

POLICE STATION VISITORS' WEEK 2012
Report of Results in Ghana

Summary

The sixth edition of the Police Station Visitors' Week (PSVW) was conducted from 3rd to 9th of December 2012 in Ghana. 42 visitors participated in the visit which took place in twelve police stations in the country; 27 of the visitors were female while 15 were male. The visitors were sent in groups or teams; each team made up of an average of three persons. The team leader was responsible for coordinating the visit including writing narrative reports in line with the narrative report guideline by Altus.

The PSVW promotes accountability and transparency. It also enhances accessibility of the police stations by the public in which their interactions aid in finding a lasting solution to the relationship issue between the police and the public. The visit is a mechanism aimed to achieve community policing, building and fostering police community interactions, identifying good practices that can be shared and replicated by other police formations in the country and the region.

The 2012 PSVW was conducted like the other editions with the same kit designed by Altus. The kit consists of 20 questions addressing the five categories of assessing the police stations and the services they render to the public. The categories are as follow:

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

The leader of each team coordinates the visit to the police station and thereafter uploads the scores with the narrative report of their findings to Altus website specially designed for the purpose. He/she will then send the kits and the narrative report to the Altus regional representative which is the CLEEN Foundation based in Nigeria.

Why a global event?

The PSVW is a global event because it is an event that takes place across the five continents with different police organizations and community members visiting their local police stations and making use of the same kits to score their local police stations within the same period. The PSVW contributes to awareness raising on the part of the police of the need to be accountable to the members of their local communities. The

PSVW aims to link local realities with global standards. Police institutions across the world have the same objective which is promotion of public safety and security of the citizens.

2012 participation across the world are as follows

Countries	Number of Participating Police organizations	Number of Visitors
Benin	12	36
Brazil	107	421
Cameroon	28	86
Chile	72	288
El Salvador	8	33
Ghana	12	42
Guatemala	5	26
Honduras	9	36
India	399	3646
Kenya	19	60
Liberia	10	32
Maldives	12	26
Nicaragua	8	32
Nigeria	262	897
Pakistan	8	59
Peru	10	30
United states	19	92
Total	1000	5842

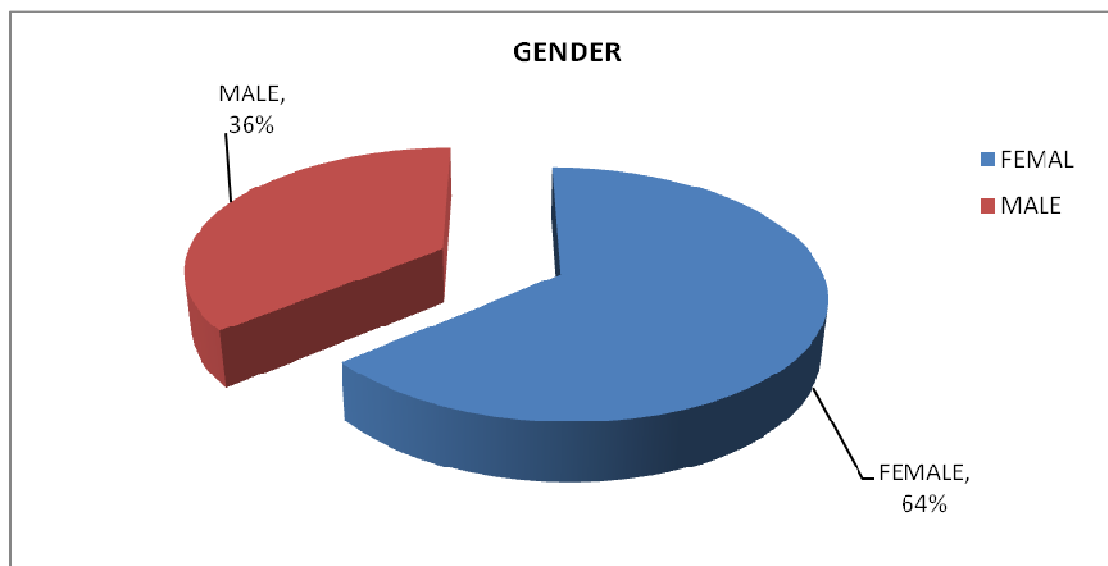
List of Police Stations that participated in Ghana

S/N	GHANA
1.	Accra Central Police Station
2.	Adabraka Police Station
3	Adenta Police Station
4	Airport Police Station
5	Cantonments Police Station
6	Dansoman Police Station
7	Kaneshie Police Station
8	Labadi Police Station
9	Nima Police Station
10	Nmai Dzorn Police Station
11	Nungua Police Station
12	Osu Police Station

Graphical Representation for Participants in the PSVW 2012 in Ghana

Below are the breakdowns of demographics for participants in the PSVW 2012 in Ghana

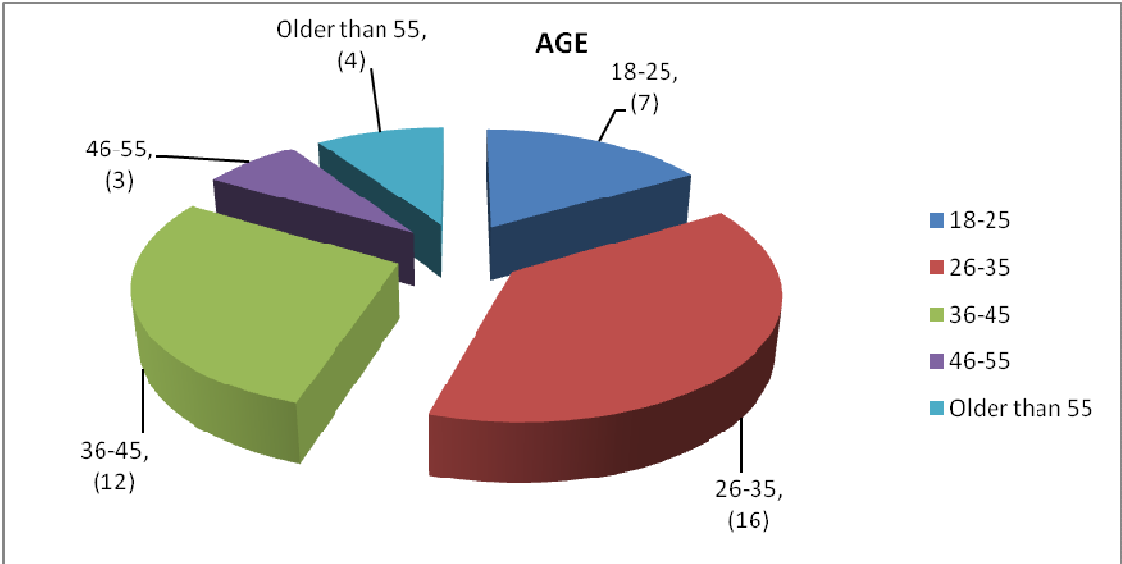
In Ghana, a total number of forty-two (42) visitors participated in the visit which took place in twelve police stations in the country. The graphs shown below are breakdown of demographics of the participants. Sixty four percent (64%) of the entire visitors in Ghana were women while thirty six percent (36%) were male.

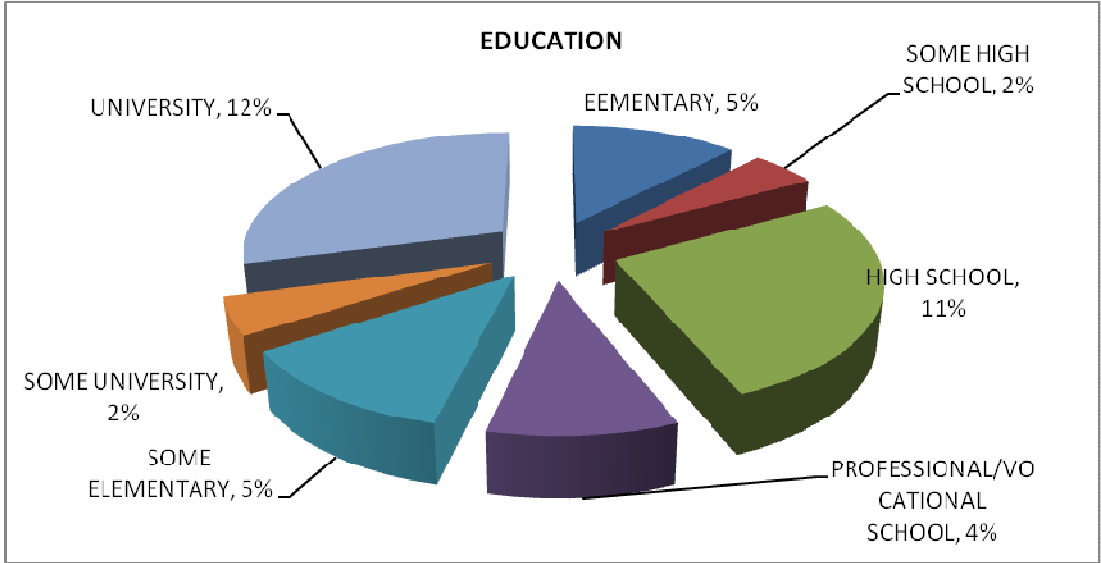


Overall assessment of female representation in the PSVW 2012 in Ghana

Female representation and participation in PSVW 2012 increased by 15% when comparing female 64% for 2012 with 2011's 49% female participation. This reflects compliance with the Altus criteria for PSVW 2012 which required 50% women representation.

Seven of the visitors were between the ages of 18-25years; another sixteen were between the ages of 26-35 years; twelve were between the ages of 36-45; three of the visitors were between the ages 46-55 years and four were 56 years-old and above. See the chart below:





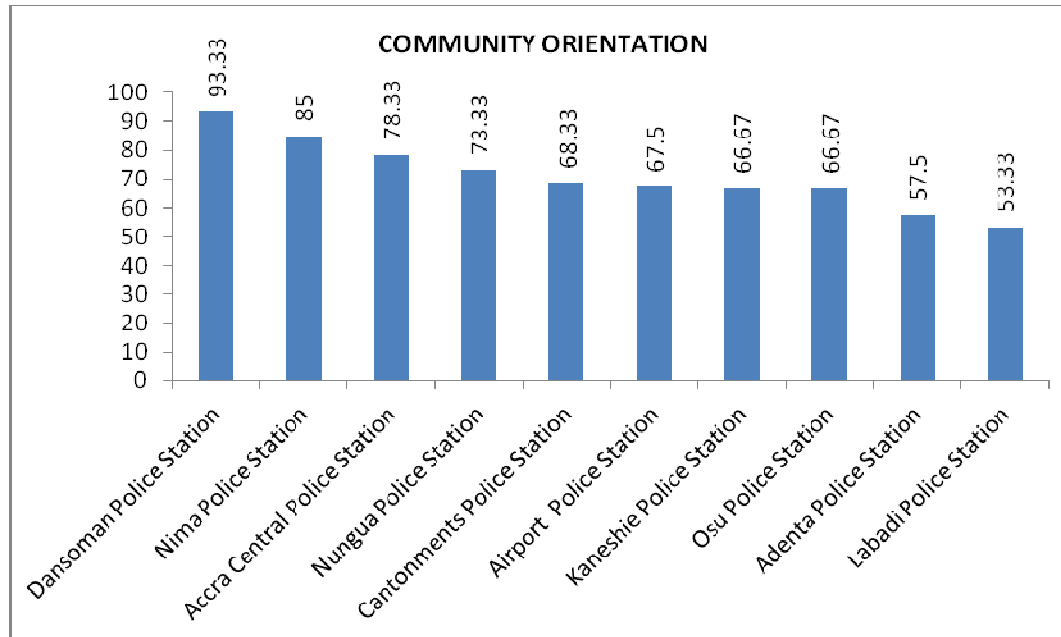
In Ghana, twelve percent of the visitor had a university education, two percent had some university education, four percent had a professional/vocational educational background; eleven percent had a high school education; another two percent had some high school education, five percent had elementary education certificates; while another five percent had some elementary education

THE ASSESSMENT INDICATORS

The various police stations that participated were assessed using indicators that are fundamentals of what makes a good police station. The assessments of the top ten participating police stations in each indicator area are shown below.

Community Orientation: Every police station is expected to interact with the general public seeking assistance or wishing to report a crime in there vicinity. The ability of police stations to make community members feel comfortable during their visit will

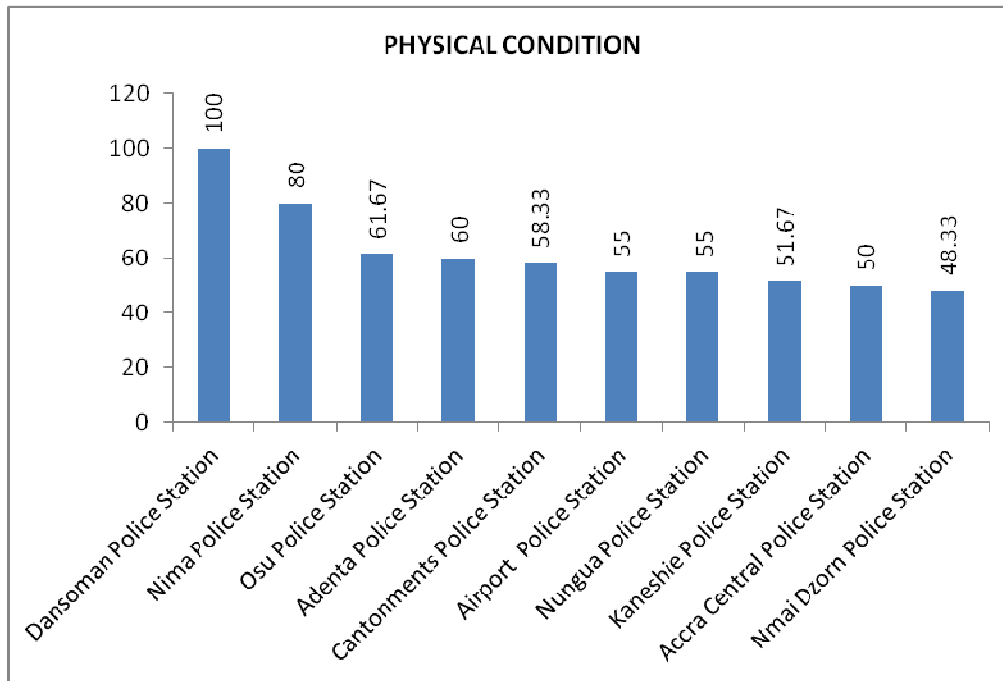
make them more willing to work with the police on crime prevention and also in giving out useful information to the police to enable them track down criminals in the community.



In the area of community orientation:

1. Dansoman Police Station- (93.33%) - First
2. Nima Police Station- (85%) - Second
3. Accra Central Police Station (78.33%) – Third

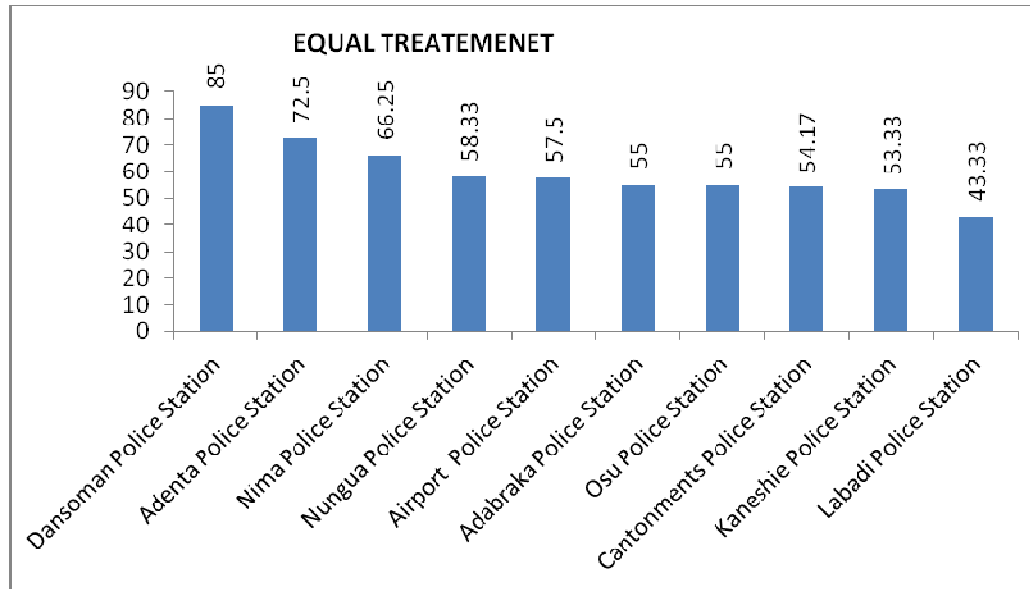
Physical Conditions: This comprises the facilities, spaces and equipment available in the police stations. The buildings of police stations are in varieties from big to small structures. However, the size of the buildings does not necessarily affect the orderliness and cleanliness of the station. The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



In the area of physical condition, visitors scored

1. Dansoman Police Station- (100%) - First
2. Nima Police Station- (80%) - Second
3. Osu Police Station- (61.67%) – Third

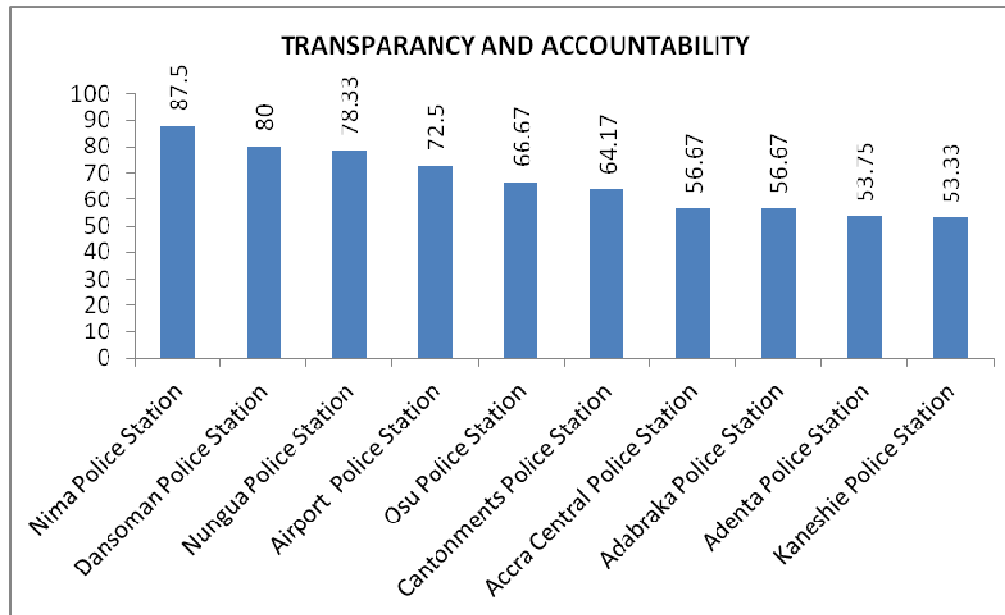
Equal Treatment of the Public: In treating the public, the police are expected to be sensitive in terms of gender, ethnicity, and religion and give equal treatment bearing all these in mind. Also allowance should be made for the less privileged and physically challenged members of the public by providing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



In the area of Equal Treatment of Public, visitors scored

1. Dansoman Police Station- (85%) - First
2. Adenta Police Station- (72.5%) - Second
3. Nima Police Station - (66.25%) – Third

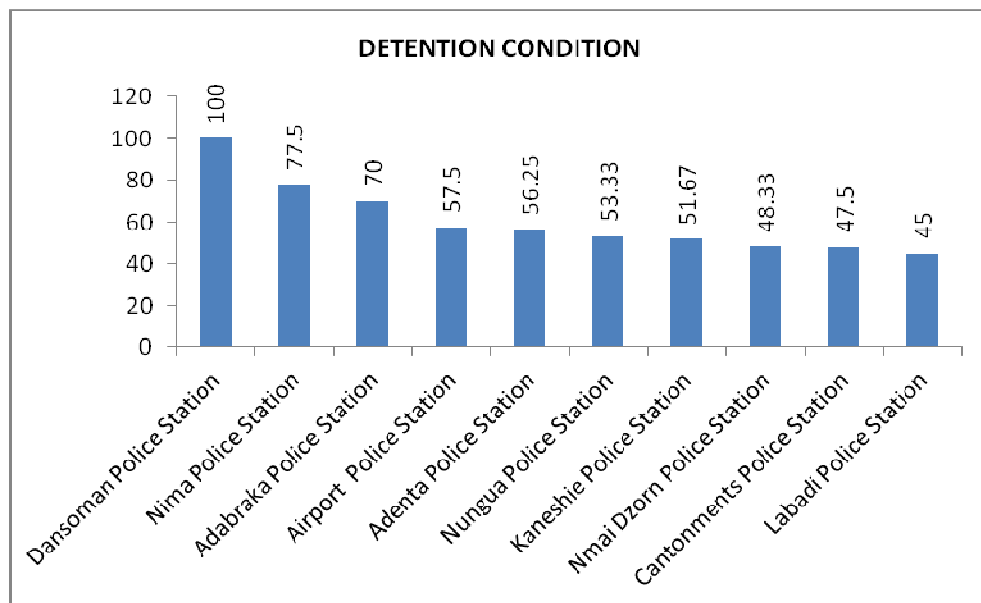
Transparency and Accountability: This comprises the ability of the public to easily obtain information on the measures of police performance in combating crime in the area of the police station. Providing means of easy identification of police officers in the police stations and providing clear information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



In the area of Transparency and Accountability, the visitors scored

1. Nima Police Station - (87.5%) - First
2. Dansoman Police Station- (80%) – Second
3. Nungua Police Station - (78.33%) – Third

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



In the area of Detention Condition,

1. Dansoman Police Station- (100%) - First
2. Nima Police Station - (77.5%) – Second
3. Adabraka Police Station- (70%) – Third

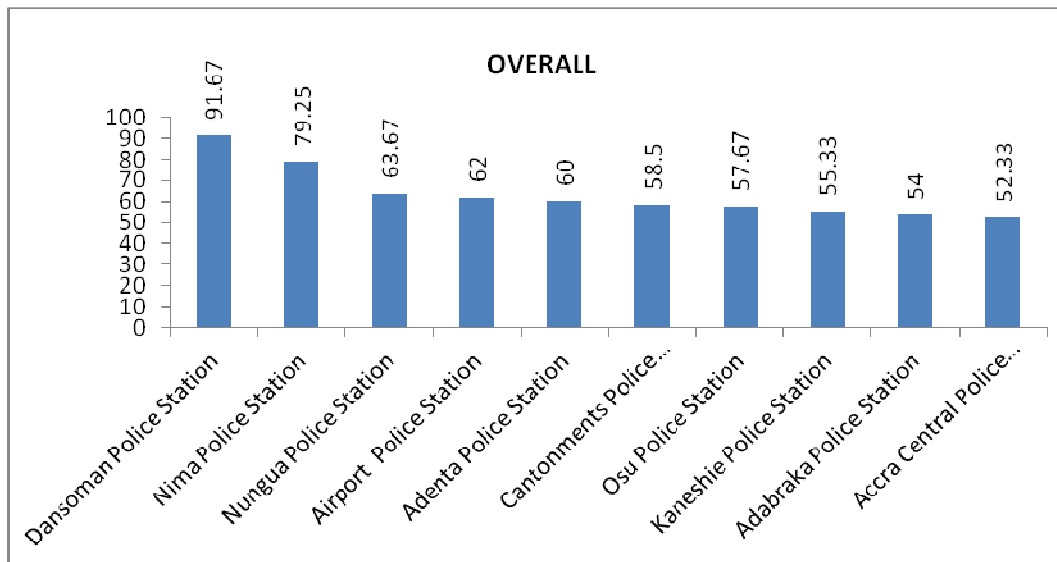
WHICH POLICE STATIONS SCORED HIGHEST?

Overall Assessment

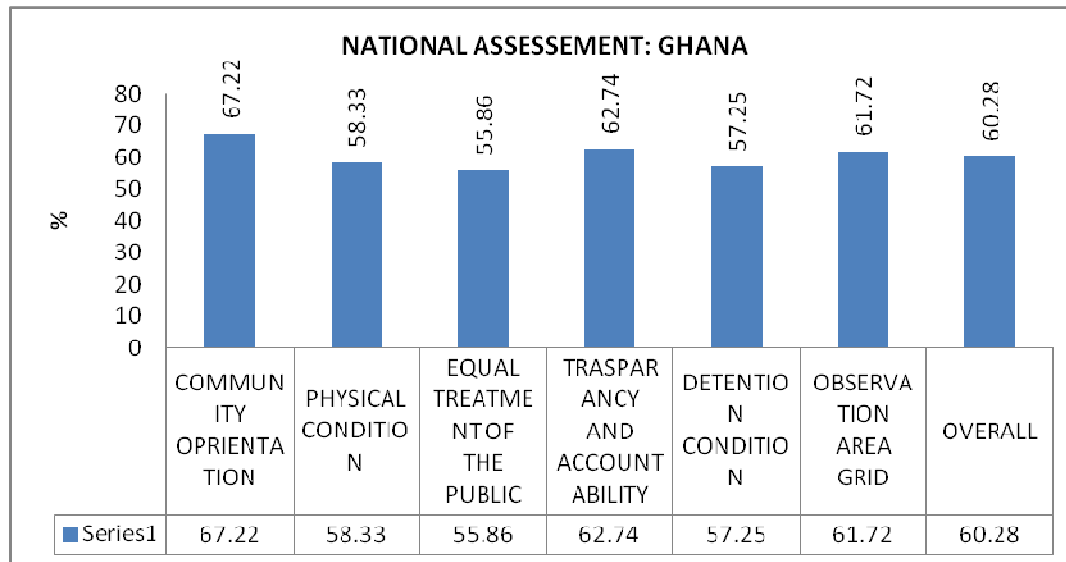
Overall assessment of a good police station is as follows:

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

In view of the above assessment, the chart below shows the overall observation areas indicating the top 10 police stations in Ghana.



- Dansoman Police Station- (91.67%) - First
- Nima Police Station - (79.25%) – Second
- Nungua Police Station - (63.67%) – Third
- Airport Police Station – (62%)
- Adenta Police Station (60%)
- Cantonments Police station (58.5%)
- Osu Police Station (57.67%)
- Kaneshie Police Station (55.33%)
- Adabraka Police Station (54%)
- Accra Central Police Station (52.33%)



The chart above represents the national assessment for Ghana in all the indicator areas. The scores are also presented below

1. Community Orientation (67.22%)
2. Physical Condition (58.33%)
3. Equal Treatment of the Public (55.86%)
4. Transparency and Accountability (62.74%)
5. Detention Condition (57.25%)

Overall assessment of performance of the police stations in Ghana in 2012 compared to 2011 according to the Altus indicators are as follows:

S/N	Indicator Area	Score (2012)	Score (2011)	Comments (2012)	Comments (2011)
1.	Community Orientation	67.5	63.97	Adequate	Adequate
2.	Physical Conditions	58.81	56.03	Adequate	Adequate
3.	Equal Treatment of the Public	56.43	50.64	Adequate	Inadequate
4.	Transparency and Accountability	63.45	56.54	Adequate	Adequate
5.	Detention Conditions	57.02	49.49	Adequate	Inadequate
	Overall National Average	60.64	55.33	Adequate	Adequate

**GOOD PRACTICES / AREAS OF IMPROVEMENT/ COMMANDERS' THAT DESERVE COMMENDATIONS IDENTIFIED BY VISITORS IN THE 2012
PSVW IN GHANA**

This section provides information about certain key areas: good practices; areas that police stations have improved since the last visit; stations or Police Commanders that deserve commendations based on observers' impressions. One of the reasons why PSVW is conducted is for visitors to identify certain good practices that have been evolved by police stations in their local communities and probably identify the impact of those good practices in the service delivery being generated by the police to member of the public. 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, Police Commanders' that deserve commendations who have being able to distinguish themselves from others in terms of performance and innovation.

Good practices

- The visitors were impressed by the warm welcome and reception at the front desk at the police stations
- Good Community and Police Relations/collaboration: Visitors to Cantonments Police station reported that "there is a good relationship between the police and the community as the community helps in arresting criminals." Also at Dansoman police station visitors said "we were very impressed by the initiative made by the commander with the community to completely renovate the police station and provide new facilities to serve the public within a year. It was complete at the police station compared to last year." In addition to the friendly cooperation with the community, visitors to Nima Police Station also noted the Fragment meetings held by the police with local chief and opinion leaders from time by time and the Crime prevention programmes carried out with the community
- Visitors were impressed by the clean, neat and conducive environment at most of the police stations.
- Visitors were impressed by police quick response to cases and to provide assistance and vital information to the public
- Visitors Airport Police Station were impressed by the new commander's effort to secure two patrol vehicles for the station and mattresses for the detainees just a day to the visit.
- At Accra Central Police Station, visitors were impressed by the renovation of the front desk and the cells by an NGO.

Areas of Commendations

- Osu police station was commended for the openness and friendliness of the commander and his men, the neatness of the police station in comparison to other police stations and their efforts at delivering on their duties despite the severe harsh conditions.

- Central Police Station Bonassama Bonaberi was commended for its conducive environment and facilities. Visitors noted that the police station has a very big space for parking of vehicles for complainants; good water supply system to maintain hygiene and cleanliness within the station and tight security control within in and out of the station.
- Strategic location of some Police stations: Some of the police stations such as Accra Central, Cantonment, Labadi, Nungua etc are strategically located and easily accessible in terms of transport link. This was impressive to the visitors
- Dansoma Police station was commended for provision of new facilities such as camera, television for visitors and the tiled floor.
- Adenta Police Station was commended for their efforts to share information. Visitors observed that “there is free flow and access to information which was evident in what they said and what we saw.”
- The Commander in charge of Dansoman police station was commended by visitors who said “we were very impressed by the initiative made by the commander with the community to completely renovate the police station and provide new facilities to serve the public within a year.”

Areas of Improvement

- At Kaneshie Police Station, visitors reported that “there is now 1. Computer networking and internet facility; 2. Provision of television for inmates; 3. The counter is now tiled, but was made of wood before.”
- At Dansonman visitors reported the following improvements “1. Television for visitors at the entrance; 2. Seats for visitors to comfortably sit down and wait to be attended to; 3. Entire renovation of the building, everywhere were tiled and clean; 4. Camera; 5. Entire renovation of the cells and toilet facilities.
- At Nima Police Station, visitors reported that “The major changes are in the cleanliness of the detention areas and the entire station and the provision of water in bigger tanks for detainees.”
- While at Nmai Dzorn Police Station, visitors reported that “The floors of the station have been tiled now, this was not so before.”
- At Cantonments Police Station, visitors reported that “The police personnel were not as willing and friendly during my earlier visit but this time we can boldly say for a fact there has been a total change to that.” A similar report was made by the visitors to Osu Police Station...”At first the station was in a bad state. The building, the environment was in a deplorable condition but now everything in order. They painted the building nicely. Their attitude to the public in terms of customer service has changed. Initially, they used to insult complainants but now all these have changed, they are friendly.”

Changes visitors would like to see

- More police personnel at police stations to serve the community
- visitors proposed proper ventilation and expansion of the cells which were considered too small
- Expansion of Charge room in order to accommodate enough people at a time.
- A change in how information is shared at police stations. For instance maps, charts, posters, hotlines etc should be displayed
- Improvement and renovations to buildings and structures
- Provision of enough technological equipment to fight crime such as cctv cameras, patrol cars etc.
- Provision of generators to provide electricity
- Adequate Separate cells for female detainees
- Provision of translators for the deaf and dumb
- Complaint or suggestion box for the public to make suggestions to the police or complain about something they do not want.
- Provision of Identification tags for inmates or detainees
- The police trained in sign language in order to serve the deaf and dumb people as well as other disabled people.