

## Success Stories

**Name:**  
Lady Ebele Ilo

**Profile:**  
Administrative Officer, Association of Hair Dressing and Cosmetology, Enugu

**Story So Far:**  
The association has been able to use the experiences gained to prevent conflicts and resolve them whenever they occur.

*“Before we had the training we used to have issues on interpersonal relations, finances, uncontrolled outbursts and exchange of hot words. Sometimes, attempts made at settling disputes ended in a stalemate as each person or group insists on being right and does not want to consider the position and the feelings of other person.”*

*But after the training, members became aware and willing to prevent and proffer solutions instead of creating problems. After the training, we also discovered that both personal and group conflicts can be resolved using any of the Dispute Resolution Mechanisms.”*

“ The first case that threatened the peace and harmony of the organization was managed by the mediation committee who were fresh from the J4A supported training. ”

**Name:**  
Monica Njoku

**Profile:**  
she is a resident of Nkerefi Community in Enugu

**Story So Far:**  
She was a participant at the community CPVMP/ Human Rights sensitisation forum. Following the sensitisation, she became aware that certain practices in the community that affect women negatively are in breach of their rights. According to her,

“ I thank CIRD-DOC and J4A for the CPVMP. I have learnt that I have the right to inherit my husband's property whether I gave birth to all female children or have no child at all. I appreciate your visit to Nkerefi today because the women in this

community suffer a lot from human rights abuses. ”

**Next steps:**  
The CPVMP will continue to involve members of the community in spreading human rights knowledge and practices and ensure they are entrenched in the daily lives of members

## Highlights of Achievements

1. Complaints system adopted for the Enugu Magistrate's Courts
2. Magistrate's Courts Bill developed and awaiting passage into law
3. Performance management system adopted for Enugu Magistrates Courts
4. Customary Court of Appeal Enugu is now replicating the inspection process to 30 additional courts
5. Anambra Customary Court of Appeal has adopted the inspection system for its Customary Courts
6. While the value of settlements in Enugu from January to December 2014 was N15,997,330, it recorded a total of N14,116,800 in a six month period in 2015 (from January to June)
7. Enugu State Witness Support Unit assists in tracking witnesses to attend their respective cases and has aided first time witnesses to navigate the court processes

# Justice For All



Delivering Security and Justice in Enugu State

Our impact reports capture the positive changes brought about by our activities.

For more information visit: [www.j4a-nigeria.org](http://www.j4a-nigeria.org)

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State Impact Report:  
**Issue 5:** October 2015

# Delivering security and justice in Enugu State

The Justice for All (J4A) programme is engaging at multiple levels across Enugu State to improve security and justice services for all citizens. The programme is delivering nine initiatives and has also provided grants to four civil society organisations (CSOs). J4A's work cuts across all aspects of justice delivery from criminal justice in the High Courts to traditional justice in rural villages.

As a result of our work, millions of Enugu residents have more avenues through which they can resolve disputes and have access to previously unavailable services. Community safety has been enhanced through our work with the police and the voluntary policing sector and the justice sector reform team continues to influence the strategic development of the sector.

We focused our work on improving the situation of the poor and disadvantaged community members in Enugu State.

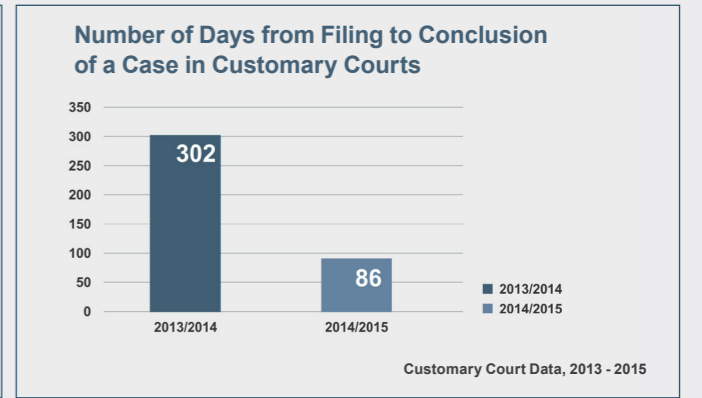
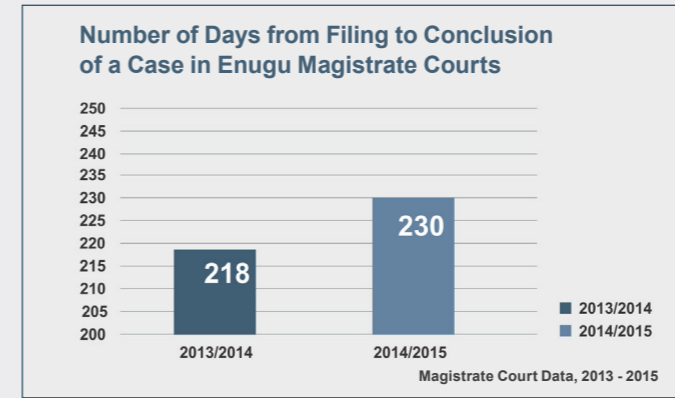
We have worked to introduce alternative dispute resolution mechanisms, such as legal aid services to rural communities, and improve existing structures such as mediation within the traditional justice system. The programme has also assisted long-term awaiting trial

prisoners that cannot afford legal representation. Many of the initiatives are complementary, working in the same geographical areas. The Enugu State Government has been closely involved in all of the work and along with the Enugu State Justice Reform Team (ESJRT) provides the glue that links all of our work together.

J4A has helped build the capacity of more than ten state level justice service providers and is supporting the development of mechanisms to ensure that citizens can hold them accountable. The result is a more responsive sector that is striving to meet the needs of citizens.

The Attorney General of Enugu State has supported the programme's efforts throughout and is actively

working on extending the impact of the work by the creation of a state-wide network of mediation centres that will provide free legal advice and mediation services to citizens. The government is also a pivotal stakeholder in the sexual assault referral centre that opened its doors in April and has already helped over 100 victims of sexual assault.

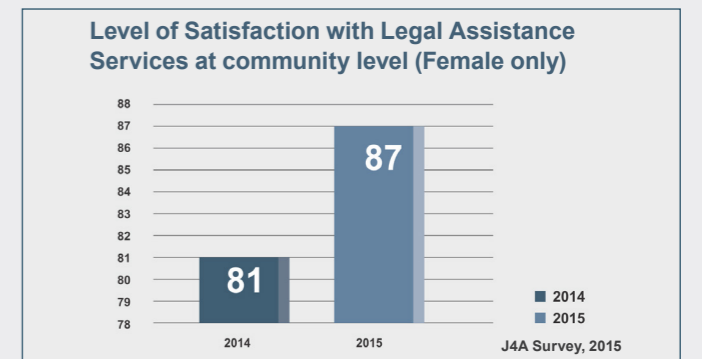
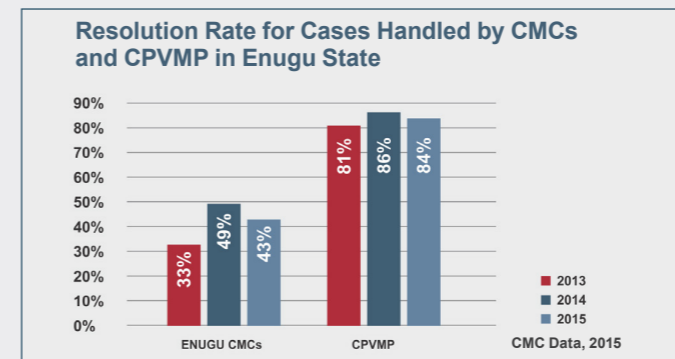


## Improved Competence and Capacity of CMCs and CPVMPs

The quality of services provided by the Citizens Mediation Centres (CMCs) and the Community Paralegals and Village Mediator Programme (CPVMP) has continued to improve as mediation skills are now more entrenched than ever before among mediators in the J4A supported programmes. In the previous years, J4A provided intensive mediation skills training for mediators, which was supplemented by a monitoring and mentoring support aimed at furthering

the skills of mediators. Since then mediator skills have improved and are able to resolve disputes brought before them for settlement. The number of cases that have failed to reach settlement have reduced while the number reaching resolutions have steadily increased. In addition, available data shows that while the overall level of satisfaction with the services offered by the local legal assistance has increase by 1%, the level of user satisfaction for

women with the services of local legal assistance has increased by 7% over the last year (from 80% to 87%).



## Expanding the Frontiers of Justice as More Benefit from CMCs and CPVMP

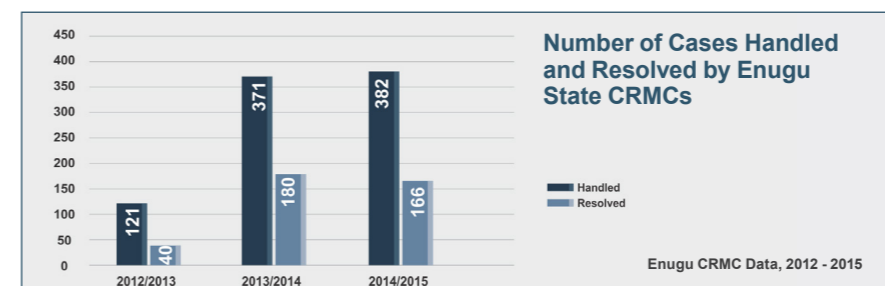
The collaboration between J4A and Citizens Mediation Centres is leading to an increase in the number of people using the centres. This can be attributed to a rise in user confidence and trust for the centres as credible alternative dispute resolution points. As a result more Nigerians are now utilising and benefitting from free legal assistance and mediation services offered by the CMCs.

There is also the geographic spread of the centres which is helping to increase

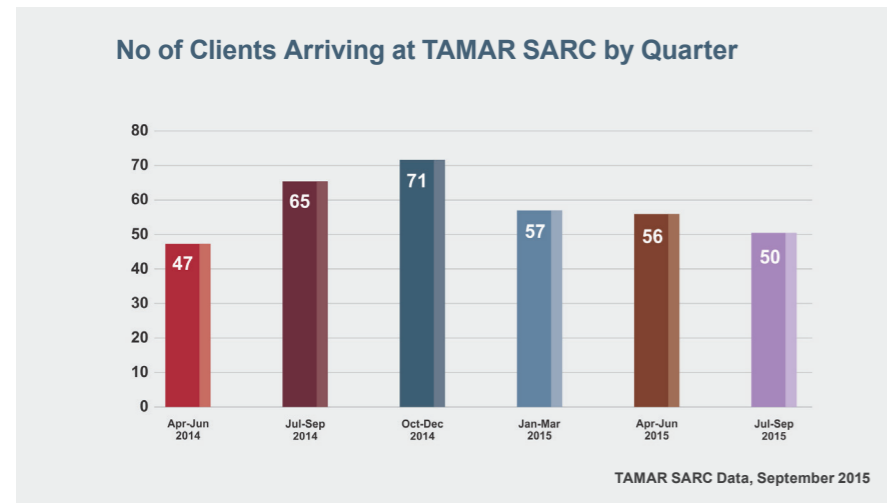
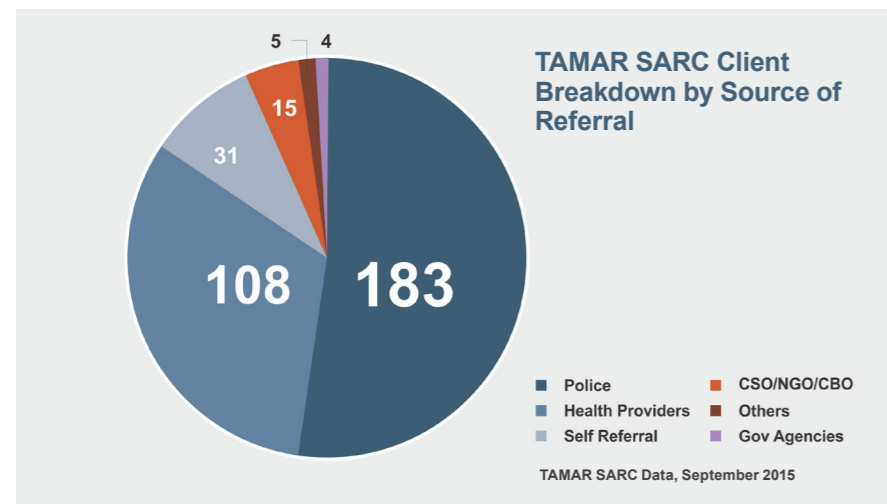
the accessibility to justice for more Nigerians. J4A is currently partnering with existing CMCs through a network of CMCs in Nigeria to ensure the sharing of best practice, to promote the establishment of more CMCs across the country and to the expansion of existing ones so as to provide access for more people.

The CRMCs and the CPVMPs have sustained the level of human rights awareness among communities through their various advocacy activities. In the

last one year about 15,000 persons benefitted from such activities in Enugu state. In addition, CRMC Enugu with support of J4A, has revived the 'Lay Visitors Scheme Project' whereby the centre visits police stations within Enugu metropolis every Tuesday and Thursday in order to improve the compliance with human rights law. This is helping to reduce the length of time awaiting trial persons stay in the police cells and prisons in Enugu State.



## Getting Results



### Residents Attest to Improved Safety in their Communities

Residents of Enugu State are reporting improvement in the level of safety within their various communities. This was made known at the meeting of the NPF/VPS forum which took place at the Enugu Central Police Station (CPS) in May 2015.

Representatives from eight different communities including the police participated in the event which was aimed at discussing ongoing safety and crime issues. All participants (and members not present) were given the opportunity to present their issues either verbally or in a written communication.

Each report without exception said that their communities were calmer in terms of less crime and that safety had improved. This improvement in community safety was widely attributed

to the new links between stakeholders in the sector, community cooperation and partnership with the NPF.

In the past, the relationship between the NPF and community members had been very negative but engagement by reaching out, creating links and sharing valuable information with community members has projected a much more positive image of police in local communities.

The Community Policing representative for CPS built good working relationships with community members leading to enhanced trust and confidence on both sides. This has certainly provided an excellent example of how police and VPS cooperation can benefit local communities.

### UNODC Partners with CSP in Enugu State

The Enugu State Community Safety Partnership (CSP) is drawing up a proposal with the aim of obtaining a grant from the United Nations Office for Drugs and Crime (UNODC) to fund and expand activities in the area of drug misuse. This partnership came about as a result of the innovative work of the CSP in the state particularly in the area of advocacy and security work which has improved safety in communities.

The Chair of the CSP, Dr Chris Ugwu received an invitation in July 2015 from UNODC to share the CSP's experiences working with youths on the issue of drug misuse.

Before the invite from the UNDOC the CSP had been developing a strategy on drug misuse from a community safety perspective involving diverse organisations to achieve a joined-up partnership approach. There were discussions with Community Policing Managers from the NPF and Neighbourhood Watch leaders to take practical steps in tackling drug misuse in the state.

This issue of drug misuse was identified in the Community Audit undertaken in 2013 when the CSP was first formed. The Audit identified a number of community concerns and drug misuse was and remains a community and policing problem in many areas of Enugu metropolis.

The CSP's drug strategy will focus initially on education & enforcement with a desire to impact also on treatment, counselling and support services in the future.

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### Enugu State Government Commend J4A's Support to Neighborhood Watch in the State

The Honorable Commissioner for the Ministry of Human Capital Development and Poverty Reduction, Enugu State, Mr Mbaeke Obinna Benjamin praised J4A for the assistance it has provided to the Neighbourhood Watch group in the state. Mr Mbaeke revealed that J4A's support through the voluntary policing sector (VPS) has contributed to peaceful co-existence and improved

safety in the state.

Furthermore, there is a general belief that training implemented by the programme for the Neighbourhood Watch from 2012 to 2015 has greatly impacted on the performance of the informal security sector in the state. A study carried out by the programme has shown that skills and knowledge

acquired through various capacity building efforts are being used in the discharge of their duties.

Mr Mbaeke credited the awards for the 'Least Crime State in Nigeria' and the 'Best Community Policing State in West Africa' to the J4A programme as a result of its intervention with the formal and informal policing sector in the state.

### Trade Organisations Utilizing ADR Mechanisms for Resolving Disputes

Trade organisations and associations that benefitted from the Alternative Dispute Resolution (ADR) training and mentoring from the J4A programme are utilizing their skills effectively in the resolution of disputes among members and between members and their customers.

The ADR skills and processes being used are impacting on the organisations, individuals and existing relationships. For example, some of the individuals that benefitted from the training are being used to resolve disputes in other states by their organisations. A clear example is the adoption of the J4A trained Enugu team members of the Nigeria Automobile

Technicians Association (NATA) as recognised mediators. The zonal body of the association has recognised their dispute resolution skills and they are being assigned national duties. For instance, the group was assigned to Ebonyi State where they successfully resolved the leadership crisis in the state.

The associations now understand the importance and advantages of ADR and are ensuring that those trained share the knowledge with other members or other similar organisations. The J4A supported associations understand the importance of keeping records and have either improved or continued with their minute book or adapted other record keeping systems (RKS) developed by J4A, for example the log book.



### Witness Support Unit Helps to Speed up Justice in Enugu State

The Witness Support Unit (WSU) set up through the J4A intervention in the Enugu State High Court premises has been delivering on its mandate. The WSU has started providing assistance to prosecutors in tracking witnesses and ensuring they attend court to give their testimonies. They are also assisting first time witnesses to navigate the court system and processes.

During the period under review, the WSU provided support to prosecutors in various criminal cases leading to the attendance of thirteen witnesses and timely continuation of the cases. Given that many witnesses are attending court for the first time they do not understand the court system and how it works. This results in anxiety which may in turn impinge on the credibility of witness testimonies.

The WSU recently provided assistance to first time witnesses by enlightening them on the court system and processes, including decorum, comportment and the language of the court.

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### Enugu State Clearing House Scheme Collaborates with the Office of the Director of Public Prosecution to Speed Up Justice for ATPs

The Office of the Director of Public Prosecutions (DPP) in Enugu State has commenced a new collaborative partnership with the Clearing House (CH) in Enugu State in a bid to speed up criminal justice for awaiting trial detainees. This involves the prompt implementation of legal opinions emanating from the Office of the Attorney General of the State.

The collaboration began to yield the desired impact on the 11th of February 2015, when a total of eighteen inmates comprising four females and fourteen males were released from the Enugu

prisons. The release was followed through the same day that the legal opinion relating to their respective cases were issued.

Prior to the collaboration, there were cases of ATPs who remained in detention long after a legal opinion had been issued indicating that they had 'no case to answer' or that there was not enough evidence to warrant prosecution of the cases. However, the institutional bureaucracy, corruption and the lengthy strike action embarked upon by the judiciary workers in the state contributed substantially to these delays.



### Court Reforms Making a Difference across Nigeria

The court reform initiatives, which are being supported by the J4A programme in selected states across Nigeria are being acknowledged and seen as making a difference. Most people surveyed agreed that there is a noticeable change in the performance of the J4A supported lower courts in the past one year.

When compared with states where J4A is not providing assistance there is a noticeable difference in performance. For instance, while the overall level of satisfaction with formal courts has stayed around the same level in J4A supported states, data for the same period for non-J4A focal states (Oyo and Plateau) shows a 10% drop overall.

## Setting Security and Justice Sector Reform Agenda for the Federal Government

In furtherance of one of the outcomes of the last Justice Sector Reform Team Network Conference, the Justice for All Programme supported the various Justice Sector Reform Teams (JSRTs) to develop transition memos for the new administration in the states.

As the new governments take off, consultations are still in progress to ensure that security and justice sector reform remains high on the agenda of the various states and solid achievements

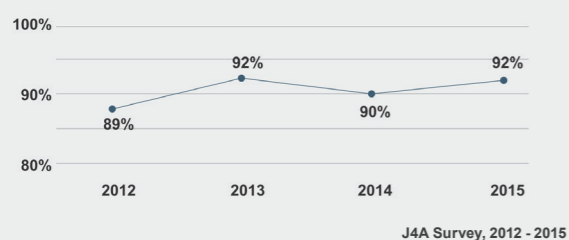
have been recorded. For instance, in Enugu State, Governor Ifeanyi Ugwuanyi in his inaugural address made security and justice the fourth pillar in his four-point agenda and has declared

the readiness of his government to work in collaboration with the J4A Programme to deliver on this.

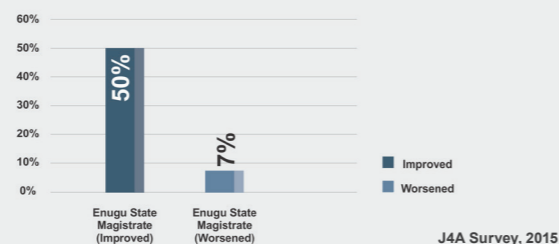


“We will pursue a concerted programme of the reform of the administration of justice system in the state by deepening partnership with DFID on the Justice for All programme”  
Executive Governor of Enugu State, Ifeanyi Ugwuanyi

#### Overall user satisfaction with performance of Enugu Customary Courts



#### Believe that the Performance of Courts has Changed in the Past One Year (Court User Exit Survey)



### Reducing Delays through Time Standards and Case Management Systems

The support provided by the J4A programme to lower courts in Enugu State is helping to reduce the time taken to dispose of cases. The measures implemented to achieve this include the development and application of time standards to guide courts on the length of time to be spent on a particular type of case. The programme also delivered case management training and mentoring courses for judges and the application of records management modules for court staff. Periodic

roundtables were organised to look at their case disposition data and profiles. They also used the occasion to discuss their progress, successes and challenges in managing their dockets, applying case management training skills and reducing trial delays.

J4A also supported the capacity building sessions on effective practices, which were implemented for other support staff such as bailiffs and police prosecutors in order to improve the speedy

dispensation of justice. Practice directions have also been adopted by the head of the Customary Court of Appeal Enugu and Chief Judge Enugu. This is aimed at making the time standards applicable to all the lower courts under his supervision. The combination of these efforts are now contributing to improving the efficiency of lower courts in the state, which has resulted in the reduction of the time taken to dispose of cases.

## Juvenile Welfare Centres Making a Difference

As part of the strategy to deal with the issues of gender based violence the J4A programme has trained a total of 210 Juvenile Welfare Centre (JWC) officers since implementation started in 2013.

The five-day Investigative Skills course was aimed at strengthening the skills of officers to investigate what is acknowledged as one of the most sensitive and complex types of investigation.

A Family Support Unit Inspector, Roseline Ilekhue states that the training received has really changed the way officers interact with their clients. She said, “I now understand how best to interview victims, especially children, and the need to be sensitive to their feelings and concerns”.

Furthermore, due to J4A's support clients are now interviewed in a confidential and private environment and never in the presence of the public.

Cases are investigated thoroughly and suspects brought to justice.

In Enugu State, the Police has referred a total of 183 cases to the TAMAR Centre. As at August 2015, nineteen of these cases were dealt with by the Central Model Police Station, four of these had been charged to court with one withdrawal and the other three pending. Seven survivors have refused to support further prosecution while five of the cases are still under investigation.

This not only demonstrates improvement in the work of the police but also shows collaboration between the police and the Sexual Assault Referral Centres.

