

The Policing Lens

Quarterly Newsletter



IPOA

Independent Policing
Oversight Authority

IPOA OPENS REGIONAL OFFICES IN NAKURU, KAKAMEGA, ELDORET, MERU, NYERI AND LODWAR



IPOA opens new offices in Kakamega, cutting the ribbon is IPOA Vice Chair Ms. Jedidah Ntoyai, with other board members Mr. Tom Kagwe, Ms. Rose Bala, Ms. Fatuma Ali Saman, Mr. Vincent Kiptoo and Ms. Grace Madoka with distinguished guests. Also present is the Regional Coordinator, Mr. Timothy Nzomo.

THE INDEPENDENT POLICING OVERSIGHT AUTHORITY

The Communications and Outreach Department

JUNE 2018

Issue No.13

IPOA NAIROBI | 1st Ngong Avenue, ACK Garden Annex, 2nd and 3rd floor P.O. Box 23035-00100 | Tel: +254-490725-327-289 | Website: www.ipoa.go.ke | Email: info@ipoa.go.ke

IPOA GARISSA | Off Kismayu Road, Behind Texas Petrol Station, P.O Box 1261-70100, Garissa | Tel: 0777040400, E-mail: garissa@ipoa.go.ke.

IPOA MOMBASA | Jubilee Insurance Building (Arcade) along Moi Avenue, P.O Box 99758- 80107 Kilindini, Mombasa | Tel: 0799019998, E-mail: mombasa@ipoa.go.ke

IPOA KISUMU | Central Square Building, Opposite Barclays Bank, P.O Box 3560-40100, Kisumu | Tel: 0799862244 E-mail: kisumu@ipoa.go.ke

IPOA NAKURU | Assumption House, 5th Floor, E-mail: nakuru@ipoa.go.ke

IPOA KAKAMEGA | Daaron Foundation Trust Building Opposite Nala Community Hospital, P.O.Box 1642-50100, Kakamega, Tel: 0204403549, E-mail: kakamega@ipoa.go.ke

IPOA ELDORET | Kerio Valley Development Authority, Annex Plaza, Tel: 0204403548, E-mail: eldoret@ipoa.go.ke

IPOA MERU | Meru Makutano Road, Union Square, P.O.Box 203-60200, Meru, Tel: 0202017237, E-mail: meru@ipoa.go.ke

IPOA NYERI | County Mall, next to the Veterinary Department, Tel:0202004664, E-mail: nyeri@ipoa.go.ke



Inaugural National Policing Conference



From the left the Inspector General Mr. Joseph Boinnet, National Police Service Commission Chairman, Mr. Johnston Kavuludi, Independent Policing Oversight Authority Chairman, Mr. Macharia Njeru, The Interior CS, Mr. Fred Matiang'i and Amnesty International Kenya Executive Director Mr. Houghton Irungu at the Kenya School of Government during the National Policing Conference. 17/4/18

This was the first time the Kenya National Policing Conference was being convened. The Kenya National Policing Conference had the theme, “Harnessing Synergy, Accountability and Effectiveness in today’s Dynamic Policing Environment.” The CS for Interior, Mr. Fred Matiang’i came up with this conference after observing that there was competition and little cooperation between security agencies, yet they were all serving Kenyans.

The participants represented the Ministry of Interior head-quarters, IPOA, NPSC, NPS, Prisons, Civil Societies, Regional Commissioners, Judiciary, ODPP and analysts. The guest of honour was the CS for Interior, Mr. Fred Matiang’i.

The CS Interior commended IPOA for doing a good job during the elections. He continued to say that IPOA is a critical aspect of policing work in Kenya. IPOA is he mirror of the police because it shows

the true picture how policing is in Kenya. Policing agencies need to talk to each other so as to serve Kenyans better. He thanked IPOA for the excellent work they were doing.

The Chairman of IPOA appreciated Mr. Fred Matiang’i for being the first CS for Interior who understood IPOA. He thanked him once more for being the first CS for Interior to visit the IPOA offices and for meeting the staff. He added that if this had been done earlier many issues would have been resolved. IPOA firmly believed in working together with other security agencies.

RESOLUTIONS FOR THE POLICING CONFERENCE

1. An inter-agency will be constituted.
2. This inter-agency will meet frequently.
3. Research and the collection of scientific data will be conducted.

4. Data will be shared so that there is uniformity in sharing with the media.

5. All agencies should embrace data and make use of new technology in decision making.

6. A national plan will be created for future conferences.

7. More women will be considered for t

8. Communication shall be kept open among all present.

9. The good efforts of the police will be publicized by all to the media.

10. There shall be joint activities including training for security agencies.

11. The public shall be taught how to picket in a peaceful manner.

12. The internal complaints in the NPS shall be addressed.

13. NPSC needs to improve the traffic department in NPS.

14. The National Policing Conference will be held annually.

15. Future conferences will take two days, not one.



CS for Interior's first Visit to IPOA Offices

The CS for Interior, Mr. Fred Matiang'i was the first Interior Cabinet Secretary to visit the IPOA Head office in Nairobi. He was welcomed by the IPOA board members. He held discussions with them on the challenges and achievements of the Authority. He took a tour of the IPOA facilities and addressed IPOA staff members. He thanked them for their service and dedication to Kenyans.



CS Interior, Dr Fred Matiang'i holds discussions with the IPOA Board



CS Interior, Dr Fred Matiang'i signs the IPOA visitor's book. Looking on is the IPOA Chairman, Mr. Macharia Njeru and the former IPOA CEO Dr. Joel Mabonga



CS Interior, Dr Fred Matiang'i visits the IPOA forensic lab



Below: CS Interior, Dr Fred Matiang'i encourages complaints management officers and commends them for their good work

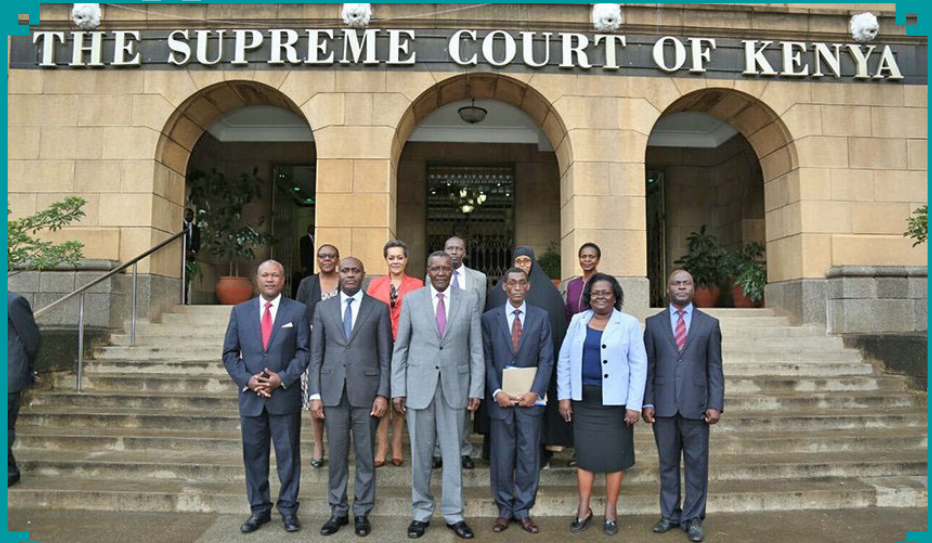


IPOA Board Appoints a New CEO



Mr. Maina Njoroge

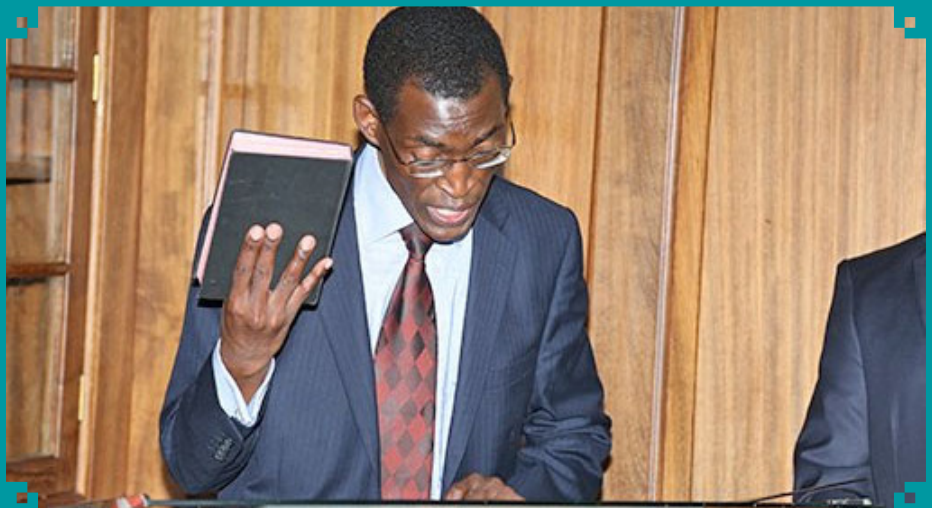
Mr. Maina Njoroge has been with IPOA for the last five years having joined as Deputy Director Business Services before rising to the position of Director Business Services. Together with other key staff and under the guidance of the Board, he has been responsible for developing operations support processes and financial management procedures. He acted as the CEO for 9 months from September 2013 to May 2014, and subsequently acted in the same position on many occasions whenever the CEO was away. Before joining IPOA Mr. Njoroge was the Finance and Investment Manager with KIPPRRA. Through his efforts IPOA won the FIRE awards in 2016 for 2015/16 financial year. IPOA remains one of the few Public Institutions with clean books of accounts as audited by the Kenya National Audit office arising from Mr. Njoroge's efforts in streamlining business processes within the Authority. IPOA is also a recipient of the OMBUDSMAN award voted by the public as the best public institution in 2017. Mr. Njoroge also serves as a member of the Audit Committee at ODPP. He holds an MBA (Finance) and a B. Com (Accounting) degrees from the University of Nairobi. He is also a Certified Public Accountant of Kenya. (ICPAK). Further, he is a Certified Investment and Financial Analyst, (ICIFA). He is also a member of the Institute of Directors (K) and the Kenya Institute of management.



Front: IPOA Board Member Mr. Tom Kagwe, IPOA Chairman Mr. Macharia Njeru, The CJ Mr. David Maraga, New IPOA CEO Mr. Maina Njoroge, IPOA Vice Chair Ms. Jedidah Ntoyai, Back IPOA Board members Ms. Rose Bala, Ms. Grace Madoka, Mr. Vincent Kiptoo, Ms. Fatuma Ali Saman and Ms. Njeri Onyango.



The Chief Justice, Mr. David Maraga congratulates the new IPOA CEO Mr. Maina Njoroge



The new IPOA CEO Mr. Maina Njoroge takes the oath of office



IPOA Opens 6 New Regional Offices in Nakuru, Eldoret, Kakamega, Meru, Nyeri and Lodwar



IPOA Vice Chair Ms. Jedidah Ntoyai, Board members Ms. Grace Madoka, Ms. Fatuma Ali Saman, Mr. Tom Kagwe, Ms. Rose Bala, Mr. Vincent Kiptoo, IPOA Head, Regional Offices, Mr. Bethuel Sugut and Director, Investigations, Mr. Jeremiah Arodi and distinguished guests during the Nakuru Office Launch 2/5/18



IPOA Eldoret Regional Coordinator, Ms. Esther Kanyanya, IPOA Vice Chair Ms. Jedidah Ntoyai, IPOA Director, Investigations Mr. Jeremiah Arodi and other Distinguished Guests during the Eldoret Office Launch 3/5/18



IPOA Vice Chair Ms. Jedidah Ntoyai, addressing guests during the Kakamega Office Launch on 4/5/18



IPOA Senior Inspections and Monitoring officer Elizabeth Nyaga explains inspections processes to distinguished guests at the Meru office launch 10/5/18



IPOA Vice Chair Ms. Jedidah Ntoyai cuts the ceremonial ribbon during the Nyeri Office Launch on 11/5/18. With her are distinguished guests, IPOA Board members and Nyeri Regional Coordinator Mr. Michael Kimatu to the left



IPOA Vice Chair Ms. Jedidah Ntoyai, Board members Ms. Grace Madoka, Ms. Njeri Onyango, Mr. Tom Kagwe, Ms. Rose Bala, Mr. Vincent Kiptoo, distinguished guests at the Lodwar office launch 17/5/18



IPOA Launches its Enterprise Content Management (ECM) System

The Independent Policing Oversight Authority launched its Enterprise Content Management (ECM) system with the assistance of the US Government. The IPOAcloud Connect System went live on April 3rd, 2017. Currently, the system is fully functional and all 11 modules are on the live environment for use by all staff. There are currently over 2200 complaints registered within the IPOAcloud Connect system; across Nairobi, Mombasa, Kisumu and Garissa. It will be soon rolled out to the new IPOA regional offices in Nakuru, Eldoret, Kakamega, Meru, Nyeri and Lodwar.

The 11 modules include:

i. Complaints module: the design of this module empowers citizens by offering them a choice of self and assisted service options. Email, web or social media requests are automatically updated in the system, whereas, complaints via walk-ins and calls are logged into the CMS by the agent and a notification sent to the complainant on the same.

ii. Investigations module: this module manages cases from initial contact through resolution and automatically associates incoming inquiries with the appropriate case, thus eliminating duplicate cases. It also catalogues and stores documents and multimedia files in the cloud based application– SharePoint, providing a knowledge base to allow IPOA staff to build and maintain a case database that makes it easy for staff to find appropriate information quickly. Investigators are also able to track the cost of every investigation using the online requisition process.

iii. Legal module: this module includes data flowing from the complaints and investigations module. The module provides document handling capability, allowing users to produce case files and either print or electronically submit to other entities.

iv. Inspections, Research & Monitoring: the module is tailored with inspection, research and monitoring tools to automate the site survey process. It enables the IRM officers used to provide stake holders with completed assessments, and share information with citizens and af-



From the left IPOA Chair, Mr. Macharia Njeru and the US Ambassador to Kenya, Mr. Robert F. Godec, CEO Info Gain Consulting, Mr. George Mwangi and the IPOA CEO, Mr. Maina Njoroge 4/5/18

ected organizations using the data analysis from the system.

v. Records Management: The system has been configured to store multi-media files and automatically archive them based on IPOA's document retention policy. The files have been curated and organized using global standards, to ensure easy search and retrieval. The project also included records digitization which is well underway and scanning of historical records is at 83% complete.

vi. IT Service Desk: this module has a self-help functionality that allows users to file, change, escalate and view real time tickets, as well as automated process flows that track issue resolution. This module also acts as an IT assets inventory that tracks where each IT asset is sitting with the gate pass functionality showing the movement of every asset.

vii. Transport, Inventory & Assets: this module enables staff to make purchase requisitions, store requisitions and vehicle requisitions.

viii. Risk & Audit Management: this module enables the risk champions to enter departmental risk events, causes, likelihood, impact, level and mitigation strat-

egy for each. The Risk & Audit team can run detailed reports and perform reviews on compliance, financial risk and security. ix. Communications & Outreach: this module enables the C & O team to track their outreach programmes with related cost, media analysis and enter C&O content in the system. The social media listening capability allows IPOA to track all activity on its digital platforms such as the website, Facebook and Twitter, and go to the extent of tracking and analyzing any mentions on social media. The system enables the communications team to aggregate and analyze feedback.

x. Performance Monitoring & Evaluation: the core function of this module is to create departmental workplans and targets and evaluate actual performance on the set targets.

xi. Human Resource Management: this module provides for the following: recruitment, administration, employee development i.e. performance reviews and appraisals and leave management.

The project has been a success through the support and change leadership of the IPOA Board and Management team, as well as the ECM champions.

IPOA Board Ends Term



CS Interior, Dr Fred Matiang'i addresses guests at the End of Term Occasion

The Cabinet Secretary for Interior commended the IPOA Board for doing a fantastic job. The President of the Republic of Kenya, his Excellency Uhuru Kenyatta expressed gratitude to the Board for doing a commendable job. He was sincerely satisfied with their work as a board. He assured the board that IPOA would remain independent and a new board would be recruited soon.

Hon. Paul Koinange representing the Parliamentary Committee on Administration and National Security praised the Board for their impressive speed of delivery. He said complacency was a foreign word to IPOA. The board has been of great service to Kenyans. He thanked them for their commitment.

US Ambassador to Kenya, Mr. Robert F. Godec thanked the Board for their impressive work. He had watched the progress

of IPOA since its interception. He observed that the oversight role was difficult and had many challenges. The US government was proud to have worked with IPOA and would continue to do so.

The IPOA Chairman, Mr. Macharia Njeru gave a summary of the achievements and the challenges IPOA had faced in the six years. It was a difficult journey because such an Authority had never been seen in Kenya. Two and a half years were used in setting up the Authority from scratch. Today IPOA has ten regional offices and 200 staff members, thanks to a united Board and a supportive parliament. He thanked the Ministry of Interior for being supportive when there were challenges and friction. He thanked to government for availability of funds. He appreciated the religious leaders for their prayers.



IPOA Board Members with Religious Leaders who graced the occasion



Front from the left: MP Narok West, Mr. Patrick Ole Ntutu, Inspector General of Police, Mr. Joseph Boinnet, National Police Service Commission Chairman, Mr. Johnston Kavuludi, US Ambassador to Kenya, Mr. Robert F. Godec, CS Interior, Dr Fred Matiang'i, Deputy British High Commissioner, Ms. Susie Kitchens, Director of Public Prosecutions, Mr. Noordin Haji, former IPOA Board Member, Ms. Rose Bala, Back row left, former IPOA Vice Chair, Ms. Jedidah Ntoyai, former IPOA Board Members Mr. Tom Kagwe, Ms. Grace Madoka, former IPOA Chair, Mr. Macharia Njeru, Solicitor General, Mr. Ken Ogeto, former IPOA Board Members, Ms. Njeri Onyango and Mr. Vincent Kiptoo 21/5/18



IPOA News



Tanzania's Legal and Human Rights Centre officials and the Kenya National Commission on Human Rights visited IPOA offices on 13/3/18



US Embassy officials present investigation equipment to representatives of the IPOA management for the recently opened regional IPOA offices 9/5/18



Nyeri Deputy Governor, Ms. Carol Karuga, Nyeri Governor, Mr. Mutahi Kahiga receive IPOA promotional materials from the IPOA Nyeri Regional Coordinator Mr. Michael Kimatu and Head, Regional offices, Mr. Bethuel Sugut 9/5/18



IPOA Board members and the IPOA management during the Board farewell luncheon with staff at the Panafric Sarova Hotel 18/5/18



IPOA Senior Inspections & Monitoring Officer Mr. Munene Mugambi and Complaints Management Officer, Ms. Sharon Chirchir presented to members of the public in Kibera "The Role of IPOA in Curbing Police Brutality and Infringement of the Rights of Arrested Persons"



Mombasa Regional Coordinator, Mr. Evans Okeyo, educates human rights defenders from Kilifi and Mombasa on the IPOA mandate 24/5/18



IPOA outreach with women attending the Women Leadership Programme at the Strathmore Business School 12/4/18