



The Cabinet Secretary for Internal Security, Mr. Joseph Nkaissery awards a certificate and trophy to APC Nancy Mirasi for Winner in the Best Individual Police Officer Female Category in the Outstanding Police Service Awards 2016/17 (OPSA) at Intercontinental Hotel on 5th May 2017.

THE INDEPENDENT POLICING OVERSIGHT AUTHORITY

The Communications and Outreach Department

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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



The Outstanding Police Service Awards 2016/17



The Inspector General of Police, Mr. Joseph Boinnet, Best Individual Police Officer Male, PC Francis Kipngetch Kogei, The Cabinet Secretary for Internal Security, Mr. Joseph NKaissey, APC Nancy Mirasi, Best Individual Police Officer Female and IPOA Board Chairman, Mr. Macharia Njeru the Outstanding at the Police Service Awards 2016/17(OPSA) at Intercontinental Hotel on 5th May 2017

The Independent Policing Oversight Authority (IPOA) was established pursuant to the Independent Policing Oversight Authority Act, No. 35 of 2011. The main function of IPOA is to

provide civilian oversight over the work of the National Police Service, including to hold police accountable to the public in the performance of their functions and to give effect to the provision

of Article 244 of the Constitution that the police shall strive for professionalism and discipline. To realize this, IPOA and Rotary Club of Nairobi initiated the Outstanding Police Service



Front row from left seated, IPOA CEO, Dr. Joel Mabonga, Directorate of Criminal Investigations (DCI), Mr. Ndegwa Muhoro, The Deputy Inspector General of Police Mr. Joel Kitili, The Inspector General of Police, Mr. Joseph Boinnet, The Cabinet Secretary for Internal Security, Mr. Joseph Nkaissery, US Ambassador, Mr. Robert F. Godec, IPOA Board Chairman, Mr. Macharia Njeru and award winners

Awards (OPSA) in 2014 to recognize Outstanding Police Officers and Premises as a motivation for police officers to carry out their work in accordance to the principles of democratic policing and to promote public trust and confidence in the police service as well as improve on the service delivery and performance to members of public. The AWARDS provided an opportunity for the public, who are the main recipients of policing services, to rate individual officers and the Police Premises that they have interacted with. It is IPOA's goal

to see Professional Police Officers, quality detention facilities and good community policing initiatives observing all human rights standards. IPOA recognizes and appreciates the enormous tasks and responsibilities given to the police men and women putting their lives at risk on a daily basis while protecting the public. The inaugural Outstanding Police Service Awards Ceremony was held on March 12, 2015 at Railway Club grounds and the second on April 14, 2016 at the Hotel Intercontinental. The 2016/2017 OPSA process kick started on 31st August 2016

through a meeting with OPSA partners (Rotary, NPS, KHRC, IAU, KNCHR, Transparency International (K), Usalama Reforms Forum, US Embassy, NPSC) which led to the formation of OPSA 2016/2017 Steering Committee. The OPSA Steering Committee held periodic meetings which reviewed the OPSA 2016/2017 award categories, the structure of the OPSA nomination forms and the methodology of the exercise. The following are the award categories; a) Best Individual Police Officer awards - Male category b) Best Individual Police Officer awards - Female



The Inspector General of Police, Mr. Joseph Boinnet, Winner of the Best Individual Police Officer Male Category, PC Francis Kipngetich Kogei from Kitui Central CID. Mr. Kogei is disciplined, attentive and interacts well with members of the public. Attached to the Kitui Huduma Centre, he assists members of the public in accessing Government services. The Huduma Centre Manager described him as a friendly, helpful, understanding and a role model for the other staff at the Centre. His line superiors and colleagues further hailed him for law consciousness and innovative security intelligence gathering.

category c) Best Detention/Holding Facility awards category d) Best Police Facility in Orderliness and Cleanliness awards category e) Best Facility in Community Policing awards category f) Human Rights Awards category g) Posthumous Bravery Awards h) Extra Mile Special Awards Category.

Eligibility

The Awards are meant for members of the National Police Service, police facilities and for those individual officers who have passed on bravely in the line of duty.

This included all ranks of the Administration Police Service, Kenya Police Service, Internal Affairs Unit and Directorate of Criminal Investigation and designated Police facilities such as Police Stations, Posts,

Outposts, Bases and Camps. Nominations were open to members of the public and police officers who could nominate other outstanding police officers whom they had interacted with in the course of delivering police service. Police Officers were not allowed to nominate themselves.

Disqualification

Nominations were automatically disqualified in cases where there was proof of doctoring of the entries, multiple nomination of one officer by one nominator, where the nomination forms did not have the names and details of the nominator and where officers and institutions did not meet the verification criteria. To ensure these, all the nomination forms were serialised from 50,001 to 100,000.

Nomination Methodology

Members of the public and police officers wishing to nominate outstanding officers and facilities had to fill in the official serialized OPSA 2016/2017 nomination forms stating clearly the name of the facility or individual that was being nominated and specific category of the nomination they then send these to IPOA offices through Huduma Centres, Police channels and the participating OPSA Steering Committee partners.

Awareness Creation

An advertisement was placed in the four daily Kenyan newspapers; The Daily Nation, The Standard, The Star and The People Daily on 5th December 2016 and aired in various radio stations between 5th December and 9th December 2016. On radio, the advertisements were aired two times per day on national and regional stations. The national radio stations included KBC Radio, Citizen Radio, Radio Jambo, Radio

Maisha and the regional radio stations included Coro FM for Central Kenya, Kass FM for Rift Valley, Kaya FM for Coast, IQRA FM for North Eastern, Ramogi FM for Nyanza, Mulembe FM for Western, Muuga FM for Upper Eastern and Athiani FM for the Lower Eastern region. Engagement through stakeholder partner institutions, new media, information, education and communication materials were also used extensively to create awareness on OPSA.

Distribution of Nomination Forms

50,000 forms were distributed to all the 47 Counties through the NPS County structures, Huduma Centres, IPOA offices, KNCHR offices and civil society organisations.

Nomination Process

The nomination process begun on 1st December 2016 and ended

on 31st December 2016. The nomination forms were returned to IPOA offices by January 8, 2017.

Nominations Response

45 counties out of the 47 counties returned the nomination forms which was a 96% response.

Institutions behind OPSA 2017/2017

The OPSA process 2016/2017 was a partnership among the following organizations:

1. The Independent Policing Oversight Authority (IPOA): established through an Act of Parliament published in November 2011 to provide for civilian oversight over the work of the National Police Service. IPOA envisions fostering a robust civilian accountability mechanism that will promote public trust and confidence in the Police Service through conducting impartial and independent investigations, inspections, audits and monitoring of the Service to prevent impunity and enhance professionalism in the interest of the public.

2. The National Police Service Commission (NPSC) is a Constitutional Commission created under Article 246 of the Constitution of Kenya 2010 to oversee the human resource functions of the National Police Service. Its formation was a

culmination of findings and recommendations by various task forces appointed by the Government on the role of the Police in providing security and maintaining law and order.

3. The National Police Service (NPS) is a Constitutional body created under Article 243 of the Constitution of Kenya 2010 to offer protection to the nation and fight crime. The National Police Service consists of; the Kenya Police Service, the Administration Police Service and the Directorate of Criminal Investigation.

The Service has a mission to provide professional and people centred policing through community partnerships and upholding of the rule of law for a safe and secure society.

4. The Kenya National Commission on Human Rights (KNCHR) is a Constitutional Commission created under Article 59 of the Constitution of Kenya 2010 to partner with members of the public to promote and protect human rights for all. A public institution, KNCHR operates an open door and non-discriminatory policy that allows Kenyans to freely report cases of rights violations as well as celebrate gains in the human rights sector.

5. The Kenya Human Rights Commission (KHRC) was



The OPSA Steering Committee carries out the evaluation process

founded in 1991 and registered in Kenya in 1994 as a national Non-governmental organisation (NGO).

Throughout its existence, the core agenda of the Commission has been campaigning for the entrenchment of a human rights and democratic culture in Kenya through multiple strategies and actions aimed at entrenching human rights and democratic values in the society by facilitating and supporting individuals, communities and groups to claim and defend their rights and holding state and non-state actors accountable for the protection and respect of all human rights for all peoples and groups.

6. Transparency International Kenya (TI-Kenya) is a non-profit

organization founded in 1999 in Kenya with the aim of developing a transparent and corruption free society through good governance and social justice initiatives. We work to strengthen accountability measures in public institutions and empower citizens in the fight against corruption.

7. Usalama Reforms Forum a Kenyan based Public Safety Research and Innovation Organisation founded as a Police Reforms lobby in 2008 with the mandate of consolidating civil society engagement in the security sector reforms programmes in the country.

8. The Rotary Club of Nairobi is a service organisation that participates in a broad range of humanitarian, intercultural and

educational activities designed to improve human conditions.

EVALUATION EXERCISE AND CRITERIA

The physical evaluation of the nomination forms was conducted from 29th January to 4th February 2017 at Enashipai Resort and SPA in Naivasha. The Evaluation Team was composed of members of OPSA Steering Committee which included IPOA staff, the Rotary Club of Nairobi, IAU, APS, the National Police Service Commission and Usalama Reforms Forum.

Disqualification

The grounds for disqualification of ineligible forms were as follows:

- a. Self-nominations.
- b. Photocopied nomination forms.
- c. Use of 2015/2016 OPSA Awards forms.
- d. Nominating the same officer or facility more than once.
- e. Anonymous nominations (persons who do not indicate their names on the nomination forms).
- f. A case where a nominee does not include the name of the nominated individuals or police facility being nominated.
- g. Nominations of persons or facilities who were not of NPS. For instance, Chiefs, prison officers and



- facilities.
- h. Double nomination on one form (nominating two officers in one form).
- i. Wrong nominations. For instance, under the Posthumous Bravery Award Category, some members of the public nominated officers who were still alive.

Evaluation Findings

Best individual category (Female and Male)

The Best Individual Police Officer category attracted a total of 3,859 nominations nationally. The nominations were categorised by gender and the top 45 of each category were shortlisted for the verification process.

Best detention/holding facility

The Best Detention/ Holding Facility category attracted a total of 806 nominations nationally. The top 20 detention facilities were shortlisted for the verification process.

Best facility in orderliness and cleanliness

The best Facility in Orderliness and Cleanliness attracted at total of 858 nominations nationally. The top 20 police facilities were shortlisted for the verification process.

Best facility in community policing category

The Best Facility in implementation of Community Policing category received a total of 760 nominations countrywide. The top 20 police facilities were shortlisted for the verification process.

Human Rights Award category

The best officers in respect to Human Rights category received a total of 758 nominations countrywide. The top 20 police officers were shortlisted for the

verification process.

Posthumous Bravery Award category

The category of Posthumous Awards (the officers who died bravely in the line of duty) received a total of 312 nominations countrywide.

Extra Mile award category

This category sought to recognize outstanding police



The US Ambassador, Mr. Robert F. Godec awards the OPSA Human Rights Winner, Sgt. Grace Asami from Butula AP Subcounty. Members of the public described Ms. Asami as a diligent and experienced officer. They cited her for advocacy for defilement cases that have culminated into successful investigations and prosecutions. She has also participated in public sensitisation in sexual offence crimes. Her senior officers described her as an officer of integrity who is passionate and responsive to client policing needs. Further, they reported she mentors her colleagues on professional policing.



The OPSA Steering Committee meeting in the final stages

officers who have gone out of their way to serve members of the public. These are officers who have been highlighted in the media, featured in news articles, been recognised by the members of the public, institutions and fellow officers for going beyond the call of duty to serve the public and make a difference in the areas and lives of communities they serve, including in emergency situations.

VERIFICATION PROCESS

After the successful OPSA 2016/2017 evaluation process, the OPSA Steering Committee embarked on the verification exercise to confirm the credibility and authenticity of the nominations. The field verification exercise which

comprised of 10 teams across the country, commenced on 19th February, 2017 through to 4th March 2017 and was conducted across 37 counties. The process was based on a verification criteria agreed upon by the OPSA Steering Committee.

The verification for best individual police officers (both male and female), Posthumous Bravery category awards and Human Rights category awards involved confirming officers' nomination parameters with the County Police Commanders, Officers Commanding Police Divisions, Divisional Administration Police Commanders, Station Commander (OCS), fellow officers and members of the public and corroborating this with those who had nominated

the officer besides interviewing the nominated officers.

The verification for the best individual police officers category entailed counterchecking whether the officer was friendly, professional, disciplined, accountable, well groomed, and went out of his way to help members of the public in conformity with disciplined service requirements.

The verification for the best detention facility involved conducting a physical inspection exercise against the award parameters. These included confirmation of whether the cells were clean

with no bucket toilets in them, with adequate ventilation, clean toilets, lighting at night, availability of an outdoor exercise and sunning area, whether there were separate cells for men, women and juveniles and if the detainees were provided with three meals and water each day, whether the detainees had access to medical services and if first Aid kits were available in the facilities in conformity with the Fifth Schedule to the NPS Act 2011 and international standards.

The verification for the best facility in terms of order and cleanliness was verified by confirming whether the facility was clean and orderly, whether



(Front Row) IPOA Chairman, Mr. Macharia Njeru, US Ambassador, Mr. Robert F. Godec, The Cabinet Secretary for Internal Security, Mr. Joseph Nkaissery, The Inspector General of Police, Mr. Joseph Boinnet, NPSC Chairman, Mr. Johnston Kavuludi and CAJ Ag. Chairperson, Dr. Regina Mwatha. (Second Row) IPOA Board Members Ms. Fatuma Saman, Ms. Jedidah Ntoyai, Ms. Rose Bala, Ms. Njeri Onyango and Ms. Grace Madoka during the OPSA Award Ceremony 2016/17

the facility had good landscaping, had good signage and direction to it, had a manned customer care desk, had a conspicuously displayed service charter, had a hot line emergency contacts, had the rights of the arrested persons displayed and any other striking element of the facility in terms of orderliness and cleanliness. These were verified by physical inspection of the premises and taking photographs to support.

The verification for the best facility in community policing involved assessing whether the facility had established community forums and

committees, had the community mapped and profiled, whether there were officers assigned to engage in community policing activities, whether the facility shared information with members of the public, held regular community policing meetings and whether there was proof of evidence on the same in form of minutes and any other striking element of the facility in terms of public engagement. This was confirmed through obtaining the community structures, evidence of meetings minutes and any other correspondences on, with physical evidence being

provided to support.

The verification for the best officer in human rights involved confirming if the officer respected, protected and treated all with dignity, whether the officer was a human rights champion, whether the officer observed fairness in treatment for both the public and fellow officer, whether the officer was a good mediator and whether the officer observed rule of law. The verification for the officers who died in the line of duty (Posthumous award bravery category) involved confirming circumstances of their death and the act of valour.



The OPSA Verification Process



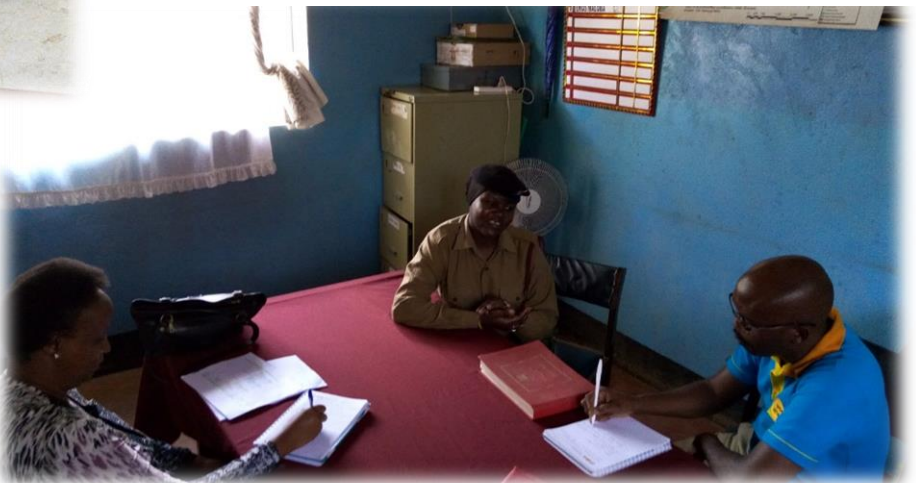
Nancy Mirasi, Winner of the Best Individual Police Officer Female Category was also an award winner for the Human Rights category. Senior officers described Ms. Mirasi as an officer of high integrity, punctual, responsible, respectful, firm, well groomed and client focused. The Huduma Centre Manager described her as tenacious and genuine. She assists the physically challenged and the elderly with compassion. She is known to take into her home homeless children found in the slums of Kibra until they are placed in a home.



IPOA Officers interview Huduma Centre Manager, Ms. Alice Siungu at Kibra where Nancy Mirasi works



IPOA Officers interview Nancy Mirasi's Supervisor Inspector Bernard Rono



IPOA Officers interview Nancy Mirasi in a verifying exercise at Kibra AP Sub-County



Lumakanda Police Station, Kakamega County Winner Best Detention Holding Facility



Winner : Lumakanda Police Station at the OPSA Awards



Front view of Lumakanda Police Station



Back view of Lumakanda Police Station



Clean Cell showers and toilet at Lumakanda Police Station



Clean Cells at Lumakanda Police Station



Clean Sinks and toilets at Lumakanda Police Station



Gender and Children Desks in Police Stations



Children Office at Machakos Police Station



Customer Care/Gender Office at Parklands Police Station

The gender-based violence desk is grossly under-funded within the police department in most police stations. Most gender desks in police stations are manned by unqualified personnel who in most cases are reassigned to other duties, leaving gender violence cases unattended. There is a dire need for a specialised desk which has the operational autonomy to expedite cases. The desk should come with resource allocations and trained personnel to manage the cases as well as offer preventive, promotional and rehabilitative services in all the 47 counties in the country.



Gender Office at Dagoretti Police Station is at the entrance of the police station in the open. It offers no privacy for victims of gender based violence.



A good example of a Children & Gender Office at Buruburu Police Station