

**POLICE STATION VISITORS' WEEK 2012**  
**Report of Results in Kenya**

**Summary**

The sixth edition of the Police Station Visitors' Week (PSVW) was conducted from 3rd to 9th of December 2012 in Kenya. 60 visitors participated in the visit which took place in nineteen police stations in the country; 23 of the visitors were female while 37 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**

<b>Countries</b>	<b>Number of Participating Police organizations</b>	<b>Number of Visitors</b>
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
<b>Total</b>	<b>1000</b>	<b>5842</b>

**List of Police Stations that participated in Kenya**

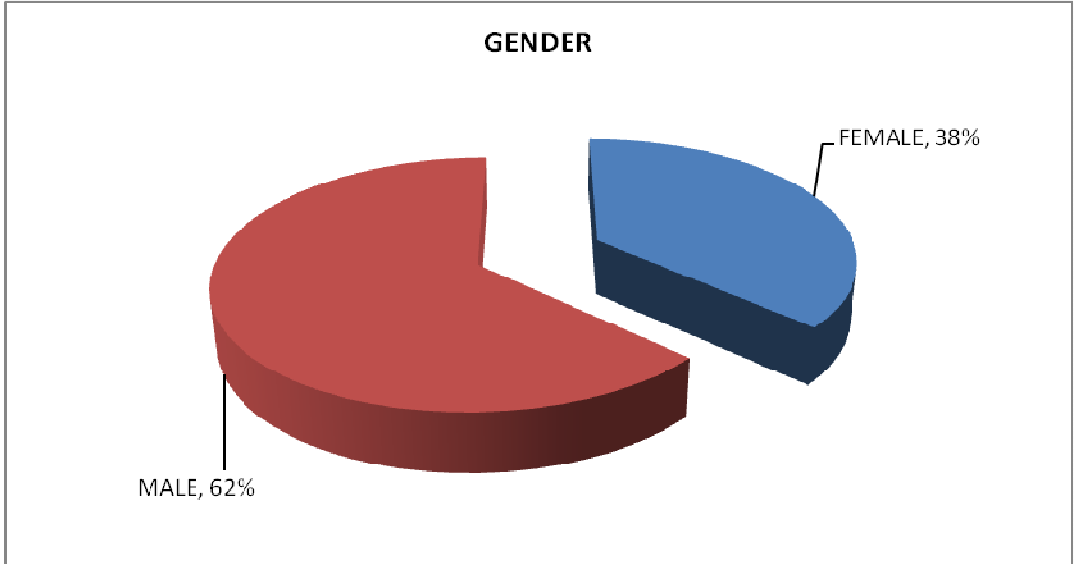
<b>S/N</b>	<b>KENYA</b>
1.	Baragoi Police Station
2.	Bungoma Police Station
3	Buruburu Police Station
4	Central Police Station(Kenya)
5	Garissa Police Station
6	Industrial Area Police Station
7	Isiolo Police Station
8	Kabete Police Station
9	Kakuma Police Station
10	Kamukunji Police Station
11	Karen Police Station
12	Kilimani Police Station
13	Kirinyaga Police Station
14	Kisii Police Station

15	Mtwapa Police Station
16	Pangani Police Station
17	Parklands Police Station
18	Ruaraka Police Station
19	West Pokot Police Station

#### **Graphical Representation for Participants in the PSVW 2012 in Kenya**

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

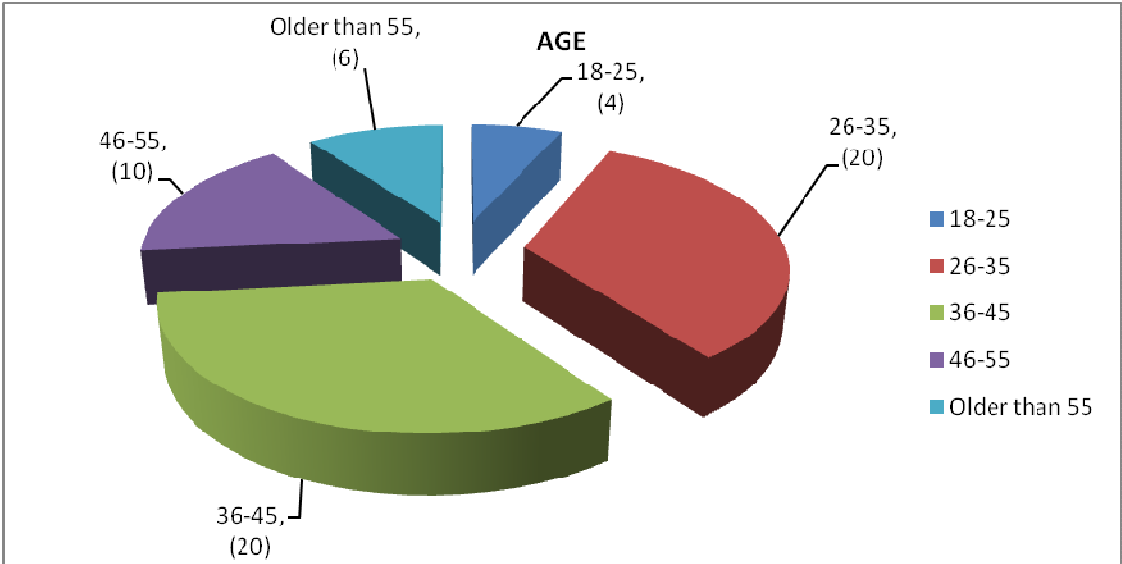
In Kenya, a total number of sixty (60) visitors participated in the visit which took place in nineteen police stations in the country. The graphs shown below are breakdown of demographics of the participants. Sixty two percent (62%) of the entire visitors in Kenya were male while thirty eight percent (38%) were female.

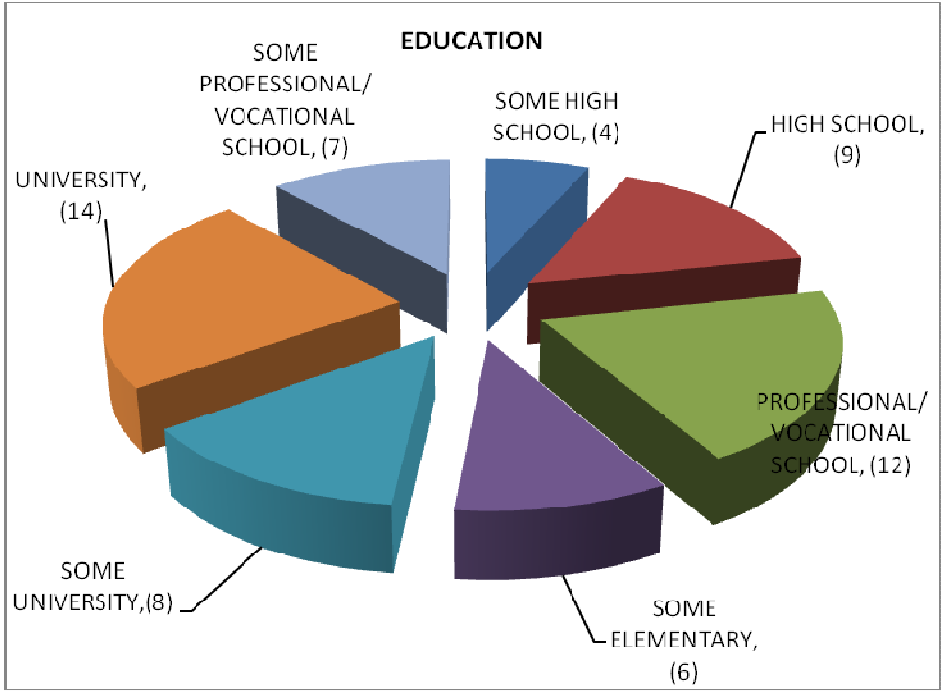


**Overall assessment of female representation in the PSVW 2012 in Kenya**

While generally the number of women who participated in the PSVW 2012 increased to 23 in 2012. The 38% women representation however did not satisfy the Altus requirement of 50% women representation in the PSVW 2012.

Four of the visitors were between the ages of 18-25years; twenty were between the ages of 26-35 years; twenty were between the ages of 36-45; ten visitors were between the ages 46-55 years and six were 56 years-old and above. See the chart below:



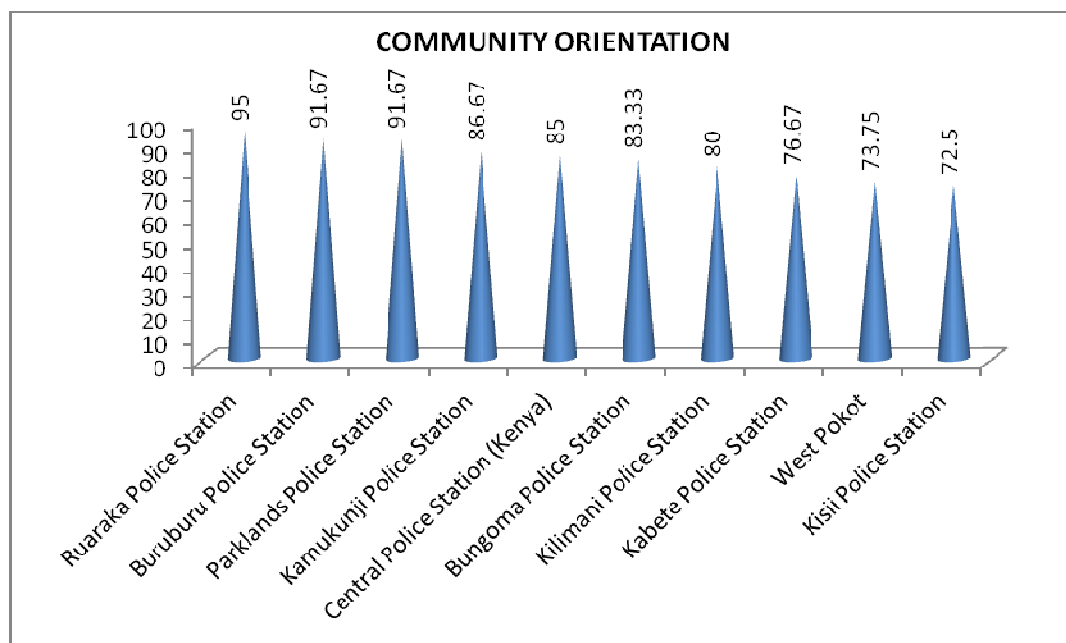


In Kenya, fourteen (14) visitors had a university education, eight (8) had some university education, twelve (12) had a professional/vocational educational background; nine Seven(7) had some professional /vocational education; (9) had a high school education; four(4) had some high school education; while six(6) visitors 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 their vicinity. The ability of police stations to make community members feel comfortable during their visit will make them more willing to work with the police on crime prevention and also in giving out useful information to the police to enable them track down criminals in the community.

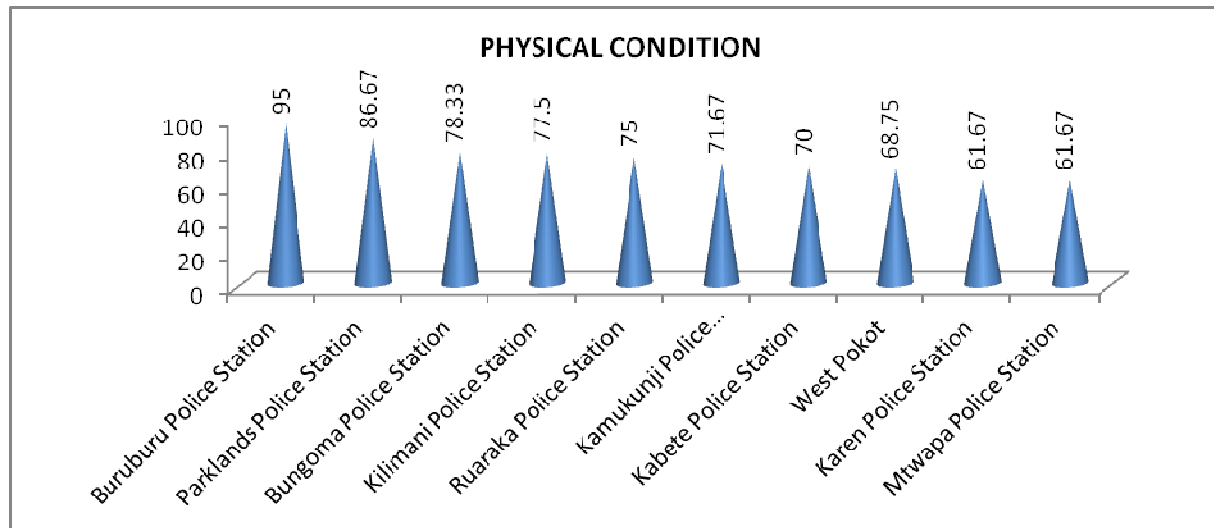




In the area of community orientation below are the three highest scorers in Kenya

1. Ruaraka Police Station (95%) - First
2. Buruburu Police Station and Parklands Police Station both scored (91.67%) - Second
3. Kamukunji Police Station (86.67%) – Third

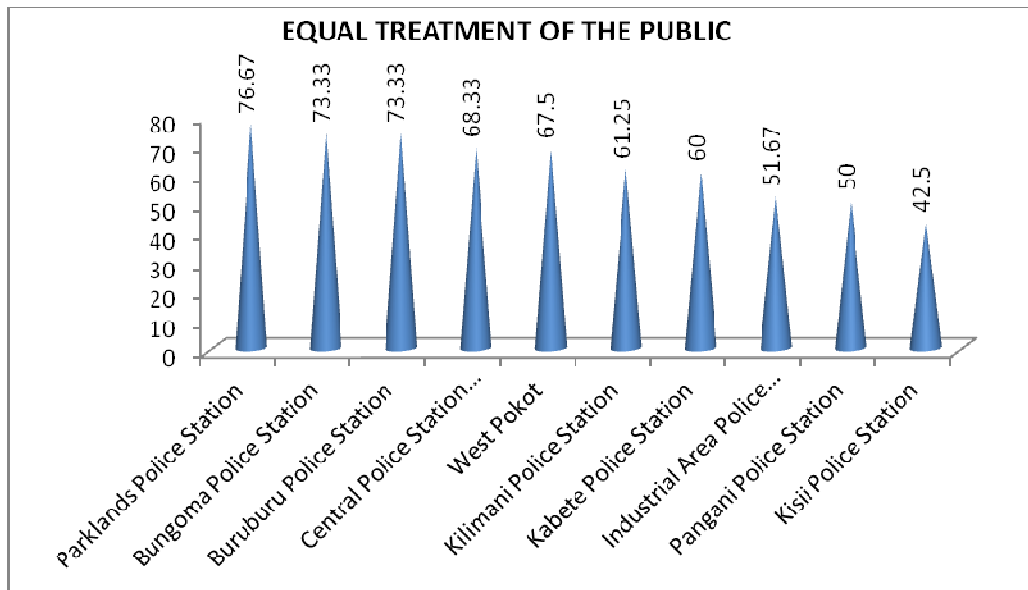
**Physical Conditions:** This comprises the facilities, spaces and equipment available in the police stations. The buildings of police stations are in varieties from big to small structures. However, the size of the buildings does not necessarily affect the orderliness and cleanliness of the station. 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. Buruburu Police Station (95%) - First
2. Parklands Police Station (86.677%) - Second
3. Bungoma Police Station (78.33%) – Third

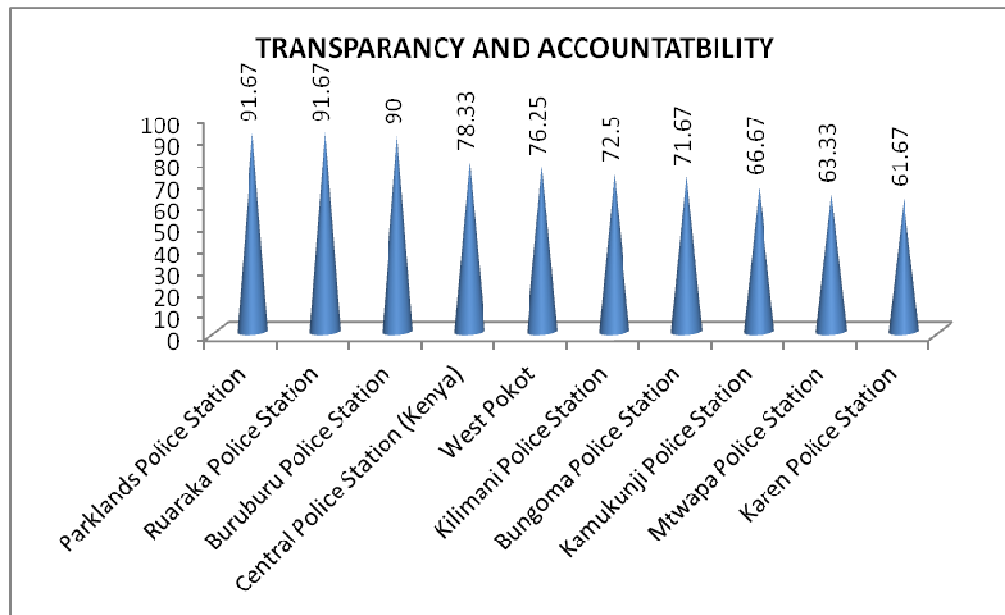
**Equal Treatment of the Public:** In treating the public, the police are expected to be sensitive in terms of gender, ethnicity, and religion and give equal treatment bearing all these in mind. Also allowance should be made for the less privileged and physically challenged members of the public by providing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



In the area of Equal Treatment of Public, visitors scored

1. Parklands Police Station - (79.67%) - First
2. Bungoma Police Station and Buruburu Police Station both scored - (73.33%) - second
3. Central Police Station (68.33%) – Third

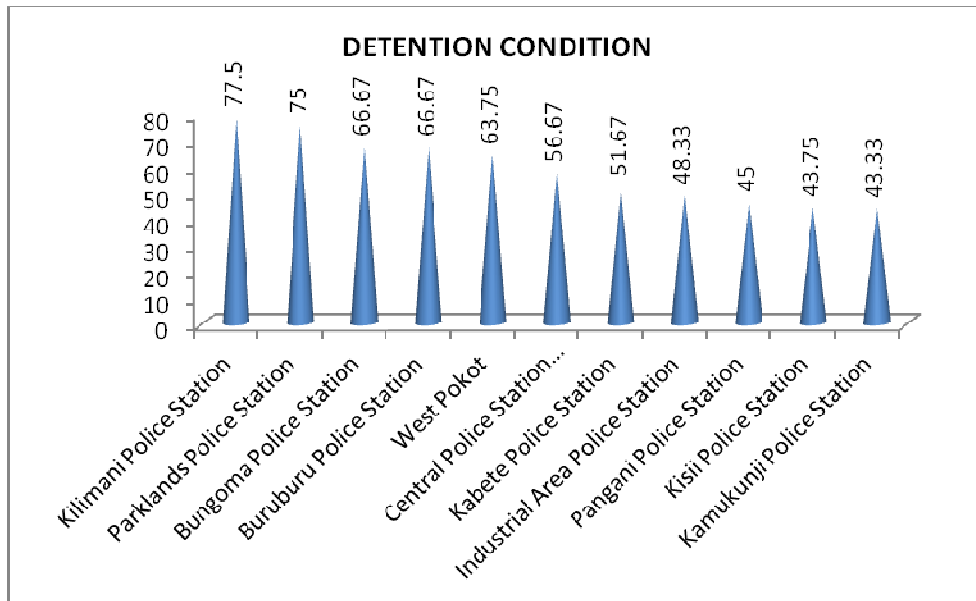
**Transparency and Accountability:** This comprises the ability of the public to easily obtain information on the measures of police performance in combating crime in the area of the police station. Providing means of easy identification of police officers in the police stations and providing clear information 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. Parklands Police Station and Ruaraka Police Station both scored - (91.67%) - First
2. Buruburu Police Station - (90%) - second
3. Central Police Station (76.25%) – 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. Kilimani Police Station - (77.5%) - First
2. Parklands Police Station - (75%) - Second
3. Buruburu Police Station and Bungoma Police Station both scored- (66.67%) -Third

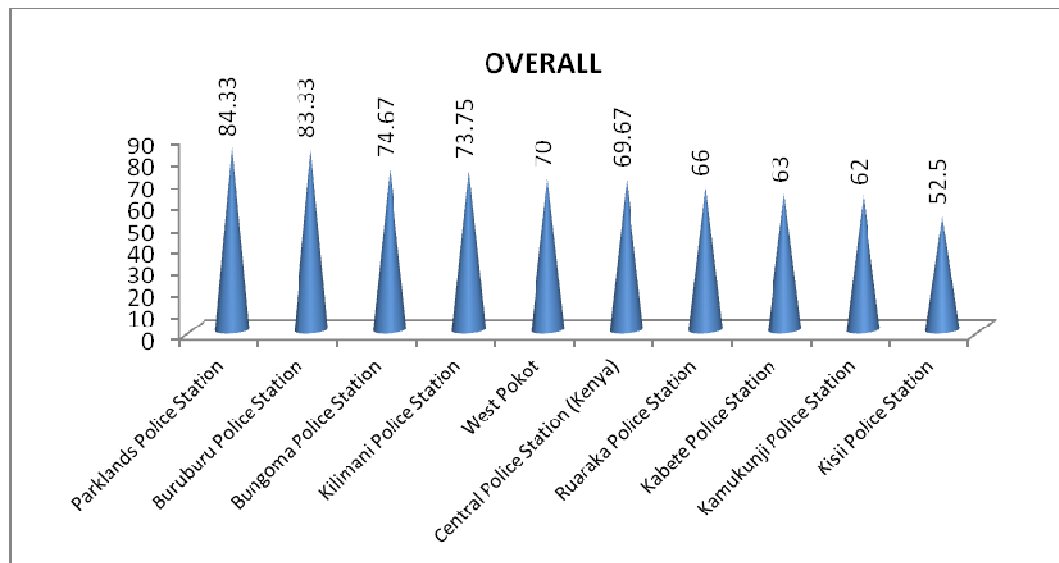
## WHICH POLICE STATIONS SCORED HIGHEST?

### Overall Assessment

Overall assessment of a good police station is as follows:

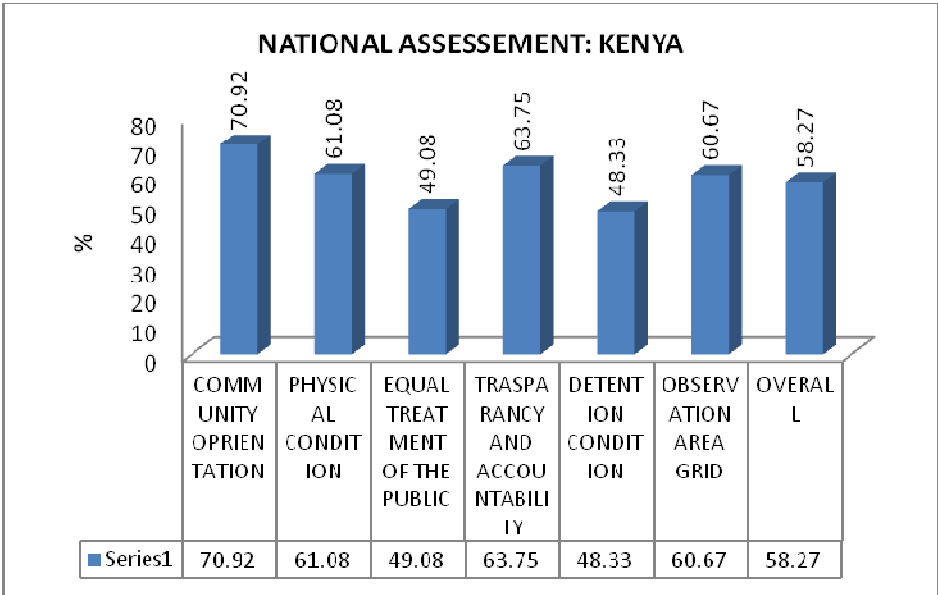
- A good police station is oriented to the community
- Remarkable police station present adequate physical conditions
- The station personnel have to know its public and treat them equally by providing trained staff and sources of information to attend to different community needs.
- Transparency and 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 Kenya.



- Parklands Police Station - (84.33%) -First
- Buruburu Police Station - (83.33%) -Second
- Bungoma Police Station - (74.67%) –Third
- Kilimani Police Station – (73.75%)
- West Pokot Police Station – (70%)
- Central Police Station (Kenya) –(69.67%)
- Ruaraka Police Station- (66%)
- Kabete Police Station – (63%)
- Kamukunji Police Station (62%)
- Kisii Police Station (52.5%)

In order to show the performance of the country in each of the indicative areas, an analysis of the five indicative areas has been represented in the chart below. The chart shows obvious indicative areas where the country is doing well and the areas that require stronger attention.



1. Community Orientation (70.92%)
2. Physical Condition (61.08%)
3. Equal Treatment of the Public (49.08%)
4. Transparency and Accountability (63.75%)
5. Detention Condition (48.33%)



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

<b>S/N</b>	<b>Indicator Area</b>	<b>Score (2012)</b>	<b>Score (2011)</b>	<b>Comments (2012)</b>	<b>Comments (2011)</b>
1.	Community Orientation	70.92	73.83	More Than Adequate	More Than Adequate
2.	Physical Conditions	61.08	56.5	Adequate	Adequate
3.	Equal Treatment of the Public	49.08	43.83	Inadequate	Inadequate
4.	Transparency and Accountability	63.75	64.67	Adequate	Adequate
5.	Detention Conditions	48.33	48.5	Inadequate	Inadequate
	Overall National Average	58.63	57.47	Adequate	Adequate

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

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 members 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 been 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 Isiolo Police station reported that "the station has developed good community relations with elders to enhance cohesion." At Kilimani Police station, visitors reported that "members of community do provide transport to the police when called upon." At West Pokot, the police station shares their water point with the community as reported by the visitors. Also at Baragoi Police Station, visitors found that the police station there was a donation of power generator by a local politician.
- Visitors to Central Police Station(Kenya) noted that the station has a good relationship with community policing groups and community peace committees
- Gender and Children desk: Visitors were impressed by the establishment of gender desk in some police stations such as Garissa police Station. According to the visitors "they have a gender desk at the station and the nearby hospital to capture cases of gender based violence."; Bungoma Police Station was also found to have a gender desk; At Kabete and Central police station(Kenya) there are gender and children desks.
- Customer Service Unit: Bungoma police has in place a hospitality office to deal with public relations at the station. A similar customer care desk was observed by visitors at Mtwapa Police Station.
- Given the limited supply of stationeries, visitors were impressed by the improvised papers from manila papers used at Garissa Police Station. They were also impressed that the OCPD and OCS shared information freely.
- Visitors were impressed by the standby vehicle and motorbike at Kisii Police Station that can help in cases of emergencies

#### Areas of Commendations

- Most of the police stations were commended for being well organized and coordinated. For instance visitors to Kilimani police station pointed out that “the police station is big and well planned and has rooms to house each department.”
- The creation of gender and children desks and customer care desk in some police stations were found to be very impressive and commendable by the visitors.
- 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
- Visitors also found it impressive and commendable that all the officers at Pangani police station had identification tags and all the offices were clearly marked for easy access.
- West Pokot Police Station was commended for the very positive attitude of the officers towards the community and also for implementing the crime observatory system set by Usalama reform.
- Baragoi Police Station was commended for the police dedication to serve the communities regardless of the remoteness of the area and the lack of facilities as well as the willingness and openness of the officer commanding the station to share information

#### Areas of Improvement

- At Pangani Police Station, visitors reported that the presence of a customer care desk was a new development.
- At Kilimani and Garissa police stations, visitors noted that there was now an increase in the number of female officers at the police station
- According to visitors who were at Kisii Police Station, “the police station previously did not have police vehicle, but now there are some.”
- While at Nmai Dzorn Police Station, visitors reported that “The floors of the station have been tiled now, this was not so before.”
- At Kabete Police Station, visitors reported that “the police station has since installed a standby generator in case of blackout and the police station was in the process of renovation.” At Bungoma Police Station, visitors noted newly renovated buildings

Changes visitors would like to see

- More police personnel at police stations to deal with ever increasing duties.
- improvement and renovations of police station structures
- Provision of functional police telephone lines
- Equipping the police station with IT equipments, cctv, computer, bio metric finger printing machines to make work easier at the station
- Provision of means of communication including vehicles, Information technology gadgets and uplifting living standard of police officers in Arid areas..
- Better sanitary and detention conditions
- Provision of ramps for easy accessibility by disabled persons
- increase in the number of female officers at police stations
- increase supply of stationeries
- Provision of adequate toilet and washroom facilities for both genders at police stations