



Area 3 Residents Have Mixed Opinion On Physical Condition of Their Stations - TOPS Survey

POLICE CIVILIAN OVERSIGHT AUTHORITY QUARTERLY NEWSLETTER

THE PCOA MONITOR

A recent survey of Area 3 residents found that only a third were satisfied with the physical condition of their stations while, there was considerable ambivalence with another third interviewed.

Area 3 is comprised of the Clarendon, Manchester and St. Elizabeth divisions.

The survey, which seeks to determine customer service satisfaction with the service being provided by the Jamaica Constabulary Force (JCF), was conducted in tandem with the Transforming Our Police Service (TOPS) Competition for Area 3 last year.

It revealed overall that 37% of residents were satisfied with the physical condition of their station, while 33% were ambivalent, and 30% were outright dissatisfied.

Breakdown By Division

A breakdown of the respondents by division indicated that the margin of difference in opinions was little regarding the physical condition of stations.

The St. Elizabeth Division, when compared with both the Clarendon and Manchester divisions, had the highest level of satisfaction with 39 % expressing as such. While it was 36% of the respondents, who were satisfied with the physical condition of the stations in the Manchester Division, and 35% in the Clarendon Division.

As for the division with the least level of dissatisfaction registered by residents, that distinction again belonged to the St. Elizabeth Division. Only 22% of the residents interviewed expressed dissatisfaction with the physical condition of their stations in the St. Elizabeth Division.

In the Clarendon Division, 34% of the respondents indicated that they were dissatisfied with the physical conditions of their stations, while it was 32% of the residents in the Manchester Division.



Inspection and Monitoring Manager, Nichelle Duncan (right) interviewing a customer at a business location in New Market, St. Elizabeth for the Transforming Our Police Service (TOPS) Competition for Area 3 in 2022.

Interestingly, the survey also revealed that the residents in all of the three divisions were equally divided when it came to being ambivalent about the physical condition of the stations in their division, representing a third in each.

In the St. Elizabeth Division, 37% of the residents stated that they were ambivalent with regards to the physical condition of their stations, which was the highest level when compared with the other two divisions. In the Clarendon Division, it was 30 %, who expressed similar sentiments and, 31% of the residents interviewed in the Manchester Division.

Breakdown by Station

When drilling down the numbers by station, the results suggest that there is need for much improvement in the physical condition of some stations.

For example, 96% of the residents interviewed about the Mocho Station in the Clarendon Division registered their deep dissatisfaction with the physical condition of their station. In fact, this station recorded the most dissatisfied responses in the entire Area 3. The Santa Cruz Station in the St. Elizabeth Division came close with 88% of the respondents within the vicinity stating

on record their dissatisfaction with the physical condition of the station.

In the Manchester Division, the station that received the most negative responses was the Mandeville Station, where 72% of the residents interviewed in that area, were far from pleased with the physical condition of the station.

In the meantime, the stations in each of the divisions that received the most positive responses were the Milk River Station in the Clarendon Division, where 96% of the respondents expressed their satisfaction about the state of the station; 84% of the respondents expressed similar sentiments about the Shiloah Station in the St. Elizabeth Division; and 80% of the residents interviewed about the Asia Station, which incidentally copped the Area 3 Top Station Award in the 2022 TOPS Competition, stated that they were satisfied with the physical condition of their station.

Of interest was that there were stations that received no negative responses when residents were polled. In the Clarendon Division, respondents expressed zero dissatisfaction with Lionel Town and Hayes stations; and also with the Maggoty and Balaclava stations in the St. Elizabeth Division. This was not the case with stations in the Manchester

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Area 3 Survey Reveals the Presence of Police Makes Residents Feel Safe

Jamaicans residing in the police divisions of Clarendon, Manchester and St. Elizabeth say that the presence of the police makes them feel safe.

This is according to a customer satisfaction survey, conducted by the PCOA Team during the Transforming Our Police Service (TOPS) Competition last year in Area 3, which is comprised of the aforementioned divisions.

The survey revealed that 84 % of respondents said the affirmative when asked if the presence of police made them feel safe as opposed to, 15% who dissented.

A further breakdown by division found that 86% of residents surveyed in the Clarendon Division, which is comprised of 12 stations, agreed that the presence of the police made them feel safe.

Their confidence in the police can be attributed to the fact that 58% of the residents rated their helpfulness as excellent when accessing services. In addition to the fact that 53% of the residents interviewed ranked the response time of the police as excellent and 57% ranked the conduct of patrols also excellent.

Residents in the communities of Rock River (Top Station in Clarendon in the TOPS Competition in 2022); Four Paths and Exeter rated their stations mostly excellent in the three areas assessed. In regards to the residents of the Man-



FILE PHOTO: PCOA Team Member (left) conducting a survey with a Guanaboa Vale resident in the St. Catherine North Division for the Transforming Our Police Service (TOPS) Competition for Area 3 in 2020.

chester Division, which has 11 stations, 84% were of the view that the presence of police made them feel safe, while 15% thought otherwise.

Albeit that the majority of the respondents felt the presence of the police made them feel safe, 43% deemed the helpfulness of their police as good as opposed to excellent. This was also the case when rating the response time of the police where 39% considered it good as well as 38% of the resident ranked the conduct of patrols as good. As for individual stations, residents were overwhelming pleased with the Mandeville Station as the majority ranked them excellent

in the categories of helpfulness, response time and number of patrols conducted. The Mandeville Station copped the Top Prisoners in Custody Award in the TOPS Competition in 2022.

For the St. Elizabeth Division, of all the residents interviewed in and around the 11 stations, which comprise the division, 83% said the presence of police made them feel safe, while 15% felt the opposite.

The helpfulness of the police in the division was graded good by 47% of residents, who interfaced with them. The response time was assessed as good by 44% of the respondents. As for the conduct of patrols, 42% of the respondents deemed their police good.

The station in the St. Elizabeth Division receiving excellent grades in the areas of helpfulness, response time and conduct of patrols was the New Market Station. The Shiloah Station was rated excellent in two (helpfulness and conduct of patrols) of the three categories.

Meanwhile, when asked for suggestions to improve the police service in their various communities, many of the residents stated that there was a need for more police vehicles at their stations. The provision of more vehicles would improve both the response time and number of patrols conducted.

PIC Records in Area 2 Lock-ups in Fair Order

Prisoners in Custody (PIC) records in Area 2 lock-ups are for the most part, in fair order.

This assessment comes against the background of a special inspection of the three largest lock-ups in two (St. Mary and St. Ann) of the three divisions, which comprise Area 2. Only one lock-up was fully inspected in Portland, the remaining division.

The lock-ups inspected were: Brown's Town, Ocho Rios and St. Ann's Bay in the St. Ann Division; Annotto Bay, Islington and Oracabessa in the St. Mary Division; and Buff Bay in the Portland Division. The PCOA Team also visited the Port Antonio Station in Portland, however the lock-up was closed owing to water supply issues. As it pertained to the PIC Register and Cards, more than half of the lock-ups properly maintained this record. These records track the names, dates of



The PCOA Team shares findings from an inspection of the St. Ann's Bay Station with Inspector (seated).

arrest, and charges against prisoners in custody. The PCOA Team also found that both the register and the cards could be cross-referenced, which meant that the information is consistent.

However, the majority of the lock-ups had problems when keeping the Charge and Prisoners' Property Book as well as the Remand Book. For the Charge and Property Book, only one of the seven stations inspected, properly maintained this record. There

were instances where the serial numbers on the monies collected were not documented as mandated by Force Policy.

In regards to the Remand Book, which tracks the dates that prisoners are remanded in custody as well as the reasons for their remand, all stations, with the exception of two that had no book available, failed to maintain this record.

In the meantime, the PCOA Team commended all the lock-up administrators for their diligence when it came to cell searches and the physical checks of cells. In fact, all lock-ups were outstanding in particular when conducting the requisite cell searches mandated by force policy.

As for the matter pertaining to the availability of restraining devices such as batons and handcuffs, all stations with the exception of two, were satisfactorily outfitted. Two of the three divisions had the appropriate JCF service vehicle to transport prisoners.

Ablution Facilities at Area 2 Lock-ups Need Urgent Attention

The deplorable condition of the ablution facilities at lock-ups in two of the three divisions in Area 2 is cause for major concern.

This concern stems from a special inspection of three of the largest lock-ups in each of the St. Mary and St. Ann divisions and two lock-ups in Portland Division, all of which fall under the Area 2 Command.

The lock-ups inspected were: Brown's Town, Ocho Rios and St. Ann's Bay in the St. Ann Division; Annotto Bay, Islington and Oracabessa in the St. Mary Division; and Buff Bay in the Portland Division.

The PCOA Team found that the bathrooms were in a deplorable condition at four of the seven lock-ups.

At one lock-up, the wash basin was clogged, and the toilets and the walls of the bathroom were unsightly. At another lock-up, the PCOA Team found toilets out of use and in a poor state, which caused prisoners to use buckets to pass waste. In addition, there was an issue with one of the showers running constantly, which indicated it required repair.

In the Portland Division that had fairly new facilities, one of the stations inspected had a major drainage problem, which impacted on the condition of the lock-up as sewage and wastewater flowed into the cells. Station personnel



At the Buff Bay Station in the Portland Division, the PCOA Team took time out to give feedback to an Inspector at the station.

were reportedly adversely affected.

Although the PCOA Team visited the other large station in the division, it was not officially included as one inspected because the lock-up was closed. The closure was due to the fact that the area had frequent water lock-offs and there was a need to ensure that all the cells had a continuous water supply. This matter would be addressed with the purchase of water tanks.

Nevertheless, the PCOA Team had a look around the renovated facility and were pleased with the improvements.

According to Senior Director, Inspections and Monitoring, Mr. Andrew Beaumont, who would have first inspected this station in 2009, the ventilation in the cells was vastly improved. This was in addition to ablution facilities at the lock-up.

"The cells were also improved with each having its own wash basin and toilet. The area for showers were expanded with the

removal of the previously installed toilets," he told the *PCOA Monitor*.

Other issues of concern arising from the inspection included the infestation of rodents in the cells, which was the case at three of the stations inspected; and four stations had fire extinguishers that were not serviced in over 5 years. The remaining stations had none.

On the matter of maintaining the gazetted cell capacity, only one division succeeded in this area, with all three lock-ups holding prisoners according to the stated capacity. In another division, all lock-ups inspected held prisoners above the gazetted capacity. Despite the incidence of overcrowding, the majority of the lock-up personnel were vigilant when conducting the requisite physical checks of cells.

The PCOA Team last inspected all of the stations including the ones with lock-ups in 2020, when conducting the Transforming Our Police Service (TOPS) Re-inspection. Of note, the Oracabessa Station in the St. Mary Division won the award for the Top Prisoners in Custody Station in the inaugural 2019 TOPS Competition.

SSP Brooks Returned as Chairman of the JCF Secretariat to the PCOA



Chairman of the JCF Secretariat to the PCOA, SSP Desmond Brooks (right) posing with Inspection and Monitoring Officer (IMO), Norville Davy (second from left); Senior Director, Inspection and Monitoring, Andrew Beaumont; Legal Counsel, Sheldon Clarke; Accountant, Dulani Williams; and, IMO Adin Grant. Occasion was the PCOA Annual Retreat in March.

In March, members of the Jamaica Constabulary Force (JCF) Secretariat to the PCOA elected SSP Desmond Brown to renew his tenure as Chairman of the Secretariat. SSP Jacqueline Coombs was elected to serve as Deputy Chairman.

The Secretariat was the brainchild of former Commissioner of Police, Dr. Carl Williams, who wanted to ensure that he was kept abreast of not only matters of concerns but also deliverables in respect to addressing these concerns.

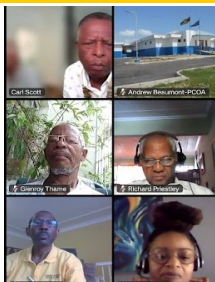
The Secretariat was formed in 2016.

Two Hundred Citizens Benefit from Stakeholder Engagements During the Quarter

During the quarter, the PCOA Team ramped up its social outreach activities, targeting more than two hundred stakeholders including the Justices of the Peace, a service club and members of the Jamaica Constabulary Force. (JCF).

The social outreaches form part of the communications strategy organized in conjunction with the inspection and monitoring programme.

For the month of January and February, the focus was on more than 50 JCF personnel in the divisions of Clarendon, St. Elizabeth and Manchester, providing feedback on findings from inspections conducted for the Transforming Our Police Service (TOPS) Competition. Following the special inspections in Area 2 of three of the largest and most



Virtual Outreach with the Rotary Club of Downtown Kingston on March 15.

populated lock-ups in two of the divisions (St. Mary and St. Ann) and one in the remaining division (Portland), the PCOA Team commenced presentations with 69 Justices of the Peace in Portland. The presentation focused on the role of the Justices of the Peace in police oversight and also findings from the inspection were shared.

The PCOA Team presented on

the importance of police oversight and the work of the Authority to 18 candidates sitting the 87th Staff and Junior Command Course at the National Police College.

Lastly, the Rotary Club of Downtown invited the PCOA Team to discuss virtually, the work and function of the Authority with 42 of its members.

PCOA to Launch New Initiatives for Fiscal Year 2023-24

The PCOA will unveil a slew of initiatives aimed at addressing the growing need to interface more with its stakeholders and the citizenry.

“We are committed to connecting more with our stakeholders this financial year including the Jamaica Constabulary Force (JCF),” said PCOA CEO, Mrs. Otarah Byfield-Nugent.

Chief among the initiatives is the launch of a new PCOA website in the first quarter of the financial year. The initial website was hacked and subsequently shut-down for an extended period of time. The long-awaited website, which is currently under construction, will promote the work, mission and functions of the PCOA. Users can access newsletters; station and divisional ratings (which will be a new feature); and annual reports, this is in addition to, promoting community engagements and training.

A user-friendly website is an important tool for the PCOA to fulfill its mission of providing independent oversight of the Jamaica Constabulary Force (JCF). It will also be a valuable resource for anyone interested in learning about the work of the PCOA.

The PCOA will also launch its JCF Satisfaction Survey, which is geared towards receiving feedback from members of the



The PCOA Team will produce a minimum of four podcasts discussing laws that citizens need to be familiar with such as the Road Traffic Act.

JCF about their experience in serving that entity. A variety of topics will be covered in the survey including the perception of the quality of services provided to citizens; officer job and workplace satisfaction and concerns of officers among others. The 10-minute survey, which will be shared with members of the JCF via the website and email, will assist in determining ways to improve job and workplace satisfaction among members of the JCF. Another new initiative will be podcasts, which aim to connect more with the citizenry but also educate them on their rights as citizens. The podcasts will also seek to familiarize citizens with laws that impact their daily lives such as the Road

Traffic Act.

A poster competition will be launched in September, targeting secondary students in Area 1 (Trelawny, St. James, Westmoreland and Hanover). It will run concurrently with the Transforming Our Police Service (TOPS) Competition in Area 1. It will provide feedback on how the youth feel about the police force in their location, through art.

The winning posters will form part of a colouring book and also a calendar to be distributed to early childhood institutions and stakeholders.

The PCOA will also partner with the Community Safety and Security Branch to conduct more stakeholder engagements. Aside from the new communication initiatives, the PCOA will conduct a thematic inspection to determine the correlation between consistent monitoring of performance (select stations) and conformance to JCF policies and procedures.

The scope of divisional inspections will be expanded. Divisional inspections will now include areas such as the management of firearms and ammunition; examining the workforce management system; management of station resources; and, divisional and station management plans.

The fifth edition of the TOPS Competition will be held in Area 1.

PCOA FACTOID





This year will mark the fifth edition of the Transforming Our Police Service (TOPS) Competition. The competition will be held in the last of five Area Commands - Area 1. This year the Top Station for the Area will receive \$200,000 among other prizes. There are 38 stations in Area 1.

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 Police Civilian Oversight Authority

Compiled by the PCOA Communications Unit

PHOTO OP FOR THE QUARTER



The PCOA held its Annual Retreat under the theme, “Renew, Restore, Refresh”. All members of staff were in attendance. Front Row from left to right are: PR and Communications Manager, Karen Cadien; Information Systems and Technology Manager, Priscilla McBean; Legal Counsel, Sheldon Clarke; Director, Human Resources and Office Services, Ouida Harrison; Senior Administrative Assistant, Nicola Morrison. Back Row from left to right are: Inspection and Monitoring Manager, Nichelle Duncan; Inspection and Monitoring Officer (IMO) Toni-Ann Baker; Senior Director, Inspection and Monitoring, Andrew Beaumont; PCOA CEO, Otarah Byfield-Nugent; Accountant, Dulani Williams; IMOs Adin Grant and Norville Davy.