

Police Station Visitors Week 2013

Africa Report 2013



Contents

Summary	3
Why a Global Event	3
2013 Participation Across the World	4
List of Countries that participated in Africa and their police stations	5
Social Demographics for participants in the PSVW 2013 in Africa	25
Community Orientation – Top Police Stations in Africa	27
Physical Conditions – Top Police Stations in Africa	27
Equal Treatment of the Public – Top Police Stations in Africa	28
Transparency and Accountability – Top Police Stations in Africa	29
Detention Conditions – Top Police Stations in Africa	30
Overall-Top Scoring Police Stations in Africa	32
Country Average for Africa in the Five Assessment Areas	34
Trend Analysis of Countries Performance in PSVW from 2009 – 2013	38
Good Practices	43

POLICE STATION VISITORS' WEEK 2013 Africa Report

Summary

The Seventh edition of the Police Station Visitors' Week (PSVW) was conducted from 3rd -9th November 2013.¹ The PSVW promotes accountability and transparency. It also enhances accessibility of the police stations by the public in which their interactions aid in finding a lasting solution to the relationship issue between the police and the public. The visit is a mechanism aimed to achieve community policing, building and fostering police community interactions, identifying good practices that can be shared and replicated by other police formations in the country and the region.

The 2013 PSVW was conducted like the other editions with the same kit designed by Altus. The kit consists of 20 questions addressing the five categories of assessing the police stations and the services they render to the public. The categories are as follow:

- Community orientation
- Physical conditions
- Equal treatment of the public
- Transparency and accountability
- Detention conditions

The questions in the kit are based on a wide variety of international standards and agreements that are relevant to policing, especially in the area of human rights and accountability. But the answers recorded in each country are based on local perceptions and expectations. In this way, the Police Station Visitors Week was organized to bridge the gap between the local realities of policing and the general principles of human rights and standard of practice to which most countries of the world subscribe. Thus, using this kit, participants in the Police Station Visitors' Week are able to place their individual judgments about the quality of service at their own police stations in national, regional and global context.

Visitors were in groups of 3 – 8 people and were accompanied by a team leader, who was responsible for supervising the visit, helping team members to work well together and document the visit. The leader of each team coordinated the visit to the police station and thereafter uploaded the scores with the narrative report of their findings written in line with the narrative report guideline to Altus website specially designed for the purpose. He/she then sent the kits and the narrative report to the Altus regional representative, CLEEN Foundation based in Nigeria.

Why a global event?

The PSVW is a global event because it is an event that takes place across the five continents with different police organizations and community members visiting their local police stations and making use of the same kits to score their local police stations within the same period. The PSVW contributes to awareness raising on the part of the police of the need to be accountable to the members of their local communities. The PSVW aims to link local realities with global standards. Police institutions across the world have the same objective which is promotion of public safety and security of the citizens.

¹ With exceptions to Nigeria and Kenya where the PSVW was organized at later dates due to unavoidable circumstances

2013 participation across the world

Countries	Number of Participating Police organizations	Number of Visitors
Bangladesh	10	50
Benin	20	66
Brazil	100	389
Cameroon	20	61
Canada	1	24
Chile	87	409
El Salvador	10	40
Ghana	16	46
Guatemala	15	59
Honduras	10	33
India	431	8354
Kenya	20	77
Liberia	20	76
Mexico	42	145
Nepal	10	30
Nicaragua	15	60
Nigeria	369	1115
Pakistan	6	43
Peru	12	38
Sierra Leone	20	83
United states	62	860
Total	1340	12157

In **Africa**, police stations in seven (7) countries participated in the 2013 Police Station Visitors' Week. A total of four hundred and eighty-six (486) police stations participated from seven (7) countries namely Benin, Cameroon, Ghana, Kenya, Liberia, Nigeria and Sierra Leone. The participating countries took part with a minimum of sixteen (16) police stations. **Nigeria** had the highest with three hundred and sixty-nine (369) police stations, followed by **Sierra Leone** with twenty (20) police stations. Other countries namely **Benin, Cameroon, Kenya and Liberia** had with twenty (20) police stations and **Ghana**, which fielded sixteen (16) police stations. See the table showing participating countries in Africa and their police stations.

List of Countries that participated in Africa and their police stations

S/N	BENIN	CAMEROON	GHANA	KENYA	LIBERIA	SIERRA LEONE
1.	Commissariat d'AGLA	13th District Police station Melen - Yaoundé	Agona Nkwanta Police Station	Baragoi Police Station	Suakoko Police Station, Bong County	Gbalamuya Police Station- Kambia District
2.	Commissariat de Aïdjedo	1st District Central Police Station Bamenda	Anaji Police Station	Bungoma Police Station	Zone Six Police Brewersville	Goderich Police Station – Freetown
3	Commissariat de Cadjehoun	1st District Police Station Douala town	Apowa Police Station	Buruburu Police Station	Granta Police Station	Port Loko Police Station- Falaba Road,
4	Commissariat de Dantokpa	1st District police station(Yaounde)	Bepawso Police Station	Central Police Station (Kenya)	Bensonville Police Station	Adonkia Police Station
5	Commissariat de FIFADJI	8th District Police Station Nkom – Kana Yaoundé	Effiah-Kuma Police Station	Garissa POLICE Station	Gbarnga Police Station, Gbarng, Bong County	Blama Town Police Station
6	Commissariat de GODOMEY	Buea Town Police Station	Esikado Police Station	Industrial Area Police Station	Detachment Headquarters, Sanniquellie, Nimba County	Bo Central Police Station
7	Commissariat de Hindé	Central Police Station Buea	Harbour Police Station	Isiolo Police Station	Detachment Headquarters, Bong County	Central end Police Station - Freetown
8	Commissariat de Kpondehou	Fiango Police Station	Kojokrom Police Station	Kabete Police	Depot One, Buchanan,	East End Police

				Station	Grand Bassa County	Station
9	Commissariat de Sodjeatinme	First District police station Central Bonanjo	Kwesimintsim Police Station	Kakuma Police Station	LNP Detachment Headquarters, Grand Bassa County	EASTERN Police Station-Bo
10	Commissariat de TOKPLEGBE	Fourteenth Police Station Mapanda	Market Circle Police Station	Kamukunji Police Station	Depot Two, Buchanan Grand Bassa County	Kambia Town Police Station
11	Commissariat de Vodjè	Limbe Police Station	Nchaban Police Station	Kapenguria Police Station	Center Street Police Station	Kenema Police Station
12	Commissariat de Xwladodji	Mile One Police Station - Kumba	Nsuem Police Station	Kapsiro Police Station	Zone Eight Police Station	Kissy Police Station
13	Commissariat D'Abomey-Calavi	Molyko Police Station	Sekondi Police Station	Karen Police Station	LNP Headquarters	Lumley Police Station - Freetown
14	Commissariat Fidjrossè	Muea Police Station	Shama Police Station	Kilimani Police Station	Zone 1 Depot 2	Masiaka Police Station
15	Commissariat Sègbeya	Muyuka Police station	Takoradi Central Police Station	Kirinyaga Police Station	Zone Three Police Station	Moyamba Police Station
16	Gendarmerie D Abomey-Calavi	Nkwen Police station	Tarkwa Police Station	Kisii Police Station	Zone Five Police Station Paynesville	Moyamba
17	Gendarmerie d Avotrou	Old town police station Mankon		Mtwapa Police Station	Zone Seven Police Station Caldwell	Ross Road Police Station
18	Gendarmerie	Police station Bonassama -		Pangani Police	Zone Two	Taiama Police

	de SEME-KPOJI	Bonaberi		Station	Police Station	Station
19	Gendarmerie de Zinvié	Second District police station Camp Beteau		Parklands Police Station	Zone Four Police Station	Tokeh police post
20	Gendarmerie d'Agblangandan	Tiko Police station		Voi Police Station	Johnsonville Police Station	Tombo Police Station
21						Waterloo Police Station
NIGERIA						

STATE	POLICE STATIONS
ABIA	Isuikwato Police Station
	Bende Police Station
	Ikwuano Police Station
	World Bank Housing Estate Police Station
	Ohuhu Police Station
	Uzuakoli Police Station
	Umuopara Police Station
	Umuahia Area Command
	Central Police Station, Abia
	Ubakala Police Station
ABUJA - FCT	Kubwa Police Station
	Life Camp Police Station
	Lugbe Police Station
	Karu Police Station

	Karimo Police Station
	Asokoro Police Station
	Kuje Police Station
	Kwali Police Station
	Dutse Alhaji Police Station
	Gwagwa Police Station
	Utako Police Station
	Wuse Police Station
	Karshi Police Station
	Bwari Police Station
	Maitama Police Station
	Wuye Police Station
	Jikoyi Police Station
	Apo Police Station
	Gwarimpa Police Station
	Gwagwalada Police Station
	Rubochi Police Station
	Mpape Police Station
	National Assembly Police Station
	Nyanya Police Station
	Garki Police Station
	Zuba Police Station
AKWA IBOM	Abak Divisional Command

	Ukanafun Divisional Command
	Oruk Anam Divisional Command
	Etim Ekpo Divisional Command
	Ikot Ebo Divisional Command
	Essien Udim Divisional Command
	Ikot Ekpene Divisional Command
	Uruan Divisional Command
	Ini Divisional Command
	Ibiono Ibom Divisional Command
	Itu Divisional Command
	"A" Divisional Command Barrack Road Uyo
	"B" Divisional Command Ewet Housing Uyo
	"C" Divisional Command Ikot Akpan Abia, Aka Etinan Road
	"D" Divisional Command Itam Uyo
	Ibesikpo Asutan Divisional Command
	Nsit Ibom Divisional Command
	Nsit Attai Divisional Command
	Nsit Ubium Divisional Command
	Eket Divisional Command
	Esit Eket Divisional Command
	Ibeno Divisional Command
	Udung Uko Divisional Command
	Okobo Divisional Command
	Airport Command, Uyo

	Oron Divisional Command
	Onna Divisional Command
	Eastern Obolo Divisional Command
	Ikot Abasi Divisional Command
	Mkpat Enin Divisional Command
	Ika Divisional Command
	Obot Akara Divisional Command
	Urue Offong/ Oruko Divisional Command
	Mbo Divisional Command
	Etinan Divisional Command
ANAMBRA	Dunukofia Police Division (Ukpo)
	Abagana Police Division (Abagana)
	Aguata Police Division (Ekwulobia)
	Ogidi Police Division (Ogidi -Idemili North)
	Central Police Station Court Road Awka
	B Police Division, Aroma Awka
	Ajali Police Division (Ajali – Orumba)
	Area Command Headquarters (By Prisons, Awka)
	Central Police Station/Onitsha Area Command Hqtrs.
	Nneni Division(Aniocha)
BAUCHI	GRA police station
	Yalwa police station

	Dutsen tanshi police station
	Central maket police station
	Tafawa-Balewa estate police station
	Railway police station
	Tambari Housing Estate police station
	Dass police station
	Kafin-madaki police station
	Alikaleri police station
EBONYI	Abakaliki Area Command Headquarters
	A Division
	B Division(Kpirikpiri)
	C Division
	Izzi Division, Iboko
	Ebonyi LG Division, Ugbodo
	Ohaukwu Divisio, Ezzamgbo
	Essa South Division(Onueke)
	Noyo Division, Noyo Junction)
	Ishielu Division(Ezillo)
ENUGU	Independent Layout Police Station
	New Haven Police Station
	Central Police Station, Enugu
	Ogui Divisional Hqtrs

	Trans Ekulu Police Station
	Uwani Police Station
	Abakaliki Road Police Station
	Ikirike police Station
	Abakpa Police Station
	Emene Police Station
GOMBE	Akko police station
	State low cost police station Gombe
	Pantami Division
	Gombe Area command, Tashan Dukku
	Bogo BCGA Police station
	Gombe police station
	Kwami police station
	Divisional Police station, Tunfure, Gombe
	Kwadon police station
IMO	Fire Service Police Station
	Shell Camp Police Station
	New Owerri Police Station
	Uratta Police Station
	Umuneke Police Station
	Umuguma Police Station
	Agbala Police station

	Oguta Police station
	Umuagwo Police Station
	Mmahu Police station
	Omuma Police Station
	Mgbidi Police Station
	Umuna Police Station(Orlu PS)
	Uruala Police Station (Ideato North PS)
	Dikenafai Police Station
	Awo-Idemili Police Station
	Amaigbo Police Station
	Nkwere Police Station
	Iho Police Station
	Nwaorieubi Police Station
	Umundugba Police Station
	Umuaka Police Station
	Okigwe Police Station
	Umuezeala Police Station
	Umuelemi Police Station
	Ihitte Uboma Police Station
	Otoko Police Station
	Afor-Oru Police Station
	Agbor Nguru Police Station (Aboh Mbaise PS)
	Itu Police Station (Ezinihitte Mbaise PS)
	Okwele Police Station(Onu Imo PS)

	Mbieri Police Station(ORIE - MBIERI)
JIGAWA	Dutse Division
	Hadejia Division
	K/Fada Division Hadejia
	Ringim Division
	Kiyawa Division
	Jahun Division
	Taura Division
	Birnin kudu Division
	Panisau Division
KADUNA	Sabon Tasha Police Station
	Zankwa Police Station
	Zaria Police Station
	Samaru Police Station
	Kafanchan Police Station
	Kawo police station
	Tudun nupawa police station
	Barnawa police station
	Mando police station
	Kawo N/ extension police station
	Gabasawa police station
	Anguwan rimi police station

	Kawo divisional police station
	Anguwan dosa police station
	Tundun wada police station
KANO	Kofar Wambai Police Station
	Wudil Police Station
	Rijiyar Lemo Police Station
	Naibawa Police Station
	Dala Police Station
	Nassarawa Police Station
	Kumbotso Police Station
	Rijiyar Zaki Police Station
	Kumbutso Police Station
	Panshekara Police Station
	Kwakwachi Police Station
	Gwagwarwa Police Station
	K/Hudu Police Station
	Gwal Police Station
	Sheka Police Station
	Bachirawa Police Station
	F/Hokey Police Station
	Dakata Police Station
	Kwalli Police Station
	Jakara Police Station

	Hotoro Police Station
	Nomansland Police Station
	Mandawari Police Station
	Market Post Police Station
	Fagge Police Station
	Zango Police Station
	Mariri Police Station
	Badawa Police Station
	Ungogo Police Station
	Sharada Police Station
	Bompai Police Station
	Zaria Road Police Station
	Yarakwa Police Station
KATSINA	GRA Police Station
	Central Police Station
	Kankia Police Station
	Batagarawa Police Station
	Central Jibia Police Station
	Sabo Gari Daura Police Station
LAGOS	Abattoir Police Station
	Adeniji Adele Police Station
	Agbowo Police Station

	Ago Okota Police Station
	Aguda Police Station
	Ajah Police Station
	Ajao Estate Police Station
	Ajgunle Police Station
	Akinpelu Police Station
	Akodo Police Station
	Alade Police Station
	Alagbado Police Station
	Alakara Police Station
	Alakuko Police Station
	Alapere Police Station
	Alausa Police Station
	Amukoko Police Station
	Apapa Police Station
	Aswani Police Station
	Ayobo Police Station
	Badagry Police Station
	Bariga Police Station
	Bode Thomas Police Station
	Denton Police Station
	Dolphin Police Station
	Dopemu Police Station
	Ebute-Ero Division

	Ejigbo Police Station
	Elemoro Police Station
	Elere Police Station
	Festac Police Station
	Gowon Estate Police Station
	Idimu Police Station
	Ifako Gbagada Police Station
	Igando Police Station
	Ijaiye Ojokoro Police Station
	Ijanikin Police Station
	Ijede Police Station
	Ijeshatedo Police Station
	Ijora Badia Division
	IJU Police Station
	Ikeja Police Station
	Ikorodu Police Station
	Ikotun Police Station
	Ikoyi Police Station
	Ilasamaja Police Station
	Ilasan Police Station
	Ilemba Hausa Police Station
	Ilupeju Police Station
	Imota Police Station
	Ipaja Police Station

	Ipakodo Police Station
	Iponri Police Station
	Ishashi Police Station
	Isheri Oshun Police Station
	Isheri Police Station
	Isokoko Police Station
	Isolo Police Station
	Itire Police Station
	Ketu Police Station
	Langbasa Police Station
	Layeni Police Station
	Lion Building Police Station
	Makinde Police Station
	MAN Centre Police Station
	Maroko Police Station
	Meiran Police Station
	Morogbo Police Station
	Mosafejo Police Station
	Mushin Police Station
	Ogombo Police Station
	Ogudu Police Station
	Ojo Police Station
	Ojodu Police Station
	Ojokoro Police Station

	Oke – Odo Police Station
	Oko- Oba Police Station
	Okokomaiko Police Station
	Onikan Police Station
	Onipanu Police Station
	Onireke Police Station
	Orile Police Station
	Owode Police Station
	Oworonsoki Police Station
	Owutu Police Station
	Pen-Cinema Police Station
	Sabo Police Station
	Satellite Police Station
	Seme Police Station
	Shagamu Road Police Station
	Shasha Police Station
	Shogunle Police Station
	Shomolu Police Station
	Surulere Police Station
	Tolu Police Station
	Trade Fair Police Station
	Trinity Police Station
	Victoria Island Police Station
	Yaba Police Station

NASSARAWA	Akwanga Central Police Station
	B Divisional, Lafia
	Central Police Station, Lafia
	Karu Central Police Station
	Keffi Central Police Station
	Nassarawa Central Police Station
	Nassarawa Eggon Central Police Station
	Panda Central Police Station
	Wamba Central Police Station
	State CID HQ
NIGER	Tudun Wada Police Station
	Bosso Police Station
	A Division Police Station Mina
	B Division Police Station Mina
	Kpakungu Police Station
	Maitube Police Station
	Chanchaga Police Station
	G.R.A. Police station
	Maikunkele Police Station
OGUN	Adatan Police Station
	Mowe Police Station

	Lafenwa Police Station
	Ibara Police Station
	Ibafo Police Station
	Ifo Police Station
	Sango Police Station
OYO	Agodi gate Police Station
	Bodija Police Station
	Dugbe Police Station
	Iyaganku Police Station
	Mapo Police Station
	Mokola Police Station
	Ojoo Police Station
	Testing ground Police Station
	Gbagi Police Station
	Bodija Housing Estate Police Station
PLATEAU	Nassarawa Gwong Divisional Police Station
	Barkin Ladi Divisional Police Station
	A Divisional Police Station
	C. Divisional Police Station
	K. Vom Divisional Police Station
	Bass Divisional Police Station
	Laranto Divisional Police Station

	Riyom Divisional Police Station Jos Plateau
	Area Command Divisional Police Station Jos Plateau
	B. Divisional Police Station Jos Plateau (Bukuru Div)
RIVERS	Borokiri Police Station
	Choba Police Station
	Mile 1 Police station
	Olu-Obasanjo Police station
	Elenwo Police station
	Igwuruta Police Station
	Central Police station
	Ozuoba Police station
	Abuloma Police Station
	Mini Okoro Police Station
ZAMFARA	Anka Police Station
	Gusau Police Station
	Kaura/Namoda Police Station
	Shinkafi Police Station
	Bungudu Police Station
	Zurmi Police Station
	Gusau Central Police Station
	Maradun Police Station
	Tsafe Police Station

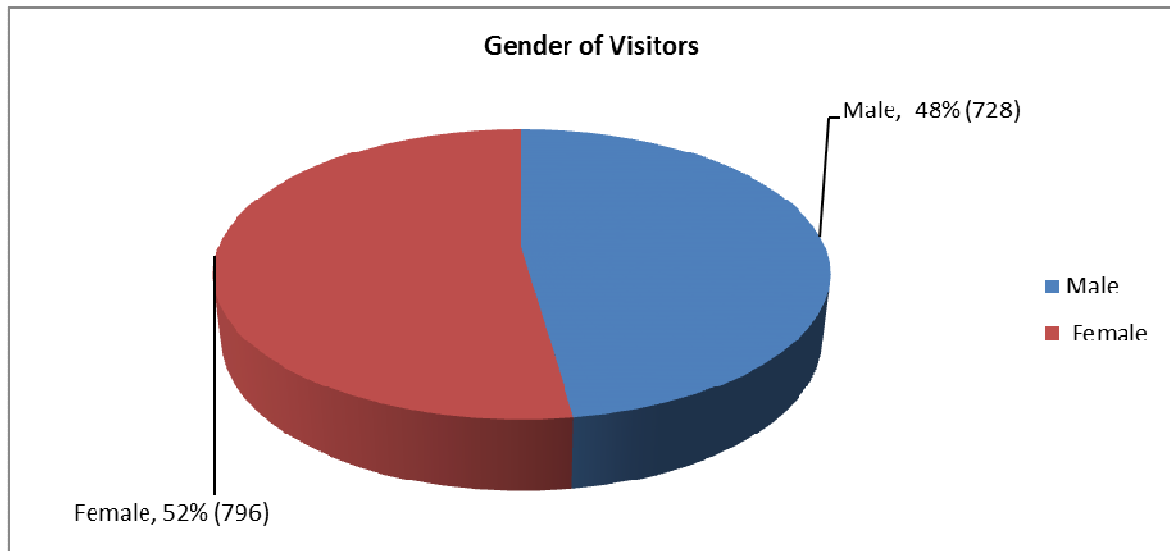
	Talata Mafara Police Station
--	------------------------------

Social Demographics for participants in the PSVW 2013 in Africa

Below are the breakdowns of demographics for participants in the PSVW 2013 in Africa.

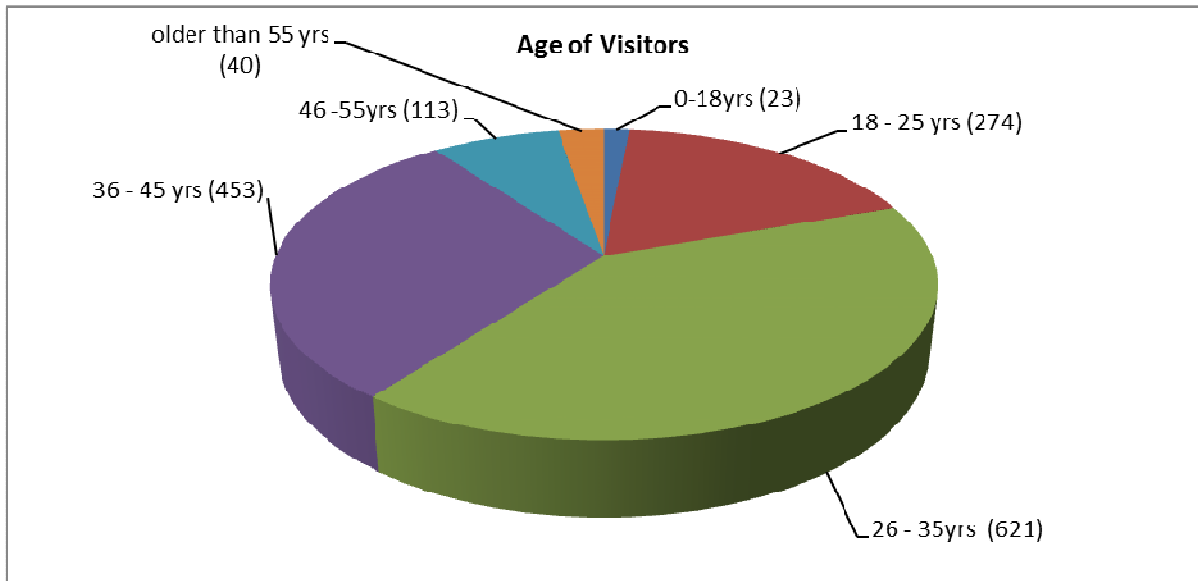
Gender of Visitors

One thousand five hundred and twenty-four (1,524) visitors participated in the visit in Africa: 52% (796) were female and 48% (728) male.



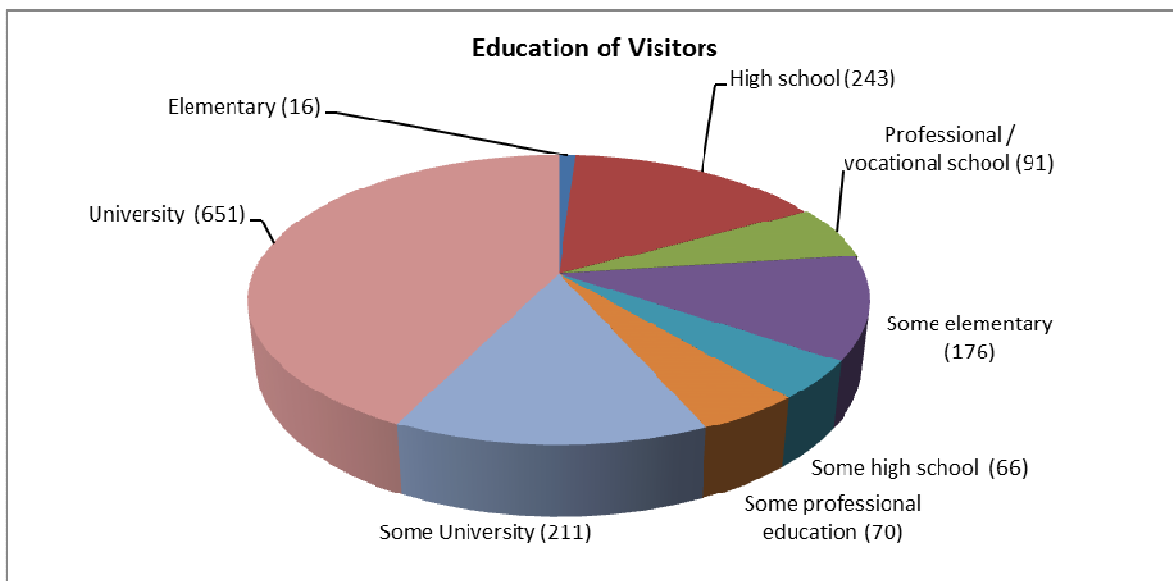
Age of Visitors

A total of twenty -three visitors (23) visitors who participated in the 2013 PSVW were below eighteen (0 -18) years, two hundred and seventy- four (274) visitors were between eighteen (18) and twenty -five (25) years of age, six hundred and twenty -one (621) visitors were between the ages of twenty –six (26) and thirty- five (35) years, four hundred and fifty –three(453) were between thirty-six (36) and forty-five (45), visitors whose ages fell between forty-six (46) and fifty five (55) were one hundred and thirteen(113) while those visitors whose ages were above fifty five (55) were forty (40) visitors.



Education of Visitors

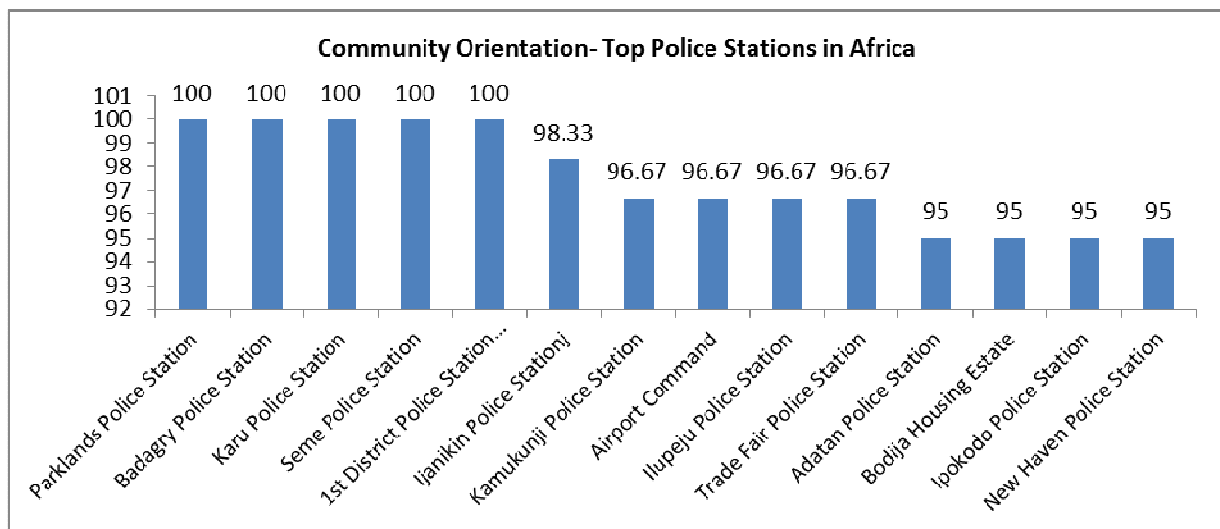
The educational background of 2013 visitors is broken down as follows -70 visitors were “Some Professional/Vocational” school certificate holders; 16 visitors had “Elementary” education; “High school” certificate holders were 243, “Professional/Vocational School” graduates were 91; visitors with “Some Elementary” education were 176; “Some high school” holders were 66; visitors with “Some University” education were 211 and visitors with “University” education had the highest score of 651.



THE ASSESSMENT INDICATORS

The various police stations that participated in each country were assessed using indicators that are fundamentals of what makes a good police station. The following police stations scored the highest in each of the indicator area.

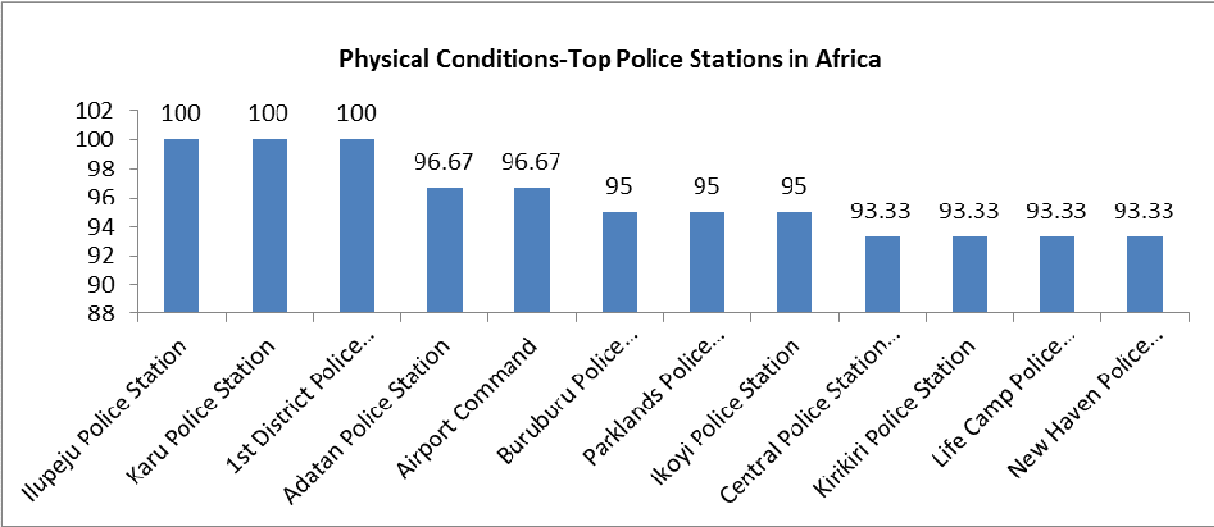
Community Orientation: Every police station is expected to interact with the general public seeking assistance or wishing to report a crime in their vicinity. The ability of police stations to make community members feel comfortable during their visit will make them more willing to work with the police on crime prevention and also in giving out useful information to the police to enable them track down criminals in the community.



On Community Orientation: the top police stations are:

1. Parklands Police Station (Kenya)/ Karu, Badagry and Seme police stations-Nigeria /1st District Police Station, Douala - Cameroon (100%)
2. Ijanikin Police Station–Nigeria (98.33%)
3. Kamukunji Police Station (Kenya)/Airport Command, Ilupeju and Trade Fair Police Stations – Nigeria (96.67%)

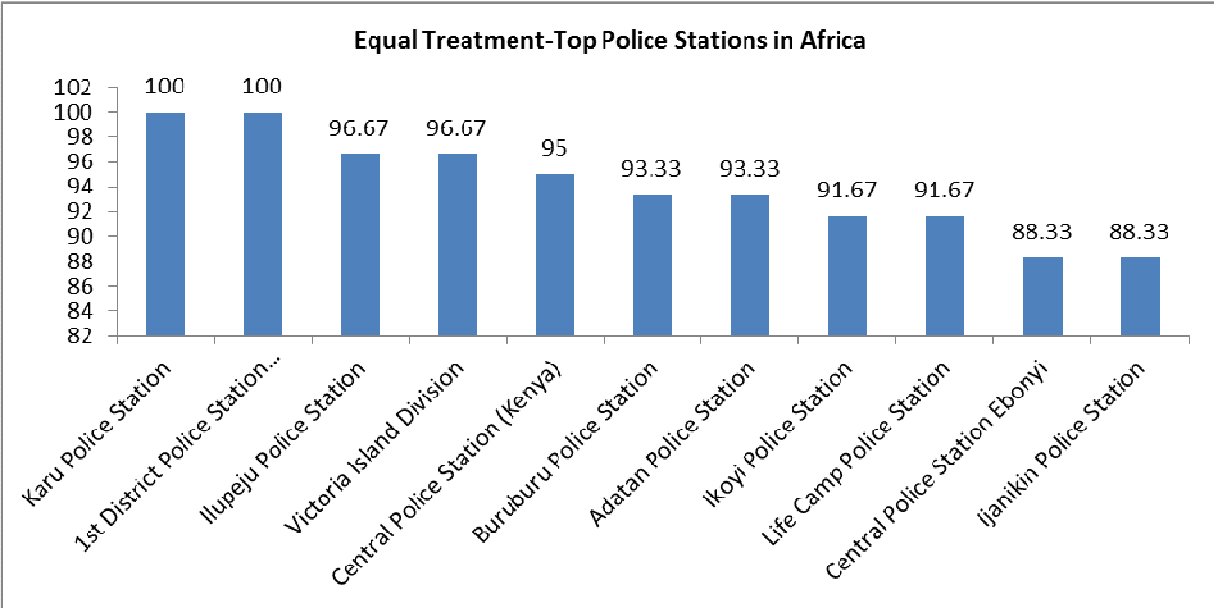
Physical Conditions: This comprises the facilities, spaces and equipment available in the police stations. The buildings of police stations are in varieties from big to small structures. However, the size of the buildings does not necessarily affect the orderliness and cleanliness of the station. The visitors' assessments therefore, were based on the physical condition of the structures of the stations. It is assumed that police personnel working in a disorganized and dirty police station exhibits hostility towards the general public.



Physical Conditions: the top police stations are:

1. Ilupeju and Karu Police Stations- Nigeria/ 1st District Police Station, Douala - Cameroon (100%)
2. Adatan Police Station and Airport Command (Uyo) - Nigeria (96.67%)
3. Buruburu and Parklands police stations-Kenya/Ikoyi Police Station -Nigeria (95%)

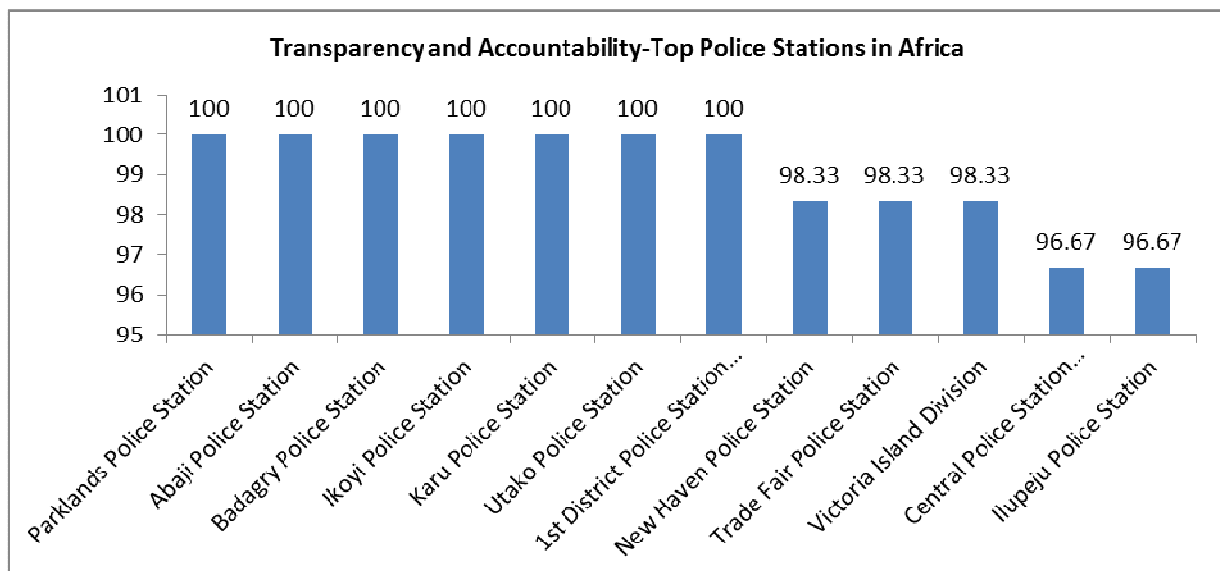
Equal Treatment of the Public: In treating the public, the police are expected to be sensitive in terms of gender, ethnicity, and religion and give equal treatment bearing all these in mind. Also allowance should be made for the less privileged and physically challenged members of the public by providing services such as translation services, Braille services for the blind etc.



Equal Treatment: the top police stations are:

- 1.Karu Police Station –Nigeria/ 1st District Police Station, Douala - Cameroon (100%)
- 2.Ilupeju and Victoria Island Police Stations-Nigeria (96.67%)
- 3.Central Police Station -Kenya (95%)

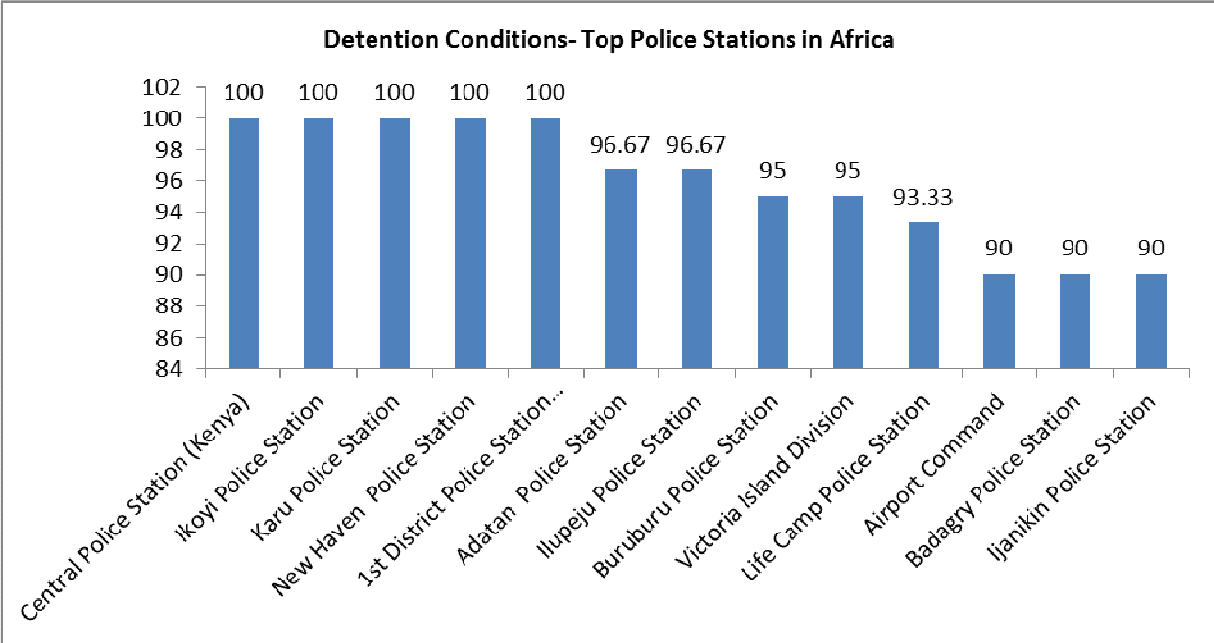
Transparency and Accountability: This comprises the ability of the public to easily obtain information on the measures of police performance in combating crime in the area of the police station. Providing means of easy identification of police officers in the police stations and providing clear information to the public on how to file complaint against police officers misconduct while on duty and how to commend police officers who performed excellently in their duty. Also there should be information to inform the public about other civilian bodies where necessary.



Transparency and accountability: the top police stations are:

1. Parklands Police Station (Kenya)/Abaji, Badagry, Ikoyi, Karu and Utako Police Stations–Nigeria /1st District Police Station, Douala - Cameroon (100%)
2. New Haven, Trade Fair and Victoria Police Stations-Nigeria (98.33%)
3. Central Police Station –Kenya/ Ilupeju Police Station-Nigeria (96.67%)

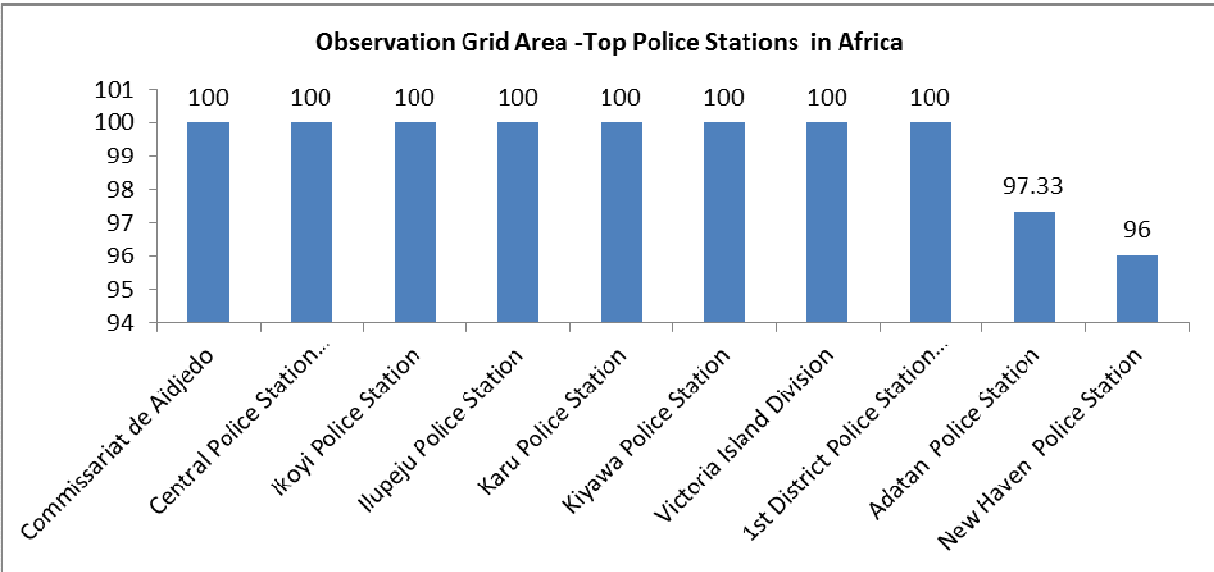
Detention Conditions: This comprises the ability of the police stations to inform relatives or a third party of one’s arrest, access to a lawyer, a reasonable cell size (adequate lighting and ventilation, not overcrowded); equipment for rest (bed, mattress and blankets); accessible toilet under decent and clean conditions; provision of food to include one full meal every day. Good police detention conditions in terms of hygiene and sanitation should equal with local standards. It is fundamental for everyone including detainees to have a clean, well lit and livable condition.



Detention condition: top police stations are:

1. Central Police Station -Kenya /Ikoyi, Karu and New Haven Police Stations- Nigeria/1st District Police Station, Douala - Cameroon (100%)
2. Adatan and Ilupeju Police Stations-Nigeria (96.67%)
3. Buruburu Police Station (Kenya)/Victoria Island Police Station Nigeria (95%)

Observation Area Grid (OAG) Rating



The above pictorial representation demonstrates the observation areas by countries in Africa:

1. Commissariat de Aidjedo – Benin/Central Police Station –Kenya, Ikoyi, Ilupeju, Karu, Kiyawa and Victoria Island Police Station – Nigeria/1st District Police Station Douala, Cameroon – 100%
2. Adatan Police Station – Nigeria -97.33%
3. New Haven Police Station – Nigeria -96%

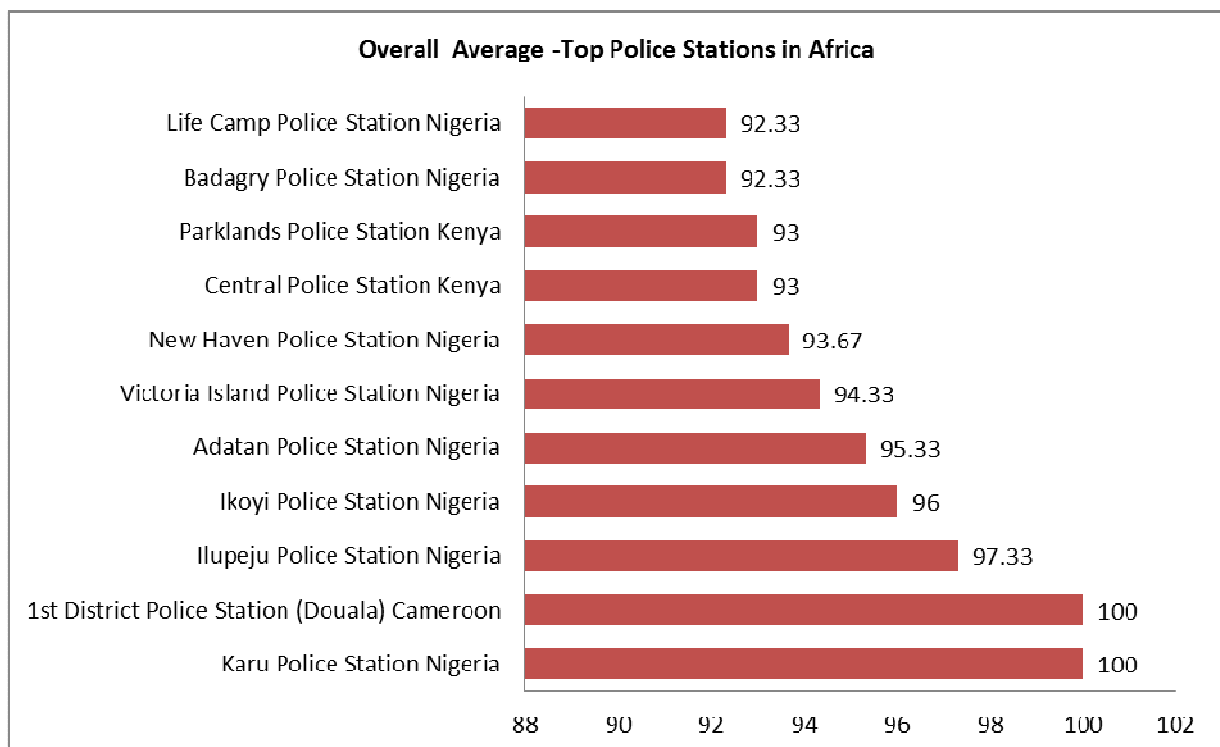
THE WINNING POLICE STATIONS IN THE REGION

Overall Assessment

Overall assessment of a good police station is as follows:

- A good police station is oriented to the community
- Remarkable police station present adequate physical conditions
- The station personnel have to know its public and treat them equally by providing trained staff and sources of information to attend to different community needs.
- Transparency and Accountability are two major aspects of a good police station
- A good police station respects detainees rights and provides good detention conditions

The Africa top police stations overall average scores were reviewed and evaluated using these guidelines and criteria developed by Altus to determine the regional winner for the Altus Police Station Visitors' Week (PSVW) 2013.

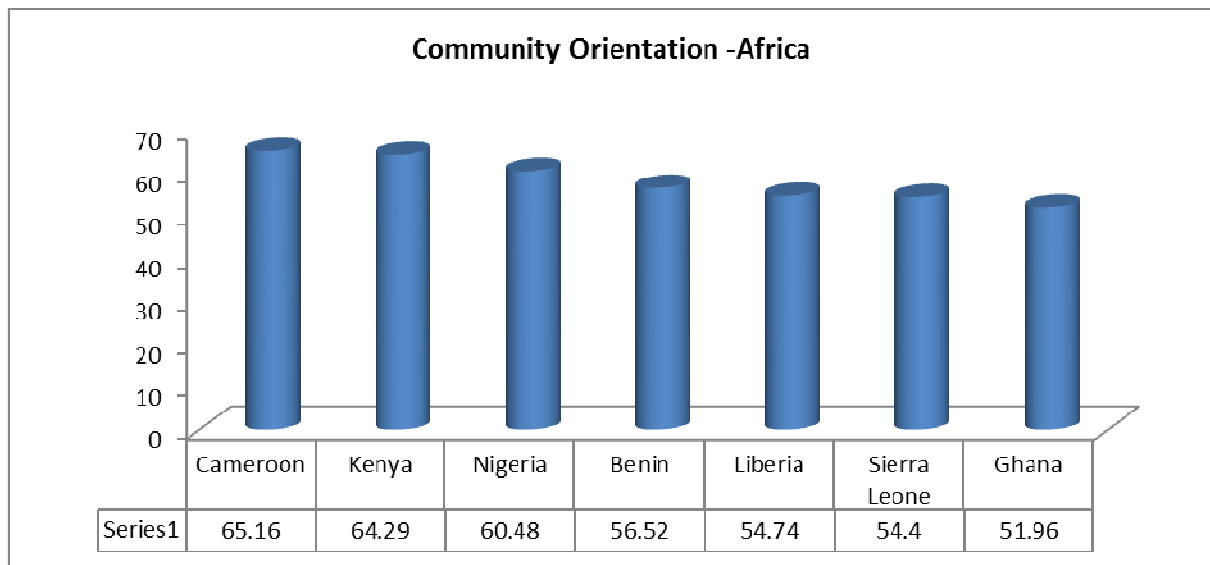


On the overall chart, the figures reflect a very close competition. The position of regional winner for Africa was very keenly contested between Karu police station in Nigeria and 1st District police station, Douala in Cameroon. To determine the regional winner for the PSVW 2013 in Africa, the visitors' scores, feedbacks and identified good practices for the two top police stations were critically reviewed and evaluated using the Altus criteria in order to verify that the scores computed according to the rules and requirements as stipulated in the 5 indicator areas. Based on the evaluation, find below the top police stations in the region in the PSVW 2013.

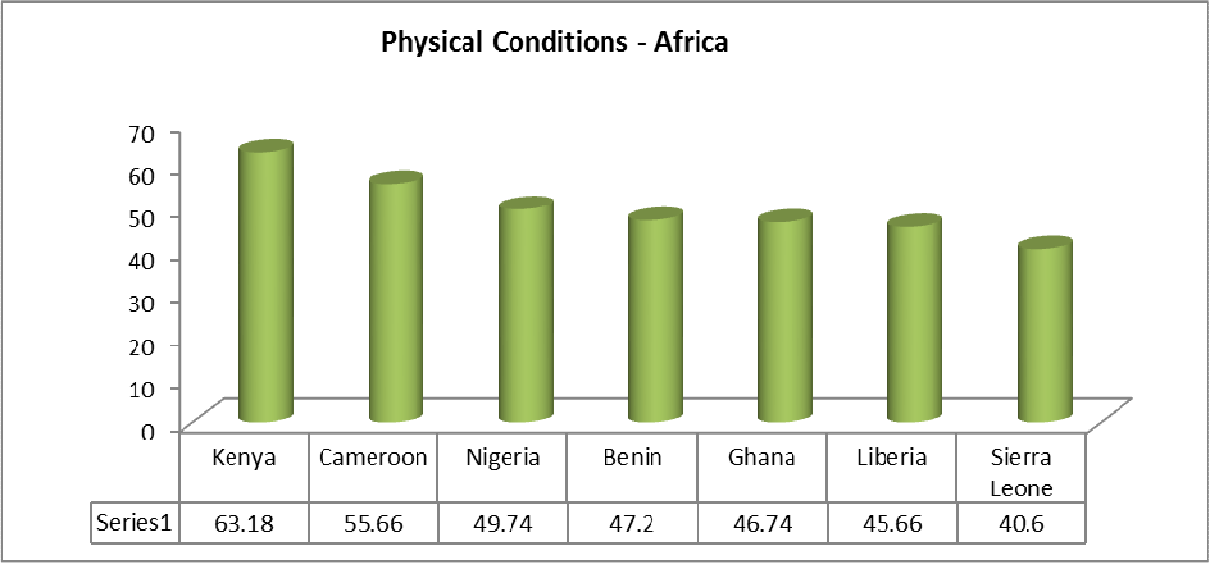
- Karu Police Station – Nigeria –First
- 1st District police Station Douala – Cameroon –Second
- Ilupeju Police Station – Nigeria – Third

Country Average for Africa in the Five Assessment Areas

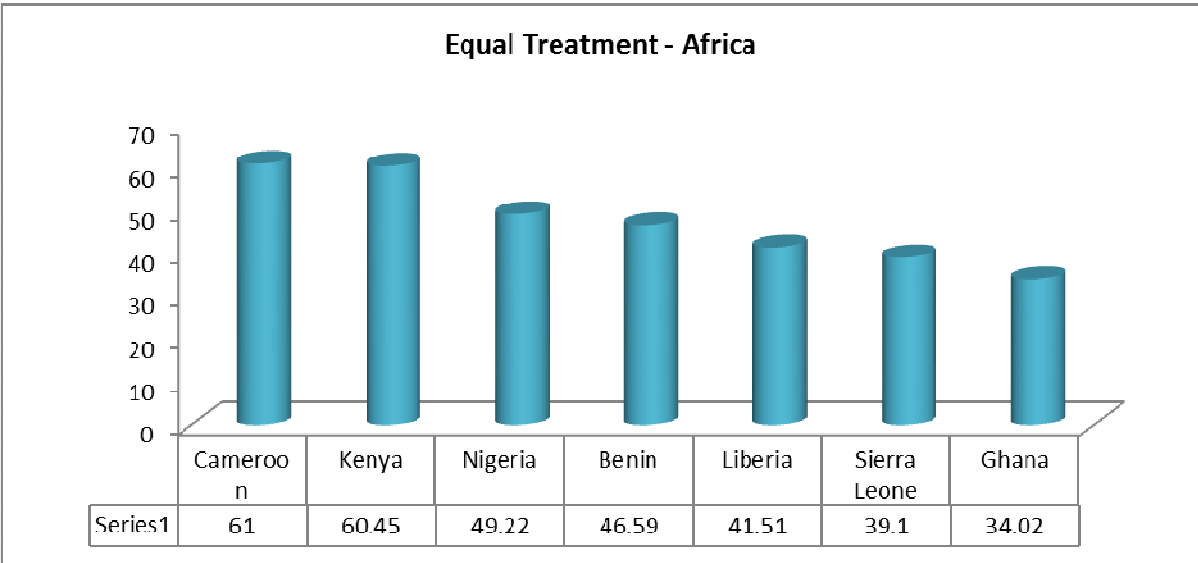
Below are the charts showing average scores of each of the seven participating countries in Africa in the five assessment indicator areas. The scores of each of the participating countries as shown in the separate tables below are the total average of all the participating police stations in each of the countries. It was arrived at: through totaling of all scores by the participating police stations in each of the countries separately and dividing the total of their scores in each of the five categories by the number of participating police stations in the country.



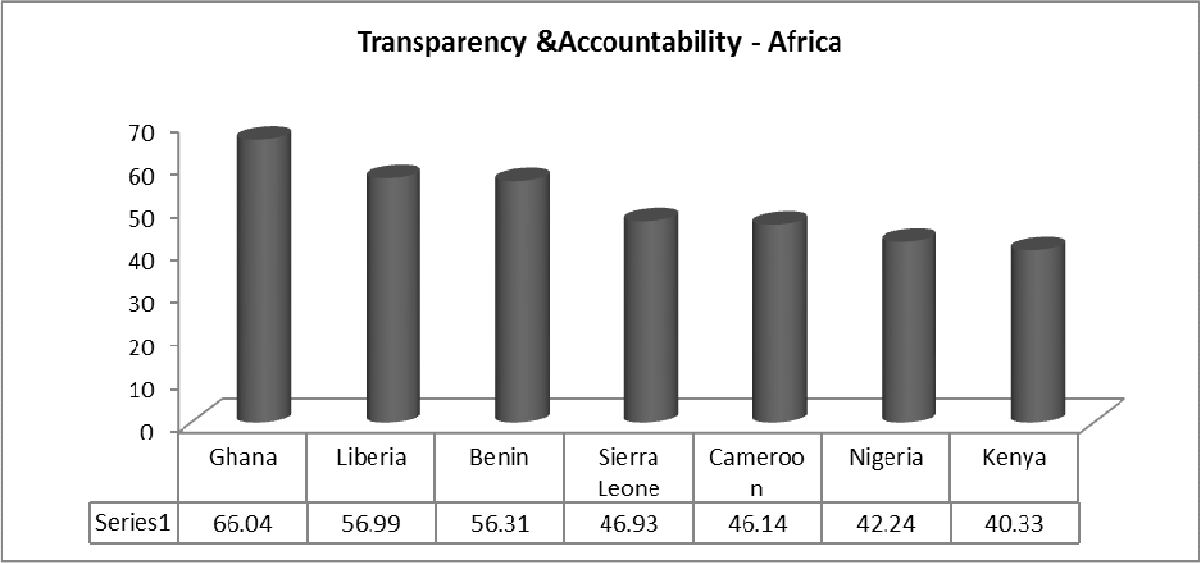
The chart shows Cameroon with a total average of 65.16%, Kenya 64.29%, Nigeria 60.48%, Benin 56.48%, Liberia 54.74%, Sierra Leone 54.4% and Ghana 51.96%



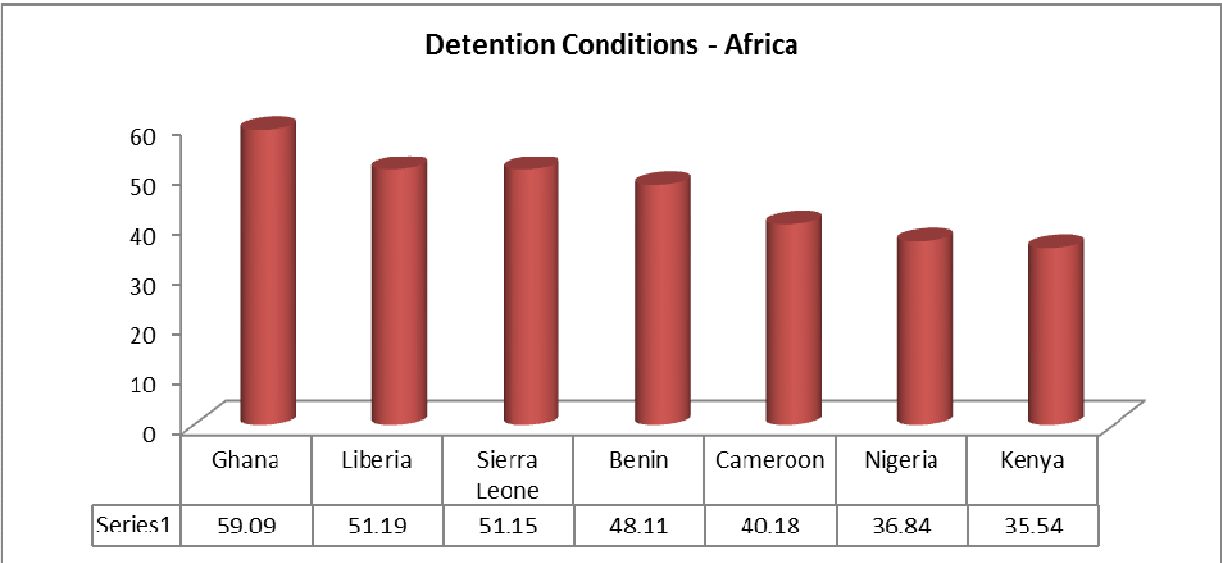
From the chart above, Kenya came first in Physical Conditions with a total average of 63.18%, Cameroon 55.66%, Nigeria 49.74%, Benin 47.2%, Ghana 46.74%, Liberia 45.66% and Sierra Leone 40.6%



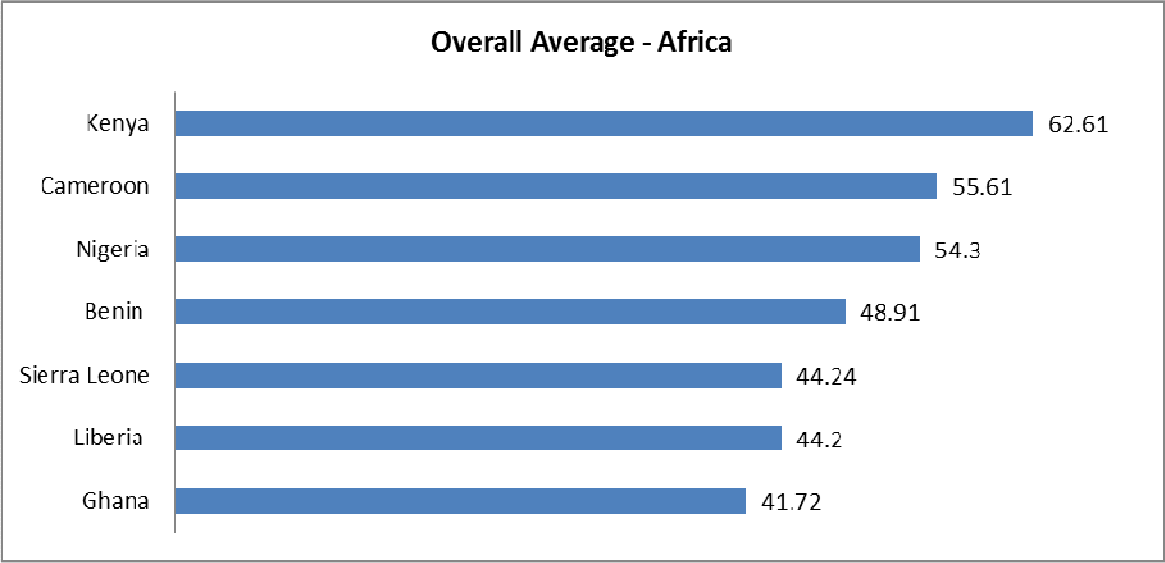
Cameroon came first in Africa in equal treatment category with the total average score of 61%, Kenya 60.45%, Nigeria 49.22%, Benin 46.59%, Liberia 41.51% Sierra Leone 39.1% and Ghana 34.02%.



Ghana came first in the average rating for transparency and accountability in Africa with 66.04%, Liberia 56.99%, Benin 56.31%, Sierra Leone 46.93%, Cameroon 46.14%, Nigeria 42.24% and Kenya 40.33%.



In the area of police detention conditions, Ghana with a total average score of 59.09% emerged as the leading country in Africa. Scores for other countries are shown on the chart above.



The graphical representation above highlights the overall average scores of the seven participating countries in Africa in the 2012 police station visitors' week. Kenya rose one rank in 2013 from second position in 2012 to emerge first in 2013 with a total average of 62.61%, Cameroon rose one rank in 2013 from third position with a total average of 55.61%, Nigeria rose to third place in 2013 from fourth position in 2012 with a total average of 54.3%. The general average scores as shown in the charts above have been itemized below.

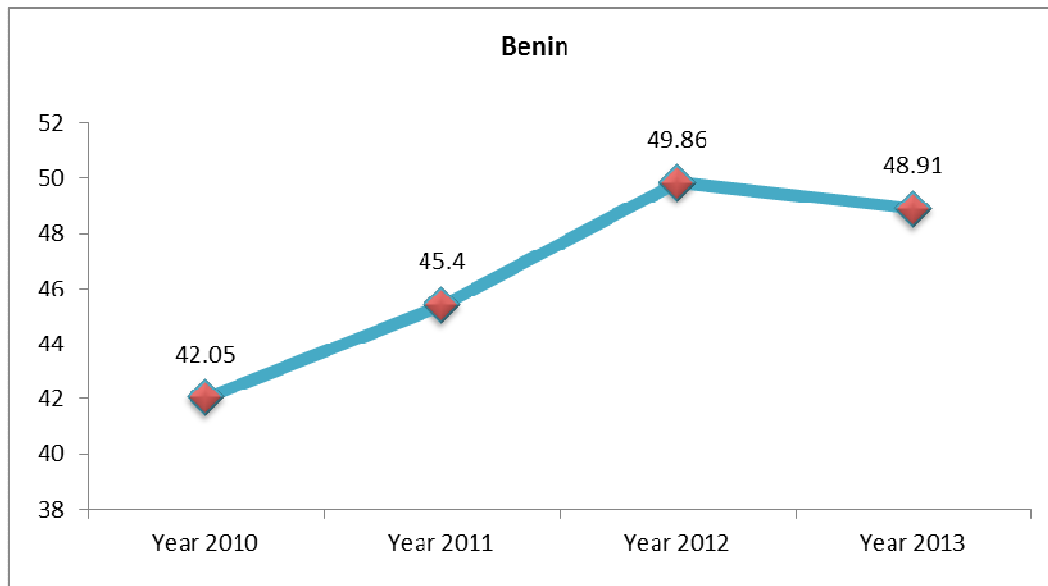
1. Kenya – 62.61%
2. Cameroon – 55.61%
3. Nigeria – 54.3%
4. Benin – 48.91%
5. Sierra Leone – 44.24%
6. Liberia – 44.2%
7. Ghana – 41.72%

Trend Analysis of Countries Performance in Altus Police Station Visitors Week (PSVW) from 2009 – 2013

In other to show the overall performance of the participating countries in the Altus Police Station Visitors Week, an analysis of each country’s performance over the years is presented below. It was arrived at using the overall country average for each year. Using the Altus scoring scale and classification as stated below, the trend analysis shows each country’s rating on the scale.

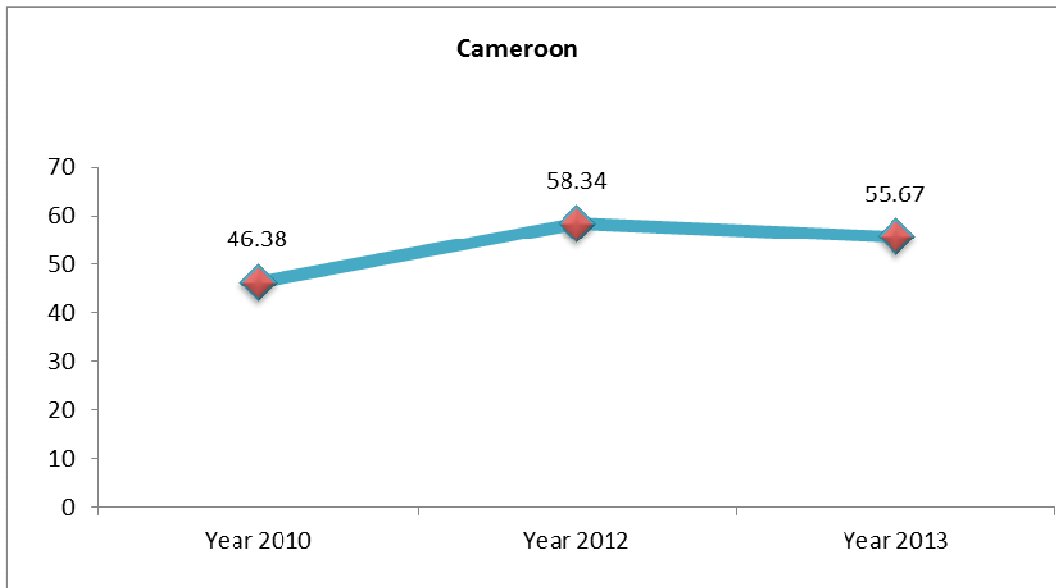
Average score	Category
Over 84%	Excellent
68% - 84%	More than adequate
52% - 68%	Adequate
36% - 52%	Inadequate
Below 36%	Totally inadequate

Benin



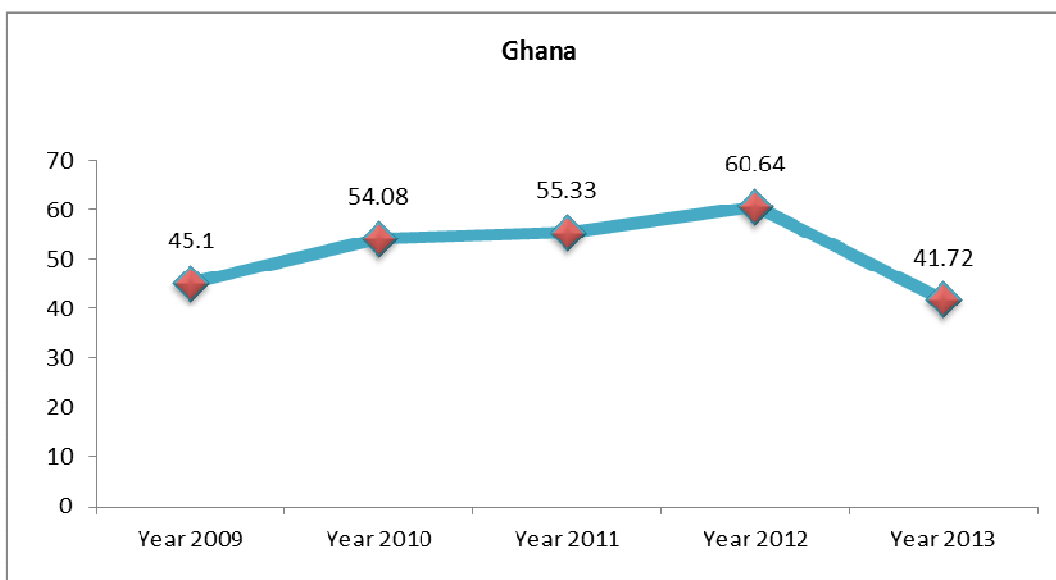
From the overall chart, the figures reflect a steady progression in the performance of police stations in Benin over the years in the PSVW. However there appear to be a slight decline in 2013 and their performance still falls below the adequate standard expected of police stations according to the Altus scoring scale.

Cameroon



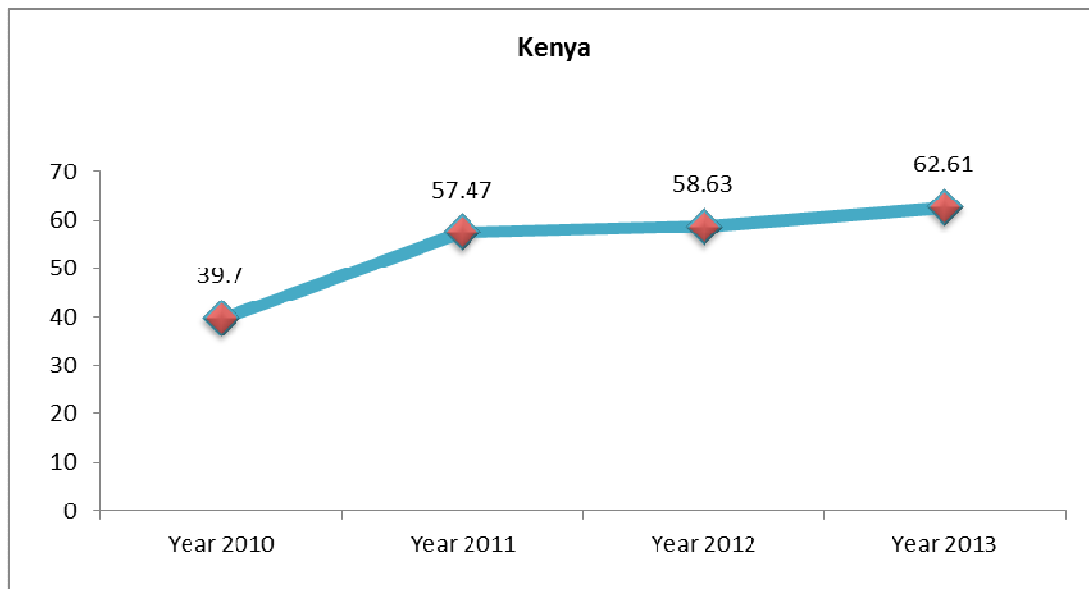
From the overall chart, the figures reflect improvement in the performance of police stations in Cameroon over the years especially between 2010 and 2012. However there appear to be a slight decline in 2013. Overall, the performance of police stations in Cameroon from the PSVW is considered to be adequate. There is still room for further improvements.

Ghana



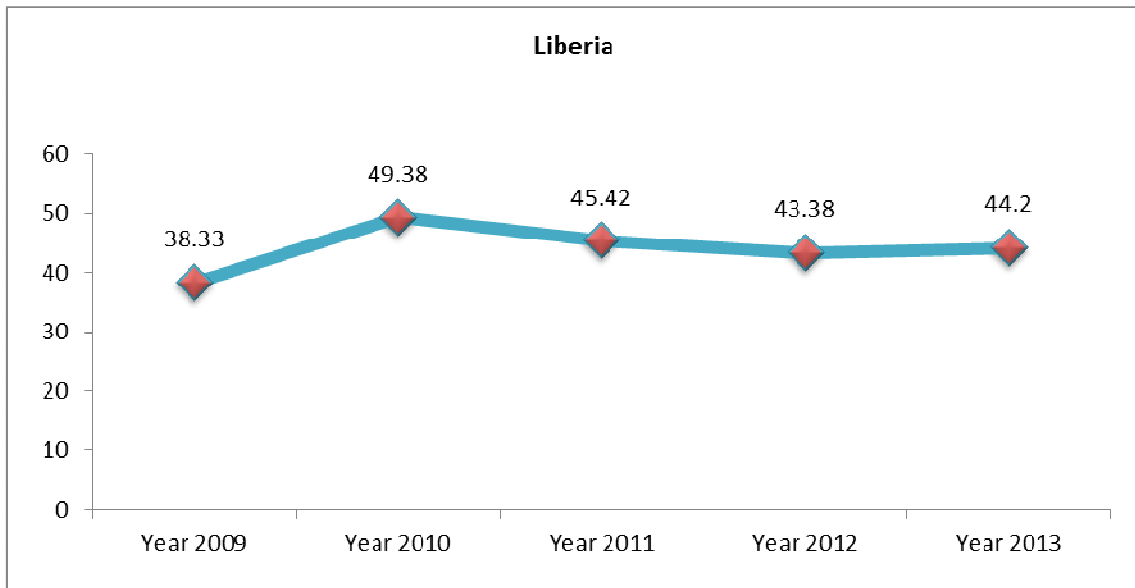
From the chart above, the figures reflect a steady progress in the performance of police stations in the PSVW over the years. However there was a very sharp fall in the country's performance with an over 18% decline 2013. This may be as a result of the fact that police stations in Western region will be participating in the PSVW for the first time. In previous editions of the PSVW, police stations were drawn from within the Capital, Accra. It may be useful to adopt strategies used to improve police stations in Accra to police stations in the western region.

Kenya



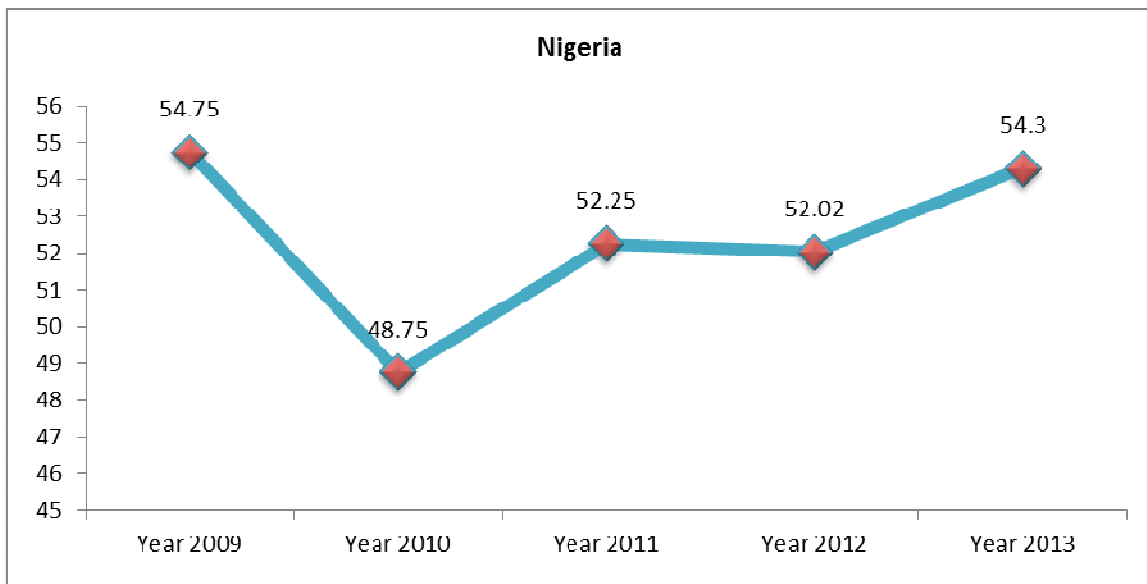
The figures above show that Kenya has continuously improved in the performance of its police stations in the PSVW with 2013 as its best year so far. It will be useful to identify initiatives and strategies that can be adapted from Kenya to other countries in Africa. The performances of the police stations are considered adequate.

Liberia



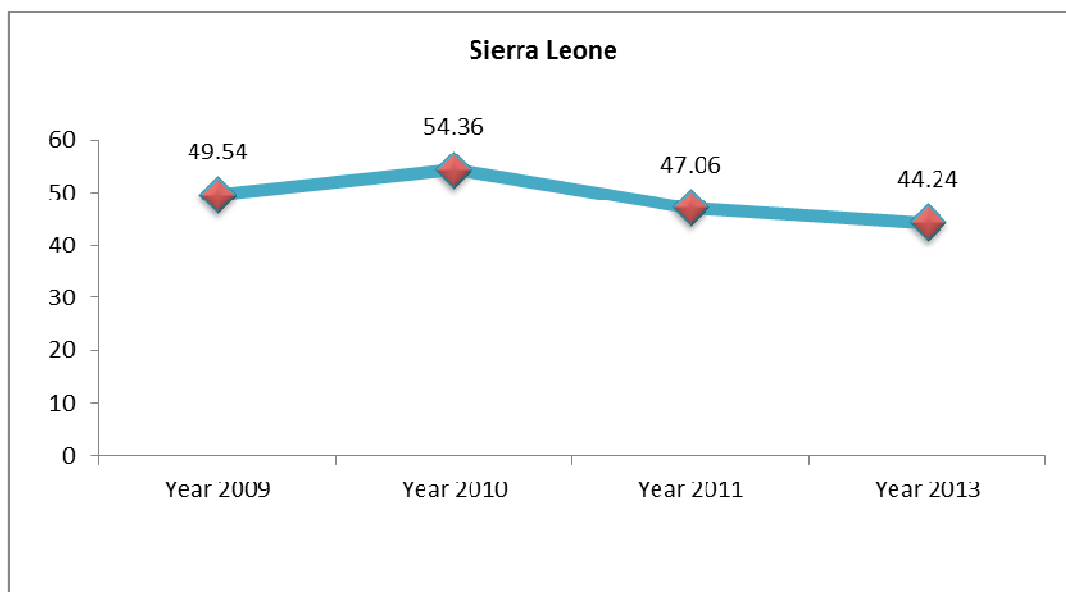
From the figures, it appears that Liberia's performance has not been consistent. With the rise in 2010 and decline in 2011 and 2012, it appears to have improved slightly in 2013. Overall their performance still falls below the adequate standards expected of police stations according to the Altus scoring scale.

Nigeria



The performance of Nigerian police stations has fluctuated over the years. From the figures above 2009 appears to have been the country's best performance. There was a sharp 6% drop in 2010 and since then to 2013 it has gradually improved. There is still room for more improvement. Overall their performance is considered to be within adequate standards expected of police stations according to the Altus scoring scale.

Sierra Leone



From the figures above Sierra Leone's best year so far was in 2010 since then the country's performance appears to have declined in 2011. The country did not participate in 2012 but comparing their last performance in 2011, there has been a further decline in 2013. It may be useful to find out what may be responsible for the decline in the police station performance. As of now their overall performance falls below the adequate standards expected of police stations according to the Altus scoring scale

Good Practices Identified by Visitors in 2013 PSVW in Africa

This section provides information on the good practices identified by visitors during the visit in the participating countries. One of the reasons why PSVW is conducted is for visitors to identify certain good practices that have been evolved by police stations in their local communities and probably identify the impact of those good practices in the service delivery being generated by the police to member of the public.

Benin

- Visitors to Commissariat de FIFADJI were impressed that the police station co-operate with the population to get information in time and to react in time
- Partnership with local authorities, NGOs and Community in general: Visitors noted a good working relationship with other local authorities and NGOs in the discharge of law enforcement duties. For example Commissariat de Kpondehou work with NGOs that deal with the recovery of vagrant children. Also because of the good partnership with the community, citizens have assisted some police stations in the area of provision of air conditioners, computers and painting of the office of the Commissioner and his Assistant.
- Respect and proper management of persons in police custody: At Commissariat D' Abomey, visitors observed that persons in custody are properly treated and respected.
- At Commissariat de Aïdjedo, visitors noted the following- - Donation of two motorcycles by the Indian community living in the area; recruitment of a Secretary; construction of toilets and modern showers; support of the community to the police station by reporting suspects and those being sought-after; arrangement for an office for the Inspectors which was really extended compared what was observed in the previous years; recruitment of the position of an accountant by the Commissioner to manage different resources with transparency and other funds received by the police station; Working closely with the head area and informants.
- At Commissariat d AGLA, visitors observed that the Commissioner holds periodic meetings with members of the quarter. This was also observed at Commissariat Sègbeya.
- At Commissariat de Dantopka, the visitors observed the construction of a building using the funds from the impound fees and fines; installation of WIFI network the police station
- Public Sensitization programs: at Commissariat de Xwlacodji visitors observed that the police organize awareness session for market traders in Missèbo. Similarly, at Commissariat Fidjrossè, they organize public awareness programs on good traffic behavior for members of the public.
- At Commissariat de Godomey, visitors observed the communication system established by the Commissioner in close collaboration with the mass media; working sessions between the Commissioner and the population in the context of strengthening the

safety and security of economic activities; sanctions for police officers who do not follow the instructions or receive the complainants.

- Warm and welcoming reception at most of the police stations was also noted by visitors.

Cameroon

- At Muyuka Police station, visitors observed police willingness to work with the community through the meeting they have with some members of the community to discuss areas of concern in recent times in the town of Muyuka
- At Central Police Station Buea, visitors observed the following (i) the police conduct social studies on street children, after which all Commissioners meet at regional levels to discuss findings and make recommendations; (ii) rapid intervention initiatives where police attend to all calls at all times; (iii) Peace keeping units created in quarters in collaboration with youths.
- Visitors to police station Bonassama – Bonaberi found that the police station have introduced a social service center, where couples who have problems are counseled and they aid reconciliation
- Visitors were impressed to see that vigilante groups are associated to the police station to help facilitates the job of the police officers in Molyko Police Station
- Visitors at 13th District police station Melen – Yaoundé found that the Concerns for the community is being observed by the police. For example injured persons are asked to visit the hospital first and then later lodge their complaints at the station. Also detainees are granted freedom to see their lawyers, medical personnel and their family members.
- At Fourteenth Police Station Mapanda, victims are now able to exercise their right to legal representation before their statements are taken at the police station.
- At 1st District Police Station Douala town, visitors observed that the Police station is very clean and have good working space for the police officers; they also observed that the Commissioner and the staff were responsive.
- Close community interactions were observed by visitors at many of the police stations visited. Some of the police stations include First District police station Central Bonanjo, 1st District Central Police Station Bamenda, 1st District police station (Yaounde) and Molyko Police Station.
- Provision of separate detention facilities for male and female was observed at a number of police stations.
- At Central Police Station Buea, visitors observed that in the absence of a social service in the B.C.P.S, a female officer has been assigned to handle social matters like marriage counseling.
- At many police stations, visitors observed that female officers were assigned to interview and search women who come to the station.

Ghana

- In Tarkoradi Police Station, visitors saw the station's preparedness to collaborate with other rights based organizations to improve the conditions of women as a good practice. They also noted that they have a domestic violence victim support unit which was a gender related good practice.
- Good responses to the community, security to the community and openness to the community were observed at Effiah Kuma Police Station.
- Visitors from Tarwa Police Station observed clean environment; friendliness and socialization between the community and police officers. Humility and honesty of the police too were noticed

Kenya

- The visitors were impressed by the warm welcome and reception at the front desk at many of the police stations
- Good Community and Police Relations/collaboration was observed to be practiced in many police stations such as Baragoi, Kapeguria, Industrial Area and Isiolo Police stations respectively.
- Visitors to Pangani Police Station noted the following: i) OCS using social media to fight crime; ii) hold regular talks and dialogue with community; iii) work with NGO such as USALAMA forum in crime prevention
- Partnership with NGOs and Ethnic and Religious groups: Visitors observed in a number of police stations such as Baragoi and Pangani that they partner with NGO, USALAMA Forum to develop crime and safety initiatives. It was also observed at Mtwapa police station that the police partner with muslim imams on issue of terror in the Coastal area.
- Gender and Children desk: Visitors were impressed by the establishment of an active gender desk in some police stations such as Voi police Station.; Bungoma Police Station was also found to have a gender desk; At Kabete and Central police station(Kenya) there are gender and children desks. At Mtwapa police station, visitors were impressed that the gender desk manned with female officers deals with Christian and Muslim issues respectively
- Visitors were impressed by the quick and responsive reception to visitors at Kamukunji police station.
- At Kakuma police station, visitors observed that the UN agencies have donated furniture, vehicles and computers to the station. Also that many police officers attend UN led training including some conducted by Usalama Fourm.

Liberia

- At the Suakoko Police Station, Visitors observed hygiene at the station. The police officers take upon themselves to clean the entire police station including the detention facilities.
- In Granta Police Station Visitors reported that police officers inform citizens about the activities and functions of the police through the media also they conduct regular community outreach meetings. Visitors observed good relationship that exists between the police and the community watch forum.
- The Leadership role demonstrated by the Commander of Center Street Police Station in working with his limited staff to fight crime in within the community
- Visitors from Zone 4 Police Station reported that the station has established community policing forum in which the community leaderships are helping the police in the fight against crimes and other offenses in that are coupled with good practices. Zone Five (Payneville): Visitors observed that police personnel were easily identified by their tags/badges attached to their uniforms and their ranks were also visible.
- One good practice identified at Zone One Police Station is that officers were engaged into a massive clean-up campaign along with their Nepalese counterparts. The officers also establish and support Community Watch Teams in the various communities within the Bushrod Island area. According to them (Police), the move is intended to encourage community's dwellers to collaborate with the police in combating crimes.
- At Bensonville Police Station, visitors observed that police contact details were circulated to members of the community.

Nigeria

- Organization of Awareness programmes for community members on how to report crime. For example UMUEZEALA Police station organized sensitisation programmes with the okada riders to educate them on their activities during the yuletide season
- Partnership with local authorities, NGOs and various community groups such as vigilante and Neighborhood groups, youth and other interest groups to curb crime in the community in many police stations. For example Ikono police station in Akwa Ibom partnered with an NGO, community policing partners and have set up an ADR desk and have a Neighborhood watch support officer. It was also noted that there is partnership with health service providers in some police stations. For example at Dutse Alhaji Police Station, visitors observed a group of Health Foundation providers providing free eye care services to the officers. Similarly at Life Camp police station they noted Immunization programs by health personnel. Also they noted counseling services being provide by religious groups.
- Designation of specific officers usually female to handle gender related cases at many police stations.

- Regular police –public meetings at various police stations e.g A Division Police Station Mina, has in place the Limawa-Anguwa Daji Police security meeting initiative forum where security issues affecting the communities are discussed. Also the pastor- police meetings to discuss the activities of the church to reduce crime. At Ishashi police station in Lagos the DPO holds periodic meetings with Community Development Associations(CDAs)in his area. A similar practice was observed at Orile police station in Lagos.
- Police partnership and alliances with local associations such as the trader union, butchers association, vigilantee groups, welders, craftsman etc in Chanchaga police station. This ensures respects for social class, ethnic group, religion etc each member of the public can have direct access to the police station without fear of being intimidated or denied justice.
- Community support through provision of facilities – visitors observed in many police stations that individuals and community groups provide support to the police stations through the provision of facilities to assist the police station. For example Oguta Police Station had a new patrol van donated by Oguta League of professionals; Ogidi POLice Division (Ogidi -Idemili North) received community support in the fencing of the station; Central Police Station Court Road Awka has its only functional toilet facility donated by Awka Special Club etc.
- There is the provision of suggestion/ public complaints boxes at many police stations.

Sierra Leone

- The establishment of the police partnership board in Port Loko Police Station consists of police officers and representatives of the community to deal with issues connected with community policing. The station also organizes radio sensitization programme on community policing through the radio Bankasoko (community radio). The establishment of the complaint discipline internal investigation department (C.D.I.I.D) which is created to give an opportunity to civilians to make complaint against police staff for professional misconduct" is also very good.
- Senior police officers at Eastern Police Station hold meetings every morning to discuss events at the station i.e. the different cases being received and handled at the station.
- At Central Police station, visitors observed that a family support unit has been created. Collaboration and readiness of the police to carry out their duty was also commended.
- In Kemena Police Station, visitors observed a mediation center manned with personnel responsible to handle civil matters. The station also refers cases that they cannot handle. They help students to control traffic during occasions and their patrol teams keep vigil to protect lives and properties.