

**CHALLENGES FACING SOCIAL WORKERS RENDERING REHABILITATION
SERVICES TO MALE OFFENDERS IN A MAXIMUM CORRECTIONAL CENTRE**

By

Skoer Johannes Sipho Mnguni.

Submitted in accordance with the requirements

For the degree of

MASTER OF ARTS IN SOCIAL SCIENCE (Mental Health)

At the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: MRS BJ Mohapi

CO-SUPERVISOR PROF CJ SCHENCK

JUNE 2011

ACKNOWLEDGEMENTS

A HEARTFELT WORD OF THANKS TO:

- My supervisor Ms BJ Mohapi for her guidance during this research.
- My wife Lesego and my children Wandile, Qhawe and Sibonelo for their patience and support during the time it took me to complete this dissertation.
- All the research participants without whom this study would not been possible.
- My father Isaac and my late mother Lydia Mnguni, who always encouraged me to study.
- Our heavenly Father through whom all things are possible.

DECLARATION

I hereby declare that this dissertation on *Challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre*. Is the result of my independent investigation and that all the sources have been acknowledged by means of complete reference. I hereby declare that this dissertation has not been accepted in substance for any other degree and it is not submitted concurrently for any degree.

Signature:

JSS MNGUNI

Candidate:

ABSTRACT

A qualitative study was undertaken about social workers rendering rehabilitation services to male offenders in a maximum correctional centre. The study was exploratory and descriptive. This study was prompted by the need to look more deeply at the maximum offenders entrusted to the Department's of Correctional services care and to research the challenges faced by social workers in rendering rehabilitation services to these offenders. The goal of this study was to explore and describe the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre and to explore and describe strategies to address the challenges. The researcher used the eight steps provided by Tesch (in Creswell, 1994:155) to analyse the data systematically. Non-probability, purposive sampling was used in order to obtain relevant information from the correct participants.

LIST OF KEY CONCEPTS

1. Social Worker,
2. Maximum Correctional Centre,
3. Maximum Male Offenders,
4. Rehabilitation,
5. Challenges

TABLE OF CONTENTS

Acknowledgements	2
DECLARATION	3
ABSTRACT	4
LIST OF KEY CONCEPTS	5
Chapter One	122
Background and Research Methodology	122
1. 1 Introduction.....	122
1.2. MOTIVATION FOR THE CHOICE OF THE STUDY	133
. 1.3.PROBLEM FORMULATION.....	144
1.4. GOAL AND OBJECTIVES OF THE STUDY.	177
1.4.1 Goal.....	177
1.4.2 Research objectives.....	188
1.5.RESEARCH QUESTIONS	188
1.6.RESEARCH METHODOLOGY	19
1.6.1.Research approach	19
1.7.Research design.....	200
1.8.POPULATION, SAMPLE AND SAMPLING TECHNIQUE	211
1.8.2.CRITERIA FOR INCLUSION IN A SAMPLE	222
1.9..DATA COLLECTION METHODS	222
1.9.1.Preparation for data collection.....	22
1.9.2 METHODS OF DATA COLLECTION.....	23

1.10. METHOD OF DATA ANALYSIS.....	244
1.11 METHOD OF DATA VERIFICATION	266
1.12. ETHICAL CONSIDERATIONS.....	277
1.12.1 INFORMED CONSENT	277
1.12.2 CONFIDENTIALITY.....	288
1.12.3 Non Coercive Disclaimer	29
1.12.4 Management of information	29
1.12.5. Ensuring no harm to participants	29
1.12.6. Actions and Competence of the Researcher	300
1.13. DEFINITION OF KEY CONCEPTS	31
1.13.1 <i>SOCIAL WORKER</i>	31
1.13.2 <i>REHABILITATION SERVICES</i>	31
1.13.3. <i>Male Offenders/Prisoners</i>	32
1.13.4. <i>MAXIMUM CORRECTIONAL CENTRE</i>	33
1.14. CONTENTS OF RESEARCH REPORT	333
1.15. <i>Conclusion</i>	333
CHAPTER TWO.....	344
<i>LITERATURE STUDY ON THE CHALLENGES FACED BY SOCIAL WORKERS RENDERING REHABILITATION SERVICES TO MALE OFFENDERS IN THE MAXIMUM CORRECTIONAL CENTRE</i>	344
<i>2.1 INTRODUCTION</i>	344
2.2. Historical overview of the South African Correctional System.	344

2.2.1. <i>The current state of the South African Correctional centre's System.</i>	41
2.2.2 <i>Transformation of Correctional Services in South Africa</i>	455
2.2.3. <i>Classification of Correction Centres</i>	466
2.2.4 <i>Classification in South African correctional system</i>	477
2.3 Social Work Services in the Department of Correctional Services	511
2.4. <i>Rehabilitation Challenges in Maximum Correctional Centre</i>	555
2.4.1 <i>Incarceration and Rehabilitation of Offenders.</i>	566
2.4.2. RECIDIVISM.....	61
2.4.3. <i>High turnover of professional Social workers</i>	63
2.4.4. Overcrowding	644
2.5. <i>Conclusion</i>	655
CHAPTER THREE	67
Empirical Study and Analysis and Interpretation of Information	
3.1. INTRODUCTION.....	677
3.2. Presentation of data.	68
3.2.1. Section 1-Biographical information.....	68
3.2.2. Section 2: Work Situation and Challenges	71
3.2.3. Challenges aspects facing social workers	712
3.2.4. <i>Strategies to address the challenges faced by social workers</i>	79
3.3. TRAINING AND DEVELOPMENT	800
3.4. Resources available to social workers	826
3.5. CONCLUSION	82

CHAPTER FOUR	83
CONCLUSIONS AND RECOMMENDATIONS	83
4.1 INTRODUCTION.....	83
4.2. <i>Goal and objectives of the study</i>	83
4.2.1. Goal.....	83
4.2.2 Objectives.....	84
4.3 <i>Conclusions and Recommendations</i>	84
4.4. Making rehabilitation a priority	87
4.5 Overcrowding	88
4.6 Insufficient support from significant others and lack of resources.	88
4.7. Over familiarity	89
4.8 Management issues	90
4.9 Challenges faced by social workers	91
4.10 Limitations of the study.....	92
4.11 <i>Recommendations for further research</i>	92
4.12. CONCLUSION.....	94
4.13. REFERENCES.....	944

LIST OF TABLES

Table1-Duration of Sentences _____	43
Table 2-Statistics on number of Social Workers and vacancy Rate_____	63
Table -3.1 Gender _____	68
Table 3.2.Age distribution _____	69
Table 3.3 Race _____	70
Table: 3.4.Years of Employment _____	71
Table 3.5.Job title_____	71

ANNEXURES

Annexure A-- --Interview Schedule _____	105
Annexure B—Informed consent _____	109

CHAPTER ONE

BACKGROUND AND RESEARCH METHODOLOGY

1.1 INTRODUCTION

The current priority of South African government and the Department of Correctional Services is to rehabilitate offenders so that they return to society on completion of their sentences as law abiding and productive citizens. Thus the Department of Correctional services has theoretically made a major paradigm shift from safe custody as in the past, to both, safe custody and rehabilitation (Department of Correctional services Strategic plan, 2002:3).

However, this paradigm shift comes at a difficult juncture where socio-political realities make both safe custody and rehabilitation extremely problematic to implement. This is due to some of the challenges such as overcrowding, not having enough social workers and poor working conditions of social workers .According to Department of Correctional Services annual report (2009/10)there were 503 employed social workers and 165 230 sentenced offenders. The statistics supplied by the Department of Correctional Services annual report (2009/10) indicates that the ratio of social worker is 328 offenders to one social worker. The statistics also indicates that there are 271 vacant funded social work posts for the Department of correctional Services (annual report 2009 /2010).

According to Fagan as quoted by Ellis, (2003:45) South Africa does not need longer sentences, but it needs prisoners that will be arrested and punished.

This sentiment is also shared by Desai (2003:30) who expresses his apprehension about the number of long-term offenders having been incarcerated many times in the past few years. He further explains that long sentences are only appropriate in those rare cases where there is no possibility of reforming the offender, and indicates that prison resources should be more focused on rehabilitation, as about 95% of all prisoners will go free one day.

According to Erasmus (2007:6] “the challenge for the Department of Correctional Services is no longer against a system that is hideous but rather for the implementation of a system that is aligned with our national values as approved by parliament in the form of the Correctional service Act (111 of 1998) and the White Paper on Correctional Service (2005)”.

1.2. MOTIVATION FOR THE CHOICE OF THE STUDY

Literature with regard to challenges facing the social workers rendering rehabilitation services to male offenders in a maximum correctional centre is limited in South Africa .The researcher has been driven by his concerns in the field of social work. The researcher has worked for five years as a social worker in a maximum correctional centre rendering rehabilitation services to male offenders. The working conditions in the maximum centre were not conducive for effective and efficient delivering of rehabilitation services due to situations such as lack of group rooms and enough social workers to render services, over and above poor working conditions for social workers

The researcher personally experienced frustration due to lack of enough resources. The researcher observed social workers with unmanageable caseloads going through experiences of burnout. The study was prompted by a need to improve working conditions in a maximum correctional centre for social workers. the researcher also aimed to find ways of dealing with challenges that social workers are faced with in delivering rehabilitation services to offenders in the maximum centre.

. 1.3. PROBLEM FORMULATION

The South African political landscape changed in April 1994 and is now based on democratic principles and fundamental human rights. In 1996, the South African Parliament adopted the Constitution of the Republic of South Africa (Act 108:1996) as the supreme law of the country. The Constitution provides for fundamental human rights and protection of all citizens including offenders. It also makes provision for the detention of persons that is consistent with human dignity.

The changing profile of the offender population particularly offenders serving long sentences poses logistical challenges to the Department of Correctional Services, in particular, providing rehabilitation service to people over such extended periods of time is said to drain resources that might have been expended on other categories of offenders. According to Carlson and Garrett (2008:31), the jail facilities are not designed and resourced to deal with long -

term prison population. They often lack program space, do not have staff devoted to education and training and generally have extremely limited recreational facilities.

The White Paper on Corrections in South Africa (2005:105) identified the following changes in respect to the profile of the offender population in South Africa since 1994:

- a particular increase in the aggressive and sexual crimes categories;
- An increase since 1994 in the number of offenders that serve long sentences.

The White paper further acknowledges the significant role that needs to be played by each correctional services official as agents for change, with social workers seen to be taking the central role in the rehabilitation of offenders.

South Africa prison populations are increasing at an alarming rate. Inmates have grown both in proportion and in number due to a diverse number of factors. According to Mnyani (1995:2), a high proportion of the total population of South Africa is incarcerated, either awaiting trial or sentenced to imprisonment. The total number of prisoners in custody in South Africa was 165 230 inmates at Department of Correctional Services facilities in March 2009. Of these, 49477 were awaiting- trial offenders and 115 753 were sentenced prisoners. Female offenders were 2 597 (Department of

Correctional Service; 2009:2). The high number of offenders places strain on rehabilitation services such as those rendered by social workers.

According to Lebone (2008/09:687), the number of offenders sentenced to long prison terms continued to increase by significant margins. The proportional numbers of offenders in maximum correctional custody rose from six % in 1995 to 47% in 2009. These are offenders sentenced to over 10 years including those serving life sentences, habitual criminals and those deemed dangerous by the court. Lebone further explains that the situation became worse after the introduction of mandatory minimum sentencing in May 1998 when criminal law amendment act of 1997 came into effect in December 2007. Though its function was to expedite the process of the courts, that meant magistrates would not have to refer cases requiring over 15 years of imprisonment to the high courts. The introduction of mandatory minimum sentencing might have had the added effect of increasing the number of inmates with lengthy sentences (Lebone ;2008/09:614).

Section 63 of the Correctional Services Act (111 of 1998) states that the parole board should have before it a social workers' report, a psychologist's report and a vocational report when considering the eligibility of a prisoner for parole. Most of the time, this is not possible since the social workers cannot cope with the high caseload and have no chance to assess all offenders due for parole. Ellis (2003:52) quotes Van Heerden as saying that he came across a number of cases where offenders are placed on parole without parole boards having access to reports from either a social worker as their caseload

is said to be 400 to every social worker or psychologist. This is seen to be contradictory to Section 63 of the Correctional Services Act. This scenario and some of similar cases highlights the challenges faced by social workers in correctional settings particularly maximum correctional centres.

This study was prompted by the need to look more deeply at the maximum offenders entrusted to the Department's care and to research the challenges faced by social workers in rehabilitating these offenders.

The study examines the challenges faced by social workers in delivering rehabilitation services to maximum category offenders that are placed in a maximum correctional centre. The assumption is that maximum category offenders have a unique existence and so are the challenges facing the social workers who are rendering rehabilitation programmes to them.

1.4. GOAL AND OBJECTIVES OF THE STUDY.

1.4.1 GOAL

According to Fouche and De Vos (2005:104), "a goal refers to a dream." The goal of this study is to explore and describe the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre.

1.4.2 RESEARCH OBJECTIVES

According to Fouche and De Vos (2005:104) objective “ involves the steps you have to take, one by one, realistically at grassroots level, within a certain time span, in order to attain the dream.” In order to realise the above-mentioned goal, the following objectives were formulated:

- To explore the challenges faced by social workers in rendering rehabilitation
- Services in a maximum correctional centre;
- To describe the challenges faced by social workers in rendering rehabilitation.
- Services in a maximum correctional centre.
- To suggest strategies that addresses the challenges faced by social workers in rendering services.

1.5. RESEARCH QUESTIONS

According to Collins (1993:33), when the research is qualitative, a research question or statement is more relevant than a hypothesis. This study seeks to answer the following questions:

- What are the challenges facing social workers rendering rehabilitation Services to male offenders in a maximum correctional centre?
- What are the ways to address the challenges experienced by social workers?

Rendering rehabilitation services to male offenders in a maximum correctional centre from the social work perspective?

- What resources are available to social workers in aid to their interventions?

1.6 RESEARCH METHODOLOGY

Research methodology is defined as the total strategy, from the identification of the problem to the final plans for data gathering and analysis (Burns & Grove 2001:223) Under this heading, the following aspects will be presented: research approach, research design, population and sampling, method of data collection, data analysis and data verification. The research will be applied research as it aims to address the issue of challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre.

1.6.1 RESEARCH APPROACH

In order to answer the research questions posed above, a qualitative research approach was employed. The approach was selected for this study because it allows for in-depth probing of issues. According to Merriam (2006:6), the following are characteristics of qualitative research:

- The researcher strives to understand the meaning people have constructed
- About their work and their experiences.
- The researcher is the primary instrument for data collection and data analysis.

- The research process is inductive as researchers gather data to build
- Concepts, hypotheses or theories.
- Qualitative inquiry produces a richly descriptive product.

Within the context of this research, the researcher wants to understand what challenges that are facing social workers rendering rehabilitative services to male offenders in maximum correctional facility.

1.7 RESEARCH DESIGN

According to Babbie, (2001:330) the research design explains how the research study is to be conducted in order to fulfil the objectives. Walliman (2001:219) asserts that it is important to select the appropriate type of research design that indicates and relates to the goal of the study.

The research approach in this study was qualitative and the design is phenomenology. The richness and depth of the description gained from the qualitative approach, provides a unique appreciation of the reality of the experience (Munhall; 2001:206). Social workers were have been interviewed and their experiences related to challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre explored.

Phenomenology emphasises how the person experiences his or her world. Phenomological research method was used to conduct this study, as it provides

the opportunity for the social workers to share their experiences with the researcher, without imposing views of the researcher.

1.8 POPULATION, SAMPLE AND SAMPLING TECHNIQUE

1.8.1. POPULATION AND SAMPLING

Neuman (1997:203) refers to the term “target population” as a specific pool of cases that a researcher wants to study. The targeted population for this study were social workers rendering intervention services in Maximum correctional centres in Tshwane area, in Gauteng province

A sample is a subset of measurement drawn from the population in which the researcher is interested (De Vos et al; 2002:199). Sampling means taking any portion of the population or universe as representatives of that population The sample should be representative of the population in order to enhance the validity of the study (Walliman, 2001:232).

The researcher employed the purposive sampling technique to procure a sample of social workers who fit the criteria for inclusion. According to Yegidis and Weinbach, (1996:122) purposive sampling is based on the assumption that the sampling method will provide the researcher access to some specialised insight

or a special perspective, experience, characteristics or condition that he wishes to understand.

1.8.2. CRITERIA FOR INCLUSION IN A SAMPLE

A specific sample size could not be determined at the outset of the study. Once the data collected becomes repetitive and a point of data saturation (Schurink in De Vos et al., 1998:304) is reached, the process of data collection was concluded and the tape-recorded interviews were then transcribed.

Social workers rendering rehabilitation services in Tshwane area in the Gauteng area are eight in number and four of them voluntarily agreed to participate in the study. All of them have been working in a maximum correctional centre for more than five years .The researcher felt that they will best help the researcher understand the problem and the research question; they were also willing to reflect on and share their knowledge as stated in Creswell (2003:185)

1.9. DATA COLLECTION METHODS

1.9.1 PREPARATION FOR DATA COLLECTION

Data was collected by means of semi-structured interviews and using the following central question: *What are the challenges of rendering intervention services as a social worker in a maximum correctional centre.* According to Holstein and Gubrium, 1995:76 in (Fouche; 2002:297) an interview schedule is a questionnaire written to guide interviews. They further explain that it provides the researcher with a set of predetermined questions that might be used as an

appropriate instrument to engage the participant and designate the narrative terrain.

Communication techniques were used to elicit information and get clarity about responses. The researcher set aside field notes as a system of remembering and observing. Interviews were audio- taped and transcribed.

- In establishing a data collection method, the researcher combined the guidelines of authors such as De Vos (1998) and Miles and Huberman (1984: in Creswell, 1994). The following are factors considered by these authors in establishing a data collection method:
- the setting that the researcher perceives as most important to the population;
- the respondents that were interviewed, their selection, and preparation;
- the method of data collection;
- The role that the researcher undertakes. Data collection was complete once data saturation had been reached.

1.9.2 METHODS OF DATA COLLECTION

According to Sewell (2006:1), the method of data collection assisted the researcher to understand the world from the participant's point of view .All the interviews were conducted in English and were audiotaped with the consent of the participants. An interview schedule was used and involved face-to-face interviews, which are defined as conversations with the purpose of gaining an

understanding of the perspective of the person being interviewed. (Grinnell, 1997; 269).

According to Fossey, Harvey and McDermott (2002:726) interviews can be used for the collection of straightforward information. According to Denscombe (2007:10), researchers might expect the data obtained from the interviewing process to be more detailed and rich, and the face-to-face contact is said to offer some immediate means of validating the data. Questions about each issue were asked in an open –ended manner and at a time when it seemed to fit with each participant’s narrative (Tutty, Rothery & Grinnell, 1996:56).

Audio recording was done backed up by written field notes to capture the interview data. Denscombe (2007:195) states that audio recordings offer a permanent record and one that is complete in terms of the speech that occurs. According to Tutty et al, (1996:67) tape recording may be the only way the capture the richness and subtitles of the speech of the person being interviewed; the power of a direct quote from an interview can far exceed that of a summary statement from the researcher. All the interviews were conducted in English and were audiotape with the consent of the participants. Semi-structured interviews were conducted with the participants.

1.10. METHOD OF DATA ANALYSIS

Neumann (1997:426) defines data analysis as a search for pattern in recurrent behaviours' objects of a body of knowledge. Miles and Huberman (in De Vos, 1998:203) regard data analysis as comprising of three steps: data reduction; data display; and verification. The purpose of analysis is to reduce data to an intelligible and interpretable form so that the relations of research problems can be studied and tested and conclusions drawn (Marshal & Rossman 1995:11). Hereafter and for the purpose of this study the researcher followed eight steps as proposed by Tesch (Creswell, 1994; 70). In following these steps, the researcher:

- Listened to audiotapes, read, and re-read all the transcriptions, this was done to get a sense of the whole data, and some ideas were jotted down as they emerged.
- Picked the shortest or most interesting interview. Worked through it, asked what the interview was about and underlined the meaning.
- Made a list of all the topics arising from the interviews, clustered similar topics together and arranged the topics into major, unique and leftover topics.
- Abbreviated the topics as codes and wrote codes next to the appropriate segment of the text. Topics were coded into segments to see if the categories would emerge.
- found the most descriptive words for the topics and turned them into Categories. Those topics that are related were grouped t together. Made a decision on the abbreviation of categories and then put them in Codes, alphabetically. Assembled the data material belonging to each category in one place and performed a preliminary analysis.

- Identified relationships between major and subcategories and reflected on them as themes, which were taken as research findings (Tesch, in Maphorisa, 1999:33).

1.11 METHOD OF DATA VERIFICATION

Guba's (in Krefting, 1991:214-222) model of ensuring the trustworthiness of qualitative data was applied. The four characteristics to ensure trustworthiness are:

- **Truth-value** - Truth-value asks how confident the researcher is with the truth of the findings based on the research design, informants and the context in which the study was undertaken. It is concerned with whether the findings of the study are a true reflection of the experiences of the study participants (Krefting, 1991:215). Truth-value is established by the strategy of credibility and, for the purpose of this research. The researcher made use of various interviewing techniques during the interview, for example probing, verbal and non-verbal expressions, restating and summarising in order to enhance the credibility of the study.
- **Applicability** - Krefting (1991:216) defines applicability as the degree to which the findings can be applied to other contexts and settings or to other groups. Applicability is established through the strategy of transferability. In order to achieve transferability, the researcher provided a dense description of the research methodology employed.
- **Consistency**- Consistency of data refers to "whether the findings would be consistent if the enquiry were replicated with the same subjects or in a

similar context” Guba in Krefting, 1991:216). Consistency is established through the strategy of dependability and was achieved using the independent coder. The researcher and the independent coder independently coded the data and subsequently had consensus discussions with the study leader on the themes, sub-themes and categories to be presented as research findings.

- **Neutrality** -The fourth criterion is neutrality. It refers to the extent to which the study findings are free from bias Guba (in Krefting, 1991: 216-217) proposes that neutrality in qualitative research should consider the neutrality of the data rather than that of the researcher, which suggests conformability as the strategy to achieve neutrality.

1.12. ETHICAL CONSIDERATIONS

According to Strydom, (2002:63), ethical guidelines are standards to base research conducted on. Adler and Clark (2003:41) refer to ethical principles in research as the set of values, standards, and principles used to determine appropriate and acceptable conduct at all stages of the research process. The following ethical issues were considered in this study.

1.12.1 INFORMED CONSENT

According to Friedman (1998:87), a research project should not in any way harm the people who are involved in the study. The researcher was committed to guaranteeing the rights of participants. The researcher informed the individuals that their participation was voluntary and that they could withdraw at any time, the purpose of the study was divulged as well as the procedure to be followed. The participants as well as the researcher signed the informed consent form generally agreeing to participate under the terms explained by the researcher.

In the study, the participants were informed on how the results would be used, and assured that, they would in no way be directly identified in the discussion of the study findings.

1.12.2 CONFIDENTIALITY

Hagan (2005:570) describes confidentiality as an obligation of the social science researcher whereby information divulged by research participants is not discussed with other parties involved. According to Strydom (2002:63), there is a distinction between privacy and confidentiality. Whereby privacy relates to an individual's personal privacy and confidentiality relates to the handling of information in a manner that is confidential.

In this study, the researcher ensured participants' privacy, confidentiality and anonymity (Marshall & Rossman, 1995:71). The researcher took responsibility

for the safeguarding of the personal information that was divulged in the interviews (Babbie & Mouton, 2001:524). Permission to record the interviews on tape in order to ensure accurate recall was requested from the participants (Creswell; 1994:148) .They were informed that If they felt that their privacy would be violated the interviews would not be recorded. The anonymity of the research participants was insured by not using their names in the final published results. The research participants were asked to sign a form of informed consent that gave the researcher permission to use the information from the interviews and that disclosed the nature of the study and the contents that would be published.

1.12.3 NON COERCIVE DISCLAIMER

Participants were informed that the participation in the research was voluntary, refusal to participate did not involve penalty and they were free to withdraw at any time they wished.

1.12.4 MANAGEMENT OF INFORMATION

The tape recordings of the interviews as well as the transcripts of the recordings are kept in a safe place for the sake of the data analysis.

1.12.5. ENSURING NO HARM TO PARTICIPANTS

According to Collins (et al 2000:109) participants should experience no harm through the process of the research .Every effort was made by the researcher to ensure that participants experienced no emotional or physical stress, humiliation or embarrassment.

1.12.6. ACTIONS AND COMPETENCE OF THE RESEARCHER

According to de Vos (2001:63), researchers are ethically obliged to ensure that they are competent and adequately skilled to undertake the proposed investigation. Related to the competency of the researcher is the making of value judgement. The researcher is competent and adequately skilled to undertake the investigation. The researcher understands qualitative training research methodology and was trained in conducting research.

1.13. DEFINITION OF KEY CONCEPTS.

According to De Vos, (1998: 111) conceptualisation is the thought process going on in our minds when we gather impressions or perceptions identify their similarities and putting their similarities together to make up a new single thought, which, once given a name, becomes a concept.

Each concept was clarified to ensure that the same meaning is attached continually to the same concept.

1.13.1 SOCIAL WORKER

Social worker refers to any person who is registered with the South African council for Social Services Professions (SACSSP) in terms of S.A.C.S.SP act (110; 1978) and who has appropriately acquired the qualification in social work

1.13.2 REHABILITATION SERVICES

In the context of the Department of Correctional Services, rehabilitation services is a process that combines the correction of offending behaviour, human development and the promotion of social responsibility and values. According to Louw (2004:28), various meanings are attached to the term rehabilitation. She explains that the term is often used interchangeably with other terms, such as treatment, reform, change correction and development. In this context, it means programmes rendered by social workers in the process of rehabilitating male offenders in a maximum correctional centre.

1.13.3. ***MALE OFFENDERS/PRISONERS***

The Correctional Service Act (111; 1998) defines prisoner or offender as person convicted or not, who is detained in custody in any prison or who is being transferred in custody or en route from one prison to another.

Male offender in the context of this study is any person of a male gender and of all race groups who is detained in a maximum correctional centre or who is being transferred in custody or is on route from one prison to another prison (Republic of South Africa, 1998:5)

1.13.4 ***MAXIMUM CORRECTIONAL CENTRE***

Silverman (2001:151) defines maximum correctional centre as the “secure prison assigned for prisoners serving long sentences and those who show violent behaviour and is an escape risk in a minimum and medium security centre”. The offenders detained in these centres require extreme control and supervision to prevent escapes and violent behaviour.

The word correctional centre in the study was used interchangeably with the word prison as a preferred word rather than the latter. In the context of this

study, maximum correctional centre means a place established for the detention for the purpose of imprisonment.

1.14. CONTENTS OF RESEARCH REPORT

Below is the layout of division of the chapters, as they are organised in this study.

Chapter 1: Introduction and research methodology

Chapter 2: Literature study on the challenges faced by social worker rendering rehabilitation services to male offenders in the maximum correctional centre.

Chapter: 3: Empirical study and analysis and interpretation of information

Chapter 4: Conclusions and recommendations

1.15. CONCLUSION

This chapter describes the research design and methodology of the study. The qualitative research design was discussed as the method employed to collect data .The researcher used the non –probability purposive sampling technique in order to select the research participants. The ethical principles that guided the study as well as the techniques for analysing and interpreting data were addressed in this chapter .The validity and reliability of the instrument and the

ethical considerations were discussed. The following chapter focuses on the literature review.

CHAPTER TWO

LITERATURE STUDY ON THE CHALLENGES FACED BY SOCIAL WORKERS RENDERING REHABILITATION SERVICES TO MALE OFFENDERS IN THE MAXIMUM CORRECTIONAL CENTRE

2.1 INTRODUCTION

The purpose of the literature study is to review an existing or available body of knowledge to gain information and direction for the research study. The literature study according to Delport & Fouche (2005:263) aids the researcher in becoming familiarised with the current state of knowledge regarding the research topic and to learn how others have dealt with the similar topic.

The following section will focus on the South African correctional system, beginning with the historical overview to the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre.

2.2. HISTORICAL OVERVIEW OF THE SOUTH AFRICAN CORRECTIONAL SYSTEM.

An overview of the history of the South African Correctional System is important in providing the context for more recent developments in this area. The history of Correctional System in South Africa has gone through many changes. The use

of imprisonment as a form of punishment was not expressed in the earliest known codes of conduct instead retaliation was recommended to address wrongdoing for example as expressed in the Bible (exodus 21:24), "an eye for an eye" (Fero: 2006:4).

According to Coetzee, (1995:01) prisons worldwide are approximately over 250 years old. Naser (1993:66) who states that the first prison in the Cape was established in 1781 confirms this. By 1848, 22 prisons had already been developed around the Cape, and by 1873, there were 33 prisons in the Transvaal. Mbambo & Skelton 2003:274) observe that it is generally accepted that prisons have existed since the beginning of organised society when people developed the technical skills to build securely enough to incarcerate others (Van Zyl Smit; 1992:1).

- ***SOUTH AFRICAN PRISONS IN THE EARLY 1900s***

The unification of South Africa that took place on 30 May 1910 led to many changes regarding the operations of prisons (Van Zyl & Smith, 1992:20). The early part of the last 19th century saw the prison system regulated mainly by various Provincial Ordinances, pass laws and the fact that mining companies used prison labour at very low rates (White paper on Corrections; 2005:24). Coetzee, Kruger, and Loubser (1995:29) observe that the Prisons and Reformatories Act (1911) had many shortcomings when it came to the administration of prisons. Some of the

weaknesses noted include the lack of clarity with regard to the aims of imprisonment, prisons focusing more on safe custody, prisoners being detained under harsh conditions and punishment and forced labour being emphasised within the prison.

- ***THE PRISONS AND REFORMATORIES ACT, ACT 13 OF 1911.***

The prisons and reformatories act (13 of 1911) was introduced shortly after Unionization in 1910. It saw the prison system also becoming responsible for the management of reformatories (White paper on Corrections; 2005:25). Courts started playing an increasing role in the development of prison law, with findings that it was unlawful to detain awaiting-trial offenders in solitary confinement and the ruling that offenders who felt they had been unfairly treated in prison had the legal right to approach courts of law for recourse. This period also saw the introduction of a system that allowed for the remission of part of a prison sentence subject to good behavior on the part of the inmates and the system of probation that allowed for the early release of inmates, either directly into the community through an interim period in a work colony or similar institution (White paper on Corrections; 2005:44).

- ***THE 1947 LANDOWNER COMMISSION ON PENAL AND PRISON REFORM.***

According to the White paper on Corrections (2005:26) the development in prison reform during 1945 held much promise .The Lansdowne Commission on Penal and Prison Reform (1947: 34) found that the Prisons and Reformatories Act of 1911 had not introduced a new era in South African prisons, but that it had in fact been a vehicle for maintaining the previous harsh and inequitable prison system that preceded it. Owing to the high level of recidivism among prisoners, there was a need to investigate the operations of the prisoners so that changes could be made where necessary. Accordingly, the Landowner commission was appointed in 1941 and only released its findings in 1947.

According to Coetzee, (2003:2) the Lansdowne Commission held the view that offenders should not be hired out to outsiders. It also asked for an increase in the emphasis on rehabilitation and the need to extend literacy amongst offenders, in particular black offenders. White Paper on Corrections (2005:26) explains that the commission was critical of the Government's decision to reorganize the prison service on full military lines, which was seen to be an attempt to increase the control it had over prison officials. It warned that such a militarized system would not be conducive to "the various rehabilitative influences with modern views". Nothing much came of the Lansdowne Commission Report presented in 1947.

- ***PRISONS IN THE 1960'S AND 1970'S***

Prior to 1960, prisons were not used to detain prisoners on a large scale as a means of controlling political unrest. (White paper on Correctional services; 2005:26). This subsequently changed and the incarceration of political detainees and sentenced political prisoners became a significant feature of prison reality. This led to an increasing attack on the legitimacy of the prison system. Prisoners, in particular political prisoners and detainees, used courts to challenge decisions by prison authorities. This resulted in increased international condemnation and put pressure on the authorities to improve the response by the government at the time was to grant even wider powers to prison authorities. Pass laws and the infamous system of prison labour remained targets for the critics of the government (White paper on Corrections 2005:26).

According to Gxilishe (2004:48) “the 1959 prison act 8 of 1959 replaced the Prison and Reformatories act 13 of 1911 which was influenced by the standard minimum rules for the treatment of prisoners developed by the United Nations in 1955. White Paper on Corrections (2005:26) states that new prison legislation in the form of the Prison’s Act 8 of 1959 reflected little transformation of the prison system. Instead, it continued and even extended racial segregation within prisons in line with the National policy of “differential development” signaled in by apartheid.

- ***THE PRISONS DEPARTMENT IN THE 1980'S***

In 1983, there was major overcrowding in prisons because of influx control measures as reported by the Hoexter commission (Department of Correctional services; 1999:9). The system of paroling prisoners under paid contracts was also phased out. These marginal source improvements in the prison system were however soon overshadowed by the declaration of the State of Emergency on 21 July 1985, which lasted until the incarceration of political detainees, pass laws and the prison labour system was criticised internationally (White paper on Corrections; 2005:27).

During 1988, important amendments were made to prison legislation. By excluding all references to race, a reversal of the almost total racial segregation of the prison population was brought about, although it took some years before this was implemented. The infamous prison regulation that ruled that “white” staff members automatically outranked all “non-white” staff members was also repealed (White paper on Corrections; 2005:46).

- ***PRISON REFORMS IN THE EARLY 1990***

According to Dissel and Kollapen (2002:6), transformation has impacted negatively on the effectiveness of the criminal justice system .They further explain that since 1994, a number of legislative measures have been introduced, which have created new challenges to the extent of overburdening a system that was

not designed to administer justice fairly and equitably. That had a negative impact to the Department of Correctional Services, which could be described as the end user of the criminal justice system.

According to Dissel and Kollapen (2002:8) by 1998, the government announced that it planned to introduce extensive reforms in the prison system by separating the Prison Service from the Department of Justice and renamed the Department of Correctional Services.

The introduction by the government in 1993 of the Public Service Labour Relations Act brought more transformation by granting public service employees protection from unfair labour practices. This was an important development as it allowed employees of the Department to belong to trade unions, engage in collective bargaining with the Department as employer, declare and refer disputes to Conciliation Boards and to the Industrial Court for adjudication and settlement. The Constitution of South Africa 108 of 1996 was then implemented and it introduced a culture of human rights for everyone including offenders (White paper on Corrections; 2005:27).

On 1 April 1996, the Correctional system was demilitarised. This step enabled the Department to carry its responsibilities with regard to the development and rehabilitation of offenders (Luyt; 1999:3; Witbooi & Ramafoko 1998:8).

2.2.1. THE CURRENT STATE OF THE SOUTH AFRICAN CORRECTIONAL CENTRE'S SYSTEM.

Mutingh (2005:5) explains that the way prisoners are treated and their experience of their rights, shape and reflect on constructs' of punishment, use of force, dignity and the duty of the state to provide care .According to Gibbons and Katzenback (2006:11 in Mutingh 2005:5) when people live and work in facilities that are unsafe, unhealthy, unproductive, or inhumane, they carry the effect home with them. They further state that ultimately it affects the overall state of democracy, rights violations, corruption and a host of other prison ills, which spill over into the domain of free citizens.

- ***Growth in Maximum Correctional Centre Offenders Population***

According to Carlson &Garrett (1999: 31), jail facilities have trouble dealing with long-term population. Most of jails are not designed for this purpose. They often lack program space, do not have staff devoted to education and training, and generally have extremely limited recreational facilities.

This lengthening of prison sentences in South Africa in line with the minimum sentencing rule has not gone uncriticised. In his National Inspectorate of Prisons Annual Report of 2002/3, Fagan (in Ellis, 2003:13) argues, “We don’t need longer sentences; we need prisoners that will be arrested and punished.” He goes on to

express his concern about the number of long-term prisoners having increased many times in the past few years. He further states that long sentences are only appropriate “in those rare cases where there is no possibility of reforming the offender.” His opinion is that that prison resources should be more focused on rehabilitation, as about 95% of all prisoners will go free one day.

Perhaps the most prominent characteristics of prison population have been the continuing growth of their numbers especially the maximum offender’s population. According to Carlson and Garrett, (2008:29), long-term offenders are a challenge given the current jail facilities because most correctional centers were not designed for that purpose. The position is that the overall increase in the numbers of jail inmates, especially long-term cases is due to more crime, more criminal arrests, less public tolerance for crime, and longer jail sentences. The following section outlines the proportions of sentences since 1995 to 2009 to show the increase in prison population of maximum offenders.

Table 1: DURATION OF SENTENCES,

MARCH 1995 AND JANUARY 2009 NUMBERS AND PROPORTIONS

SENTENCE	1995	1995	2009	2009	Change in proportions 1995-2009
Less than 6 months	46 121	54.1%	4 016	3.6%	-93.3%
6-24 months	15 090	17.7%	8 295	7.3%	-58.8%
2-5 years	15 857	18.6%	24 579	21.7%	16.7%
5-10years	5 712	6.7%	22 499	19.9%	197.0%
More than 10 years	1 620	1.9%	53 719	47.5%	2 400.0%
total	84 400	100.0%	113 108	100%	

Source: Department of Correctional Services, information downloaded from the DCS on June 19 2010.

The table indicates the change in proportions of offenders from 1995 to 2009. The above table includes offenders serving life sentences, habitual criminals and those deemed dangerous by the court. The table also shows that the majority of South African prison population is detained in maximum security serving a sentence of more

than ten years. The total of confined maximum offenders has continued to rise at the rates shown in Table 2. from 1995 to 2009.

Lebone (2008:687) points out that the increase in number of offenders serving long sentences (maximum) continued to increase since 2005 particularly so after the introduction of mandatory minimum sentencing in May 1998. He further explains that there are other influences that cause the percentage of incarcerated maximum to be high, most significant of which was the strict sentencing practices since 1995. Another contributing factor has been a more diligent effort by the police to arrest offenders.

The statistics provided by the Department of Correctional services in South Africa (2010: 14) indicates that there 237 active correctional centre's. There are also eight correctional centres where only female offenders are detained. There is also 13 youth centre's across the country. Of these centre's, 130 are for men and 86 are for women. Statistics further indicate that Correctional centre's in South Africa are divided into 48 management areas which in turn are grouped into six regions, seven to ten management areas per region (Department of correctional Service; 2009).

The status of the Correctional services according to Coetzee, Kruger & Loubser (1995:281) is a result of many changes that have occurred in the past. During the 1960s, most sentences were aimed at deterring other citizens from offending. The promulgation of legislation in the form of the Correctional Service Act 111 of 1998 is regarded as a big step in the development of the prison reform in South Africa. This

legislation is seen as a move from the 1959 Act and part of the modern internationally acceptable prison system, designed within the framework of the 1996 Constitution (White paper on Corrections; 2005: 41). One of the most important features of this act is a framework for the treatment, development, and support services that enhance the correction of offending behaviour (Coetzee; 2003:9). According to Dissel & Ellis (2002:4), the purpose of the correctional system is to contribute to the maintenance and protection of a just, peaceful, and safe society by:” Promoting the social responsibility and human development of all prisoners and persons subject to community corrections.”

2.2.2 TRANSFORMATION OF CORRECTIONAL SERVICES IN SOUTH AFRICA

The Department of Correctional Services has, during the process of transformation placed the offender and his/her rehabilitation as the focal point of its actions. The Interim Constitution of the country, introduced in 1993, embodied the fundamental rights of the country’s citizens, including that of offenders. This resulted in the introduction of a human rights culture into the correctional system in South Africa, and the strategic direction of the Department of Correctional Services was to ensure that incarceration entailed safe and secure custody under humane conditions (White paper on Corrections ;2005:27).

Luyt (1991:4) states that on 21 October 1994, a White Paper on the Policy of the Department of Correctional Services recognized the fact that the legislative framework of the Department should provide the foundation for a correctional

system appropriate to a constitutional state, based on the principles of freedom and equality. He further explains that these changes had an influence on the imprisonment and treatment of offenders. The following section will discuss prison security classification system.

2.2.3. CLASSIFICATION OF CORRECTION CENTRES

This section outlines the classification system to explain how offenders are categorised into different levels in the correctional centres. The following section will explain inmate's classification, its role in the corrections system, and the benefits of an objective classification system in South Africa.

Classification refers to an evaluative process traditionally involving treatment and security considerations (Blakely, 2007:68). According Carlson and Garrett (2008:79), inmates' classification, if appropriately accomplished, serves all aspects of institutional management. Inmates and staff are safer from the risk posed by escaping prisoners, violence is minimized and sound rationale for the assignment of correctional staff is provided.

Clear and Dammer (2002; 59) explain that the classification decision involves assigning the offender to a category of offenders such as "low risk" or "non-violent" and this category becomes the basis for how that offender is processed through the justice system. They further observe that at first glance, National policy of "differential development" signalled in by apartheid. Classification

decisions appear to be “naming decisions, meaning that they seem to be ways the officials decide what offenders are “like”, how are they identified, who they “are” according to their most important characteristics, hence the different images of offenders when they are referred to as “drug offenders” or first–time offenders”. Offenders are generalized or assigned to a category or group.

Clear and Dammer (2002; 61) further states that the classification systems can be grouped into two general approaches. The first one is that which assess the offender’s characteristics and seeks homogenous offender groupings based on those characteristics. The second assess characteristics of the offence and seeks homogenous groups based on the current offence. They further give an indication that there is an overlap between these two approaches, although their fundamental aims are different. The offence grouping and offender classifications are used to create groupings so that offenders will be assigned to the right type of treatment and surveillance approaches. A final approach to offender classification is to assess the offenders suitability for a given treatment strategy (Clear and Dammer, 2002: 65).

2.2.4 CLASSIFICATION IN SOUTH AFRICAN CORRECTIONAL SYSTEM

According to Naser, (1993:253) categorization of South African prisons was not the result of purposeful planning and building of centres for the specific group or groups of prisoners who are detained there. He states that the degree of security was largely established in procedures, resulting in prisons with similar structure to differ in security grading.

Motseki (2008:6) avers that the system of privileges was intended for the facility to gain maximum control by providing services that would assist prisoners to decide how to conduct themselves in certain situations. It formed part of security classification systems. Offenders were categorised using an admission security risk classification tool. The scores were checked by a senior official, and could be overridden if certain factors were applied. Offenders were reclassified from time to time depending on changes in their risk behaviour and levels, using a Security Reclassification Tool (Motseki; 2008: 5).

Motseki (2008:5) further contends that the classification system presented its challenges, which included overcrowding, limited space, infrastructure, resources, and capacity. The Portfolio Committee on Correctional service in South Africa is said to have expressed their disgust about the issue of prison classification, explaining that while they were not trying to affect any human rights, they however believed the system of privileges was disproportionate to the seriousness of the offences committed. They had a perception that offenders were getting “a five star stay,” as it was noted during their visit to prisons that the privileges were numerous, such as: visitation, purchase of delicacies, making telephone calls, letters and cards, purchases, Christmas concessions, photos, musical instruments, hobbies, and wearing of jewellery. (Motseki (2008:7)

According to Luyt (1996:149), the classification of prisoners is aimed at allocating prisoners to treatment programs and for planning for future projects such as the erection of new prisons and utilization of personnel.

The security classification for inmates is aimed at facilitating needs –driven rehabilitation approach and strategy and secure accommodation of inmates (Department of Correctional Services strategic plan (2005:76).The ultimate aim is to ensure that the correctional system can balance the provision of secure and safe custody with correction, promotion of social responsibility and humane development.

The following section will look at the various types of correctional centres in South Africa. According to South African Correctional Service Strategic plan, (2005:76) correctional centres are divided into three categories, namely:

- C max and super maximum
- Maximum security
- Medium security
- Minimum security

- ***C-MAX AND SUPER MAXIMUM SECURITY CORRECTIONAL CENTRES***

High-risk offenders that could not be housed in a normal maximum correctional centre's were placed in a high-risk security facility (super max) .This section outlines the type of prison with the highest level of security available. According to Dissel (2002:4), the United States had an influence in the early stages of transformation in the Department of Correctional Services, this is indicated by the trends such as the emphasis on new high-tech maximum-security prisons and the building of a new super –maximum in Kokstad in the Eastern Cape. Both the c

max and super maximum house the violent and aggressive offenders serving long sentences, which are said to be unsuitable for Maximum prison. (Dissel (2002:4).

- ***MAXIMUM SECURITY CORRECTIONAL CENTRE'S***

Blakely (2007:36) explains that to a great deal maximum security correctional centre like c-max and super -maximum emphasize inmate control and incapacitation .According to Win-free et al (2005:126), maximum is reserved for inmates who present the greatest threat to society, the institution, and other inmates. Inmates are said to have virtually no privacy in a maximum prison; guards conduct frequent schedules and unannounced inmates counts during which a staff member must physically view each inmate. Fox (1983:112) contends that maximum correctional security promotes a sub-culture of violence. Win-free (2005:126) explains that in maximum security, the facilities' security and custody are the institution's primary goals.

- **MEDIUM SECURITY**

According to Naser, (1993:253) prisoners in this category present no security risks and therefore do not warrant maximum custody level. They are neither dangerous nor violent these prisoners are said to require continuous custodial supervision, but their potential escape does not present a threat to life or limb or

destruction of property. Supervision for them shall be immediate and continuous at all times.

- **MINIMUM SECURITY**

Minimum-security prison detains prisoners who do not present an apparent escape risk. Their behavior, demonstrated while confined, requires only limited custodial supervision. Furthermore, programmes and activities are designed to motivate inmates to maintain continued responsible behavior in an open, community –oriented environment (Correctional services Canada; 2000.10). Classification in correctional institutions is designed to assist individual offenders to readjust to the free community after release (Fox; 1983:78).

The following section will outline the vocational career of social work within the Department of Correctional Services in a maximum setting to provide an overview of research participants /subjects.

2.3 SOCIAL WORK SERVICES IN THE DEPARTMENT OF CORRECTIONAL SERVICES

This section outlines the issues inherent in the provision of social work services in the correctional centres in South Africa and explains the major programs coordinated by correctional social workers.

According to Carlson and Garrett (2008:113), adequate attention to the planning and implementation of quality services to address the mental health needs of the inmates, population can contribute to the smooth running of the correctional centre. Education and training programmes supported by social work as well as psychological services are some of the tools that are being used to activate the offender rehabilitation process (Colliers and Smith, 2007:83).

- ***THE AIM OF CORRECTIONAL SOCIAL WORKER***

According to the Department of Correctional Services social work directorate (2009: 3), the aim of social work services is to guide and develop the inner strengths of the prisoner/probationer (client system) and to utilise external resources in order to enhance social functioning.

The objectives of service rendering/treatment to the client system vary from individual to individual because of the fact that problems/needs, potentials and resources of people and communities differ.

- ***SERVICES OFFERED BY THE CORRECTIONAL SOCIAL WORKER.***

Coetzee (2003) provides an overview of services rendered by social workers. He explains that social workers act as a link in maintaining family and social ties. Social work services are accessible to all prisoners and probationers. The

service is aimed at maintaining, improving social functioning, and contributing to the prisoner's reintegration into the community. Social work treatment covers a wide spectrum of social problems and this treatment ranges from supportive services to intensive counselling provided mostly by means of case or group work. Treatment programmes offered by social workers focus predominantly on areas such as life skills programmes and the maintenance of family and social relationships. Other areas of concern are orientation of imprisonment, AIDS counselling, substance abuse, adaptation problems, marital and family problems, aggressive and sexual behaviour, life skills training, support services, trauma debriefing, and preparation, release and after-care services (Coetzee 2003:18; Department of Correctional Services, Annual Report 2001 / 2002:86; in Mohajane 1998:9).

According to the Department of Correctional Service statistics (2010:12) Website (www.dcs.gov.za accessed, 8/10/2009)) treatment is meant to enhance the social functioning of the client and is rendered according to the acknowledged methods in social work. Practically this means social work treatment programmes are presented according to the individual needs of the client system. Social work personnel play an important role in the treatment team who are involved with the client. Prisoners voluntarily engage in social work services and have the right to decline services if they so wish (Department of Correctional Services, Annual Report 2001 / 2002:86.).

- **Essential attributes of a correctional social worker.**

Burke and Speed (1995:30 in Holtzhausen; 2004:103) state that, whatever the setting, practitioners need the following three components of knowledge to work efficiently:

- Knowledge that informs the practitioner about the clients experience and Context;
- Knowledge that helps the practitioner plan appropriate intervention and knowledge that clarifies the policy, procedural and organisational context in which practice takes place.

There are various opinions about good social work practices that promote rehabilitation services in a correctional centre. According to Vass (1996:195 in Holtzhausen, 2004:195), the correctional social work practitioner needs more than just generalist knowledge skills and values to operate in the harsh world of corrections with its increasing and complex problems. He further states that social workers employed in correctional setting must have the ability to perform in diverse contexts and with offenders from different backgrounds, sentences, dispositions, and needs. This implies the ability to understand, assess, make choices, and plan appropriate intervention by utilizing and combining knowledge and experiences. It shows that social workers in a maximum correctional centre must have specialised knowledge and skills.

According to Dorezotes (2000:5) in Holtzhausen (2004: ix) the effective social worker needs to have the most inclusive educational preparation possible. This includes a broad generalist base of knowledge skills and values and in–depth proficiency in selected social work methods and specific population. For the correctional social worker, this implies the development of a greater understanding of how to apply the best combinations of approaches to a very specific and diverse population namely the offender within the correctional environment

Holtzhausen (2004:107) further states that another aspect of knowledge that is essential to being a competent correctional social worker is familiarity with debates and research findings on the effectiveness of intervention, what methods yields the best results and what forms of treatment and rehabilitation seem to suit some offenders and type of offences better than others. The following section will look at some of the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre.

2.4. REHABILITATION CHALLENGES IN MAXIMUM CORRECTIONAL CENTRE

An examination of the experience of correctional social workers requires some understanding of the context in which they work .White paper on Corrections in South Africa (2005, 167) states that the significant increase in the number of offenders serving long term sentences poses a particular challenge to the Department of Correctional Services, particularly in relation to the physical and

human resources. The issue of incarceration and rehabilitation of offenders will be outlined in the next section.

2.4.1 INCARCERATION AND REHABILITATION OF OFFENDERS.

The White Paper on Corrections in South Africa (2005:127) makes a commitment to needs-based rehabilitation. Needs-based rehabilitation refers to types of interventions that specifically balance causal factors with the unique offence profile of the individual offender. The aim of this profile-based rehabilitation is to influence the offender to adopt positive and appropriate norms and value system, alternative social interaction options and to develop life, social and vocational skills.

The above goal poses a serious challenge to the Department of Correctional Services in terms of implementation. Erasmus (2007:40) states that system sentence plans were only recently introduced and only after an already existing backlog. This means that long-term offenders are exposed to programs late in their sentence and for a limited period before being released (Department of Correctional Services annual report, 2003/2004).

This type of intervention is said to increase a maximum offender's chances to successfully reintegrate into society (Department of Correctional Services,

2003/4:15). Maximum offenders represent the biggest challenge for officials in the Department of Corrections, as it is notoriously difficult to motivate such inmates and to get them to buy into a sentence plan. For example, an inmate who is twenty-five years of age and serving a life imprisonment will be eligible for parole only when he is fifty years of age. From a purely psychological point of view, it is unrealistic to expect a person to dedicate a quarter of a century of their lives towards self-improvement, with little or no guarantee that his dedication will be rewarded (Department of Correctional Services annual report (,2003:3).

- ***TRANSITION FROM PUNISHMENT TO REHABILITATION***

Blakely (2007:xiv), outlines two lines of thought regarding prison operations, those perceiving the prison as overly harsh who believe that the prison should instead value inmate reform and those perceiving the prison as overly lenient and believe that the prison should emphasize its punitive nature. The later is the approach that is gaining popularity in South Africa. Cullen and Gendreau (2001:716) critically explain that the crime problem cannot be solved through punishment and imprisonment. They further explain that the challenge is to make the transition from those strategies that deconstruct crime control proposals to those, which construct a credible agenda for correctional policy and practice. They feel that criminologists should take a stand to reaffirm rehabilitation as a guiding paradigm of correctional policy and practice since correction is a social domain. To substantiate their argument, they give the following five reasons:

- ***REJECTION OF REHABILITATION***

During the late 1960s, the American criminologist rejected the rehabilitation model as the ideal model (Cullen and Gendreau, 2001:718). The proponents of the idea believed that doing away with the treatment model was a salutary response to the Martinson's 1974 work, which stated that nothing works in reforming offenders (Cullen and Gendreau, 2001: 719). They further explain that a point highlighted by Martinson was that meagre research methodologies may have been accountable for the pessimistic, nothing works findings.

Braithwaite and Pettit (1990:6) explain that critics embraced the justice model with its "war on crime" or "get tough" policies, as well as its argument that the state should not be providing services to offenders as it undermines the social welfare purpose of correction. A major shortcoming of the justice model according to Braithwaite and Pettit (1990:7) was its focus on retributive justice, where punishment is viewed as the "pre-eminent response to crime".

- ***INEFFECTIVENESS OF PUNISHMENT***

According to Spellman (2000:719), locking up millions of offenders is not the answer. He believes in offenders' assessment as one of the solutions, aiming to limit the use of incarceration to high-risk offenders and not sweep offenders indiscriminately into prison. Effectiveness of rehabilitation

Since punishment has been found not to reduce recidivism, efforts have been channelled into finding a solution (Shapiro, 2007:720). A group of criminologists including Don Andrews began focusing on determining what works with offenders in supported rehabilitation programs. The results from Andrews' survey (in latest, 2000:22) showed that rehabilitation programs achieved meaningful reduction in recidivism. This research was able to demonstrate that correctional treatment can indeed have an appreciable effect on recidivism rates, provided that certain principles are met. The exponents of this model reject the idea that nothing works to change offenders.

According to Latest (2002: 721), the punishment and treatment paradigms offer different visions of intervention strategies, visions involving different standards of scientific merit and distinct moral choices. By the end of the 1960, a paradigm shift had occurred in correction from rehabilitation to deterrence in support of Martinson.

- **The lack of rehabilitation**

In his national inspection conducted on operational prisons in South Africa for the period January 2007 to March 2007, Erasmus (2003:13) observes that many offenders spend most of their day (23 hours) locked up in their cells with no rehabilitation taking place. He further states that the lack of programmes available to offenders is affecting the functioning of the case management committee and the parole boards who are said to be unable to recommend parole due to the fact that

eligible offenders have not completed the prescribed vocational and rehabilitation programmes.

According to Hartman (1996: 120) in Andrews, Bonta and Harland (1990) the analysis made revealed that there are programs, which can reduce recidivism in the range of 25% to 80%, with an average of about 50%. According to the New Zealand's Department of Corrections (1999:1), evidence suggests that it is possible to reduce the re-offending rate of some convicted offenders by providing well-targeted programmes to address specific problems such as poor anger management and communication skills, inadequate self-control and low levels of literacy. More opportunities are being made available for those in prison to address the causes of their offending, through for example, education and training, psychological treatment and violence prevention.

According to Martinson (in Haas and Alpert, 1995:268) the Martinson Report is very important to any South African criminological analysis because our prison numbers and rates of incarceration are comparable to American penal statistics. This report, undertaken at the time to determine the most effective means of rehabilitating prisoners, concluded that, with few and isolated exceptions, the rehabilitative efforts that have been reported so far have had no appreciable effect on recidivism. They further explain that these words were interpreted to mean that 'nothing works' as far as rehabilitating prisoners was concerned and that a new direction needed to be found. The punishment paradigm has reached the point of exhaustion after three decades in favour of harsh sanctions and the prison population reaching record high

levels. The following section now outline the rehabilitation challenges facing social workers in a maximum correctional centre

The main rehabilitation challenges that vocational workers such as social workers experience can be summarised as but not limited to the following:

- recidivism;
- high turnover of professional Social workers;
- the lack of rehabilitation and
- Overcrowding.

These challenges are now dealt with individually in the following section:

2.4.2. Recidivism

Stevens, (2006:16) defines recidivism as a return to prison for a criminal offence or the commitment of a new crime other than a technical violation of parole. According to Dissel (2002:5), South Africa is estimated to be in the region of 85% to 94% in terms of recidivism. Clear and Dammer (2003:383) define recidivism as concerned with the reconviction rate of offenders released from custody. They further explain that recidivist rates are generally used to test whether the different programmes undertaken within a correctional centre contribute towards re-offending or whether other forms of community-based punishment are more effective at reducing further reoffending.

Based on her role as psychologist at Polls- moor correctional centre, Hoffman (2005:1) argues that, there is a discrepancy between high crime and recidivist rate in South Africa. She further asserts that progressive policies being strived for under the label of rehabilitation are largely influenced by the gap between dynamics underlying divergent socio-political sentiments of pre-1994 and those aimed for post-1994. This chimes in with Erasmus's assertion (2007:6) that "the challenge for the Department of Correctional Services is no longer against a system that is repugnant" but rather for the implementation of a system that is aligned with our national values as approved by Parliament in the form of the Correctional Services Act (Act No.111 of 1998) and the White paper on Corrections (2005). According to Visher and Travis (2003:9), several studies have found that recidivism rates are lower among a prisoner who maintains family ties during imprisonment when compared with those who do not.

Segal, Pelo and Rampa (1999:05, 06, 07) cite the case of Tjovito, a member of the "Amagents", a criminal gang responsible for crimes ranging from muggings to lethal hijackings. He explained that he has been in jail several times where they discuss the best methods of doing crime. He describes jail as "a school of crime". He further explains, "Sodomy happens in jail as daily activity and is now said to be a business, some do it for cigarettes". Fellow inmate, "Bra Sticker" shares the same sentiments, explains that they perceive themselves as useless, and come out of prison even worse than when they got in.

2.4.3. HIGH TURNOVER OF PROFESSIONAL SOCIAL WORKERS

Department of Correctional Services Annual Report (2007/8:152) reflects that human resources figures as of 31 March 2008 on social workers involved rehabilitation programmes shows how serious issue of understaffing and high turnover of professional staff is.

According to the Department of Correctional Services Annual Report (2007/8), the Department is faced with high turnover of professional staff such as social workers. These professionals leave the department in order to take up lucrative positions in the business sector and countries such as Saudi Arabia and the United Kingdom. This has a negative impact on the rehabilitation process.

Table 2: Statistics on number of Social workers in the Department of Correctional Services and the vacancy rate.

Profession	Number of posts	Number of posts filled	Vacancy rate
Social worker	602	384	36,2

The table above indicates the number of social work posts filled and those vacant. The Department of Correctional Services' Annual Report (2007/8) states that the correctional services act no 111 places an enormous responsibility on the Department

to provide programmes but is constrained by lack of resources such as sufficient social workers and other professional staff. Prison staff are expected to play a significant role in the development of prisoners but overburdened as they are by the sheer number of prisoners, they are unlikely to have sufficient time to fulfil this role.

2.4.4. **OVERCROWDING**

Prison overcrowding in correctional centres is still one of the largest and most challenging problems facing South African Correctional Centres today. The problem of offender overcrowding has the greatest impact on the Department of Correctional services costs and performance, especially in relation to Rehabilitation (White paper on Correctional Services, 2005, 74).

According to Fagan (2006: 21), the only two things that cause prison overcrowding offenders sentenced for period that is too long and offenders not released in good time. Muntingh (2001:47) states that in general, the length of prison sentences is increasing, with more prisoners now receiving sentences upward of two years.

Dissel (2002:3) points out that the public pressure also led to amendments in parole law in 1997, extending the time to be served before a prisoner can become eligible for parole. The problems caused by overcrowding neither create an effective and conducive environment for rehabilitation nor enhance the successful reintegration of offenders into the community.

Dissel (2002:5) observes that many prisons have severe space constraints and simply do not have rooms in which to run programmes. The conditions in most prisons are also not particularly conducive to a learning environment for prisoners; even community assistance requires Departmental resources, for example making space available for a programme. Prisons that are unable to accommodate their services often turn non-governmental organisation to provide. Michael (2009:493) explains that judges should be sensitive to the impact their sentences have on all machinery of the criminal justice system and all alternatives should be considered in cases involving offenders who the court deems to pose no serious danger to society.

2.5. CONCLUSION

The challenge for the correctional social worker is to be eclectic and blend together the essential ingredients of the job and deliver a level of service that is engaging and motivational, retaining offenders in service rendering or programs for as long as necessary while promoting the acquisition of service goals.

In examining the literature concerning challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre, it is evident that there has been little research undertaken in South Africa. The aim of this study is to draw attention to this area on professional intervention. It appears that social workers, especially those who are rendering services to maximum offenders, are faced with serious challenges. The study aims to find out what can be done to address the challenges they experience in rendering rehabilitation services from the social work perspective.

The use of imprisonment as method of punishment needs to be relooked. The prison population needs to be reduced to a level where it consists only of those that need to be protected from the public or those who have committed serious offences. The social workers working in Maximum correctional centres need to be capacitated to be able to meet the demands and the challenges they come across. Since maximum social workers seems not to be well capacitated to deal with the challenges of rendering rehabilitation services to maximum offenders.

CHAPTER THREE

EMPIRICAL STUDY AND ANALYSIS AND INTERPRETATION OF INFORMATION

3.1. INTRODUCTION

A qualitative study was undertaken to examine the challenges faced by social workers. This is in line with (Merriam (2006:6) who describes qualitative research as having the following characteristics :

The researcher strives to understand meaning people have constructed about
Their work and their experiences.

The researcher is the primary instrument for data collection and data analysis.

Qualitative inquiry produces a richly descriptive product.

The study was exploratory, descriptive and contextual .The researcher adopted a phenomenological approach in the study.

This study was prompted by the need to look more deeply at the maximum offenders entrusted to the Department's care and to research the challenges faced by social workers in rendering rehabilitation services to these offenders. The use of the word challenges in this study refers to the factors which social workers find difficult to deal with adequately .They are factors that are difficult to address and which make rehabilitation difficult. The goal of this study was to explore and describe the challenges facing social workers rendering rehabilitation services to male offenders in

a maximum correctional centre and to explore and describe strategies to address the challenges. The study is an attempt to contribute towards the study of maximum-security correctional social workers and it is hoped that the recommendations will contribute towards efforts being made to improve the working conditions of social workers in maximum-security correctional centres in South Africa. The researcher conducted face-to-face semi-structured interviews with the aid of an interview schedule as the main method of collecting data, with a purposive sample of four participants. The researcher used the eight steps provided by Tesch (in Creswell, 1994:155) to analyse the data systematically.

This chapter focuses on the analysis and interpretation of data. The next section of this study will present the research findings.

3.2. PRESENTATION OF DATA.

3.2.1 Section 1: Biographical information

Table.3.1 Gender

Gender	MALE	FEMALE
male	1	3

The table indicates that one participant in the study is a male and the other three are females. Statistics from the South African Council for Social Service professions

(2010) reveals that the percentage of male social workers who are actively registered with the council account for only 11% while females are 89%.The social work profession is predominantly female.

Table3.2. Age distribution

25-35	0
36-45	1
46-55	3
56-65	0

The result from data gathered indicates that most of the participants were within the age group of 46-55 years, which indicates that they are middle age. One participant falls within the 36-45 age group and three participants are between 46 and 55. Most of the social workers rendering rehabilitation services at maximum correctional centres have extensive experience as social workers due to the nature of the challenges within the maximum correctional centres.

1.3 Table: 3.3 Race

African	3
Coloured	0
White	1
Indian	0
Others	0

The result from the above table reveals that, three of the participants in the study are black and only one participant white; the majority of social workers employed in the Department of Correctional Services are Africans.

Table 3.4. Years of employment

0-5 years	0
6-10 years	2
11-15 years	0
16-20 years	2

The table indicates that two of the participants have been working for between six to 10 years in the Department of Correctional Services. It also indicates that two participants have been employed for a period of more than 16 to 20 years and the

other participant employed for more than 19 years. This indicates that social worker working in maximum centres have extensive experience

Table3.5. Job Title

Social worker	0
Senior social worker	0
Social work supervisor	3
Social Work Manager	1

The above data shows that one of the participants is employed as a social work manager and other three participants as social work supervisors. Since working at a maximum correctional centre is regarded as more challenging than other centres, most of the social workers tend to be experienced social workers having worked in this environment for many years.

3.2.2 SECTION 2: WORK SITUATION AND CHALLENGES

- **Description of working environment**

The overall sentiments expressed by the respondents are that their working conditions are poor. The issues raised are small offices, which are not conducive to group facilitation resulting in having to convert an offender-dining hall into a group workroom and converting cells into offices.

A participant indicated that in most situations they had to improvise to be able to render services and gave the example of a chapel being utilised for a group session even though it is not suitable for this activity due to the setting that cannot be changed and offenders having to sit behind one another

- **Perception of offender Community**

The participants indicated that they perceive the maximum offenders as either “normal human beings serving their sentence or habitual criminals”. They also see them as people who are used to prison culture. The data also reveal that after intensive intervention by social workers and the offender positively responding to social work intervention the negative perception often changes.

- **Positive aspects of work**

The positive aspects of work identified are the following:

- being an agent of change;
- having the opportunity to teach people skills;
- Using one’s skill to gain the trust of the offenders.

3.2.3 Challenging aspects facing social workers

The challenging aspects facing social workers can be summarised as follows:

- **Lack of space to render programs**

The participants explained that their offices are very small, no enough group room to render group work services. Social worker indicated that in most of the situation they had to improvise to be able to render services .A participant explained that ,she has to use a correctional centre chapel for a group session even though it is not conducive for group session due to the setting arrangement that cannot be changed ,offenders having to sit behind others .

- **Poor security**

Participants also voiced their concerns about security, which is sometimes compromised.Participants explained that security is too relaxed for a maximum correctional centre; proper and frequent searching of offenders is not done. This study shows that searching in maximum correctional centre is not compulsory ,officials are not properly searched when entering and leaving the centre.

- **Intergroup and interpersonal relations.**

There are poor interpersonal relationship between the social workers and management and between security personnel and social workers. There also appears to be a lack of understanding regarding who should be referred to the social worker for interventions.

- **Making rehabilitation a priority**

Rehabilitation appears not to be a priority, as the focus is more on security. Professional social work is regarded as secondary service, and as a result, it does not get the recognition, it deserves. Kalideen (2006:1) confirms the above statement by stating that in his study, a social worker participant employed at the Department of Correctional Services for more than fifteen years commented that, “the system of rehabilitation was non-existent”.

- **Overcrowding**

Overcrowding does not create an effective and efficient environment for rehabilitation of offenders as it also leads to other problems such as not having enough facilities, staff and resources to deal with all the offenders and not involving them in the rehabilitation process. According to one participant in the study, in their correctional centre there is one social worker to every 400 offenders. This is confirmed by Garrett and Carlson (1999:31) who states, “...the jail facilities are not designed and resourced to deal with long -term prison population. They often lack program space, do not have staff devoted to education and training and generally have extremely limited recreational facilities”.

- **Insufficient support from significant others.**

Lack of support from colleagues in the security field (discipline) and management is also a challenge for social workers, as far as social work related issues are concerned. There is a need to gain information on self-care since social workers have to listen and deal with traumatic stories. In that sense, they need to know how to care for them, to be able to deal with listening to horror stories and be able to distance and terminate.

Support is also lacking from management, as they perceive social workers as people who “pamper offenders”. That means that management does not understand the role of the social worker.

- **Over familiarity with the social workers**

Data from one of the transcript reveals that the participant identified one of the challenges as being over familiar with the offenders. That means that sometimes offenders display, informal or friendly behaviour towards the social worker even though they do not know him or her very well. In some situations, social workers feel disrespected. That is challenging because although they encourage the offenders to open up and share feelings, there is a thin line between being friendly and being over familiar.

- **Management issues**

The current system of accountability of social workers to Heads of Prison and Area Managers is problematic and frustrating. Lack of consistency, having no vision and consistent changes in the management of the correctional centre are destabilising factors. The constant changing of Area Commissioners' and Head correctional centres was said to distort the centres' plans, leading to a lack of coherence in services.

- **Problems reported to social worker by offenders**

The issues that the maximum offender brings to the social workers can be summed up as follows:

- Petty issues such as phoning his relatives or family.
- Coping with stress of being incarcerated.
- Inability to deal with the reality of serving a long sentence like for example 75 years.
- Family problems
- HIV/AIDS challenges
- Anger management
- Lack of contact with the family

- **Involvement with community work**

The data collected reveals that, the community work project in correctional centres is undertaken with the offenders since they are regarded as the community. The type of community project can be summed up as follows:

- Projects where they invite the outside community to come to render a program to offenders. This depends on skills and programs that are needed and forms part of the rehabilitations path. For the final year, 2010/2011 victim impact program and the cycle of violence and the cycle of offending behaviour will be the focus of one of the correctional centres in Pretoria. The project involves the outside community members sharing the stories of their experience with crime with the offenders so that the latter can understand the impact of their actions on other people become aware of their responsibilities and take responsibility for their actions.
- Campaigns where they invite communities outside such as schoolchildren to discourage them from getting involved in crime.

- **Qualities and skills needed of a social worker.**

The information gathered indicates that participants agreed that to work as a social worker in a Maximum correctional centre demands certain skills and qualities. A competent social worker rendering rehabilitation services to maximum offenders has to possess the following skills and qualities:

- perseverance;

- hard work;
- commitment;
- high self esteem;
- responsibility;
- maturity;
- high tolerance for frustration;
- good interpersonal skills;
- empathy;
- problem solving skills;
- patience;
- Investigative mind;
- tolerance;
- good assessment skills
- Discipline and at least two years experience working in a correctional centre.

This is confirmed by Vass (1996:195 in Holtzhausen, 2004:195) who states that; “correctional social work practitioner needs more than just generalist knowledge skills and values to operate in the harsh world of corrections with its increasing and complex problems” .He further states that “social workers employed in correctional setting must have the ability to perform in diverse contexts and with offenders from different backgrounds, sentences, dispositions, and needs” (Holtzhausen, 2004:195). This implies the ability to understand, assess, make choices, and plan appropriate intervention by utilizing and combining knowledge and experiences.

- **Procedures for interventions**

The information gathered indicates that the offender rehabilitation path is a model that is followed in the process of rendering rehabilitation services by social workers. This model explains the process of rehabilitation to be followed from the minute the offender is admitted until the day he is released from the centre. It further explains the roles and responsibilities of the social worker, which include assessing the offenders, personal self and his suitability for programs, either in a group or individual session. Data also reveals that the social worker has to make sure the offender goes through programs before he is reclassified as a medium offender. Sixty percent of the social worker's job is spent attending to offenders' complaints and requests.

3.2.4. STRATEGIES TO ADDRESS THE CHALLENGES FACED BY SOCIAL WORKERS

From the information, gathered strategies identified to address the challenges faced by social workers can be summed as follows:

- increased partnership with the community to deliver programs to offenders;
- engagement with management in changing or modifying the facilities to Accommodate rehabilitation programmes;
- hiring more social workers;
- Retaining staff including management for a longer periods;
- training of management of Correctional centres on the role, importance, and value of social workers in a correctional centre;
- Inclusion of social workers in the decision making process of the centre.

3.3. TRAINING AND DEVELOPMENT

- **Perception of whether training is relevant to work situation.**

Information gathered indicates that social workers had mixed perceptions regarding the relevance of their training to the work situation. Some revealed that social work training provides them with much needed theory. Others indicated that there was a need for on-the-job practice in rendering effective services to max offenders. The data gathered also indicated the following:

- Social work training is more generic in nature.
- To work in maximum correctional centre as a social worker needs prior on the job experience; social workers who have experience can cope, but for a new social worker, it is a massive challenge.

- **Further training needs**

The data collected indicates that, there is a need for further training and development of social workers. Participants identified the following courses as a priority:

Lack of funding for training programmes and workshops was identified as a problem by the social workers. They have to pay themselves to attend any training programs since the Department of Correctional services is under dire financial constraints.

- **Staying up to date with development in the field.**

The participants' identified the following activities they engage in to stay up to date with the latest developments in the social work field.

- Attending workshops, liaising with other social workers:
- researching and reading information on the internet on other countries treatment programmes for offenders;
- Attending group supervision and sharing ideas and cases with fellow colleagues.
- **Type of support received by social workers.**

The data collected indicates that social workers receive inadequate support from the Department. It also indicates that some social workers work at an isolated centre, away from other centres and social workers. These social workers have to be proactive if they need support. It seems the degree of support needed and rendered differs with different centres and data reveals that participants have different views on the subject. A participant who explained that he felt secure in the centre as the security personnel members' office is next to his office indicates this. He further explained that Management engages them in programs and that staff meetings are held every Monday to attend to problems faced by social workers.

Data collected revealed that there is no intensive supervision conducted especially for newly appointed social workers, which poses a problem for the effective and efficient functioning of social workers in rendering services especially to maximum offenders.

All the participants explained that since they are on consultation level they receive minimal supervision. The following can be revealed about supervision of social workers:

- Some social workers receive group supervision once in three months.
- Those on consultation level have supervision at least once a month and upon request.

3.4. RESOURCES AVAILABLE TO SOCIAL WORKERS

The participants listed the following as the resources available to social workers:

Computers (desktop), stationary, offices, telephones (landline) and group rooms. Most of the participants also listed the available resources as part of the challenges for example, offices, which are said to be inadequate, and group rooms, which are not sufficient and not available in other centres.

3.5. CONCLUSION

This chapter presented data on the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre.

The findings of this study indicate that the unsatisfactory working conditions in the provision of resources. The following chapter will focus on the summary of the study, conclusions and recommendations.

CHAPTER FOUR

CONCLUSIONS AND RECOMMENDATIONS

4.1 INTRODUCTION

The focus of the study was on the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre. This was based on the assumption that maximum category offenders are unique and so are their challenges. Data was collected from social workers employed in a maximum correctional centre.

4.2. GOAL AND OBJECTIVES OF THE STUDY

4.2.1. GOAL

The goal of this study was to explore and describe the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre and to learn from them how the challenges they face can be addressed.

4.2.2 OBJECTIVES

In order to realise the above-mentioned goal, the following objectives were formulated:

- to explore the challenges faced by social workers in rendering rehabilitation services in a maximum correctional centre;
- to describe the challenges faced by social workers in rendering rehabilitation services in a maximum correctional centre;
- Suggest strategies that address the challenges.

4.3 *CONCLUSIONS AND RECOMMENDATIONS*

The following are conclusions that were reached and recommendations for the future.

Poor working conditions and security.

Conclusion

The present physical environment of the correctional centre is not service-oriented.

The social workers security in the centre is not assured.

Recommendations

- Working conditions of social workers should be investigated and improved. The present physical environment of the correctional centre needs to be service-based to accommodate the professional needs of the social workers. The correctional centre should be modified to include facilities for group work and proper consulting rooms. It should be modified to accommodate the centre's needs in terms of rehabilitation such as having group rooms and proper consulting rooms.
- Vacant social work posts should be filled to reduce the caseload of social workers moreover, to facilitate effective and efficient service delivery to clients.

4.3.2 Lack of stable Management in correctional centres.

Conclusion

The current system of rotating Heads of correctional centres and Area Managers in the Department of Correctional centres in South Africa is problematic and frustrating. It leads to lack of stability in the correctional centre.

Recommendation

The rotation of senior managers in correctional centres within a short period needs to be re-considered.

4.3.3 Intergroup and interpersonal relations. Conclusion

Lack of co-operation from custodial staff impacts negatively on social work service delivery. Effective and efficient rendering of services by the personnel working in the centre is dependent on cooperation and working as a team between the professional staff (social workers) and security staff (warders).

Recommendation

Information should be given to correctional centre staff about the role of social workers in the rehabilitation path of the offender.

4.3.4. Training and development.

Conclusion

There is a need for social workers to have continuing professional development.

Recommendations:

- Social workers in Maximum should attend training on coping skills, assertiveness and care for the caregiver.
- In- service education through seminars or workshops should be given regularly to help the social workers with better management of challenges they face as well as

help them develop a positive attitude towards the correctional centre and personnel.

- The national Department of Correctional services needs to allocate enough resources for training and development of social workers.
- Social workers in the Department of Correctional Services need to receive specialized training to work in a maximum correctional centre in partnership with universities.

4.4. MAKING REHABILITATION A PRIORITY

CONCLUSION

The focus for the Department of Correctional services is more on security, rather than rehabilitation.

Recommendation:

- There should be a balance between security and rehabilitation in a maximum correctional centre.

4.5 OVERCROWDING

Conclusion

Maximum correctional centres are overcrowded and the number is increasing at an alarming rate.

- **Recommendation**

Overcrowding in maximum correctional centers needs urgent attention. The justice system in South Africa needs to look at alternative sentencing options to deal with overcrowded centre's since they hamper rehabilitation and impact on effective and efficient delivery for social work services.

4.6 INSUFFICIENT SUPPORT FROM SIGNIFICANT OTHERS AND LACK OF RESOURCES.

Conclusion

Social workers are not valued and acknowledged by prison management. Social workers need recognition for their services as well as their value in the rehabilitation process. Social workers in centres feel alone and isolated from other social workers. The shortage of group rooms, offices and human resources hampers service delivery.

Recommendations:

- Managers and the provincial office should provide support through the

- Allocation of adequate human and material resources.

Counselling and support guidelines to empower maximum correctional social Workers should be developed.

Managers of the correctional centre, provincial and national office should:

- Provide support through the allocation of adequate human and material resources.
- Managers in the correctional centres should encourage an open-door system so that social workers can come for help whenever they experience problems.

4.7. OVER FAMILIARITY

Conclusion

There is an idiom in English which states, “over familiarity breeds contempt “which means if you know someone very well or experience something a lot, you stop respecting them or appreciating it. Social workers in correctional centres have lost control of their authority by becoming too familiar with their clients. Over familiarity leads to offenders’ manipulation by social workers and correctional social workers’ manipulation by offenders.

Recommendations

- Social workers must foster good relations with offenders without becoming too familiar.
- Social workers must also understand how to develop a working camaraderie without crossing the line into revealing personal details.
- The professional ethics should be emphasized; they are there to help the professional on how to conduct themselves towards the offenders, other Professionals and social work colleagues.

4.8 MANAGEMENT ISSUES

Conclusion

The social workers are accused of being the biggest potential threats to the security of the centre by being friendly with the offenders, which leads to a lack of trust by management.

Recommendations

- Managers and other personnel working in a centre need to undergo a training program to help them understand the value and importance of a correctional social worker.

- Managers and other personnel working in a centre need to understand the role of the social worker in the rehabilitation path of the offender.
- A concerted effort needs to be made to prioritize rehabilitation to equate it with security.
- Management of the centre needs to support social workers, through listening to them, addressing their concerns and assuring them of their safety.

4.9 CHALLENGES FACED BY SOCIAL WORKERS

Conclusion

Social workers in a maximum correctional centre are faced with a constant challenge and frequent struggle. Social work principles are often in opposition to principles guiding the operations of a correctional centre.

Recommendations:

The participants outlined various strategies to address various challenges faced by the correctional social worker; the strategies are as follows;

- Increased partnership with community to deliver programs to offenders;
- Engagement of management in changing or modifying the facilities to accommodate rehabilitation programmes;

- Hiring more social workers proportional to the ratio of offender to social worker;
- Retaining management and staff for a longer period;
- Training Management of the Correctional centre on the role and value of social workers in a correctional centre;
- Including social workers in the decision-making process of the centre;
- Maintaining a balance between security and rehabilitation.

4.10 LIMITATIONS OF THE STUDY

- The study was limited to the city of Tshwane in Gauteng specifically to the Maximum correctional centre's, which are three in number, with eight social Workers rendering services in those centres.

4.11 RECOMMENDATIONS FOR FURTHER RESEARCH

The following recommendations for further research are proposed:

- That a research project be undertaken to explore and describe the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre's. This study should be replicated using a sample of all social workers rendering services in all the provinces;
- that future studies could focus on comparing the provision of rehabilitation services by social workers in maximum correctional centre's in public (state)

correctional centre's versus private correctional maximum facilities since private facilities are generally well-resourced;

- That a comparison study be conducted. It could include other countries such as Australia and Canada and focus on strategies they use to address the challenges.

4.12. CONCLUSION

The study has assisted the researcher in understanding the views of social workers concerning the challenges they face in a maximum correctional centre the objectives of the study have been achieved as the study outlined the challenges faced by social workers in rendering rehabilitation services in a maximum correctional centre. It also described the challenges faced by social workers in rendering rehabilitation services in a maximum correctional centre. It explored and described strategies that address the challenges faced by social workers in rendering services. The study assisted the researcher in understanding the challenges facing social workers working in a maximum correctional centre.

The use of a qualitative design and phenomenological method with unstructured interviews during data collection has enabled the researcher to obtain rich descriptions of challenges facing these social workers. It is hoped that the experiences of the participants could be used to formulate procedures and guidelines that will contribute to making the process of working in maximum correctional centre a more positive and less challenging experience.

4.13. REFERENCES

1. Adler, E. S & Clark, Roger. (2003). *How It's Done: An Invitation to Social Research*. Belmont, CA: Wadsworth.
2. Andrews, D.A, Zinger, I, Hoge, R.D., Bonta, J., Gendreau, P. and Cullen, F.T. 1990. "Does Correctional Treatment Work? A Clinically Relevant and Psychologically Informed Meta-Analysis." *Criminology* 28(3):369-404.
3. Annual Report for the Period 1 April 2006 to 31 March 2007: *Judicial Inspectorate of Prisons Acting inspecting Judge of Prisons*, Judge N C Erasmus.
4. Babbie, E. & Mouton, J. 2001. *The Practice of Social Research*. Belmont: Wadsworth Press.
5. The *Holy Bible* 1996, 2004, 2007. *Exodus 21:24*. New Living Translation. Tyndale House Publishers, Inc., Carol Stream, Illinois
6. Blakely, C.R ;2007 .*Prisons ,Penology and Penal Reform: An Introduction to institutional specialization* .Peter Lang publishing
7. Bless, C. & Higson–Smith, C .2000. *Fundamentals of social research methods: An African perspective*. Lusaka: Juta.
8. Braithwaite, John, & Philip Pettit (1990) *Not Just Deserts* A Republican Theory of Criminal Justice. New York: Oxford Univ. Press.
9. Burns, N. & Grove, S. 2001. *The practice of nursing research: conduct, critique and utilization* (4th Ed). W.B.Saunders: Philadelphia, Pennsylvania, USA.
10. Carlson P .M & Garrett JS 2008: *Prisons and Jail Administration: Practice and theory*. Criminal Justice Series. Jones & Bartlet learning Publisher
11. Cherry, A.L. 2000. *A Research Primer for the helping professions. Methods, statistics and Writing*. Belmont: Brooks/Cole Publishing Company.
12. Clear T.R and Dammer H.R 2002. *The offender in the Community*. 2nd Ed.

13. Coetzee, Kruger & Loubser 1995 .*Correctional Services in focus* .Randburg: Rodder & Stoughton.
14. Coetzee, W. 2003. The Assessment of inmates: A philosophical historical perspective of the South African Situation .Unpublished document .pp.1-49.
15. *Constitution of the Republic of South Africa, Act 108*.1996. Government printers. Pretoria.
16. Correctional Services Canada 2000: *Classification of Institutions* .Vancouver
17. Correctional Services Canada 2004: *Classification of Institutions* .Vancouver
18. Creswell, J.W. 1994. *Research design: Qualitative and quantitative approaches*. Thousand Oaks: Sage
19. Creswell, J.W. 2003. *Research design: Qualitative, quantitative and mixed method approaches. Second edition* Thousand Oaks: Sage Publications.
20. Cullen, F.T. & Gendreau, P. 2001. *Make Rehabilitation Corrections, Guiding Paradigm*. Connecticut: Dushkin/McGraw-Hill
21. De Vos, A.S .Strydom H, Fouche CB and Delpont CSI. 2005. *Research at Grassroots for the social sciences and human service professions* 3rd edition. Pretoria .Van Schaik publishers.
22. .De Vos, A.S. 1998. Ed. *Research at grass roots: a primer for the caring professions*. Pretoria: J, L. Van Schaik Publishers.
23. De Vos, A.S .Strydom, H, Fouche C.B, and Delpont CSL. 2005 3rd edition. *Research at Grassroots: for the social sciences and human service professions*. Pretoria .Van Schaik publishers.

24. Delpont, C.S.L. & Fouche, C.B. 2002. *Introduction to the research process* .In A.S. De vos A.S. (Ed). *Research at grassroots for the social sciences and human sciences professions*. Pretoria: Van Schaik.
25. Delpont, C.S.L. & Strydom, H. 2002. Sampling and pilot study in qualitative research. In A.S De vos (Ed). *Research at grassroots for the social sciences and human sciences professions*. Pretoria: Van Schaik.
26. Department of Correctional service act 111, 1998: Pretoria; Government Printers.
27. Department of correctional Services stats .2010:8.WWW.GOV.ZA/ ; Web Statistics
28. Department of Correctional service. 1998. Act 111. Pretoria; Government Printers.
29. Department of Correctional Service: *A statistics of maximum prisoners* online ([http://www.dcs.gov.za/we statistical](http://www.dcs.gov.za/we%20statistical). accessed 2008/09
30. Department of Correctional Services 2004. *About the Department of Correctional Services: Historical perspective*. Available: <http://www-dcs.pwv.gov.za/AboutDCS/History.htm> (accessed on 2009.05.05).
31. Department of Correctional Services 2005 .*White Paper on Corrections in South Africa* .Pretoria. Pretoria government Printers.
32. Department of Correctional Services 2008. *Statistics of maximum prisoners* Retrieved 2008 September 18 from the World Wide Web ([http://www.dcs.gov.za/we statistical/total](http://www.dcs.gov.za/we%20statistical/total) (2008/09).
33. Department of Correctional Services *Annual Report. 2000/2001* .Pretoria:
34. Department of Correctional Services Annual Report. 2002/2003 .Pretoria

35. Department of Correctional Services *Annual Report. 2009/2010* .Pretoria:
36. Department of Correctional Services. *Social work Directorate online* (<http://www.dcs.gov.za> accessed (2008/09))
37. Department of correctional services strategic plan 2003/4 Pretoria government Printers.
38. Department of correctional services *strategic plan. 2007/8* Pretoria government Printers.
39. Department of Correctional Services. *Annual Report 2000/2001*. Pretoria: Government Printers.
40. Department of Correctional Services. *Annual Report. 2004/2005* .Pretoria. Government Printers.
41. Department of Correctional Services. *Annual Report .2008/2009*. Pretoria: Retrieved 2010/08/31 <http://www.pmg.org.za/report/20091021>.
42. Department of correctional services. *Strategic plan .2003/2004*. Pretoria. Government Printers.
43. Descombe, M. 2007. *The Good Research Guide: For Small-scale Social Research Projects*. Chicago Open University Press
44. Dissel, A.Kollapen J. 2002 .*Racism and Discrimination in the South African Penal System*. Centre for the study of Violence and Reconciliation.
45. Dissel, A. Ellis, E. 2002 .*Tracking transformation in South Africa* .vol 1.11 no 2.April .centre for the study of violence and Reconciliation.
46. Ellis, E. 2003. *Our Prisons at Ground Zero*, the star Wednesday June 11 2003.
47. Erasmus, N.C. Judicial Inspectorate of Prisons .Acting inspecting Judicial Judge of Prisons, *Annual Report for the Period 1 April 2006 to 31 March 2007*:
48. Fagan, J.J 2006. *Annual report, 01 April 2005 to March 2006*.Cape Town.

49. Fero, J. 2006. Prisons. Facts on file. New York.
50. Fossey, E .Harvey, C.Mcdermott, F.Davidson, L. 2002 .*Understanding and Evaluating Qualitative Research* .Journal of Psychiatry .36.717-732
51. Fox, V. 1983. *Correctional Institution*. Florida State University .Prentice Hall. New Jersey.
52. Friedman, B. D.1998. *The Research Tool Kit: Putting It All Together*. Brooks /Cole Publishing Company.
53. Garrett, J.S & Carlson, P.M.1999. Prisons and Jail Administration Practice and Theory. Gaithersburg. Aspen.
54. Gibbons, J.J. & Katzenback, N de B (2006) Confronting Confinement: A Report of the Commission on Safety and Abuse in America's Prisons
55. Greeff, M. 2002. Information collection: Interviewing .In A.S. De Vos (ed.) *Research at Grassroots: For the social sciences and human service professions*. .Pretoria. : Van Schaik.
56. Grinnell, R.M, 1997. *Social Research and Evaluation*. 4th ed. Itasca. Illinois: F.E .Peacock Publisher.
57. Grinnell, R.M, 1997. *Social Research and Evaluation*. (Fourth Ed.) Itasca, Illinois: F.E. Peacock Publishers.
58. Gxilishe, B (2004) *Revitalising the Department of Correctional Services service delivery Review* 13(2) 68-74
59. Haas K.C Alpert, G.1995. Third Edition *the Dilemmas of Punishment*. Readings in Contemporary Corrections. Prospect Heights, IL: Waveland Press.
60. Hagan, F.E. 2005. *Essentials of Research Methods in Criminal Justice and Criminology*. Boston: Pearson Education.

61. Harland, A.T.1996. *Choosing Correctional options that work*. "Defining the Demand and evaluating the supply .Sage publication.
62. Hayes, N. 2000. *Doing Psychological Research*. Philadelphia: Open University.
63. Hoffman, A. 2005.Rehabilitating Female Prisoners .Mothers with their children. Comprehensive treatment .Paper presented at Monash University Conference .Tuscany .Italy.
64. Holtzhausen, L. 2004.What works? Core Knowledge required in Social work with offender.Acta Criminological :vol .17.Issue 1,p1-iv,4p
65. Judicial inspectorate of prisons, *Annual Report for Period 1 April 2006 to 31 March 2007*, the acting inspecting judge of prisons, Judge Nathan Charles Erasmus.
66. Judicial inspectorates Report on overcrowding in Prisons .[http://judicial nsp.gov.za](http://judicial.nsp.gov.za)
67. Kalideen, N.2006.*Prisoner Rehab Shambles*. Star newspaper 20 July: 01 South Africa.
68. Kretting, I. 1991. Rigor in qualitative research: The assessment of trustworthiness. *The American Journal of Occupational Therapy*, 45(3):214-222.
69. Kumar, R.1999. *Research Methodology .A Step-by-step guide for Beginners*. Thousand Oaks: sage publishers.
70. Lansdowne Commission 1947. *Report of the Penal and Prison Reform Commission*. UG47/1947.
71. Larry, G. M. Thomas, L & Win-free, J.R. *Essentials of Corrections*.2005 3rd Ed: New Mexico state university. Wadsworth.
72. Latest, J. 2000. Correctional contexts .Contemporary and Classical Reading .Los Angeles .Roxbury.

73. Lebone, K .2009. *South Africa Survey 2008/09* .South African Institute of Race Relations .Intrepid Printers.
74. Leedy, O. 2005. *Practical Research: Planning and Design* (8th Ed.). Prentice Hall. ISBN 0131108956.
75. Leedy, P.D.1997.*Practical Research: Planning and design.* (Sixth Ed).Columbus. Ohio: Prentice Hall Inc.
76. Louw, H.A.N.E.2004 .*Criminological Assessment of Prison Inmates: Constructive Mechanism Towards offender Rehabilitation.* M A Dissertation. Pretoria Unisa.
77. Luyt, W.F.M.1996.Penelogsiese Studie Rakende Maximum gevangenes .M, A Dissertation Pretoria .Unisa.
78. Luyt, W.F.M .1999. *Unit Management in Prison* unpublished litt et Phil thesis, University of South Africa.
79. Maphorisa, M.K. 1999.Community Mental Health Nurses experiences of decentralized and integrated psychiatric Mental Health Care Services in Botswana .Johannesburg: and Afrikaans University.
80. Marshall, C. & Rossman, G. B. 1995. *Designing qualitative research.* London .Sage.
81. Martinson, R.1979.*New Findings ,new views ,A note of caution regarding sentencing reform* Hofstra Law Review ,243-258
82. Martinson, R. 1974. *What Works? Questions and answers about prison reform.* The public interest, 24-.54
83. Mbambo, B. & Skelton, A .2003.*Preparing the South African Community for Implementing a new Restorative child Justice System.*

84. McLaughlin, E. & Maurice, J. 2003. *The dictionary of Criminology* .2nd edition .London Sage.
85. Merriam, S. 2006. *Qualitative Research: A Guide to Design and Implementation*. San Francisco: Jossey-Bass
86. Merriam, S.B. 2002 .*Qualitative research in practice: examples for discussion and analysis*. San Francisco, CA: Jossey –Bass.
87. Michael, T. 2009. *Prison overcrowding: The sentencing judge as a social worker* .Wider law journal .vol 18 2009 .Issue 2.p491-498.
88. Miles, M.B, & Huberman A.M. 1984. *Qualitative Data Analysis. Sourcebook of New Methods*. Sage Publications Inc. Newbury Park, A.
89. Mnyani, M, Dissel, A .1995. *Sentencing options in South Africa* .Occasional paper series: Institute of Criminology, University of Cape Town.
90. Mnyani, M. & Dissel, A. 1995. *Sentencing options in South Africa* .Occasional paper series. University of Cape Town. Institute of Criminology.
91. Mohajane, J.1998. *It's a call for people first: Department of Correctional services first Consultation with Stakeholders* .Nexus November.
92. Mnyani, M .1995. *Life After Death Penalty* .Date 28 June 1995. Seminar no 4, 1995. Different penal options to be considered in the light of the abolition of capital punishment .pp.8-10.
93. Morse, D.R. & Furst, M.I. 1994. *Designing funded qualitative Research*. In N.k. Denzin & Y.S Lincoln .Eds. *Handbook of qualitative research*. Edited by. Thousand Oaks: Sage.
94. Motseki, T. 2007. *Correctional Services Portfolio Committee* .Chief Deputy Commissioner, Department of correctional Services, Parliamentary Monitoring Group.

95. Motseki, T. 2008 .June 18. Correctional Services. Inmates Privilege system.
96. Mouton, J. & Marais, H. 1990. *Concepts in the methodology of social sciences* Pretoria: HSRC.
97. Strydom, H .2002.*Ethical aspects of research in the social sciences and human professions* .In *Research at grass roots: For the social sciences and human service professions* .Edited by De VOS, A.S.Pretoria: Van Schaik.
98. Munhall, P. L. 2001. *Nursing research: A qualitative perspective*. Sudbury, MA: Jones & Bartlett.
99. Muntingh, I .2001."After prison: The case for offender reintegration ", ISS monograph series, no 52.Pretoria: Institute for Security Studies.
100. .Muntingh, L. 2007. *Prisons in South Africa's Constitutional Democracy, CSV*, Johannesburg, p. 16.
101. Nesor, J.J.1993 .Penitentiary penology.2nd edition .Isando: Lexicon.
102. Neumann, W.L. 1997.*Social Research Methods: Qualitative and Quantitative approaches* 4th edition. Alyn & Bacon.
103. New Zealand Corrections. 1999: *The Role and Function of Prisons in Reducing Re-Offending and in Reducing the Negative Impact on the Families of Offenders*: paper prepared for the 19th Asian Pacific Conference of Correctional Administrators Shanghai, October.
104. Patton, M.Q.1990. *Qualitative Research and Evaluation Methods* .Thousand Oaks: Sage.
105. Republic of South Africa: Social work act 110 OF 1978. Pretoria Government printer.
106. Schwandt, T.A.1997.*Qualitative inquiry: A dictionary of terms* .Thousand Oaks: Sage.

107. Segal L, Pelo, J. & Rampa, P.1999: Asicamtheni Magents: In Crime and Conflict, no .15, pp.23-27.Centre of Study of Violence and Reconciliation.
108. Shapiro, P.2007. *Harsher Prison Conditions Reduce Recidivism Prison Conditions* Discontinuity-based Approach Yale School of Management. university of Chicago
109. Silverman, D.2000.*Doing qualitative research in Social work*. Thousand oaks: Sage Publicationsworth: Thomson Learning.
110. Silverman, I.J.2001.*Corrections: A Comprehensive View*.2nd edition .WadsRubin, A.
111. South African Council for Social Service Professions: 2010. *National statistics for Social workers*.
112. Spellman, W.2000.*The Limited Importance of Prison Expansion .The Crime Drop in America* .Cambridge University Press.
113. Stevens, D .J. 2006.*Community Corrections: Applied Approach* Upper Saddle River, NJ, Prentice Hall.
114. Tutty, LM. Rothery, M .A & Grinnel, R .M. 1996.*Qualitative Research for Social Workers*. London: Allyn & Bacon
115. Van Zyl, R. Smith, D. 1992. South African Prison Law and Practice Cape Town: Butterworth Publishers .pty Ltd.
116. Visher, C. A., & Travis, J. 2003. *Transitions from prison to community: Understanding individual pathways*. Annual Review of Sociology, 29, 89-113.
117. Walliman, N.S.R. 2001. *Your Research Project: A Step –by –Step Guide for the First –Time Researcher* London: Sage Publications Ltd.
118. Welman, J.C & Kruger.S.J. 1999. *Research Methodology for the Business and Administrative Sciences* .Oxford University Press.

119. Witbooi, D & Ramafoko, 1998. Madiba opens new era in Department of Correctional Services .Nexus. August.
120. Win free, T .L. 2005. *Essentials of Corrections* :3rd ed :New Mexico state university
121. Yegidis, B.L. & Weinbach, R.W. 1996. *Research Methods of Social Work*, Needham height: Allan and Bacon Publishers.

ANNEXURE A: INTERVIEW SCHEDULE

TITLE

CHALLENGES FACING SOCIAL WORKERS RENDERING REHABILITATION SERVICES TO MALE OFFENDERS IN A MAXIMUM CORRECTIONAL CENTRE.

Section A: Biographical data

1.1 What is your gender?

Male	Female
------	--------

1.2. What is your age?

18 – 30 years	31 – 40 years	41 – 50 years	51 -60 years	Above 60 years
---------------	---------------	---------------	--------------	----------------

1.3. What is your race?

Black	Coloured	Indian	White
-------	----------	--------	-------

1.4 For how many years have you worked in the Department of Correctional Services.

1 – 5 yrs	5 – 10 yrs	10 yrs – 15 yrs	More than 15 yrs
-----------	------------	-----------------	------------------

1.5. What is your Position?

Social worker	Senior social worker	Social work Supervisor	social work manager	Other (Specify)
---------------	----------------------	------------------------	---------------------	-----------------

SECTION B: WORKING CONDITIONS AND CHALLENGES

- 2.1 Describe your working environment in the context of services you render to male offenders in the maximum correctional centre.
- 2.2 What is your perception of the male offenders in a maximum correctional centre?
- 2.3 What is it that you enjoy most about your job in rendering social work services to male offenders in the maximum correctional centre?
- 2.4 What are the challenges you face in rendering social work services to male offenders in the maximum correctional centre.
- 2.5 What issues do the offenders bring to the social worker?
- 2.6 To what extent are you involved in community development as part of your work?

2.7 Which qualities should a social worker possess to work in a maximum correctional centre?

2.8 Which skills should a social worker have to work in a maximum correctional centre?

2.9 What type of procedures does your department have, that determine the nature of interventions for maximum offenders.

2.10 What strategies and solutions would you recommend to address the challenges you face in rendering social work services to male offenders in the maximum correctional centre?

Section C: Training and development

3.1 What else has social work training equipped you with beside relevant knowledge and skills that enable you render services to maximum offenders?

3.2 Indicate your training needs, which will enable you to improve your rendering of service to offenders in a maximum correctional centre?

3.3 How do you ensure that you are informed about new developments in the social work field?

3.4 What type of support do you receive from your employer in rendering social work services to male offenders in the maximum correctional centre?

3.5 How often do you receive supervision from your employer?

3.6 What kind of in-service training do you receive from your employer?

3.7 Which resources do you have at your disposal to facilitate your service delivery to male offenders?

ANNEXURE B

INFORMED CONSENT FORM

Researcher: Johannes Skoer Sipho Mnguni

DEPARTMENT OF SOCIAL WORK

UNIVERSITY OF SOUTH AFRICA

Work tell no: 012-3127161

Mobile: 0828997099

Participants' Name _____

1. Title of study: Challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre.

2. Purpose of study: To explore and describe the challenges facing social workers rendering rehabilitation services to male offenders in a maximum correctional centre and to explore and describe strategies to address the challenges faced by social workers in rendering services

3. Procedures: The researcher will be conducting an interview with the help of an interview schedule. The researcher will also make use of a tape recorder to record conversations. The interviews will not be longer than an hour, but may end sooner by natural process or on request of the respondent or researcher, depending on the circumstances.

4. Participant's rights: Participation in this study is voluntary and may be withdrawn at any time without negative consequences for the respondent. All information is treated as confidential and the researcher assures anonymity. The data shall be destroyed should the respondent wish to withdraw. The researcher (Johannes Mnguni) and her study leader (Ms J Mohapi) are the only individuals who will have access to raw data from interviews and hereby ensure that data will be treated as stipulated above.

5. Confidentiality.

In this study privacy, confidentiality and anonymity is upheld.

The researcher will be safeguarded and the personal information that was divulged in the interviews will not be made public. If participants feel that their privacy is violated the interviews will not be recorded. The anonymity will be insured by not using their names in the final published results.

Signature of respondent

Date

Signature of researcher

Date