to freely express their opinions, is that it gives the researcher the chance to clarify any uncertainties (Muntigh 2005:33).

During the interviews, the researcher had the opportunity to interact directly with the programme facilitators at the WCC. This made it possible to read their non-verbal signals and get a clearer idea of their opinions about the offered juvenile rehabilitation programmes. One thing the researcher noticed was the uneasiness and hesitance of some participants when discussing matters relating to drug abuse and gangsterism within the correctional centre.

Figure 5-3 outlines the procedure used to conduct interviews in the case study.



**PLANNING**

| A letter of consent was forwarded to the Westville Correctional Centre management and the participants. | The time and venue was discussed and agreed with the participants and management. |

**INTERVIEWS**

| Unit managers | Case managers | Correctional personnel | Programme facilitators |

**RECORDING DATA**

| Notes were taken | Organising | Capturing |
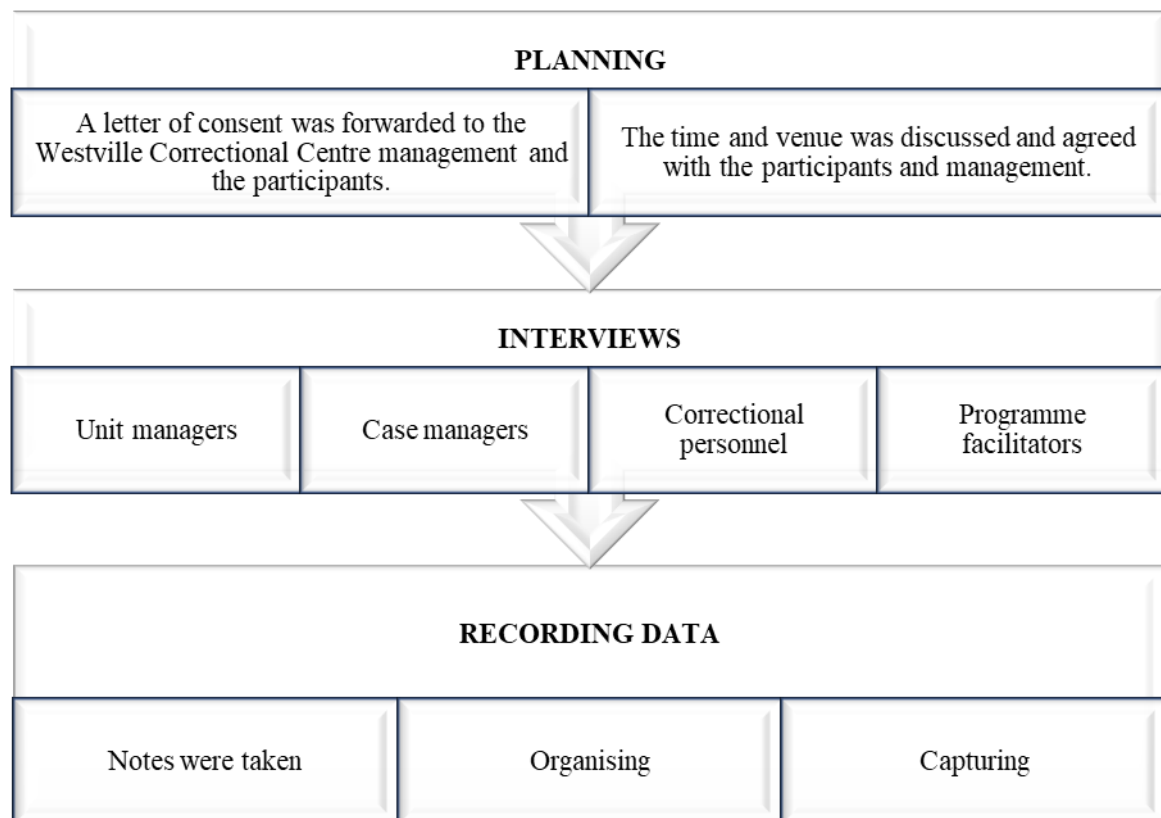
**Figure 5-3: Interview process followed**
**Source:** Adapted from Miller and Rollnick (2012)

The next section presents the interview process that was followed when conducting this study.

### 5.7.3.1. Planning

As depicted in Figure 5-3, conducting the interviews included three significant steps, planning, interviewing, and recording the information. Authorisation was obtained from the DCS before doing the interviews at the WCC. To this end, a letter of consent was sent to the DCS and the correctional centre to secure access. With regards to ethics, participants were consulted ahead of time to get their consent. Planning included discussions and agreeing on a time and place for the interviews and security and safety measures with managers and heads at the WCC to guarantee smooth data collection.

### 5.7.3.2. Conducting interviews

Interviewing the participants in the case study was fitting as they are directly associated with the execution of the rehabilitation programmes. Since they are knowledgeable about the programmes, they could give detailed information about the research topic. The interview used both closed- and open-ended questions to ensure that varied, rich data was captured.

### 5.7.3.3. Recording of data

A recording device was used to capture the responses of the participants. Consent to use such a device was obtained from the UKZN Ethics Research Committee and the DCS, under perimeters of the IRB, and permission was obtained from the participants for the interviews to be recorded. The audio was later transcribed for data analysis purposes.

### 5.7.4. Transcribing

The audio recordings were transcribed so they could be examined in detail, be connected with the analytical notes, and then coded. Rendering visual and audible information into a composed structure is an interpretive procedure and the initial phase in data analysis. Transcribing audio into coherent content requires reduction and translation to make the words readable and meaningful (Skukauskaite 2012:5).

### 5.7.5. Data reduction

Data reduction is a form of analysis that sorts, arranges, centres, disposes, and systemises information so that 'final' conclusions can be reached and checked (Namey et al. 2015:139). For this research study, data was reduced, managed, and classified into themes and advanced into sub-themes. Data was reduced, organised, and presented into matrices in a technique that mirrored the connection between the research questions and objectives.

### 5.8. Matrix

A research matrix is an instrument that helps gather the data in an investigation into a well-prepared form. It is a lot of work and takes many hours to do correctly, yet once complete, it makes composing the literature review and the final writing very simple. A matrix systematically ensures that everything is well-labelled and addressed fully in a research paper. Using a matrix in research ensures that the work is done in an uncomplicated, ordered, and effective manner (Pauca et al. 2006:11). For this research study, the data was reduced into matrices, and administered and presented in a manner that reflected a connection between the research questions and research objectives introduced in Chapter 1.

Matrix 5-1 presents the connections linking the emerging themes and sub-themes of the study with the research questions and research objectives, followed by the examination and analysis of the literature review presented in Chapter 2.

**Matrix 5-1: Interaction between the emerging themes and sub-themes of the study with research objectives and research questions**

| Research Question 1 | Research Question 2 | Research Question 3 | Research Question 4 |
|---|---|---|---|
| To what extent do socio-economic factors influence juvenile offenders to turn to deviant behaviour? | How well do rehabilitation programmes offered to juvenile offenders ensure that juveniles are prepared and nurtured to be responsible citizens after release? | To what extent do current rehabilitation programmes prepare juvenile offenders for life after release? | What measures can address and facilitate the social reintegration of an ex-offender? |
| **Research Objective 1** | **Research Objective 2** | **Research Objective 3** | **Research Objective 4** |
| To understand the extent to which socio-economic factors influence juvenile offenders to turn to deviant behaviour. | To assess the relevance of the rehabilitation programmes to ensure that juveniles are prepared and nurtured to be responsible citizens after release. | To evaluate the extent to which the current rehabilitation programmes prepare juvenile offenders for life after release. | To propose measures that will address and facilitate the social reintegration of ex-offenders. |
| **Emerging Theme 1** | **Emerging Theme 2** | **Emerging Theme 3** | **Emerging Theme 4** |
| Socio-economic factors and their impact on youth behaviour. | Relevance of rehabilitation programmes. | Crime-free life post incarceration. | Proposed improvements to ensure effective reintegration. |
| **Emerging Sub-Themes** | **Emerging Sub-Themes** | **Emerging Sub-Themes** | **Emerging Sub-Themes** |
| **Youth and socio-economic status**<br>• Poverty and unemployment.<br>• Homelessness.<br>• Alcoholism and drug addiction.<br>**Parental control and education**<br>• Family stability and parental neglect.<br>• Lack of education.<br>**Psycho and morality**<br>• Low self-esteem and peer group influence.<br>• Labelling. | **Rehabilitation rather than punishment**<br>• Offender assessment.<br>• Based on crimes committed.<br>• Attend to real-life issues.<br>**Preparation for release**<br>• Authentic Matric certificate.<br>• Recognised skills development. | **Sustainable rehabilitation**<br>• Community corrections available after release.<br>• Programmes prepare for release.<br>**Building stable relationships**<br>• Community participation.<br>• Address confirmation and halfway houses for the homeless. | **Recommended future improvement**<br>• Employment opportunities.<br>• Continuous programmes after release.<br>• On-the-job training.<br>**Social reintegration**<br>• External support.<br>• Update available programmes.<br>• Family participation. |

The interaction between the applied theories and the collected data, as presented in matrix 5-2 and 5-3, is discussed below.

A theory presents an exact strategy for procuring occasions, practices, and circumstances. A theory is a compilation of interrelated thoughts, definitions, and suggestions that explains or predicts events or conditions by demonstrating relationships among factors (Turner 2015:15).

The study adopted the responsive regulation theory and the theory of control, which was introduced and presented in Chapter 3. Viewed in the context of this study, these theories assert that individuals take part in crime because of the weakening of regulations and their bond to society which are meant manage rehabilitation and reintegration. There is a need to be responsive to the identified challenges regarding recidivism. On the one hand, the responsive regulation theory suggests that governance should be responsive to the environment. The authors further state that law enforcers should be responsive to how effectively citizens are regulating themselves before determining more sanctions or further regulations to address the issue on non-compliant with the law (Ayres and Braithwaite 1992). On the other hand, the control theory alludes to a perspective which predicts that when social constraints on antisocial conduct are debilitated or missing, delinquent conduct develops (Turner 2015:18). Ultimately, the likelihood that the individual will be interested in wrongdoing increases when an individual lacks interpersonal skills or social relationships that would rule out wrongdoing. The interaction between the identified theories and the collected data for the study is presented in Matrix 5-2 and Matrix 5-3.

**Matrix 5-2: Interaction between the responsive regulation theory and collected data**

| Theory | Qualitative Data | |
|---|---|---|
| | **Qualitative Data** | |
| Responsive Regulation theory | • Restoration | • There is a need for safe houses for the offenders that are being released and do not have a support structure (DCS014). |
| | | • The ones that keep coming back into the correctional centres are leaving here but find that when they return to society, the system is still the same or even worse (DCS013). |
| | | • Another aspect is job creation; the offenders need to keep busy in order to remain sane. Some of them leave the centre at an adult age and they need jobs to make a living (DCS011). |
| | | • Another positive initiative which is the partnership with the Department of Basic Education (DBE) since it contributes to the training and development of the offenders. It also gives them a stepping stone once released (DCS002). |
| | • Capacity building | • The state needs to address the issues which lead the young offenders to be deviant. This ranges from unemployment and homelessness (DCS009). |
| | | • It would be beneficial to the state to get more assistance from other state departments. At this current moment we have the department of health and department of basic education (DCS015). |
| | | • Drug addiction and homelessness has a huge impact on the youth (DCS002).<br>• Peer group influence and poverty lead them to deviant behaviour (DCS015). |
| | | • There are not enough relevant support structures (DCS011; DCS015)<br>• The departments are also failing the children, there is insufficient support and resources (DCS005)<br>• There is an influx of street kids who turn to crime for survival (DCS005) |
| | • Monitoring and Evaluation | • The case files are all reviewed quarterly to see progress and ensure assistance in cases where it is needed but this applies only whilst an offender is incarcerated (DCS014)<br>• Another tool that we use for monitoring is the parole board (DCS013)<br>• There are programmes that offenders do after release but they only apply to the offenders who are released on parole  (DCS001)<br>• Most offenders that have no support systems after release (DCS005)<br>• |

**Matrix 5-3: Interaction between the control theory and collected data**

| Theory | Qualitative Data | |
|---|---|---|
| Control theory | • Motivation to success | • Lack of education or dropping out plays a vital role (DCS003). |
| | • Education | • The educational programmes are in line with rehabilitation goals and juveniles get Grade 12 certificates (DCS001).<br><br>• There are also certain skills development programmes that are recognised by the Department of Labour (DCS001). |
| | • Conscience | • Lack of support and influence are the most common factors leading deviant behaviour (DCS007). |
| | • Upbringing | • The level of poverty and job availability leads to criminality (DCS008).<br><br>• Lack of love and guidance (DCS010). |
| | • Family/parental guidance | • Family background or lack of support impacts on the decisions they make (DCS004).<br><br>• Lack of parental care influences their decision-making skills (DCS009) . |
| | • Peer pressure | • Drug addiction and homelessness has a huge impact on the youth (DCS002; DCS008; DCS014).<br><br>• Peer group influence and poverty lead them to deviant behaviour (DCS003). |
| | • Labelling | • The offenders are faced with the challenge of being labelled once released and they are unable to live life free of crime (DCS001; DCS012).<br><br>• The stigma that is attached to being an ex-offender (DCS006).<br><br>• The offenders are judged and are not allowed to change (DCS007) |

The following section presents socio-economic factors and their impact on youth behaviour.

### 5.8.1. Socio-economic factors and their impact on youth behaviour

#### 5.8.1.1. Youth and socio-economic status

Relative to research objective one the aimed to understand the extent to which socio-economic factors influence juvenile offenders to turn to deviant behaviour. Matrix 5-4 shows participants' responses.

**Matrix 5-4: Socio-economic factors and their impact on youth behaviour**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| **Poverty and unemployment** | Poverty is a major influence since most juveniles become involved in criminal activities for survivals. | DCS003 |
| | The level of poverty has a huge impact on deviance. | DCS008 |
| | Criminal activities are mostly influenced by poverty. | DCS007 |
| | The offenders are faced with the challenge of unemployment and economic challenges, which could be dealt with if they were given employment opportunities. | DCS001 |
| | Unemployment is one of the challenges faced by juveniles. | DCS002 |
| | Offenders struggle with a lack of jobs which causes them to turn to crime. | DCS006 |
| | After serving their sentences, they need to be allowed to get employment. | DCS007 |
| **Homelessness** | Offenders flee from home. Some flee as a result of some maltreatment at home and they flee to the city with no support. | DCS002 |
| | An increasing number of offenders are homeless. Some might have run away from home and others claim to not have a home to belong to. | DCS011 |
| **Alcoholism and drug addiction** | Some start indulging in alcohol or drugs because of peer pressure and end up being addicted and decisions are influenced by alcohol. | DCS003 |
| | The abuse of drugs leads to increased criminal activity. | DCS008 |
| | Being tempted into drugs at a young age impacts their decision-making skills. | DCS009 |
| | The rate of homeless children is a crisis which is one of the major reasons juveniles end up offending. | DCS014 |

The next sections look at the impact of the socio-economic factors on youth behaviour depicted in Matrix 5-4.

#### 5.8.1.1.(a) Poverty and unemployment

It was revealed in the interviews that socio-economic factors such as unemployment, poverty, and diversity of earnings influence families and lead offenders to turn to deviance. This

supports Costello's (2003:12) statement that children whose families are struggling in poverty are at high risk of misbehaviour patterns. Poverty and inequality are significant causes of criminal conduct in any community. Financial insecurity is frequently connected to unemployment and low pay in the family (Neuman 2011:6).

One of the study participants confirmed that:

> "Children living in poverty are at greater risks of behavioural and emotional problems. Some of the offenders indicate that they committed criminal offences to survive financially, they had to steal. Economic survival had been a challenge for juvenile offenders. The offenders indicate that they were prepared to work but that work opportunities were scarce." (DCS011)

One significant issue experienced by most offenders upon release is unemployment, even when they have obtained the necessary skills while detained. The participants indicated that a criminal record or time in incarceration adversely impacts their chances of getting a job.

One participant revealed that:

> "There are offenders who leave the correctional centre with a recognised Matric certificate and others even more. Some offenders study via UNISA to obtain more qualifications, but now when they leave the centre they are faced with rejection because of their previous convictions". (DCS015)

The participants' statements confirm that getting a job after imprisonment is one of the greatest obstacles upon release. Likewise, another respondent remarked that:

> "It seems like prospective employers see employing ex-offenders as a risk that they are not willing to take. What I am trying to say is that our society does not forgive. Especially when it comes to giving ex-offenders a second chance and offering employment opportunities. While this may be understandable, dismissing employment opportunities for the ex-offenders is simply counter-productive. How can they survive or look after themselves if they cannot find employment? Unemployment predisposes them to a life of continued crime." (DCS013)

Research supports the view that having a previous conviction, criminal record, or time spend in a correctional facility lessens employment opportunities for individuals because most

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managers do a background check on applicants (Brown 2011:335–336; Pager 2003:44; Schmitt and Warner 2011:87).

According to the Department of Justice and Constitutional Development (2009:5), the Criminal Procedure Amendment Act 65 of 2008 states that individuals with previous convictions can apply for the expungement of their criminal record ten years from the date of conviction on condition that they have not been found guilty of another offence during the ten-year time frame. This is a genuinely broad; it is a challenge because most ex-offenders would not have the choice to battle for themselves in that period. This part of the Act negatively impacts ex-offenders. They must provide for themselves as well as their families which require the need to earn an income. If they cannot find a job, crime is the best option for many ex-offenders to make a living.

Ruddell and Winfree (2006:465) find in research conducted in Canada that after the expungement of their criminal records, 97% of ex-offenders did not reoffend again during the next three decades. Thus, it would be justified to find various ways to expunge the criminal records of ex-offenders, especially those who committed less serious crimes.

Furthermore, one of the participants who is a social worker said that:

> *"One of the fundamental principles in the social work profession is our belief in people's capacity to change. Employment opportunities give the ex-offenders and opportunity or livelihood. This increases the prospects of rehabilitation." (DCS001)*

Being unemployed can have destructive outcomes for many individuals, including ex-offenders (Small, 2005:38-39). It can cause depression, lack of confidence, stress, and self-doubt. When offenders cannot find work, it affects both them and their community. It is, therefore, very important that ex-offenders be given work opportunities to help with their reintegration and reduce recidivism (Adams et al. 2016:1-3).

**5.8.1.1.(b) Homelessness**

Most juvenile offenders left home at a young age to live in the city. Without help from families, supplying their basic needs (shelter, food, and clothes) and living a crime-free life may be difficult. It is obvious that without the basic help and support of family and the community to ensure that offenders adjust to life outside the correctional centre, they may find living a crime-free life overwhelming and return to crime. South African specialists, such as social workers, can do the necessary job of educating communities and families about the need and importance of helping ex-offenders when they are released from correctional centres. Zondi (2012:764) observes that the criminal justice system in South Africa views the restoration and reintegration of guilty parties as the duty of society. To this end, it is significant that the family and community assist juvenile offenders as a collective responsibility of society. They should be educated on the importance of accepting ex-offenders by helping them and how it would be beneficial to the process of reintegration.

One responded expressed that:

> *"Most of the offenders are homeless or come from child-headed homes and crime was the one way of survival they got acquainted to." (DCS013)*

Another participant echoed that:

> *"There seems to be an increasing rate of homeless children, even when you drive around Durban, and most of these young being end up committing crime for survival. There are some who run away from home due to the delinquent behaviour but a lot of them do not have anywhere to go. They might be coming from a home where parents passed away and they had no alternative place. This is really impacting our country because these kids are our future leaders." (DCS005)*

A common thread from the participants was the importance of a healthy, safe environment for children and its impact on a child's lives.

**5.8.1.1. (c) Alcoholism and drug addiction**

The participants portrayed that most of the offenders' community environment as 'stable' and 'all right', however, the abuse of drugs and alcohol amongst juveniles were evident, as were

gangsterism and merchants and shebeens. The participants' depiction of the environment can probably be connected to the social challenges that they experience within the offenders' communities. One respondent stated that:

*"Substance abuse is a familiar phenomenon among juvenile offenders." (DCS013)*

Another responded added that:

*"Most offenders are influenced by alcohol, but you find that there is an underlying problem, which could be anger management, and alcohol only perpetrates the issue and makes matters even worse, and they end up committing crime." (DCS012)*

There is a substance abuse programme to help offenders with drug and alcohol addictions. This programme is conducted by the social workers and health care givers and has showed progress in helping offenders rebuild their lives, increasing the chances of offenders remaining crime-free after release (Reich 2017:15).

The participants explained that the environments the offenders came from are unpleasant and that drug and alcohol abuse is rife. This portrayal of the environment can also be associated with the social difficulties the wrongdoers experienced inside their community. Most of the offenders indicated during their assessment that they live or grew up with a single parent.

These perceptions were articulated by a participant who stated that:

*"Substance abuse is a familiar phenomenon among offenders, most offenders' state that they had been under the influence of a substance when they committed a crime." (DCS005)*

Another participant confirmed this:

*"Most offenders used alcohol, dagga, wonga and other substances. The offenders highlight a direct link between their criminal activities and substance abuse. Criminal activities had either been motivated by the substance they had used or by their addiction. Most of the young men who are in the centre had belonged to a community structure, ranging from church to sports, although they had not been active in these structures." (DCS002)*

Clearly, the correctional centre can be a place where offenders receive substance abuse treatment connected for the first time. One participant indicated that:

> *"Offenders are admitted with different problems. With most offenders who have drug/alcohol problems, those are attended to together with our in-house clinic. The substance abuse rehabilitation programme is not easy but has the best results after completion." (DCS012)*

All participants confirmed that their role in the rehabilitation path is ensuring that offenders are rehabilitated, healthy, safe and prepared for life after release.

### 5.8.1.2. Parenting control and education

The participants revealed that the absence of parents and education in children's lives plays a major role in their progress into criminality. Disappointment at school is a significant factor in juvenile delinquency. Juvenile misconduct is an after effect of negative outcomes of financial and social improvement, political insecurity, and the breakdown of important foundations (the state, instruction, and family). The following subsections look at the factors related to parenting and education influencing juvenile offenders. Further linked to research objective 1 Matrix 5-5 identifies the influence of the absence of parents and education in delinquency.

**Matrix 5-5: Absence of parenting and education**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| Family stability and parental neglect | Most cases are with offenders who do not have any family stability, which could be a result of divorce. | DCS004 |
| | Not having a support structure is great impact on a child's growth and it also affects deviance. | DCS011 |
| | Some offenders come from child-headed homes due to death or desertion. | DCS005 |
| | Lack of parental care impacts their decision-making skills. | DCS010 |
| | Being raised by grandparents with both parents being unknown to them. | DCS007 |
| Lack of education | Most offenders who are admitted either have no or low education. | DCS001 |

The following section elaborates on the responses of the participants.

**5.8.1.2(a) Family stability and parental neglect**

The participants mentioned the influence of offenders' home environment as well as their relationships with their parents or siblings. The men in the family often drink a lot, which frequently led to abusive behaviour at home, leaving the mother or grandparents to do the job of two parents.

One of the participants explained that:

> *"Most offenders turn into the life of crime due to the family background. Some turn into deviance to seek attention from their parents. What comes from the assessment is that offenders had regarded their gang members as friends, and the reason they had committed criminal offences. The offenders state that they felt safer with the gang then their own families and the gang leaders taught them how to fend for themselves when no one else would." (DCS004)*

The participants said that the young offenders often said they grew up in poverty.

**5.8.1.2(b) Lack of education**

The participants indicated that most offenders had either not completed their matric or were currently attending high school. The educational patterns of offenders show that they have very low levels of education. This unquestionably presents a test for offenders who need to compete for job opportunities with better educated candidates. One participant advised that:

> *"There are education classes which are offered in the centre, and the offenders get an opportunity to obtain a recognised Matric certificate. The offenders who are learners all live in the same block in order to ensure that they assist one another and are not distracted by other offenders who are not part of the educational programme. Education does reduce the recidivism rate." (DCS001)*

While educational programmes are offered and viewed as effective, it depends on the juvenile offenders' willingness.

> *"Offenders who have passed their matrics and are willing or wish to obtain further education are given that chance. Those who can afford it apply to study via the University of South Africa (UNISA) and those who cannot afford to are assisted in applying for bursaries, and once it is approved also study via UNISA. Opportunities are there for the offenders who are willing to be assisted." (DCS003)*

Reich's (2017:17) research support this and states that the development of offenders through the educational programme is intended to rehabilitate juvenile offenders by giving them skills development and training (including adult education). While rehabilitation programmes were previously isolated from the lives of offenders, they now involve the whole correctional centre, the staff, exercises, and schedules. This provides dynamic encouragement and support to offenders who are engaged with rehabilitation programmes. Offenders who study while incarcerated and obtain a Matric certificate or a higher qualification are half as likely to reoffend after release compared with those who did not to study (Reich 2017:17). By reducing the rate of reoffending, educational programmes in correctional centres save the state money and permit ex-offenders to get the necessary skills for employment after release.

### 5.8.1.3. Psycho and morality

The participants expressed that there are many challenges that impact juveniles upon release and lead them to criminal activities. The collection and analysis of data in connection to psycho and morality is discussed next.

**Matrix 5-6: Psycho and morality**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| Low self-esteem and peer group influence | There is a lack of morals which the programmes aim to instil. | DCS008 |
| | Peer group pressure. | DCS003 |
| | Some young boys start practising bad habits due to influence by a friend or friends. | DCS005 |
| | Offenders are influenced by other peers. | DCS007 |
| Labelling | One of the biggest challenges after release is the stigma attached to having a previous conviction. | DCS002 DCS013 DCS006 |
| | They are labelled and side-lined by society as being criminals after release | DCS006 |
| | There is a huge issue that offenders are labelled or judged even after they have served their sentences. | DCS007 |

The collection and analysis of data in connection to psycho and morality is discussed next.

**5.8.1.3(a) Low self-esteem and peer group influence**

According to Vote 18 of the National Treasury 2018/19 (DCS 2019), to guarantee successful reintegration of offenders into their communities, all parole considerations should be inclusive of victim participation to ensure that offenders are more likely to feel repentance and regret, to ease reconciliation, and to boost their self-esteem. The DCS has used auxiliary social workers to help trace victims and facilitate conversations between offenders and victims. These facilitated dialogues encourage healing and reconciliation for both the victim and the offender.

One participant noted that:

> *"I am part of the team that does VOM and VOD. We are expected to improve the reintegration of offenders into their communities. The department plans to increase the number of victims participating in VOD and VOM." (DCS009)*

The community survives when all members of the group considers the interests of the other group members enough to take those interests into consideration when making decisions. Once a member has low self-esteem, it makes it easier not to consider others when making a decision (Sedgley 2010:363).

One participant said that:

> *"The state, non-governmental organisations, the private sector and all South Africans need to work together towards the social reconstruction of the society and regeneration of morals and values." (DCS0015)*

The participants recognised the need for rehabilitation programmes to help offenders build their confidence and have a feeling of individual prosperity. It is accepted that the training and education programmes within the correctional institutions are not merely to restore offenders but to enable them to work viably in other social and economic conditions with enough skills and a better outlook on life after discharge.

The opportunity provided to offenders to participate in the rehabilitation programmes in order to improve anger management and thinking skills ensure that offenders learn from past encounters and are isolated from peer pressure (Sedgley 2010:363).

**5.8.1.3(b) Labelling**

The courts view crime as a case of the accused against the state, and it has real, unfortunate consequences. These unfortunate consequences bind people within the community, family members, relatives and individuals (Muntingh 2001:4-5). The participants said that maybe the greatest challenge offenders' face after release is fixing broken relationships within their families and communities. Participants stated that after release, people from the community and family members labelled and dismissed offenders, making it difficult to return to life after confinement.

According to one participant:

> *"Problem lies with family because you cannot force them to love a person, and there is no programme that can be offered to family to love you." (DCS001)*

The participants agreed most ex-offenders found little support from their communities and families. One individual participant explained that:

> *"They feel they do not fit back in the community. Everybody knows that they are ex-convicts, and therefore, they are stereotyped in the community. Everybody distances themselves from them. Parents do not want them near their children, because they think that they are capable of influencing their children in a bad way. So, they are outcasts in the community." (DCS015)*

Another participant echoed:

> *"Most ex-convicts get rejected by their families and friends and the community shut doors for them not to enter. They are received with a cold shoulder, and that's what is causing them to fall into crime again." (DCS008)*

The rejection ex-offenders receive from their communities and families obstructs rehabilitation in various ways because when they are dismissed they will most likely return to

the 'criminal' friends. Peer group influence and pressure from such friends will doubtlessly lead to recidivism (Zondi, 2012:765). Key support structures for encouraging reintegration and restoration are family and the community.

One respondent said that:

> *"Our communities need to be informed on the importance or their role in the ex-offenders' rehabilitation. It is not easy for some communities because the offenders' come out and go back to their old lifestyle and that is why the community does not accept them." (DCS012)*

Another participant confirmed this by saying:

> *"It is also not easy for the community to accept an offender due to the pain, hurt and suffering the perpetrator had cause, which is hard to deal with. For some, it is like opening an old wound. They will forgive but they will not forget what the offender did. This is one of the reasons why VOD is important as it provides the offender and the victim an opportunity to move past the hurt. The Restorative Justice Programme provides a platform where the perpetrators deed is not only seen as the breaking of a law, but also as an injury caused to the individual. Offenders are taught within the programme to accept accountability for the deeds they committed." (DCS011)*

The participants were asked what the community could do to help newly released offenders, and they said that communities should not label the offenders but find a way to support them.

### 5.8.2. Relevance of rehabilitation programmes

### 5.8.2.1. Rehabilitation rather than punishment

Connected to research objective two the study assessed the relevance of the rehabilitation programmes to ensure that juveniles are prepared and nurtured to be responsible citizens after release. Matrix 5-7 presented qualitative data on the effectiveness of the rehabilitation programme in restoring juvenile offenders.

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**Matrix 5-7: From punishment to rehabilitation**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| Offender assessment | Each and every offender is assessed once admitted. | DCS003 |
| | Each offender is assessed on admission and then referred to the relevant programmes. | DCS007 |
| | Once offenders are assessed, a case file is opened which contains a specific sentence plan. | DCS012 |
| | The rehabilitation path begins from the moment the offender is admitted up until release. | DCS008 |
| | An offender once assessed may be referred to more than one programme depending on the identified needs. | DCS009 |
| | The assessment is meant to help us open a case file which is unique to individual offenders. | DCS012 |
| Based on committed crimes | There are different programmes designed for a specific offence. | DCS003 |
| | The programmes have the quality to change a person. | DCS006 |
| | Each offender has a specific rehabilitation path which aims at rehabilitating them based on the crime committed and assessment outcomes. | DCS010 |
| Attend to real-life issues | The topics or sessions that are conducted with the juvenile offenders deal with real-life issues outside of the correctional centre. | DCS013 |
| | Taught on how to look after themselves after release. | DCS002 |
| | Being kept in custody is a lesson on its own but the programmes aims at addressing the cause of the criminal activity and providing lessons for not committing any future criminal activities once released. | DCS005 |

The following sections elaborate on the participants' responses to this sub-theme.

**5.8.2.1(a) Offender assessment**

All offenders admitted to the correctional centre have to be assessed within 48 hours of admission. The assessment gathers the information required to determine individual correctional activities, purpose of detention, training objectives, and rules and regulations (Casey et al. 2010:11).

One study participant made the following statement about the assessment:

> *"The assessment includes orientating the offender on the rehabilitation path, available health care services, rules and regulations governing their conduct, attitude and behaviour that will influence release or parole, the case management process, the offenders' rights, and the most important part is where the offender gets an opportunity to state their needs as well." (DCS015)*

Another participant echoed the importance of assessment and stated that:

> *"It is not possible to treat or help any person without finding the cause of the problem. All the offenders are assessed on admission in order to align the crime committed, personal circumstances and sentence plan. There are various programmes available and an offender is referred to one that is meant to address what was found during assessment." (DCS013)*

One participant touched on the notion that the assessment is meant to help open a case file unique to the individual offender:

> *"The case management committee is responsible for assessing the offenders on arrival to the correctional centre. On the offender's admission to the centre, a case file is opened and we need to formulate their profiles by means of assessment, crime committed and interviews with the offenders. Once programmes are completed as per the sentence plan, we also assess and forward the case file to the parole board." (DCS003)*

Another participant said that:

> *"The initial assessment is also referred to as orientation and it is done on their admission into the institution. Once offenders are admitted, they have to be informed or orientated for the transition regarding their sentence. This involves explaining to them what is expected from them and the rules of the centre, and finding out whether they have special needs and all. The second assessment is done once they are due for release or going to the parole board for consideration." (DCS001)*

The assessment is not only meant to help offender adapt to the correctional centre environment but is also meant to guide their rehabilitation path.

**5.8.2.1(b) Based on committed crimes**

The ORP is a project that is meant to uplift the South African correctional system and transform it from prisons to correctional centres where dignity and human rights are recognised and valued.

One respondent expressed that:

> *"Each offender has a specific rehabilitation path which aims at rehabilitating them based on the crime committed and assessment outcomes." (DCS010)*

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**5.8.2.1(c ) Attend to real-life issues**

Changing an individual's criminal conduct can be seen as changing unacceptable values and habits and poor school performance for the good of the community. It is imperative for rehabilitation programmes to continue after release to help offenders conquer the daily pressures they face (Bartollas 2015:261). Ex-offenders should be prepared for life after release and prepared to deal with the dissatisfaction and disappointment of finding work with a previous conviction (Deutschman 2014:15).

This was confirmed a participant who said that:

> *"The topics or sessions that are conducted with the juvenile offenders deal with real-life issues outside of the correctional centre." (DCS002)*

To further highlight the programmes' effects, another participant emphasised that:

> *"Being kept in custody is a lesson on its own but the programmes aims at addressing the cause of the criminal activity and providing lessons for not committing any future criminal activities once released." (DCS14)*

The participant's responses highlighted the need for programmes to ensure that the offenders are well prepared for the practical world once released.

**5.8.2.2.  Preparation for release**

During the interviews, various participants argued that education works and that correctional centre are places of new beginnings where education and skills development is the cornerstone. The collection and analysis of data connected to Matrix 5-8 is discussed next.

**Matrix 5-8: Preparation for release**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| Authentic Matric certificate | The educational programmes are in line with rehabilitation goals, juveniles get authentic Matric certificates. | DCS011 |
| | Offenders who finish their studies are given an opportunity to further their studies via UNISA with assistance from our teachers. | DCS009 |
| Recognised skills development | Rehabilitating offenders encourages positive participation in the community once released. | DCS014 |
| | There are skills development training programmes that are recognised by the Department of Labour, an example is carpentry and the professional chefs. | DCS001 |

The collection and analysis of data in connection to matrix 5-8 is discussed next.

### 5.8.2.2.(a) Grade 12 certificate

The WCC offers educational programmes for juvenile offenders, and they are taught the same modules or subjects that are taught at schools and they write the same exams. One participant made the following comment about the educational programmes:

> "As part of rehabilitation efforts, the DCS has established formal schools that provide education up to grade 12 in line with the curriculum of the Department of Basic Education." (DCS004)

Another participant added that:

> "The juvenile offenders who are referred and interested in the educational programmes are assessed by the teachers and placed into a school, which is the same as outside. In fact, our schools, for the past five years produced 100% passing rate. With that said, if the offender is in Matric, although he is due for release in June, we do not release him in June, we release him in after final examinations in December. Section 42 in our Correctional Service Act provides that he must complete matric which will give the offender a better standing to either continue studying or to get work. So, generally, if an offender is in matric we make him complete matric, it is one of the conditions. So that he'll get better chances once released." (DCS001)

Likewise, another participant remarked that:

> "If an offender has completed matric, we also assist those interested in further studies through the University of South Africa (UNISA). They also apply for bursaries." (DCS009)

The participants highlighted the importance of the juveniles obtaining Grade 12 certificate, and they supported the believe that it is a 'bridge' to a life without crime.

**5.8.2.2.(b) Recognised skills development**

Juvenile offenders are also given an opportunity to participate in programmes such as technical training, bricklaying, plumbing and carpentry.

One study participant said:

> *"There are also certain skills development programmes that are recognised by the Department of Labour, BOSASA also has a chef's course which is also authentic. And also when they have a plumbing course and NHC (National Higher Certificate), they do building, brick laying, carpentry and plumbing courses. Those are effective but we don't have it so much." (DCS004)*

Another participant noted that:

> *"There are programmes that teach offenders trades to use after incarceration." (DCS005)*

The data about educational programmes revealed that offenders who do not participate in these programmes are most likely to return to crime upon release because it decreases their chances of obtaining work if they were not educated prior to their incarceration.

**5.8.3.    Crime-free life post incarceration**

**5.8.3.1.  Sustainable rehabilitation**

In connection with research objective three of the study, which aimed to evaluate the extent to which the rehabilitation programmes assists juveniles to live a better life with no criminal activity after release, Matrix 5-9 presents qualitative data on how the rehabilitation programmes offered help juvenile offenders to live a crime-free life after release.

**Matrix 5-9: Crime-free life after release**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| Community corrections available after release | A community correction officer ensures compliance to parole conditions but also serve as a supportive structure for the offenders once released. | DCS002 |
| | Some programmes are continuous at the community corrections office after release. | DCS009 |
| Programmes prepare for release | We have social workers, psychologists and unit managers who are involved in the rehabilitation path. | DCS001 |
| | Offenders are taught how to look after themselves post incarceration. | DCS002 |
| | Victim Offender Dialogue helps the offender, community and family in the healing process and prepares all stakeholders with reintegration. | DCS008 |

The collected data is analysed in connection to matrix 5-9 and discussed below.

**5.8.3.1(a) Community corrections available after release**

In South Africa, The law provides two alternatives to imprisonment. These include parole and correctional supervision, which are managed by the DCS. These are called community corrections. Community corrections manages offenders within the community and provides interventions and services that will help the reintegration of offenders as law-abiding residents into communities by guaranteeing that probationers are rehabilitated, accepted by communities and monitored by the DCS (DCS 2007:14).

One study participant had this to say about community corrections:

*"When the offender finishes half of their sentence, and has completed all of the individual rehabilitation programmes, the correctional supervision parole board gives the offender parole, after consideration, and places him into the care of the community corrections officer to serve the remainder of his sentence. The offenders are monitored by corrections officers to ensure that they comply with the strict conditions set by the parole board." (DCS005)*

Another respondent remarked that:

*"Offenders who are released on parole have to visit the office of community corrections. Also bear in mind that there they also have social workers employed by the DCS, and if required, the matter is referred to psychologists or social development." (DCS001)*

The responsibility of the community corrections offices is the supervision of ex-offenders as per the conditions that have been set by the courts. In instances where the court left the setting of conditions to the discretion of the DCS, the Head of Community Corrections may set the fundamental conditions so as to practice control over offenders and the treatment of each individual offender and to protect the community. Juvenile offenders are managed in cooperation with the Department of Welfare (Dlamini 2014:25).

One participant stated that:

> *"Community corrections have similar programmes for offenders, especially the ones done by social workers here, and then there is monitoring coming from the parole officers and parole supervisors. They do monitoring of the offender, so the correctional centre stops and then the community corrections takes over, until the parole is finished." (DCS002)*

The responses of the participants indicated that there is a support structure for juvenile offenders after release for those who are released on parole.

### 5.8.3.1(b) Programmes prepare for release

All offenders due for release have to attend a pre-release programme. The objective of the programme is to give the offender treatment during the last period of their sentence with the view to set them up for placement under parole, correctional supervision or upon release at the end of their sentence and preparing them for reintegration into the community (Van Ness and Strong 2006:74).

One respondent noted that:

> *"There is a pre-release programme that is compulsory to all offenders who are due to be released. Its focus is on preparing the offenders for the transition, informing them what is expected of them and what how to deal with the challenges outside the centre." (DCS012)*

The release preparation starts approximately ten weeks before the offenders' placement under parole or correctional supervision and continues until about 14 days before release or

placement. The aim of the pre-release programme is to ensure that offenders are prepared to effectively manage the issues they may experience within the community (Zondi 2012:15).

### 5.8.3.2. Building stable relationships

**Matrix 5-10: Building stable relationships**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| Community participation | Members of the community or victims are part of the rehabilitation process which includes VOD/VOM. | DCS011 |
| | DCS hosts corrections week in ensuring community is informed and provided the opportunity to be part of the rehabilitation. | DCS012 |
| Address confirmation and halfway houses for the homeless | Address confirmation is done for offenders being considered for parole. | DCS003 |
| | Homeless offenders are offered a place to stay after incarceration in order to facilitate reintegration. The safe houses are owned by NGOs or churches. | DCS015 |

### 5.8.3.2(a) Community participation

Rehabilitation happens in several domains, including the community. The community participation in rehabilitation represents the publics' support of its shared responsibility in rehabilitating offenders with the DCS and other organisations. It continues from the view that the root causes of offending behaviour, for example, poverty, unemployment and absence of education are not within the control of any one part of the criminal justice system. It is the community's responsibility to help offenders overcome these problems (Liwag and Teramura 2018:97).

One respondent confirmed that:

> *"There is now a victim offender dialogue that was created. That is one part of trying to get community to be involved. The families, the victim and the offender are given a chance to talk, agree if they agree, forgiving each other if they forgive. This programme helps because when the offender leaves or is released, there would be peace and peaceful reintegration." (DCS12)*

The involvement of the community is an important component of rehabilitation.

One participant confirmed this by stating that:

> *"The rehabilitation path puts emphasis on support from the community in providing various services as well as earning understanding on the difficult work involved in both institutional and community-based rehabilitation programmes. The smooth reintegration of offenders cannot be done without community involvement."* (DCS006)

Another participant in the study shared that:

> *"The correctional supervision and parole boards are chaired by community members who are regarded as suitable and capable of carrying out the responsibilities by virtue of occupation, standing or cultural reverence. The DCS provides the members with intensive training in respect of the processes, legislative implications and relative policies."* (DCS015)

Another participant added to the above and said:

> *"We have another division called ComCo [community corrections]. So, when an offender is released on parole, the support systems becomes his parents, the entire family (sister, family and friends), they are part of the support system."* (DCS001)

The study revealed that:

> *"Parole is based on the notion that the treatment and rehabilitation of offenders are better achieved in the community. Since the community is the centre for legal, socio-economic and cultural changes and developments. Probation enables offenders to adapt more effectively to life outside the correctional centre. The community plays an important role in ensuring effective re-entry of all offenders whether they have served their full sentence or on parole."* (DCS009)

An open relationship between DCS, other organisations and the community is critical for the effective reintegration of offenders. NGOs and volunteers are involved in providing valuable programmes to offenders.

One respondent added that:

> *"Spiritual care givers are working as programme facilitators but they are referred by their churches. Even if you would like to come and speak to the inmates, it is not that easy. A person goes through a chain or line of communication but for me, I was referred to by my church five years ago and I still continue as today rendering my services."* (DCS006)

The active participation of volunteers in the rehabilitation programmes is another form of community participation. The participants revealed that there are volunteer programme officials who work as government agents in the implementation of the rehabilitation programmes.

One participant emphasised the need to educate communities and stated that:

> *"The DCS emphasises that the rehabilitation of offenders is a societal responsibility. We even have numerous community programmes to educate the community about the functioning of the DCS and the purpose of parole as well as community involvement in the rehabilitation process." (DCS011)*

**5.8.3.2(b) Address confirmation and halfway houses for the homeless**

The DCS aims to ensure that offenders return to their communities ready to reintegrate as responsible and healthy members of the community. According to one participant:

> *"An offender has to serve at least half his sentence and attend all the programme session which will be listed in their case files and that is when the parole board will consider the application for parole. Mind you, we also have to verify the address given by the offender before it even goes to the board." (DCS014)*

Another respondent added that:

> *"When a person is placed on parole, they are given strict conditions that they must adhere to and comply with. Before granting offenders parole, their address needs to be verified prior to the placement. This process involves the family where the offender will reside. They are interviewed and included in the application for parole and preparation for release programme." (DCS013)*

In order to assist juvenile offenders who were homeless, do not have placement or whose supplied address is not suitable for a sustainable crime-free life.

One participant stated that:

> *"The DCS has also partnered with NGOs and established halfway houses managed by these organisations on its behalf. The halfway houses are aimed at assisting the*

*department's efforts of reintegrating offenders due for parole placement residents of halfway houses are offenders who have no verifiable residential addresses or any other related support systems at the time." (DCS002)*

The data revealed that address confirmation is done for all offenders who are due to be released on parole.

### 5.8.4. Proposed improvements to ensure effective reintegration

### 5.8.4.1. Recommended future improvements

Aligned with research objective four of the study, which sought to ascertain measures that will address and facilitate the social reintegration of an ex-offender, Matrix 5-11 identifies factors to improve rehabilitation programmes and ensure effective reintegration of the offenders to the community.

**Matrix 5-11: Refining rehabilitation to improve reintegration**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| Employment opportunities | More job opportunities for sustainability. | DCS006 |
| Continuous programmes after release | We need stricter conditions, not only for parolees but for all offenders upon release. | DCS002 |
| | There should be an introduction phase once they leave the centre which will also ensure effective reintegration. | DCS008 |
| On-the-job training | The offenders can be given a stipulated timeframe to work and serve in a certain institution as part of the sentence plan, this will ensure further training and instil discipline too. | DCS004 DCS006 DCS009 |

As presented in the matrix above each recommendation that could be implemented to improve the rehabilitation programmes and reintegration for the juvenile offenders are discussed below.

### 5.8.4.1(a) Employment opportunities

Studies indicates that offenders who finished their advanced education while in custody have a higher employment rate than those who do not participate in educational programmes, leading to a reduction in reoffending (Gerber and Fritsch 2005:126).

A participant stated that:

> "Education and training in job-seeking skills is also part of our programmes, and it is meant to contribute to offenders obtaining employment after release. The main challenge that most offenders face after release is having a previous conviction when seeking employment. In most companies, an applicant is vetted before being employed, and once that previous conviction is known, it is a huge challenge." (DCS013)

Ex-offenders need to be informed of the challenges they will face when seeking employment, bearing in mind that their criminal record will be one of the obstacles. Employers must be informed when employing ex-offenders and understand their contribution to ensuring a safer environment and reducing recidivism.

### 5.8.4.1(b) Continuous programmes after release

The battle to adjust after detainment may be the result of limited or no aftercare arrangements for ex-offenders. While offenders are in correctional centres, some organisations visit them to help, additional support is available as the day of discharge draws nearer, and they go to mandatory pre-release programmes.

One study participant remarked that:

> "Offenders are provided support while serving their sentences, they also get prior to release, but our department does not offer aftercare and follow-up services. It is important in helping them to deal with transition to life outside prison. The only aftercare that is available from DCS is with Community Correction, but those are only offered to offenders who are on parole." (DCS003)

Some participants remarked that the transmission of the offenders after release was too sudden after the support they received in the correctional centre. There is almost no help from the community or professionals after release. Aftercare incorporates reliably watching out for the offender to check whether they are adjusting and helping them deal with issues related to their progress. Aftercare administrations include giving care packages, giving temporary housing, and ensuring that their financial needs are met (Altschuler and Armstrong 2001:79-81). These aftercare administrations are key for successful reintegration.

Albertus (2010:21) indicates that "the first six months of discharge have been the most defenceless period for ex-offenders, who are frequently confronted and battle with the brutal truth of re-entry". Given this, aftercare administrations are required to help ex-offenders to adjust to life outside the correctional centre. Neglecting to provide such help may increase the chances of recidivism.

This was confirmed by one participant who stated that:

> *"To ensure the success of the correctional education programmes, it is critical that not only the pre-release programme be available but a follow-up, and support be provided for the ex-offenders upon release. Currently the state does not have funds available for the follow-up and support of offenders after, there should be more departments and private sector organisations involved in the rehabilitation of juvenile offenders." (DCS015).*

Muntingh (2001:28-34) concurs that it is essential to help ex-offenders once they are released and names five areas that must receive attention: Accommodation, obtaining employment, adapting abilities, financial support, family, and social assistance. To this end, aftercare administrations are critical in ensuring effective offender reintegration. Many of the difficulties featured in this paper would be alleviated if far-reaching after-release support services were offered to ex-offenders. This should be possible if the DCS worked with NGOs.

**5.8.4.1(c ) On-the-job training**

The unemployment rate in South Africa is high and a large number of offenders are jobless, uneducated, crushed, and because of these economic and social conditions, consistently return to crime. Unless efforts are made to help offenders get away from these constraints, there will be no decline in the crime rate (Mpuang 2019:9).

Notwithstanding educational opportunities, work preparing programmes in correctional centres decrease the rate of recidivism and are cost-effective. For example, work-release programmes that allow offenders to work in the correctional centre or in the community as they approach their discharge dates, bring down the rate of recidivism (Reich 2017:17).

In support of the above statement, a participant echoed:

> *"There is a great need for more work related and entrepreneurial programmes and they should provide for experimental learning for the offenders, which would also provide achievement certificate." (DCS012)*

This is further confirmed by Mpuang's (2019:20) statement that punishing someone for the crimes committed by means of community service or working for the state while serving their sentences would improve reintegration. It would benefit the offender, the community and the state. It will further allow the offender to acquire necessary skills and knowledge and conform to the principles of mutual respect and viewing the community in its normative sense. The greatest benefit of work experience for the offender is gaining valuable practical experience and the chance to reach possible employers before discharge, which can be used after release.

**5.8.4.2.  Social reintegration**

The ensuing section elaborates on the participants responses to social reintegration of juvenile offenders after release.

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**Matrix 5-12: Creating support structures after release**

| Sub-Themes | Qualitative Data | Data Sources |
|---|---|---|
| External support | There needs to be an emphasis on community participation in the implementation phase in order to ensure effective reintegration. | DCS001 |
| Update on available programmes | The available programmes are good but they need to be updated. | DCS006 |
| | The programmes should include extracurricular activities and that also should include community participation. | DCS002 DCS013 |
| | We need more funding. | DCS015 |
| | To include more state departments. We are currently working with the Department of Basic Education and Department of Health. | DCS005 |
| | Promote good habits like reading the bible or praying. | DCS007 DCS010 |
| | Programmes could include offenders doing something for the community as an indication of their internal learning. Make all programmes compulsory for all offenders. | DCS012 |
| Family participation | Family to be included in the rehabilitation. | DCS014 |

## 5.8.4.2(a) External support

To ensure the successful reintegration of juvenile offenders into the community, participants highlighted the importance of victims' and external stakeholders' participation in the rehabilitation programmes.

One of the participants pointed out that NGOs and other private and state organisations could assist in securing employment for ex-offenders:

> *"A matter which needs private sector, government departments, NGOs and the community is the offenders being given job opportunities. Most of the young boys have made mistakes and are willing to mend what they have broken, but they cannot do it without the support." (DCS006)*

Likewise, another respondent remarked that:

> *"These boys need to be placed in organisations and working there whilst out on parole. That will benefit them in giving them experience and the other departments who are in need of man power. The organisations can also include the private sector." (DCS013)*

One participant added on the point and said:

> *"I wish that the government would be more active and assist in terms of allowing other departments to be part of the rehabilitation. An example will be in terms of learning trades, the juveniles be assigned to work a term in a certain department and make it an order as part of the release or parole conditions." (DCS005)*

The participants highlighted the importance of aftercare interventions. It should receive more attention and can sustain the rehabilitation of offenders after their release.

## 5.8.4.2(b) Update available programmes

Examining and improving the offered rehabilitation programmes can reduce recidivism and increase public safety. Offenders are faced with several challenges after release, including reconciling with the community and their families, finding suitable accommodation, managing financially in a world that has changed during their incarceration, and accessing support for their specific needs (Dandurand et al. 2015:83).

Further highlighting the need for improved programmes, one respondent stated that:

> *"The main aim of the rehabilitation programmes for the juvenile offenders is to educate and help them correct their mistakes, develop healthily and become helpful citizens. The need to support and facilitate juveniles' after release is the most vital function of rehabilitation. Just as curriculums change, our programmes need to be reviewed in order for the department to effectively work on its mandate." (DCS015)*

Another respondent noted that:

> *"The programmes need to involve the families of the offender in the rehabilitation path. We currently have VOD and VOM, which includes the victim but it is not done by all offenders. The other programmes need to involve families during rehabilitation." (DCS011)*

Likewise, another respondent remarked that:

> *"There is a need for improvements. Our programmes need to be reviewed and improved. They need to be upgraded. The programmes are good but they are a repetition at times." (DCS006)*

Another respondent added that:

> *"I would like to recommend that there be an introduction phase once they leave the centre which will ensure effective reintegration for the offenders. Once released, they are left out there to fend for themselves with the hope that they won't relapse. The only ones that have a slight benefit are the offenders who are out on parole."* *(DCS008)*

The participants' responses suggest, as is also recommended in Chapter 6, that there is a need for continued support or programmes for juvenile offenders after release, whether they are on parole or have served their sentences fully. The available programmes are helpful but the data shows that there is a need to improve the programmes and include further assistance for offenders upon release.

**5.8.4.2(c ) Family participation**

According to participants, one of the challenges experienced by offenders upon release is the absence of support or family structure.

One study participant noted that:

> *"The family forms an important part in the rehabilitation of offenders, they are needed before and most importantly when the offenders are being released. We need programmes that will include the family and community participation."* *(DCS010)*

On the other hand, one participant noted that:

> *"Some offenders are faced with a challenge of not having any support system. They were either homeless or the family wants nothing to do with them. In some instances we help them find their home or they are released into a shelter for homeless children until they can fend for themselves."* *(DCS004)*

The offenders' family members should be encouraged to be involved in the reintegration and need to be included during the rehabilitation process. This will ensure that they understand the interventions that the offender has undertaken. The family also needs counselling, family group sessions and to be prepared before the offender is given into their custody again.

## 5.9.     Intersection and Divergence of Literature and Qualitative Data

Matrix 5-1 demonstrated the emerging themes of the study, and it is apparent that the reviewed literature and collected data for the study intersect and diverge on many occasions. These intersections and divergences are set out in Matrix 5-13.

**Matrix 5-13: The convergence and/or divergence of literature and qualitative data**

| Themes | Literature Inference | Qualitative Inference |
|---|---|---|
| Theme 1: Socio-economic factors and their impact on youth behaviour | The problem lies with families' socio-economic stability since the programmes do not include families or help mend broken ties (Cullen and Jonson 2012:5). | Peer group influence is a challenge for young boys who have no parental care or support (DCS009; DCS001; DCS014; DCS004; DCS007). |
| | Unemployment is a serious problem for juvenile offenders after release even when they have the necessary skills and qualifications (Reich 2017:5). | Poverty, unemployment, alcoholism and drug addiction have a bad influence on young offenders and greatly affect their reasoning (DCS002). |
| | Having a previous conviction or criminal record makes ex-offenders less employable since most potential employers perform background checks on new applicant (Pager 2003:44; Brown 2011:335–336; Schmitt and Warner 2011:87). | The challenge for most offenders after release is not being able to find work due to having a criminal record (DCS004; DCS007). |
| | Once released, offenders must face the challenge of mending broken relationships with their community and their families (Du Plessis and Lombard 2018:14). | The VOD programmes are meant to address rehabilitation and include victims and the family/community, but lack of resources and personnel means it is not done for all offenders and some victims refuse to take part in the process (DCS008; DCS009). |
| | The rate of reoffending remains a major challenge in South Africa, and the growing offender numbers have congested the correctional centres (Padayachee 2008:14). | |
| Theme 2: Relevance of rehabilitation programmes | Excellent or good policy documents will continue to mean nothing for many ex-offenders whom the system is failing (Gerber and Fritsch 2005:12). | On arrival at the centre a case file is opened and the offender's profile is formulated by means of assessment, crime committed and interviews with the offenders (DCS003). |
| | | The educational programmes help and the educators assess them. The schools have the same syllabus as the ones on the outside (DCS001). |
| | Offenders who require in-depth therapeutic help are referred to specialised services, psychologists, social workers or health care givers (DCS 2007). | There are in-house social workers, psychologists, unit managers and health care workers who are involved in the rehabilitation path (DCS0014). |
| | | The offenders are all assessed after admission to establish the programmes that will best suit them (DCS002). |
| | There is an urgent need for the state to do a broad audit of the accessible programmes available during and after incarceration that | There is still a lot to be done and the manuals being used to facilitate the programmes need an intense review and update (DCS006). |

| Themes | Literature Inference | Qualitative Inference |
|---|---|---|
| | are intended to rehabilitate and reintegrate offenders (Sedgley 2010:40). | |
| Theme 3: Crime-free life post incarceration | The correctional programmes are intended for offenders who are serving sentences longer than two years (DCS 2007). | The programmes are designed to assist offenders, but it only works for those who are determined to change (DCS010). |
| | The inability to break into the labour market (Bruyns 2007:5) | There are programmes that teach trades that they can use after release and lessens the chances of reoffending (DCS005). |
| | Offenders are only considered for parole when they have attended all the identified programmes in their case files. The programmes are not compulsory and some offenders may elect to serve their full sentences (Chikadzi 2017:23). | There are offenders who only attend the programmes to be considered for parole, who and once they leave, turn back to deviance (DCS01; DCS014; DCS005; DCS006; DCS008). |
| Theme 4: Proposed improvements to ensure effective reintegration | Failing to offer support after released may increase the chances of recidivism (Muntingh 2001:28-34). | Continuous programmes after release to ensure smooth reintegration (DCS012). |
| | The Criminal Procedure Act, 65 of 2008, states that an application for expungement of a previous conviction by an individual can be applied for ten years from the date of conviction with the provision that the previously convicted individual has not been convicted or found guilty of any other offence during the ten-year period (Department of Justice and Constitutional Development 2009:5). | The expulsion of criminal records, particularly for guilty parties who have carried out minor violations, should be considered. This will guarantee that their odds of finding work are high and will smooth the progress of ex-offenders to life without crime (DCS015; DCS0013; DCS004; DCS002). |
| | There are inadequate or a lack of aftercare services (Sedgley 2010:45). | There needs to be stricter parole conditions and those who fully served their sentences should not be neglected (DCS004) |
| | | The offenders are released back into their previous life and most of them are left to fend for themselves after release, unless they are on probation or released on parole (DCS003). |
| | Offenders struggle after incarceration when their relatives and individuals from the community exclude and dismiss them, which make it hard for them to adapt to life after discharge (Altschuler and Armstrong 2001:71). | The community needs to be more informed about their responsibility and the programmes (DCS008; DCS004; DCS015; DCS010). |

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The collected data for the study is consistent with the literature presented in Chapter Two. From the qualitative data and in view of the main research objective – to establish the effectiveness of the juvenile rehabilitation programmes in preparing the reintegration of the offenders to reduce recidivism – it can be deduced that there are challenges that offenders face after being discharged that are significant contributions to recidivism. The different factors which influence juveniles to turn to deviance are conceptualised as poverty, unemployment, alcohol and drug addiction, family stability, homelessness, lack of education, and peer group influence. This was supported by the appraisal of the offered rehabilitation programmes at the WCC and each programme objective was clarified. The available programmes were discussed in connection to the offender rehabilitation path. The most vital process, being the preparation for release, was evaluated.

## 5.10. Conclusion

This chapter presented the collected data for the study, which was conducted using semi-structured interviews. The data presented was analysed and discussed. The study had 15 participants who were programme facilitators and correctional personnel from the WCC, and they were interviewed using an interview schedule. The collected data was arranged into matrices and eventually into themes and sub-themes. Thematic and content analysis techniques were used to analyse the data. The interaction between these themes and sub-themes was established in the chapter. Moreover, the interaction between the theory adopted for the study and data was also established and presented in the chapter. The final chapter provides the findings, conclusions, and recommendations based on the gathered data.

# CHAPTER 6

## RESEARCH FINDINGS, CONCLUSION AND RECOMMENDATIONS

### 6.1.Introduction

The findings of this research are presented in this chapter. Recommendations and conclusions are presented and narrated against the study objectives envisioned at the beginning of the research. The findings and recommendations are also presented and aligned with the research objectives, research questions, and the theoretical frameworks to answer to the main aim of the study.

Table 6-1 summarises the research questions and research objectives.

**Table 6-1: Recapitulation of research objectives and research questions**

| Research Questions | Research Objective |
|---|---|
| To what extent do socio-economic factors influence juvenile offenders to turn to deviant behaviour? | To understand the extent to which socio-economic factors influence juvenile offenders to turn to deviant behaviour. |
| How well do rehabilitation programmes offered to juvenile offenders ensure that juveniles are prepared and nurtured to be responsible citizens after release? | To assess the relevance of the rehabilitation programmes to ensure that juveniles are prepared and nurtured to be responsible citizens after release. |
| To what extent do current rehabilitation programmes prepare juvenile offenders for life after release? | To evaluate the extent to which the current rehabilitation programmes prepare juvenile offenders for life after release. |
| What measures can address and facilitate the social reintegration of an ex-offender? | To propose measures that will address and facilitate the social reintegration of ex-offenders. |

### 6.2.Summary of Chapters

This section summarises the chapters in this research and shows the outcome of each chapter in relation to the research objectives.

**Chapter 1:** The synopsis of the entire study was presented in this chapter. It incorporated the study site where the study was conducted. It further introduced the notion of juvenile rehabilitation, and discussed and aligned this notion to the main research objective, which

was to establish the effectiveness of the juvenile rehabilitation programmes in preparing offenders for reintegration to reduce recidivism. This chapter also identified the adapted methodology for collecting data for the set research objectives and research questions.

**Chapter 2:** This chapter delineated and reviewed in details the scholarly literature related to the study and explored relevant themes such as the role of correctional centres from the South African perspective. It further examined South Africa's legislative framework for correctional centres. The literature reviewed extensively assessed the pre- and post-apartheid eras. This chapter further presented the significance of rehabilitating juvenile offenders and reducing recidivism. The advantages of effective and efficient rehabilitation were stated. From a public administration, the literature revealed that juvenile offender rehabilitation does not only benefit the offender but also benefits the state and the community.

**Chapter 3:** This chapter covered the theoretical frameworks underpinning the study. The theoretical frameworks based on the responsive regulation theory and the control theory was discussed at length.

**Chapter 4:** This chapter broadly outlined the research methodology used to collect and analyse the data. It also detailed the processes and procedures that guided the research. Semi-structured interviews were used to collect data to obtain valuable information from the selected participants. This chapter further noted that interviews were recorded, transcribed, and reduced into categories from which themes were developed to allow the researcher to interpret and analyse the data effectively.

**Chapter 5:** This chapter presented the collected data using themes and matrix analysis. The codes were used to further supplement analysed data. In addition, the literature was interrogated to analyse the collected qualitative data in order to reach the intended outcomes of the research objectives.

**Chapter 6:** This is the final chapter of the study. It contains the summary of research objectives and research questions, followed by the significance of the study to the body of knowledge. To conclude, recommendations for future research are furnished in this chapter.

## 6.3. Theoretical Considerations

The responsive regulation theory by Braithwaites (1989) explains that regulatory enforcement should be responsive in promoting compliance. Responsive regulation is important in addressing challenges that the regulated face in ensuring compliance with the law (Tyler 1996:16). The author further states that the state is there to ensure compliance with legislation and they need to be responsive to the conduct, culture and context in practice. The responsive regulation theory was complemented by the theory of control which looks at the bond that attaches a person to conventional society. The theory of Control by Hirschi (1969:11) uses the idea of contribution to refer to people's activities within communities, for example, school, and church and neighbourhood associations. Hirschi pronounce that the absence of inclusion in a relationship or organisation can lead to criminal or bad conduct. The participants in this study emphasised that most juvenile offenders had not been actively involved in a community, were homeless, or did not have a supportive family structure, which could explain the criminal conduct of the adolescent offenders. The participants further stated that there is a need to review and upgrade the available programmes in order to reduce recidivism.

## 6.4. The Significance of the Study to the Body of Knowledge

The effectiveness of the juvenile rehabilitation programmes were examined in this study. The programmes are meant to ensure the development of juvenile offenders and prepare them for life after incarceration. It is a great concern that reoffending often involves serious crimes such as rape, substance abuse, murder, and robbery. Rehabilitation's contribution to public safety and risk reduction is important. Youngsters still have the opportunity after completing their sentences to make something of their lives. Powerful and productive rehabilitation programmes can lead to a decrease in crime by focusing on the development, character-improvement, education, and preparation of juvenile offenders. Victims, offenders, and/or communities benefit from the effective rehabilitation.

According to the DCS Policy Framework (2006), rehabilitation of juvenile offenders implies creating an empowering environment where a culture of human rights is maintained, forgiveness and reconciliation are facilitated, and offenders are empowered and helped to fix negative behaviours while embracing and creating positive ones. It involves giving opportunities to gain knowledge and skills, to improve conduct, to build relationships, to prepare offenders to return to society with a better chance of living a crime-free life as a productive, honest citizen, and to help offenders take responsibility for their actions and understand how their actions harmed their victims and their community.

Therefore, rehabilitation programmes target criminal conduct caused by, among others, substance abuse, broken families, socio-economic conditions, missing authority figures, and damaged value frameworks. Significantly, the White Paper on Corrections in South Africa (DCS 2005) underlines redress as a cultural duty, necessitating supporting organisations with families, communities, government organisations and respectful society in revising criminal conduct.

Within this framework, the findings, recommendations, and conclusions based on the research questions and objectives presented in Table 6-1 are presented in the next section.

**6.5. Research Findings and Conclusions**

Juvenile offenders should not be ignored as they are an integral part of the community. Rehabilitation and corrections are vital concepts in the DCS's new strategic direction. If juveniles are effectively rehabilitated, they will become responsible members of society. As such, the study investigated the effectiveness of the rehabilitation programmes offered to juvenile offenders and recommends the best solutions for tackling the growing rate of recidivism. Essentially, this information is important for juvenile rehabilitation and could prove significant in future state strategies. The research findings that are linked to the research question and research objective are discussed next.

### 6.5.1. Research Question 1 and Research Objection 1

- **Research Question 1:** To what extent do socio-economic factors influence juvenile offenders to turn to deviant behaviour?

- **Research Objective 1:** To understand the extent to which socio-economic factors influence juvenile offenders to turn to deviant behaviour.

#### 6.5.1.1. Findings

Crime cannot be understood outside of its social context (Findley 2011:7). According to Findley (2011:7), crime is influenced by a transitional state within which crime begins and it has diverse cultural, political, social and economic determinants. It is apparent from the study that the main reasons that influence juvenile offenders to turn to deviant behaviour and that are barriers to effective rehabilitation are poverty, unemployment, homelessness, peer group influence, substance abuse, economic conditions, family stability, and the need for individuals to prove themself.

A person who grows up in a vulnerable community with high rates of violence, juvenile delinquency, absent parenting, and substance abuse is bound to be more impacted by crime than a person who is raised in an affluent neighbourhood with families who are engaged with the community and have a good education system. The mutual conditions and complex connections that create a 'sound environment' or social control are missing.

Failing to reintegrate offenders into their community and family after incarceration has heavy costs for society, both financially and in terms of public safety. Unsuccessful or failed re-entry does not only have a negative impact on the offender but also has indirect and direct negative impacts on the community (Borzycki and Makkai 2007:35).

Becker (in Samuels 2010:85) emphasises that being labelled may become a 'master status', meaning that in their response to deviant behaviour, the general public or community focuses only on the deviant behaviour of a person and ignore all other parts of the person. This confirms this study's findings that offenders are labelled after their discharge from the correctional centre. The difficulty in finding work after release and being connected to a

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previous conviction forces former offenders to find other ways to survive. This encourages criminality and recidivism. The labelling and stigmatisation of offenders make it hard for them to reintegrate into society.

By definition, reintegration needs to involve the community, the victims and the families. There is a dire need for awareness of rehabilitation within the community, followed by acceptance and then practical action to make the inevitable re-entry of the ex-offender effective. The desire of the DCS to reduce reoffending needs a concerted effort at preparing the community to receive the offenders back into their lives.

The study found that the community plays an important role in the effectiveness of rehabilitation. When communities are reluctant to accept offenders back, it contributes to offenders reoffending. The participants pointed to lack of guidance, support, and poor family networks as factors that contribute to alcohol and drug abuse, which later leads to criminal activities. The offenders attend programmes, learn new skills, receive counselling and adapted new exercises, while the family, the community, or the victims received no guidance.

### 6.5.1.2. Conclusion

Social reintegration is an important part of the rehabilitation of juvenile offenders. It is stressed in the White Paper on Corrections in South Africa (DCS2005:21) that social reintegration is the most difficult part of rehabilitation since powerful restoration would reduce recidivism. The standard purpose of rehabilitation and reintegration is to supervise offenders and help them function within society as members of the community without reoffending. These rehabilitation programmes are intended to connect offenders with their communities and families and to help them live positive, honest lives.

### 6.5.2. Research Question 2 and Research Objection 2

- **Research Question 2:** How well do rehabilitation programmes offered to juvenile offenders ensure that juveniles are prepared and nurtured to be responsible citizens after release?

- **Research Objective 2**: To assess the relevance of the rehabilitation programmes to ensure that juveniles are prepared and nurtured to be responsible citizens after release.

### 6.5.2.1. Findings

Beyond ensuring public safety, the juvenile justice system is meant or intended to rehabilitate young offenders. It can be debated that most juvenile offenders are, rather that rehabilitation, faced with issues of habitation. A lot of the delinquent youth did not have the direction or nurturing which is important in a Childs' life, and so the grounds with these rehabilitation programmes is to provide them with access to pro-social, pro-social experiences and opportunities to develop new skills.

The current Correctional Sentence Plan is constructed to fulfil the specific needs of individual offenders. The development of offenders is one of the DCS's vital areas of service delivery. The Correctional Sentence Plan is compiled and approved by the CMC. The management of the Correctional Sentence Plan is managed by the case officer in conjunction with the unit manager and the head of the correctional centre. Educational programmes refer those services that are intended to help offenders by providing awareness and social development, specialised and professional training, sports and recreation, and create opportunities for training aimed at empowering juvenile offenders to successfully reintegrate after release. The rehabilitation programmes available at the WCC for juvenile offenders are listed in Table 6-2.

**Table 6-2: Rehabilitation, educational, and development programmes**

| Type of Programmes | Service Provider | Programmes |
|---|---|---|
| **Rehabilitation programmes (Therapeutic)** | Social workers | New beginnings orientation<br>Drug abuse<br>Alcohol abuse<br>Anger management<br>Life skills<br>Pre-release |
| **Rehabilitation programmes (Correctional)** | Case Intervention Officer (CIO) | Restorative justice<br>Sexual offences<br>Substance abuse<br>New beginnings<br>Anger management<br>Economic crimes<br>Behaviour modification on gangsterism<br>Theft |
| **Development programmes** | Education | Matric<br>Pre-Abet<br>Abet 1-4<br>Further Education and Training |
|  | Skills | Maintenance work<br>Mess (catering)<br>Kitchen (nutrition)<br>Butchery<br>Chef |
| **Recreational programmes** | Senior Correctional Officer (SCO) | Recreation<br>Art<br>Culture |
| **Care programmes** | Health care<br>Spiritual Care | Trauma<br>Sexually transmitted diseases<br>Tuberculosis<br>HIV/AIDS counselling<br>Group sessions<br>Pastoral interviews<br>Individual interviews<br>Substance abuse and moral conduct<br>Anger management<br>Restorative justice |

This study found that the juvenile rehabilitation programmes offered at the WCC are important in tending to the needs of juvenile offenders. The offered rehabilitation programmes has a crucial influence on the rehabilitation process of an offender. It also became apparent during the research that support programmes after juvenile offenders are released are vital in ensuring they receive support after release.

**6.5.2.2. Conclusion**

Serving time in a correctional facility should never be regarded as a waste of time. The timeframe of incarceration allows the DCS an opportunity to work at rehabilitation and reforming lives, showing offenders that criminal activities do not pay, educating them with skills, giving them an education, all with a similar objective which is to reduce the chance of recidivism after release. The decrease in re-offending, even if it is one less recidivist means less criminal activities, which results in less harm caused and less victims of crime and that leads to a safer place for all.

The result of a successful rehabilitation lies in effective reintegration. The success, however, cannot be confined within the correctional centre. Rehabilitation does not only involve programming for the juvenile offenders' risks and needs, but must extend to future employability and enhancing their familial ties.

The DCS is following its own strategic plans and objectives but needs other role players such as NGOs and private and public organisations. To sustain the overall rehabilitation programme, the participants highlighted the importance of continuous programmes after release to sustain rehabilitation, and that post-release programmes should be part of release conditions to ensure that the offenders are reintegrated successfully into the society.

**6.5.3. Research Question 3 and Research Objective 3**

- **Research Question 3:** To what extent do current rehabilitation programmes prepare juvenile offenders for life after release?
- **Research Objective 3:** To evaluate the extent to which the current rehabilitation programmes prepare juvenile offenders for life after release.

**6.5.3.1. Findings**

Correctional centres are often described as places where 'criminal' or 'bad people' are sent and they return in worse state. The WCC takes a radically different view. Correctional centres

are not jailhouses, but places where transformation takes place, where crime is deterred even as strayed lives are steered back on course.

The acceptance by the community and support during incarceration and preparing offenders for life after confinement is only one part of the solution. Having conditions in place that encourage a crime-free life after release and preparing the community is the other. Their eventual release into the community requires a collaborative effort to prepare the offenders' family and the wider community to accommodate, accept and support the released offenders.

Basic arrangements must be made for offenders before placement, discharge, and reintegration into society. This is done through a mandatory pre-release programme. The Correctional Services Act 111 of 1998 proclaims in subsection 3 that offenders due for release must be given financial help and material as endorsed by the guidelines.

### 6.5.3.2.Conclusion

Reducing reoffending is the DCSs core function. The reformation of offenders, through rehabilitation and effective reintegration, is one of the challenging and most difficult tasks for any justice system. As highlighted by most participants, proper placements after release and employment opportunities are important ingredients which facilitate successful reintegration. An offender who is able to gain employment after release and has a supportive family structure will have a much higher chance of not reoffending. This process requires an integrated approach, which does not only involve the correctional centre and the offenders, but also involves the community, the offenders' families, other government and non-governmental organizations.

The data collected indicated that juvenile offenders are released and are only provided with money to help them get home. Only offenders who are out on parole have the opportunity of a continuous programme after release. The researcher also recognises the need to develop and implement programmes for released offenders that can lower juvenile recidivism. This requires change in policies guiding release.

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### 6.5.4. Research Question 4 and Research Objective 4

- **Research Question 4:** What measures can address and facilitate the social reintegration of an ex-offender?
- **Research Objective 4:** To propose measures that will address and facilitate the social reintegration of ex-offenders.

### 6.5.4.1. Findings

Reintegration is the move from incarceration to release back into society, acclimating to life outside the restorative centre, and trying to keep ex-offenders away from a life of crime (Laub and Sampson 2003:12). Reintegration is difficult and stressful for some offenders as they are faced with many obstacles at the same time (Maruna et al. 2004:5). Many offenders have difficulty finding work since they in general have a few skills and may be uneducated (Seiter and Kadela 2003:13). Besides, some offenders have serious mental, social, and health issues and others have no family and community support (Petersilia 2003:54). They also experience the shame of having a criminal record after release (Pager 2003:14). A correctional centre can never mirror the world outside, and often the world offenders come back to is very different from their reality before imprisonment.

Encouraging the social integration of offenders is crucial to protecting offenders' rights and keeping communities safe. Endeavours to help offenders with social integration must consider the safety risk they present to the community and serve the needs of offenders (Griffiths et al. 2007:14).

The essential aim of rehabilitation programmes is to ensure successful reintegration. This research found that juvenile offenders must receive supervision and help after release to ensure they become functioning, law-abiding citizens and do not reoffend. The participants highlighted the need for continuous programmes after release to allow juvenile offenders to connect with their communities, victims, and families.

The researcher accepts that rehabilitation programmes are meant for development, but they are likely hampered by the lack of post-release programmes. This makes it difficult to determine if offenders get any significant value out of rehabilitation programmes. Consequently, a basic evaluation of the implementation of the programmes may enable the DCS to improve the efficiency of rehabilitation programmes, reduce recidivism, and help the community to better understand offenders' needs. If no monitoring and evaluation of the programmes is done, the reasoning behind recidivism and congestion will remain unknown by the state. As assessment instrument is vital in order to give the state a chance and observe positive results of the available programmes. This will ensure accountability for the state resources which are being utilised in the implementation of the rehabilitation path.

### 6.5.4.2.Conclusion

The offender rehabilitation programmes are a process that starts with admission and orientation, is followed by the assessment process, and leads to the rehabilitation and reintegration of ex-offenders. The moment one of the stages is neglected, the entire process fails. The study investigated the different difficulties that juvenile offenders experience when reintegrating into society. These difficulties include non-acceptance by relatives, being stigmatised or labelled by society, being unable to find work, battling with adapting to the world outside, and the absence of after-release rehabilitation or continuous programmes. This significantly compromises the effectiveness of rehabilitation programmes and offender reintegration. It increases the odds of recidivism for ex-offenders.

Rehabilitation endeavours should be observed and assessed consistently to guarantee that they provide essential help to offenders. This would also drive programme facilitators to represent their performance and results. Nevertheless, there is currently no sufficient monitoring and evaluation information on the presentation of the DCS's offender rehabilitation activities to ensure that reintegration is successful, making it hard to find out whether monitoring and evaluation is done at all.

Arrangements in South Africa are simply models, by their very nature, until they find the opportunity to be recognised through incredible programming. Besides, good courses of

action will continue to have no effect for the various offenders whom the system is failing. There is an unquestionable need for the justice systems' to carefully review programmes inside and outside correctional centres that are expected to restore, re-establish or reintegrate offenders. This is critical given that viable offender reintegration is important to reduce the crime rate in South Africa.

## 6.6. Recommendations

The main research objective was to establish the effectiveness of juvenile rehabilitation programmes in preparing offenders for reintegration to reduce recidivism, and therefore, the researcher makes the following recommendations:

- From a governance perspective, the state must provide policies and legislations that are necessary for a sustainable and successful management of programmes. The effectiveness of any programme, including the juvenile rehabilitation programmes, often requires changes to the supporting laws, policies and regulations in all spheres of government: the National, Provincial and Local spheres.

- Continuous programmes after release are important for all offenders and this requires amendments to the applied legislative practices and the relevant regulatory law. These programmes should be compulsory and failure to comply should have dire sanctions.

- The DCS should work with private organisations to ensure work opportunities for offenders after release. This will ensure stability and provide juvenile offenders with an opportunity to make a living and avoid having to turn to criminal activities for survival.

- Expunging criminal records, especially for offenders who committed less serious offences, should be reviewed. This will increase ex-offenders' prospects of getting work and will facilitate the adjustment of ex-offenders to life after incarceration.

- Aftercare should receive more consideration for the rehabilitation of ex-offenders to continue after release from correctional centres. Many of the discussed challenges in this research, such as homelessness, will be alleviated if continuous programmes and after care were offered to juvenile offenders.

- Therefore, the DCS, other state organisations and NGOs that offer similar services to ensure efficient and effective rehabilitation and reintegration should receive more resources.

- Community service should be researched as an alternative for small criminal offences. This will ensure that offenders do not get exposed to hardened criminals while incarcerated, which may lead them to commit more serious crimes.

- Family members and communities should be more informed and encouraged to be involved in offender restoration and reintegration. This will help them understand what mediations or interventions offenders receive.

- In order to encourage community participation in the rehabilitation programmes, legislation should make provision for incentives for the members of those communities involved in order to encourage participation in the rehabilitation programmes.

### 6.7. Study Limitations

As discussed in Chapter 4, the researcher was restricted from talking to juvenile offenders since they are a vulnerable group. This meant the researcher did not get the opportunity to capture their perspectives on the offered programmes. The researcher would have needed consent from the parent or guardian of each minor to further investigate juvenile offenders' perspectives on the offered programmes.

**6.8.Suggestions for Future Research**

This study concentrated on the adequacy of juvenile rehabilitation programmes in preparing juvenile offenders for reintegration to lessen recidivism. Further research could attempt to better understand the hazardous cycle of recidivism and to find an instrument for observing the rate of recidivism in South Africa. A need for further research to investigate the effectiveness of rehabilitation programmes from the perspective of the juvenile offender is vital in understanding the programme's effectiveness.

Another area that requires more research is the viability of supporting the current rehabilitation programmes to reintegrate offenders into society after their release from correctional centres. This will help to strengthen the reasons why recovery and reintegration are hard to sustain in the public arena.

**6.9.Conclusion**

The findings of the dissertation emanating from the analysed research data were presented in this chapter. The chapter further outlined the conclusions drawn from each finding which were connected to the research questions and research objectives. The essential aim of rehabilitation programmes is to restore and guarantee effective reintegration. The examination found that most offenders are impoverished, jobless, destitute, uneducated, and as a result of their financial, social and statistic conditions, are regularly forced to commit crimes to survive. The viability of reintegration of juvenile offenders after their discharge from correctional centres depends on a coordinated effort of a considerable number of stakeholders, including the family, communities, private organisations, NGOs, and other state departments in the criminal justice system. From the conclusions, recommendations were outlined. Finally, the study's limitations were highlighted and suggestions for future research proposed. This chapter concludes this dissertation.

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The Area Commissioner: Head of Com

Department of Correctional Services

Durban Westville Youth Centre of Excellence

Westville

Dear Sir or Madam

REQUEST FOR PERMISSION TO CONDUCT A STUDY AT WESTVILLE CORRECTIONAL CENTRE

I, **Zanele Vezi** (215079551), am a registered Master of Administration student at the School of Management, IT & Governance, of the University of KwaZulu-Natal (UKZN). I hereby request for permission to conduct a master's research project in your institution entitled **"An Evaluation of Juvenile Rehabilitation Programmes: Perspectives from Westville Correctional Centre in KwaZulu-Natal"**.

In partial fulfilment on the aforesaid entails a data collection process from a relevant study site, hence Westville Correctional Centre has been identified as suitable for this study. It is for these reasons that I request for your consent to undertake this study by interviewing some of Westville prison personnel as study informants. Given their participation, I anticipate to gain insights and informative perspectives that will seek to extend the current knowledge on juvenile rehabilitation programme offered at Westville prison. To this extent, the study will reflect, evaluate and surely provide an improvement towards juvenile rehabilitation programme in KwaZulu-Natal in general and Westville prison in particular. Rest assured that the information collected will be used for academic purposes and treated with high level of confidentiality.

Thank you for taking your time to consider this humble matter. For any enquires be sure to contact Ms. Zanele Vezi (035 551 1060/ ZVezi@justice.gov.za / Zavezi@gmail.com**)** or my supervisor Dr Bongani Qwabe **(**031 260 7490/ Qwabeb@ukzn.ac.za)

Your approval to conduct the intended research study will be highly appreciated

Yours sincerely

_____

Ms Zanele Vezi (Researcher)

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INYUVESI
YAKWAZULU-NATALI

COLLEGE OF LAW AND MANAGEMENT STUDIES SCHOOL OF MANAGEMENT, INFORMATION TECHNOLOGY AND GOVERNANCE

Researcher: Miss Zanele Vezi: 0837167167 215079551@stu.ukzn.ac.za

Supervisor: Dr B.R. Qwabe: (031) 260 7490 qwabeb@ukzn.ac.za

Research Office: Ms M Snyman snyman@ukzn.ac.za

Dear Respondents

I, **Zanele Vezi** (215079551), am a registered Master of Administration student at the School of Management, IT & Governance, of the University of KwaZulu-Natal (UKZN). You are hereby invited to participate in a master's research project entitled "**An evaluation of Juvenile Rehabilitation Programmes: Perspectives from Westville Correctional Centre in KwaZulu-Natal"**. The rationale of study aims to solicit knowledge on how to best enhance the effectiveness juvenile rehabilitation programme in Westville Correctional Centre in KwaZulu-Natal.

It is hoped that your participation that will provide valuable and informative perspectives relating to the effectiveness of juvenile rehabilitation programmes in general and in Westville Correctional Centre in particular. Through your knowledge, the study sought to bring light on enormous gaps towards the implementation of juvenile rehabilitation programmes in Westville Correctional Centre. The study will, through your participation, ascertain relevant approaches and theoretical advancement for juvenile rehabilitation programme.

The information collected from you will be strictly used for academic purposes with high level of confidentiality. For the purposes of research report your opinions, views and suggestions will be reported as anonymously for the protection of your identify. Most

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importantly, you are allowed to withdraw or refuse to participation at any given time without suffering any penalties, should you so desire. Participation is entirely voluntary.

This interview will take approximately 45 minutes and a recording device will be used. I hope you will take your time to answer the questions as precise as possible. Should you have enquiries be sure to contact either myself or my supervisor using the contact details provided above.


Sincerely


Researcher's Signature _____ Date _____

**Consent Form**

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YAKWAZULU-NATALI

COLLEGE OF LAW AND MANAGEMENT STUDIES SCHOOL OF MANAGEMENT, INFORMATION TECHNOLOGY AND GOVERNANCE

Researcher: Miss Zanele Vezi: 0837167167 215079551@stu.ukzn.ac.za

Supervisor: Dr B.R. Qwabe: (031) 260 7490 qwabeb@ukzn.ac.za

Research Office: Ms M. Snyman snyman@ukzn.ac.za

I _____ **(Names of participant)** hereby declare that I understand the content, intention and nature of the research project presented to me and I therefore give my informed consent to participate.

|  | YES | NO |
|---|---|---|
| AUDIO RECORDING |  |  |

I further understand that I am allowed to withdraw or refuse to participate at any given time without penalties, should I so desire. Furthermore, I am aware that my participation is voluntary without monetary gains.

_____     _____

Signature of Participant                Date

**UNIVERSITY OF KWAZULU-NATAL** ™

**INYUVESI YAKWAZULU-NATALI**

COLLEGE OF LAW AND MANAGEMENT STUDIES SCHOOL OF MANAGEMENT, INFORMATION TECHNOLOGY AND GOVERNANCE

Researcher: Miss Zanele Vezi: 0837167167 215079551@stu.ukzn.ac.za

Supervisor: Dr B.R. Qwabe: (031) 260 7490 qwabeb@ukzn.ac.za

Research Office: Ms M. Snyman snyman@ukzn.ac.za

SECTION A: BIOGRAPHICAL DETAILS

POSITION/DESIGNATION: -----------------------------------------------------

OCCUPATION: -----------------------------------------------------

GENDER: MALE/FEMALE -----------------------------------------------------

RACE: -----------------------------------------------------

SECTION B: ROLE AND RESPONSIBILITY

1. What is your role in the current rehabilitation programmes offered by organisation?
2. How long have you been in this position?

SECTION C: EFFECTIVENESS OF THE REHABILITAION PROGRAMMES

3. How do you perceive juvenile rehabilitation programmes offered in the Westville Correctional Centre?
4. Could you please provide me with the breakdown of the offered programmes?
5. How do things like trauma, drug problems, and mental disorders have a role to play in the design of the programmes?

6. How does the rehabilitation programmes prepare juvenile offenders for life after release?

## SECTION D: SOCIETAL FACTORS' INFLUENCE ON DEVIANCE

7. What societal factors, do you know of, that influence juvenile's deviation behaviour prior and post incarceration?

8. What societal support interventions are offered to juveniles once they return to the community to ensure effectiveness of the rehabilitation programmes?

9. What can the community do to assist offenders being released from Correctional Institutions?

## SECTION E: INSTITUTIONAL ARRANGEMENTS AND SOCIAL INTERGRATION

10. What are the institutional initiatives that have been adopted by the Department of Correctional Services in promoting juvenile rehabilitation programmes?

11. To what extent have any of these initiatives contributed in advancing crime-free life of juvenile after release?

12. What monitoring and evaluation tools are being used to facilitate integration and the reduction rate re-offenders?

## SECTION G: POLICY PLANNING

13. What are future improvements that you can recommend to improve the rehabilitation programmes that will reduce recidivism?


THANK YOU FOR YOU COOPERATION AND PARTICIPATION!

# ANNEXURE D: UKZN ETHICS CERTIFICATE

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UNIVERSITY OF
KWAZULU-NATAL

INYUVESI
YAKWAZULU-NATALI

21 April 2021

**Ms Zanle Vezi (215079551)**
**School of Management, IT & Governance**
**Westville Campus**

Dear Ms Vezi,

**Protocol reference number:  HSS/1311/018M**
**Project title: The evaluation of Juvenile Rehabilitation Programmes: Perspectives from Westville Correctional Centre, KwaZulu-Natal**
**Amended title: An evaluation of juvenile rehabilitation programmes: Perspectives from Westville correctional centre, KwaZulu-Natal**

## Approval Notification – Amendment Application

This letter serves to notify you that your application and request for an amendment received on 26 March 2021 has now been approved as follows:

- **Change in title**

Any alterations to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form; Title of the Project, Location of the Study must be reviewed and approved through an amendment /modification prior to its implementation. In case you have further queries, please quote the above reference number.

**PLEASE NOTE: Research data should be securely stored in the discipline/department for a period of 5 years.**

All research conducted during the COVID-19 period must adhere to the national and UKZN guidelines.

Best wishes for the successful completion of your research protocol.

Yours faithfully

--------------------------------------------------------------
**Professor Dipane Hlalele (Chair)**

**/ms**

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**INSPIRING GREATNESS**

cc Supervisor: Dr Bongani R Qwabe cc Academic Leader Research: Professor Isabel Martins cc School Administrator: Ms Angela Pearce

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Humanities & Social Sciences Research Ethics Committee

Professor Shenuka Singh (Chair)

Westville Campus, Govan Mbeki Building

Postal Address: Private Bag X54001, Durban 4000

Telephone: +27 (0) 31 260 3587/8350/4557 Facsimile: +27 (0) 31 260 4609 Email: ximbap@ukzn.ac.za I snymanm@ukzn.ac.za I mohunp@ukzn.ac.za Website; www.ukzn.ac.za

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# correctional services

Department: Correctional Services

REPUBLIC OF SOUTH AFRICA

Private Bag 36, PRETORIA, 0001 Poyntons Building, C/O WF Nkomo and Sophie De Bruyn Street, PRETORIA Tel (012) 307 2770

Ms Z Vezi

PO Box 20598

Savannah Park Pinetown

4147

Dear Ms Vezi

RE: APPLICATION TO CONDUCT RESEARCH IN THE DEPARTMENT OF CORRECTIONAL SERVICES ON:     "AN EVALUATION OF JUVENILE REHABILITATION PROGRAMMES:     PERSPECTIVES FROM WESTVILLE CORRECTIONAL CENTRE, KWAZULU-NATAL"

It is with pleasure to inform you that your request to conduct research in the Department of

Correctional Services on the above topic has been approved.

Your attention is drawn to the following:

- The relevant Regional and Area Commissioners where the research will be conducted will be informed of your proposed research project.
- Your internal guide will be Ms JCN Chonco: Regional Head Development and Care, KwaZulu-NataI.
- You are requested to contact her at telephone number (033) 355 7348 before the commencement of your research.
- It is your responsibility to make arrangements for your interviewing times.
- Your identity document/passport and this approval letter should be in your possession when visiting the Community Corrections Office.
- You are required to use the terminology used in the White Paper on Corrections in South Africa (February 2005) e.g. "Offenders" not "Prisoners" and "Correctional Centres" not 'Prisons".
- You are not allowed to use photographic or video equipment during your visits, however the audio recorder is allowed.
- You are required to submit your final report to the Department for approval by the Commissioner of Correctional Services before publication (including presentation at workshops, conferences, seminars, etc.) of the report.
- Should you have any enquiries regarding this process, please contact the REC Administration for assistance at telephone number (012) 307 2770.

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Thank you for your application and interest to conduct research in the Department of Correctional Services.

Yours faithfully

ND SIHLEZANA
DC: POLICY COORDINAT
DATE: 30|11|2018 Y COORDINATION & RESEARCH
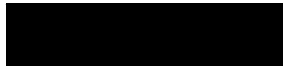
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# ANNEXURE F: LANGUAGE EDITING CERTIFICATE

WORDPLAY EDITING
*Copy Editor and Proofreader*
Email: karien.hurter@gmail.com
Tel: 071 104 9484
Website: http://wordplayediting.net/

16 March 2021

To Whom It May Concern:

This letter is to confirm that *An Evaluation of Juvenile Rehabilitation Programmes: Perspectives from Westville correctional centre, KwaZulu-Natal* by Zanele Vezi was edited by a professional language practitioner.

Regards,

Karien Hurter