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COMMUNITY POLICING IN KENYA:

A Study of Practice in Kahawa Sukari Estate in Nairobi County

BY

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Declaration

This research project report is my original work and has not been presented for a degree in any other institution.

Signature _____ Date 12|11|2010

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This research report has been submitted for examination with my approval as the university supervisor.

Signature _____ Date 12/11/10

PROF. P. CHITERE

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Dedication

I dedicate this research work to God Almighty, whose grace is sufficient and always to the task, and has lifted me from one glory to the other. My immediate family members for effective support and patience. God bless.

Acknowledgement

I wish to acknowledge and express my sincere thanks to my supervisor, Prof. P. Chitere for his invaluable guidance, patience and availability during my undertaking of the project. Many thanks to the respondents who spared their time to avail the information required with a special mention to the area chief for some indepth and guided information on issues of security and particularly the Community Policing, which she passionately narrated. To my immediate bosses at JKUAT Nairobi Campus for your patience. My colleague Mr. Mungatu for your input in analyzing data. God bless you all.

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ACRONYMS

KIPPRA	Kenya Institute of Public Policy, Research and Analysis
CHRI	Commonwealth Human Rights Initiative
RoK	Republic of Kenya
NCBDA	Nairobi Central Business District Association
KNHRC	Kenya National Human Rights Commission
KARA	Kenya Alliance of Resident Association
KIHBS	Kenya Integrated Household budget survey

Abstract

The study sought to establish the community policing practices at Kahawa Sukari Estate in Nairobi. Though the residents are aware of the concept of community policing, the study sought to find out how it is practiced.

There were four underlying objectives to guide the study namely: To establish the insecurity experiences of the residents; To find out the awareness levels of the community concept in the community; To find out the participations of residents towards the security; To find out government support for community policing.

Kahawa Sukari was purposively selected as the research site because it is a vast growing community that has faced numerous challenges of insecurity and other environmental challenges. A total of 87 respondents were drawn which consisted of residents and business owners. Key informants purposively chosen were 6 in number.

Cluster sampling and Simple random sampling technique were used to draw a representative sample of respondents. Questionnaires, which were both open and closed ended and interview guide were the instruments for collecting data. Descriptive statistics were generated to capture the distribution of responses and expressed in percentages.

The study found out that a large proportion of residents and business operators have experienced cases of insecurity directly or indirectly. Such cases were largely reported to the police noting that the public recognizes the police as an authority in criminal activities. There was fear the police take very long to react when cases are reported to them, a situation that created lack of confidence. The study also showed that a big

number of residents are aware of community policing and that it entails the public and the police working together. Poor public relation and customer service have kept the public away from reporting issues of insecurity. The residents participate in welfare association issues and have organized themselves in groups to various reasons among them security. Government support is at its minimal in the community.

The residents are willing to attended forums that would train them on community policing for empowerment and to allow them to adequately take charge of their security by adopting the concept of community policing. There is paramount need to improve the public police relationship to build some confidence. The residents need to attend regular meetings on diverse issues on development of the estate.

The government should come up with strategies that formalize the community policing efforts in the estate. Through its appointed agencies, it should be able to train key people in churches, schools and business operations on how they should react to cases of insecurity. Such trained people should then train and empower others to be vigilante and act accordingly. The government should consider including private security as part of community policing stakeholders.

CHAPTER ONE: INTRODUCTION

1.1 Background of the study

The beginning of a coherent community policing approach begun in the 1980s and it accelerated in 1982 with the publication of an article entitled "Broken Windows", by two criminologists Wilson and Kelling (1982) published in a national magazine. In the article, they observed that decaying neighborhoods breed crime and disorder. In their view, one unrepaired broken window was a message that no one cared. Soon many more would be broken. To prevent this, disorder had to be contained before crime followed.

According to Trojanowicz (1998) community policing changes the way police think and act. This revolutionary movement broadens the police mandate beyond a narrow focus on fighting crime to include efforts that also address fear of crime, social and physical disorder and neighborhood decay. The community policing provides philosophy an organizational strategy that challenges police officers to solve community problems in new ways. Under the community policing, police must form a partnership with people in the community, allowing average citizens the opportunity to have input into the police process in exchange for their support and participation. Community policing rests on the belief that contemporary community problems require a new decentralized police approach that draws citizens into the process of policing themselves. Fighting crime includes efforts that also address fear of crime, social and physical disorder and neighborhood decay.

The Kenya police describe Community policing as an approach to policing that recognizes the independence and shared responsibility of the police and the community in ensuring a safe and secure environment for all citizens (Kenya Police). It aims at establishing an active and equal partnership between the police and the public through which crime and community safety issues can jointly be discussed and solutions determined and implemented. Community policing therefore changes the way police think and act. Trojanowicz calls this a revolutionary movement and continues to state that this revolutionary movement broadens the police mandate beyond a narrow focus.

This study will then be expected to establish the community policing process employed at Kahawa Sukari as an urban estate. It will particularly assess the awareness levels of the community as far as the concept is concerned; examine the levels and cases of insecurity experienced and actions taken; the community and residents' participation; and what community policy and government support there is and the residents expectations of the same. The variables will explain on issues of empowering the community through training, group formations and organization, the ownership of the concepts through participation, volunteerism and attending meetings and issues of government support and policies that govern the concept of community policing in a demarcated settlement. It will be a case study of Kahawa Sukari Estate within the Nairobi County.

1.2 Statement of the Problem

With the current lack of white collar jobs and the sinking business opportunities in less developed countries such as Kenya, livelihood has become difficult to solicit. This has resulted to high crime rate which has lead to insecurity. Communities are leaving in fear because crime is rampant and happening from small to sophisticated ones. There is environmental degradation hence many who depended on agricultural production for a living cannot do so effectively. The use of hard drugs, illicit brew and general negative attitude that have seen a communication barrier between the youth and the parents is also a challenge.

Si Kahn (1982) in his quest for community organization observed that "if you are like everybody else, you have all the problems. Most of us make barely enough money to get by. Our taxes high, our schools not good enough, basic services we pay for through our taxes are rarely as good as they could be and in some areas these services are not available." Kahawa Sukari is not exceptional to this fact. The estate does not have a drainage system. Owners are required to provide their own septic tanks for waste. The estate is prone to crime and other societal problems like garbage damping, waste water drainage, litter and a high consumption of illicit brews.

The estate is ethnographic and a cross-sectional type of residents from the very young to elderly ones. One of the most challenging phenomena in the estate is crime to the residents. Though there is a police post and residents have put in own private security

system, crime is still rampant. It is in this fact that the concept of community policing would be employed for surveillance and control of crime. Community policing is not a new service world wide and particularly in Kenya. It was officially launched in Ruai area of Kangundo by the president of the republic in 205, giving it a government project of value to the community. The concept has special emphasis on the need for the police and the public working together to bridge the gap of fear that has existed over time. However, it is an effective approach to improving security and controlling crime that has not been embraced because many do not understand it, largely because it is associated with dealing with the police. The police have recognized that they have a very poor public image (Commonwealth Human Rights Initiative -CHRI, 2006).

The concept would perhaps be acceptable and usable by the residents if they were positively informed about its effectiveness in checking crime. This could effectively be done by organizing the residents and other stakeholders by bringing them together for the common good of all. Organizing a community brings about preventive measures necessary for development and particularly safety. The community on the other hand would have to appreciate that they are the source of crime, the victim of crime and the reservoir of support to the police as it seeks to control crime. Once this is recognized, the residents, business operators and the administration will appreciate the need to get together and prevent and control further crime to humanity and property.

Chitere (2004) puts it very well that "resident associations bring together persons living together in the same neighborhood, often from different ethnic groups to work together to improve services in their neighborhood". He observes that the main challenge facing urban neighborhoods today is lack of services. In response to this, residents have formed their own self-help organizations in the form of resident associations. The success of the organizations depends on their performance, which in turn depends on the extent of member participation in the organizations affairs. The estate has the Kahawa Sukari Residents and plot owners Association that was formed to bring together residents and collectively address their problems.

The concept of the community policing is largely a preventive measure which brings about actively engaging the community members in public safety and security management. This means empowering the community members on safety and security issue and policing services (KIPPRA, 2006). Capacity building for community policing entails investing in adequate infrastructure at the various levels, providing appropriate equipment and skills development at both community level and the security agencies, creative an atmosphere where the police and public appreciate each other as partners. Forums for communication and volunteer work needs to be emphasized where the community can serially get together and decide what is best for their estate.

This study will seek to establish the community policing practices employed at Kahawa Sukari. This will include awareness, insecurity levels, participation and alternative security available, and the levels of government support.

1.3 Research Questions
The following research question will guide the study.
a. What is the level of insecurity in the estate
b. What is the level of awareness on the community policing approach in Kahawa Sukari?
c. How has the community organized itself to control lawlessness?
d. What is the extent of community participation and organization towards security?
e. What are the alternative security methods available?
f. What government support is available for provision of community policing?

1.4 Study Objectives
Broad objective: To establish community policing practices undertaken at Kahawa Sukari by the residents and other stakeholders. Specific objectives
a. To establish insecurity situation and the community's experience
b. To find out the residents' level of awareness about community policing.
c. To find out the extent of community participation in the security welfare of the estate.
d. To establish government support of community policing in the community.

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1.5 Justification of the Study

Chitere (2004) observed that "sustainable development is one of the most pressing challenges facing the human community in the 21st Century. As growing populations outstrips the capacity of states to meet the needs of the people, it has become the prerogative of the communities to seek solutions from amongst themselves to problems that were hitherto the responsibility of the central government".

a.   The study enlightened the public on how effective community policing should be executed.

b.   The study should also inform how community policing is established in formal settlements.

c.   The findings could be beneficial to other researchers who may choose to use the data collected as a basis for further exploring the concept of community policing

1.6 Scope and limitations

The study was undertaken in Kahawa Sukari, located about 25 km North of Nairobi County. The population was both the residents and other stakeholders who included business operators. Key informants were drawn from the administration namely the area chief, the welfare association officials, clergy, private security and opinion leaders. The residents are divided into 10 zones which were used as clusters to draw samples. The study was on community policing in Kenya, A study of practice in Kahawa Sukari Estate.

There is inadequate literature on community policing practices and its operations in urban settlements. Most residents are in the employment age group and it took a while to have to have the questionnaire returned. The questionnaire was detailed and respondents at some point felt non committal on issues of insecurity and the operations of the police.

1.7 Definition of terms

Practices - The actual process doing of community policing in the community.

Effective execution – The ideas or methods intended to deal with the problem and to empower the community.

Empower – to give authority over something

Implementation – The intended execution of the programme as per recommendations and findings.

Capacity building – training and giving people information to unlock their full potential

Challenges – hindrances or problems facing adoption and implementation of community policing.

Community Policing – An initiative where security agencies work in an accountable and proactive partnership with the community towards pooling resources to promote long term community safety and support of security initiatives.

Community A collection of people and institutions occupying more or less a clearly defined area.

Perception – a way of conceiving an issue

Residents – any person who lives in Kahawa Sukari

Stakeholders – all interested parties which include residents, business operators, social amenities and the government arms.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

This chapter presents a literature review on related subject as presented by other researchers, scholars, analysts and security agencies. The researcher will therefore draw materials from several sources critically look at the works of others on the topic, and also highlight on how the research will positively contribute to the subject.

2.2 The Community Policing Concept

Hesta (2004) observes that community based policing is both a philosophy (a way of thinking) and an organizational strategy (a means to carry out that philosophy) that allows the police and community to work together in new ways to solve problems of crime, disorder and safety. It rests on two core elements; changing the methods and practice of the police and taking steps to establish a relationship between the police and the public. It is therefore a method of policing that includes a police officer being assigned a neighborhood, meeting and working with the residents and business people who live and work in the areas. The citizens and police work together to identify the problems of the area and to collaborate in workable resolutions of the problems. It is based on the effort of citizens and police towards solving community problems which in turn satisfies the expressed needs of citizens and enhance the community's quality of life.

Skolnick and Bayley (1988) defined community policing as "The central premise of community policing is that the public should play a more active part in enhancing public safety. Neither the police nor the criminal justice system can bear the responsibility alone. The public should be seen along with the police as "co-producers" of safety and order. Community policing thus imposes a new responsibility on the police to devise appropriate ways for associating the public with law enforcement and maintenance of order."

This coherent community policing approach begun in the 1980s and it accelerated in 1982 with the publication of an article entitled "Broken Windows" by two

criminologists Wilson and Kelling (1982) in a national magazine, The *Atlantic Monthly*. They argued that decaying neighborhoods bred crime and disorder. In their view, one unrepaired broken window was a message that no one cared. Soon many more would be broken. To prevent this, disorder had to be contained before crime followed. Trojanowicz (1998) observes that community policing changes the way police think and act. This revolutionary movement broadens the police mandate beyond a narrow focus on fighting crime to include efforts that also address fear of crime, social and physical disorder and neighborhood decay. The community policing provides philosophy and organizational strategy that challenges police officers to solve community problems in new ways.

Under the community policing, police must form a partnership with people in the community, allowing average citizens the opportunity to have input into the police process in exchange for their support and participation. Community policing rests on the belief that contemporary community problems require a new decentralized police approach that draws citizens into the process of policing themselves. Fighting crime includes efforts that also address fear of crime, social and physical disorder and neighborhood decay. Community policing rests on the belief that contemporary community problems requires a new decentralized police approach that draws citizens into the process of policing themselves.

Rank observes that since community policing is a difficult concept to define, a helpful way to understand exactly what it encompasses is to identify its key philosophical, tactical, and organizational characteristics. At its core, community policing fundamentally challenges the underlying assumptions that have shaped American policing for most of the twentieth century. Since the 1930s, the traditional way-enforcement approach to policing has emphasized the independence of police agencies from the communities they serve, the importance of an individual officer's professional and dispassionate treatment of all citizens, and the close association between police work and fighting crime. He argues that in contrast, community policing significantly broadens the traditional role and function of the police.

It takes the view that the police and citizens are co-producers of police services, jointly responsible for reducing crime and improving the quality of life in local neighborhoods.

The argument here, based on above literature, is that community policing would serve well to a communities' social misfits by identifying the weakened areas, gather information and relaying the same to the police. The police should then with tact investigate and take the necessary action. Avery (1981) stated that the prevention of crime and the detection and punishment of offenders, the protection of life and property and the preservation of public tranquility are the direct responsibilities of ordinary citizens. The police are given certain functions to assist the public to do its work but it's simply cannot be left to the police. It is destructive both of police and public social health to attempt to pass over to the police the obligations and duties associated with the prevention of crime and the preservation of public tranquility. These are obligations and duties of the public, aided by the police and not the police, occasionally aided by some public spirited citizens.

The above statement raises an important issue in understanding community policing since the system has to be partnered by the two principles, the police and the community. Pike (1985) observed that the public are the police and the police are the public. The gap and the stigma of the public towards the police then need to be dealt with urgently for the two to work effectively. The police on the other hand, should also strive to ensure that they do not intimidate the public by taking the assumption that they are there to give orders and not to receive any ideas from the public. They should then make it an open system that receives and gives. Over (2001:398) observed that the relationship between the community and the police is further strengthened by the words that the police at all times should maintain a relationship with the public that gives reality to the historic tradition that the police are the public and the public are the police; the police are the only members of the public who are paid to give full attention to duties which are incumbent on every citizen in the interest of community welfare. Saferworld (2004) observes that the police face major problems building legitimacy in societies where a uniformed officer is more a cause for fear than a source of protection and comfort.

The philosophy is built on the belief that the public deserves an input into policing, and indeed has a right to do so. It also rests on the view that in order to find solutions to the community problems, the police and the public should move beyond a narrow focus on individual crimes or incidents, and instead consider innovative ways of addressing community concerns.

Scholars have noted the need for fundamental principles in the approach which are; policing by consent, not coercion; the police as part of the community, not apart from the community, the police and community working together to find out what communities needs are, the police, public and other agencies working together in partnership and tailoring the business of policing to meet community needs.

In community policing, the issues are not just about security. Community based policing also contributes to a wider poverty reduction strategy. Several donor agencies and governments have recognized the links between security, development and poverty reduction. High levels of crime stifle development in any community since businesses become the victims of the crime, commercial activities are interrupted and outside investments leaves.

Tobias (1975) puts it that as a society grows richer, its standards rise. A level of crime which is tolerated at one time is too great in a subsequent periods, a system of policing which is accepted in one generation seems glaringly inadequate in the next. The statement could be seen as indicative for all institutions within society because life is changing everyday and so are the levels of demand. Criminals have their ways of carrying out sophisticated crime thereby giving the society and the disciplined forces a challenge.

Given the literature on what scholars had to say about community policing, it's indicative that the community and the police are independent of each other. They compliment each other in their work. The stigma on the police citizen relationship can be managed with a full understanding that both need each other and non, in this approach, is superior. Marquisis observed that "it is better to prevent crimes than to punish them. This is the chief aim of every good system of legislation, which is the

art of leading men to the greatest possible happiness or the least possible misery, according to calculation of all the goods and evils of life.

In South Africa, the core components of community policing were suggested by the Department of Safety and Security in 1997 in its Community Policing Policy Framework and Guidelines. The five core elements were: Service orientation - promoting the concept that the community is the client and the police as the service provider. It emphasized on professional service and accountability that is responsive to the needs of the community. Partnership - establishing of community policing forums and boards which should represent the community through consultation, priorities and accountability, transparency and effectiveness. Problem solving - which is joint identification and analysis of actual and potential causes of crime and conflict. Empowerment - creation of joint responsibility and capacity for addressing crime. Community and police to be educated with regard to community policing to enable them play constructive roles. Accountability - efforts to make the police answerable for addressing the needs and concerns of the communities they serve.

In Holland, the police have focused on improved attendance at community police meetings and revamping the crime prevention program. They have introduced a new programme called 'Meet the chiefs'. The program puts the police chiefs out in the community, they have set up shops in the neighborhood and invite residents to stop by and visit. "We work with residents, community activists, and our supervisory staff to identify and develop additional presentation items that would be informative and interesting to the attendees of the meetings" (Bob Moulessong, Times correspondent, 2010).

2.3 Community Policing in Kenya

Mutuma (2003) notes that crime, and the means to control it, are major preoccupations for the citizens of Nairobi. Traditional policing methods have failed to curb rising tide of criminality, with members of the police being criticized for corruption, complicity with criminals, and resort to extra-judicial killings. With a view to improving this situation, Kenyans are experimenting with community policing strategies, pioneered in the United States.

In Kenya, the concept of community policing was initiated in the year 2005 by the Kenya Police. It was initiated to check runaway crime. The Kenya police define community policing as an approach to policing that recognizes the independence and shared responsibility of the police and the community in ensuring a safe and secure environment for all citizens. It aims at establishing an active and equal partnership between the police and the public through which crime and community safety can jointly be discussed and solutions determined and implemented (Kenya Police, 2003).

This approach has however not been understood or the communities have a fear adopting such an approach. The above statement is founded in the understanding that community policing operates on the premise that crime perpetrators and their accomplices live within the communities in which they unleash crime. They are known to their neighbors and this vital resource can be tapped to reduce crime (RoK, 2004a). The Community Policing core operational principles are as follows (RoK, 2006)

a. Building partnerships between security agencies and communities and confining them to a distinct administrative area that communities find themselves

b. Volunteerism among the community members

c. Adherence to the existing laws and procedures of public safety and security

d. Empowerment of the community in public safety and security issues

e. Awareness and respect of regional diversity and cultures

f. Respect for and protection of human rights

g. Building trust between the security agencies and the community

h. Sharing information between security agencies and public that result in 'intelligence' policing

i. Acknowledgement that community policing is not a forum for advancing political or other private neither interests nor is it synonymous with vigilantism that itself is illegal.

The community is the source of crime, the victim of crime and the reservoir of support to the police as it seeks to control crime hence successful prevention and detection of crime depend mostly on a productive and better relationship between the public and the police. The police have recognized that they have a very poor public image (Commonwealth Human Rights Initiative (CHRI), 2006:2. This poor relationship hinders efforts to build sustainable partnerships. Tibajuka (Safer Cities 2, 2002) notes that "The capacity for community-level organizations to function depends on levels of cohesion and the ability to meet locally: this hinges on personal safety issues." Response to issues of security and other injustices lies with the community

A case study in Kenya where community policing is operational is Naivasha, which was started by the Lake Naivasha Growers Group in March 2005. The project was set up in such a way that membership is voluntary and many residents joined because they realized and appreciated the approach.

From the progress report released, the initiative was started in March 2005 after the area experienced increased crime and needed some options in tackling it. The options suggested were based on the concept of community policing. The report realized the vulnerabilities of the community and also showed the comparison between the community and members with respect to security risk and safety and the extent of services provided. The approach had the following terms of reference in the proposal;
a. Strengthen cooperation within the community
b. develop closer co-operation between community and police
c. identifying available resources within the community
d. develop infrastructure\impose utilization of local resources
e. Support the less fortunate members of the community in crime prevention.

The approach worked for them well and they were able to provide the following services;

a. Establishing a 24 hour crises communication centre in Naivasha
b. Facilitate rapid mobile response with police to any crises incident
c. Provide crises management support
d. Establish a comprehensive resource database and assist the police in establishing a crime database
e. To develop a comprehensive intelligence network in conjunction with the community and the local law enforcement agencies.

The case study is an approach of the community policing that the community decided to fund to make the process efficient. The police are employees of the Kenya police but the equipment they use i.e. the vehicles, the 24 hour crises communication centre belong to the community. They have also employed support staff to work with the police and the community as well.

The Kenya police have given the approach support that a senior office (Senior Assistant Commissioner of Police) was appointed to take responsibility of heading the community policing department. She puts it that "My work is to ensure police officers and the public work harmoniously for security to prevail as well as restore gender respect and protect children's rights" (Muiruri, 2009).

The police force has come up with key aspects of the approach that has reinforced the police and the community to work. They therefore have defined community policing as an approach to the policing that recognizes the independence and shared responsibility of the police and the community in ensuring a safe and secure environment for all citizens. It aims at establishing an active and equal partnership between the police and the public through which crime and community safety issues can jointly be discussed and solutions determined and implemented. For community policing to effectively work, it rests on two core pillars: adopting policing practices that involve communities in making decisions about own security and establishing a long term partnership between communities and the police.

The concept of policing and community safety was earlier on initiated by the Nairobi Central Business District Association (NCBDA). The association came into existence in 1997 as a need was identified. By the year 2000, it had a membership of 90

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leading companies and professional bodies within its boundaries and its environs. In October 2000, the Ford Foundations peace and security programme awarded NCBDA a grant of US Dollars 150,000 to support activities under the policing and community safety project. The project had four main components: a community mobilization programme to raise civic awareness, a community policing training course for the Kenya police, a crime and street families' survey within the CBD and residential areas and a technical exchange programme with India and South Africa. From the project, the community mobilization programme had the objective finding out the public perceptions about safety and security and draw up community based solutions. It also had to identify and establish mechanism for enhanced public participation in local governance and to contribute towards creating a vision for Nairobi, (community safety project).

What comes out from the above is that individuals would not be able to tackle problems facing them but are better concentrated by pooling their resources together in terms of time, finances and preparedness to succeed hence the need for community organizations and togetherness. Training and empowerment are the perfect tools to make the community organizations work. Given Support, the Community Policing could easily render the police as just givers of support to the community based. This could also mean a replacement of formal security by private or community initiative which makes the line thin between vigilantism and community policing.

Whereas the community policing is widely being mentioned as an alternative security system from the police system, we cannot overlook the existence of the private security and the vigilante groups. Private security is one of the fastest growing service industries in Kenya. High crime rates and the inability of public security services to provide adequate protection are the main factors driving the expansion of private security in Kenya. This is the other most apparent security system available whereby individuals have opted to avail security service to communities as the option to community policing. Mutuku (2007) noted that "provision of adequate physical security for the citizens and properties in any country remains a major challenge for many states in the developing world".

Rosenbaum (1976) whose definition of vigilante is extensively used suggests that vigilantism is established violence, perpetrated to further conservative ends and designed to create, maintain, or re-create an established socio-political order. Johnston (1996) sees a key feature of vigilantism as a voluntary activity engaged in by active citizens without the states support. They are a grassroots development, who could easily be used and abused by the local population. They are thought to operate in the shadows rather than in the bright lights of authority and the boundary between the vigilante and the criminals is sometimes very thin. Members of community-watch programmes and other who use legal means of bringing people to justice are not considered as vigilantes. However, not all vigilante groups are violent and the behaviour may differ in degree of violence.

Kamenju (2004) observes that the vigilante groups are preferred by residents because they are ever present unlike the police who have no regular patrol schedules. Another reason for their popularity is the fact that they are residents of the areas; they are in charge and can therefore identify wrongdoers more easily. The idea is noble and clear when the vigilante groups are formed but as the groups integrate themselves (Mungiki, Taliban) and the community becomes dependent on their services, they increase their demands on the community or they become too large for proper control. Their composition of mostly idle youth groups makes them one of the most dangerous groups because they are easier to manipulate and used for confrontational encounters by various parties. Vigilantism has been condemned for working outside the legal framework and employing senseless violence (KNHRC, 1998). Neighborhood watches may be more human rights friendly but may be an ominous signifier to the privatization of security and a warning of the possible decay of the state (KHRC).

2.4 Community Organization Efforts

It requires the composed consultations and arrangements if community policing effects have to be felt. Areas of concern are: how organized the community is; participation; volunteerism; alternative security; government support and empowering.

2.4.1 Community Organizing

According to Si Khan, organizing is seen as people working together to get things done. Community organizing cannot be done by one person, but different individuals can get together to form a bigger group to push forward their demands. Community organizing has short and long term benefits where short terms benefits include getting things done and the long term, people learn something new about themselves. People organize when faced with frustrating problems that they are not able to solve as individuals and therefore organize themselves collectively to gain confidence and consider potential for winning. Murray Ross notes that Community organizing is a process, by which a community needs and objectives are developed, builds confidence, finds resources and takes actions and in so doing, extends and develops cooperative in collaborative attitude and practice. The process is educational and people keep learning from it.

Chitere (2004) observed that "Service delivery has been and continues to be a main governance problem in the city of Nairobi. Whereas the city's population has increased considerably over the past two decades, delivery of services to its residents has greatly deteriorated owing mainly to the problems of mismanagement by the Nairobi City Council and the Central Government. Faced with the problem of poor services, residents of the city have resorted to the self-help efforts as a means of acquiring the services. Consequently, many resident associations have been formed to serve as a means of accessing needed services. In respect to above, neighborhood associations are experienced everywhere and their power is also felt. To strengthen this, there is the Kenya Alliance of Resident Association (KARA) which acts as an umbrella association for the other neighborhoods associations. The Kenya Alliance of Resident Associations (Kara) is the apex body representing the voice and pro-active action of resident associations on consumers and taxpayers' rights countrywide - on accelerating access to public service delivery. At an operational level, KARA focuses on the delivery of Kenya's local authorities as potential engines of the anticipated economic growth and national re-construction in terms of improved service delivery to the residents within their respective jurisdictions (KARA).

Two cases of the works of associations were experienced when the BuruBuru

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residents association succeeded in getting a bothersome 24-hour bar and discotheque located within the Estate closed. The residents petitioned the government and politicians and succeeded and even had several informal businesses demolished. A similar case was experienced in Zimmerman where residents protested against poisonous emissions from a leather-tanning factory that was located near the estate. We have often experienced in the past whereby residents block developers from putting up in land that is perceived to be grabbed and these are all success stories positive to the power of community organizations and associations.

Bracht (1999) noted that community organization is "a planned process to activate a community to use its own social structures and any available resources to accomplish community goals decided primarily by community representatives and generally consistent with local attitudes and values. Strategically planned interventions are organized by local groups or organizations to bring about intended social or health changes. He writes that community organization is sometimes referred to as community empowerment, capacity building and partnership development. The process of community organizing has a dynamic outcome of community ownership which allows citizens to build skills and resources to effect community changes and to sustain such efforts over time. An effective way to bring about change at the community level is to consider the community as a dynamic system composed of several major sectors including the government, business, schools, and media. The people within these institutions interact with and influence each other, and when a change or alteration occurs in one sector, it will have an impact on other sectors.

Bracht continues to give a guide on stages of community organization; conducting community analysis which helps shape the design of campaign of interventions, and it is important to involve members of the community at an early stage.

The product of community analysis is an accurate profile that blends well with the issues and problems at hand. Design and Initiation of a campaign which, after the locals have identified their priorities, a design aspect for a collaborative community campaign emerge whose core group of citizens and professionals begin the process of establishing a permanent organizational structure and main preliminary decisions about objectives and interventions. Several structures are then formed like coalitions,

lead agency, citizen networks. Campaign implementation which mobilizes organizations and citizens to be involved in the planning of a sequential set of activities aimed at accomplishing campaign objectives. Program Refinement and Consolidation whereby problems of implementations are reviewed and ask forces of the local citizen organization heed the need to maintain high levels of volunteer involvement. Dissemination and durability whereby dissemination of information on project results and the finalization of plans for the durability of intervention efforts are considered. Communities and citizens need to receive clear messages describing what has been accomplished and what continuing effort may be required.

2.4.2 Residents Participation

The success of any crime prevention programme is directly related to whether it is accepted by the target community (Sean and Dick) 2002. Community acceptance requires some degree of community involvement in the project development process. For the community to embrace and support Community Policing, they have to be organized and easily identify with each other. Si Khan has observed that organizing begins with what people have in common. Neighborhood organizing - sometimes called community organizing- is concerned with the people who live in the same place and have common characteristics. . Citizens will participate in a community activity when they see positive benefits to be gained. Kahawa Sukari residents are in this category whereby they have common problems that need solutions to make the neighborhood a better place. In this case, the community is a collection of people occupying a more or less clearly defined area which also includes other institutions.

To be successful, community policing requires the total commitment of the big five, the police, citizens, and subgroups like business, media, political leaders and social service (Trojanowicz 1994). Community policing is more proactive rather than reactive. Proactive is where the police and the community recognize the areas of greatest concern and take steps that will lead to a reduction in the frequency and seriousness of incidents in the areas of concern.

The central premise of community policing is that the public should play an active part in enhancing public safety. This can be achieved by putting intervention measures that will enable the residents to fully participate and feel like part of the

solutions to their own problems. These measures would be capacity building, volunteerism, government support systems.

Si Khan notes that organizing begins with what people have in common. He continues to say that "issue organizing" brings together people who are concerned with a particular issue, and what is most important is to recognize that all organizing begins with what people share, the things that make them groups rather than simply individuals.

2.4.3 Volunteerism

Volunteerism may be defined as contributing one's time or talents for charitable, educational, social, political, or other worthwhile purposes, usually in one's community, freely and without regard for compensation. Korten defines volunteerism as the willingness of people to work on behalf of others without being motivated by financial or material gain. They also have to have appropriate organizational structures available to them to express their interests. People also volunteers when there is some aspect of their way of life being threatened. Participants in volunteer work are likely to have some better knowledge of an issue or a situation and will generally feel comfortable in the group. Support systems for community policing would include the door to door information policy whereby volunteers move from house to house informing people about some certain issues. Such informers will be well versed with the information they are giving out. It would also include a larger umbrella group whereby a group of people discover there is a problem, get themselves together and look for solutions to the problems by involving others. The group roots for voluntary membership that is open to all who will give it time to meet, study, discuss, plan and finally execute the plans (Biddle and Biddle, 1965).

2.4.4 Private security

Private security is one of the fastest growing service industries in Kenya. High crime rates and the inability of public security services to provide adequate protection are the main factors driving the expansion of private security in Kenya. This is the other most apparent security system available whereby individuals have opted to avail security service to communities as the option to community policing. Mtuku (2007)

notes that "provision of adequate physical security for the citizens and properties in any country remains a major challenge for many states in the developing world".

2 .4.5 Kenya Government Policy on Community Policing

The National policy document defines and articulates the concept of Community Policing and outlines its implementation framework within the Kenya Police. Among the key issues for the policy development was the need to provide for an efficient and professional police service that commands the confidence of the population. In April 2005, the president of the republic of Kenya officially launched community policing as a crime prevention strategy that values the role of the police and the contribution of the community in public safety. The policy framework then serves to formalize an alternative policing strategy in the fight against crime that relies on collaboration between the police and the community. Community policing will redefines our national approach to public safety and crime prevention efforts through enhanced partnership between police officers and members of the community.

The policy document recognizes the need to respond effectively to the changing nature and level of crime that require more effective methods of crime prevention. It is democracy in action as it involves the active participation of communities in defining and solving problems related to a key aspect of human development, which is the public security.

Principles of community policing are based on the fact that all policing is community policing. Members of the public must be willing to share information to identify criminals, set their local security priorities and therefore contribute to public security. The police will play their role professionally and respect the trust and confidence of communities, hence the fundamental principles of community policing are: the public must volunteer information on all aspects of crime to the police and forge close working relations with the police, create trust and understanding between police and the community, the public and police must cultivate mutual respect and confidence, awareness and respect for diversity and culture.

The implementation approach for community policing in Kenya was that each police station area, in conjunction with the local community, will form a standing

community policing committee with a membership of twelve respected individuals to be determined by the local community and police. There should be quarterly meetings to review progress made in local security issues and the entire exercise is absolutely free with no subscription fees or financial contributions. Training in community policing should take place in the police force and the community.

2.4.6 Community Training and Empowering

Capacity building which is used interchangeably with empowering is where the residents are trained and educated on the basics of an issue. In this case, individuals with knowledge and information on the subject will train key residents or people who are in a position to train and impart the knowledge on the subject. In this case, community workers would be most ideal to train. Si Khan (1982) observes that almost everyone agrees that training is an important part of an organization's work. He pauses a question that "but whom do we train, how do we train them, what for, how long and who should do it". The residents need for training is to educate and enskill them on the concept of community policing and what it is meant to achieve. Training would require the process of engaging in the proactive and systematic examination of identified problems to develop and rigorously evaluate effective responses. Training would include educating the residents on the basic human rights that they must cherish which would include entitlement to clean environment, safety, noise free residence and essentially some quality standards of living. Training could perhaps be done by engaging services of such agencies as the Department of Social Services, NGOs, and civil society in the provision of civic education to the residents so as to adequately empower them in matters of public safety and security. Civic education further addresses the importance of community participation in consultation and decision making on matters touching on their security.

2.5 Theoretical Framework

A theory is a set of interrelated constructs, definitions and propositions that present a systematic view of phenomena by specifying relations among variables, with the purpose of explaining and predicting the phenomena (Karlinger, 1964:11). Francis Abraham observes that a theory is a mathematical or logical explanation or a testable model of the manner of interaction of a ser of natural phenomena, capable of

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predicting future occurrences or observations of the same kind, and capable of being tested through experiment or otherwise falsified through empirical observation.

The study will therefore use theoretical literature to explain the impact community policing would have in Kahawa Sukari.

2.6 The Larger Nucleus Community Organization Theory

Biddle (1965) in the Larger Nucleus model defines a model as a "plan designed around patterns or processes for accomplishing a given set of objectives and guided by a conceptual scheme". Models help us to understand social phenomena and devise solution and take action in relation to them. Biddle has a unique way of defining the community as "Whatever sense of common good that people can achieve". He emphasizes that much community development work (especially that which receives wide attention) does not start with a small, face to face nucleus. It starts with an "Umbrella" organization that serves some concept of wider community. From this, a social system is formed which becomes a more representative body of many nucleus who serve as representatives of neighborhood and speak on their behalf.

Social change involves a community development process which is a process of social action in which the people organize themselves for planning and action, define their common and individual needs and problems, execute and supplement these resources when necessary with services and materials from government and non governmental agencies outside the community. Membership is voluntary for this model and open to all who would be willing to attend meetings, discussions, to plan and criticize ideas and take action themselves. The process is guided by an encourager who is a professional community developer, whose work is to encourage the community to work together hence the title.

2.7 The Grassroot Community Organizing Theory

It is another theory of community organizing where the strategists conduct a door to door knocking ideology for the purpose of the members identifying the issues that are perceived a bother to them. Lee Staples called it the "door to door" knocking. This helps to identify the issues from the people themselves who are referred to as the constituents. The grassroots strategy helps the community to organize themselves for

the changes that they require by gathering basic information on issues. In it, individuals actively interpret and get to know the reality and guide their issues according to the kind of problems the have in common. The organizers get to ask complex questions to community and residents. It then becomes easier to support and form committees when the community is informed and identifies with the problem. The organizers will communicate with the key informers who may include the gatekeepers, or chiefs and other opinion leaders on how well the issue at hand can be solved. With this, a general recruitment in support of the project is done which is the heart or the objective of the organizing. This kind of community organizing gets the community and specifically the individuals involved in problem solving. It is looked as the own initiative of the members and the door to door knocking gives it a sense of belonging to the people.

2.8 Conceptual Framework

The conceptual framework was based on the variables that identified areas that needed interpretation for comprehensive evaluation of community policing practice in the research site. The interpretations were as follows: Community and residence awareness off community policing. Awareness was taken as the process of hearing and having an indepth understanding of the subject to be able to adequately utilize it. Household security is the level of security issues that have been experienced in the research site, what actions they took after the experiences and if they were happy with the outcome of the cases after they were reported to the police or any other security agent.

Residents participation is where the study sought to establish how much and in what ways the residents participate in support of the concept. This was to find out if they volunteer their time, resources, join groups and if would be willing to personally attend meetings.

Government support is the requirements for effective community policing. The government is expected to provide personnel, equipment for work and resources for training both the police and the public.

Effective Community Policing recognizes a pro-active approach, which is founded on

close mutual ties between police and community members. It allows the community to work together in new ways to solve problems of crime, disorder and safety issues to improve the quality of life for everyone in the society. Effective community policing promotes community safety and security through enhanced partnership between the community, the police and all stakeholders. It reduces fear of crime in the society, improves quality of life, and enhances relationship between police and members of the public.

Figure 2.1: The Conceptual Framework
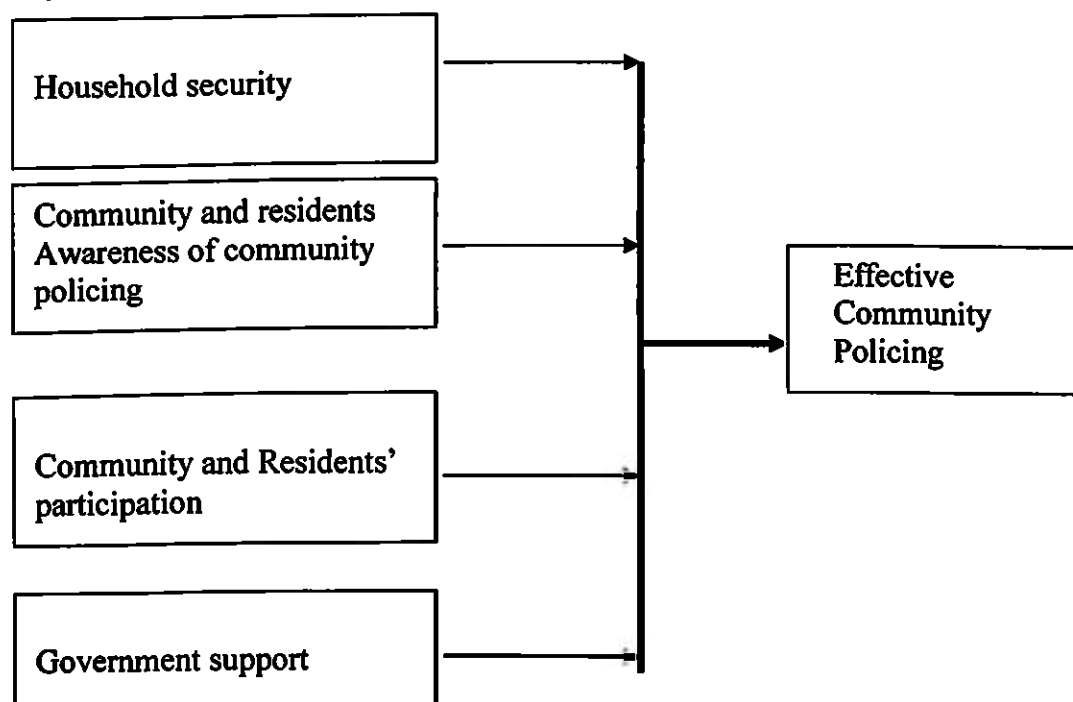
2.9 Operational definition of terms

Community and residents Awareness – The level of information the residents and the community have on the concept of Community policing.

Household Securities - Is the household insecurity levels experienced and how they were solved by the police or other security agents.

Community and residents participation – This is the extent the individual and groups participate towards the enhancement of community policing.

Government support – Policy frameworks and other forms of support provided by the government.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction
This chapter mainly dealt with the research design, population, sampling techniques, and sample size and data collection instruments and data analysis.

3.2 Site Description

The study Kahawa Sukari Estate is an urban settlement situated on Thika Road, opposite Kenyatta University. It is about twenty kilometers from the city centre. It is in the neighborhood of Kahawa Wendani. It also neighbors the Kenyatta family ranch that houses the Peponi School and the Brookside dairy. The estate has about 3000 plots of quarter acres and enjoys controlled development of single family units. It has an estimated population of about 10,000 people. (Welfare document)

The estate is divided into ten zones for ease of service delivery by the Kahawa Sukari and Plot Owners Welfare Association. The zones were developed when the estate was in serious crises of water shortage. The members were grouped into zones in terms of where they stay so that they could facilitate their own water distribution. This arrangement worked well and every household got water through shared contributions of resources towards the same. This was a success because people came together for the good of all. In the same way, the zone members have enclosed themselves as gated residents whereby they have one entrance and exit point. However, footpaths remain open to all allowing pedestrians to walk across from one side to the other.

3.3 Research Design
The nature of the design was both qualitative and quantitative. The research being a social research in community work, qualitative data was employed to get a holistic feel of the people through in-depth information and face to face interviews.

3.4 Units of Observation
The units of observation were Kahawa Sukari residents and the business community. The key informants included officials of the Kahawa Sukari Welfare Association, the area chief, the officer in charge of the police post and church minister.

3.5 Target Population

The target population of the study was about 10,000 people who included the residents and business community who were in five clusters in a total of ten.

3.6 Sampling Technique

Cluster sampling and simple random sampling techniques were used to draw a representative sample. Kahawa Sukari had 10 zones. Of these, 5 zones were selected using pure random sampling after which the zones were used as clusters. The researcher used the gate to each of the selected zones as the starting point. Questionnaires were then distributed to every fifth house from the gate (The first household was the fifth from the gate, the second was the 10th from the gate. The procedure continued until the 15th household within the zone was reached). A total of 87 residents and six key informants who were purposively chosen responded.

The key Informant interviews were conducted with personalities and organizations that are knowledgeable in the area of security and welfare association in the area. They were therefore relied upon to give substantial information. Key informant interviews were conducted with a two committee members of Kahawa Sukari Welfare Association, the area chief, Officer of police post and church minister and opinion leader. A brief description of the sampling frame was as in Table 3.1

Table 3.1: Areas of study and Key Informants interviewed

Research Instrument	Block Name	Questionnaires sampled	Questionnaires returned
Quantitative	Resident households	75	71
	Business people	25	16
Qualitative	Kahawa Sukari Welfare Association committee members	2	2
	Area Officer Commanding Station	1	1
	Church Minister	1	1
	Area Chief	1	1
	Opinion leader/business operator	1	1

a) Zones

Five zones were mapped for data collection from a total of 10 zones. This was done through simple random sampling.

b) Residents

The residents provided information on community policing in their area. The residents are the major stakeholders in the community hence bulk of information was collected from them. Respondents, randomly selected, were drawn from the 5 zones. Number of units were identified and systematically sampled to provide units in each zone.

d) Business operators

Security is paramount to businesses. Business operators provided this study with the needed information on security problems they encounter. A total of 5 business people from each zone were given self administered questionnaire to fill in. There were a total of 25 questionnaires given to business people to fill in.

e) Key informants

Key informants included persons perceived to have vital information on security in the community. These included the police, area chief, welfare association leaders, church ministers and civic leader.

3.7   The methods and tools of data collection

Primary data was collected through use of a questionnaire that was both structured and semi structured. The researcher used an interview guide to collect in depth information from key informants. A letter of introduction from the University of Nairobi was obtained to ease the process of administering questionnaires.

3.8 Data Analysis

The study generated both quantitative and qualitative variables. The data received was coded and analyzed by use of Statistical package for social sciences (SPSS) and expressed in tables.

Qualitative data was recorded, grouped and analyzed in narrative forms as captured from the residents responses.

CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

4.1. Introduction

This chapter presents data analysis, interpretation, and discussion of the research findings from the respondents and was organized into five sections. The first section addressed demographic characteristics of respondents; the second section addressed awareness of community policing; the third section looked at security situation of households; the fourth section looked at community and resident's participation and the fifth section looked at government support. Quantitative data was summarized using descriptive statistics. The data was then presented in form of tables, pie charts and bar charts.

4.2. Personal Characteristics of Respondents.

Information on the demographic characteristics of those interviewed in this research is essential in understanding the findings. The democratic characteristics of the 87 respondents interviewed at are presented in the sub headings of: Gender, age group, marital status, level of education, length of stay in the area, and activity carried out in the area.

4.2.1. Gender

A total of 56 males that account for 64.4% of the respondents filled in questionnaires and returned. The remaining 31 that accounted for 35.6% were female. These figures vaguely show the pattern that was realised by the Kenya Integrated Household Budget Survey - KIHBS, (2007) that considered rural urban migration by various age groups. This movement contributed to a shift in gender distribution such that there were more males than females in urban setting.

Given that Kahawa Sukari is a Middle class estate, the variations are expected. Traditionally, the African family was to be headed by a man who was also to be the sole bread winner of the family. This ideology has not been completely wiped out by encroaching western lifestyle as more males still move to major towns in search of meaningful earnings.

4.2.2. Age

The study sought to know ages of respondents. Table 4.1 gives age specific groups.

Table 4.1 Age category

	Number	Percent
Above 40 years	35	40.2
Between 20 and 30 years	23	26.4
Between 31 and 40 years	23	26.4
Below 20 years	6	6.9
Total	87	100.0

From Table 4.1, most of the residents who answered the questionnaire were above 40 years of age. This group accounted for 40.2% of the total number of residents. The other respondents were between ages 20 to 30 and 31 to 40 that stood at 20.4%, respectively. The ages between 30 and 40 are arguably the economic vibrancy age. It is at this stage that people settle down, mind so much about their security and the security of their investments. From the age groupings in the table, most of the residents at Kahawa Sukari age middle aged (30 – 50 years).

4.2.3. Marital Status

Marriage is an institution that is treated as holy/sacred not only in Christianity that most respondents prophesy to but also in traditional African context. In Kenya, most (74.7%) households have couples that may be into monogamous marriage, polygamous marriage or are living together (KIHBS, 2007). It is however being threatened by lifestyle changes and the inherent desire to embrace modernity that has resulted into breakages of several marriages. This study has shown that a total of 58.6% of the respondents were married, 41.4% were single because they were not yet married or were separated.

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4.2.4. Level of Education

Most of the residents are middle income group, their level of education is shown in Table 4.2

Table 4.2 Highest level of education attained

Highest level of education attained	Number	Percent
University level	46	52.9
Middle level colleges	25	28.7
Secondary level	13	14.9
Primary level	1	1.1
Total	85	97.7

The respondents included 52.9% University graduates, 28.7% middle level college graduates and 14.9% secondary level graduates. This literacy level that stood at 100% is higher than the national one that stands at 75.7% (KIHBS, 2007).

4.2.5. Duration Taken as Resident

Caring for the neighborhood is a characteristic shared by people who would want to see their neighbourhood secure. Figure 1 shows the distribution of the respondents according to their length of stay in Kahawa Sukari.

Figure 1   Length of stay of respondents at Kahawa Sukari
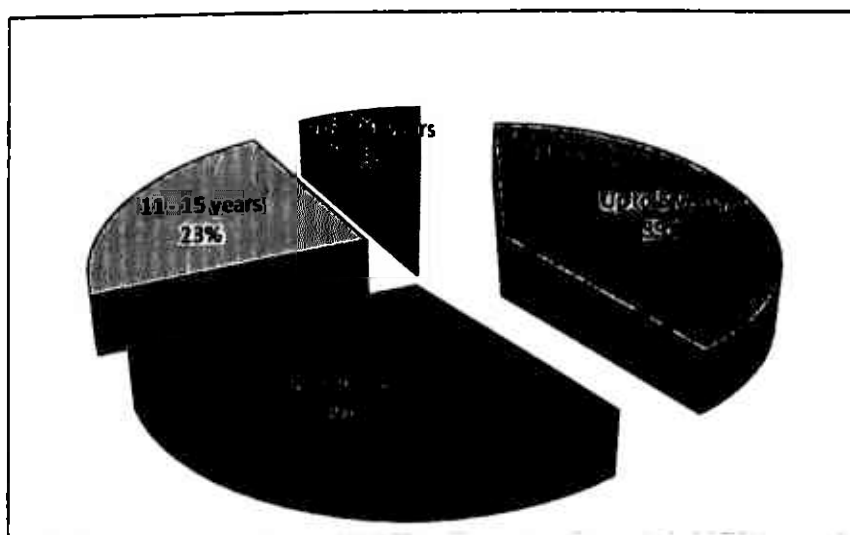
n = 84

Figure 1 shows that some residents have lived/worked in the estate for a period between 10 years and 20 years. This group forms 31% of the total sample size.

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Another 30% have lived in the estate for 6 to 10 years. Figure 1 also shows us that 39% of the residents have been around for not more than five years. It is clear that most of the residents do not keep changing residence to other places outside Kahawa Sukari.

Respondents were also asked to state their operation at Kahawa Sukari. Only 59 respondents answered this question. This represented 67.8% of the total sample size. Table 4.3 provides a summary of the responses received.

Table 4.3   Type of operation within the estate

Operation	Number	Percent
Resident	42	71.2
Retails	10	17.0
Mechanics	2	3.4
Health workers	2	3.4
Church minister	1	1.7
Community worker	1	1.7
Teacher	1	1.7
Total	59	100

Table 4.3 showed that a total of 71.2% of the respondents were residents but worked elsewhere. There were also people who operated various kinds of businesses. These businesses included: retails 17%, mechanics 3.4%, health workers 3.4%, church minister 1.7%, community worker 1.7% and teacher 1.7%.

4.3.   Security Situation of the Household

The first objective of this study was: "To establish insecurity situation and the community's experience". Despite the fact that most respondents indicated their main need for forming an association as a means to supporting each other on development and social issues, issues of security, electrification, access to water and general security are all included in the social issues. When a statement was made to respondents that the reasons why individuals and groups get to together is to forge a front for solving their problems, a total of 64.4% of the respondents agreed with the statement. Only 5.7% of the respondents disagreed with the statement.

4.3.1 Episodes of Insecurity

Respondents were asked about their experiences with insecurity. A total of 42 respondents had insecurity experiences. The table below presents episodes of insecurity as experienced.

Table 4.4   Episodes of insecurity

Insecurity	Number	Percent
Burglary, stealing of house or business items	26	61.9
Carjacking	8	19.0
Mugged by thugs on the way	6	14.3
Petty crime	2	4.8
Total	**42**	**100.0**

Burglary and stealing of house or business items were at 61.9%, carjacking that was mentioned by 19% of the respondents, being mugged by thugs on the way that was mentioned by 14.3% and cases of petty theft young men loitering around residence that was mentioned by 4.8% of the respondents.

4.3.2 Action Taken by the Respondents after Insecurity Episode

The respondents were also asked of the action they took after the episode. The responses were as indicated in Table 4.5. Table 4.5 Action taken by respondent after insecurity episode

Action	Number	Percent
Reported to the police	32	76.2
Shouted for help from the neighborhood	8	19.0
Relocated to another area within Kahawa Sukari	1	2.4
Reported to welfare group/association	1	2.4
Total	**42**	**100.0**

76.2% of the respondents reported their cases to the police. 19% shouted for help 2.4% reported to the welfare and another 2.4% chose to relocate.

The association recorded that "In order to reduce incidences of carjacking and other insecurities, the association advocated for a police post nearby, residents united to contribute the land in which it stands and also financed to build the structures.

4.3.3 Action Taken after Reporting by Respondent

Table 4.6 below explains the actions taken after the culprits were reported to the police. 35.3% of the cases reported, the culprits are being looked for the police. 32.4% recorded that nothing happened after reporting. 11.8% had the culprits arrested and a similar percentage had the culprits arrested then released. Only 2.9% had the culprits arrested and prosecuted and a similar percentage did not follow up the cases.

Table 4.6   Action taken after reporting by respondent

Action	Number	Percent
Culprits still being looked for by the police	12	35.3
Nothing happened, culprit run away	11	32.4
Culprits arrested	4	11.8
Culprits arrested and later on set free	4	11.8
Culprits lynched by the public	1	2.9
Culprits arrested and prosecuted	1	2.9
Did not follow up	1	2.9
Total	**34**	**100.0**

A total of 52% of the respondents were not comfortable reporting cases to the police. The reasons given included: Poor follow up by the police, the police take long to respond, lack of confidentiality among police officers and the mentality that the police facilitate escape of suspects.

The respondents' reacted to opinion statement that there was a perceived strained relationship between the police and the public leading to the public withholding sensitive and vital information. About 75.9 percent agree to the statement and 12.6% disagreed indicating that a lot of public relations exercise needs to be done to improve police image. The slow pace of police response makes the common man believe that

there is no action taken. and to them, justice delayed is justice denied. They opt for other ways of sorting their issues.

The area chief mentioned that "I am aware of the existence of some criminals but it has been so difficult to get them in the act or get a witness on specific cases. This makes them run loose, causing havoc to the residents". We advocate for the public to have police/chief telephone numbers to be able to efficiently report insecurity". This was also shared by the association. The Key Informant who was an association member stated that "The criminals threaten residents against reporting".

4.3.4 Alternative security arrangement

A total of 75.0% of the respondents have engaged the services of private security either collectively as a block or on individual basis. Most of the respondents had organized themselves into blocks. It is these small groups that decided to hire private security to man their gates and offer security both day and night.

4.3.5 Conclusion

Insecurity was a great concern for the respondents as 48% of the respondents or their family members had experienced cases of insecurity. The highest mentioned insecurity experiences included burglary & stealing of house or business items and carjacking. A total of 76.2% of the cases were reported to the police. Despite the reporting to the police, 67.7% of these criminals had not been arrested. This has greatly hampered case reporting as 52% of the respondents opined that the respondents were not comfortable reporting cases to the police because of poor follow up of cases by the police, the police take long to respond after reporting, lack of confidentiality among police officers and the mentality that the police facilitate escape of suspects.

4.4. Awareness of Community Policing

Our second objective was "to find out the residents' level of awareness about community policing" The concept of the community policing is largely a preventive measure which brings about active engagement of the community members in public

safety and security management. This means empowering the community members on safety and security issues and policing services Kenya Institute of Public Policy Research and Analysis -KIPPRA, (2006). Given that the core of this study is on community policing, the respondents were asked questions surrounding awareness of community policing. These questions included: Understanding of community policing concept, source of information on community policing, time of knowledge of the concept and what community policing entails.

4.4.1 Knowledge of Community Policing

Residents were asked if they had ever heard about community policing. A total of 82.8% agreed to having heard about the concept. Only 17.2% have never heard about the concept. Even though several residents had heard of the concept, a total of 47.1% disagreed with the statement that the concept is wide spread and residents well informed. Only 28.7% of the respondents believe the idea is wide spread and the residents are well informed. Table 4.7 illustrates the various sources of knowledge on community policing.

Table 4.7   Source of knowledge on community policing

Source	Number	Percent
Media	44	61.1
Residence association	15	20.8
Friend/neighbors	9	12.5
Area administration (Chief, Police)	4	5.6
Total	72	100.0

From Figure 4.7, it is clear that most residents totaling 61.1% first heard about the concept through media. The other sources of first knowledge mentioned were from residence association that accounted for 20.8% of the total sample. Friends and area administration also played a role in awareness creation. It is therefore clear that most residents were aware of community policing concept. By the year 2005, a total of 32.4% of the respondents had heard about this concept. By 2007, the knowledge rose to 58.8% and by 2010, 82.8% of the residents had known about the concept.

The Officer Commanding Kahawa Sukari Station mentioned that "I believe most people are aware of community policing concept, I am also aware that people fear the police. This presents a challenge to case reporting".

4.4.2 What Community Policing Entails

Having looked at the general awareness, the respondents were asked to mention what the concept entails. The question received 78 responses. Their responses were varied as is shown in Table 4.8.

Table 4.8   What community policing entails

What does community policing entail?	Responses	
	Number	Percent
Community and police working together	45	57.7
Neighbors coming together and working towards improving security in their area	18	23.1
Community members volunteering information to the police	9	11.5
Village elders handling community members' issues	4	5.1
Introduction of patrols by both police and private security	2	2.6
Total	78	100.0

To most residents, the concept means the community and police working together. This was from 57.7% of the responses received. Another 23.1% of the respondents viewed the concept as neighbors coming together and working towards improving security in their area. Only 11.5% of the respondents mentioned that the concept means community members volunteering information to the police. There were even views that the concept means village elders handling community members' issues and introduction of patrols by both police and private security.

4.4.3 Conclusion

The evaluation of the level of awareness of community policing by the residents of Kahawa Sukari revealed that 82.8% of the respondents had heard of the concept. Media played the leading role in awareness creation as it formed the vast source of knowledge about community policing concept. The residents also had the basic concept of community policing that is the community and police working together to prevent or mitigate crime, but this is information they learned from the media.

4.5   Community and Resident's Participation in Security of the Estate

The third objective of this study was: "To find out the extent of community participation in security of the estate". As growing populations outstrips the capacity of states to meet the needs of the people, it has become the prerogative of the communities to seek solutions from amongst themselves to problems that were hitherto the responsibility of the central government". This underscores the need for residents to understand and embrace the concept of community policing for a more secure environment. In this study, the community and resident's participation was assessed in terms of membership to any association, participation in meetings and participation in joint actions approved by the group/association.

4.5.1 Membership to Welfare Association

To understand the level of participation, respondents were asked if they belonged to any welfare association. A total of 62.1% of the respondents were members of some association(s). Their main association was Kahawa Sukari Residents and plot owners' welfare Association. Within this association are some small groups mostly organized in zones (blocks). Most of the residents could not recall when they joined the association(s) but could trace it back to the period when there was serious water shortage in the area. The reasons they advanced for joining the groups/associations are shown in Table 4.9.

Table 4.9   Reason for joining the association/group

Reason	Number	Percent
Need to support each other on development and social issues	34	65.4
Access prompt service in terms of security and road rehabilitation	9	17.3
Regular attacks by thieves	3	5.8
Improved block security - man the gate	2	3.8
Educate the community	2	3.8
Decision making body in the estate	2	3.8
Total	52	100

From Table 4.9, it is clear that most residents joined the association to support each other on development and social issues. It is important to note that social issues are wide as they range from security, access to water, improvement of roads, getting to know the neighbour and so on as mentioned by 65.4% of the respondents. The other reason was to access prompt service in terms of security and road rehabilitation. This was mentioned by 17.3% of the respondents. Other reasons included: regular attacks by thieves (5.8%), share in employing watchman (3.8%), creation of awareness to the community (3.8%) and because the association is the decision making body in the estate (3.8%).

4.5.2 Frequency of Security Meetings

Respondents were asked how often they held security meetings. A total of 54 respondents answered the question. What stood out was that these meetings were irregular and held as per need. This was mentioned by 29.9% of the respondents. A total of 13.8% mentioned monthly, 10.3% quarterly, 5.7% yearly and 2.3% weekly. A statement on adequate support requirement by the residents to be able to willingly report suspicious persons to the police received overwhelming backing with 81.6% of the respondents agreeing to it. Only 3.4% of the respondents did not approve of the statement. It is thus clear that all that is wanted is the feeling of trust for the community to upscale their involvement in reporting situations or individuals who are viewed to be source of insecurity.

The area Chief mentioned that "very few residents attend meetings called by her. This makes planning on security issues a great challenge. The residents only show up after experiencing a problem".

4.5.3 Achievements Made Due to Organization as a Block

The residents were asked the aim for joining block association. This was then used to understand their achievements as a block. Table 4.10 lists the residents' aims of block association.

Table 4.10   Aims of the block association

Aims	Number	Percent
Help each other in development issues and having collective responsibility	32	46.4
Come together to reduce insecurity	23	33.3
Have a way of monitoring people coming in and going out of the estate	7	10.1
Make joint financial contributions for estate activities like gate construction	5	7.2
Creation of awareness on insecurity within the estate	2	2.9
Total	69	100.0

The main aim for joining the association was to: Help each other in development issues and having collective responsibility. This was mentioned by 46.4% of the respondents. A total of 33.3% of the respondents joined to reduce insecurity. Other reasons included: Having a way of monitoring people coming in and going out of the estate (10.1%), making joint financial contributions for estate activities like gate construction (7.2%) and creation of awareness on insecurity within the estate (2.9%).

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The block associations had made several achievements as viewed by the respondents. These achievements were collated and presented in Table 4.11.

4.11   Achievements of block association

Achievements	Number	Percent
Know and support each other	25	32.1
Have Constructed gates	8	10.3
Have installed street lights	5	6.4
Repaired roads	4	5.1
Unblocks main water pipes	2	2.6
Hire private security	1	1.3
	78	100

The achievements made by the block association included: Knew and were supporting each other (32.1%), had constructed block gate (10.3%), installed street lights (6.4%), contributed in repairing estate roads (5.1%), Had unblocked main water pipes (2.6%) and hired private security to man block gate. These activities were made possible from members' financial contributions and active participation in meetings.

4.5.4   Conclusion

A total of 62% of the respondents were members to Kahawa Sukari Welfare Association. The main reasons advanced for joining the association included the need to support each other on development and social issues and quick access to services like security, water and good roads. Respondents were very active in welfare association meetings but inactive (rarely turn up) for meetings organized by the administration. The respondents aims of coming together to help one another on development & social issues and uniting to reduce insecurity had been achieved as residents knew each other because of the joint meetings that they participated in and the insecurity levels have greatly reduced since the formation of estate welfare association.

4.6   Support from Government

This study's fourth objective was: "To highlight government support systems to community policing". Community policing was a government concept and it is only logical that this study assessed government support. Hesta, (2004) observes that community based policing is both a philosophy (a way of thinking) and an organizational strategy (a means to carry out that philosophy) that allows the police and community to work together in new ways to solve problems of crime, disorder and safety. Opinions of respondents were solicited on various attributes some of which included support for the initiative and awareness creation.

4.6.1   Assistance Accorded by the Association to the Block

To study sought to establish what assistance they enjoyed from welfare association membership. Responses are in table 4.12

Table 4.12   Support received from the group/association

	Nature of assistance	Number	Percent
Security	Provision of security guards	28	77.8
	Installation of gates and availing new security locks	5	13.9
	Awareness creation among community members	2	5.6
	Ensure availability of piped water	1	2.8
	Total	**36**	**100**
Water	Ensure availability of piped water	13	56.5
	Unblock or repair pipes	7	30.4
	Repair roads	1	4.3
	Organize the making of boreholes	1	4.3
	Help in settling bills	1	4.3
	Total	**23**	**100**
Roads	Repair roads	26	100
Electricity	Ensure street lighting	7	70
	Installation of gates and availing new security locks	2	20
	Installation of mulika mwizi	1	10
	Total	**10**	**100**

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The residents enjoy support from each other namely: Provision of security guards that stands at 77.8%, ensuring availability of piped water at 56.5%, repair roads at 100% and ensuring street lighting. Thus, the association can be taken advantage of to effectively execute community policing in the estate.

4.6.2 Police Patrols within Kahawa Sukari

In order to understand police activity in Kahawa Sukari, the residents were asked if their blocks were patrolled by the police. A total of 57.5% of the respondents had never seen police officers patrol anywhere around their zone. Only 20.7% had seen police patrol within their zones. These patrols were however mostly irregular. In a few instances, the patrols were witnessed once a day or once a week. Reasons advanced by the residents about police patrols included: Their blocks were not patrolled because the police did not have adequate vehicles to execute the work. Others thought that the police were understaffed and as such only visited areas with dire security needs. They also believed that the police only concentrated on the main avenue given that most blocks had private security.

The area OCS mentioned that "we mostly patrol at night because this is the time criminals carry out their activities. These patrols are done throughout the night". It was unfortunate the Police officers might not be everywhere all the time.

4.6.3 Provision of Support for Community Policing

Respondents were asked if they believed the government provided support for community policing initiative. It emerged that 52.9% of the respondents were not sure of government support for this initiative. Only 23% of the respondents were sure that government provided support to the initiative. Those who were sure of government support for the initiative were the same ones who were aware of government and civic society involvement in awareness creation.

However, when the respondents were asked if they would attend sensitization forums organized by the government, 83.9% said yes. This was an indication that the community was interested in the success of the concept.

4.6.4 Expectations towards Community Policing Concept

According to Trojanowicz, (1998) community policing changes the way police think and act. This revolutionary movement broadens the police mandate beyond a narrow focus on fighting crime to include efforts that also address fear of crime, social and physical disorder and neighborhood decay. Table 4.13 presents expectations of the respondents towards community policing.

Table 4.13   Expectations of the respondents towards community policing

Expectations	Responses	
	N	Percent
Will help reduce insecurity	25	32.9
There is need to educate residents about the concept	13	17.1
Support community projects	13	17.1
Open an opportunity for information and secrecy of source	9	11.8
Police and community need work together	7	9.2
Government will be more reliable	4	5.3
Need for more Police Officers to execute the concept	3	3.9
Police officers need to join locals in social places to be able to get information	2	2.6
Total	76	100.0

The expectations of the respondents towards community policing were varied. A total of 32.9% of the respondents hoped that the concept would help reduce insecurity, 17.1% hoped it would support community projects in-terms of guaranteeing security, another 17.1% hoped to have relevant institutions engaged in awareness creation on the concept. Others included: Encourage volunteering of information and insist on secrecy of source, encourage Police and community to work together, make government be more reliable and increase the number of police officers for the concept to be effective. These expectations can only be achieved when the community works closely with the police, more awareness is created, stake holders attend meetings regularly, resources are adequately distributed, government puts an end to corruption and when the Police officers are made to feel motivated so that the patrols are made efficient.

From the responses received, a total of 60.9% of the respondents agreed that community policing is an effective tool to security in Kahawa Sukari. Only 6.9% thought otherwise. Most of the respondents thought it would be the solution to insecurity because to them it promoted peaceful coexistences in the area, could take the advantage of the fact that the community knew background information of the criminals and could easily eliminate criminals if they worked closely with the police and that both teams could work towards reducing insecurity if there was direct involvement of the community.

4.7 Conclusion

Experiences of insecurity were wide spread and such cases were mostly reported to the police. The police were found slow in their responses as only a few cases were prosecuted. The kind of practice of community policing in the state is mixed. Whereas community policing is about the public taking up the responsibility from an individual level then collectively, the residents contribute money to hire private security guards for surveillance and to keep safe.

A total of 82.8% had heard about community policing concept with most residents having learnt through the media. The concept was understood to mean the community and police working together in fighting crime. Cases of burglary and stealing of house or business items was the most experienced insecurity in the estate.

Reporting of insecurity cases were mostly made to the police even though the public viewed them as slow in attending to reported cases as most criminals were still being looked for. Most residents were members of resident association as it offered a means towards utilization of joint bargaining benefits in water supply, electrification of estate, provision of security, repair of roads among others. Police as well as government presence was not felt in the estate even though the respondents still hoped security situation would improve with more involvement of the government in handling security issues. Police patrols were not felt as well.

CHAPTER FIVE: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Summary of the Key Findings

The study identified that the community has experienced cases of insecurity over time. Cases included numerous car jacking, house breakings and mugging. The cases were mainly reported to the police. Others reacted differently and shouted for help or reported to the welfare groups. Of the cases reported, only 2.9% of the culprits were arrested and prosecuted. Others were either set free by the police, or being looked for, others run away and a 2.9% of the respondents did not follow up the cases after reporting. The residents have either privately or collectively as a group engaged the services of private security.

The study found out that the community is aware of the concept of community policing with majority having learnt it from the media. They averagely understand it to mean community and police working together.

The study identified that the residents participate in security issues in the estate. They are members of the welfare group and have also grouped themselves in the blocks or zones where they collectively hire private security for surveillance and patrols during the day and night. In these groups, they contribute money to pay the guards. A statement from the interview with the security guards showed that the guards report cases of lawlessness to the police themselves and also to the zonal groups. The area Chief who is conversant with the concept of community policing recorded that residents do not attend meetings unless there are emergency issues that have been experienced.

Government support in the area was not felt by the residents. There were no police patrols experienced. Police also took long to respond once cases were reported to them. The relationship between the public and the police was found wanting and poor which resulted to the public loosing confidence in the police operation. There was profound fear that there are cases when threat messages are sent to individuals who have reported cases to the police. The police lack basic equipment to respond to cases with broken vehicle, understaffing and housing as some of the issues established.

5.2 Conclusion

The numerous cases of insecurity and lawlessness experienced and other community needs compelled the residents to get together to forge a front for a safer world.

Although the residents seem aware of community policing, they learnt it from the media and there have been no forums to train and empower people. Failure to train and empower the community and the police on the aspect of effective community has caused a persistent poor relation between the police and the public hence the public hold back information hitherto meant for the police. Inadequate work equipment has compounded the issues further with the public doubting the presence of government support to matters of insecurity in the area.

5.3 Recommendation

From the practice of community policing process established, the following recommendations were drawn.

- Since the residents are aware of the concept of community policing, they only need to be sensitized on what it entails and what they are expected to do.
- The government, perhaps through the welfare should have key people in churches and schools and businesses trained on the concept of community policing who would consequently train others to understand and adopt the process.
- Open forums should also be established by the government through their agencies where the police and the public have a face to face interaction to alienate the fear and improve on the dented relationship.

- Police officers should have good public relations and customer service training and reduce on the red tape which is found intimidating.
- The police need to uphold confidentiality to win the residents confidence and treat all as equal.
- The concept of community policing is one that people volunteer information in areas they specialize in hence the government should have a strategy in which the residents register their areas of specialization to enhance the development of the estate, whether in security issues or otherwise.
- Finally, the government should consider taking on the private security as part of the peripheral government agency to tackle insecurity and have them trained and perhaps attach them to a trained police officer to train them on basic security drills.
- The study did not cover all aspects of operations of community policing. Possibility of integrating private security as part of community policing machinery. A comparison study of community policing in a formal settlement versus informal settlements would also be explored.

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APPENDIX I: QUESTIONNAIRE FOR RESIDENTS

My name is Wangu Githui, a student at the Faculty of Arts, University of Nairobi. I wish to carry out a study on Community Organization Efforts for effective execution of Community Policing in Kahawa Sukari. This is purely for Academic purposes and all information given will be strictly confidential.

Zone number/Business Operation/others (Please indicate)

_____

1. **Demographic characteristics**

a. Gender

Male ☐   Female ☐

b. Age category

Below 20 years ☐   Between 20 and 30 years ☐

Between 30 and 40 years ☐   Above 40 years ☐

c. Marital Status

Single ☐   Married ☐ Others (Specify) _____

d. What is your level of education?

University level ☐   Tertiary colleges ☐

Secondary level ☐   Primary level ☐

e. How long have you lived/operated within Kahawa Sukari? _____

2. Security situation of the household

a. Have you or your family member experienced case/s of insecurity or lawlessness while within the Kahawa Sukari Community in the past three years

Yes ☐   No ☐

b. If Yes, what was the nature of the case?

_____

_____

c. What action did you take?

Reported to the police ☐   Relocated to another area within Kahawa Sukari ☐

Reported to welfare group/association ☐ Shouted for help from the ☐

neighbourhood

Others (Specify)

_____

d. How did the case end?

Culprits arrested   ☐ Culprits still being looked for by the ☐

police ☐   ☐

Culprits arrested and prosecuted   Culprits arrested but awaiting

prosecution Culprits arrested and late ☐ set free   Culprits lynched by the ☐

public

Others (Specify)

_____

e. Is the community road infrastructure well organized for communication?

Yes ☐   No ☐

f. Is there alternative security arrangement engaged in the area?

Yes ☐   No ☐

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3. Awareness of Community Policing

a. Have you ever heard of community policing concept?

Yes ☐   No ☐

b. If Yes, how did you first know about community policing?

Media ☐   Friend/neighbor ☐   Residence association ☐

Area administration (Chief, Police) ☐ Others (Specify) _____

c. When did you first know about community

policing?_____

d. What does community policing entail?

_____

_____

_____

4. Community and Residents' participation

a. Are you a member of any welfare association/group within Kahawa Sukari?
Yes ☐   No ☐

b. If Yes, what is the name of this welfare association/group? _____

c. When did you join this welfare association/group? _____

d. Why did you join the association?

_____

_____

e. How often does the association hold security meetings?

Weekly ☐   Monthly ☐   Quarterly ☐   Yearly ☐

As per need/irregular ☐   Other (Specify) _____

f. In which way has the association/group assisted you in areas of;

Issue	Assistance (1.Yes, 2. No)	Nature of assistance
Security		
Water		
Roads		
Electricity		
Other (Specify)		

g. Have you organized yourselves in your block?

Yes ☐   No ☐

h. Why did you decide to organize yourselves in your block?

_____

_____

i. What have you been able to do within your block because of this

organization?

_____

_____

j. Are there any contributions that you make as a group within your block?

Contribute money ☐   Volunteer services to the estate ☐

Attend meetings ☐   Others (Specify)

_____

k. Has there been a situation where your block has been faced by insecurity?

Yes ☐   No ☐

l.   If Yes, did you ever report it to the police?

Yes ☐   No ☐

m.   Were you comfortable reporting this case to the police?

Yes ☐   No ☐

n.   If No, Why were you not comfortable reporting the case?

_____

_____

o.   What action did the police take?

_____

p.   Were you happy with the action taken by the police?

Yes ☐   No ☐

q.   If No, why were you not happy with the action taken?

_____

_____

r.   Is your block covered by the police in their regular patrols?

Yes ☐   No ☐

s.   If Yes, how frequent are the patrols?

Hourly ☐   twice a day ☐   Once a day ☐   Once a week ☐

Irregular ☐   Other (Specify)

_____

t.   If No, why do you think the police do not patrol your block?

_____

_____

5. Government Support

a. In your opinion, does the government provide support for the community policing initiative in the community?

Yes ☐   No ☐   Not sure ☐

b. Are there any civic education programmes organized by the government or the civil society to create awareness on concept of community policing?

Yes ☐   No ☐

c. If the government provided a forum to sensitize the community on community policing, would you attend?

Yes ☐   No ☐

d. The government has a policy on enhancement of community policing? What are your expectations towards the concept?

_____

_____

_____

e. Explain how best you think your expectations can be met.

_____

_____

_____

f. Do you agree that community policing is an effective tool to insecurity in Kahawa Sukari? Give reasons

_____

_____

_____

g. What recommendations can you make towards enhancement of community policing within the community?

_____

_____

_____

h. Please use the key provided to indicate (use tick) your extent of agreement or disagreement to the following aspects on community policing

5=strongly agree   4=Agree   3=Not sure 2=Disagree 1=strongly disagree

	5	4	3	2	1
a) The concept of community policing is widespread and residents well informed.					
b) Community organization, strong groupings and empowerment would effectively enhance the adoption of community policing concept.					
c) With government support and community understanding, community policing would effectively be adopted and executed as a preferred security system					
d) The reasons why individuals and groups get to together is to forge a front for solving their problems. This is being experienced within Kahawa Sukari					
e) The police lacks adequate support in terms of capacity to counter crime even when the crime is promptly reported					
f) With adequate support, the residents would willingly report suspicious persons or activities without fear of betrayal					
g) There is a perceived strained relationship between the police and the public leading to the public withholding sensitive and vital information					

Thank you for your participation

INTERVIEW GUIDE FOR KEY INFORMANT

My name is Wangu Githui, a student in the Faculty of Arts, University of Nairobi. I wish to carry out a study on Community Organization Efforts for effective execution of Community Policing in Kahawa Sukari. This is purely for Academic purposes and all information given will be strictly confidential.

a.   Gender
b.   Age category

c.   Marital Status

d.   What is your level of education?

e.   Designation? (Police, Chief, Church leader, Civic Leader, etc)

f.   How long have been working within the community. _____

g.   What is the security situation of the estate?

-     Incidences of insecurity

-     Measures taken to contain the situation

h.   When was community policing introduced in this area?

i.   Has there been any awareness creation to members of the community since its introduction?

j.   How do you gauge community involvement in community policing currently?

k.   What support does the community receive from the police?

l.   What support does the community receive from the government?

m.   How do you see the collaboration between the locals and the police?

n.   In your opinion, is community policing an effective way of preventing and controlling crime

o.   What should be done to enhance proper and efficient community policing concept in Kahawa Sukari?

Thank you for your participation.