



**Area 3 Divisions Deliver on Some Targets During TOPS Re-inspection**

Area 3 Divisions - Clarendon, Manchester and St. Elizabeth - delivered on some targets set for improvement for the Transforming Our Police Service (TOPS) Re-inspection, which was undertaken in July.

A breakdown of the targets set at a Performance Review Meeting in May saw the St. Elizabeth Division committing to a 100% improvement in underperforming areas, while the Clarendon Division agreeing to a 90 to 100% target for improvement. The Manchester Division set a target for at least 80% improvement in areas of concern. Overall, the most pronounced improvement was reflected in Divisional inspections of stations within their remit. In the case of the Clarendon Division, which is comprised of 11 stations, the number of inspections skyrocketed to a 100% from a low of 25% compliance by the division. Similarly for the St. Elizabeth Division, only 36% of the 11 stations were previously inspected by the division, and the number of stations increased to 100%.



All hands were on deck as the PCOA Team visited the Black River Station in the St. Elizabeth Division during the Area 3 Transforming Our Police Service (TOPS) Re-inspection .

However, while the Manchester Division did not achieve its target of a least 80% compliance, it was very close as the division moved from conducting zero inspections of stations to conducting inspections of 73% of its 11 stations.

Another record that met the target agreed upon was the Charge and Prisoners Property Book, where all divisions improved in maintaining this record, attaining a 100% compliance.

A breakdown by division indicated that, the Clarendon Division improved in 10 of the 13 records/areas inspected. In regards to meeting the 90 to 100% target, the division did so in three of the 10 areas.

Four stations - May Pen, Milk River, Longville Park and Rock River - attained perfection when managing the main records inspected. The Milk River Station was the only station in the division to maintain all (100%) Prisoners in Custody (PIC) records, a 50% improvement from the previous inspection.

For the Manchester Division, an improvement was seen in 7 of the 13 underperforming areas. In terms of meeting the target of 80% in the areas inspected, the division met this target in 8 of 13 areas.

The Newport Station correctly maintained all general records inspected, while the Manchester Station did same with PIC records.

The St. Elizabeth Division, which set a target of a 100% improvement in all areas, fell short. While the division showed improvement in 8 of the 13 areas inspected, it achieved a 100% in only 3 areas. The Pedro Plains Station maintained all records including PIC, properly.

**Area 1 TOPS Awards Ceremony Set for November 22**

The awards ceremony for the Area 1 Transforming Our Police Service (TOPS) Competition is set for Wednesday, November 22, during Police Week, at the Montego Bay Convention Centre in Rosehall, St. James. Area 1 consists of four divisions – Westmoreland, Hanover, St. James and Trelawny - with a total of 38 stations. Awards will be handed out for the following categories - Top Station, Top Prisoners in Custody Station, Top Division and Top Customer Service Division.



Montego Bay Convention Centre in St. James

The Dr. the Hon. Marshall Hall

Award will also be presented to the station/division reflecting the most improvement in the re-inspection of Area 3.

“This year we are going all out to reward good performance as we have several sponsors onboard to make the prizes bigger and better!”

the PCOA CEO, Mrs. Otarah Byfield-Nugent revealed. A new addition to the ceremony will involve announcing the first prize winner, second and third runners-up in the inaugural TOPS Secondary School Poster Competition, which targeted students in Area 1.

The theme of the poster competition is “Imaging #aforce4good”. The top entries will be used in a colouring book and calendar.

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## PCOA Launches Website and Podcast in September

The Police Civilian Oversight Authority launched its new website in September, providing stakeholders with a one-stop shop for information about the Authority's work, operations and programs. Designed by the Jamaica Information Service (JIS), the website, which was out of operation since 2009, can be accessed at [www.pcoa.gov.jm](http://www.pcoa.gov.jm), and is now designed to be user-friendly and informative.

"The launch of the website demonstrates the Authority's commitment to transparency and accountability with regards to the Jamaica Constabulary Force (JCF)," a pleased PCOA CEO, Mrs. Otarah Byfield-Nugent said at the official launch of the website at a JIS Think Tank session held in September.

Visitors to the site can learn about the PCOA's mandated functions, and governance structure, as well as its latest news and events.

"People have been asking where they can get information about the PCOA. You are now able to access information on our new website," she noted.

The website also features sections dedicated to providing stakeholders with important resources such as Annual Reports, which is a compilation of inspections and operations for the year, and is required by law to be tabled before Parliament. This is in addition to, the quarterly newsletter, **The PCOA Monitor** and summaries of divisional and station inspections.



A very proud PCOA CEO, Mrs. Otarah Byfield-Nugent announces launch of the new PCOA website on September 6 at a Jamaica Information Service (JIS) Think Tank.

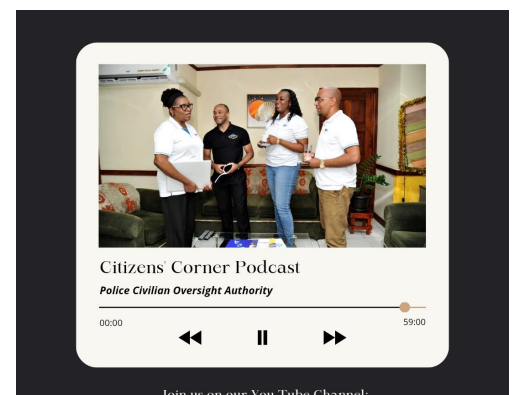
Mrs. Byfield-Nugent further stated that the PCOA would now be able to use the new website to reach more citizens within the targeted areas that fall under the inspection schedule.

"You will be able to learn about our new programs, for example, the Transforming Our Police Service (TOPS) Competition, Poster Competition for Secondary Schools in Area 1 and Customer Satisfaction Survey for Area 1. We also have our JCF Satisfaction Survey. You can go to the website right now and see them," she iterated.

The website will be further built out to accommodate a feedback section, where stakeholders can share their views, suggestions and commendations with the

PCOA. The feedback is essential as it assists the PCOA and by extension the JCF, to improve their services and also better meet the needs of the public. Meanwhile, the CEO took the opportunity to reveal the Authority's podcast, **Citizen's Corner**, which is accessible via the PCOA website and YouTube Channel. The podcast, she explained, was an extension of the Authority's community eponymous newsletter, which seeks to arm citizens with information in a conversational way. The topic of the first episode focused on the Road Traffic Act and Regulations 2022. So far, the podcast has been well received, having some 743 views.

In closing, the CEO encouraged all citizens to visit the new website as its creation was done with them in mind.



Poster for the PCOA podcast, Citizen's Corner, Episode 1, which is accessible on our YouTube Channel @policecivilianoversight & [www.pcoa.gov.jm](http://www.pcoa.gov.jm)

## PCOA CEO Encourages JCF Members to Participate in Job Satisfaction Survey

PCOA CEO, Mrs. Otarah Byfield-Nugent is encouraging members of the Jamaica Constabulary Force (JCF) to participate in the recently launched JCF Satisfaction Survey.

JCF personnel can access the survey on the PCOA website at [www.pcoa.gov.jm](http://www.pcoa.gov.jm). The survey is being conducted by the PCOA with a view to gather feedback from police personnel on their satisfaction with the JCF. A range of topics are covered such as leadership; working environment; availability of resources; training; communication and work processes.

"I am reinforcing that it is very important to have an understanding of the concerns that you have about your processes, about your operations because believe it or not, that will translate in how you relate to the public, if these

### JCF SATISFACTION SURVEY

We are inviting all JCF Members to participate in our survey on our website: [www.pcoa.gov.jm](http://www.pcoa.gov.jm). We want to hear from you!



Poster for JCF Satisfaction Survey

issues are not addressed," Mrs. Byfield-Nugent urged.

The PCOA CEO further stated that the survey results would be used to identify areas where the JCF can improve its working conditions and support its personnel.

"The survey results will also be used to inform the PCOA's recommendations to the Police High Command," she said, while offering that the survey was an important

opportunity for JCF personnel to have their voices heard and to help make the JCF a better place to work.

Continuing, the CEO said that the data gained could also drive the programmes that are designed to address concerns emanating from the survey.

As for the concern regarding privacy, the CEO also sought to allay fears by stressing that the survey was both anonymous and confidential. "You don't have to give your name. All we want is just to understand how you feel about different aspects of the service," she stressed.

The rule of thumb, she added, is a satisfied police force is more likely to be: a productive and effective police force; trusted and respected by the community and also likely to retain personnel.

Access to the survey will close in March 2024.

## Entry Deadline Extended to October 27 for TOPS Poster Competition

The entry deadline for the Transforming Our Police Service (TOPS) Poster Competition for Secondary Schools in Area 1 has been extended to October 27.

More than 30 public and private secondary schools in the parishes of Trelawny, St. James, Westmoreland and Hanover are expected to participate in the inaugural poster competition.

“The decision was made to extend the deadline to allow more schools to complete entries after the Heritage Week break,” said CEO, Mrs. Otarah Byfield-Nugent, adding that entries were trickling in, however there were some students asking for more time.

Students are expected to submit creative illustrations under the theme, “Imaging #aforce4good”. Entries will be judged based on adherence to the theme; originality; creativity and visual effectiveness and neatness. The rules and entry form are available via the PCOA website, [www.pcoa.gov.jm](http://www.pcoa.gov.jm).

Prizes for the winner, second and third runners-up will include cash awards, a laptop, Chromebook, tablets, book vouchers and art kits among others.



TOPS Poster Competition.

Teachers assisting the winning entrants will also receive cash awards.

Winners of the competition will be announced on November 22 during Police Week at an awards ceremony for Area 1 TOPS Competition.

The PCOA plans to use the posters submitted as part of its engagement with the public on policing matters.

“We want to use them to design and create a colouring book to be distributed in Early Childhood Institutions, because it is import-

ant to start to reinforce in the mind of our children what positive police-citizen relationship looks like,” the PCOA CEO explained.

The posters will also be used to create calendars for distribution in different Jamaica Constabulary Force (JCF) formations and major stakeholders.

The poster competition was created to allow young people the opportunity to express how they feel about the police and what their relationship with citizens should look like, through art.

## Online Customer Satisfaction Survey Available for Residents of Area 1 Until October 31



Poster for Area 1 Online Customer Satisfaction Survey.

## Inspections for Area 1 TOPS Competition Underway

The fifth instalment of the Transforming Our Police Service (TOPS) Competition got underway in Area 1 on September 11.

The divisions which comprise Area 1 are: Trelawny (Falmonth, Duncans, Rio Bueno, Wait-a-Bit, Warsop, Stewart Town, Ulster Spring, Clarks Town, and Wakefield stations); Hanover (Lucea Post, Ramble, Sandy

Bay, Green Bay, Lucea Headquarters and Kingsvale stations); Westmoreland (Savanna-la-mar, Bethel Town, Grange Hill, Frome, Negril, Darliston, Little London, Whithorn, Bluefields and Whitehouse stations); and, St. James (Barrett Town, Coral Gardens, Cambridge, Anchovy, Spring Mount, Adelphi, Maroon Town, Barrett Street, Meadows of Irwin, Amity Hall, Mount



PCOA Inspection Team (from left to right: Norvelle Davy, Toni-Ann Baker, Adin Grant, Nichelle Duncan and Sheldon Clarke) striking a pose at the Ulster Spring Police Station in the Trelawny Division in September.

Salem, Freeport and Montego Hills).

The stations are evaluated in several areas - records management, station administration and customer service. Keen attention is also paid to matters relating to the treatment of prisoners in custody.

“We look at how they keep prisoners in custody, which is critical to human rights. We look to see if persons are being

remanded according to the Bail Act and we look to see that they are conducting their security checks to reduce breakouts,” Senior Director, Inspections and Monitoring, Andrew Beaumont expounded.

He added that the JCF members were enthusiastic about the competition, which showed their commitment to improving their service to the public. “It is a morale booster for police personnel,” he said.

An Online Customer Satisfaction Survey is now available to Area 1 residents - Hanover, St. James, Westmoreland and Trelawny - until October 31.

The online survey forms part of the Transforming Our Police (TOPS) Competition, whereby feedback from the public assists in determining the winner of the Top Customer Service Division Award.

The survey also provides an opportunity for those not interviewed face-to-face by the Inspection and Monitoring Unit, to participate in the selection process for this award.

“We look forward to hearing from all residents regarding their experience with police personnel from the various 38 stations that comprise Area 1,” Senior Director, Inspections and Monitoring, Andrew Beaumont told *The PCOA Monitor*.

For the first time residents can directly access the survey via the PCOA website at [www.pcoa.gov.jm](http://www.pcoa.gov.jm), which was recently launched in September.

The online survey for TOPS was first launched in 2021 in partnership with the Ministry of National Security

## Mandeville and Newport Stations Lauded for Excellent Records Management During Exit Interview

The Newport and Mandeville stations in the Manchester Division received commendations from the PCOA Team for their superb management of records during the Area 3 Transforming Our Police Service (TOPS) Re-inspection. Senior Director of Inspections and Monitoring, Andrew Beaumont highlighted their achievement at an exit interview for the TOPS Re-inspection held at the Mandeville Station in August.



Manchester Divisional Commander, Supt. Shane McCalla (left) in conversation with Senior Director, Inspections and Monitoring, Andrew Beaumont post-presentation of TOPS Re-inspection findings at the Mandeville Station in Manchester.

Newport Station was the only station in the division to correctly maintain the Station Diary. The station was also among only six stations out of a total of 34 stations in Area 3, to properly maintain this record. This was in addition to adhering to policies of the



Mandeville Station Commander, Inspector Coretta Nembhard-Daley (left) was the recipient of a PCOA goodie bag from Senior Director, Inspections and Monitoring, Andrew Beaumont as her station during the TOPS Re-inspection achieved perfection when maintaining Prisoners in Custody (PIC) records.

Prisoners Property Book - where maintained according to JCF policies. The station was among only three out of 13 PIC stations inspected that maintained all of these records. Additionally, this station was also compliant when conducting both cell and physical searches. Both stations received goodie bags from Mr. Beaumont for their achievements.

Jamaica Constabulary Force (JCF) when keeping all four of the main records - Station Diary, Firearm Register, General Property Book and CR-10 - inspected. The Mandeville Station was the only station in the division that all Prisoner in Custody (PIC) records - PIC Register, PIC Cards, Remand Book and Charge and

Mr. Beaumont also took time out during exit interview to highlight areas of good performance within the division. He cited the maintenance of the General Property Book, CR-10, Charge and Prisoners Property Book and Complaints of the Public Against the Police Register as examples. He also mentioned areas/records requiring attention, high on the list being the Station Diary.



Inspection and Monitoring Manager, Nichelle Duncan (right) lovingly taking one last look at "Lucky" a stray puppy, before handing her over to Cottage Station Commander, Inspector Seanene Steers. JCF #aforce4good at work.

Meanwhile, albeit not a part of the presentation, the PCOA Team sought the assistance of the police personnel present to rehome a stray puppy, which had wandered onto the roadway during their journey to the presentation. The team was one of three concerned motorists, that stopped to assist it. Without seeing the puppy, Cottage Station Commander, Inspector Seanene Steers, stepped up to the plate, volunteering to care for the puppy, that the team named "Lucky". Thank you.

## PCOA FACTOID





Area 1, the last of five Areas selected to participate in the Transforming the Police Service (TOPS) Competition. For the first time, the competition will have several sponsors, indicating that the

competition is growing in stature. Area 1 consists of four divisions, totaling 38 stations.

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 Police Civilian Oversight Authority

Compiled by the PCOA Communications Unit

## PHOTO OP FOR THE QUARTER



Christmas came early for students at the Lucea Infant School in Hanover when the PCOA Team visited bearing gifts, which included colouring books. From left to right are: Senior Director, Inspections and Monitoring, Andrew Beaumont, Inspection and Monitoring Officer (IMO) Toni-Ann Baker; Lucea Infant School Principal, Mrs. Monique Watson-Robinson; Legal Counsel, Sheldon Clarke and IMO, Adin Grant.