



**INTERNAL AFFAIRS UNIT  
NATIONAL POLICE SERVICE  
NAIROBI - KENYA**

# ANNUAL REPORT FOR THE YEAR 2017

## OUR CORE VALUES

- P** - Partnership with the community
- R** - Respect for Human Dignity
- O** - Organizational Excellence and Accountability
- T** - Team Work Approach to Problem Solving
- E** - Equal Application of the Law to Reduce Crime
- C** - Commitment to officer Safety and Professionalism
- T** - To Maintain Public Confidence and Safety



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## **LIST OF ABBREVIATIONS AND ACRONYMS**

- APS – Administration Police Service  
DCI – Directorate of Criminal Investigation  
DIG – Deputy Inspector General  
DNA – Deoxyribonucleic Acid  
DPP – Director of Public Prosecution  
EACC – Ethics and Anti-Corruption Commission  
IAU – Internal Affairs Unit  
ICT – Information Communication Technology  
IG – Inspector General  
IPOA – Independent Policing Oversight Authority  
IJM – International Justice Mission  
KNHRC – Kenya National Human Rights Commission  
KPS – Kenya Police Service  
MoU – Memorandum of Understanding  
NPS – National Police Service  
NPSC – National Police Service Commission  
PSC – Public Service Commission  
PRIC – Police Reform Implementation Committee  
PUI – Pending Under Investigation  
UN – United Nations  
UNODC – United Nation Office of Drugs and Crime  
WPA – Witness Protection Agency



**Mr. Charlton Murithi,  
EBS, OGW, ndc, (K) AIG**

## **Director's Message**

On behalf of the Internal Affairs Unit, I have the pleasure to present our Annual Report for 2017. This a maiden report being the Unit's first ever since inception in 2013. First and most important, is to thank the Inspector General for his unrelenting support and guidance. We also thank the Deputy Inspector General Kenya Police Service, Deputy Inspector General Administration Police Service and the Director Directorate of Criminal Investigations for their tremendous cooperation and support.

As the 2<sup>nd</sup> Director of IAU, having taken over from my able predecessor Mr. Leo Ijora Nyongesa, EBS, OGW on 8<sup>th</sup> November 2016. I appreciate the work officers of the unit have put to stand IAU its present state. We appreciate and acknowledge that all members of the National Police Service are committed to their mission of providing professional and ethical service in protection of our citizens. It is very encouraging there is a deliberate endeavour of reducing fear and preventing crime through problem solving partnerships. Completing our mission therefore requires both the trust and confidence of those we serve. Our Internal Affairs Unit process in this case doubtlessly plays an integral role in building and maintaining that trust.

Quoting from the Community Oriented Policing Services (COPS) of the U.S. Department of Justice, I find the following abstract very apt to our role as a unite in that; *“Mutual trust and respect are at the heart of effective policing and the overwhelming majority of our nation’s law*

*enforcement officers are principled men and women who provide professional services to the communities they serve with honor and distinction. The responsibilities they shoulder are great and agency and public expectations are high.*

*Unfortunately, on the rare occasion when an officer is accused of misconduct or criminal activity, he or she may be subject to an investigation. Implementing an honest and fair fact-finding process that uncovers the truth is the important role of the internal affairs function of a law enforcement agency, and it is essential to maintain a process that protects the rights of all involved, including the accused officer”.*

In an effort to demonstrate transparency, improve performance and increase accountability, the unit is tasked with professionally undertaking its mandate as per the Law. This is provided under section 87 of the National Police Service Act. In providing this annual report, we wish to share with all our stakeholders our complaints handling process on police officer misconduct, police inaction, and unlawful arrest among others. This report therefore gives an overview of our internal affairs activities alongside other supporting data and information. It is my hope you find this first ever Annual report from the unit both helpful and informative.

As the unit aspires to grow in tandem with its mandate, we look forward to a better understanding, mutual co-operation and general professionalism towards the reform agenda. The National Police Service transformative journey towards being a world class Police Service is a reality we collectively relish and wish to pursue.

Thank you.



**Mr. Gitahi Kanyeki, OGW, HSC AIG**

## **Message from Deputy Director**

Policing has been the subject of deep scrutiny by citizens across the Kenyan nation over the past few years. Smartphone video of police-citizen encounters have gone viral and sparked unrest in some towns. With every negative news broadcast against the police, citizen, trust tends to erode

a little more. One of the most effective methods to improve citizen trust is to provide a means for them to complain.

We in the IAU work to improve citizen trust by holding police officers accountable. With an effective citizen complaint process in our Internal Affairs Unit offices. To improve citizen trust, we have made customer service our highest priority over the past year. Every citizen in our nation is our customer, and our strong customer service is guided by our Inspector General's strategy of people centred policing. We accomplished these improvements by focusing on customer service. For both the casual observer and for those individuals that have closely followed the evolution of the Internal Affairs Unit, many of the statistics in this annual report reflect improvements in our level of customer service that have improved since the IAU first began operations in 2013.

Every truly successful organization has one important trait - dedicated, bright, and hardworking people that are willing to go beyond normal expectations in order to make success a reality.

Thank you.



**Mr. Michael Diang'a, SSP  
Chief Investigator IAU**



**Ms. Mildred Odima, SSP  
Head of Complaints Management  
and Administration IAU**



**Mr. John Otibine, SSP  
Team leader**



**Mr. Johnic Kule, SSP  
Team leader**



**Mr. Juma Mashua, SSP  
Team Leader**



**Mr. Jackson Muviti, SP  
Team leader**



**Ms. Joyce Kanda, SP  
Head of Logistics IAU**



**Ms. Esther Nganga, SP  
Head of Legal Services**

## **Executive Summary**

Building and maintaining community trust is the cornerstone of successful policing and law enforcement. The building and maintenance of trust takes a great deal of continuous effort. Unfortunately, the ethical work of thousands of law enforcement officers is easily undone by the actions of one unethical officer. Often, the indictment of one, seems like an indictment of all. Once misconduct occurs, the Internal Affairs Unit function becomes the primary method of reassuring the community that the police can and will aggressively address and resolve unethical behaviour. In short, the integrity of the police will always dictate the level of community trust.

The guidelines for the Internal Affairs Unit function address every aspect, from complaint processing to decision-making, discipline, notification, and community transparency.

Looking at the IAU process from a citizen's viewpoint, this report presents information on how police officers can be accountable to their citizens by engaging them in any number of trust-building initiatives, including citizen input for determinations and discipline. Citizen involvement models range from very informal mechanisms to formalized (sometimes mandated) Community Policing. Police officers are urged to create connections with their citizens in a proactive fashion to prevent the development of tenuous relationships following police misconduct.



# CHAPTER ONE

## 1.1 Background

The Constitution of Kenya 2010 in Article 144, provides that the National Police Service shall strive for the highest standards of discipline among its members and promote and practice transparency and accountability.

The Internal Affairs Unit (IAU) is established under Section 87 of the National Police Service Act 2011 to provide for an internal mechanism to receive and investigate complaints against the police by the public and also fellow officers. The Unit was formed with the intention of promoting uniform standards of discipline and good order in the Service and to keep a record of complaints made including investigations undertaken.

To bring Kenyan laws into line with the new Constitution, a raft of legislation had to be adopted. With regards to the police, three key laws were passed; the National Police Service Act 2011, the Independent Policing Oversight Authority Act (IPOA) 2011, and the National Police Service Commission Act (2011).

Prior to the official formation of the Unit on 1st July 2013, the following steps were undertaken in preparation for the setting up of the Unit: -

- A benchmarking visit to the UK Police by officers from both the Kenya Police Service and Administration Police Service.
- Internal advertising, short listing, interviewing and selecting of police investigators.
- Appointment of an Acting Director of the Unit.
- Allocation of space at Jogoo House 'A' (the offices of the Inspector General).

## **1.2 Interpretation of IAU Mandate**

The functions of the Unit are elaborated in section 87(2), (2A), and (4) of the National Police Service amendment Act, 2011 which states that the Internal Affairs Unit is established to;

- (a) receive and investigate complaints against the police;
- (b) promote uniform standards of discipline and good order in the Service; and
- (c) keep a record of the facts of any complaint or investigation made to it.

(2A) Without prejudice to subsection (2), the unit may where necessary investigate and recommend appropriate action in respect of any found engaging in any unlawful conduct.

(4) The Unit shall investigate misconduct and hear complaints—

- (a) from members of the Service or members of the public;
- (b) at the direction of a senior officer;
- (c) on its own initiative; or
- (d) on the direction of the Inspector-General; or
- (e) at the request of the Independent Police Oversight Authority.

The purpose of the Internal Affairs Unit is to establish a system for the receipt, investigation, and resolution of complaints of misconduct received against sworn members of the NPS. Our goal is to ensure that the integrity of this unit is maintained using a system of internal discipline where an impartial and objective investigation will make certain that fairness and justice will be served to both the Officer and the complainant.

The Internal Affairs Unit is obligated to investigate any allegation of officer misconduct that may be a violation of the rules, regulations, policies, procedures, or general orders. Additionally, this Unit investigates any other action(s) by an Officer that may demonstrate he or she may be unable, unwilling, or unfit to perform his or her official duties.

### **1.3 Command structure of the Internal Affairs Unit**

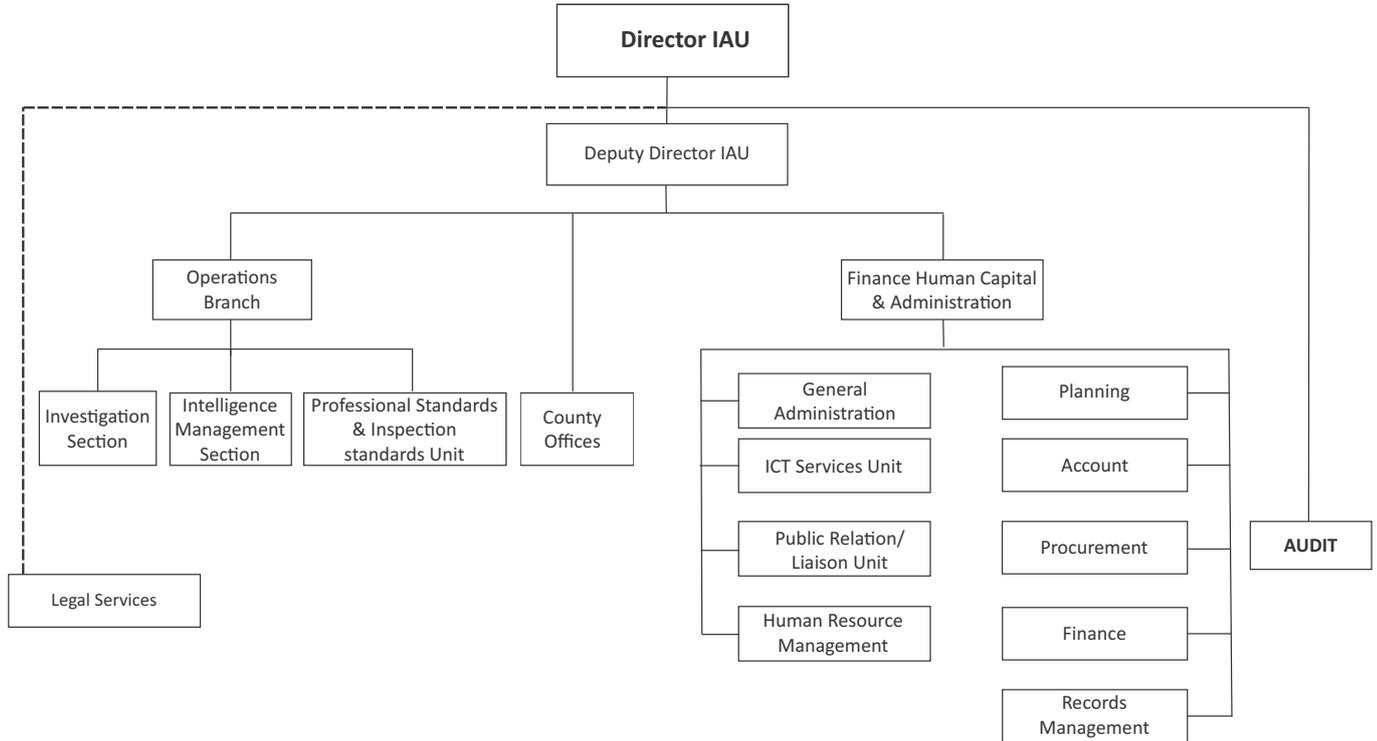
The Unit is headed by a Director who is responsible to the Inspector-General for the effective and efficient administration, operations, training, and internal oversight of the unit. The Director exercises command of the unit and oversees the conduct of all assigned investigations.

The unit has a Deputy Director who deputizes the Director. All IAU staff were selected on the basis of overall law enforcement experience and skills, integrity, maturity, sound professional judgement and the ability to prepare and complete detailed investigative reports in a timely basis. To join the Unit one must be interviewed and vetted by the national Police Service Commission for competency and integrity.

Currently, the Unit is housed at Jogoo Hse 'A' but plans are underway to relocate to KCB Towers Upperhill. This is in compliance with section 87 (7) of the National Police Service Act which provides that the Unit shall be located in separate offices from the rest of the Service.

# INTERNAL AFFAIRS UNIT ORGANOGRAM

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## **CHAPTER TWO**

### **2.1 Complaints Management**

The Internal Affairs Unit (IAU) is responsible for the management of all complaints against police and complaints by police against their own colleagues.

#### **2.1.1 When to File a Complaint**

A complaint can be made to the Unit by anyone who is aggrieved by an officer's conduct. The following are some of the basis for lodging a complaint:

- a) Use of unnecessary or excessive force
- b) Use of language or conduct that is insulting, demeaning or humiliating
- c) Discriminatory treatment based upon a person's race, colour, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, physical handicap, matriculation, political affiliation, source of income, or place of residence or business
- d) Retaliation against a person for filing a complaint with the Office of IAU
- e) Failure to wear or display required identification or identify oneself by name and badge number when requested to do so by a member of the public
- f) Abuse of authority
- g) Abuse of process
- h) Lack of courtesy
- I) Lack of professionalism
- j) Neglect of duty
- k) Police officers against colleagues or against seniors on issues harassment, intimidation or unfair procedures

which covers police complaints against other police officers.

### **2.1.2 Complaints Channels**

The Unit receives complaints through the following channels:-

- a. Face-to-face encounters
- b. Through Letters (both acknowledged and anonymous)
- c. Through e-mail :iau@nationalpolice.go.ke
- d. Phone calls and short messages (sms) 0798474619
- e. Social network e.g. Twitter and Facebook
- f. Referrals from other agencies
- g. Through the media

### **2.1.3 Process of handling complaints**

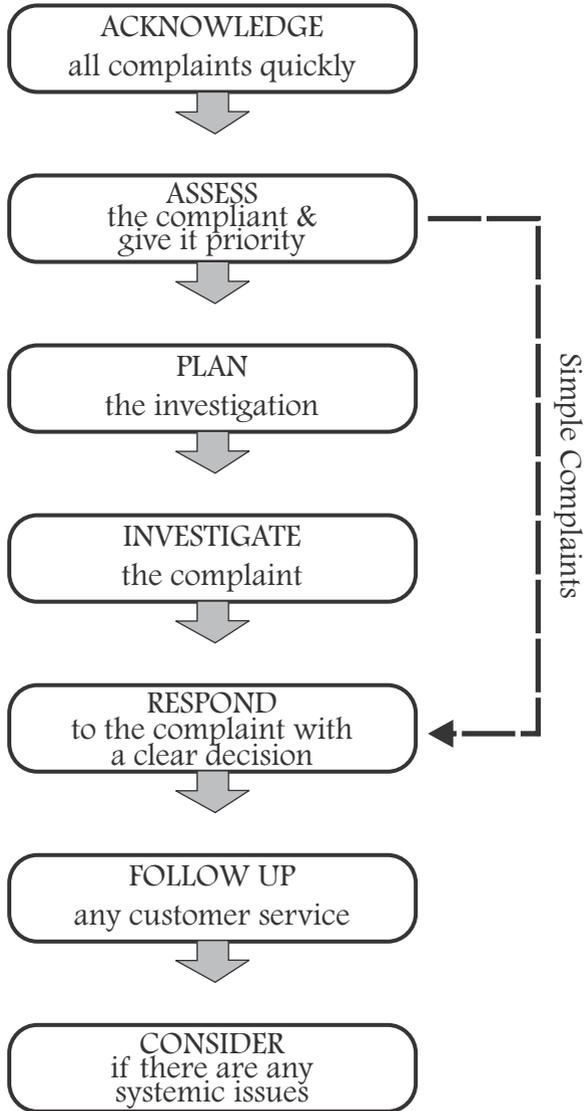
The process of complaints handling consist of 7 stages generally as follows:

- i. Acknowledgment: To reassure the complainant that the matter is receiving attention.
- ii. Assessment
  - Assess the nature of the Complaints,
  - Interrogate the Complainant on the expected outcome,
  - Explain to the Complainant why a specified action/ remedy can be/cannot be possible while offering alternative solutions.
- iii. Planning: This is applicable to complaints which are to be investigated. The plan should define what is to be investigated and provide an estimate of the time it will take to resolve the complaints
- iv. Investigations
  - Purpose is three-fold:

- ✓ to resolve the complaint by reaching a fair and independent view of the issues raised by a complainant; and
  - ✓ to provide an appropriate remedy.
  - ✓ 3 principles namely Impartiality, confidentiality and transparency are adhered to.
- v. Response
- When an investigation is completed, the complainant is given a feedback.
- vi. Follow-up/ Review
- Provide an opportunity for review incase the complainant is still dissatisfied e.g.,
    - ✓ an internal review by an officer who was not involved in the matter.
    - ✓ An external review by the Ombudsman or any other relevant body,
  - Mediation: a mediator can help clarify natters, provide an impartial perspective and propose solutions that both parties can agree to.
- vii. Systemic Issues
- Resolving an individual complaint is not the last step in effective complaint-handling.

Individual complaints often point to an administrative defect that either occurred in other cases or could be repeated

# Process Summary



## **CHAPTER THREE**

### **3.1 Investigations**

#### **3.1.1 What happens when you make a complaint?**

When a complaint is to be investigated by Internal Affairs Unit, the following procedures are followed:

- The Internal Affairs Unit investigator contacts the complainant and arranges an appointment for an interview.
- A detailed statement is taken from the complainant. This statement is most often hand written to create a permanent and accurate depiction of the conversation to avoid retraction of the same.
- Generally, the interview is conducted at the Internal Affairs Unit offices or at other scheduled place in case of field investigations. However, at times, interviews can be conducted at a complainant's home or business dependent on certain special circumstances.

The same procedure is used for all witnesses and officers involved in the case. It is preferred that all statements are handwritten, transcribed, and assembled in a case file for later review. The investigating supervisor will make a determination concerning the complaint based upon the proven facts.

The completed investigation and recommendation will be forwarded to the Chief Investigator and then to the Director or Deputy Director who will review the investigation, recommend discipline/corrective action on sustained complaints, and forward the completed investigation to the Inspector General. If an allegation is sustained, appropriate recommendations against the affected police officer will be forwarded to DIG KPS, DIG APS and Director DCI.

Upon disposition of a case the Internal Affairs investigator will mail a letter to the complainant to advise them their case has been investigated and the official disposition classification of the complaint.

IAU makes every effort to investigate and adjudicate all complaints within 60 days from the time a complaint is made. However, there are circumstances, including case complexity and witness unavailability, which may prevent this goal from being achieved in every instance.

### **3.2 Overview of Complaints Received During the Period Under Review**

The Unit received eight hundred and fifty five (855) complaints in 2017 as compared to (1,514) complaints received in 2016. However, the Unit managed to dispose five hundred and forty seven (547), three hundred and eight (308) are pending under investigation (P.U.I).

### **3.3 Source of Complaints in 2017**

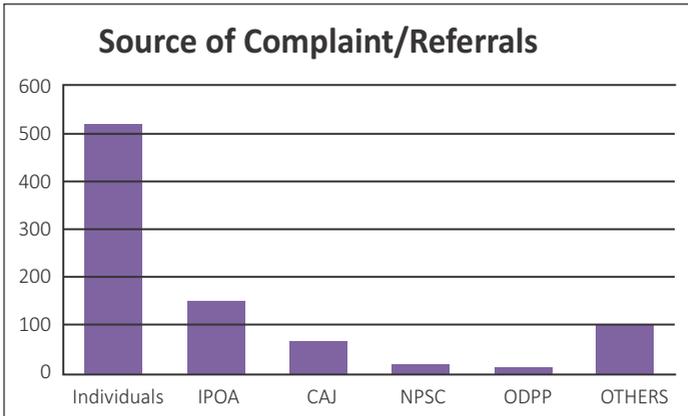
During the year 2017, the Unit received complaints from different sources. The main sources of the complaints originated from members of public, police officers, referrals from government agencies, non-governmental organizations and the media.

The table below shows the sources of complaints the Unit received.

**Table 1.1**

Source of Complaint/Referrals	No. of Complaints
Individuals	522
IPOA	128
CAJ	68
NPSC	18
ODPP	10
OTHERS	98
<b>TOTAL</b>	<b>855</b>

**Figure 1.**



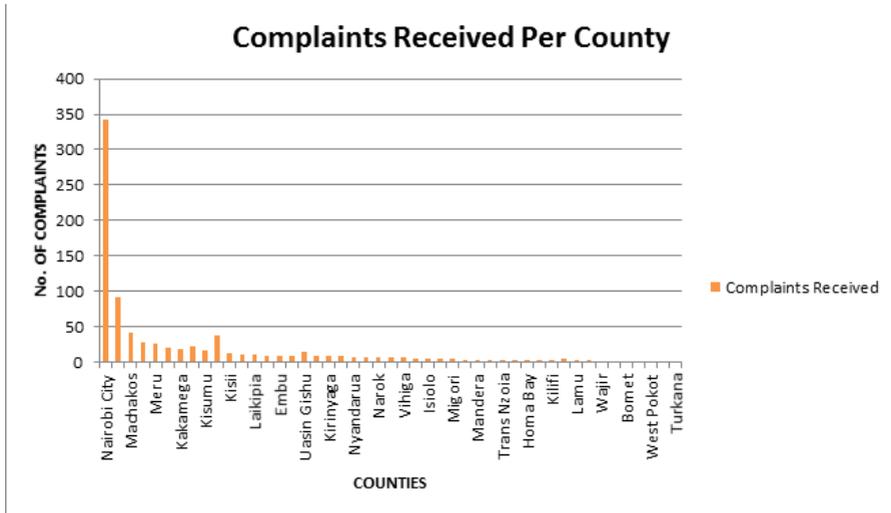
### 3.4 Summary of complaints received per County during the Period under Review

County	Complaints Received	County	Complaints Received
Nairobi City	343	Vihiga	7
Kiambu	91	Garissa	6
Machakos	41	Isiolo	6
Nakuru	29	Kwale	5
Meru	27	Migori	5
Mombasa	21	Taita Taveta	4
Kakamega	19	Mandera	4
Nyeri	23	Tharaka Nithi	4
Kisumu	17	Trans Nzoia	4
Kajiado	37	Busia	4
Kisii	12	Homa Bay	4
Bungoma	11	Nyamira	4
Laikipia	10	Kilifi	3
Makueni	9	Tana River	6
Embu	9	Lamu	3
Murang'a	9	Elgeiyo Marakwet	3
Uasin Gishu	14	Wajir	2
Kitui	8	Baringo	2
Kirinyaga	8	Bomet	2
Siaya	8	Marsabit	1
Nyandarua	7	West Pokot	1
Nandi	7	Samburu	1
Narok	7	Turkana	0
Kericho	7	<b>TOTAL</b>	<b>855</b>

By 31<sup>st</sup> December, 2017 the Unit had received 855 complaints. About 547 have been resolved while 308 are still pending under investigations. The types of complaints received included the following;

1. Inaction – This includes cases of police officers failing to respond to distress calls, failure to issue certain forms e.g. police abstract, failure to effect court orders, delay/laxity in investigations, negligence, incompetence, refusal to prefer charges, being uncooperative in implementing initiatives to curb insecurity at the area of their jurisdiction.
2. Criminal activities- This include police officers involved in criminal activities e.g. assault, rape, defilement, etc
3. Abuse of office/Authority – Including corruption, excessive use of force, extra judicial killings.
4. Obstruction of justice – missing files/records, interference with court cases, falsification of charge sheets/documents, missing exhibits in police custody and tampering of evidence.
5. Arbitrary arrest, malicious prosecution, malicious damage of property, illegal eviction and involvement in land cases.
6. Unfair disciplinary proceedings and breach of work policies.
7. Unfair transfers and deployments.
8. Other miscellaneous complaints – civil cases involving the police officer, neglect of family and other responsibilities and those not within our mandate that are referred to other institutions to handle.

A bar graph showing complaints received in percentage per County



The above bar graph clearly indicates that Nairobi County leads with a total of three hundred and fifteen complaints received. This gives it 39% of the total complaints received by the Unit. This is followed by Kiambu County with 10%, Kajiado County with 5%, Machakos, Nakuru and Meru Counties with 4% each.

As the number of complaints and allegations received by the Unit increases or decreases on a daily, monthly and yearly basis, it is not always possible to provide explanations as to why they have increased or decreased over time or why they vary between different areas. However, there are a number of factors that may influence whether or not a person makes a complaint. It is therefore important not to take a simplistic view of trends and to consider some of the following major factors when drawing any conclusions:

- a) The number and nature of police operations conducted;
- b) The performance of police officers;

- c) The level of interaction between the public and the police Service;
- d) The awareness of the existence of IAU, knowledge of how to make a complaint, and public confidence in the unit;
- e) The size of the police Service;
- f) The level of crime in different counties;
- g) The number of major public disorder incidents; and
- h) Population demographics of an area.

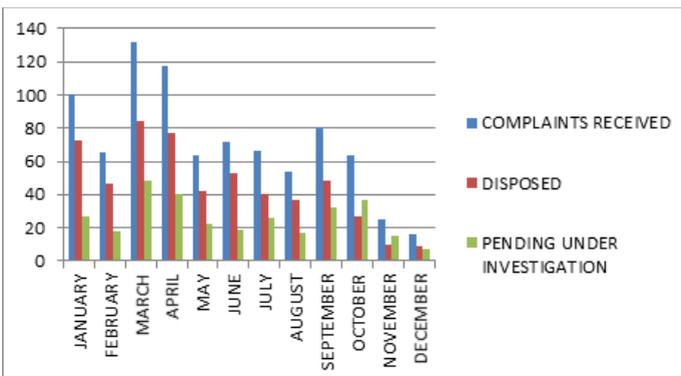
Care should be taken when comparing the number of complaints or allegations received at county, police divisions or police stations level. This may be attributed to differences between areas which may reflect variations in their composition, such as the degree of urbanisation, level of deprivation and the balance between the resident population, day-time population and night-time economy. If, for example, a lot of people are employed in the area during working hours or move into it in the evening or at night time to socialise, that can have an effect on the number of complaints made in the area. A good example is Nairobi County where the data indicates it leads with high number of complaints received.

It is also difficult to make valid comparisons around the number of complaints and allegations received across all counties. The factors that may impact on subsequent comparisons are those regarding outcomes to investigations, length of investigations or the investigations method.

**3.5 Summary of complaints received, disposed and those pending under investigations during the period under review**

MONTH	COMPLAINT RECEIVED	COMPLAINT DISPOSED	COMPLAINT PENDING UNDER INVESTIGATION
JANUARY	100	73	27
FEBRUARY	65	47	18
MARCH	132	84	48
APRIL	117	77	40
MAY	64	42	22
JUNE	72	53	19
JULY	66	40	26
AUGUST	54	37	17
SEPTEMBER	80	48	32
OCTOBER	64	27	37
NOVEMBER	25	10	15
DECEMBER	16	9	7
<b>TOTAL</b>	<b>855</b>	<b>547</b>	<b>308</b>

A bar graph showing Complaints Received, Disposed and those



The above bar graph indicates that during the period under review, the month of March experienced an increase in complaints received compared to other months. From March to August, the chart indicates there was a drop of complaints received but it suddenly went up in September and this may be related to Police actions/operations during August elections.

According to the analysis, the unit experienced a drop on the number of complaints received during the year compared to the previous one. For example in the year 2016 complaints received were 1,514 compared to 855 cases received in 2017 during the same span of time.

The fall in complaints could signal that police behaviour has improved and members of public are happier with their interactions with officers, or it could indicate residents are losing confidence in the unit's complaint management. The unit meanwhile is working towards enhancing its capacity in statistical analysis to more effectively interrogate our data.

### **3.6 IAU Status Since Inception**

Since the inception of IAU in July 2013 to date, the trend at which the unit received complaints are summarised in the table and graph below. The trend shows that in the year 2013 the unit received five hundred and thirty eight (538) complaints. During the same year, the unit embarked on sensitization workshops across the country sensitizing police officers on the role of IAU. In the year 2014, the complaints received shot up to two thousand, one hundred and eighty eight (2,188) indicating a sharp rise, in 2015 complaints received slightly dropped to one thousand, eight hundred and twenty (1,820)

and in the year 2016 the unit received one thousand five hundred and fourteen complaints (1,514). In the year 2017, the Unit received eight hundred and fifty five (855) complaints indicating a drop compared to the previous year(s).

The most predominant complaints received for the last five years indicate that police inaction leads with 37.2%. A solution to this is that more sensitizations on the role of IAU targeting the lower cadre of police officers should be enhanced. The role of managers and supervisors is clearly also very cardinal in guiding officers in their day to day work and operations.

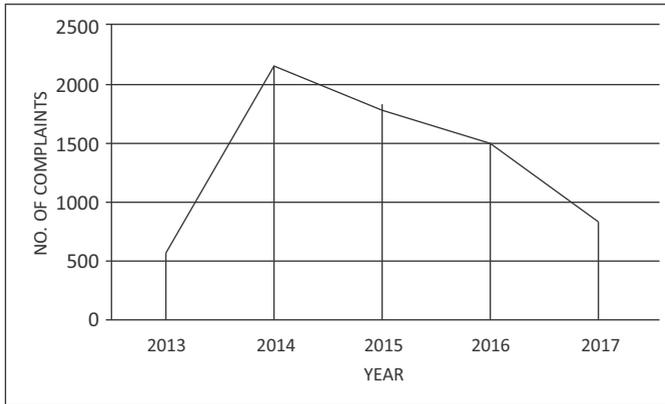
**Table 1.3**

**Comparative figures of complaints received by IAU since inception**

<b>YEAR</b>	<b>COMPLAINTS RECEIVED</b>
2013	580
2014	2188
2015	1820
2016	1516
2017	855
<b>TOTAL</b>	<b>6959</b>

**Figure 1.3**

A line graph showing the trend for the number of complaints received by the Unit since inception in 2013 to 2017



The unit received 855 complaints against police during the year 2017 compared to 1514 received in 2016. This represents a 10% reduction reflecting 664 fewer complaints from the previous year.

The overall reduction in complaints against police is further highlighted by the fact that the unit engaged itself on outreach programs (sensitization workshops and National Agricultural shows) in some Counties across the country since inception.

The trend implies that as the unit is preparing to launch a web-based Anonymous Reporting System (ARS), the complaints may rise up. This may be attributed to the fact that members will have confidence to report a complaint anonymously.

## **CHAPTER FOUR: POLICY FRAMEWORK**

### **4.1 Operational Manual**

Clear policies are key in ensuring that the unit undertakes its mandate effectively and efficiently. The IAU draft Operations Manual is now in place. The stakeholders are in the process of submitting their views. This document will guide the unit in its operations. It is also a reference document for the Services and other stakeholders.

### **4.2 Training Curriculum**

A comprehensive training curriculum is key in ensuring that quality investigations are undertaken in the IAU. This provides a systematic plan to train IAU staff to ensure that they are well capacitated to undertake their mandate.

On 14th and 15th July 2015 a consultative workshop was held to deliberate the training needs for the Unit. Participants were drawn from NPS (NPS Hqs, APS, KPS, DCI, IAU), NPSC, Commission on Administrative Justice, Independent Policing Oversight Authority, Kenya Revenue Authority, National Intelligence Service, Office of the DPP, Kenya National Commission on Human Rights, Advocates Complaints office, International Justice Mission, The Judiciary and the National Gender and Equality Commission.

In 2017, a retreat was held between 5<sup>th</sup> to 10<sup>th</sup> November, 2017 at Naivasha that also acted as a follow up on IAU training needs. In terms of the IAU training plan it was agreed that the same be organised as follows:-

#### **A. Initially officers to undergo a Basic course**

The course encompasses

- > investigations (criminal and those against police misconduct),

- > Induction intended to create an understanding of the role of the Unit.
- > Relevant NPS guiding documents – Constitution, NPS Act, SSOs, HR documents, IPOA Act, NPSC Act and any other documents to be reviewed from time to time. (IAU and selected resource persons from relevant departments in the services)
- > Create an understanding of various actors who at one time or another work with IAU e.g. ODPF, Witness Protection, IPOA, EACC, KRA, KNHRC, Some identified NGOs and Civil Society organizations. ( Selected resource persons from the identified institutions)
- > Self management courses

## **B. Enhancement courses**

These will be provided from time to time to officers selected on a need basis. They include:-

1. Promotional courses in the relevant training colleges
2. Skills enhancement courses by various Government institutions e.g the KSGs (Fraud Investigations, leadership and management)
3. Courses offered in collaboration with development partners locally and abroad. E.g Crime Scene Management, Interviewing Vulnerable Witnesses, Investigating and Prosecution Sexual Offences etc.

## **C. Intermediary Courses**

In this regard, identify skills required at the various levels. To ensure that the officers remain competent and relevant to serve in the Services.

#### **D. Advanced courses**

These will aim at developing or reducing a few specialists in identified areas for example

1. Statisticians and Analysts
2. Intelligence collection officers / Surveillance
3. SGBV Experts – investigators

#### **4.3 Training and Development**

Human resource management regards training and development as a function concerned with organizational activity aimed at bettering the job performance of individuals and groups in organizational settings. In this regard, development partners offered the unit some few chances in terms of training during the year 2017. Among the capacity building courses were:-

1. Executive Policy and Development Symposium on Countering Violent Extremism and Crisis Leadership Course held at International Law Enforcement Academy, Rosewell – USA in the month of October 2017. The course was attended by the Director IAU Mr. Charlton Murithi, AIG.
2. Advanced Interviewing and Interrogation course held at International Law Enforcement Academy (ILEA), Gaborone Botswana on the month of June 2017. The officers who benefited from IAU were Mr. Jackson Muviti, SP and C.I Betty Jeruiyot.
3. Fraudulent Document Examination and Border Interdiction course held at ILEA Gaborone, Botswana on the month of July 2017. The officers from IAU who participated were C.I Godfrey Chelasya and IP Aggrey Musoga.
4. Importance of Police Working with Coroners when conducting investigations murder cases held at Royal Orchid Hotel Westlands, Nairobi on the month of July 2017. All IAU investigators

participated in the course sponsored by IMLU.

5. The United States Government, the Bureau of International Narcotics and Law Enforcement Affairs (INL) in liaison with the Inspector-General, National Police Service sent three National Police Service officers to attend the ASIS security trade fair show that was held in Dallas, Texas on 25th - 28th September, 2017. IAU was represented by Esther Ng'ang'a, SP. This was a great opportunity for the officers to explore the trends and technologies driving the evolution in the security Industry globally. The officers also had all access to gain admittance to conference sessions held in a classroom set up.
6. CPL to SGT course at Kenya Police Training College Kiganjo. CPL Ali Ramadhan benefited in the said course and now promoted to the rank of Sergeant.
7. Middle Management Course held at Administration Police Senior staff College – Emali between June 2017 to December 2017 attended by C.I George Nyali and C.I Daniel Ashikobe.



From left to right: IP Aggrey Musoga (NPS-IAU), IP Alexander Makau (NPS-Attached to US Embassy), IP Shamsa Yussuf (NPS-Attached to US Embassy), CPL. David Mutai (NPS-Attached to US Embassy) & CI Godfrey Chelasya (NPS-IAU).



#### **4.4 Anonymous Reporting Policy**

The unit is at advanced stages of developing this web-based system. This is sponsored by the United Nations Office on Drugs and Crime (UNODC) and Transparency International. This will go a long way in encouraging the public to share information on police misconduct, terrorism related information and whistle-blowing on matter of interest to the National Police Service.

#### **4.5 Outreach Policy**

- a) Nakuru Agricultural Society of Kenya Show held from 4<sup>th</sup> to 8<sup>th</sup> July, 2017
- b) Mombasa International Show held from 30<sup>th</sup> August, 2017 to 3<sup>rd</sup> September, 2017.
- c) Nairobi International Trade Fair held at the Jamhuri show ground from 2<sup>nd</sup> to 8<sup>th</sup> October, 2017.

The Agricultural Shows provided an important platform for the Unit to sensitize members of the public and field officers on Police accountability mechanisms. It also served as a monitoring and evaluation exercise on the impact of earlier sensitizations done by the Unit.

It also provided an opportunity to share the Units achievements and to update officers and members of the public on key reform matters and how to channel complaints against Police misconduct.



IAU staff led by Mr. Juma Mashua, SSP at a show in Mombasa, August 2017

#### **4.6 Sensitization programme**

We strongly believe that we have a role to play in creating awareness. Our sensitization forums are a pro-active strategy to empower our officers so that they are not ignorant of the current policing environment in Kenya. So far, it is evident that in areas where the Unit has sensitized officers, there is more professionalism exhibited by officers and less complaints emerging. This is a very positive gesture and feedback to the citizenry adding a feather to the cap of the National Police Service in its reform and transformation journey/agenda.

In 2017 the exercise was conducted in Coast, Nyanza, Eastern and Central Regions. These forums are important in creating awareness and building trust. This phase of the sensitizations was different in that it incorporated members of the public in the forums. Going forward the unit with the IG's blessings will incorporate the Service and Directorate of Criminal Investigations complaints Directorates,

the National Police Service Commission and the Independent Policing Oversight Authority who have joined the Unit in previous sensitization visits.

In 2018 sensitization is planned to take place in Rift Valley, Western, North Eastern, Nairobi Training Institutes and Formations.

The total number of those sensitized viz a viz those attended in all the three regions in 2017 are summarized as follows;

REGION		ATTENDANCE	
	Services/Public	Expected	Actual
NYANZA	KPS	240	266
	APS	240	306
	DCI	60	56
	PUBLIC	60	72
EASTERN	KPS	320	328
	APS	320	284
	DCI	80	78
	PUBLIC	80	71
COAST	KPS	240	292
	APS	240	197
	DCI	60	65
	PUBLIC	60	75
<b>TOTAL</b>		<b>2000</b>	<b>2090</b>

The forums in 2017 were very timely as they happened during the electioneering period. The interaction and enthusiasm experienced from both the police and the members of the public justified the need to sensitize both parties together. The free interactive environment created, made the public applaud the event and acknowledged the progress the government has made in as far as police reforms are concerned.

Mr. Gitahi Kanyeki, AIG Deputy Director IAU taking through participants in one of the sensitization workshops held in Nyandarua County in July 2017

