



Police Station Visitors' Week

18th - 24th October 2010



Report of Results



Altus is a global alliance working across continents and from a multicultural perspective to improve public safety and justice.

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Summary

The fourth edition of the Police Station Visitors' Week (PSVW) was organized from 18th to 24th October, 2010 across Africa and around the world. This year a total of Twenty one (21) countries, with more than 35 police organizations, and more than 61 partner organizations participated in the world. Also, One Thousand Two Hundred and Forty Nine (1249) police stations received about 6293 citizens during the visits. Eight African countries participated this year with about Eight Hundred and Fifty-Two visitors (852) participating in the visit in Africa. The gender ratio for this year's visit in Africa is 55% male and 45% female. This is a marked improvement from the 34% female participation in 2009.

The PSVW promotes accountability, transparency and accessibility of the police by and to the people. It also seeks to inspire improvement by facilitating interaction between the police and the people they police through which common a ground can be identified and challenges adequately addressed through continued dialogue. The overall global nature of the visit also provides governments, police leadership and civil society actors to draw from best practices from around the world and to strengthen police reform initiatives in their domestic jurisdictions.

Like previous visits, the 2010 PSVW was followed using a basic structure and common protocol. The PSVW kit designed by Altus was once more employed to assess local police stations and to evaluate the degree to which they operate to serve the public. The easy-to-use kit encompasses 20 questions that draw information addressing the following categories:

- Community orientation
- Physical conditions

- Equal treatment of the public without bias based on gender, ethnicity, nationality, minority status or sexual orientation
- Transparency and accountability
- Detention conditions

Visitors were in groups of 3 – 5 people, each with its own team leader who coordinated the team's visit. At the conclusion of each visit, the team leader provided the results to Altus and also submitted a narrative report on their findings, using the special website created for this purpose and sending the original scoring sheets to Altus. Altus assembled the submission of results, audited the scores and through them the pulse of public perception about the police can be easily articulated and recommendations for improvement made.

WHY A GLOBAL EVENT?

The Police provide significant services to the societies within which they operate and the dynamics of these functions change continuously with other changes within the society. To adequately address crime, maintain order and protect human rights and lives, the Police have to continually re-invent itself, by appraising its policies, adopting newer and better strategies of engagement and reviewing the performance of its personnel to ensure that they deliver policing services in an effective, professional and accountable manner.

Many police agencies around the world are currently in a state of reform aiming to enhance professionalism and accountability. One important aspect of the Police Station Visitors' Week is that police organizations that opened their doors during the Visit have demonstrated a commitment to community relations, transparency and public service which is the foundation of excellent services.

The Police Station Visitors' Week, now in its fourth run as a global event, seeks to assess police conduct, through a common and basic protocol employed

by ordinary citizens, in order to enhance its accountability to the civilian populace they serve. Since 2006 the number of visitors globally has increased by 61% as at 2009, while participating stations have grown almost as much as 55.19%.

Like previous editions, the visits in 2010 were guided by a single standardized Visitor's Kit, designed by Altus and consisted of 20 questions tailored to elicit information and score the various police stations visited along the following 5 categories:

- Community Orientation
- Physical Condition
- Equal Treatment
- Transparency and Accountability
- Detention Condition

Most people have preconceived impressions about the Police, irrespective of whether they have actually visited a police station or not. The Police Stations Visitors' Week provides an opportunity for a cross section of ordinary citizens to visit, interact with and assess Police personnel within their communities. The Altus Visitors' kit, allows these people to develop informed and objective opinions about the Police and also evaluate their delivery and performance of their policing functions.

By accessing and assessing local Police stations using the Visitors' kit, both the people and the Police benefit in a number of ways. First, it strengthens accountability of the Police to the public and this can serve to motivate them to better behaviours. Second, it facilitates dialogue between the police and the people which enhances good information sharing and promotes better understanding amongst them. Third, it inspires improvement at the participating stations through repeated visits, monitoring of specific challenges previously highlighted.



The Police as an institution can also employ the opportunity of the visits to demystify its functions and break the usual wall between it and the people. It also serves as an opportunity to share the challenges of the institution hindering the effective discharge of its policing functions.

By and large, the Police face similar challenges across the world and majority need to connect with the people they serve in a transparent, open and accountable manner to be effective. This global event was designed to indentify good practices carried out in police stations on every continent, serving a wide variety of communities. Police service, governments and civil society organizations can use the results to strengthen ongoing reform initiatives, or break new grounds in police reforms.

They can also use it to identify and develop effective model police stations with good working practices which can serve as an example for others.

WHICH POLICE STATIONS PARTICIPATED?

In Africa, police stations in eight countries participated in the 2010 Police Station Visitors' Week. A minimum of ten police stations were visited in each of the participating countries. Nigeria has the highest number of participating police station while Liberia has the lowest. Below is a table showing participating countries in Africa and their police stations.

S/N	Participating Countries	Participating police stations	
1	Benin	Commissariat de Gbedjromede	Gendarmerie d'AVOTROU
		Commissariat Central de Cotonou	Commissariat de GODOMEY
		Gendarmerie de Godomey	Commissariat de Kpondehou
		Commissariat de FIFADJI	Commissariat de Dantokpa
		Gendarmerie d'AGBLANGANDAN	Commissariat de TOKPLEGBE
		Commissariat d'AGLA	Gendarmerie de SEME-KPOJI
		Commissariat FIDJROSSE	Commissariat SODJEATIME
		Gendarmerie D Abomey-Calavi	Commissariat d'Abomey-Calavi
		Commissariat de HLACODJI	Commissariat de Kouhounou
		Commissariat de SEGBEYA	Commissariat de Cadjehoun
2	Cameroon	Bonanjo Police Station	Buea Town Police Station
		Central Police Station (Old Town Mankon)	Central Police Station Bonaberi (Douala).
		Central Police Station (Up Station)	Fiango Police Station
		Muyuka Police Station	Idenau Police Station
		Kumba Town Police Station	Limbe Police Station
		Molyko Police Station	Muea Police Station
		Tiko Police Station	
3	Ghana	Achimota Mile 7	Adenta Police Station
		Adabraka Police Station	Amasaman Police Station
		Airport police station	Ashaiman Police Station
		Cantonment Police Station	Dansoman Police Station
		Kaneshie Police Station	Korle Bu Police Station
		Lapaz Police Station	Legon Police Station
		Madina Police Station	Nima Police Station

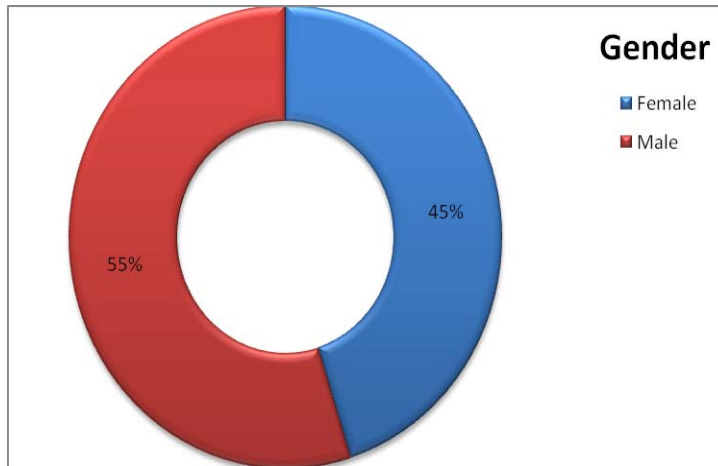
		Osu Police Station	Odorko
		Teshie Police Station	Tema Community 1
		Tema Community 2	Tesano Police Station
4	Kenya	Buruburu Police Station	Central Police Station (Kenya)
		Embakasi Police Station	Hardy Police Station
		Industrial Area Police Station	Jamhuri Police Station
		Jogooo Police Station	Kabete Police Station
		Kamukunji Police Station	Karen Police Station
		Kasarani Police Station	Kenyatta Police Station
		Kilimani Police Station	Langata Police Station
		Muthangari Police Station	Ngong Police Station
		Ongata Rongai Police Station	Pangani Police Station
		Parklands Police Station	Shauri Moyo Police Station
5	Liberia	Johnsonville Police Station	Liberia National Police Headquarters
		Bensonville Police Station	Zone 1 Depot 2
		Zone Two Police Station	Zone Seven (Carwell)
		Zone Six (Brewerville)	Zone 2 Depot 1
		Zone Four Police Station	Zone five (Paynesville)
6	Sierra Leone	Aberdeen Police Station	Adelaide Street
		Bo East End Police Station	Bo Police Station
		Calabar Town	Central Police Station (Sierra Leone)
		East End Police Station	Grafton Police Station
		Harbour Police Station	Kabala Police Station
		congo Police Station	Kamabai Police Station
		Kissy Police Station	Tombo Police Station
		Lumley Police Station	Mano Junction Police Station
		Maguraka Police Station	Mile 91 Police Station
		Rogbaneh Police Station	Rogbere Police Station
		New England Ville Police Station	Songo Police Station
		Masiaka police station	Mayamba police station
		New England	Waterloo
		Lunsar Police Station	
7	Uganda	Bugolobi Police Station	Ggaba Police Station
		Kabalagala Police Station	Katwe Police Station
		Kawaala Police Station	Kajjansi Police Station

		Kyambogo Police Station	Kiira Road Police Station
		Ntinda Police Station	Naguru Police Station
		Central Police Station	Kireka Police Station
		Kibuye Police Station	Seeta Police Station
		Jinja Road Police Station	Mulago Police Station
		Kawempe Police Station	Old Kampala Police Station
		Wandegeya police station	
8. Nigeria: Akwa Ibom State Police Command			
	A division	Abak	B DIVISION
	C division	D division	Eket
	Esien udim	Etim ekpo	Etinaman
	Ibesikpo asut	Ibiomo ibiom	Itu
	Nsit ata	Nsit nbium	Oruk anan
	Ukunafun	Urunam	Okobo
	Onna		
Federal capital territory police command			
	Abaji	Central	Kwali
	Butse alahji	Gariki	Maitama
	Gwagwa	Karimu	Nyanya
	Karishe	Karu	Wuye
	Kubuwa	Kuje	Asokoro
	Lugbe	National Assembly	WUSE
	Zuba	Gwagwalada	Life camp
	Gwarimpa		
Imo State Police Command			
	Aboh Mbaise	Aluazu	Oguta
	Ehime Mbano	Iho	Orlu
	Isiala Mbano	Mbaitoli	Orlu west
	New Owerri	Ngor-okpala	Owerri west
	Njaba	Obowo	Ohaji
	Orlu East	Owerri East	Owerri Urban
	Shell Camp		
Lagos State Police Command			
	Adeniji adele	Akinpelu	Denton
	Alapere	Alausa	Ebute-ero division
	Anthony	Apapa	Festac

	Apata	Badagry	Idimu
	Bariga	Bode thomas	Ikeja
	Dolphin	Ikotun	Itire
	Ejigbo	Ilasa maja	Layeni
	Gowon estate	Ijora bariga	Ikoyi
	Ijeshatedo	Iponri	Ilupeju
	Itire	Ojo	Ipaja
	Layeni	Okokomaiko	Isheri
	Makinde	Pen-cinema	Ketu
	Maroko	Satellite	Ikoyi
	Mushin	Surulere	Ilupeju
	Ketu	Trinity	Sabo
	Lion building	Ogudu	Seme
	Man centre	Ojodu	Tolu
	Mosafejo	Onikan	Victoria
OYO STATE POLICE COMMAND			
	Agodi gate	Oguda	Iyana offa
	Ogugu	Akobo	Mokola
	Bodija	Dugbe	Ojoo
	Gbagi	Housing bodija	Testing ground
	Idiario	Idi-ogun	Iyana offa
	Idi-ogungun	Iyaganku	Mokola
	Ogbere	Mapo	Sars
	Yemetu		
RIVERS STATE POLICE COMMAND			
	Borokiri	Diobu	Mini Okoro
	Oyibo	Rumukpakwu	Special area

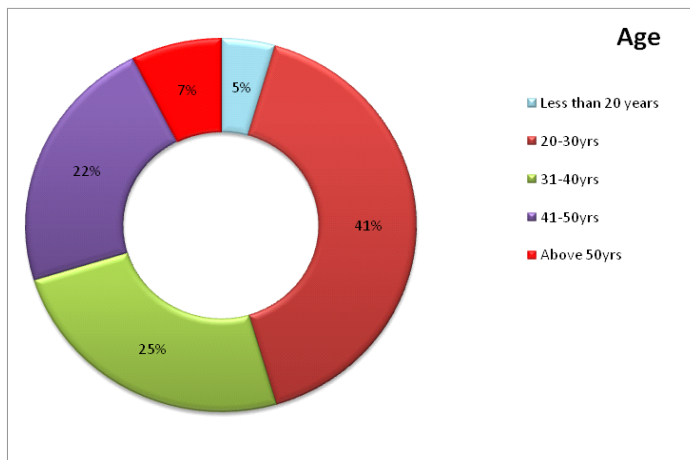
WHO WERE THE VISITORS?

Eight hundred and fifty-two (852) visitors participated in the visit in Africa: 55% male and 45% female.

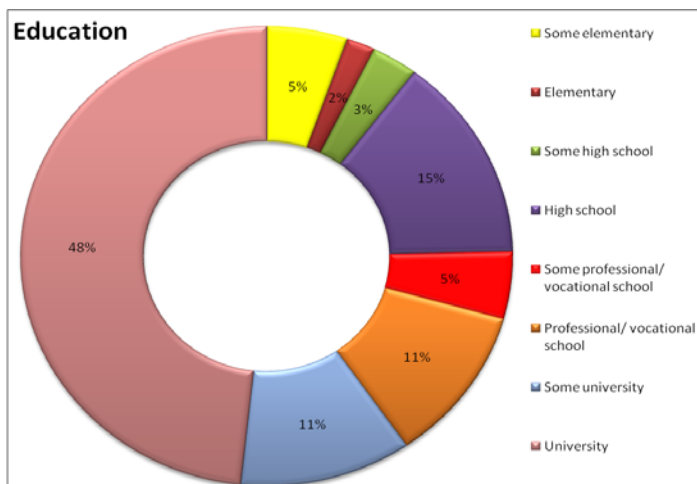


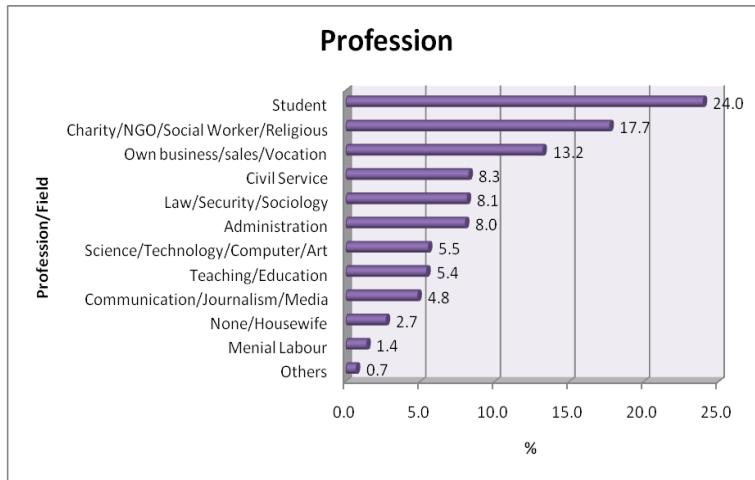
The increase in number of female visitors from 34% in 2009 to 45% in 2010 represents a sharp increase in women participation in police station visitor's week. Increase in the participation of women is important because they form part of existing vulnerable group in Africa. Most societies in Africa are patriarchal, there are structures and practices in the society that make women feel that they are second rated citizens. In relation to police services, most police organizations in Africa have proactive strategies that are targeted at providing services and protecting women. A key example is in the area of services that are focused on gender based crimes. A typical example includes services for victims of rape. In police organizations that have these specific services they are not evenly spread across the countries.

Although visitors whose ages fell below 20 years were just 5%, 41% of the total number of visitors in Africa was within the ages of 20 to 30 years of age. There was minimal participation from participants of ages above 50 with participation at 7%.



Fourty eight percent (48%) of the total visitors in the police station visitors' week were at least university graduates. On the lower side, it was those with elementary school certificate that had the lowest participation of all the visitors in Africa with just 2%.





Categorization of Visitors

The categories of visitors that took part in the 2010 police station visitors' week in Africa have been pictographically represented in the chart above. Drawing from the analysis on the chart, students were the highest number of visitors in Africa with 24% out of more than twelve different categories of professions that were involved in the visit. Participants from charity/NGOs/social workers and religious bodies had 17% while those whose group fell among others came lowest with 0.7%.

HOW ARE THE SCORES COLLECTED AND CALCULATED?

The form used during the *Police Stations Visitors Week* was based on the *Likert Scale*, in which the possible answers vary from 1 to 5. The scores for each answer are the following:

- 1 – Totally inadequate (20 points)
- 2 – Inadequate (40 points)
- 3 – Adequate (60 points)
- 4 – More than adequate (80 points)
- 5 – Excellent (100 points)

The questions were classified according to a scoring scale which was based on the calculation of percentiles 20, 40, 60 and 80 (resulting in 36, 52, 68 and 84, respectively) in a distribution of possible average scores varying from 20 to 100. As a result, the classification categories are:

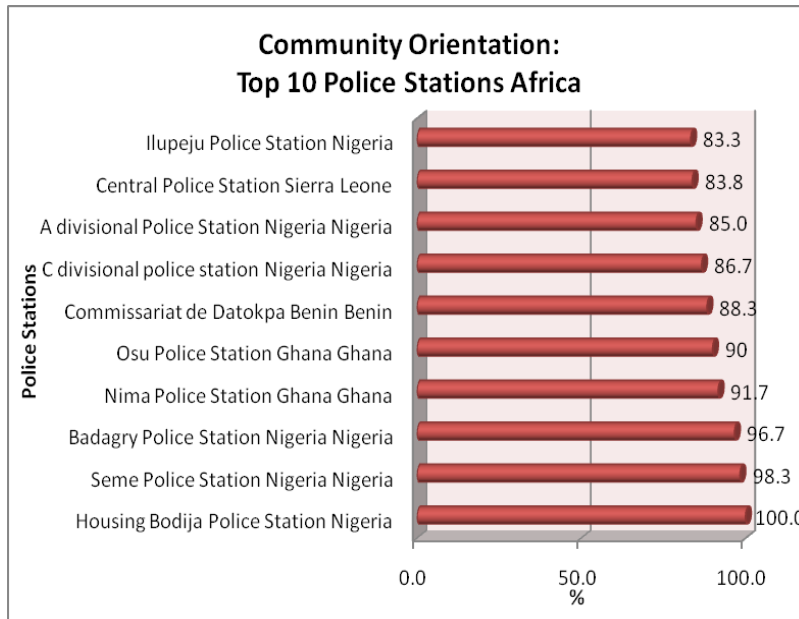
Average score	Category
Over 84	Excellent
Over 68 until 84	More than adequate
Over 52 until 68	Adequate
Over 36 until 52	Inadequate
Until 36	Totally inadequate

Finally, the average score in each observation area is the simple average of the four questions. The final score is the simple average of the five areas.

WHICH POLICE STATIONS SCORED THE HIGHEST?

Participating police stations were assessed using indicators that are essentials of what makes a good police station. Below are the assessments of the top ten participating police stations in each indicator area.

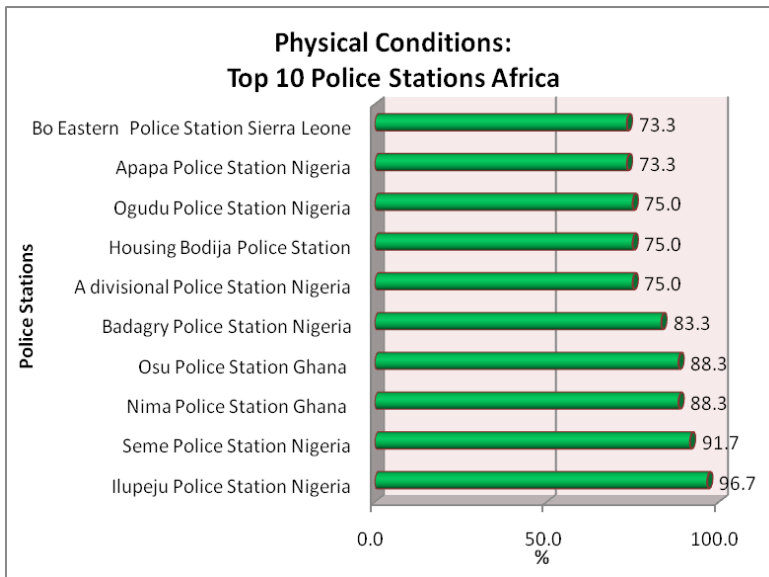
Community Orientation: Police Stations ought to facilitate interactions with members of the public who seek their assistance or wish to report a crime. Where community members feel comfortable when visiting their police stations they are likely to be more willing to work **together** with the police on crime prevention programs.



The top three participating police stations as indicated in the diagram above are:

1. Housing Bodija Police Station, Nigeria (100%)
2. Seme Police Station, Nigeria (98.3%)
3. Badagry Police Station, Nigeria (96.7%)

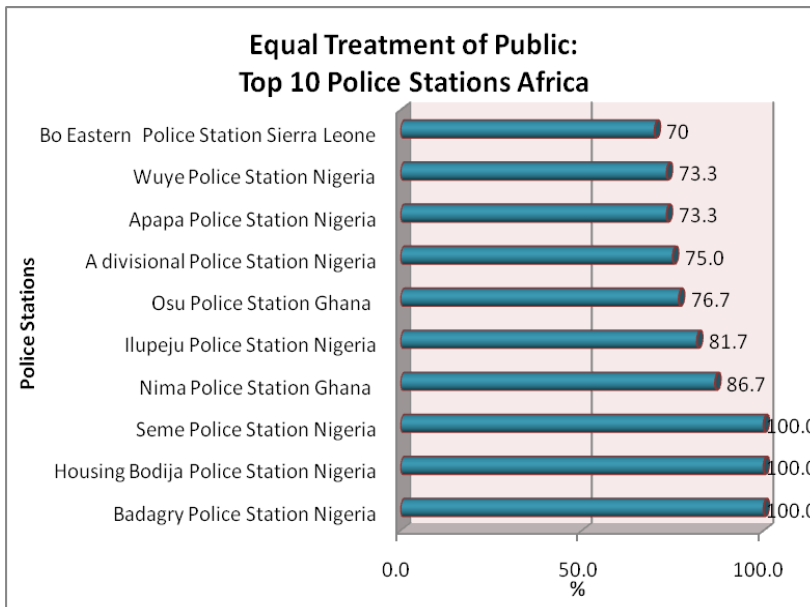
Physical conditions: the facilities, spaces and equipment available to the police also reveal the quality of the relation with the public. Police station buildings range from grand to humble structures, but the size and expense of the buildings does not necessarily affect the **order and cleanliness of the station**. The assessments of the visitors were based on the state of good repairs of the stations, adequate furniture and equipment. Disorganised and dirty police stations seemed hostile towards the public; as if the police stations were not public institutions.



The top three participating police stations on physical conditions in Africa are:

1. Ilupeju Police Station, Nigeria (96.7%)
2. Seme Police Station, Nigeria (91.7%)
3. Nima Police Station, Ghana (88.3%)
4. Osu Police Station, Ghana (88.3%)

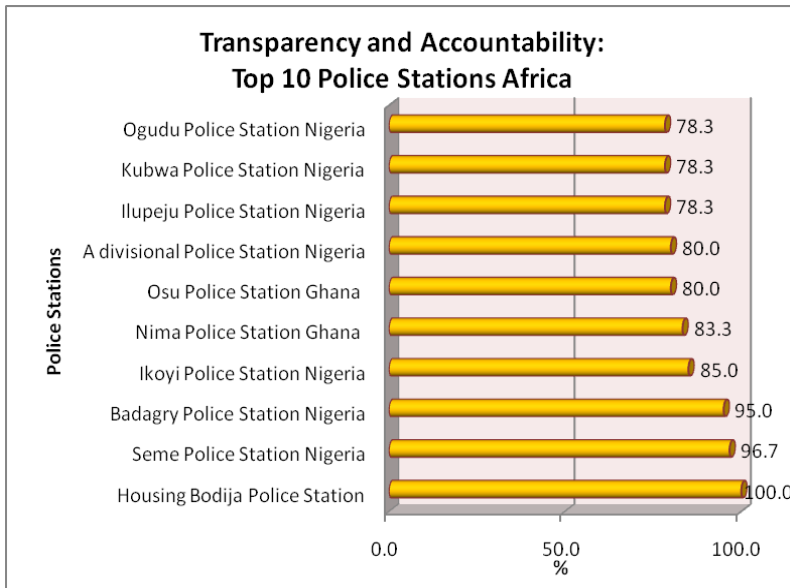
Equal Treatment of the Public: the police are expected to demonstrate their commitment to equal treatment of the public by their sensitivity to vulnerable groups. **It is advisable that police personnel should be representatives of the communities they serve in terms of gender, ethnicity, religion and minority groups.** Additionally, stations should **provide specific services** including translation services; services such as women's desks and braille services for the blind. Police stations in Africa are still lagging behind in terms of provision of these services and having policies that allow for staffing of personnel based on vulnerable group indicators.



The ratings for top 3 police stations for Equal treatment of the public :

1. Badagry Police Station, Nigeria (100%)
2. Housing Bodija Police Station, Nigeria (100%)
3. Seme Police Station, Nigeria (100%)
4. Nima Police Station, Ghana (86.7%)
5. Ilupeju Police Station, Nigeria (81.7%)

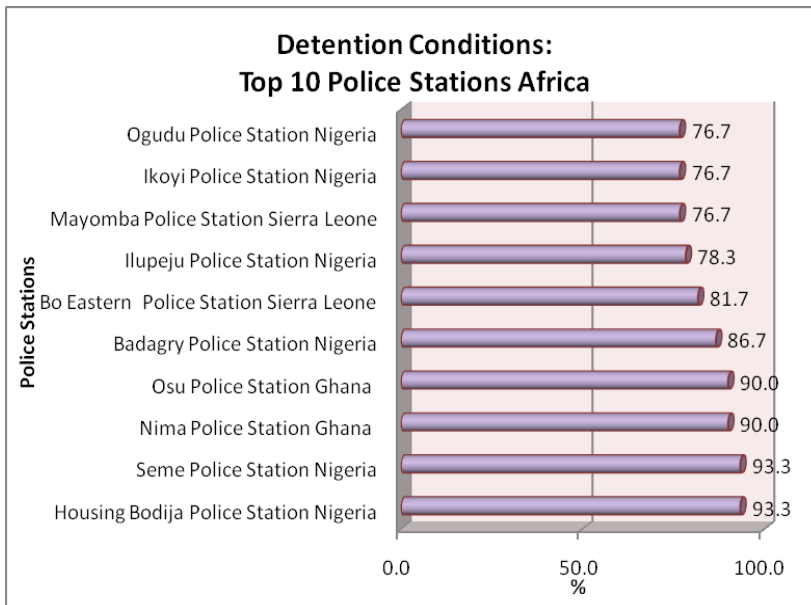
Transparency and Accountability: these are quite new ideas to the police and to the communities they serve, in most countries. Anyone walking in to a police station should find it easy to obtain information on the measures of police performance including results of community satisfaction surveys as well as the crime trends on the area of the police station. Identification of police officers in the police stations is very essential as well as clearly informing members of the public about how to file a complaint against police officers presenting alleged misbehavior but also about how to commend police officers for excellent service. This information should also inform the public about civilian oversight bodies present, if they exist.



Ratings of top 3 participating police station according to Transparency and Accountability

1. Housing Bodija police station Nigeria (100.0%)
2. Seme Police Station, Nigeria (96.7%)
3. Badagry Police Station, Nigeria (95.0%)

Detention conditions: although police custody is usually of short duration, in a good police station **the conditions of detention must satisfy certain global standards:** the right to inform a close relative or third party of one's arrest, access to a lawyer, a "reasonable" cell size (not overcrowded; adequate lighting and ventilation; equipment for rest (bed, mattress and blankets); accessible toilet under decent, clean conditions; provision of food, including one full meal everyday. Good police detention conditions in terms of **catering, hygiene and sanitation** should match with local norms. **Clean, well lit and livable conditions** are fundamental for everyone including detainees.



Ratings of top 3 participating police station in the area of Detention condition

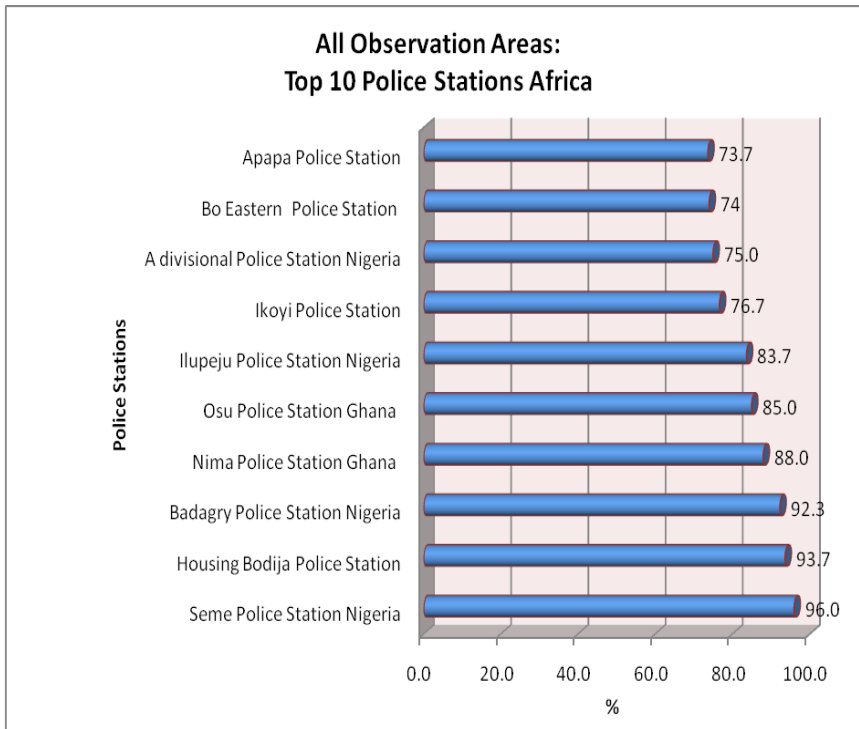
1. Housing Bodija Police Station, Nigeria (93.3%)
2. Seme Police Station, Nigeria (93.3%)
3. Nima Police Station, Ghana (90.0%)
4. Osu Police Station, Ghana (90.0%)
5. Badagry Police Station, Nigeria (86.7%)

Overall assessment of a good police station are as follows:

1. A good police station is oriented to the community.
2. Remarkable police stations present adequate physical conditions;
3. The station personnel has to know its public and treat it equally by providing trained staff and sources of information to attend to different community diversity
4. Accountability and transparency are two core aspects of a good police station.
5. A good station respects detainees' rights and provides good detention conditions

In view of the above, the pictographical representation below demonstrate the overall observation areas indicating the top 3 police stations in Africa;

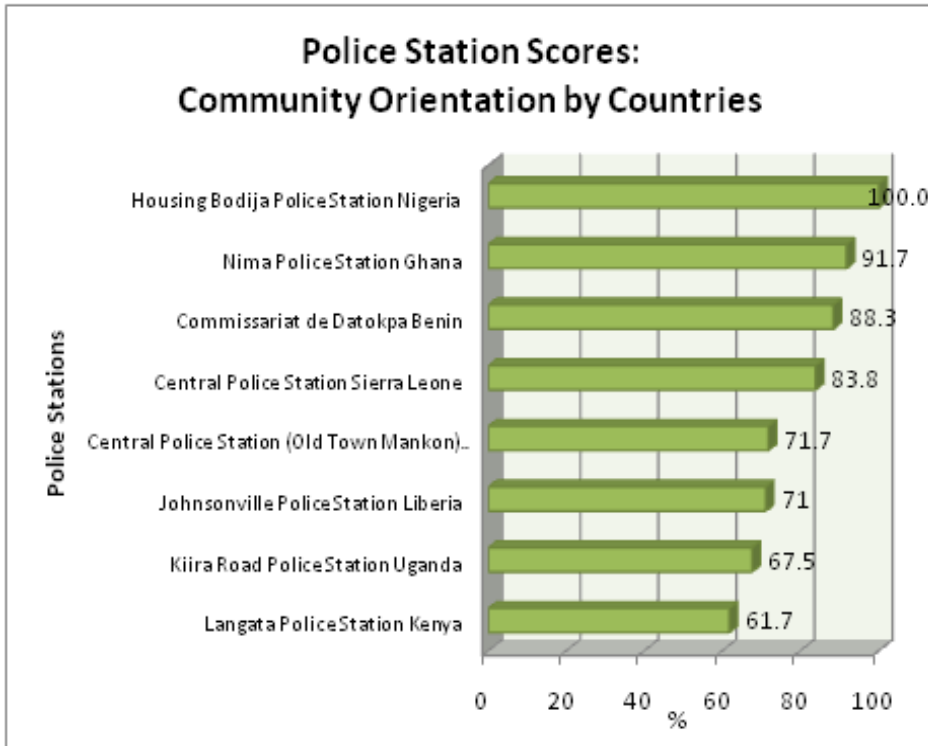
1. Seme Police Station, Lagos, Nigeria (96.0%)
2. Housing Police Station, Lagos, Nigeria (93.7%)
3. Badagry Police Station, Lagos, Nigeria (92.3%)
4. Nima Police Station, Accra, Ghana (88.0%)
5. Osu Police Station, Accra, Ghana (85.0%)
6. Ilupeju Police Station, Lagos, Nigeria (83.7%)
7. Ikoyi Police Station, Lagos, Nigeria (76.7%)
8. A division Police Station, Uyo, Akwa Ibom, Nigeria (75.0%)
9. Bo Eastern Police Station, Freetown, Sierra Leone (74%)
10. Apapa Police Station, Lagos, Nigeria (73.7%)



SUMMARY OF PERFORMANCE OF PARTICIPATING POLICE STATIONS ON COUNTRY WISE BASIS

The following charts show the top police station in each indicator area in each country.

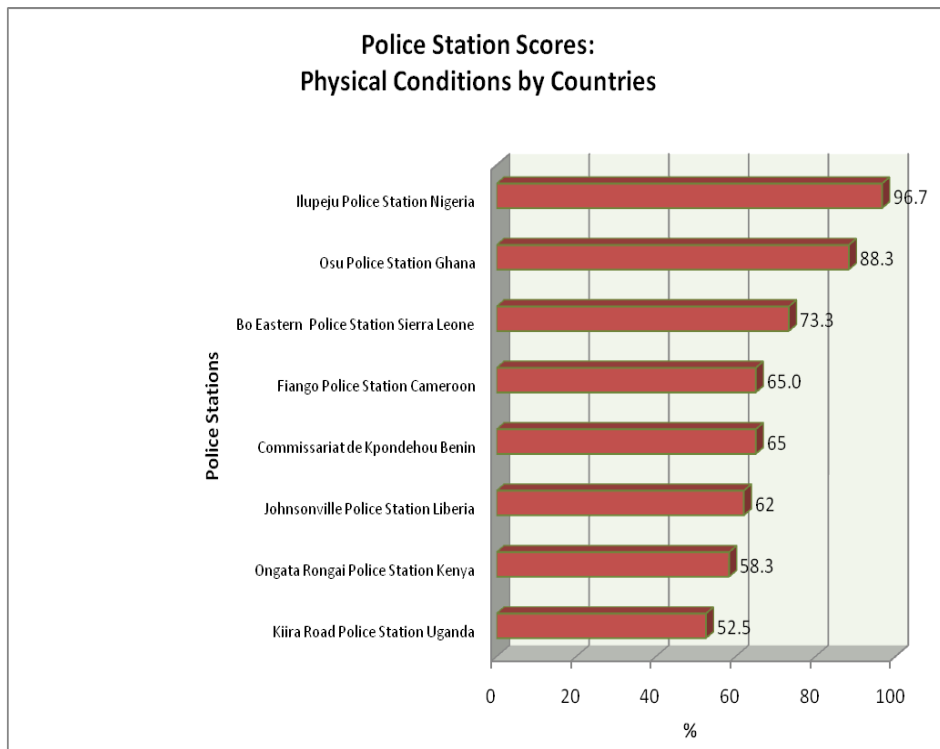
1. Community Orientation



Ratings of top 3 police stations on community orientation:

1. Housing Bodija police station, Nigeria (100.0%)
2. Nima police station, Ghana (91.7%)
3. Commissariat de Dantokpa, Benin (88.3%)

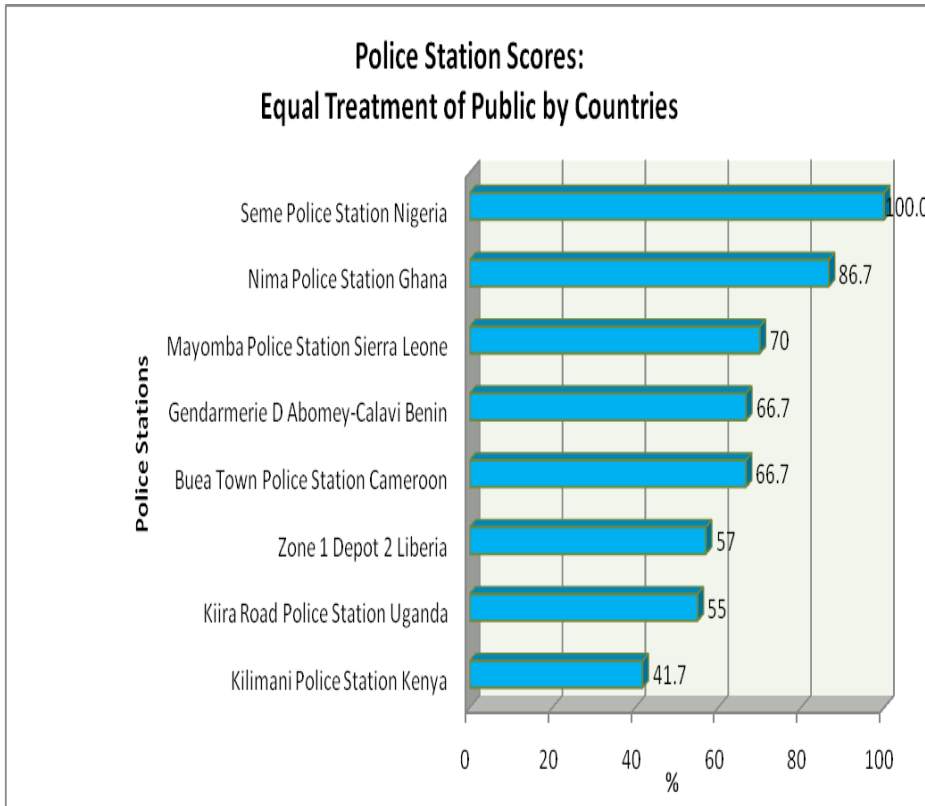
2. Physical Conditions



Ratings of top 3 police stations on physical conditions:

1. Ilupeju police station, Nigeria (96.7%)
2. Osu police station, Ghana (88.3%)
3. Bo Eastern police station, Sierra Leone (73.3%)

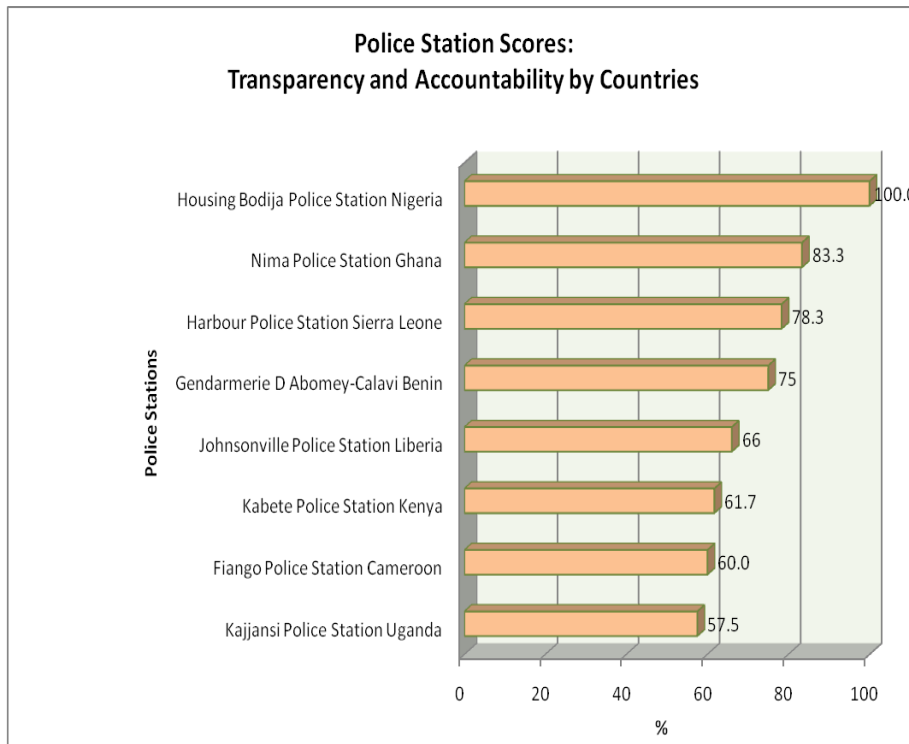
3. Equal Treatment of Public



The top 3 rankings for equal treatment are as follows:

1. Seme Police Station, Nigeria (100%)
2. Nima Police Station, Ghana (86.7%)
3. Mayomba Police Station, Sierra Leone (70%)

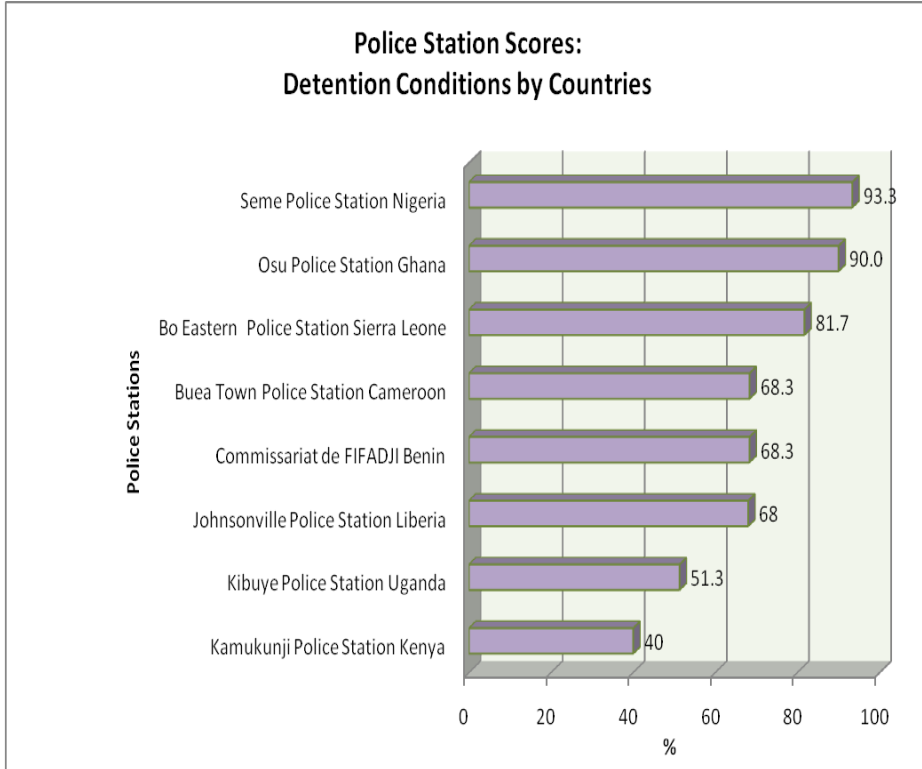
4. Transparency and Accountability



Top ranking in each country are as follows:

1. Housing Bodija Police Station, Nigeria (100%)
2. Nima Police Station, Ghana (83.3%)
3. Harbour Police Station, Sierra Leone (78.3)

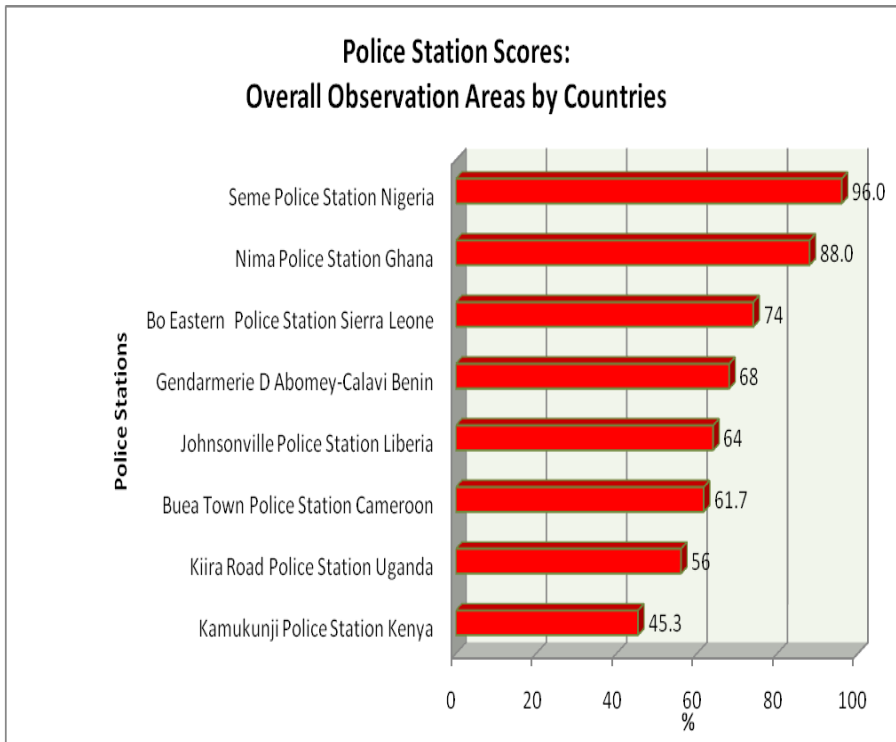
5. Detention Conditions



Top ranking police stations in each country for detention conditions:

1. Seme Police Station, Nigeria (93.3%)
2. Osu Police Station, Ghana(90.0%)
3. Bo Eastern Police Station, Sierra Leone (81.7%)
4. Buea Town Police Station, Cameroon (68.3%)
5. Commsariat de Fifadji, Benin (68.3%)
6. Johnsonville Police Station, Liberia (68%)
7. Kibuye Police Station, Uganda (51.3%)
8. Kamukunji Police Station, Kenya (40%)

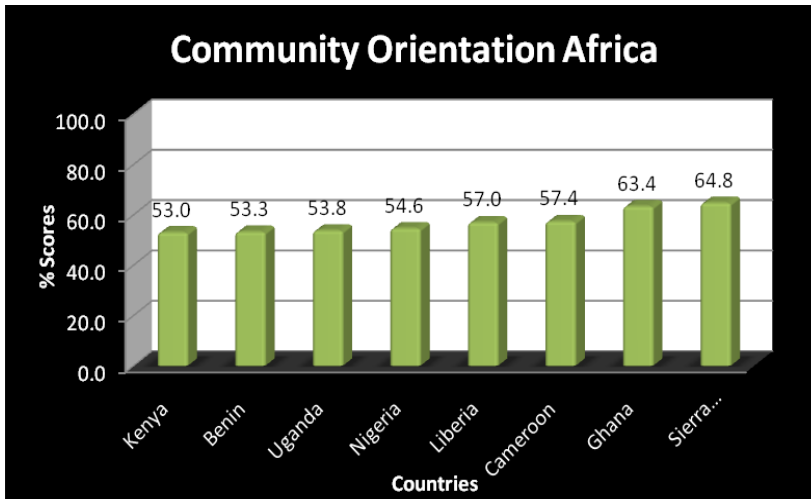
5. Overall assessment top participating police station in each country



Top participating police station in each participating country in Africa:

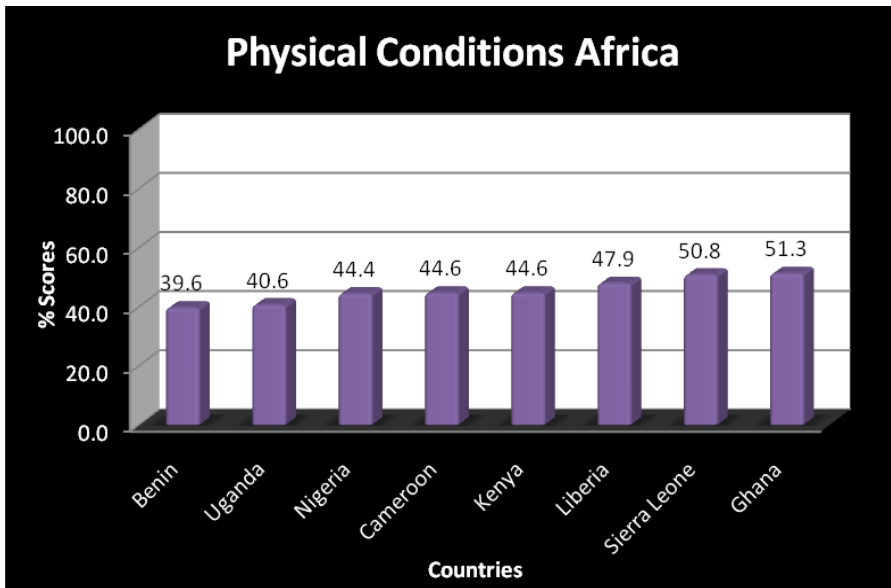
1. Seme Police Station, Nigeria (96.0%)
2. Nima Police Station, Ghana (88.0%)
3. Bo Eastern Police Station, Sierra Leone (74%)
4. Gendarmeris D'Abomey Calavi, Benin (68%)
5. Johnsonville Police Station, Liberia (64%)
6. Buea Town Police Station, Cameroon (61.7%)
7. Kiira Road, Police Station, Uganda (56%)
8. Kamukunji Police Station, Kenya (45.3%)

The following is a chart illustration of the performance of the participating countries in each indicator area indicating the national average of all the participating countries in each indicator area:



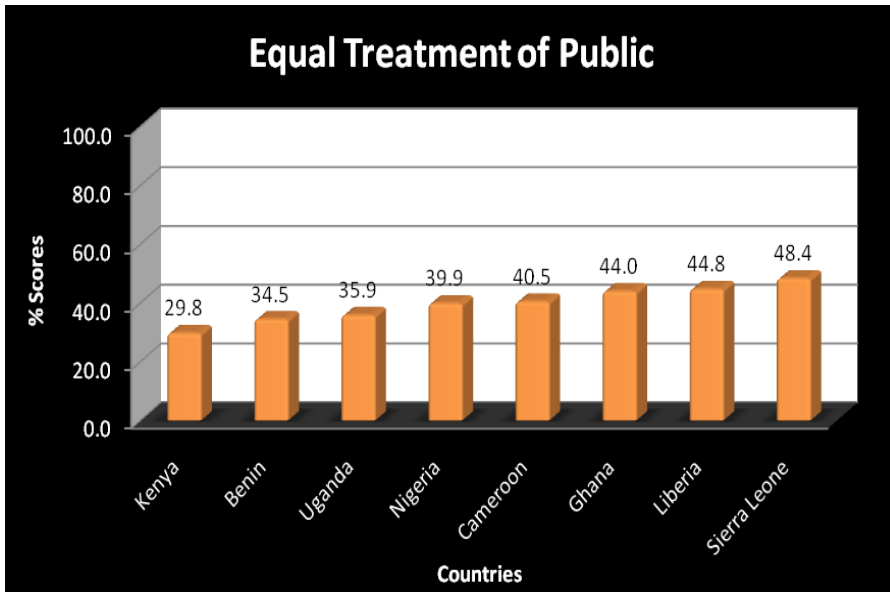
Community Orientation:

1. Sierra Leone – 64.8%
2. Ghana – 63.4%
3. Cameroon – 57.4%
4. Liberia – 57.0%
5. Nigeria – 54.6%
6. Uganda – 53.8%
7. Benin – 53.3%
8. Kenya – 53.0%



Physical conditions:

1. Ghana – 51.3%
2. Sierra Leone – 50.8%
3. Liberia – 47.9%
4. Kenya – 44.6%
5. Cameroon – 44.6%
6. Nigeria – 44.4%
7. Uganda – 40.6%
8. Benin – 39.6%



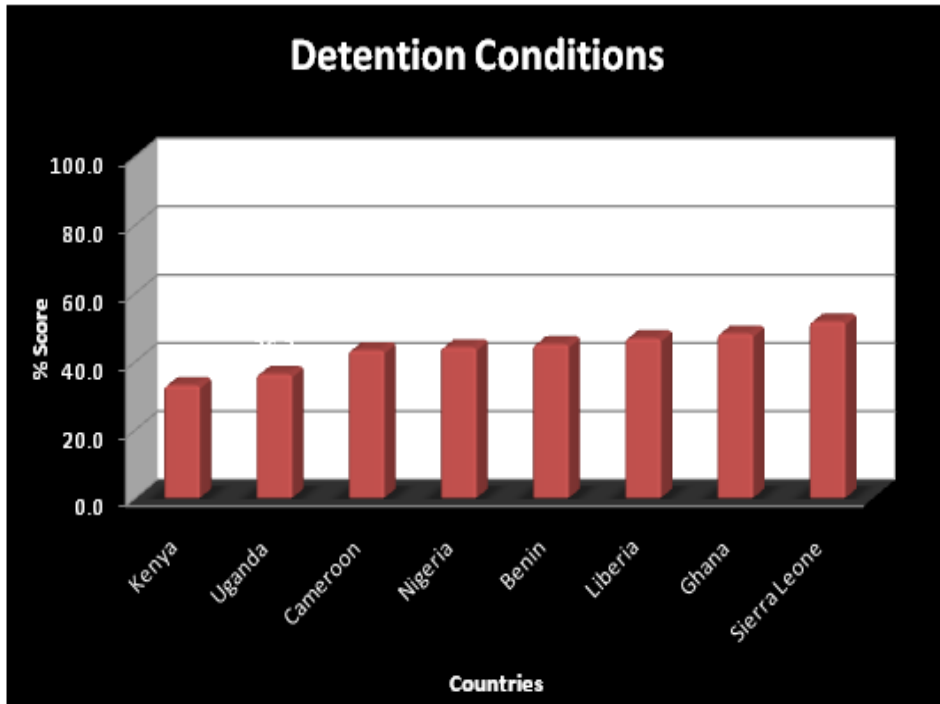
Equal treatment of the public:

1. Sierra Leone – 48.4%
2. Liberia – 44.85
3. Ghana – 44.0%
4. Cameroon – 40.5%
5. Nigeria – 39.9%
6. Uganda – 35.9 %
7. Benin – 34.5%
8. Kenya – 29.8%



Transparency and Accountability:

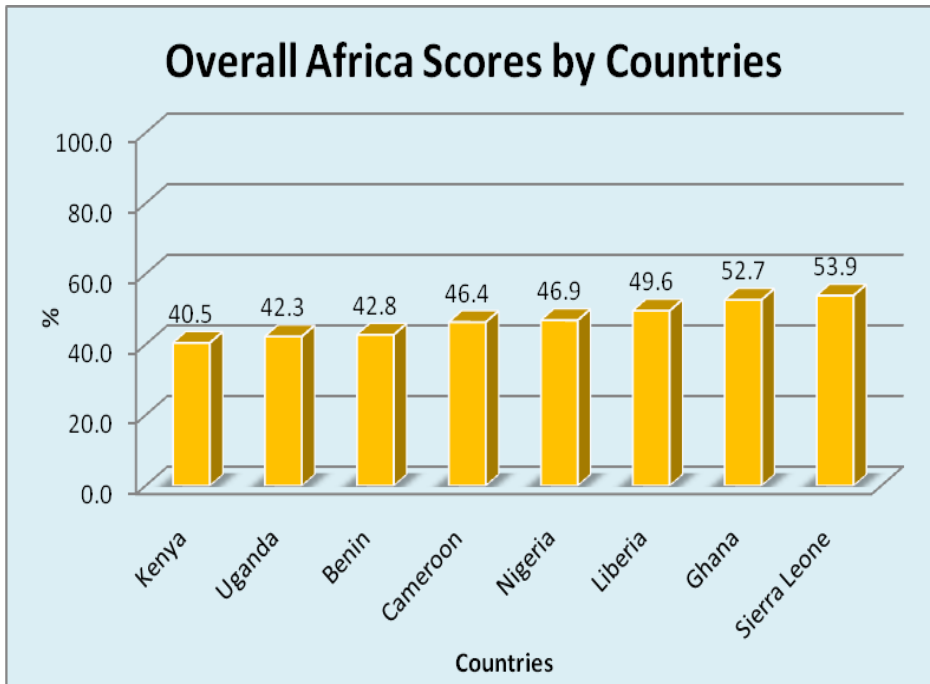
1. Ghana – 56.5%
2. Sierra Leone – 53.9%
3. Nigeria – 51.5%
4. Liberia – 51.5%
5. Cameroon – 46.1%
6. Uganda – 45.0%
7. Kenya – 42.3%
8. Benin – 41.8%



The countries are rated as follows according to detention conditions:

1. Sierra Leone
2. Ghana
3. Liberia
4. Benin
5. Nigeria
6. Cameroon
7. Uganda
8. Kenya

The overall assessment of the countries is illustrated below:



1. Sierra Leone – 53.9%
2. Ghana – 52.7%
3. Liberia – 49.6%
4. Nigeria – 49.6%
5. Cameroon – 46.4%
6. Benin – 42.8%
7. Uganda – 42.3%
8. Kenya – 40.5%

GOOD PRACTICES/ AREAS OF IMPROVEMENT/ STATION COMMANDERS THAT DESERVE COMMENDATIONS IDENTIFIED BY VISITORS IN THE 2010 PSVW.

Amongst 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. The visitors were also required to identify improvement areas which the police has design to ensure effective services to the public. The visitors are also required to note down if any exist, DPOs' that deserve commendations who have being able to distinguish themselves from others in terms of performance and innovation.

Benin

Good practices

- Religious fairness: there is equal religious tolerance in the station. The visitors found this very fascinating.
- Relationship with community: the cordial relationship between some police stations and their host communities speaks for the successes recorded in those communities in crime prevention. The effort no doubt underscores the indispensable role of community policing in any society like ours.
- Media coverage of arrest: inviting and allowing the media to cover arrest speaks openness and fairness in the discharge of their constitutional responsibilities which is commendable.

Areas of Commendation

- In Commissariate de Kouhounou police station, the station has improved commendably. The station has been able to enter into an agreement with two NGOs (EMPOWERED project and WILDAF) in order to fight against assault on women, sexual harassment, child abuse, violence against the disable and the aged.

Station Commanders deserving recommendations

- The Station Commander at Commissariat FIDJROSSE personally furnished his office and installed computer in it for quality service delivery of the station to the citizenry and keeping inventories in the station. He uses his personal money to fuel patrol vehicles. He was also able to establish cooperation among officers and their host community.

What changes would the visitors like?

- Adequate Funding of the police: one criticism of the visitors focused on the poor funding of the police which most times have hampered their efficiency and responses to their basic responsibilities in their host community. They therefore called for regular improvement of the funding of the police to enable them discharge their activities effectively.
- Improved working condition of the personnel: the police in Africa have always been working under poor condition in their different countries which has affected their morale to effectively discharge their responsibilities, they therefore called on the government to improve the welfare package of the police and make their work condition more favorable.
- Insufficient staffing of the police stations: in Abomey Calavi, visitors frowned at the insufficient number of personnel who are usually deployed to provide security provisioning to the citizenry. They therefore called on the government to recruit more personnel to meet the security needs of the citizenry in the 21st century.
- Poor customer service: in commissariat d AGLA, visitors could not find any reasonable channel through which the public can effectively communicate to the police in cases of emergence. They called for immediate introduction of customer care desk and the installation of the necessary gadgets in place.
- Outright lack of cell facilities and police equipment: the visitors found it appalling that most police stations do not have necessary facilities that a station of modern standard ought to have. The chairs and tables are practically not there, they are outdated and in a bad shape. Some cannot even boast of a patrol vehicle.

Cameroon

What changes would the visitors like?

- Purchase of new furniture: the visitors suggested the police to embark on police private partnership in order to be able to acquire some of their needed facilities or gadgets. They advised the police to buy new furniture as they found the old once insulting to the nation.
- Purchase of office equipments and other necessary materials needed for quality service delivery: the services of the police as described by the visitors could be enhanced if their work environment is conducive and well equipped with modern facilities for quality service delivery. They call on the government and the police authority to facilitate the purchase of computers, installation of internet facilities, patrol vehicles, communication gadgets, customer care desk, cell facilities renovations. In Idenua, the toilets in the cells are filled already, thereby exposing detainees to health hazards.
- Openness of the personnel in their dealings: Muea police station denied the visitors access to some of their detention cells which speaks for itself.

Ghana

Commendations

- In Legon, the visitors were impressed with the facilities they found on ground. The environment was hygienic. The physical environment was enchanting, community orientation was excellent with effective 24hrs customer service and response ready vehicles on ground, the structure is spacious and well ventilated.
- Openness: the time the visitors had with the officers were very interesting. The officers were ready to answer their questions and show them whatever they wanted to see. In police stations in Ghana where vehicles were lacking, police officers use their personal money to transport suspects to the station.

What changes would the visitors like?

- There is no regard for language of inmates: cases have had to last long than it ought to due to no regards for detainee languages. There is the

need for police officers to see every body under detention as fellow citizens instead of treating them as guilty people when they have not been found so.

- There are no toilets in most cells and some as well do not have female cells. This often forces them to resolve to put male and female together whenever the cells are over crowded.
- Some cells do not have a single vehicle for patrol or to response to a distress calls. They often even run out of bullets, leaving arm robbers to operate freely.
- The sizes of most police stations are too small to withstanding the name police station. This therefore leads to poor ventilation and lack of space for offices and other use in the station.
- There were huge files of unresolved cases before the police which ought not to have taken the time it has lasted. There is therefore the need for them to be proactive in resolving such issues instead of allowing them to linger for too longer, thereby making innocent people to suffer and the avoidable inevitable.

Kenya

Good practices

- Embakasi has a well maintained structure, good working relationship with their host community.
- Community orientation: the community that hosts Ongata Reongai has been effectively enlightened on the activities of police and ways they could get across to the police if the need be. There is also a welfare facility for the officers in this area.
- Physical condition: the environment was well sanitized and there are routine for ensuring so.
- Effectiveness: there are 24hrs standby customer service network and patrol vehicles to ensure prompt responses to distress calls or emergencies. They ensure regular patrol. The commanding officer can be accessed by any body, thereby giving way for equal treatment.

What changes would the visitors like?

- The need to upgrade facilities: Most of the facilities that were found at some of the police stations visited are outdated and moribund, it is therefore necessary to acquire new facilities to meet modern needs.
- Poor Record Keeping/Data Management: it is unheard off that all the records in most of the police stations visited are still being kept only in hard copies in unsafe places. Police routines are not conspicuously displayed.
- Too much bureaucracy: some of the visitors accused the stations they visited of too much protocols and difficult. They also accused them of harassing hawkers in the street.
- Technological advancement: the visitors called for the need to bring in technological advancement and ground breaking innovation into policing to help curb the menace of crime prevention and improve on the inefficiency that has pervaded the police for too long.
- Upgrade of police station: there is a unanimous call among visitors for the government to upgrade police stations; most of the structures are old and not modern in their look. They also called for upgrade of cell facilities and provision of phones, light, seats, bed, and blanket among others inside the cells.

Liberia

Good practices

- In zone seven police station, there were computers on ground for the purpose of record keeping. Case files were kept both in hard and soft copies.
- The physical condition was amazing, according to visitors. The environment was well sanitized natural.
- Community relation: some police stations have been able to design regular meeting with community leaders to ensure ventilation of ideas on crime prevention and response. Some have even taken theirs to media houses like the radio, through this means, people can inquire from the police their necessary questions and get prompt

response. There are also billboards displaying wanted people and other necessary information.

What changes would the visitors like?

- Increase female staff: visitors complained about little number of female staffs in the police stations they visited, saying it is not enough. Most of the police stations they visited never had female staffs. They therefore called on the police to recruit more women to be deployed to all police stations to cater for the need of women in detention or as the case may be.
- Some complained that there has not been any significant improvement since the last time they visited

Nigeria

Good practices

- Customer service desk: although there were few stations without customer service desk, the visitors in their large numbers commended the stations with customer service desk.
- In Ahiazu Mbaise, the police provided medical aids to the detainees who were ill.
- In some police stations like Abaji and Gwagwa, the police were able to device other means of power generation through installation of solar power plate.
- Ilupeju police station in Lagos has CCTVs installed while the Asokoro police station in Abuja has one of the finest tiled floors in the country. Most of them have installed police communication gadgets, especially in the remote areas.

What changes would the visitors like?

- The bulk of the patrol vehicles in the stations are not in good shape. Only few police patrol vehicles could be said to have been in a perfect shape, according to the visitors.
- Poor police welfare has continued to hamper effective performance of officers in the police stations. Their zeal is often affected by this poor welfare and remuneration.

- Poor communication network: the communication network put in place by the police authority are ineffective and practically mere cosmetics. They are either not working because of bad battery or they have been crashed by thunder.
- It is regrettably appalling that there were police officers who have chosen to be gallant; they turn out to be hunted down by arm bandits because of insufficient arms and ammunitions at their disposal.
- The bad and bartered image of police before the public has continue to frustrate their giant strives, there is the need for the police to focus more on integrity and restoration of their image before the public in order to help facilitate inefficiency in their service delivery.
- Training: there is the need to ensure effective training of personnel to make them versatile in combating crime in their host communities. The police need to be more professional in their handlings and as such, needs training in different areas like public relations, psychology etc.
- There is the urgent need to deploy more women to all police stations nationwide. This will help to ensure gender equality in the discharge of their responsibility and in relation to the public.
- The disable in the society need to be consider in the course of building police stations and installation of modern facilities that would help them easily access the services being provided by the personnel.
- The structure of most stations is a direct insult on the Nigerian state. The shapes and structures are totally out of place and some times, too small to serve it purpose. It is worrisome, any time a trip to the cells is conducted, they depicts nothing less than inhumane conditions. Thus, there is the need to upgrade cells and put in place necessary things like phones, blankets, and functional toilet system with doors, blankets and many more.

Sierra Leone and Uganda

Good practices

- Good information storage system: in Kibuye police station, there are computers on ground for the purpose of inventories in the police station

and case file storage. This information is saved in both soft and hard copies. The police station also have poster in place with illustrations that can be understood even by illiterates. There are billboards showing different information on security consciousness.

- Central police stations have toll free lines with an effective 24hrs customer service in place to respond to complains and distress calls. There are also patrol vehicles to respond to emergencies when necessary.
- Some stations even have counseling unity to respond to domestic violence.
- There are programmes on radio in which the public interact with police. There is adequate supply of water in mile Mile 91 police station. They also have in place, awareness campaign against crime and about crime.

What changes would the visitors like?

- Provision of patrol vehicles: the visitors found the patrol vehicles on ground ineffective nonfunctional, they there called for purchase of new vehicle to facilitate patrol and efficiency in police duty.
- Installation of office equipment: the tables and chairs the visitors found in the police stations they visited amazed them, they were all surprise to had found old chairs and tables whose place has become the museum in the police stations. Some of the chairs were those used in the 70s for students in the class rooms. They concluded by calling on appropriate authorities to correct the embarrassment.
- The buildings were also in a bad shape, some of them are dilapidating already, thereby putting both the police officers and their detainees at risk. The cell facilities were another thing that drew their attention. The cells were all virtually in a bad shape. They therefore called for it up grade.
- They also called for adequate funding of the police and the need to train them on regular basis.
- They called on the police to partner with private sectors to be able to purchase some of the things they wanted.
- Among other things are poor sanitization, training of police in ICT and the need for the police to be fair and accountable in their activities. Some visitors complained that some police stations withheld some information from them and did not allow them access to some places.

Country Reports

Reports of Results in Benin



Summary

In Benin Republic, 20 (twenty) police stations participated in the 2010 Altus police station visitors' week. All the police stations that participated were drawn from Cotonou, the country's capital city. The visits were organized in partnership with the West Africa Network on Peace building (WANEP) with approval from the Ministry of Defence which has oversight responsibility over the police and the gendarmeries. Francophone countries have 2 main types of police organizations – the national police and gendarmeries. The visitors visited the different types of police organizations.

Sixty (60) visitors from different age groups, educational and professional backgrounds were involved in the visits. Drawing from the scores of the visitors the following stations were the top three:

1. Commissariat d'Abomey-Calavi (68.0),
2. Commissariat de Dantokpa (63.3)
3. Commissariat de Kpondehou (56.7)

Participating Police Stations were:

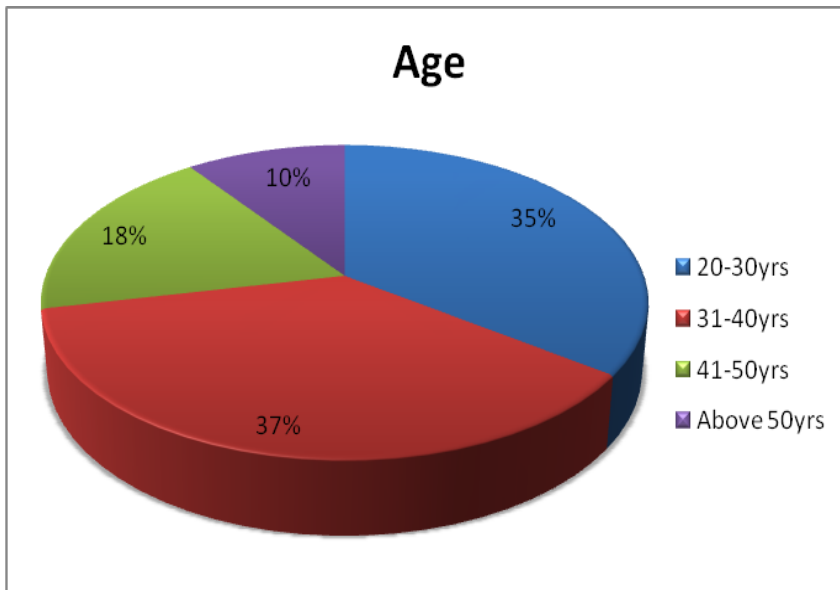
There were twenty (20) police stations namely:

• Commissariat de Gbedjromede	• Gendarmerie d'AVOTROU
• Commissariat Central de Cotonou	• Commissariat de GODOMEY
• Gendarmerie de Godomey	• Commissariat de Kpondehou
• Commissariat de FIFADJI	• Commissariat de Dantokpa
• Gendarmerie d'AGBLANGANDAN	• Commissariat de TOKPLEGBE
• Commissariat d'AGLA	• Gendarmerie de SEME-KPOJI
• Commissariat FIDJROSSE	• Commissariat SODJEATIME
• Gendarmerie D Abomey-Calavi	• Commissariat d'Abomey-Calavi
• Commissariat de HLACODJI	• Commissariat de Kouhounou
• Commissariat de SEGBEYA	• Commissariat de Cadjehoun

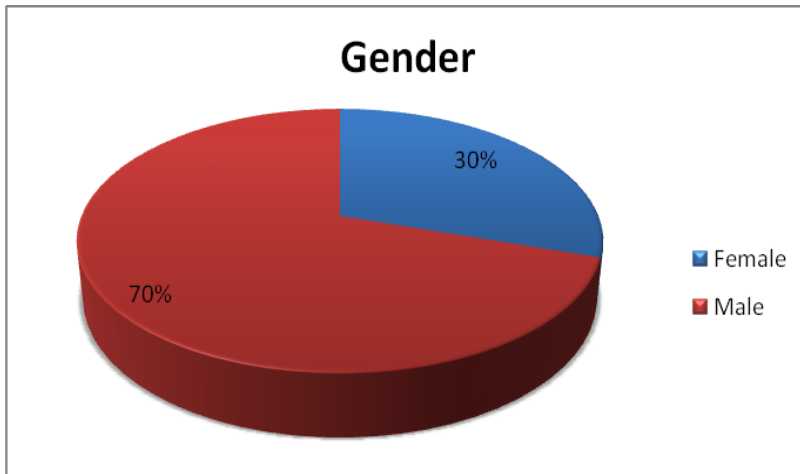
Who were the visitors?

The visitors were identified and recruited by WANEP. The visitors were drawn from member organizations of WANEP. A total of sixty (60) citizens participated as visitors; it was conducted only in Cotonou, the capital of Benin.

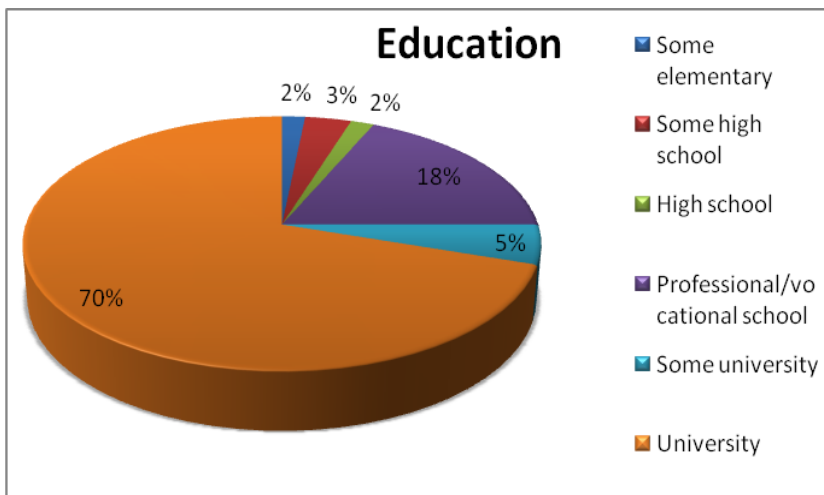
The graphics below illustrates the social demographics of these visitors.



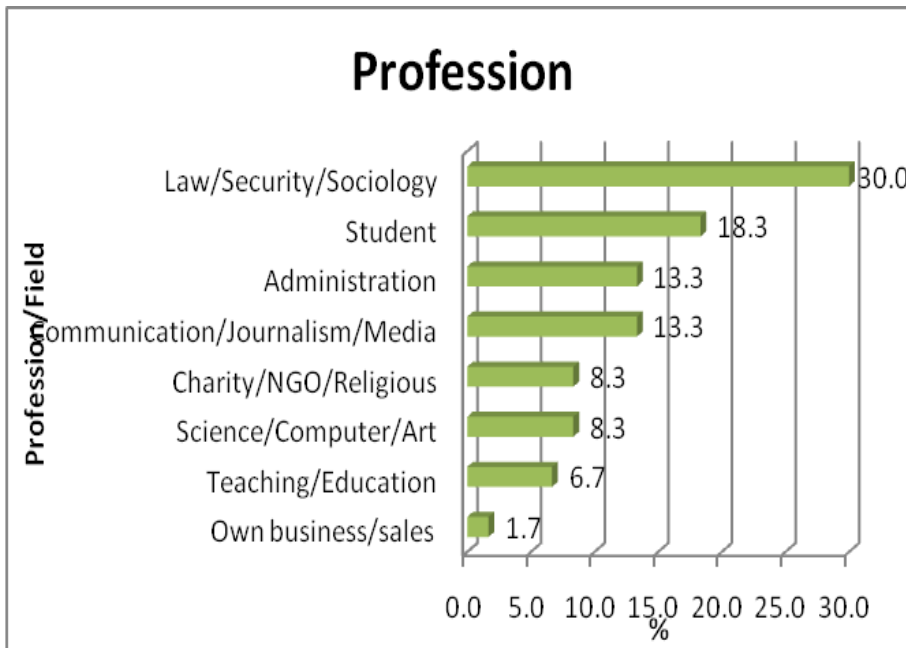
Thirty seven percent of the visitors were between the ages of 31 – 40 years; thirty five per cent of the visitors were within the age bracket of 20 – 30 years. Others were within the ages of 41 – 50 years which amounted to eighteen percent; and 10 percent were above 50 years.



Thirty percent of the visitors were female while the remaining seventy percent were male.



Seventy percent of the visitors had university education, eighteen percent had professional / vocational training background; five percent had some university experience, three percent had some high school experience, two percent high school and another two percent some university experience.



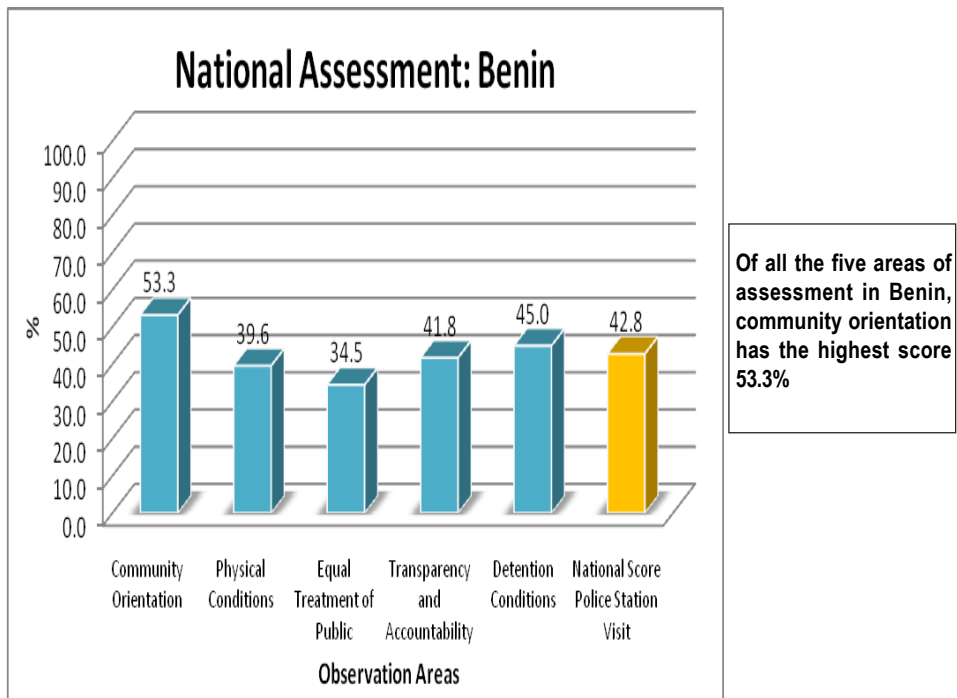
The diagram above depicts the professional background of the range of visitors that were part of the visit in Cotonou.

Which Police Station Scored the Highest?

Among the twenty (20) police stations visited in Cotonou, the top three police stations were:

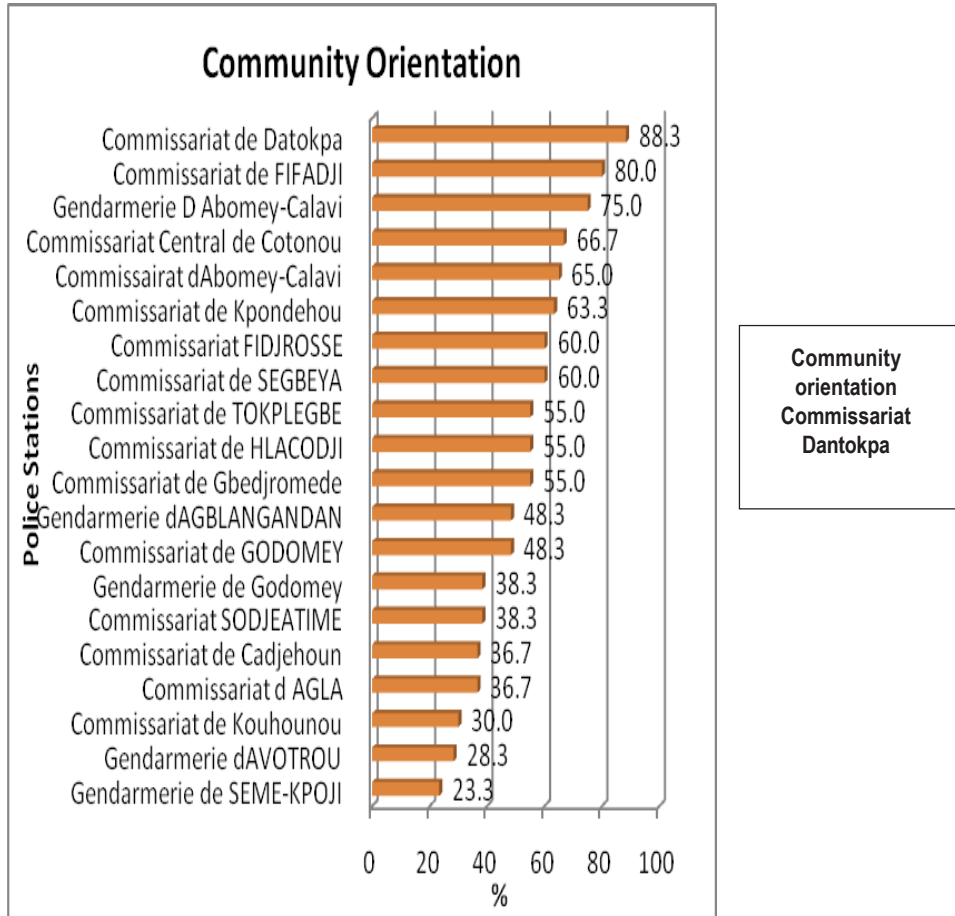
1. Commissariat d;Abomey-Calavi (68.0),
2. Commissariat de Dantokpa (63.3)
3. Commissariat de Kpondhou (56.7)

The chart below shows all the police stations that participated in Benin (Cotonou) according to the scoring of the visitors.



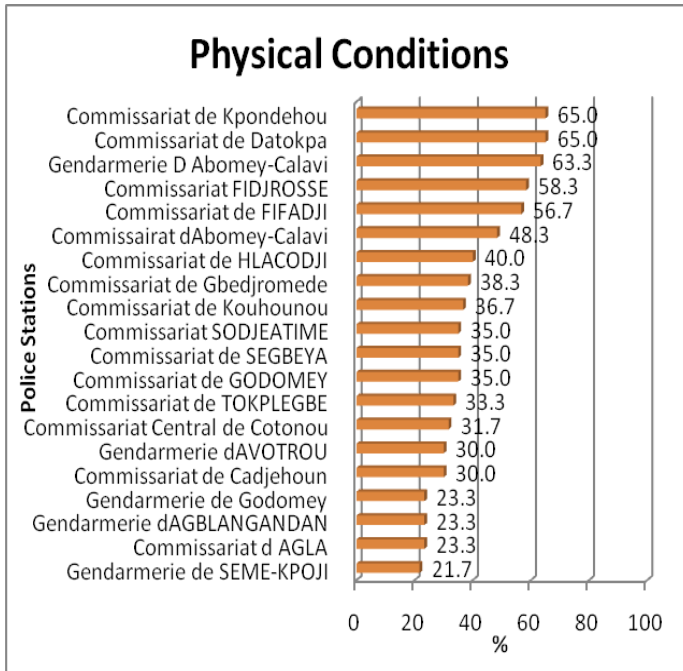
The chart below represents the national assessment of Benin in all indicator areas. There were also ratings based on five major indicator areas. The indicators are:

Community Orientation



On community orientation, commissariat de Dantokpa scored 88.3% to emerge first while commissariat de FFADJI and Gendamarmerie both scored 80.0% and 75.0% to emerge second and third respectively

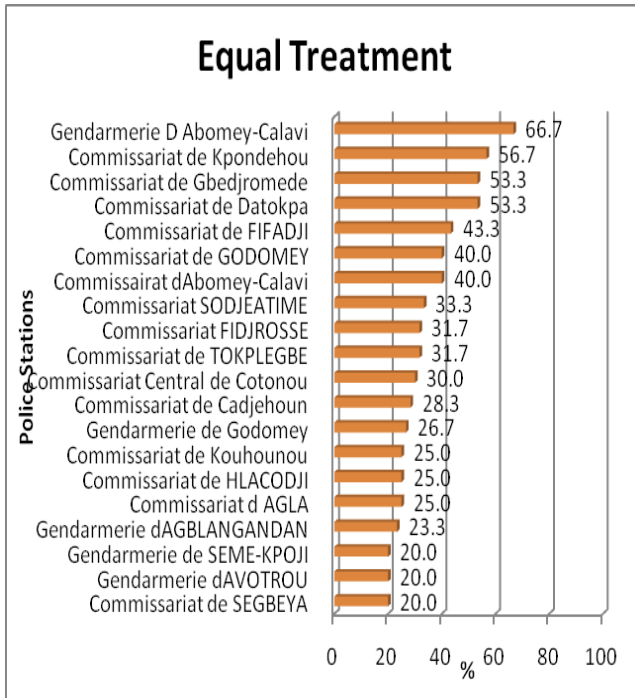
Physical Condition



Physical condition
Commissariat de
Kpondehou

Equal Treatment

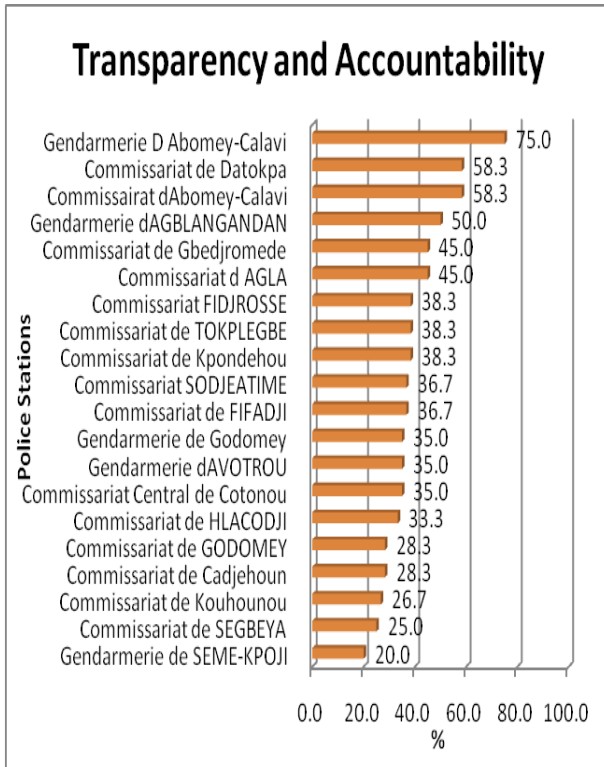
Commissariat de Kpondehou (65.0%), Commissariat de Dantokpa (65.0%) and Gendarmerie d Abomey-Calavi (63.3%) came out first, second and third respectively.



Equal Treatment
Gendarmerie d Abomey-Calavi

Gendarmerie d'Abomey-Calavi came first with (66.7%), Commissariat de Kpondehou (56.7%) came second, while Commissariat de Gbedjromede (53.3%), took third in equal treatment.

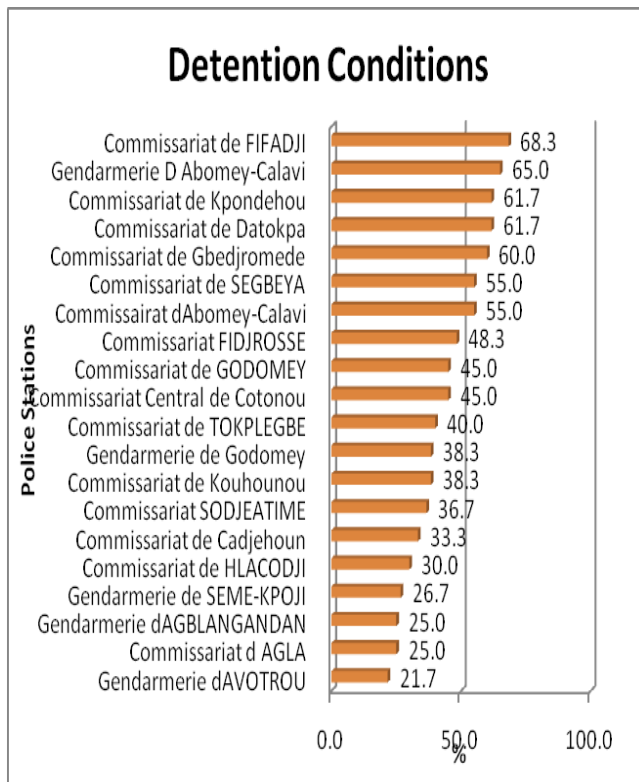
Transparency and Accountability



Transparency and Accountability
Gendarmerie d Abomey-Calavi

On Transparency and Accountability, Gendarmerie d Abomey-Calavi Scored 75.0% to emerge first while commissariat de Dantokpa and commissariat d Abomey-Calavi both scored 58.3% and 58.3% to emerge second and third respectively.

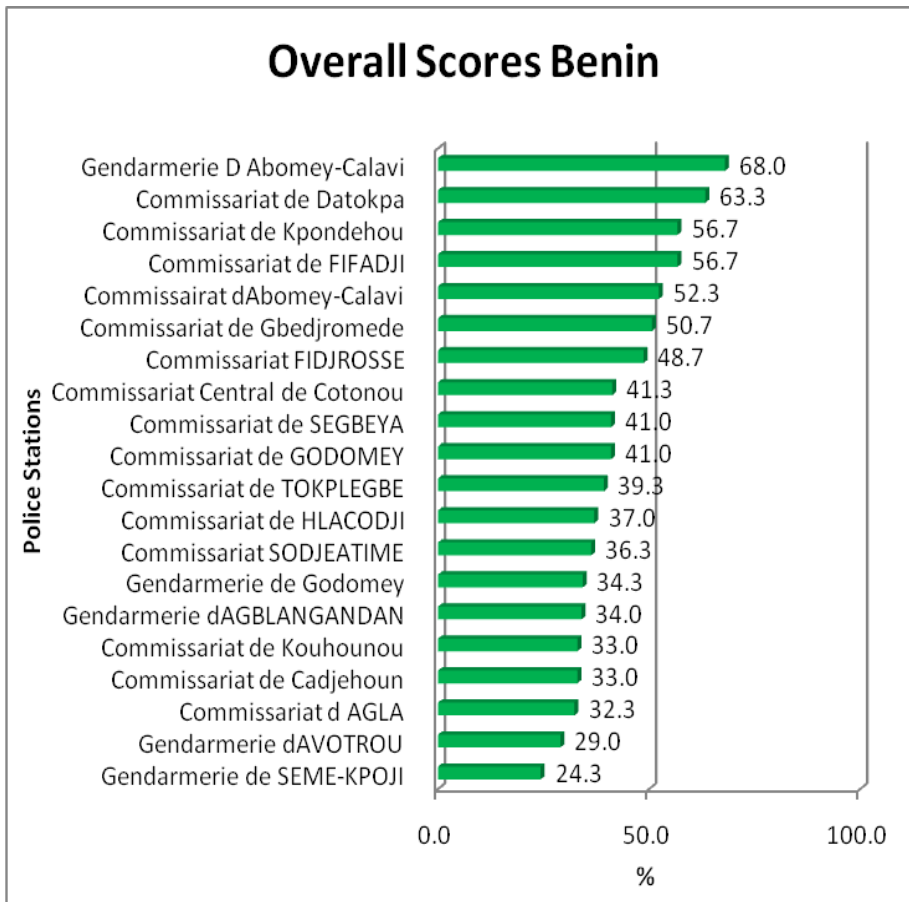
Detention Condition



Detention Condition
Commissariat de FFADJI

Commissariat de FFADJI came first with (68.3%), Gendarmerie d Abomey-Calavi (65.0%) came second, while Commissariat de kpondehou (61.7%) took third.

The chart below represents the overall scores in the five indicator areas



Report of Result in Cameroon



Summary

Cameroon is located in central Africa but shares a common border with Nigeria on the eastern part of Nigeria. The country has an estimated population of 19, 522,000 according to the United Nation. The Cameroon population is almost evenly divided between the rural and urban dwellers.

13(thirteen) police stations participated in the 2010 Altus police station visitor's week. All the police stations that participated were drawn from three regions with; Douala, Buea and Bamenda as their capital. The visits was authorized by the Delegate General for National Security (the Police Boss) in Cameroon and organized in collaboration with the Association for the Protection of Women's and Children's Rights (APWCR). A total of forty (40) visitors from different age groups, educational and professional backgrounds were involved in the visits.

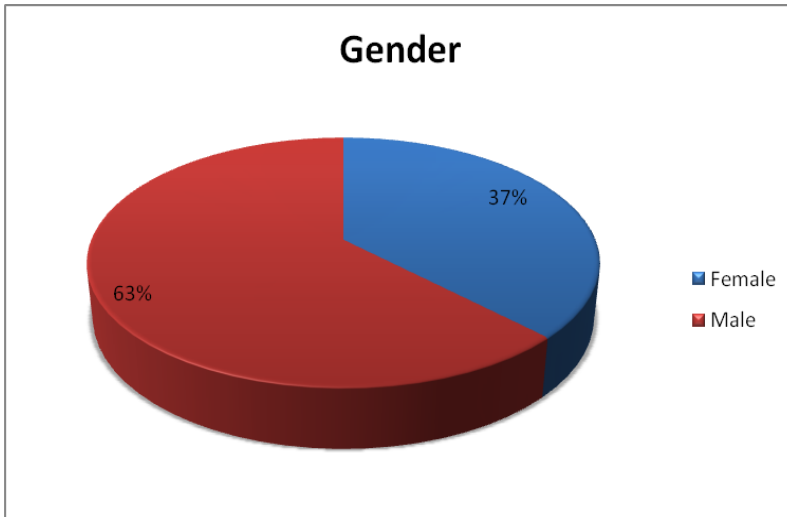
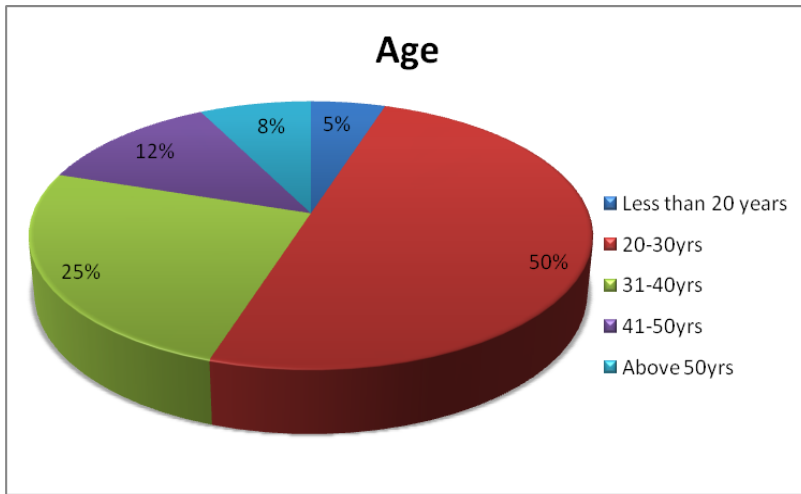
Which police station participated?

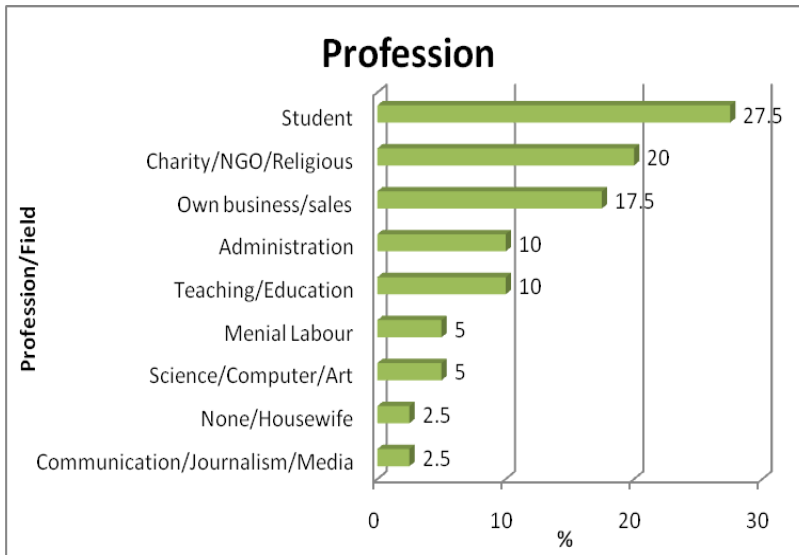
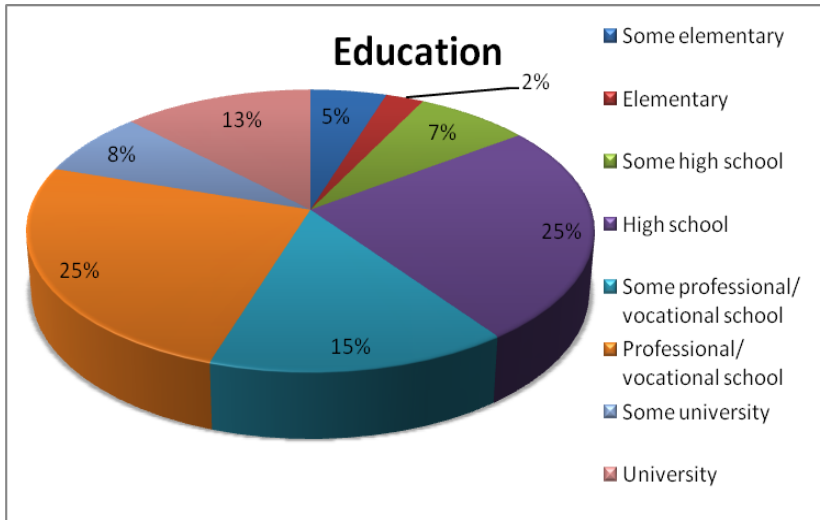
Thirteen (13) police stations participated in the exercise. They are as follows:

• Bonanjo Police Station	• Buea Town Police Station
• Central Police Station (Old Town Mankon)	• Central police station Bonaberi (Douala)
• Central Police Station (Up Station)	• Fiango Police Station
• Muyuka Police Station	• Idenau Police Station
• Kumba Town Police Station	• Limbe Police Station
• Molyko Police Station	• Muea Police Station
• Tiko Police Station	

Who were the visitors?

A total of forty (40) citizens participated as visitors; it was conducted in three regions with Douala, Buea and Bamenda as their capital. The graphics below demonstrates the demographics of the visitors.



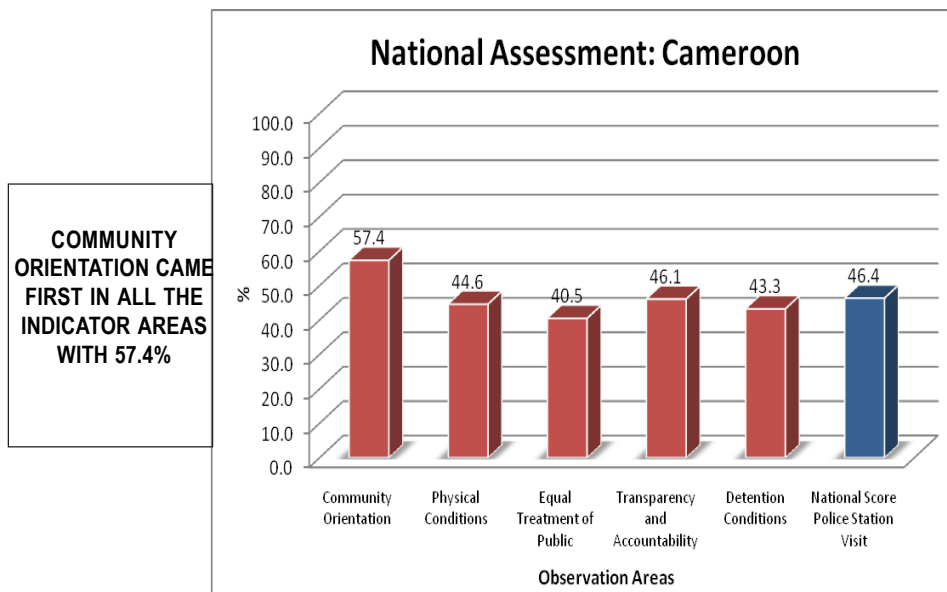


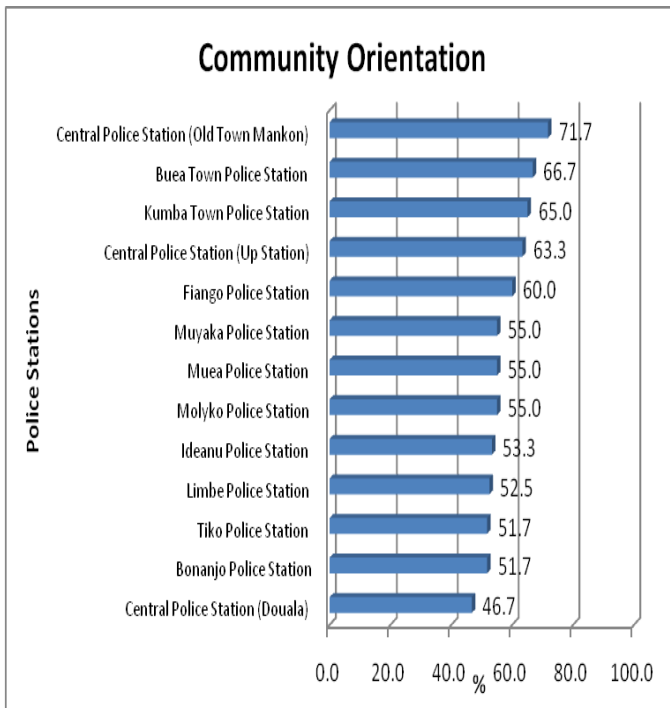
Which Police Station Scored the Highest?

Among the thirteen(13) police stations visited in three regions that's Douala, Buea and Bamenda as capital, all in Cameroon,, the follow police stations scored highest.

1. Buea Town Police Station (61.7%),
2. Fiango Police Station (60.7%) and
3. Kumba Town Police Station (54.3).

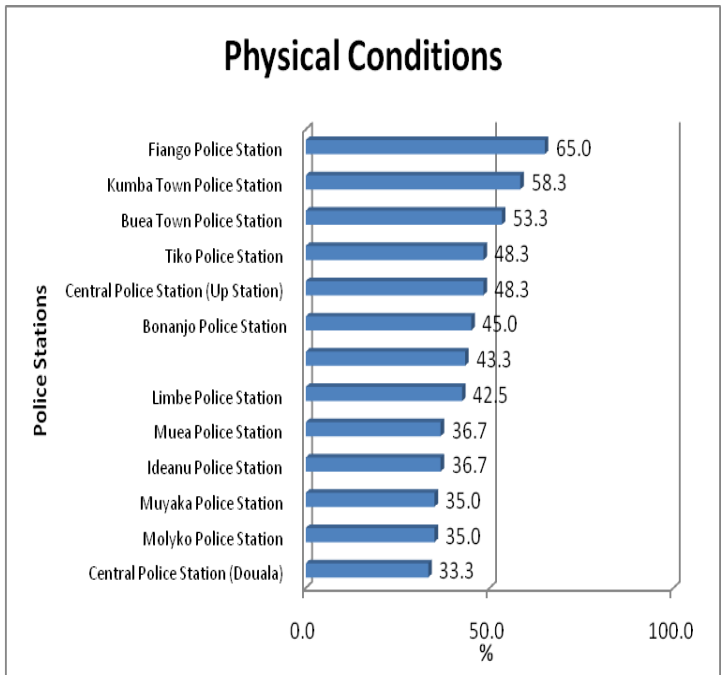
Below is a chart showing the pictography of the Cameroon national assessment in the five indicator areas.





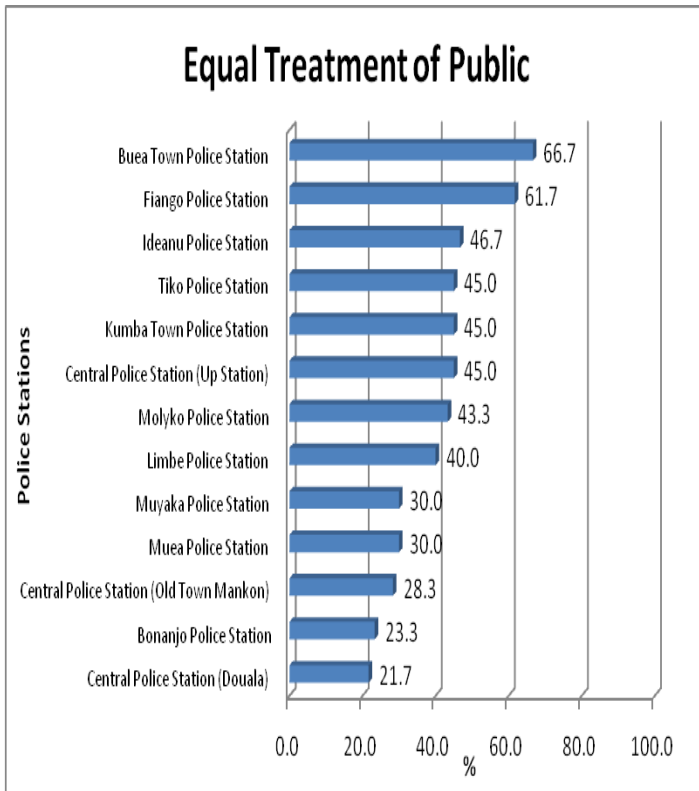
**COMMUNITY
ORIENTATION
CENTRAL POLICE
STATION (OLD TOWM
MANKON)**

With respect to Community Orientation, Central Police Station (Old Town Mankon) scored the highest with 71.7%.; Buea Town Police Station came second with 66.7% while Kumba Town police station came third with 65.0%.



**PHYSICAL
CONDITIONS
FIANGO POLICE
STATION**

On physical conditions, the visitors' scores were based on the assessment of the police station buildings and the facilities available therein. Fiango police station scored the highest with 65.0%; Kumba Town police station followed with 58.3% and Buea Town police station 53.3.



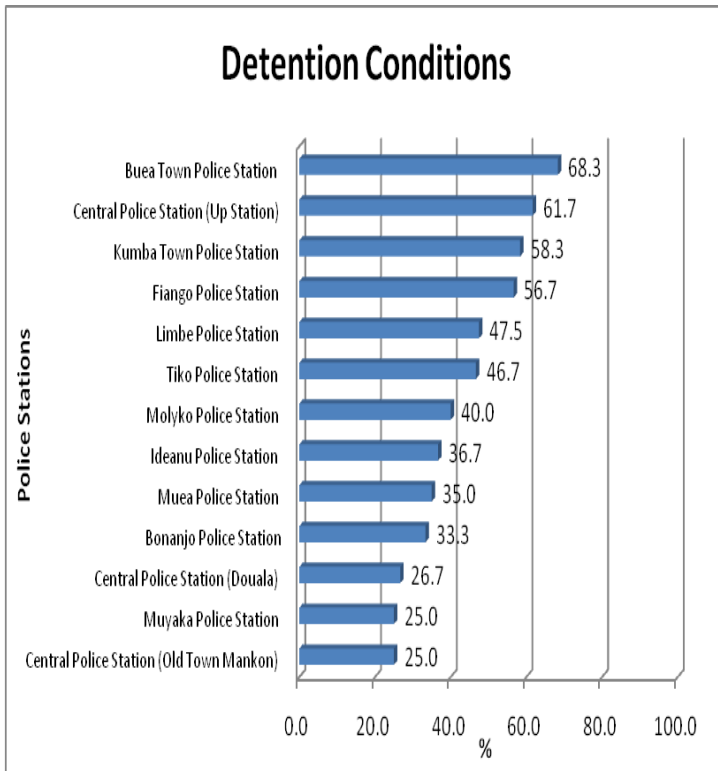
**EQUAL TREATMENT
 OF PUBLIC
 BUEA TOWN POLICE
 STATION**

Buea Town police station (66.7%), Fiango police station (61.7) and Idenua police station (46.7) came first, second and third respectively.



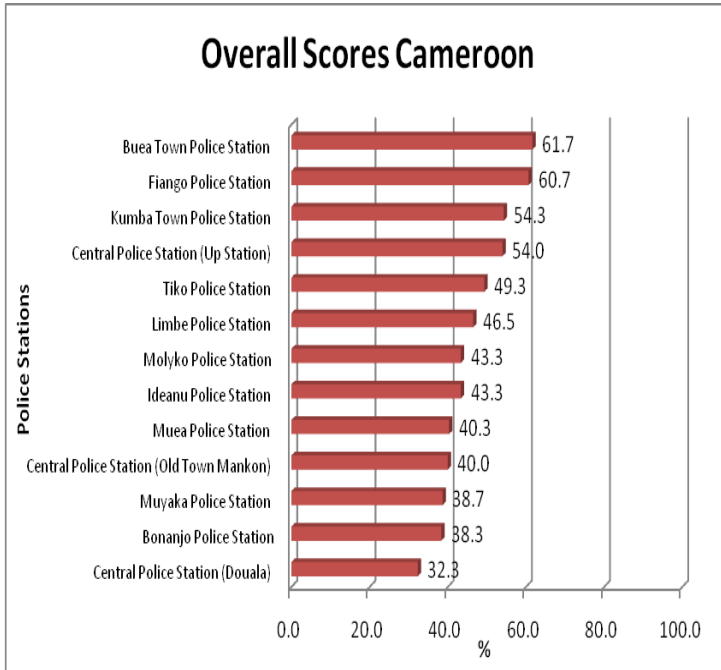
**TRANSPARENCY AND
ACCOUNTABILITY
FIANGO POLICE
STATION**

On transparency and accountability, Fiango police station came first with 60.0%, Tiko police station followed to cling the second place with 55.0% and Buea Town police station scored 53.3% to come third.



**DETENTION
CONDITIONS BUEA
TOWN POLICE
STATION**

On detention conditions, an issue that has continues to draw important attention both in Africa and other continents of the world, Buea Town police station first with 68.3%. Central police station (Up station) 61.7% and Kumba Town 58.3% both came second and third respectively.



**OVERALL
SCORES IN
CAMEROON
BUEA TOWN
POLICE
STATION**

Buea Town police station came first in the 2010 Altus police station visitor's week with an overall score of 61.7%; Fiango police came second with 60.7% while Kumba Town police station came third with 54.3%.

Report of Results in Ghana

Summary

Ghana is a country located in West Africa. It is bordered by Cote d'Ivoire to the west, Burkina Faso to the north, Togo to the east, and the Gulf of Guinea to the South.

Ghana has one formal police organization, the Ghana Police Service. In Ghana, 20 (twenty) police stations participated in the 2010 Altus police station visitors' week. All the police stations that participated were drawn from Accra, the capital of Ghana. The visits were organized in collaboration with the following civil society organizations in Ghana: Amnesty International, Commonwealth Human Rights Initiative, Initiative Development, POS Foundation and WILDAF, Ghana.

Sixty-One (61) visitors from different age groups, educational and professional backgrounds were involved in the visits.

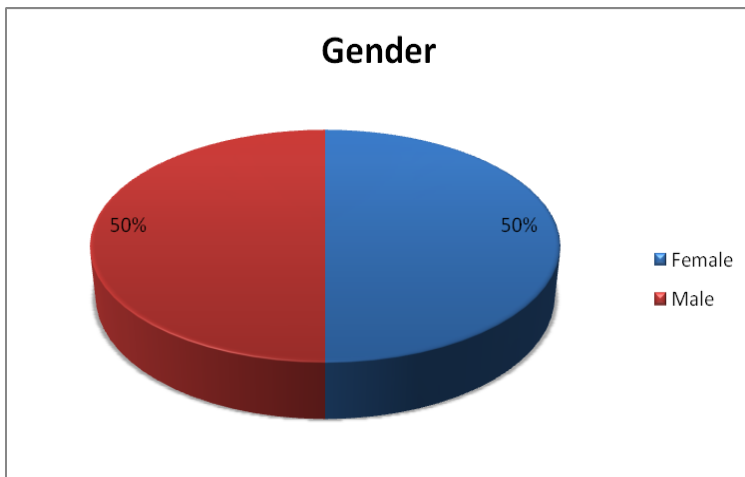
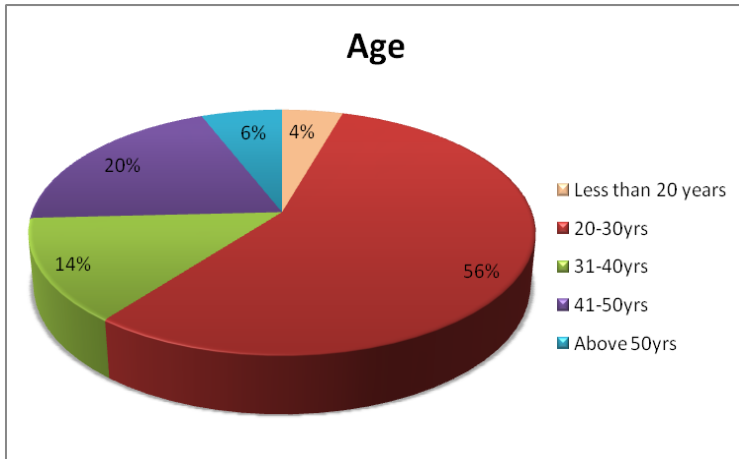
Which police stations participated?

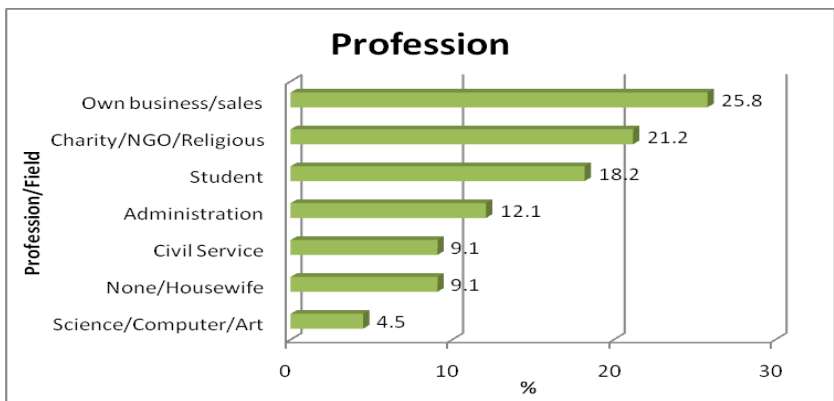
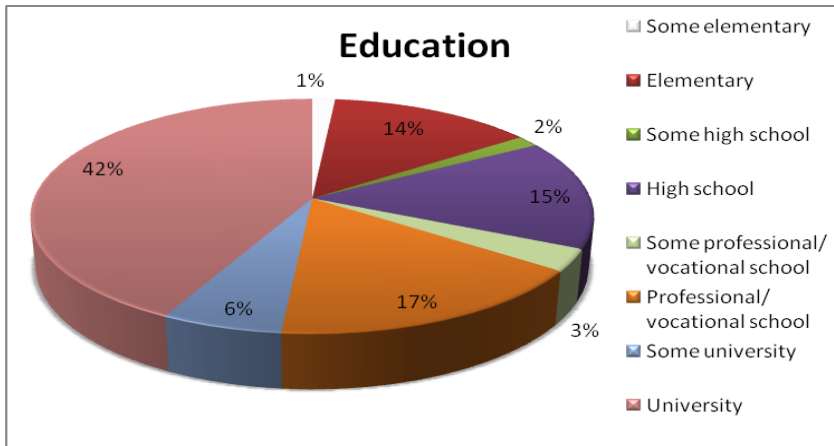
Twenty (20) police stations participated in the exercise. They are as follows:

• Achimota Mile 7	• Adenta Police Station
• Adabraka Police Station	• Amasaman Police Station
• Airport police station	• Ashaiman Police Station
• Cantonment Police Station	• Dansoman Police Station
• Kaneshie Police Station	• Korle Bu Police Station
• Lapaz Police Station	• Legon Police Station
• Madina Police Station	• Nima Police Station
• Osu Police Station	• Odorko
• Teshie Police Station	• Tema Community 1
• Tema Community 2	• Tesano Police Station

Who were the visitors?

In Ghana, the visitors were only drawn from Accra, the capital City of the country. A total of 61 Ghanaians participated in the exercise. Below is a breakdown of the demographics of the visitors:



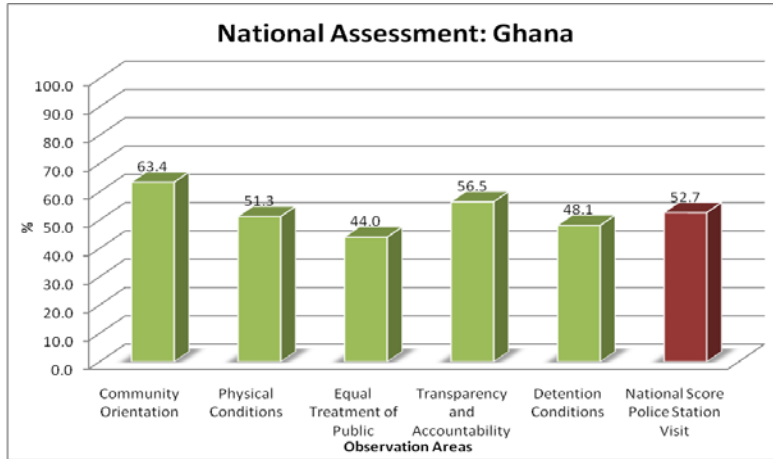


Which police station scored the highest?

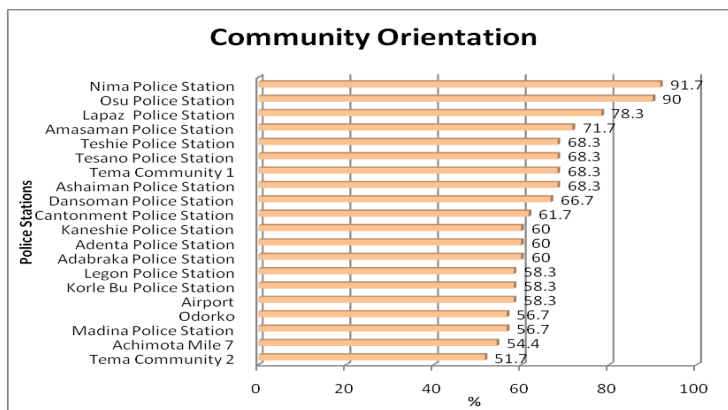
Among the participating twenty (20) police stations in Ghana, the police stations below scored the highest in the order they have been arranged.

- Nima Police Station (88.0)
- Osu police station (85.0) and
- Lapaz Police Station (64.3)

The chart below represents the national assessment of the five indicative areas of the participating police station according the scores of the visitors.

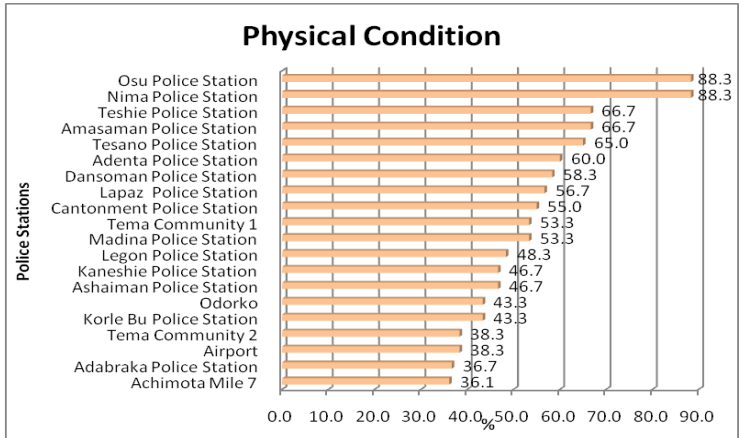


The charts below show the scores of the police stations in each of the five indicative areas.



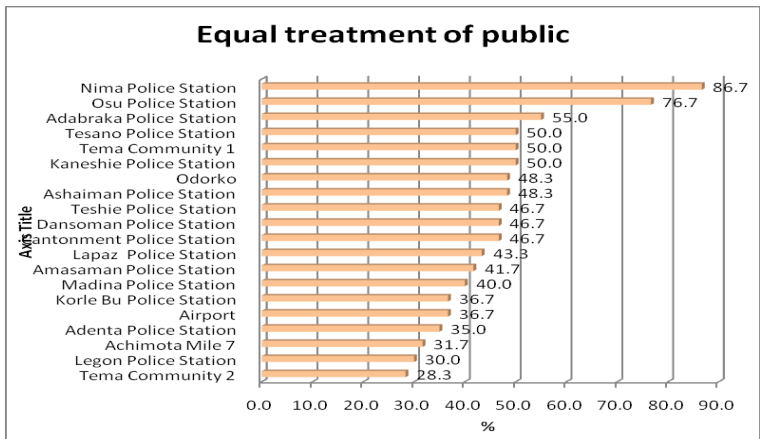
COMMUNITY ORIENTATION NIMA POLICE STATION

Drawing from above, Nima police station (91.7), Osu police station (90) and Lapaz police station (78.3) scored highest to cling first, second and third respective in community orientation.

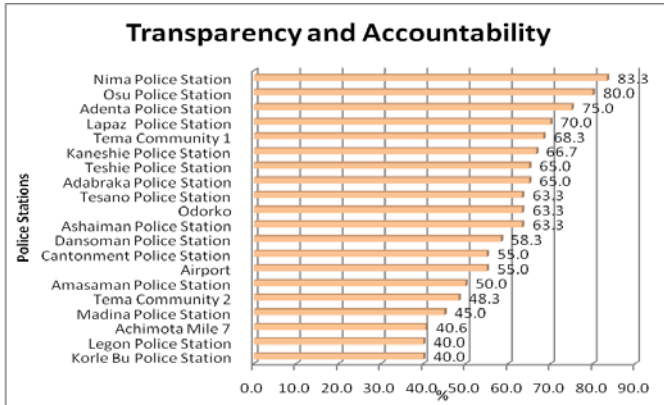


**PHYSICAL
CONDITIONS:
OSU POLICE
STATION**

On physical condition, both Osu and Nima police stations came first with 88.3%, followed by Teshie and Amasaman police stations in second place with 66.7 and Tesano in the third place with 65.0%

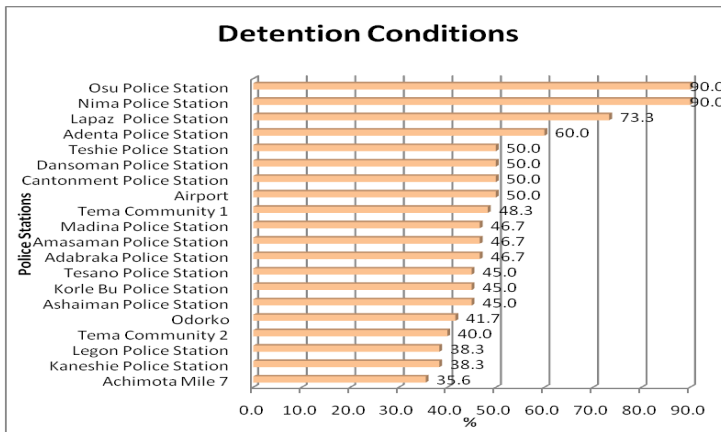


With respect to equal treatment, the highest scores was catered away by Nima police with 86.7% as first, in the second place is Osu police station with 76.7% and 55.0% was scored by Adabraka to come third.



**TRANSPARENCY AND
ACCOUNTABILITY
NIMA POLICE**

The highest scores for transparency and accountability went to Nima police station by 83.3%, Osu came second with 80.0% while Adenta police station third with 75.0%.



**DETENTION
CONDITIONS
OSU POLICE
STATION**

The highest mark on Detention conditions – 90% was scored by both Osu and Nima to emerge first, the second position went to Lapaz Police station by 73.3% and third position went to Adenta police station with 60.0%.

Report of Results in Kenya

Summary

Kenya is a country in East Africa. It lies along the Indian Ocean to the southeast and at the equator. It is bordered by Somalia to the northeast, Ethiopia to the north, Sudan to the northwest, Uganda to the West and Tanzania to the South. The capital city is Nairobi. For the 2010 Police Station Visitors Week, Altus collaborated with the USLAMA Forum. There is only one formal police organisation in the country – the Kenyan Police Force.

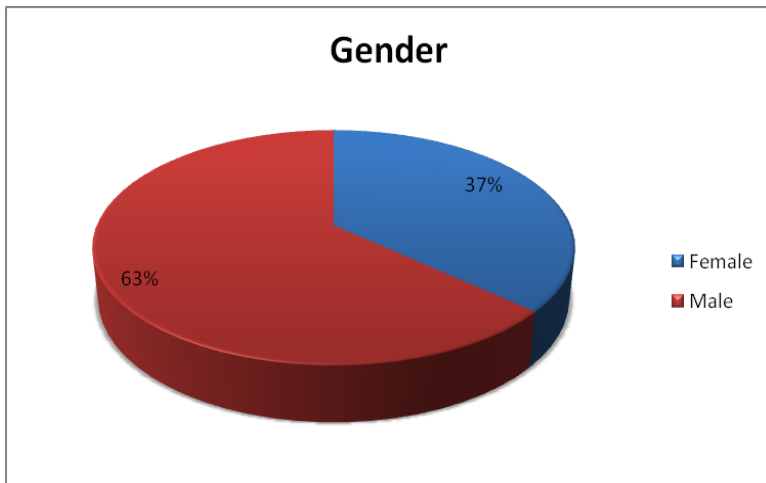
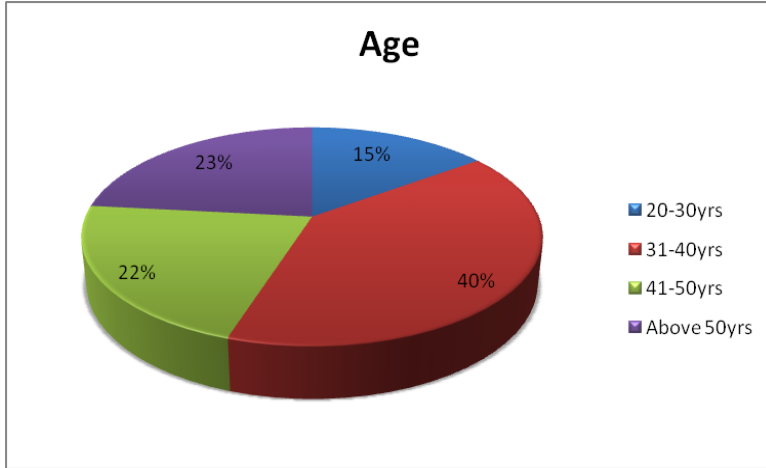
A total of sixty (60) citizens participated in the 2010 Altus police station visitor's week in twenty (20) police stations. The visitors were from different religious, educational social status and professional backgrounds. Nairobi, the capital of Kenya was the only place where the exercise was carried out in the country.

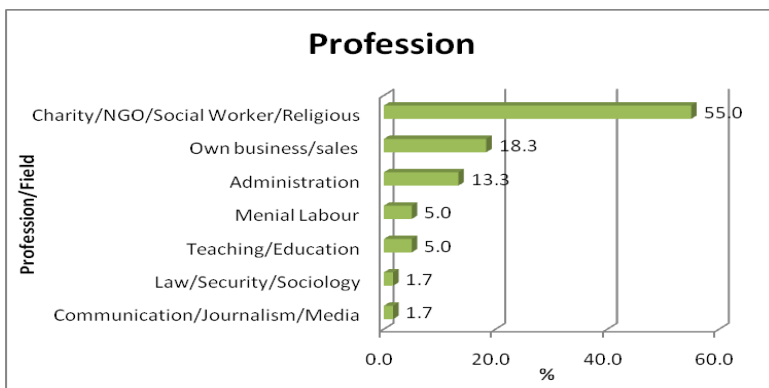
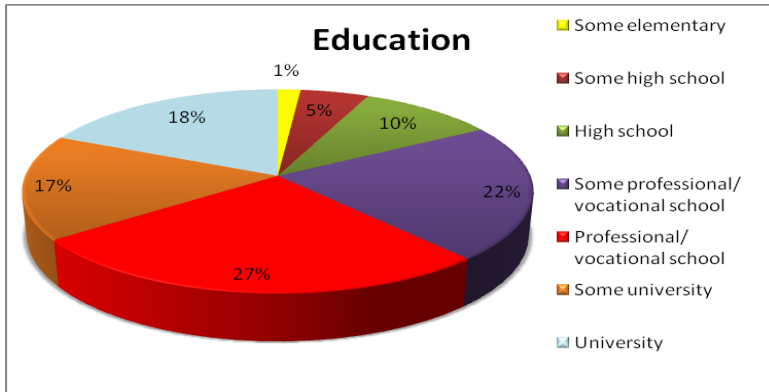
Participating Police Stations in Kenya

• Buruburu Police Station	• Central Police Station (Kenya)
• Embakasi Police Station	• Hardy Police Station
• Industrial Area Police Station	• Jamhuri Police Station
• Jogoo Police Station	• Kabete Police Station
• Kamukunji Police Station	• Karen Police Station
• Kasarani Police Station	• Kenyatta Police Station
• Kilimani Police Station	• Langata Police Station
• Muthangari Police Station	• Ngong Police Station
• Ongata Rongai Police Station	• Pangani Police Station
• Parklands Police Station	• Shauri Moyo Police Station

Who were the visitors?

A total of 60 visitors participated in the visits. The graphics shown beneath are breakdown of the demographics below:



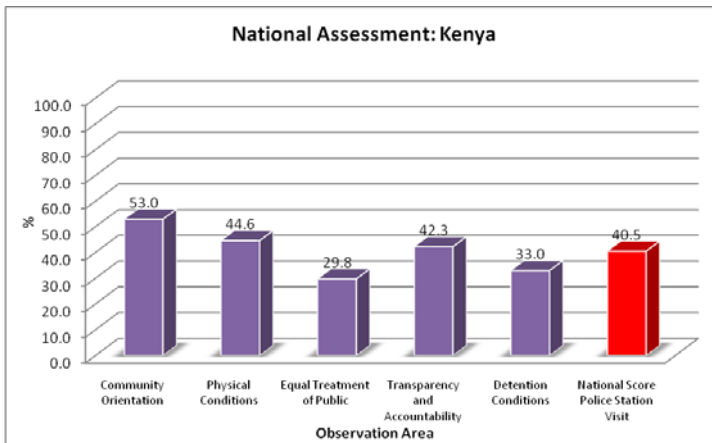


Which Police Station Scored the Highest

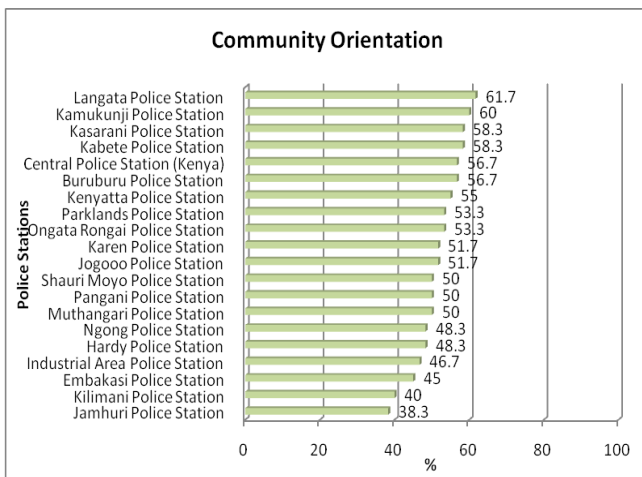
Out of the twenty (20) participating police station who were visited by visitors in Nairobi, three scored highest as scored by the visitors.

- Kamukunji police station (45.3%)
- Parklands police station (45%) and
- Kabeye police station (44.7%).

In order to show the performance of the country in each of the indicative areas please find below a chart showing same:

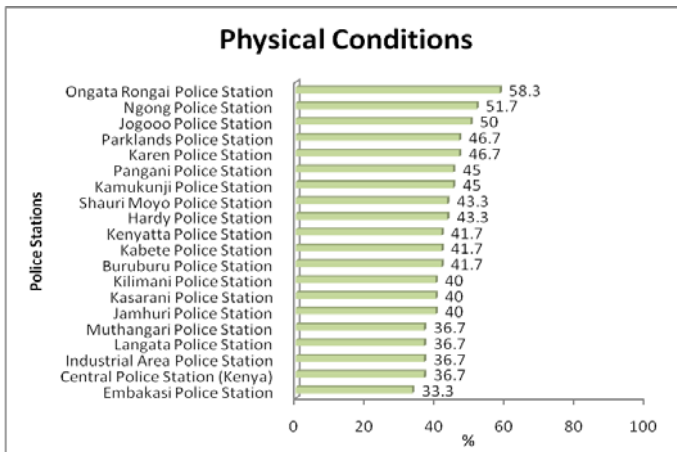


Each of the charts below represents each of the five indicator areas as scored by the visitors in the police stations visited in the course of the exercise.



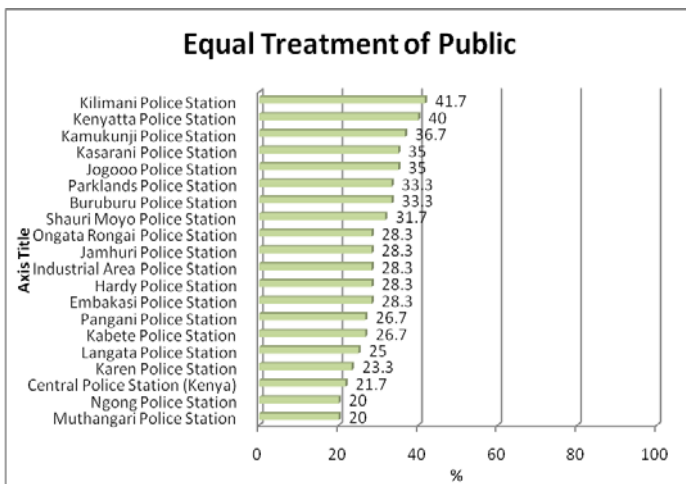
**COMMUNITY
ORIENTATION
LANGATA POLICE
STATION**

On community orientation, Langata police station came first with 61.7% and was followed by Kamukunji police station in the second position with 60% while 58.3% was scored by Kasarani police station to emerge third.



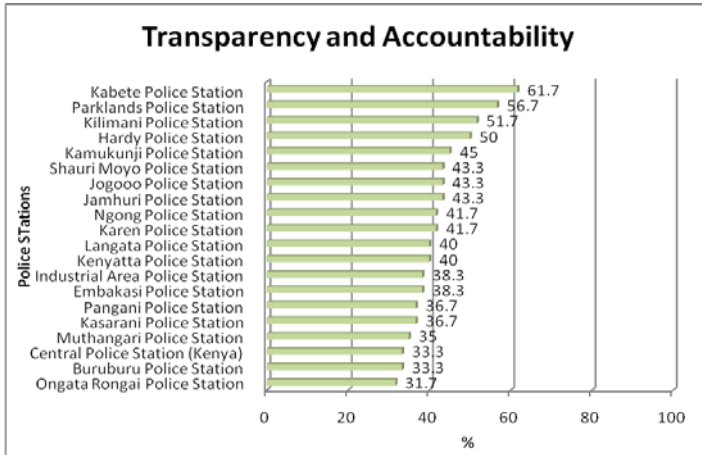
**PHYSICAL
CONDITIONS
ONGATA RONGAI
POLICE STATION**

On physical conditions Ongata Rongai police, Ngong police and Jogoo police scored individually 58.3%, 51.7% and 50% to emerge first, second and third respectively.



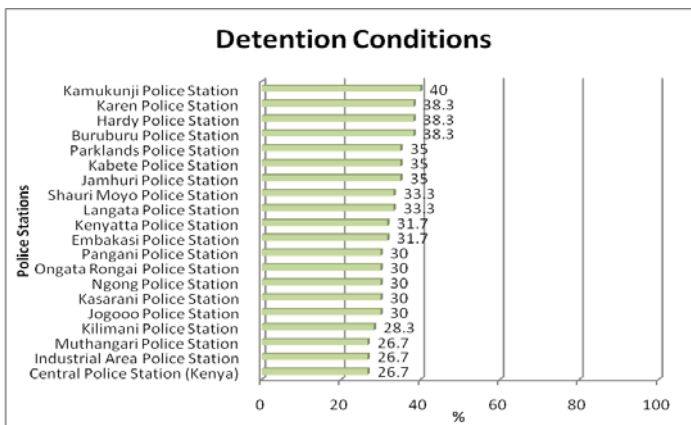
**EQUAL TREATMENT
KILMANAI POLICE
STATION**

On equal treatment, Kilimani police station scored 41.7% in first position and second position was held by Kenyatta police station with 40% while 36.7% gave Kamukunji police station third place.



**TRANSPARENCY
AND
ACCOUNTABILITY
KABETE POLICE
STATION**

On transparency and accountability, Kabete police station came first with 61.7% followed by Parklands police in second place with 56.7% and in third place, Kilimani 51.7%



**DETENTION
CONDITION
KAMUKUNJI POLICE
STATION**

Kamukunji scored 40% to clutch the first position on detention conditions, followed by Karen, Hardy and Buruburu police stations with 38.3% in second position and the third position by Parkland police station with 35%

Report of Results in Liberia



Summary

Liberia is a country in West Africa and it is bordered on the West by Sierra Leone, Guinea in the north, Cote d'Ivoire in the east and the Atlantic Ocean in the south. As of 2008 Census it was said that the nation had a population of 3,476,608 people. The capital of the country is Monrovia. For the 2010 Police Station Visitors Week, CLEEN Foundation partnered with the Liberia National Law Enforcement Association (LINEA).

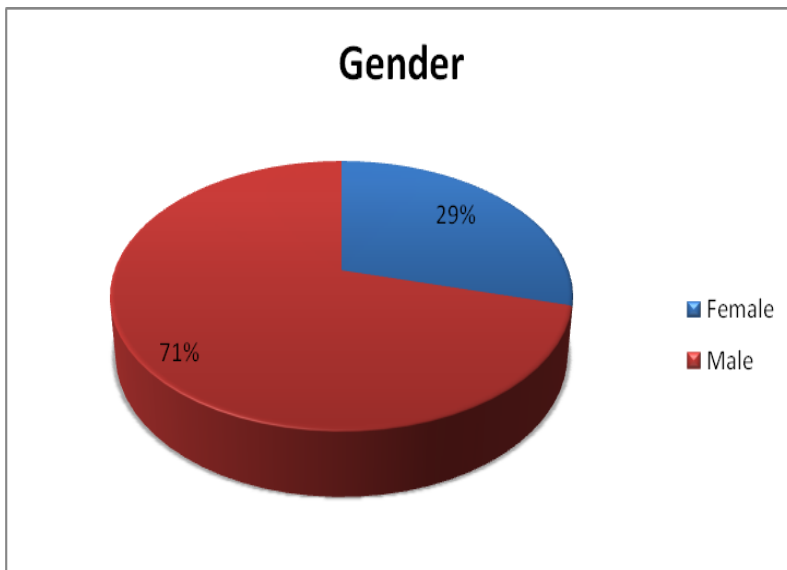
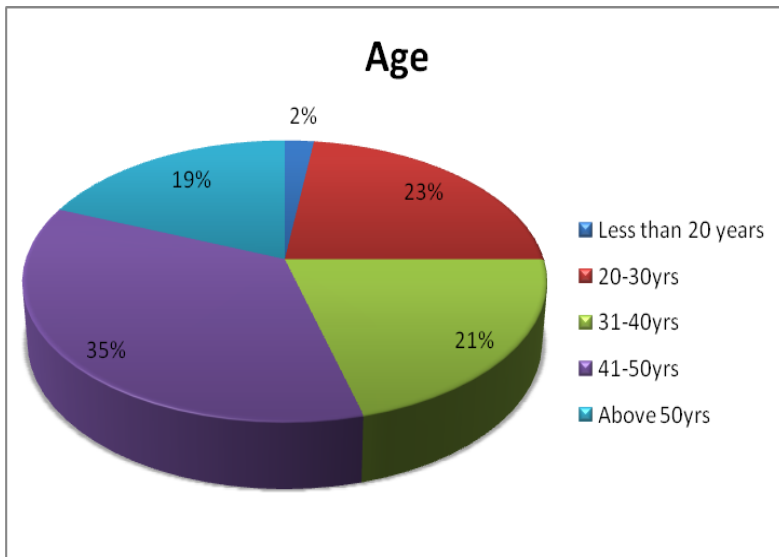
A total of forty-eight (48) citizens visited the participating 10 police stations in Liberia. The visitors were from different religious, educational social status and professional backgrounds.

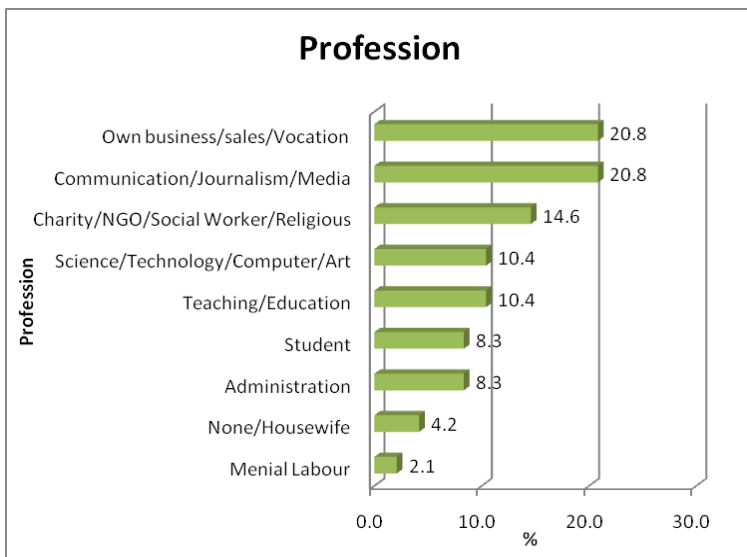
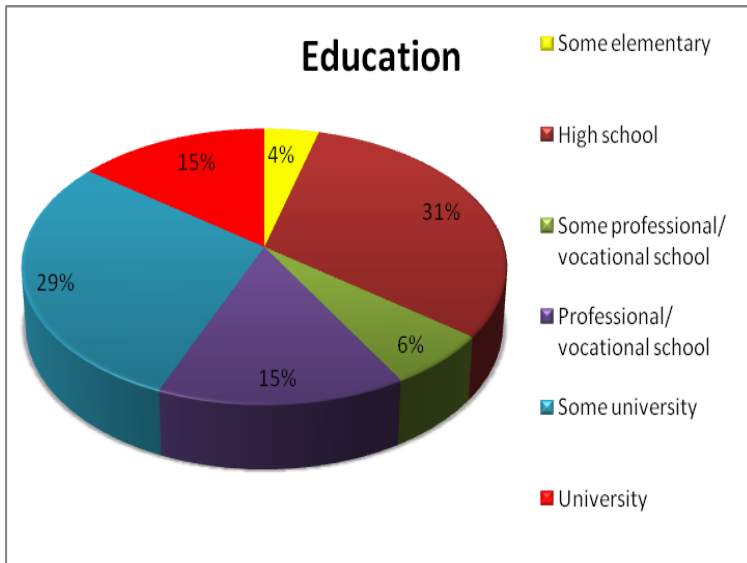
Participating Police Stations in Liberia

• Johnsonville Police Station	• Liberia National Police Headquarters
• Bensonville Police Station	• Zone 1 Depot 2
• Zone Two Police Station	• Zone Seven (Carwell)
• Zone Six (Brewerville)	• Zone 2 Depot 1
• Zone Four Police Station	• Zone five (Paynesville)

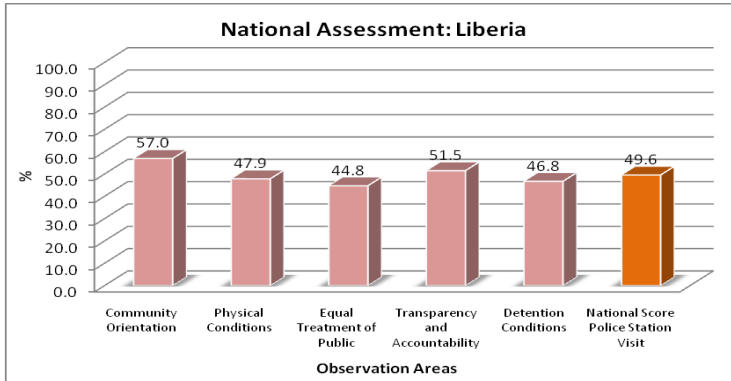
Who were the visitors?

The graphics below are the breakdown of the demographics of the participants:



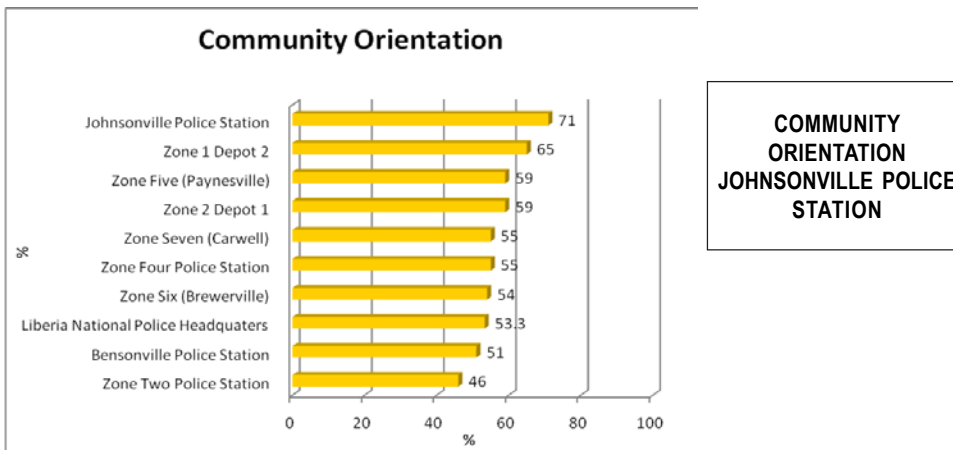


The chart below represent the national assessment of the five indicator areas in Liberia.



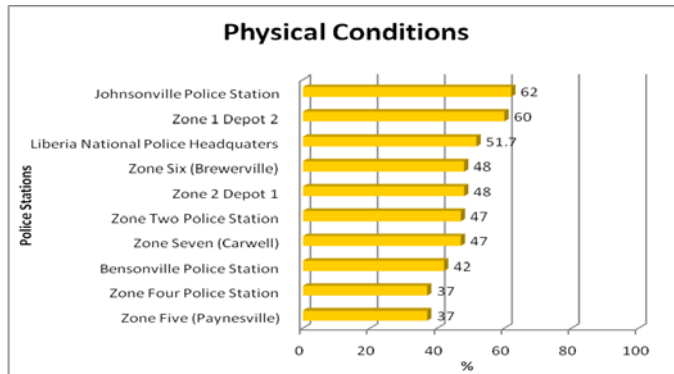
The following charts are graphical representations of the performance of the participating police stations in Morovia.

Community Orientation



On community orientation, the visitor scored Johnsonville police station 71% to emerge in the first position. Zone 1 Depot 2 police station came second with 65% while Zone five (Paynesville) with 59% came third.

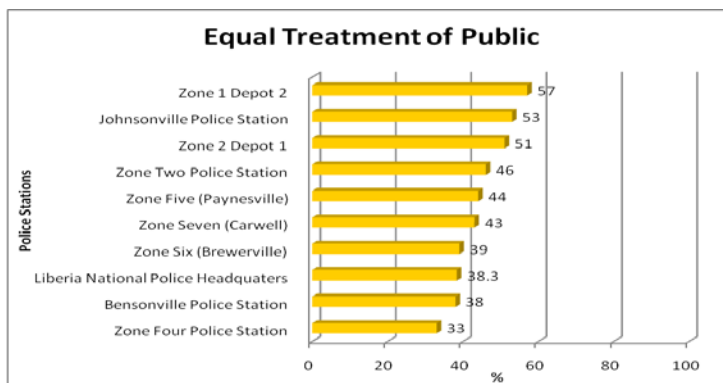
Physical Conditions



**PHYSICAL
CONDITION
Johnsonville police
station**

With regards to physical conditions, the visitors scored Johnsonville police station 62% to emerge in the first position. Zone 1 Depot 2 police station came second with 60% while Liberia National police station with 51.7% came third.

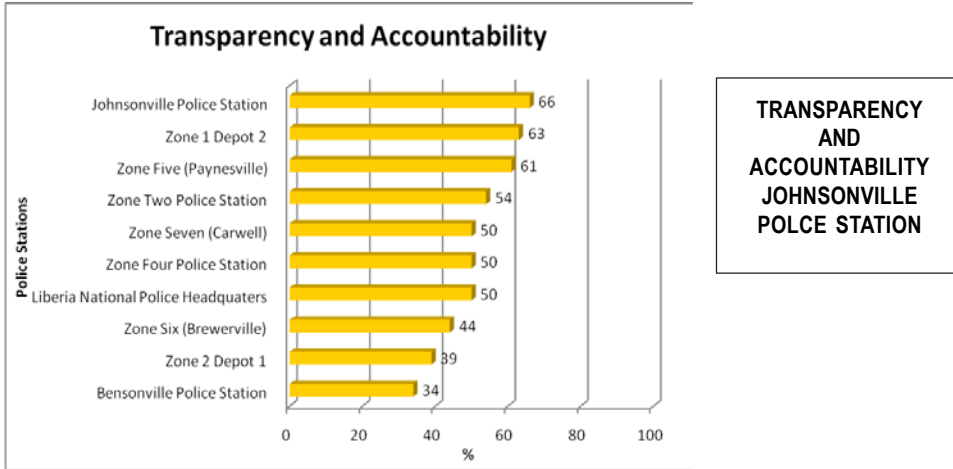
Equal Treatment of the Public without bias to gender, sexual orientation etc



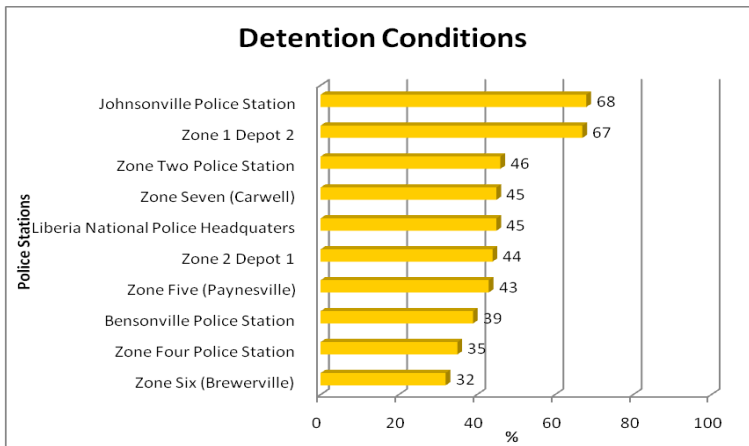
**EQUAL
TREATMENT OF
PUBLIC ZONE 1
DEPOT 2 POLICE
STATION**

With regards to equal treatment of public, Zone 1 Depot 2 police station scored 57% to clutch the first position on detention conditions, followed by Johnsonville police station with 53% in second position and the third position by Zone 2 Depot 1 police station with 51%.

Transparency and Accountability

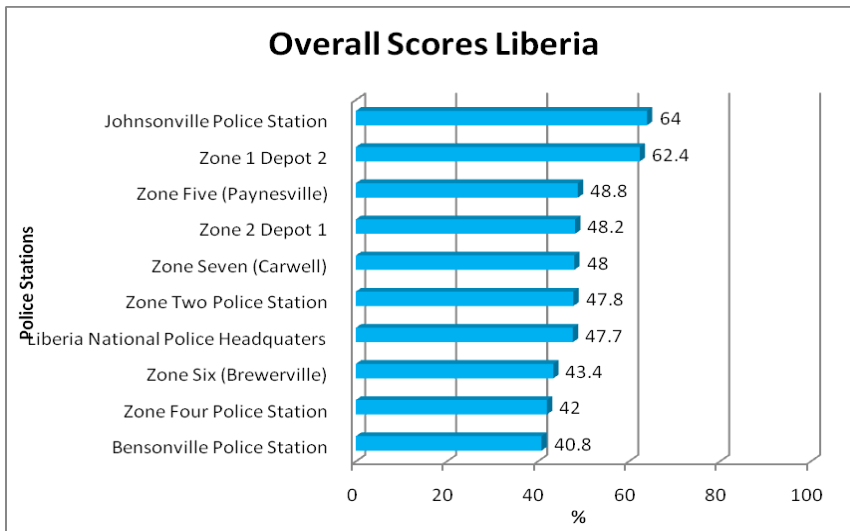


On Transparency and accountability, the visitors scored Johnsonville police station 66% to emerge in the first position. Zone 1 Depot 2 police station came second with 63% while Zone five (Paynesville) with 61% came third.



On Detention conditions, the visitors scored Johnsonville police station 68% to emerge in the first position. Zone 1 Depot 2 police station came second with 67% while Zone 1 Depot 2 with 46% came third.

Overall scores



The overall scores have Johnsonville police station as first with 64%, Zone 1 Depot 2 second with 62.4% as second and Zone Five (Paynesville) as third with 48.8%.

Report of Results in Nigeria

Summary

Nigeria is the most populous country in Africa. It has 36 states and the Federal Capital Territory, Abuja. It is located in West Africa and shares land borders with the Republic of Benin in the West, Chad and Cameroon in the East and Niger in the North.

Nigeria has only one formal police organization recognized by the Constitution of the Federal Republic of Nigeria 1990, the Nigeria Police Force. A total of 135 (one hundred and thirty-five) police stations participated in the 2010 Altus police station visitors' week. All the police stations that participated were drawn from Akwa Ibom, Abuja, Imo, Lagos and Oyo. The visits were organized by CLEEN Foundation in collaboration with other civil society organizations such as the Network on Police Reform in Nigeria (NOPRIN), the Project Alert on Violence Against Women, Women's Rights Advancement and Protections (WRAPA), Transition Monitoring Group, Community Policing Partnership Forum, Abak, government agencies such as the Ministry of Police Affairs and the National Human Rights Commission

Four hundred and thirty-five (436) citizens of Nigeria participated in the exercise from different age groups, states, educational social status and professional backgrounds were involved in the visits.

Which police stations participated?

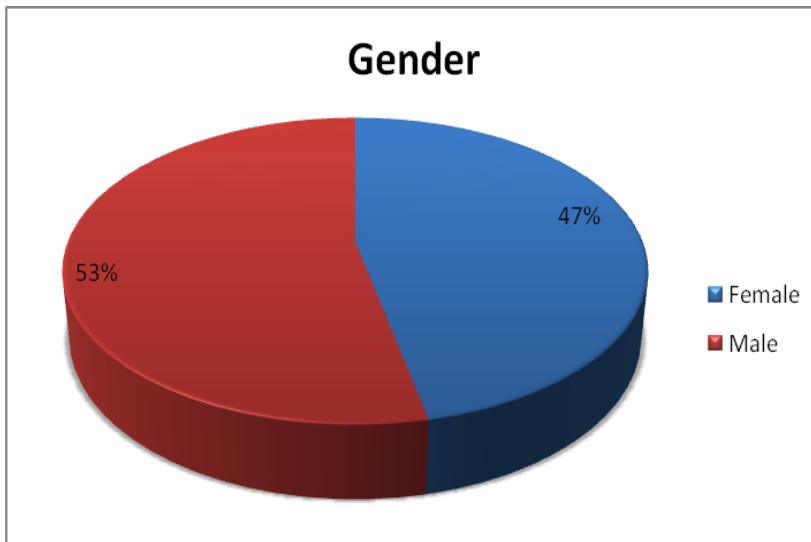
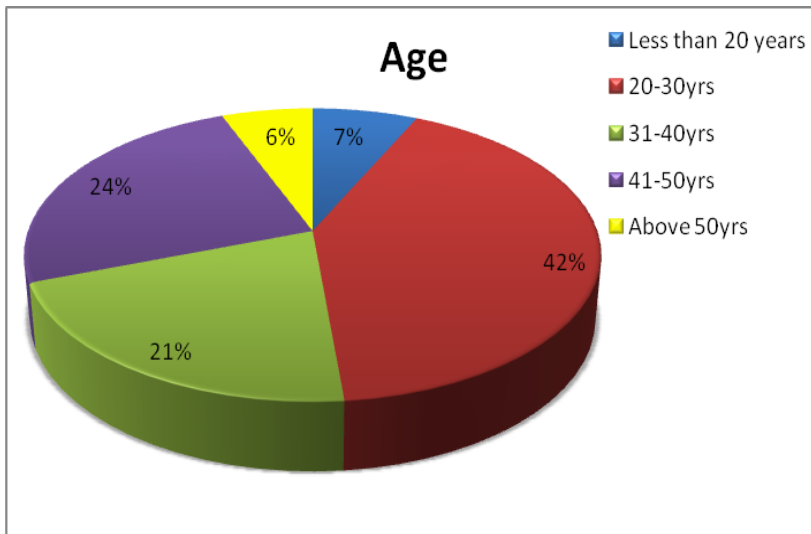
One hundred and thirty-five (135) police stations participated in the exercise. They are as follows:

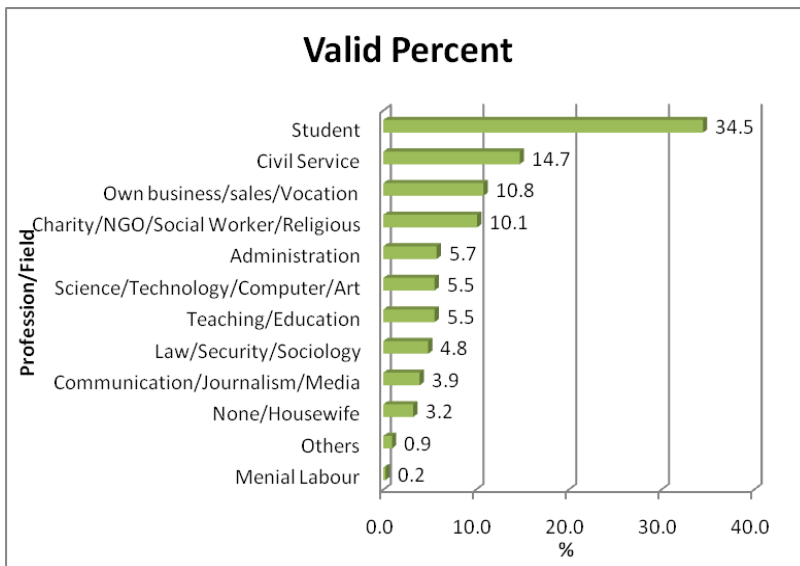
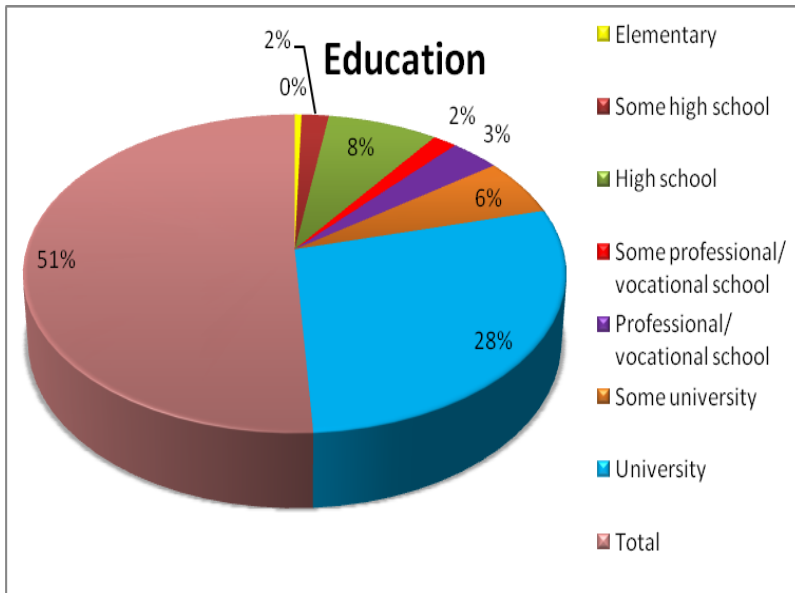
Nigeria: Akwa Ibom State Police Command		
A division	Abak	B DIVISION
C division	D division	Eket
Esien udim	Etim ekpo	Etinaman
Ibesikpo asut	Ibiomo ibiom	Itu
Nsit ata	Nsit nbium	Oruk anan
Ukunafun	Urunam	Okobo
Onna		
Federal capital territory police command		
Abaji	Central	Kwali
Butse alahji	Gariki	Maitama
Gwagwa	Karimu	Nyanya
Karishe	Karu	Wuye
Kubuwa	Kuje	Asokoro
Lugbe	National Assembly	WUSE
Zuba	Gwagwalada	Life camp
Gwarimpa		
Imo State Police Command		
Aboh mbaise	Aluazu	Oguta
Ehine mbano	Iho	Orlu
Isiala mbano	Mbaitoli	Orlu west
New owerri	Ugor okpala	Owerri west
Njaba	Obowo	Ohaji
Orlu East	Owerri East	Owerri Urban
Shell camp		
Lagos State Police Command		
Adeniji adele	Akinpelu	Denton
Alapere	Alausa	Ebute-ero division
Anthony	Apapa	Festac
Apata	Badagry	Idimu
Bariga	Bode thomas	Ikeja
Dolphin	Ikotun	Itire
Ejigbo	Ilasa maja	Layeni

	Gowon estate	Ijora bariga	Ikoyi
	Ijeshatedo	Iponri	Ilupeju
	Itire	Ojo	Ipaja
	Layeni	Okokomaiko	Isheri
	Makinde	Pen-cinema	Ketu
	Maroko	Satellite	Ikoyi
	Mushin	Surulere	Ilupeju
	Ketu	Trinity	Sabo
	Lion building	Ogudu	Seme
	Man centre	Ojodu	Tolu
	Mosafejo	Onikan	Victoria
OYO STATE POLICE COMMAND			
	Agodi gate	Oguda	Iyana offa
	Ogugu	Akobo	Mokola
	Bodija	Dugbe	Ojoo
	Gbagi	Housing bodija	Testing ground
	Idiaro	Idi-ogun	Iyana offa
	Idi-ogungun	Iyaganku	Mokola
	Ogbere	Mapo	Sars
	Yemetu		
RIVERS STATE POLICE COMMAND			
	Diobu	Mini Okoro	Borokiri
	Rumupakwu	Special area	Oyibo

Who were the visitors?

In Nigeria, the visits were conducted in Imo, Oyo, Lagos Akwa Ibom and the FCT. A total of 436 visitors participated in the exercise. Below is a breakdown of the demographics of the visitors are as follows:



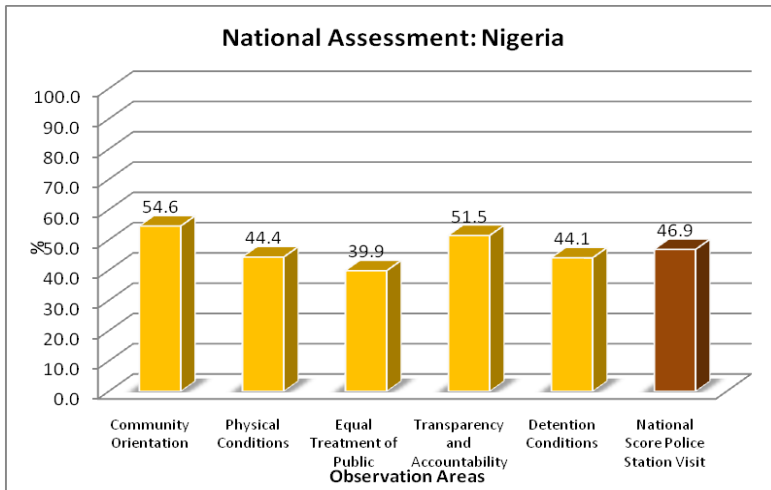


Which police station scored the highest?

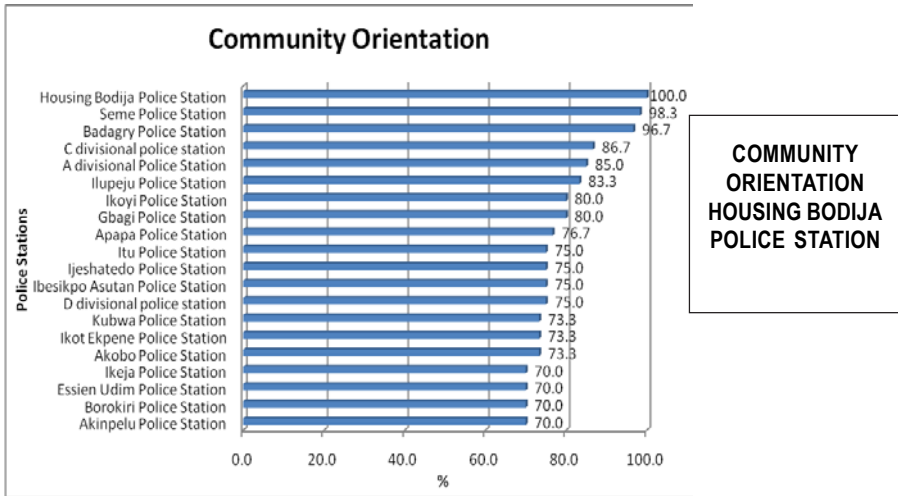
Among the one hundred and thirty-three police station visited in Nigeria, these three police stations scored highest base on the assessment carried by the visitors.

1. Seme police station 96.0% (Lagos)
2. Bodija 93.7% (Oyo) and
3. Badagry (Lagos) 92.3%

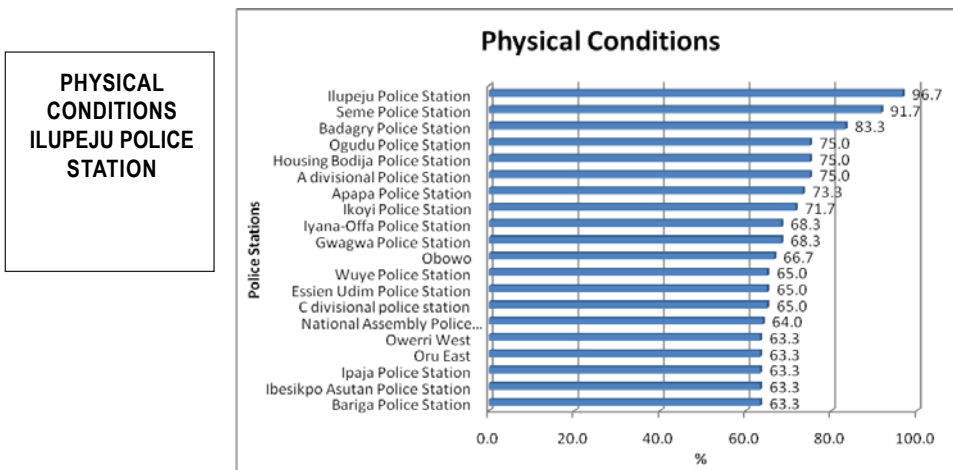
All the scores in each indicator areas were collated together in their different categories to form national assessment in order to ascertain the outstanding categories and those lacking. The chart below represents the national assessment of Nigeria.



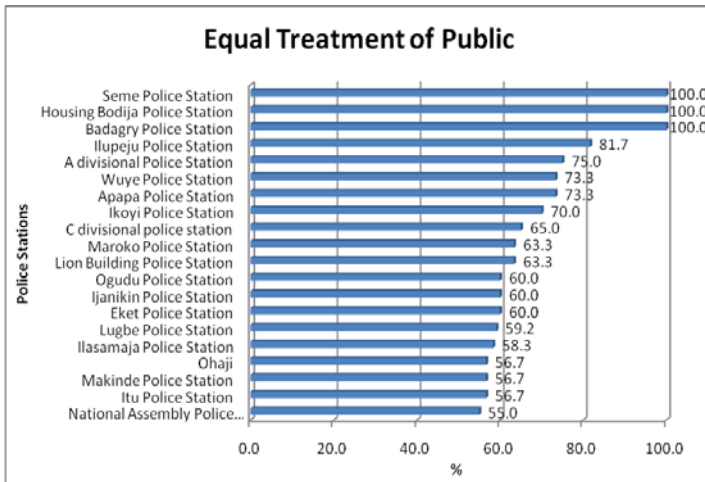
Each of the five indicator areas was analyzed separately to reveal the performance of few outstanding police stations in these areas. Thus, the charts below are representations of each category.



Community orientation, the visitors scored Housing Bodija police station 100.0% to emerge in the first position. Seme police station came second with 98.3% while Badagry came third with 96.7%.

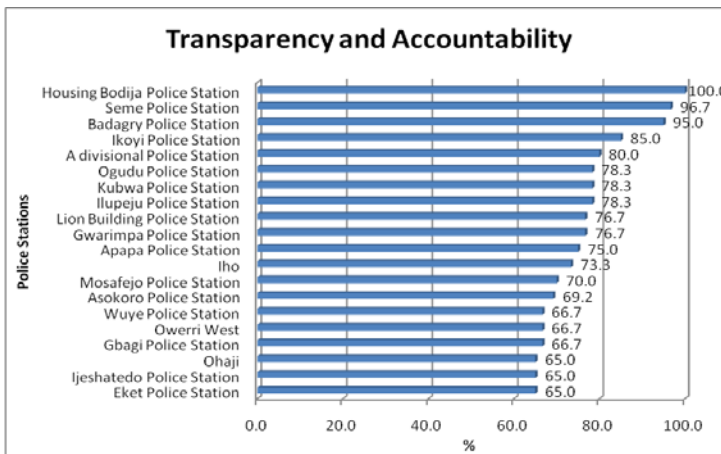


Physical conditions: the visitors scored Ilupeju police station 98.7% to emerge in the first position. Seme police station came second with 91.7% while Badagry came third with 83.7%.

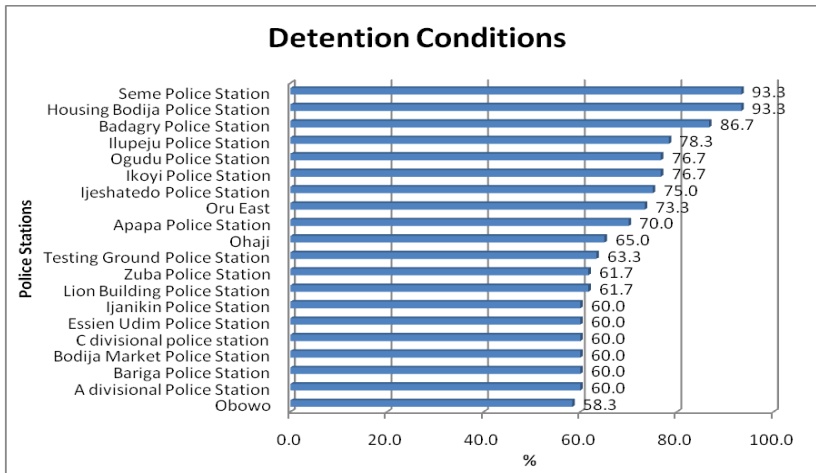


**EQUAL TREATMENT
OF PUBLIC SEME
POLICE**

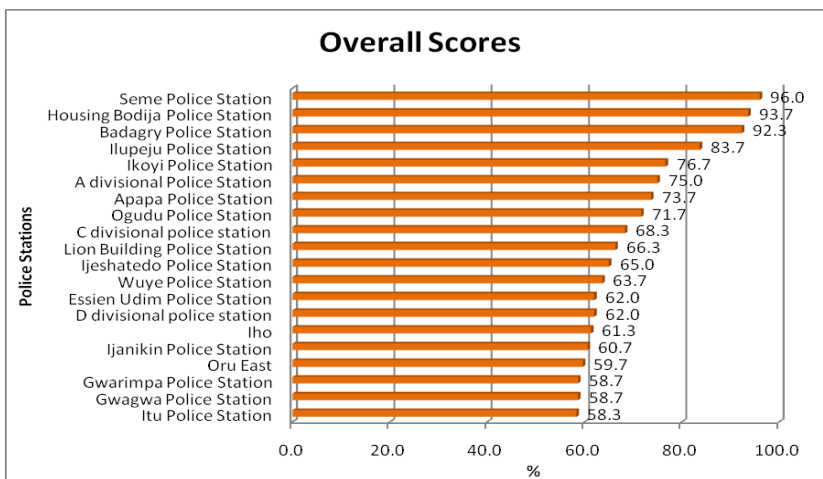
Equal treatment of public: Seme, Housing Bodija and Badagry police stations scored 100.0% to come first, followed by Housing Ilupeju in the second place with 81.7% and finally in third place, A Division police (Akwa Ibom) with 75%.



Transparency and accountability: the visitors scored Housing Bodija police station 100.0% to emerge in the first position. Seme police station came second with 96.7% while Badagry came third with 95.0%.



Detention conditions: Seme and Housing Bodija police stations scored 93.3% as the highest in first position, Badagry came second with 86.7% and Ilupeju came third with 78.3.



Overall Scores: Drawing from the chart above:

Seme scored 96.0%

Housing Bodija 93.7% and

Badagry 92.3% .

Report of Results in Sierra Leone



Summary

A total of seventy (70) citizens from Sierra Leone participated in the 2010 Altus Police Station Visitor's Week in twenty-seven (27) police stations in the country. The visitors were from different religious, educational, social status and professional backgrounds. It was held in Free Town, Eastern and Northern Regions.

The exercise was conducted by various civil society organizations based in Sierra Leone. Campaign for the Voiceless coordinated other civil society groups which included former interns of CLEEN Foundation's internship program and the Freedom of Conscience also carried out the visits in some of the police stations with funds independently raised outside Altus. The Sierra Leone National Police coordinated directly with the Campaign for the Voiceless team. According to the visitors scores, four police stations scored highest in their overall assessment. These stations are inter alia:

- Bo Eastern Police station 74%
- Moyamba police station 68%
- Harbour police station 68% and
- Central police station 64.3%

Which police station participated?

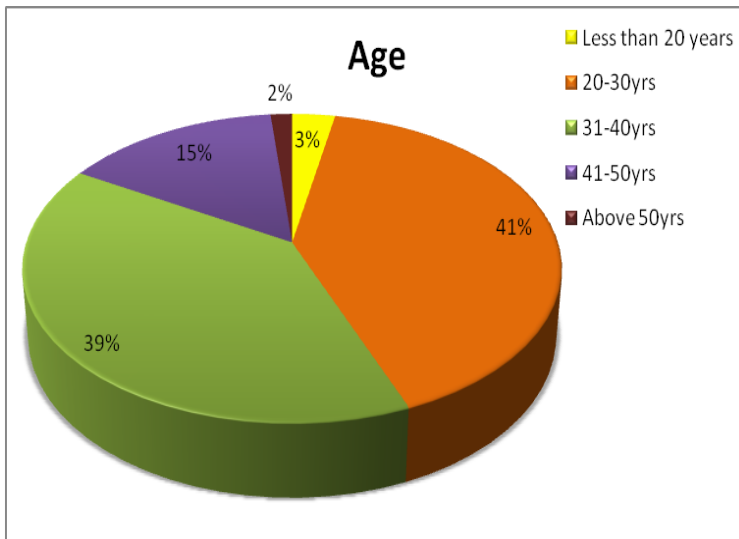
1. Kamabai Police Station
2. Mano Junction Police Station
3. New England Police Station
4. East End Police Station
5. Harbour Police Station
6. Waterloo Police Station
7. Congo Cross Police Station
8. Masiaka Police Station
9. Rogbaneh Police Station
10. Tombo Police Station
11. Songo Police Station
12. Bo East End Police Station
13. Moyamba Police Station
14. Adelaide Street

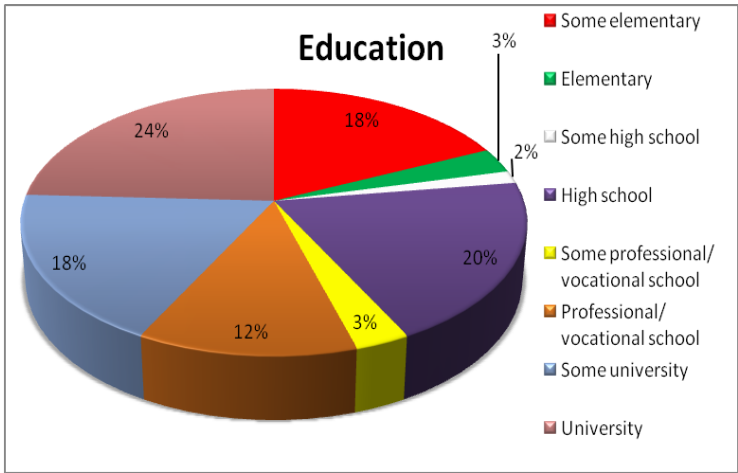
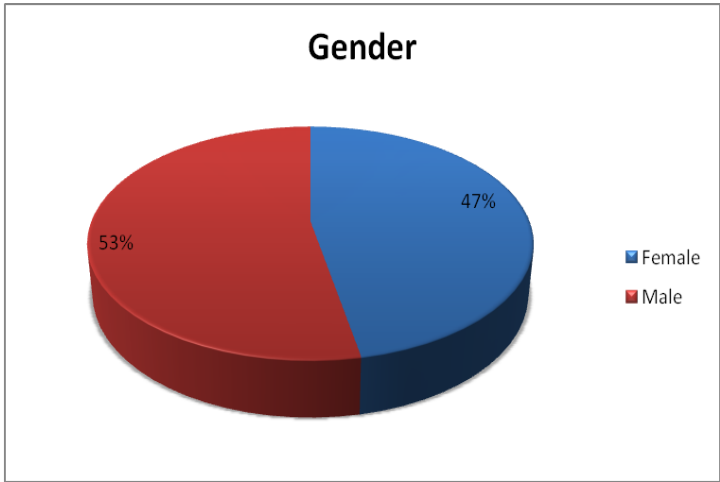
- 15. Mile 91 Police Station
- 17. Rogbere Police Station
- 19. Aberdeen police station
- 21. Central police station
- 23. Kissy police station
- 25. Lunsar police station
- 27. Mena Hill

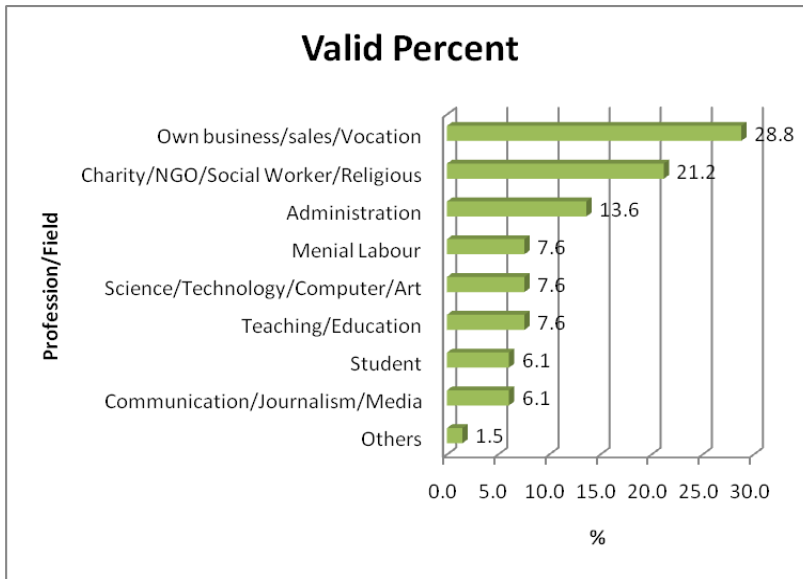
- 16. New England Ville Police Station
- 18. Bio police station
- 20. Calabar town police station
- 22. Grafton police station
- 24. Lumley police station
- 26. Maguraka

Who were the visitors?

About 51 (fifty-one) visitors participated in the Altus 2010 police station visitors week in Sierra Leone. Beneath is a breakdown of the visitors' demographics.





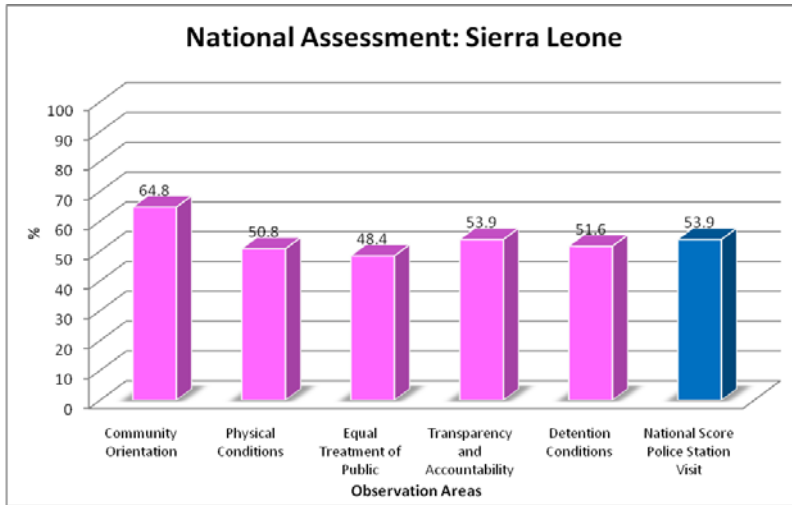


Which police station scored the highest?

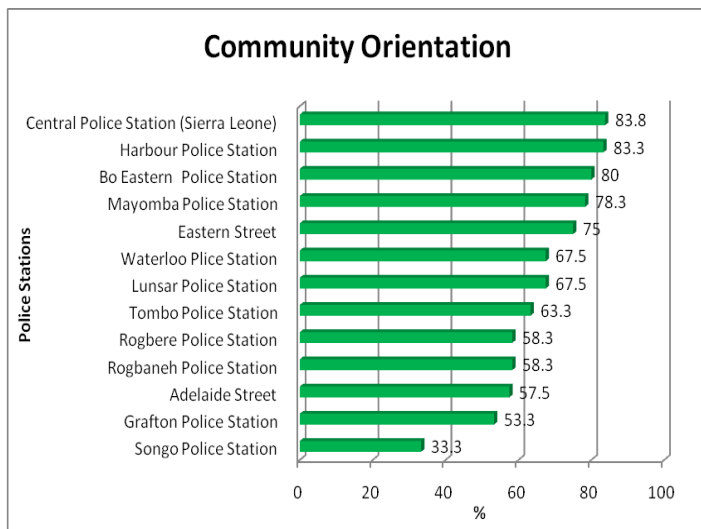
Among all the visited police stations in Sierra Leone, four came top as listed below:

- Bo Police station 74%
- Mayomba police station 68%
- Harbour police station 68% and
- Central police station 64.3%

To fully ascertain the performance of the Sierra Leone police force in the five indicator areas, the chart below has been designed to make for easy understanding the areas where the police are doing well and areas that requires improvement.

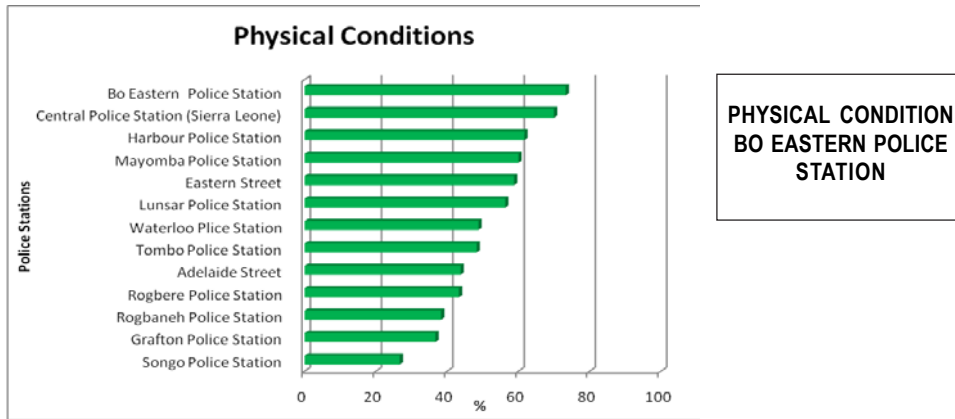


The five indicator areas have been broken down in the following charts category by category.

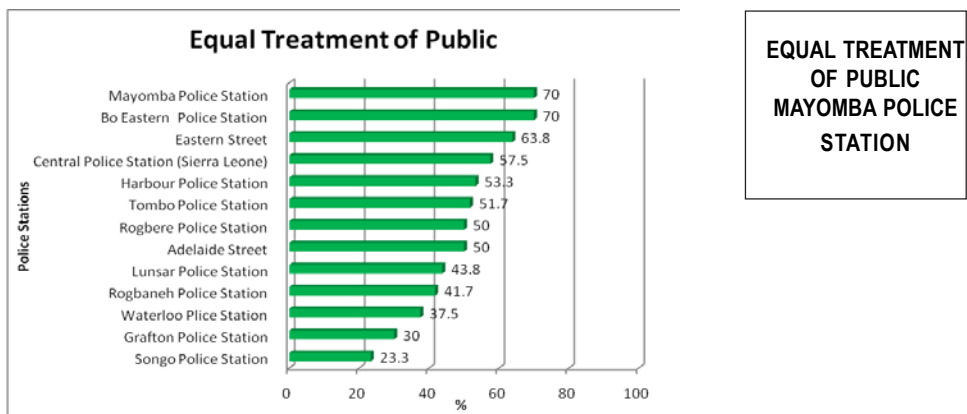


**COMMUNITY
ORIENTATION
CENTRAL POLICE
STATION**

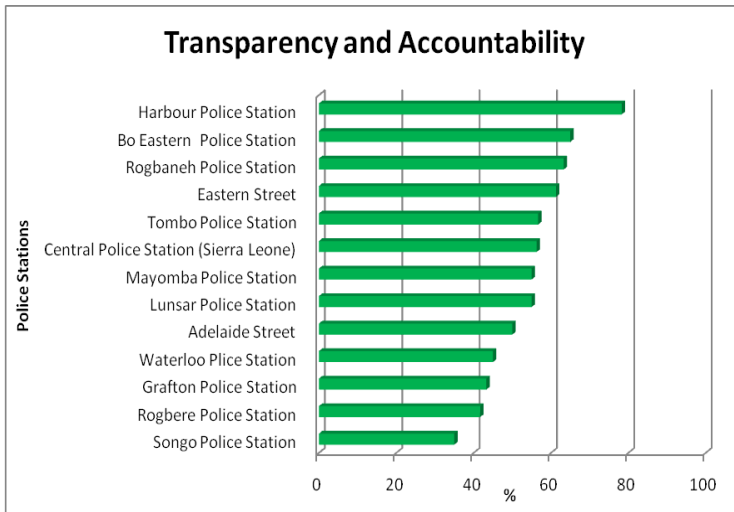
Community orientation ; both central and Harbour police station scored 83.8% to come first, followed by Bo Eastern police station second with 80 and Mayomba third with 78.3%



Physical condition; Bo Eastern police station, Central police station and Harbour came first, second and third respectively.

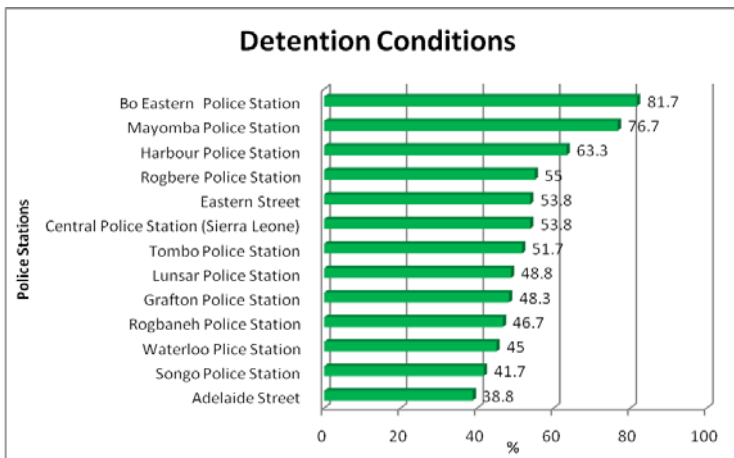


Equal treatment of public; drawing from the table above, both Mayomba police station and Bo Eastern police stations scored 70% to come first , Eastern Street second with 63.8% and third, Central police station with 57.5%.



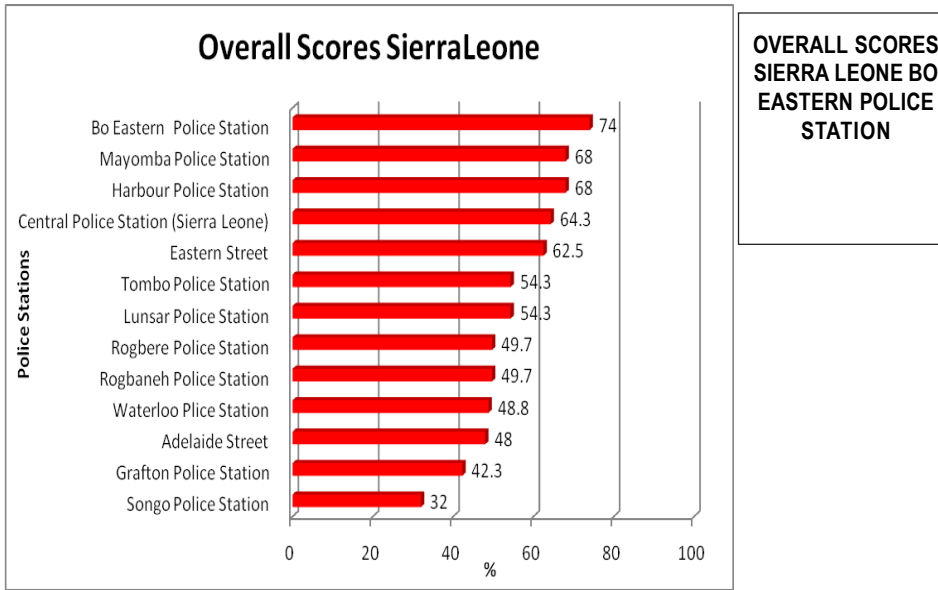
Transparency and accountability harbor police station

Transparency and accountability; table above shows Harbour police station first, Bo Eastern police station second and Rogbaneh police station third.



DETENTION CONDITIONS BO EASTERN POLICE STATION

Detention conditions; Bo Eastern police scored 81.7% to come first, followed by Mayomba police station with 76.7% second position and thirdly, Harbour police station with 63.3%.



These are the overall scores first four position scorers

1. Bo Eastern police station 74%
2. Mayomba police station 68%
3. Harbour police station 68%
4. Central police station 64.3%

Report of Results in Uganda

Summary

In Uganda, 19 (nineteen) police stations participated in the 2010 Altus police station visitors' week. All the participating police stations were drawn from Kampala. The visits were organized by the Uganda Police Force.

More than seventy-two (72) visitors from different age groups, educational and professional backgrounds participated in the visits. Drawing from the scores of the visitors after a thorough analysis, the following stations emerged first, second and third respectively; Kiira Road Police Station 56%, Kibuye Police Station 53.3% and Jinja Road Police Station 52.5%

Which police station participated?

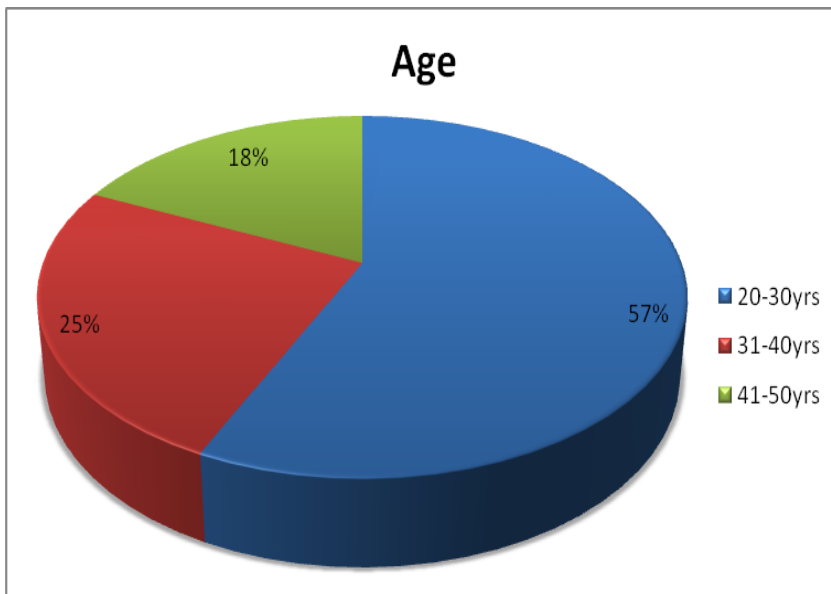
Nineteen (19) police stations participated in the exercise. They are as follows:

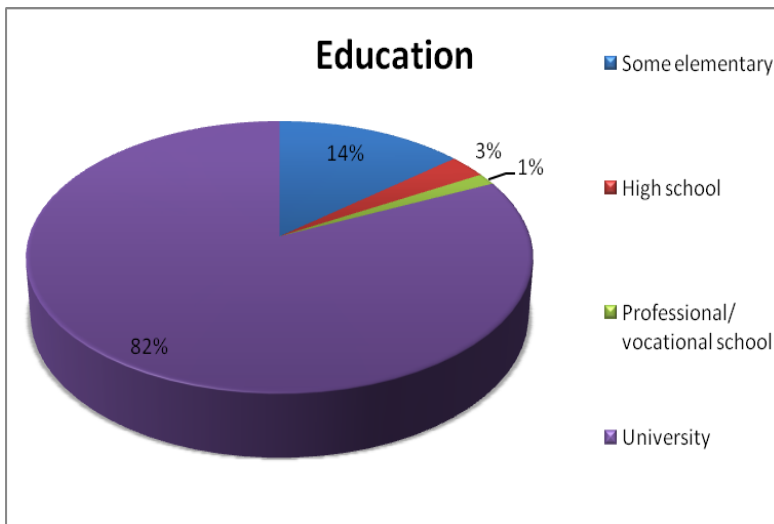
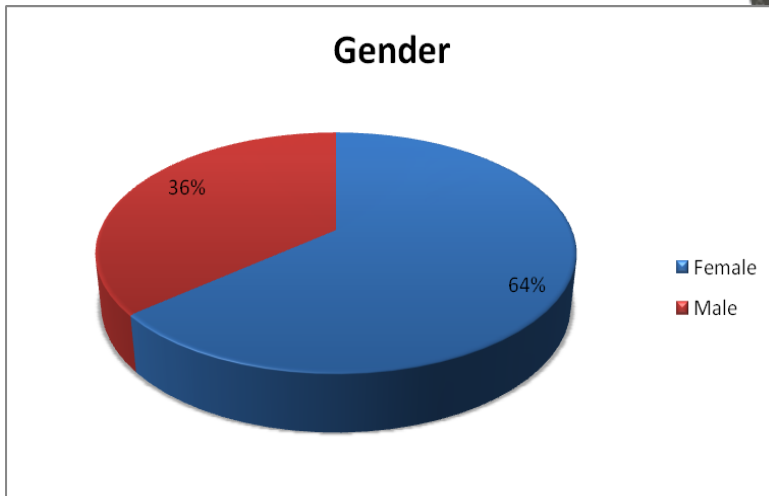
1. Kawaala Police Station
2. Kajjansi Police Station
3. Kyambogo Police Station
4. Bugolobi Police Station
5. Kiira Road Police Station
6. Ntinda Police Station
7. Naguru Police Station
8. Central Police Station
9. Kireka Police Station
10. Kabalagala Police Station
11. Ggaba Police Station
12. Kibuye Police Station
13. Seeta Police Station

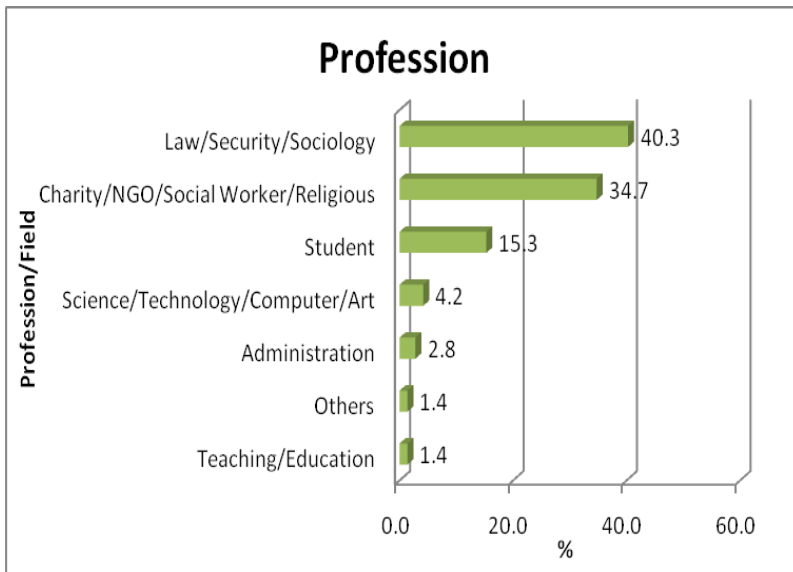
14. Jinja Road Police Station
15. Mulago Police Station
16. Kawempe Police Station
17. Old Kampala Police Station
18. Katwe Police Station
19. Wandegaye

Who were the visitors?

A total of fifty four (54) citizens participated as visitors in the 2010 Altus Police Stations Visitors Week in Uganda. The graphics below demonstrates the demographics of the visitors.





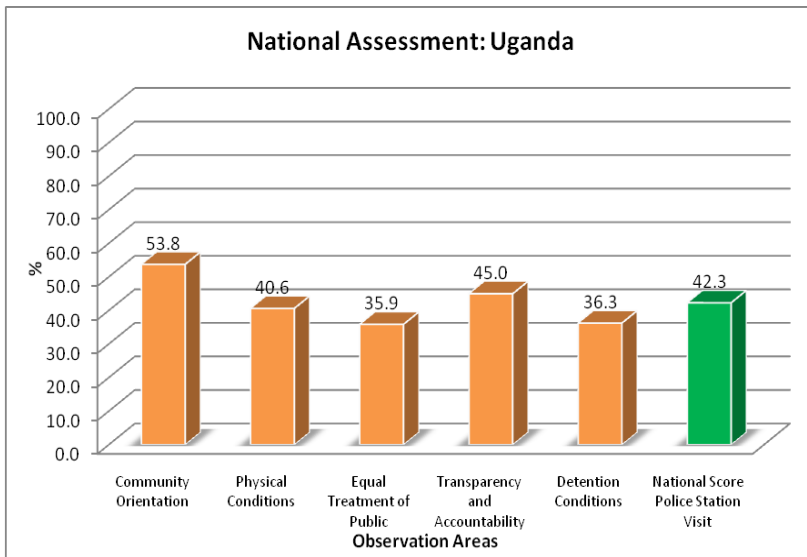


Which Police Station Scored Highest?

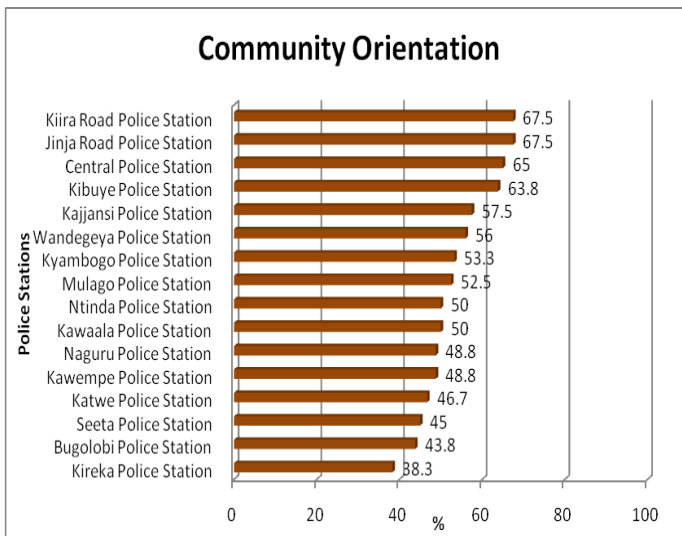
Among the 18 participating police stations in the 2010 Altus Police Station's Visitors Week in Uganda, three scored highest as assessed by the visitors. Below are the three police stations the visitors rated high during the week long event.

1. Kiira Road Police Station 56%
2. Kibuye Police Station 53.3% and
3. Jinja Road Police Station 52.5%

The chart below has been used to make for easy understanding the areas where the Uganda Police are doing well and areas that requires improvement.



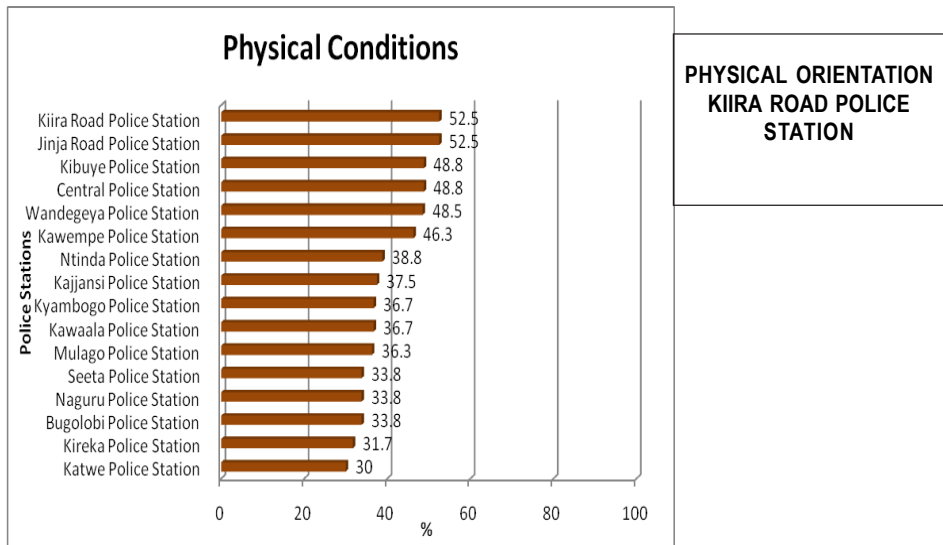
The five indicator areas have been broken down in the following charts category by category.



**COMMUNITY
ORIENTATION KIIRA
ROAD POLICE**

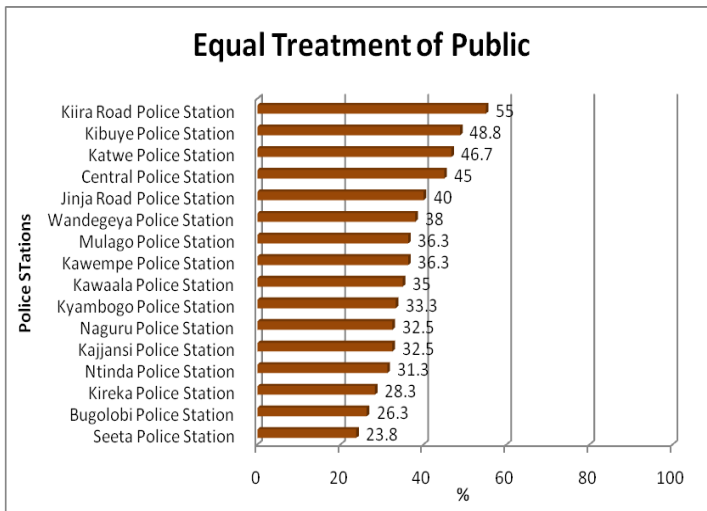
The following police station scored the three highest scores from the chart above on community orientation

- Kiira Road police station 67.5%
- Jinja Road police station 67.5
- Central police station 65%
- Kibuye police station 63.8%



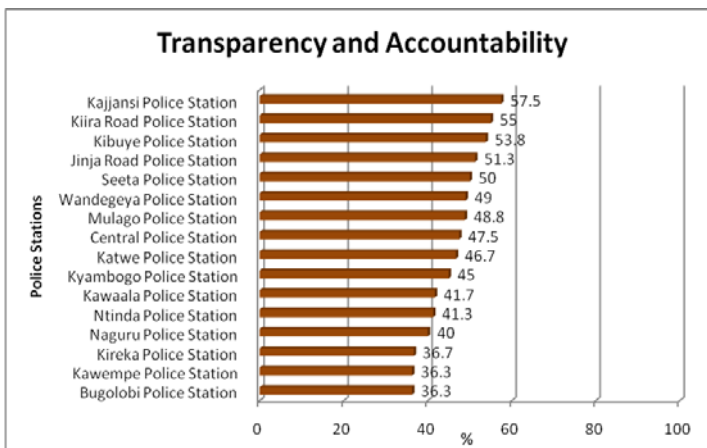
The table above on represents scores on physical condition. The following police station came out first, second and third in the order of their scores.

- Kiira Road police station 52.5%
- Jinja Road police station 52.5%
- Kibuye police station 48.8
- Central police station 48.8%
- Wandegeya police station 46.3%



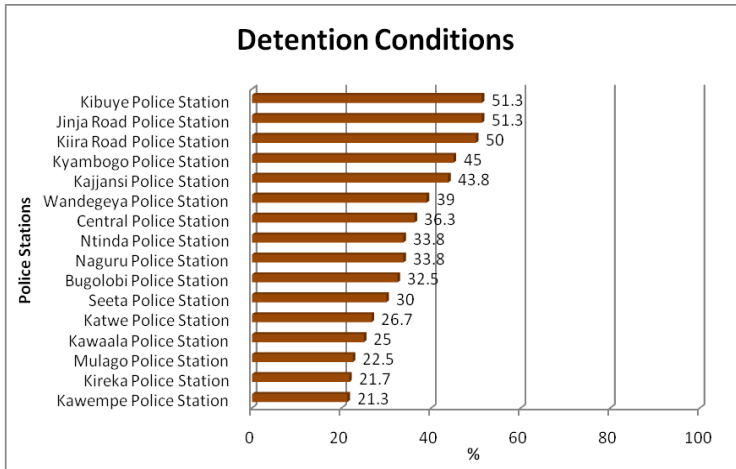
**EQUAL TREATMENT
OF PUBLIC
KIRRA ROAD POLICE
STATION**

Equal treatment of public; drawing from the table above, kiira Road police station scored 55% to come first, Kibuye police station second with 48.8% and third, Katwe police station with 46.7%.



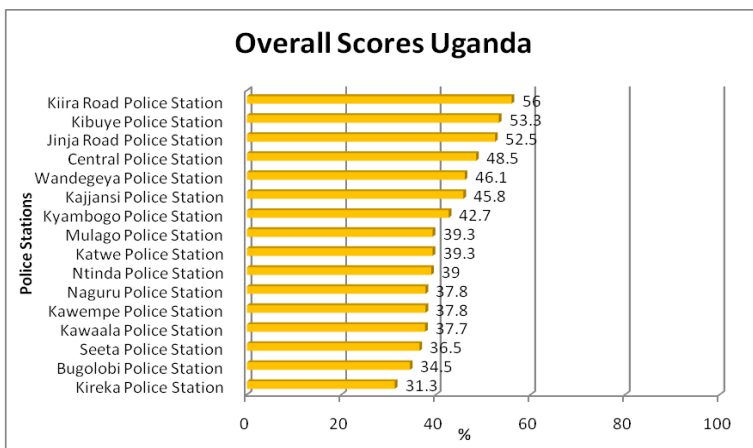
**TRANSPARENCY AND
ACCOUNTABILITY
KAJJANSI POLICE
STATION**

Transparency and accountability; the visitors scored Kajjansi police station 57.5% to emerge in the first position Kiira Road police station came second with 55% while Kibuye police station came third with 53.8%.



**DETENTION
CONDITION
KIBUYE POLICE
STATION**

Detention conditions; Kibuye and Jinja Road police stations both scored 51.3% as the highest in first position, Kiira Road police came second with 50% and Kyambogo came third with 45%.



**OVERALL
SCORES KIIRA
ROAD POLICE
STATION**

Kiira Road police station 56% as the overall best among all the participating police stations in Uganda, Kibuye police station followed suit in the second position with 53.3% and Jinja Road police station emerged as third overall best with 52.5%



INFORMATION ABOUT THE MEMBER ORGANISATIONS/ ALTUS GLOBAL ALLIANCE

ALTUS MEMBERS

Center for Studies on Public Safety
Center for Studies on Public Security and Citizenship
CLEEN Foundation
Institute for Development and Communication
INDEM Foundation
Vera Institute of Justice

Associate Members

Open Society Justice Initiative
Penal Reform International

About the Altus Global Alliance

The Altus Global Alliance is made up of six well-established organizations across five continents who have come together to form a powerful alliance for justice. Altus members are located in Brazil, Chile, India, Nigeria, Russia and USA.

Together, these organizations offer a greater capacity to work across matters with a multicultural perspective on issues of safety and justice and a larger role for the civil society in advancing justice

Contact us

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