

"MY POLICE STATION, MY PRIDE"



National competition to recognize the work of the Peruvian National Police and promote good practices.

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In 2017, the Ministry of the Interior and Interbank signed an Inter-institutional Cooperation Agreement with the aim of recognizing the work of the Peruvian National Police and promoting good practices and innovative initiatives that have a positive impact for the benefit of citizens. Within the framework of this agreement, the National Competition "My Police Station, My Pride" was created, aimed at police personnel working in police stations, which due to their location and national presence are the main means of contact with the public to provide security services and meet citizens' demands and requests.

Since 2017, five editions of the competition have been held continuously, aimed at recognizing police station initiatives in the field of public safety, good practices on quality citizen care, actions implemented to ensure adequate provision of and access to services within the framework of the national state of emergency, initiatives aimed at providing a timely and efficient service in police stations in times of pandemic and that have a positive impact on public confidence, initiatives that promote quality standards in police service, initiatives that seek to improve the quality of care and / or approach to citizens, as well as to promote actions to mitigate violence against women and family members.

Criteria for the evaluation of initiatives

The following criteria will be used to evaluate the initiatives presented:

- Focus on citizenship: The initiative must be oriented towards addressing a need of citizens. This means explaining and demonstrating how it has benefited them in concrete terms.
- Sustainability: The initiative must be replicable and have the capacity to transmit knowledge in a simple and concrete way, as well as the ease of implementation and organization to develop new projects to improve the quality of citizen services.
- Innovation: The initiative must respond to a need or problem of citizens, and to address it, various novel proposals that add value to the service to citizens must be explored. The solution must be creative and original.
- Efficiency: The initiative must demonstrate efficiency in the use of its economic, financial, and human resources. It must demonstrate a cost-benefit relationship between the resources and the results obtained, i.e. greater efficiency is obtained to the extent that a lower investment of resources is made, without losing quality of service to citizens.
- Legality: The initiative must be subject to unrestricted respect for current regulations.

Among the various good practices that have received awards are the following:

"Police stations without borders" programm (Kamachikuk Wasi Mana Tinkunayuk)

Initiative presented by the San José de Sisa police station, in the El Dorado Province, in the Department of San Martín, in the Peruvian Amazon, referring to the attention of complaints and orientation to the public in native and peasant communities in distant places of the jurisdiction by means of their ethnic language. This initiative was presented due to the difficulty that hinders the orientation, attention or approach to the citizens due to the lack of confidence that the peasant communities had in the work of the National Police of Peru within the jurisdiction, all this added to the lack of communication and information because of the languages, reason why in previous years there was no approach and dialogue with the population of the native and peasant communities.

The objective of this initiative was to improve the police service through the approach to citizens, good treatment and communication of information in the Amazonian Kichua language, carrying out social inclusion in vulnerable groups within the native and peasant communities, seeking to reduce social tolerance in cases of domestic violence and sexual crimes, strengthening coordination between the police and the authorities of the indigenous communities. Preventive talks were given on domestic violence, rape and other issues, and leaflets and brochures were distributed.

Preventive programm of "Mitigation of Domestic Violence" (Yanapana Wasi)

Presented by the rural police station of Pisac, in the Cuzco region, aimed at mitigating violence of any kind, whether physical, sexual, psychological, economic or obstetric, in rural communities. In addition to reducing rates of violence, the programm also aims to train leaders capable of transmitting knowledge on the subject to other young people and vulnerable adults who have little access to information, as is the case in rural communities. Another important factor included in the plan is to break down taboo subjects in Quechua-speaking rural communities, where reports of domestic violence and its consequences, such

as unwanted pregnancies, sexually transmitted infections, among others, are on the rise. It is necessary to regain the trust of the communities.

Childcare program (Kuydamy Wambra)

The practice presented by the police station of the district of San Luis in Lima consisted in the implementation of a classroom-type environment in the police station for children who accompany their mothers or relatives to the police station to report the acts of violence to which they were victims, so that they can remain under the care of female police personnel and thus prevent the children from being affected while the police proceedings are taking place. Similarly, the module has a dormitory-type space for victims whose risk assessment results are severe, who can stay as long as necessary until the issuance and execution of the protection measure, and also for victims of violence whose police proceedings end at night, who can stay overnight until the next day when they can go home, due to the restriction of public transport at that time. The implementation of the Kuydamy Wambra Module reflects a culture of good treatment of citizens, strengthening respect, trust and the good image of the National Police of Peru.

Radio program "Your police always with you"

This program was presented by the Cerro Azul Police Station, in the district of Cañete in the Lima Region, which, given the high rate of physical, psychological and sexual violence against women and family members in vulnerable situations, saw the need to promote communication strategies that raise awareness, make visible and educate, eliminating the stereotype of passive beings, thus guaranteeing them a life free of violence in the full exercise of their rights in an egalitarian, fair and non-discriminatory State.

In this sense, the Cerro Azul Police Station implemented the radio program "Your police always with you", which is broadcast on the A1 radio frequency (88.7 FM), one of the most popular radio stations in the province of Cañete in the Lima region, every Friday during family hours: 11:00 hours, with the strategy that the radio is a means of communication that assumes the function of stabilization and integration of roles, values and norms for the dissemination of mass messages through feedback that allows the police station to get closer to its community. The radio program is produced and developed by police officers from the police station.

The radio program includes the participation of professionals specialized in psychological and legal counselling, both from civil society, the municipality, the health center, the Women's Emergency Centre and the Ministry of Women and Vulnerable Populations, to offer better support from the radio or from the platforms for approaching the woman and the members of the family group. The program also reaches out to the adolescent audience through social networks, Facebook and Tik Tok.

Eliminating Barriers" initiative (inclusive police stations)

This initiative was presented by "El Progreso" police station in the district of Carabayllo in Lima in order to provide adequate attention to all persons with disabilities. To achieve this, they set up a special environment with a module for the operation of a computer system (software, computer equipment and media) for access to police services. Training was also provided to the police station staff on the appropriate treatment of persons with disabilities with the support of specialized personnel, including training in sign language by specialists. With the staff of the police station, access ramps were built for people with physical disabilities, and signs and an information book in Braille were produced for use by people with visual disabilities.



Final Thoughts

Through this National Competition "My Police Station, My Pride", a culture of good treatment of citizens in police stations is promoted, contributing to increase respect and trust in the actions of the National Police of Peru, having made it possible to identify, recognize and reward initiatives aimed at improving the quality of attention and/or approach to citizens, as well as to promote actions to mitigate violence against women and family members, in order to provide a quality and efficient service to citizens.

