Report
An Overview of Crime incidents in Nairobi Region
Security Research and Information Centre (SRIC)

Introduction
The Government of Kenya, through the National Steering Committee on Peacebuilding and Conflict Management, Ministry of State for Provincial Administration and Internal Security and with support from UNDP Kenya, is implementing a three year peace programme seeking to consolidate the peace process and establish the foundations for a successful political transition during the period 2010 – 2013.

The design of this 3 year peacebuilding programme was informed by external and internal reviews jointly commissioned by GOK and UNDP Kenya in 2009 and 2010, which vouched for the necessity of an integrated programme approach to respond to and address the critical issues in peacebuilding and conflict management and more specifically the 2012 General Elections. As the country moves towards general elections in 2012, the challenges that led to the 2007/2008 post-elections violence still exist, and in some cases have exacerbated.

To consolidate the successes attained in the GOK-UNDP projects, especially after the Post Election Violence in 2008, the three year peacebuilding and conflict prevention programme, being implemented by several partners, strives to achieve the following key outputs:

- National capacity for conflict prevention strengthened
- Small arms, community security and community justice issues addressed
- National cohesion and integration enhanced
- Role of women in peace building and conflict prevention mainstreamed
- Peace in pastoralists and rural areas consolidated through peace dividend projects
- The Youth in violence prevention and peace building issues addressed

Crime observatory and research is a key area of focus for this programme. This is based on the fact that a better understanding of the nature, dynamics and trends of crime in Kenya is useful in planning and designing crime prevention and management initiatives. Although the goal is to undertake crime observatory to cover the whole of the country, as a pilot initiative, the observatory is being implemented in Nairobi region as defined by the Kenya Police[1] for a period of one year. This report is an overview of crime incidences in Nairobi for the first quarter.

Statement of the problem
Every day, the mass media in Kenyan carries horrid episodes of wide-ranging criminal incidences. Typically, these incidences range from plain murders, carjacking-related shootings, robbery with violence, property break-ins, abductions, rape and defilement, muggings, armed

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[1] All areas falling under the Command of Nairobi PPO

livestock raids, and intimate partner violence – otherwise commonly referred to as domestic violence among other crimes.

Incidences of police officers being (literally) put on the firing line by hardened criminals have become all too common occurrences in the country. In fact, cases of armed violence indicate an increase in illegal arms in the country. For example, in the first ten months of 2010, the police were able to recover "… 128 rifles, 60 pistols, 10 toy pistols and 36,458 ammunitions in normal police operations."[2] These exclude 1,064 firearms and 3,078 ammunitions recovered from disarmament operation in the same period.[3]

The plethora of criminal activities that are reported on a daily basis by both the print and electronic media channels in the country is simply mind-boggling: they are vicious and bizarre. For instance in February 2011, about 31,211 assorted ammunitions were recovered from a businessman's premises in Narok; and in June during an interdenominational prayer in Uhuru Park a devise exploded killing six people and injuring seventy two others.[4]

The most unsettling reality is that criminal activities have now pervaded practically all facets of society in Kenya. Even hitherto serene and tranquil middle class neighborhoods in urban centres are beginning to get alarmed by this deadly social vice. For example in February 2010, a Canadian national was kidnapped within International School of Kenya (was later rescued by police officers in Gatundu after fierce exchange of fire with the abductors).[5]

Although efforts are being put in place to address the problem of crime, factors contributing to increase in crime such as proliferation of small arms and light weapons, presence of criminal gangs, inequitable distribution of resources, poor urban planning, unemployment and idleness among the youth, extreme poverty, drug and substance abuse, and ill preparedness of the police in terms of logistics and equipment, among other causes, are still far from being addressed.

Indeed, where there is crime, development and freedom of movement are severely curtailed and limited. In this regard, the need to capture, analyze and interpret the direct and proximate array of factors that underpin this social vice cannot be over-emphasized. The dynamism that is crime requires of us as an applied research house on human security to constantly critique and update ourselves on contemporary crime trends with a view to contributing to the formulation of effective intervention measures to prevent and manage it.

The new constitutional dispensation could potentially present formidable human security challenges which, the nascent county entities may be ill-prepared to manage. Besides, in order to forestall the prospects of imminent crime escalation, especially now that the country is preparing for 2012 general elections, there is an imperative need to conduct research whose outcome will serve to provide new insights as to the crime typologies and their social and spatial distribution in the country. Ultimately, the study should be instrumental in providing a basis – based on

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[2] The Kenya Police, Annual Crime Report for the Year 2010.
[3] Ibid.
[4] Ibid.
[5] Ibid.

empirical findings - upon which crime prevention and management policy formulation strategies in the country can be founded.

Indeed, the government is all too aware of the reality that safety and security is the fulcrum around which the country's potential for growth and prosperity rotate. In fact, the extent to which Vision 2030, as well as the UN Millennium Development Goals (MDGs) will be actualized depends to a large measure on the government's ability to create and sustain a stable and secure country. For instance, the reticence and reluctance that has been exhibited by foreign investors in the country has been rightly blamed on the oscillating security situation that continues to prevail in the country. Similarly, the highly progressive provisions as spelt out in the (new) Constitution can only be realized in an enabling atmosphere that is characterized by peace and tranquility.

Consequently, there is need to enhance an understanding of the nature, dynamics and index of crimes in the country through crime observatory. Amongst other benefits, crime observatory is important in analyzing community safety, strengthening of the capacity for addressing the problem of youth and armed violence and more importantly monitoring and evaluating the impact of specific interventions targeted on crime prevention and management. In fact, a standardized way of collecting, collating and interpreting crime data will help to highlight the problem areas, hot-spots or spatial statistical analysis of the prevalence of crime and violence related crimes.

Justification

Despite efforts by the government, civil society and the international community to address run-away crime, available (police-sourced) statistical evidence point to a growing spike in crime commission across the country, particularly in the capital city, Nairobi and its environs. SRIC is of the conviction that conducting primary research in key elements of security; facilitating dissemination borne out of empirical studies will be singularly useful in assisting in policy formulation and improving human security in the country.

Although the police collect and provide crime data to the public today, this data is usually raw (bare statistics) and do not provide critical analysis of crime dynamics. And yet an objective collection and analysis of crime is critical in so far as it provides adequate information from which critical inferences can be made.

Amongst other benefits, crime observatory is important in analyzing community safety, strengthening of the capacity for addressing the problem of youth and armed violence and more importantly monitoring and evaluating the impact of specific interventions targeted on crime prevention and management.

Indeed, this project will use the police data to enhance comparative analysis, to critically analyze the crime trends and typologies and make informed reports to all stakeholders. The results of diligent analysis will facilitate sharing of verifiable information on specific locations where crimes are likely to occur, the preferred weapon of choice by armed criminals, crime trends and typologies in Nairobi region.

The project seeks to identify, collect, analyze, and publish data on crime in Nairobi region and to suggest actionable recommendations to address the problem. It aims at generating useful reference data and information on the nature, dynamics, contemporary trends, causal and exacerbating factors as well as intervention recommendations based on empirical scientific evidence for planning and designing crime prevention and management initiatives.

Why Nairobi?
Although the observatory is expected to be rolled to cover the whole of the country, Nairobi region was chosen as a pilot area. Amongst other reasons, insecurity especially around Nairobi and its environs continues to defy the capacity and resources of the security agencies and community based peace building infrastructures like DPCs and Community Policing Committees. In fact, according to the Police Annual Crime Report 2010[6], it is only Nairobi province that recorded increase in crime in 2010 compared to 2010 (that is from 3,984 in 2009 to 5,097 in 2010). The Central Business District is an important hub for strengthening economic opportunities for all Kenyans. This is why strengthening mechanisms to make Nairobi a safe and peaceful will lead to expanded opportunities for all.

Main Objective
The main objective of this project is to contribute to better understanding of the nature, trends and magnitude of armed crimes in and around the city of Nairobi and its environs.

Specific objectives
1. To produce verifiable information on the status, nature of crime and insecurity dynamics in and around the city of Nairobi
2. To identify crime hot spots through the analysis of the prevalence of crime and violence related crimes.
3. To assess the impact of current armed violence intervention strategies in Nairobi region and to make recommendations for improvement.
4. To propose best practices, presenting challenges, and the role of civil society and communities in the long term resolution of crime in Kenya
5. To stimulate knowledge-based policy debate and formulation towards crime effective prevention and management in the city of Nairobi.

Methodology
The research adopted various methods in order to get an overview of crime in Nairobi Region. It involved review of secondary data from several sources including newspaper reports, police annual report and other reports.

Field survey included administering of a total of 111 structured questionnaires in areas covered by 9 sampled police stations (Kamukunji, Embakasi, Ngong, Kayole, Ongata Rongai, Kilimani, Buruburu, Central and Kasarani). The 9 police stations were chosen purposively based, largely, on key informant interviews. The 108 respondents were chosen randomly.

In order to get an in-depth understanding of crime in Nairobi and to fill up gaps left by structured questionnaires, a total of 12 Focus Group Discussions (FGDs) were conducted in areas under

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[6] Ibid.

four police divisions (Kasarani, Ngong, Dagoretti and Starehe) targeting the youth, women and elders separately. The participants included representatives from Community Policing Committees, District Peace Committees, civil society and the general public. . In addition, key informants, sampled through a snowballing technique and targeting seven (7) interviewees were conducted. The key informants were drawn from representatives of Kenya Police, Administrative Police, private security companies, hospitals, civil society organisations, and insurance companies.

The data from the structured questionnaires were analysed using the Statistical Programme for Social Sciences (SPSS) to generate descriptive statistics. Reports of key informant interviews and FGDs were qualitatively analysed.

Survey Findings

Demographics of interview respondents

Age distribution on respondents,

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15-20	14	12.6	12.6	12.6
	21-30	42	37.8	37.8	50.5
	31-40	27	24.3	24.3	74.8
	41-50	19	17.1	17.1	91.9
	50+	9	8.1	8.1	100.0
	Total	111	100.0	100.0	

A total of 111 respondents drawn from areas under Ngong, Central, Embakasi, Kamkunji, Kayole, Kilimani, Buruburu, Kasarani and Ongata Rongai police stations were successfully interviewed. Majority of the respondents (37.8%) were aged between 21 and 30 years followed by 24.3% who were aged between 31 and 40 years. It can be adduced that majority of the respondents were youth. Out of the 111 respondents, 51.4% were male and 48.6% female giving an almost even gender distribution.

General Security
On the whole, the security situation in Nairobi oscillate between good and bad depending on various variables including; the time of the year, specific events, locations, time of the day, interventions by police such as heightened patrols, police crackdown, neighbourhood watch and community policing. In some places, it was noted that an OCS plays a key role in determining whether crime increases or decreases. Similarly, presence of undercover police was mentioned to contribute to reduction in crime in some areas.

Causes of Crime

Overall the cause of crime are crosscutting; they include poverty; unemployment (although some criminals believe they are working when they engage in crime); idleness; peer pressure to live a particular type of lifestyle; drop out from schools; inadequate parenting where parents defend wayward children (some parents bribe police to release arrested children); police and provincial administration complicity in crime (one youth in Kasarani noted that "Criminals work to sustain police and themselves"); drug abuse; putting petty offenders together with hard criminals in police cells (one youth who is an ex-prisoner noted that prisons help consolidate friendship and networks that are exploited by those who are still inside and those outside the prisons to organise some high level crimes); in some areas such as Dagoretti 'boda boda' operators are blamed for colluding with thugs and abandoning passengers at crime spots using excuses such as having run out of fuel; presence of shylocks who provide ready markets for stolen items; existence of dark alleys; reluctance by the public to provide information to the police; bribery and corruption among local administration and police. In addition, inadequate police presence was reported to provide opportunity for crime to increase in certain areas. This could be attributed to the low number police to civilian ration. For example, a research on capacity of Africa police forces in 2008 indicated that the ratio of police to people in Kenya was 1:1,150 compared to UN recommended standard of 1:450.[7]

Most common crime type

In your opinion, which crime occurs most often in this area.
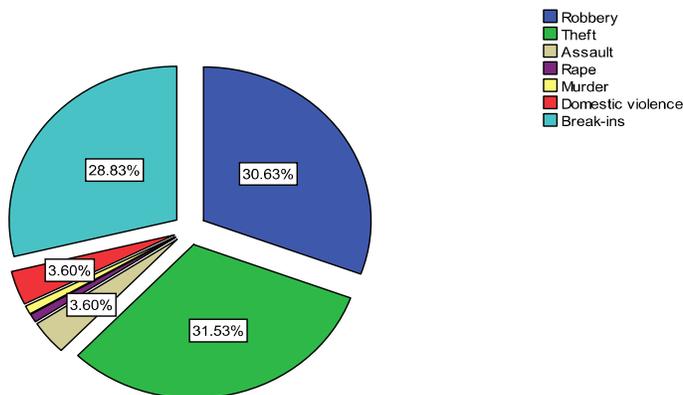
Asked which crime type they believe is most common in their area, majority of respondents mentioned theft. The second most common crime, according to this survey, is robbery followed by break-ins. It is significant to note that the three most common crime types are property crimes. For example, a total of 13 out of 30 cases reported in the newspapers in the months of November and December 2011 were robbery cases.

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[7] Brian Finlay et al, Beyond Boundaries in East Africa: Bridging the Security/Development Divide with International Security Assistance, September 2011.

Other crimes reported from various sources include assault, murder, drug trafficking, carjackging, domestic violence, rape and defilement. Although happening in varied degree, there is no marked difference in the type of crimes committed in Nairobi. For example, in the four areas where FGDs were conducted the most prevalent crimes include robbery, "kot kot" (using master keys to get access into houses especially during the day when people are at work; the experts who make the keys are believed to be based in Baba Dogo); organised crimes, knife stabbing (sometimes to rob and other times as revenge missions); rape and defilement, theft and muggings. However in some areas such as Starehe there exist other crimes such as drug trafficking especially in Mathare's Nigeria (the drugs are believed to be ferried using motocycles. The police are reportedly not doing enough to address the problem allegedly due to "orders from above restricting police officers from accessing the drug dens); and gun smuggling especially in Kiamaiko using dead goats to disguise them (one eleder remarked "in a few years, Kiamaiko will be like Eastleigh due to influx of people from other countries and guns"). Other crimes include extortion by organised gangs who demand payment for 'protection'. For example, in Baba Dogo, anyone constructing a building must pay protection fee.

Although respondents, key informants and FGD participants reported increase in use of firearms in commision of crimes they were not able to inidicate the frequency of the use. However, reports from the newspapers indicate a relatively high fequency. For example, out of the 30 captured incidences in the month of November and December 2011, 11 incidences involved use of firearms mainly pistols and rifles. Similarly a total of 5 pistols, 1 toy pistol, 2 rifles and 96 ammunition were recovered in those firearms-related incidents within the two months covered by the newspaper reports compared to 28 pistols, 1 toy pistol, 8 rifles and 287 ammunitions recovered from January – October 2010 as reported in the police report.[8] Other than increase in frequency of use of firearms in commission of crime, increase in use of more dangerous types of firearms (e.g. grenades) associated with terrorism was also noted. For example, in December 2010 a grenade attack directed at a Kampala-bound passenger bus along River Road in Nairobi's Central Business District (CBD) killed one person and injured 26 others.[9] There were also two grenade attacks on 25th October, 2011 in Nairobi's CBD; in one of attacks, a grenade was thrown into a bar seriously injuring 14 people.[10] Later in the day, another attack was directed to evening commuters in a crowded bus stop killing one and injuring 8 other people.[11] Similarly, an unexploded hand grenade was found within a building that houses the Prime Minister's office in September 2011.[12]

Crime Hotspots
Although participants in the FGDs felt that crime is everywhere, they were able to locate some areas that are notorious for crime. For example in Dagoretti areas such as Zion (criminals camouflage as street children, some have guns), Sokomjinga (one cannot easily access the market at 6am), Muslim (targeting motocycle 'boda boda' operators), Stage 2 (young boys mugging people), Magethodia, Waithaka Kwa Ng'ang'a (youth organise themselves in groups

[8] The Kenya Police, Annual Crime Report for the Year 2010
[9] http://allafrica.com/stories/201012210136.html (accessed on 13/01/2012)
[10]http://www.standardmedia.co.ke/InsidePage.php?id=2000045471&cid=4&ttl=Grenade+attack+injures+14,+al+Shabaab+suspected (accessed on 13/01/2012)
[11] http://www.guardian.co.uk/world/2011/oct/24/explosion-nairobi-bus-stop-kenya (accessed 13/01/2012)
[12] http://af.reuters.com/article/topNews/idAFJOE78J0FK20110920 (accessed 13/01/2012)

and in various points and mug people; also some bars and lodges are used for hideouts, selling "items" and organising crimes), Stage 56 (playing of "Kamari" used as opportunity for criminals to hide and monitor movement of people, mug people and disappear into changaa dens), and Dagoretti Market are notorious.

In Starehe, areas such as Ngara, Kariakor, Mlango Kubwa, No. 10, Huruma, Kiamaiko (illegal gun trade and entry of illegal immigrants who alight at Valley bridge), Mathare's Nigeria (drug trade and rape), Juja road (snatching mainly due to road construction), Oilibya, also known as BH (theft during the day and robbery at night), Mathare 3C (notorious for theft), Kosovo, at the CDF toilet (notorious for rape), Mathare, Village 2 the public toilet (notorious for rape), and Mbuthia in Huruma (drug peddling and rape) are notorious.

In Kasarani, crime hotspots inlcude Korogocho (gun peddling), and Roysambu (prostitution ring).

Generally, as indicated from newspaper reports, most of reported crimes (about 47%) in the months of November and December 2011 occurred in the eastern part of Nairobi followed by CBD (about 13%). Indeed, a total of 29 suspected criminals were killed by police in those two months.

Victimisation
Majority of the respondents (60.4%) have been victims of crime. When asked what type of crime they have been victims of, majority indicated theft, robbery and break-ins in that order. Majority of those believed to be perpetrators of crime are youth aged between 21 and 30 years followed by those between 15 and 20 years. In fact, it was reported that the age bracket of pepetrators is widening to include those aged 12 years allegedly introduced by older boys. This finding echoes findings of a victimisation survey of Nairobi conducted by UN Habitat in 2002[13] which indicated that about 37% of all respondents had been victims of robbery and 22% victims of theft at least once during the previous year. Of the latter, 68% of victims of theft had also been robbed. Similarly, 29% of all respondents' homes have fallen to burglary.

Crime trend and safety
Overall, more than two-thirds of the respondents believed that the rate of crime has been high (44.1%) or very high (25.2%) in the last three months while about a third believed that crime has not been very high.

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[13] Aki Stravru, Crime in Nairobi: Results of a Citywide Victim Survey, UN Habitat (Safer Cities: Series #4), Nairobi. September 2002.

Which month of the year would you consider more crime prone than the rest
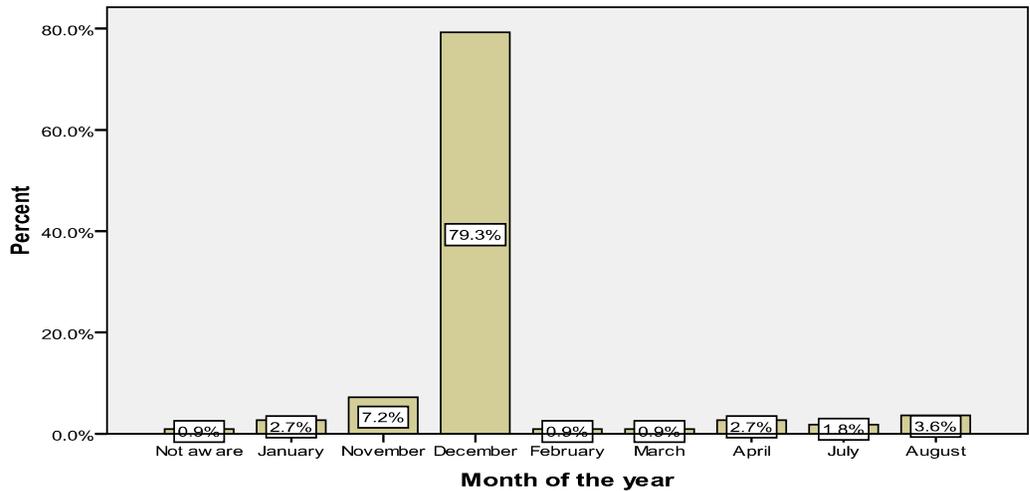
Although crime reportedly occur throughout the year, repondents noted that crimes peaks are seasonal. For example, vast majority of respondents believed that most crime occur in the month of December (79.3%) followed by November (7.2%), August (3.5%) and April (2.7%). They are also high during end months, holidays and just before and during music extravaganzas as youths look for money to attend the extravaganzas.

What time of the day do you feel safe walking in the area
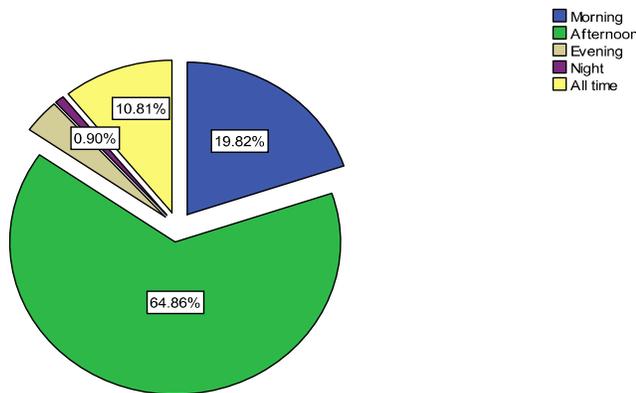

When asked about what time of the day they felt safe while walking, many respondents (65%) felt safe in the afternoon. It is significant to note that level of safety increases from morning to afternoon and then reduces from evening towards night when only 1% felt safe. This finding was

echoed by respondents in the FGDs especially in Dagoretti who argued that it is very difficult for people to go to work or market early in the morning for fear of being attacked by criminals; similarly, people fear staying out late in the evening for the same reasons. As noted by one youth in Starehe, "Crime is often high in the evenings but during the day, things appear calm." It was reported that in some areas, police patrols end just before midnight when criminals start operating.

Reporting crime

Respondents were asked whether they have reported any crime to the police. Responses were almost evenly divided with 48.7% saying no while 50.5% saying yes. One youth in Starehe noted, "People get used to non action by the police so they opt not to report crime." Others reported that crimes have become too normal for people to report.

Why did you not report the crime to the police
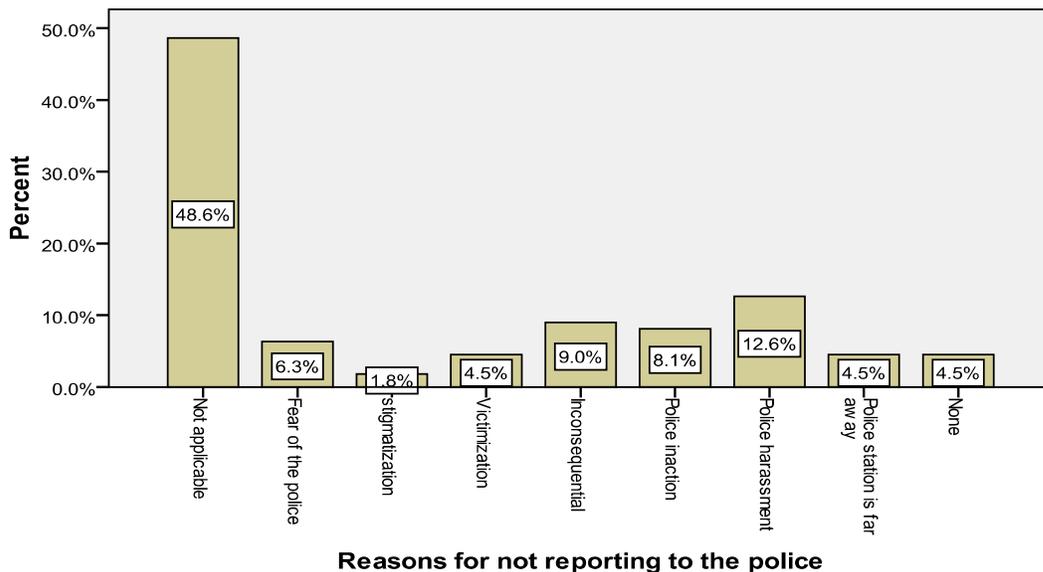
Respondents who have never reported any crime to the police gave several reasons for not doing so including fear of the police, lack of confidentiality of information given to the police, stigmatization by community as police informers, victimization by the police, reporting being inconsequential, police inaction, police harassment, and police station being far. Majority of them cited fear of harassment by police (12.6%) as the reason why they have never reported crime to the police. This was followed by those who feel that reporting crime is inconsequential (9%) and police inaction (8.1%) indicating that reporting a crime does not elicit expected response from the police. An elderly in Starehe also noted that "the back and forth between police station and your house takes a lot of time yet one needs time to fend for the family."

Overall, reporting is hindered by issues related to inadequate working relationship between the police and the public, police and private security providers, police and other agencies. For example, a senior manager in one of the top private security companies noted that although the

private security companies have a lot of crime information, very little get to the police due to inadequate working relationship between the police and private security companies. Similarly, participants in the FGDs noted that administration police receive a lot of crime information but not all get to the police due to inadequate working relationship between the police and administration police.

One reporting mechanism that seemed to have won the public's favour is the "Toa Habari Kwa Polisi." However, there was a feeling that the initiative was a civil society agenda and was forced on the police who did not buy the idea. The same argument was made on the "police mobile units" which initially brought police closer to the people but did not last longer.

Majority of respondents especially in the FGDs argued that although they would report all crime to the police, some of the issues stated above make it difficult to report certain types of crime such as domestic violence and rape due to fear of harassment. It was clear from FGDs that respondents chose carefully which type of crime to report. For example, it is believed that "only petty cases such as break-ins, fighting among people, lost children/property, get reported" for various reasons including the willingness of police to respond to them, less chances of police disclosing the identity of the one reporting the crime. It is believed that major crimes such as armed robbery are rarely reported since some police officers collude with the criminals and often disclose the identity of those who report them. For example in one FGD with elders, it was reported that some police officers give criminals monthly financial targets failure to which they are executed. In fact participants in a women-only FGD in Dagoretti were categorical that there are specific days for provincial administration, administration police, and police (Wednesday) to collect protection fee from the criminals. In some areas such as Starehe, participants reported that police go to Huruma (Wednesdays), Pangani (Fridays) and Mathare (Mondays) to collect protection fees. This was believed not only to heighten crime but also to affect efforts to report the criminals to the same police officers.

In addition, some people do not report some crimes to the police since they considered them domestic and not criminal; others prefer agreements outside legal processes, still other prefer keeping cases that are too personal such as rape and defilement secret "to protect the family's reputation" as well as avoid harassment of victims by some police officers – thus, such cases are only available in medical records. Participants also noted that some people opt not to report to the police because "the reports from the police and or government pathologist always differ from the one from the medical doctors indicating manipulation of the cases."

Some of these reasons could explain why although robbery is rated by the respondents as one of the most occurring crime, robbery reports reaching police as captured in the Kenya Police Annual Crime Report for the Year 2010 are relatively low (2,305 cases in 2010) compared to those of break-ins (5,270 cases in 2010) and stealing (9,876 cases in 2010).

What difficulties, if any, do you face in the process of reporting a crime to the police
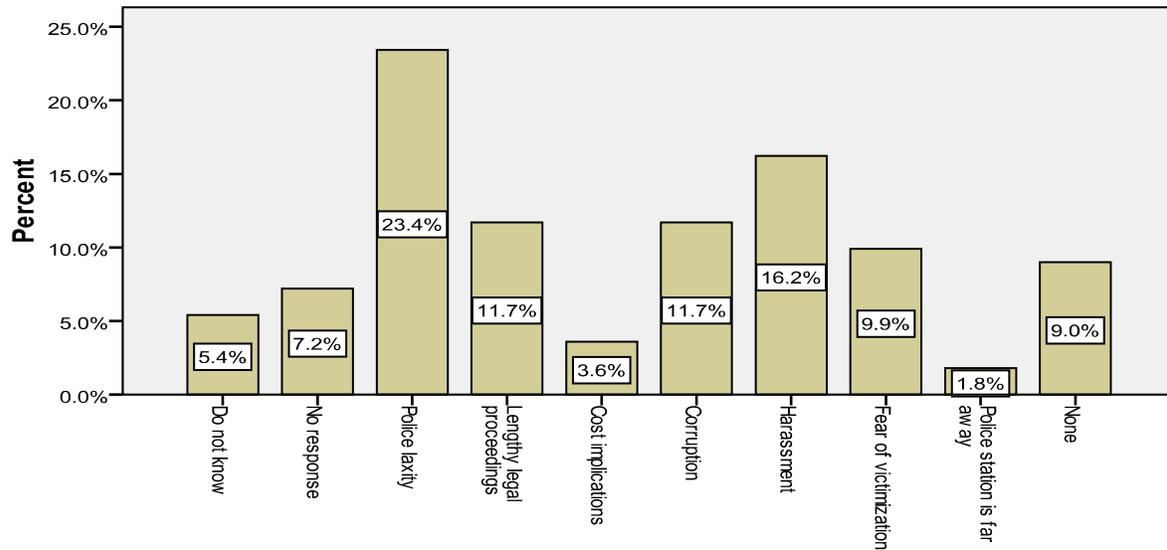
Although respondents are willing to report crime to the police, they face various challenges including police laxity, police harassment, lengthy legal proceedings and corruption within the police, and fear of victimization by the police among other reasons in that order. These challenges were corroborated by majority of participants in the FGDs who felt that the challenges become more pronounced when reporting 'bigger' crimes such as robbery.
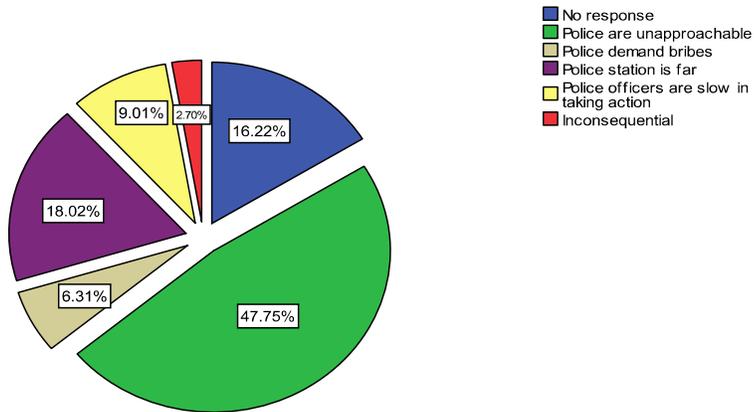
Police response to request for assistance
About 53% of respondents have either called or contacted police for assistance. However, when asked if the police responded to the call, majority of respondents (31.3%) reported that police did not respond to their call compared to 22.5% who said yes. Participants in the FGDs felt some of the reasons for inaction by the police include inability for the person requesting assistance to provide fuel demanded by some police officers.

Police/public relationship
Respondents were asked if they agreed or disagreed with the statement that police in their area are very approachable. Vast majority, (73%) disagreed with the statement. This could explain why 60.4% of these respondents would prefer reporting crime to the chiefs. In fact, when asked why they would report crime to other authorities such as chiefs as opposed to the police, 47.8% of the respondents indicated that their preference is a result of police not being unapproachable.

Why would you report crime to other authorities other than the police

Legend:
- No response
- Police are unapproachable
- Police demand bribes
- Police station is far
- Police officers are slow in taking action
- Inconsequential

Pie chart values: 16.22%, 47.75%, 6.31%, 18.02%, 9.01%, 2.70%

Respondents felt that police officers are not very approachable although they are relatively close the people. For example, majority of the respondents (83%) agreed that one can walk to the nearest police station/post in less than 20 minutes. Similarly, many respondents (41.4%) reported seeing police officers on duty in their areas at least once a day while 30.6% reported seeing police on patrol at least once a week.
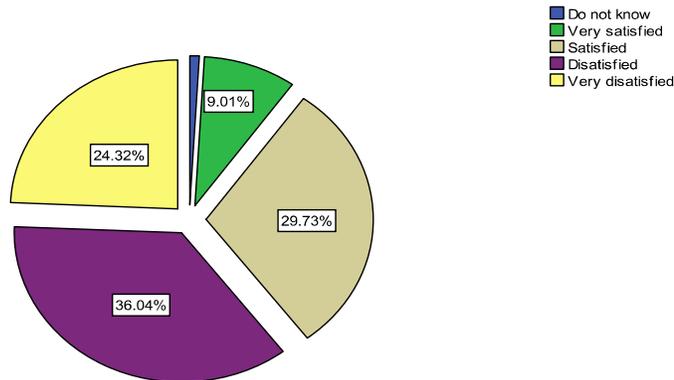
How often do you see police officers on duty in the area

Legend:
- At least once a day
- At least once a week
- At least once a month
- Never

Pie chart values: 41.44%, 30.63%, 16.22%, 11.71%
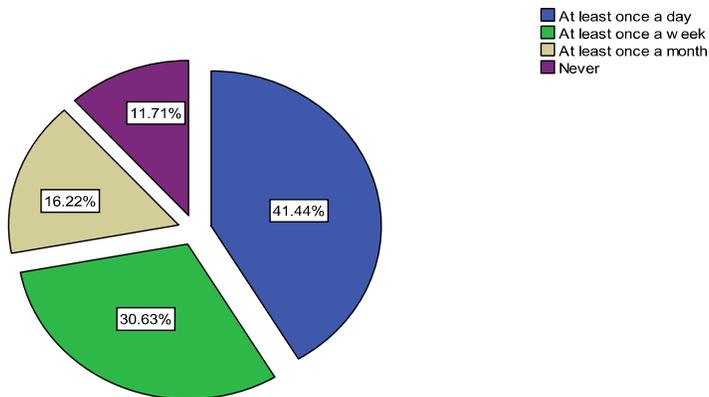
Improving security Measures

In order to establish public's perception on various measures the authorities have put in place to tackle insecurity, respondents were asked to rate their level of satisfaction.

How satisfied or disatisfied are you with the security measures in the area

Legend:
- Do not know
- Very satisfied
- Satisfied
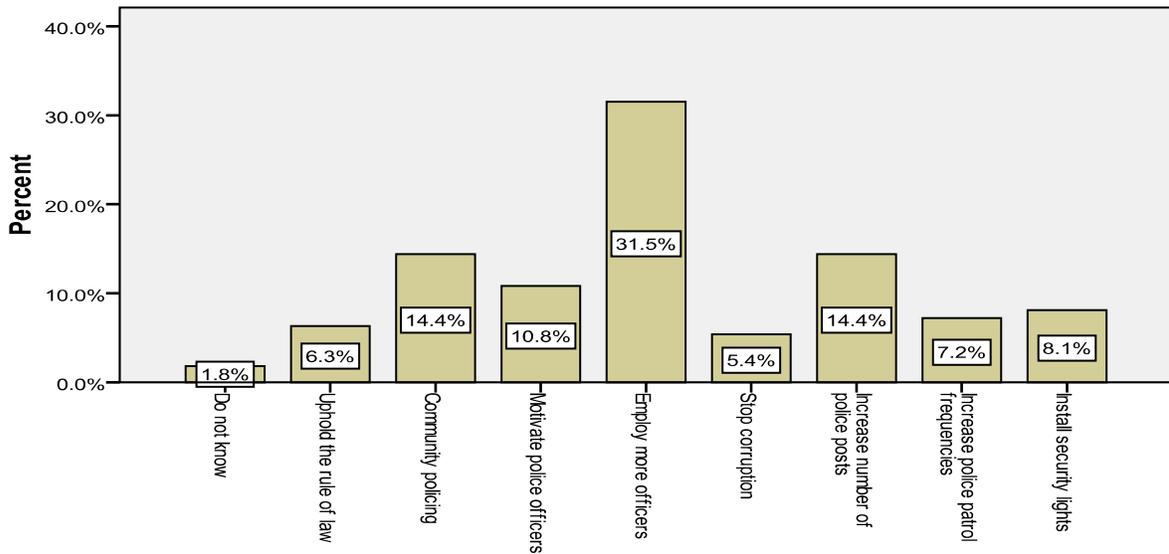- Disatisfied
- Very disatisfied

9.01%
24.32%
29.73%
36.04%

Only 9% of the respondents are very satisfied with the security measures while 29.7% are satisfied. However, a significant number 36% and 24.3% were dissatisfied and very dissatisfied respectively. Following this level of dissatisfaction, the survey established that, people have come up with their own measures to enhance their security; including engaging private security, neighborhood security watch and community policing. Among these measures, it was found out that private security was the best option, followed by neighbourhood security watch.

Some of the concerns expressed by participants in the FGDs were that good initiatives to address crime have not been sustained beyond the celebrations that marked their launch for example community policing initiatives, mobile police units and "Toa Habari Kwa Polisi" projects.

What the government should do to improve security

Respondents when asked what the government should do to improve security in their areas, 31.5% believe that the government should employ more police followed by increasing the number of police posts (14.4%) and enhancing community policing (14.4%) and motivating police officers (10.8%). Other measures include installing security lights, increase police patrols, uphold the rule of law, and stop corruption. Overall there is a need to increase the presence of police within communities.

What should the government do to improve security in the area

Percent

- Do not know — 1.8%
- Uphold the rule of law — 6.3%
- Community policing — 14.4%
- Motivate police officers — 10.8%
- Employ more officers — 31.5%
- Stop corruption — 5.4%
- Increase number of police posts — 14.4%
- Increase police patrol frequencies — 7.2%
- Install security lights — 8.1%

What the police should do to improve security

What Should the police do to improve security in the area

Percent

- Do not know — 2.7%
- Increase police patrols — 44.1%
- Increase the number of police officers — 8.1%
- Establish more police posts — 1.8%
- Enhance community policing — 32.4%
- Stop corruption — 2.7%
- Police to be more approachable — 8.1%
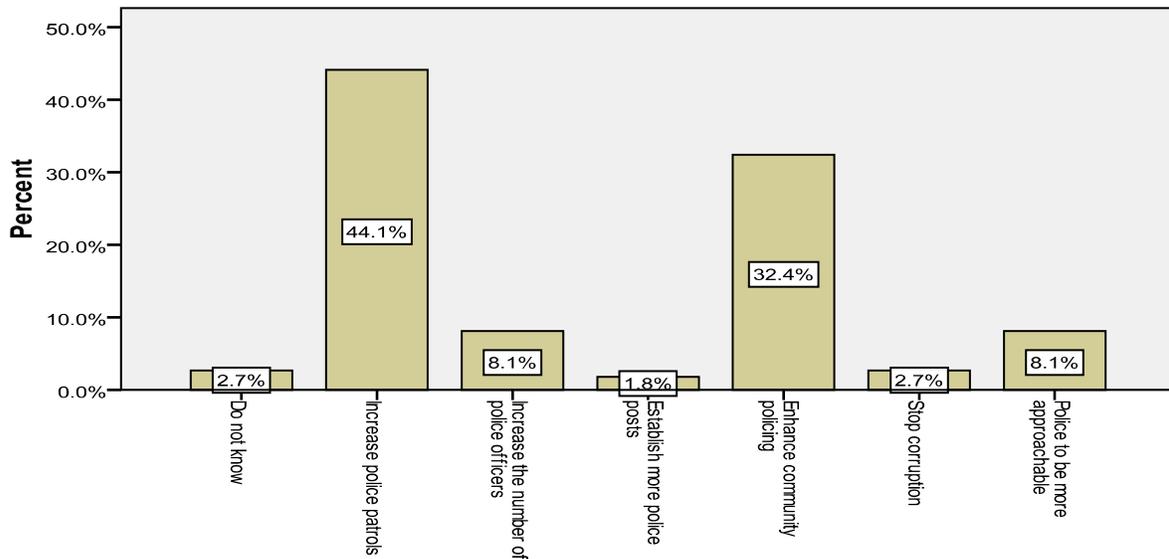
Majority of respondents (44.1%) when asked about what the police should do to improve security still believe police visibility through increase in police patrols is important. This is followed by the need to involve the public in crime prevention through enhancing community policing (32.4%).

What the individuals should do to improve security

What should individuals do to improve security in the area

Legend:
- Do not know
- Enhance community policing
- Report all cases
- Civic education on individual rights
- Avoid giving bribes
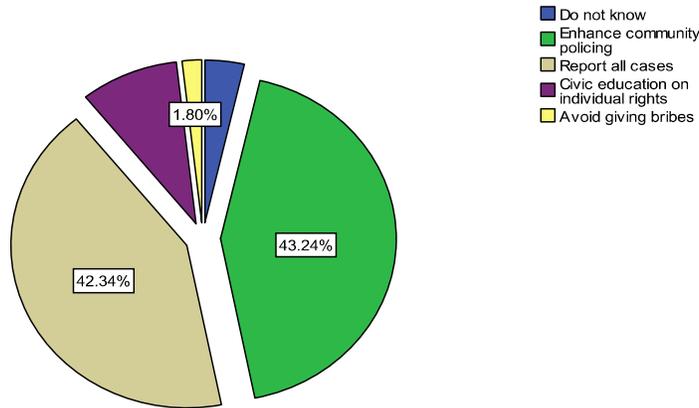
Respondents believe that individual members of the public should be engaged in crime prevention through community policing (43.2%) and reporting all crime cases (42.3%). However in order to enhance the relationship between the police and the public, majority of respondents believe that frequent public forums involving the police and public (34.2%) should be considered closely followed by enhancing community policing (24.3%) and police to be more humane (22.5%).

Conclusion and Recommendations
The general feeling among the respondents was that overall, the police were trying their level best to address the problem of crime in Nairobi. However, several key issues hinder effective policing, including, but not limited to: grossly inadequate number of police officers, a situation that tends to hinder police visibility within residential neighbourhoods; inadequate equipment and tooling to enable police respond to distress calls such as vehicles, fuel and communication gadgets; apparent antagonistic relationship between the police and members of the public as well as between the police and other security agencies such as administration police, and between police and private security companies; reservation and or unwillingness by some members of the public to report crime to the police owing to large part on the pervasive feeling among the public that some police officers abet crime by colluding with criminals. Inadequate infrastructure was also cited as a factor that tends to contribute to crime commission, a case in point being the absence of lighting and CCTVs in crime prone areas. There was also the issue of limited number of alternative reporting facilities other than police stations and posts, irregular interaction among the police, provincial administration and members of the public; fear of victimization of the members of the public by the criminals and police; inadequate understanding of the crime dynamics in an area by members of the public and inadequate parenting and idleness among the youth among others. Some of these issues contribute to reluctance by members of the public to report crime to the police; instead preferring to keep the information to themselves and or otherwise channel it to other institutions.

Consequently, it is recommended that:

The Government:
- Scale up the lighting up of dark alleys in residential areas using powerful high-mast and install CCTVs in strategic and crime prone areas.
- Recruit more police officers, equip them well and establish additional police stations or posts especially in crime prone areas.
- Conduct periodic training of and/or refresher course for police and provincial administration on emerging and current issues such as public relations, community policing and gender.
- Revamp community policing strategy and encourage frequent forums that bring together police, community (especially local leaders0, administration police and provincial administration.
- Vet police officers with a view to weeding out the bad ones as well as come up with performance contract for the police officers as a matter of urgency
- Ensure police do not overstay in one post as this tends to breed too much familiarity with the criminals, hence compromising the effectiveness of officers.
- Organise forums to train and create awareness among the members of the public on responsible citizenship including respect of the laws, significance of reporting crime and rights of a witness.
- Establish and or strengthen independent office to investigate rise in crime in certain areas
- Enhance fight against corruption within police and hasten police reforms
- Identify, monitor and help idle youths. In addition, it should address tribalism and nepotism in the administration of youth fund and make the fund more accessible to majority of the youths e.g. modalities should be put in place to give loans to the youths directly without passing through the intermediary banks which increase the interest on loans and reconsider some of the requirements such as education level.
- Strengthen the justice system to ensure speedy conclusion of cases
- Revitalise the NYS to equip the youth with skills and instill discipline among the youths; going though the NYS should be made mandatory for the youths.
- Pay close attention to the activities of the ex-prisoners (as well as ex police officers) and establish a follow up mechanism to reintegrate them into the society.
- Establish a proper mechanism to follow up and engage police retirees and drop outs e.g. by organising systems that enable police retires reintegrate well in civilian life.
- Conduct periodic disarmament initiatives in Nairobi.

The Police:
- Create and adequately man additional toll-free hotlines for crime reporting.
- Undertake periodic reshuffling of police officers especially targeting OCS.
- Increase hours of and improve police patrols e.g. the patrols should not be predictable since in certain areas, criminals have mastered the hours police patrol and or conduct raids and often strike immediately police end the patrols or raids. This should also include devising better and ingenious ways of identifying themselves that cannot easily be taken advantage of by criminal elements.

- Strengthen working relationship with the private security companies which will enable them access crime data held by the companies e.g. through periodic debriefing meetings with the private security companies.
- Reinvigorate and expand the "Toa Habari Kwa Polisi" boxes but engage an independent group/body to be in charge of opening the boxes, analyzing the suggestions/information and formulating recommendations which could then be sent to the police for further analysis/evaluation and subsequent investigation.
- Engage proactively and regularly with existing community structures such as community elders and district peace committees including participating in community events such as youth forums and chiefs' barazas. These should include open forums for dialogue over issues affecting the communities.
- Establish and or strengthen departments responsible for enhancing police/civilian relationship including public relations and gender desks within the police stations or posts to deal effectively with sensitive cases such as sexual-related and gender-based crimes.
- Ensure confidentiality and protection of their information sources as well as increase the number of undercover police officers especially in notorious crime hot spots.

The members of the public
- Strengthen the family unit, and ensure that parents are positively involved in the upbringing of their children. This should include educating their children dangers of crime, investigating and demanding to know the sources of money and other items independently owned by their children, and ensure they know places where their children "hang out" as well as company they keep.
- Initiate well targeted civic education programmes that are designed to inculcate the virtues of responsible citizenship, including the need to respect laws, reporting all types and incidents of crime to the police, and knowing their neighbours and neighbourhoods.
- Identify and avoid crime hot spots including avoiding exposing themselves during high risk hours.
- Communities should demand for regular and interactive participation in chiefs' barazas and use such opportunity to discuss the crime-related challenges facing the community.
- Organise, participate and invited police in joint forums. Such forums could be used to report crime as a group to avoid victimization.
- Exercise caution while traveling at night for example by having specific (known) boda boda riders (and taxi drivers) who they can call to pick them whenever they are late.

The other stakeholders (e.g. civil society organizations and the private sector players)
- Support and sponsor forums and activities that encourage interaction between police and members of the public as well as raising awareness among the communities on security matters.
- Enhance civic education on gender based violence including education on how to preserve evidence (e.g. after a rape or defilement incident) to avoid losing crucial incriminating evidence that could aid   successful prosecution.
- Educate and enhance awareness among the public on their rights and what they should expect from the police, as outlined in the Bill of Rights in the Constitution.
- Support the government in addressing the problem of youth unemployment and idleness, as this situation predisposes them to engage in criminal activities

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