

POLICE STATION VISITORS' WEEK 2012

Report of Results in Liberia

Summary

The sixth edition of the Police Station Visitors' Week (PSVW) was conducted from 3rd to 9th of December 2012 in Liberia. 32 visitors participated in the visit which took place in ten police stations in the country; 19 of the visitors were female while 13 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

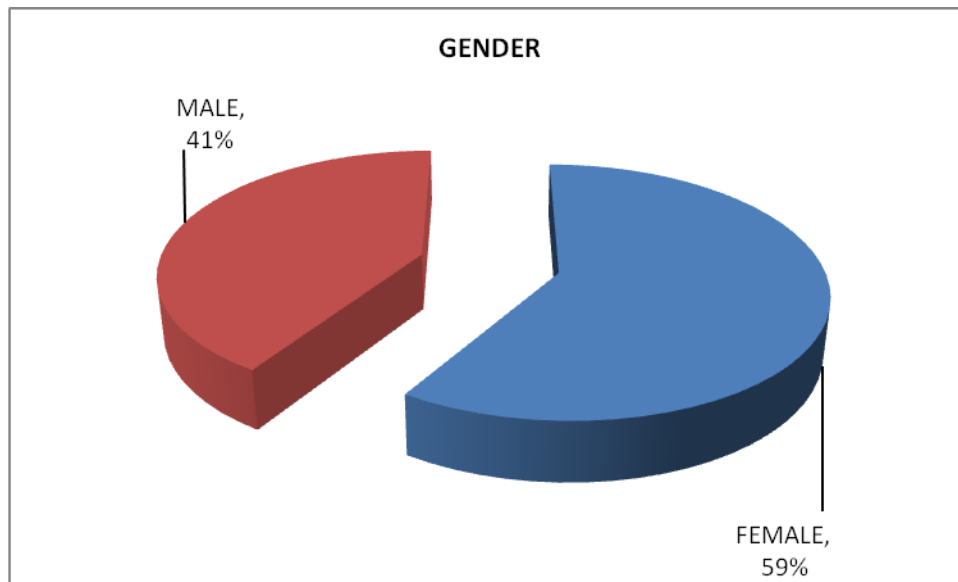
List of Police Stations that participated in Liberia

S/N	LIBERIA
1.	Careysbury Police Station
2.	Center Street Police Station
3	LNP Headquarters
4	Zone One Police Station
5	Zone Two Police Station
6	Zone Three Police Station
7	Zone Four Police Station
8	Zone Five (Paynesville) Police Station
9	Zone Six (Brewerville) Police Station
10	Zone Seven (Carwell) Police Station

Graphical Representation for Participants in the PSVW 2012 in Liberia

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

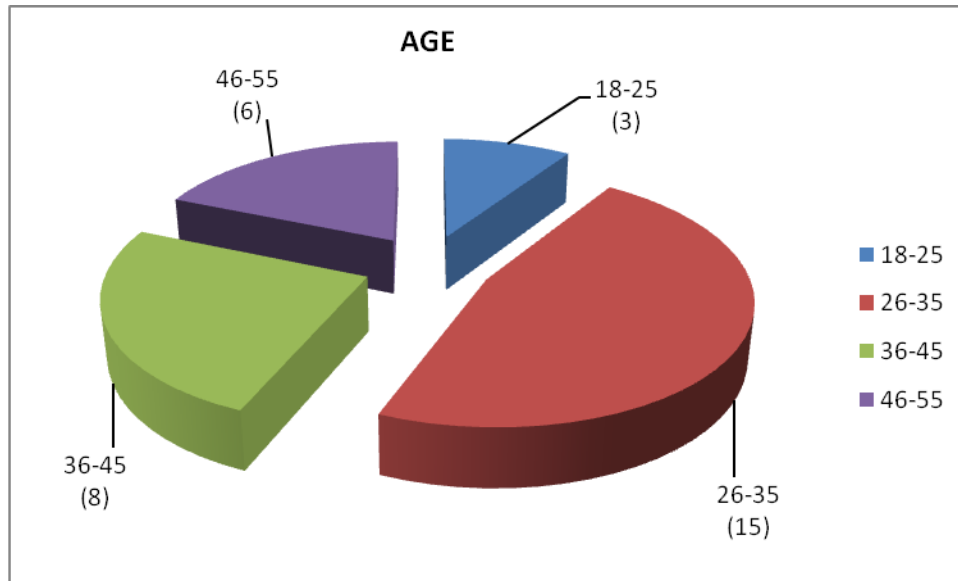
In Liberia, a total number of thirty - two (32) visitors participated in the visit which took place in ten police stations in the country. The graphs shown below are breakdown of demographics of the participants. Fifty nine percent (59%) of the entire visitors were female while forty one percent (41%) were male.

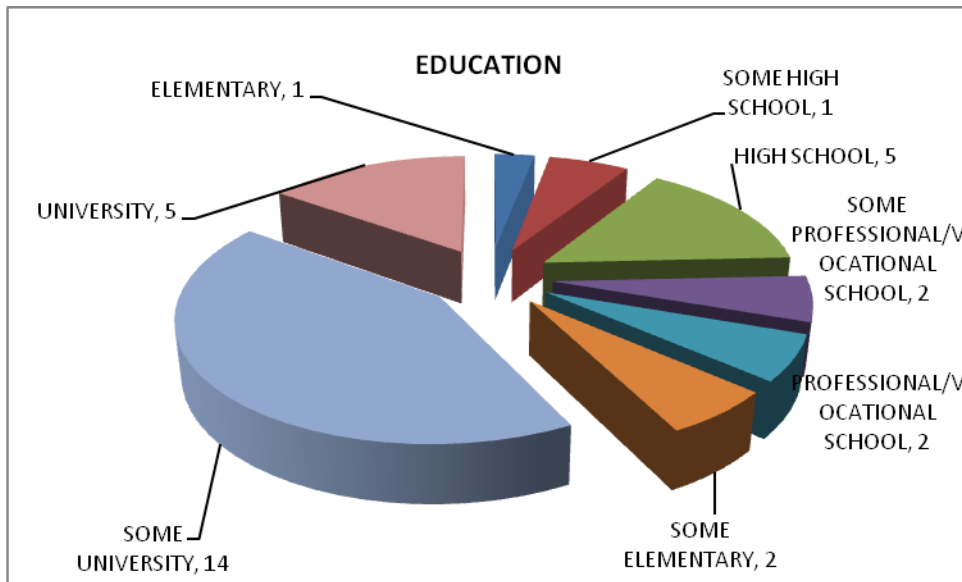


Overall assessment of female representation in the PSVW 2012 in Liberia

Female representation and participation in PSVW 2012 increased by about 27% when comparing female 59% for 2012 with 2011's 32% female participation. This reflects compliance with the Altus criteria for PSVW 2012 which required 50% women representation.

Three of the visitors were between the ages of 18-25years; fifteen were between the ages of 26-35 years; eight were between the ages of 36-45; six visitors were between the ages 46-55 years. See the chart below:



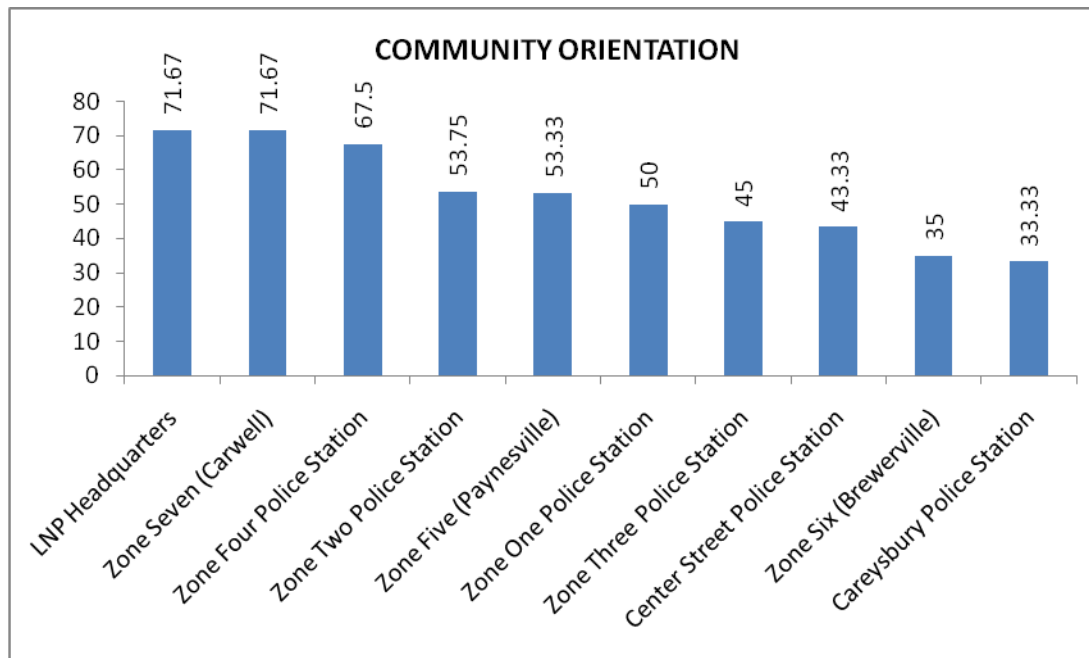


In Liberia, five (5) visitors had a university education, fourteen (14) had some university education, two (2) had a professional/vocational educational background; nine two (2) had some professional /vocational education; five (5) had a high school education; one (1) had some high school education; one (1) had elementary education while two(2) 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.

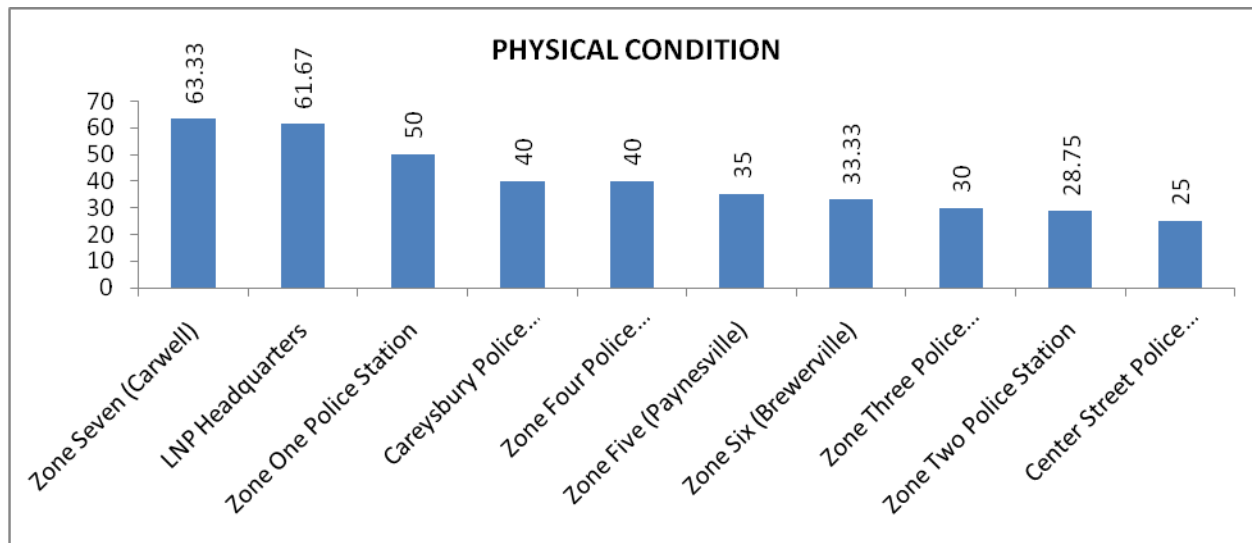
Community Orientation: Every police station is expected to interact with the general public seeking assistance or wishing to report a crime in their vicinity. The ability of police stations to make community members feel comfortable during their visit will make them more willing to work with the police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

1. LNP Headquarters and Zone Seven (Carwell) both score- (71.67%) to emerge as First
2. Zone Four Police Station) - (67.5%) - Second
3. Zone Two Police Station- (53.75%) – Third

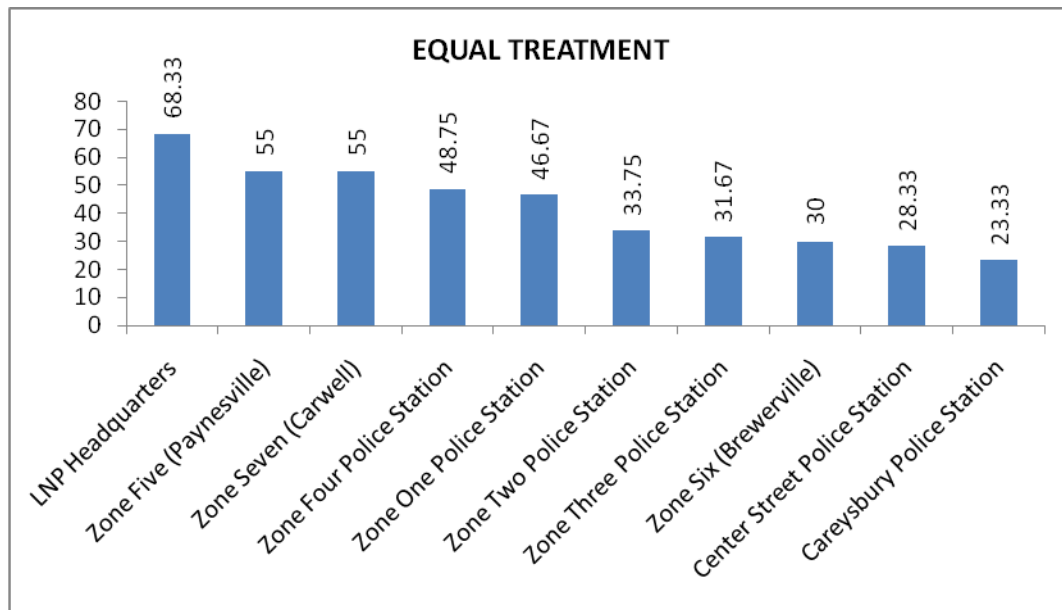
Physical Conditions: This comprises the facilities, spaces and equipment available in the police stations. The buildings of police stations are in varieties from big to small structures. However, the size of the buildings does not necessarily affect the orderliness and cleanliness of the station. The 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. Zone Seven (Carwell) - (63.33%) - First
2. LNP Headquarters - (61.67%) - Second
3. Zone One Police Station - (50%) – Third

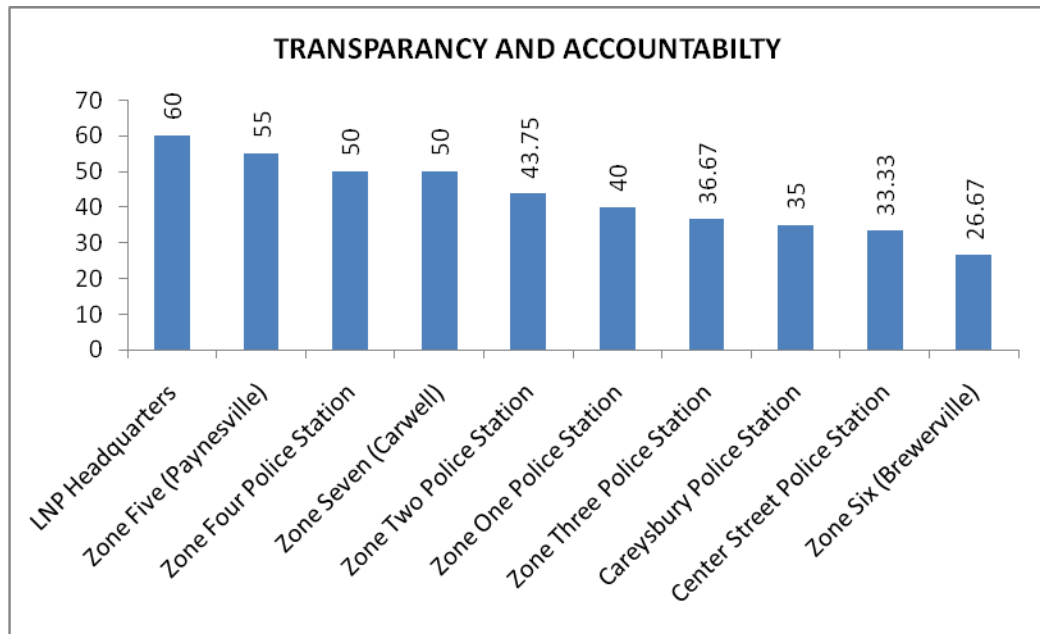
Equal Treatment of the Public: In treating the public, the police are expected to be sensitive in terms of gender, ethnicity, and religion and give equal treatment bearing all these in mind. Also allowance should be made for the less privileged and physically challenged members of the public by providing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



In the area of Equal treatment: the following police station came out top three equal treatment category in Liberia

1. LNP Headquarters - (61.67%) - First
2. Zone Five (Paynesville) and Zone Seven (Carwell) both scored - (55%) to emerge as second
3. Zone Four Police Station- (48.75%) – Third

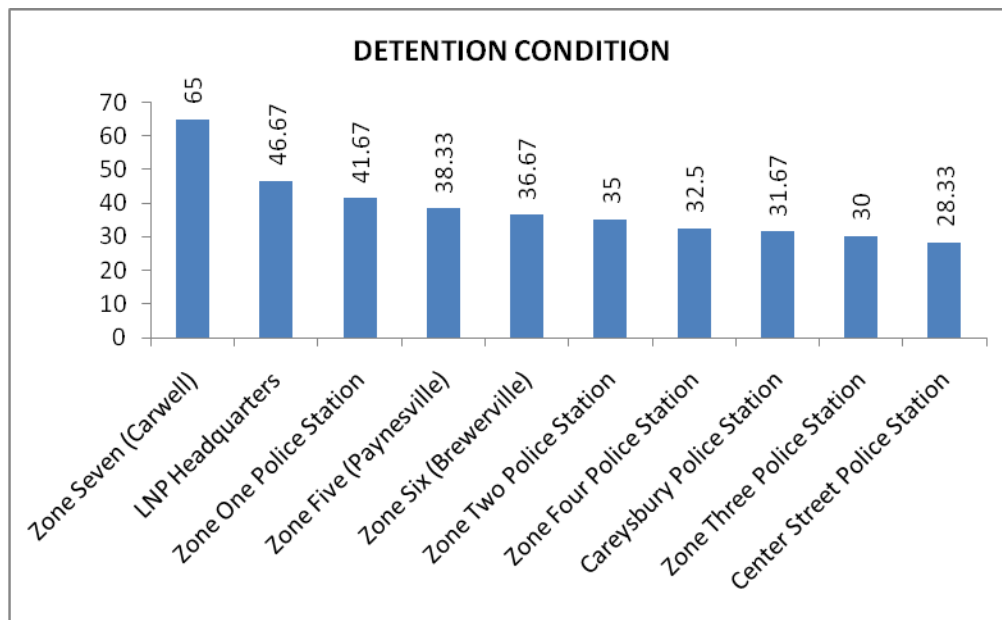
Transparency and Accountability: This comprises the ability of the public to easily obtain information on the measures of police performance in combating crime in the area of the police station. Providing means of easy identification of police officers in the police stations and providing clear information 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. LNP Headquarters - (60%) - First
2. Zone Five (Paynesville) - (55%) – Second
3. Zone Four Police Station- (50%) – 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.



For Detention conditions, the following police stations came out top three in Liberia

1. Zone Five (Paynesville) - (65%) - First
2. LNP Headquarters - (46.67%) – Second
3. Zone One Police Station - (41.67%) – Third

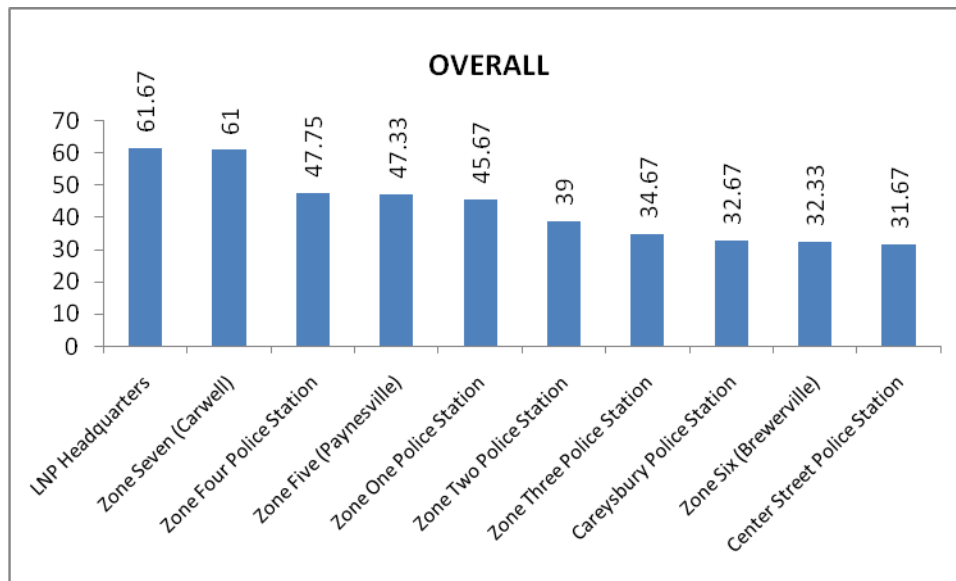
WHICH POLICE STATIONS SCORED HIGHEST?

Overall Assessment

Overall assessment of a good police station is as follows:

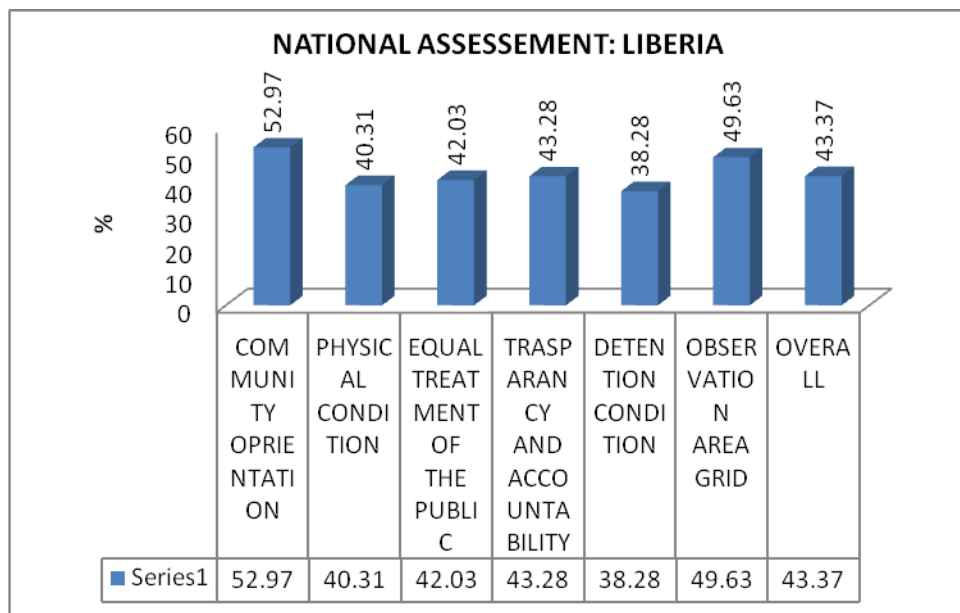
- A good police station is oriented to the community
- Remarkable police station present adequate physical conditions
- The station personnel have to know its public and treat them equally by providing trained staff and sources of information to attend to different community needs.
- Transparency and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



- LNP Headquarters - (61.67%) – First
- Zone Seven (Carwell) - (61%) - Second
- Zone Four Police Station- (47.75%) – Third
- Zone Five (Paynesville)-(47.33%)
- Zone One Police Station – (45.67%)
- Zone Two Police Station – (39%)
- Zone Three Police Station – (34.67%)
- Careysbury Police Station – (32.67%)
- Zone Six(Brewerville)- (32.33%)
- Center Street Police Station – (31. 67%)

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 (52.97%)
2. Physical Condition (40.31%)
3. Equal Treatment of the Public (42.03%)
4. Transparency and Accountability (43.28%)
5. Detention Condition (38.28%)

Overall assessment of performance of the police stations in Liberia 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	52.97	51.94	Adequate	Inadequate
2.	Physical Conditions	40.31	43.39	Inadequate	Inadequate
3.	Equal Treatment of the Public	42.03	43.87	Inadequate	Inadequate
4.	Transparency and Accountability	43.28	46.94	Inadequate	Inadequate
5.	Detention Conditions	38.28	40.97	Wholly Inadequate	Inadequate
	Overall National Average	43.38	45.42	Inadequate	Inadequate

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

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

- At Zone Four Police Station the visitors reported that "the Police Station in their determination to curtail crime in their control area have established a police communities partnership forum, a community watch forum through which community members are now beginning to provide needed information to help come down on criminals."
- At Centre Street Police Station, visitors observed that "there is a regular sensitization program hosted by the community Policing Forum and the Depot officials on criminal justice issues which is held in various communities; Community residents are being sensitized on how a police officer in case of violation of civilians' rights"
- LNP Headquarters: Visitors observed that there is an initiative of a weekly radio program aim at creating the necessary awareness as to the operations of the police
- Zone Five (Payneville): Visitors observed that police personnel were easily identified by their tags/badges attached to their uniforms and their ranks were also visible.
- One good practice identified at Zone One Police Station is that officers were engaged into a massive clean-up campaign along with their Nepalese counterparts. The officers also establish and support Community Watch Teams in the various communities within the Bushrod Island area. According to them (Police), the move is intended to encourage community's dwellers to collaborate with the police in combating crimes.

Areas of Commendations

- At Zone Six (Brewerville) police station visitors identified several areas where the commander and his officers should be commended for. Such as the proper management of the space given them by the Brewerville City Corporation. The visitors observed that the management of the space by the officers is a clear fact that the command has separated some of the rooms to make spaces for offices such as the CID Division, operation, the Deputy Commander Officer, Inmates bath room for detainees. Also, despite the unavailability of space, the Commander of the Zone Six Police Station has managed to keep all the recovered stolen items retained and stored just behind the changing quarters of the station. The commander has also managed to keep the records despite the lack of computer and typewriter. Everything was been done manually.
- Good public awareness strategy about the Women and Children Protection Section: Visitors to LNP Headquarters found it impressive and commendable that the Women and Children Protection Section was well equipped with brochures, stickers and other basic materials that could convey to the public programs/information of the Section.
- Center Street Police Station was commended for the warm reception given the visitors throughout the visit, their commitment to their duties despite the harsh conditions of work where there are no logistics and motivation. The visitors also observed that officers are working without the availability of basic tools to enhance their work. They are continuing to improvise just to ensure that they exercise their duties.
- Self-help initiatives: Visitors to Zone Three Police Station were very impressed by the self –help initiatives introduced by the Station Commander. Reporting their findings, visitors said “he commander of the station pointed out that, he usually spends his personal money to purchase office equipment and stationeries in order to ensure a smooth administration of the station. Staff system of operation—staffs at the station were very organized and their level of coordination and cooperation was intact during our visit. Like the team leader puts it “I think zone three is practicing intensive team-work as a tool for moving forward.”
- Visitors also found it impressive and commendable that Zone Five (Paynesville) police station maintain good community relations-weekly meetings and re-finance some basic undertakings at the station at their own expense
- Zone Seven (Carwell) police station was commended for been well situated and easily accessible to members of the public.
- Careysbury Police Station was commended for the new police station structure and that officers were properly dressed in their uniforms with their identification tags

Areas of Improvement

- At Careysbury Police Station, visitors reported that there is now a new police station and change in its location
- At Zone Seven(Carwell) police station, visitors reported that there is now improvement in the record keeping system of the Zone
- At Zone Two Police Station, visitors observed that “the zone is making progress in resolving gender-related cases, such as peaceful settlement of disputes between couples without forwarding the case to court, as well as addressing the issue of juvenile delinquency.”
- At Zone One Police Station, some of the changes/improvement noticed by the visitors includes improvement in the tidiness of the station and some of the offices were furnished; presence of some police logistics such as motorbike and vehicle, proper identification of police officers and detainees, computerizing of cases and improvement in the dress code of police officers.
- At the LNP Headquarters, visitors noticed the constant maintenance of the Police Station and a newly constructed structure that is said to host the Professional Standards Division (PSD) which is responsible to investigate Police Misconduct.

Changes visitors would like to see

- Increase in manpower;
- More logistical support to police stations for efficiency and effectiveness
- Addition of more office spaces at police stations
- Provision of Equipments, computers and office supplies. Visitors to Center Street Police Station stated that “The officers of the various sections need to be furnished and supplied with stationery and essential equipment. This will enhance the effectiveness of the Depot’s response to crimes in the community. It is disheartening that officers are buying their own sheets and using the commercial typing center (World Trade Center) to type and print their security reports. This has the propensity to leak sensitive information to the public about plans of the Police to clamp down on criminals.”
- Provision of Information describing how to lodge complaints against any police officers for misconducts including complaint boxes, posters, brochures or contact numbers
- Provision of services available to people with physical disabilities including the elderly, that are temporarily or permanently injury to be able to access the police station by the way of erecting stairs and ramps at the police station
- Information sharing with the public: there needs be monthly report to be forwarded to Central Officer for publication purpose to the general public. Also to sensitize the public on crime hot spots.
- Better sanitary and detention conditions at some police stations: Visitors to Zone Three Police Station called for urgent attention to improve sanitary conditions for detainees. The visitors reported “the lack of toilet facilities for both the detainees and police officers is

creating serious health hazard in the station and the station's immediate surroundings. The need for a quick intervention is urgent so as to find a solution to the problem. The visitors saw a bucket in the jail cell that is used by detainees for urinating and defecation. Said practice is a complete human right violation and needs to be corrected as soon as possible. increase in the number of female officers at police stations

- Renovation/relocation of some police station
- Construction of Police barrack for personnel
- Construction of modernized cells for detainees
- increase supply of stationeries
- Provision of adequate toilet and washroom facilities at police stations