

Contributions of Nairobi City Inspectorate Officers in Urban Safety Management: A Case of Kibra Sub-County in Nairobi, Kenya

***Alvin Omuga Mayoya**

ORCID: <https://orcid.org/0000-0002-3881-5788>

Department of Criminology and Social Work, Masinde Muliro University of Science and Technology,
Kenya

Email: alvinomuga@gmail.com

Prof. Crispinous Iteyo, PhD

ORCID: <https://orcid.org/0009-0000-3370-8804>

Department of Peace and Conflict Studies, Masinde Muliro University of Science and Technology,
Kenya

Email: citeyo@mmust.ac.ke

Erick Ater Onyango, PhD

ORCID: <https://orcid.org/0000-0002-9888-2413>

Department of Criminology and Social Work, Masinde Muliro University of Science and Technology,
Kenya

Email: eater@mmust.ac.ke

***Corresponding Author:** alvinomuga@gmail.com

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Abstract

This study assessed the role of Nairobi City Inspectorate Officers in strengthening urban safety in Kibra County, Kenya. Using a descriptive survey research design, data was collected through semi-structured a questionnaire. Quantitative data was analyzed using descriptive statistics presented in tables while qualitative data was thematically analyzed to supplement and enrich the numerical findings. Ethical considerations were strictly observed. Findings indicated that liquor-related offence cases, public nuisance and licensing violations were the most common crimes. City Inspectorate Officers employed strategies, such as training, surveillance, public sensitization and equitable resource allocation to enhance safety. Inter-agency cooperation and community partnerships further reinforced effective efficacy on public safety. The study recommends intensified regulation of high-risk activities, such as illegal liquor sales, expanded training and resourcing of inspectorate officers as well as formalized collaboration between law enforcement, community actors and other stakeholders. These steps are essential for enhancing urban safety and ensuring sustainable crime management in informal urban settings like Kibra.

Keywords: Urban safety; crime prevention; law enforcement techniques; inter-agency collaboration.

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Introduction

Quality of life in rapidly growing cities is greatly influenced by municipal governance (Albouy, 2008). Urbanization places significant pressure on public space management, transportation systems, informal economic

activities and population density. In response, local governments are tasked with maintaining public order, enforcing city by-laws and ensuring clean, safe and orderly urban environments (Gupta & Ahuja, 2024).

Urban leadership has increasingly become central to crime prevention efforts. Since the 1980s, various countries have strengthened city-level approaches to safety. In France, for example, the Mayor's Commission on Security institutionalized municipal contracts that empowered mayors to form local crime prevention committees, collaborating with community members (Delpeuch & Ross, 2020). The European Forum for Urban Safety (EFUS), established in 1987, enabled more than 100 cities to jointly design community safety initiatives (Beal & Pinson, 2014).

Significant efforts have been made in Africa to improve urban safety through community and municipal involvement. In particular, South Africa has shown a strong commitment to local governance and community-based crime prevention. The government developed a comprehensive manual, which offers a structured approach for local authorities to design and implement crime prevention strategies suited to their specific contexts (Knowles, 2021).

In Kenya, crime prevention is pursued collaboratively through the County Policing Authority (CPA), established under Section 41 of the National Police Service Act. The CPA brings together the National Police Service (NPS), county governments, civil society and community representatives to strengthen county-level security interventions. The NPS, created under the National Police Service Act of 2012 following the National Task Force on Police Reforms, remains the primary national law enforcement agency (Polo, 2021).

Despite these initiatives, Kenya, particularly Nairobi, continues to face escalating urban crime. Rising incidents of carjackings, robberies, child homicides and burglaries, compounded by the proliferation of small arms, have heightened public fear (Sila & Masiga, 2022). Over 50% of Nairobi residents consistently express concerns about personal safety, with surveys showing that 75% fear becoming crime victims and 85% fear fatal attacks (Ngare, 2020). The situation is especially acute in informal settlements like Kibra, where high youth unemployment, poverty, school dropout, drug misuse, robbery and illicit alcohol consumption (chang'aa) are widespread (Makutwa & Gitonga, 2023). Examining the effectiveness of Nairobi City Inspectorate

Officers in preventing crime and restoring public safety has become increasingly critical, particularly in informal settlements, such as Kibra, where socioeconomic vulnerabilities heighten insecurity. While numerous studies have explored rising crime rates in Nairobi and the complex challenges facing informal settlements, there remains a notable lack of empirical research specifically assessing how effectively City Inspectorate Officers contribute to crime reduction and urban safety (Njenga, 2025).

Literature Review

This section presents a review of existing literature relevant to the study's key themes, including urban crime prevalence, enforcement strategies and inter-agency collaboration. The review draws on scholarly articles, policy documents and empirical studies to contextualize the current trends within broader academic and practical discussions.

Factors Underlying Crime

Understanding factors that shape crime and violence requires an examination of broader social contexts in which they occur. According to Mesko (2019), ingrained political, social, cultural, and economic elements that provide chances or incentives for criminal activity have an impact on crime and violence on a local and national level. Of these, informal social and cultural values have a major influence on whether crime is encouraged or discouraged. In certain communities, violent and criminal behaviors are seen as normal, ingrained in cultural customs, or even encouraged by the law. Furthermore, culture can function as a protective factor against crime. For example, Hong Kong's low crime and violence rates are largely due to the city's strong familial networks, family-oriented values derived from Confucianism and a typically law-abiding populace that supports anti-crime administration (Broadhurst et al., 2010).

Geldenhuys (2019) observed that times of substantial political democratization have coincided with increases in homicide rates. When autocratic government gives way to democratic governance, social and economic upheavals frequently result, which may momentarily increase crime and violence. There have been a noticeable rise in homicide rates throughout these times in transitional nations, especially in Eastern Europe and Latin America.

But when these countries settle down and become into fully fledged democracies, crime rates start to drop. However, research indicates that crime does not disappear, even in societies that are completely democratic, and may even increase with time.

Satterthwaite (2017) noted that poverty, a chronic risk factor linked to an increase in crime and violence in urban settings, has had a substantial impact on the majority of African nations. Although poverty and crime are frequently associated, he found that many impoverished communities still have low crime rates because of strong informal social and cultural norms that discourage deviant behaviors. He went on to say that one of the main causes of crime in many African cities is income inequality. Other exclusionary factors, such as unequal access to infrastructure, healthcare, education and work, as well as disparities based on gender, ethnicity, and religion, supported the findings. Similarly, Bahati (2016) found that crime rates in Nairobi are the highest in Eastlands informal settlements, where residents live in extreme poverty.

According to Grossi (2017), in certain parts of the world, the fast rate of urbanization is linked to higher crime rates. Authorities are under more pressure to address demands for public safety and security as a result of rapid urbanization. This is particularly crucial as emerging cities, whose public institutions are least prepared to handle the problems of rapid urbanization, will absorb nearly all of the world's urban expansion over the next 20 years. People who live in big cities are more susceptible to crime than ever before. Three reasons account for the relationship between crime and city growth in emerging nations. First, returns on crime tend to be higher in larger cities due to increased opportunities, thriving second-hand markets for disposing stolen goods and a greater concentration of affluent victims. Secondly, the likelihood of apprehending crimes may be lower in larger cities due to factors like reduced law enforcement lack of community participation with the police or limited police officers. Lastly, there is a higher percentage of crime-prone people and potential criminals in larger cities.

According to a recent study by Johansson (2024), there is mounting evidence that

inadequate urban planning, design and administration puts residents at risk for harm, death and property loss. Urban crime cases have been attributed to the absence of integration of crime prevention techniques into city planning processes. As a result, the built environment's physical layout and administration can either increase or decrease the likelihood of crime and violence. While there is no way of accurately counting the number of incidents related to physical design or management, it has been estimated that 12 to 17% of crimes have environmental design and management components, especially those related to visibility, dilapidation of buildings and public spaces as well as physical-spatial isolation of public facilities, among others.

Finally, Mbogo and Wambua (2022) found a strong correlation between crime rates and the growth of youthful populations, particularly young men. Nairobi, Kenya's most crime-affected city, experiences high rates of violent carjackings, bank robberies, house break-ins, street muggings and snatch thefts. Offenders tend to be young, often in their teens and twenties. Youth unemployment is one of primary contributors to the crime and violence. Furthermore, prolonged unemployment erodes human capital, causing work skills and motivation to deteriorate, which increases the likelihood of both offending and victimization.

Law Enforcement and Partnership

A substantial body of scholarship, both locally and internationally, demonstrates that community-oriented policing has become increasingly prominent within modern law enforcement practice. These partnerships are designed to achieve specific objectives, particularly crime reduction and enhancement of community well-being. Historically, members of the public exercised minimal influence over policing priorities and law enforcement decision-making (Dias & Hilgers, 2020). However, recent developments indicate a clear shift toward greater community participation and shared responsibility in crime prevention.

In recent years, mayors and other local officials faced increasing challenges in maintaining the safety of their communities. Issues, such as disorder, crime, drug abuse and proliferation of firearms constantly threaten public safety. Baba et al. (2022) emphasized that effective performance by local authorities requires strong

working relationships with key stakeholders. These include citizens, community organizations, the media, government agencies, elected leaders, nonprofit organizations and other service providers. Similarly, Nyamori and Gekara (2016) noted that productive collaboration between government bodies and city authorities is essential.

Arisukwu et al. (2020) observed that more law enforcement agencies now recognize the value of community input. Community members often provide vital information on crime and support police investigations, contributing to practical solutions for reducing criminal activities. Although crime rates have declined in some areas, the mutual benefits between statutory policing and community-based protection programs continue to be reevaluated.

According to Dias and Hilgers (2020), Community-Oriented Policing (COP) has been adopted in many countries as a collaborative approach, where law enforcement and community members work together as equal partners to address crime and disorder. Under this model, police officers are trained in public relations, community engagement and problem-solving strategies. Oyigebe et al. (2025) further noted that community policing enhances trust and legitimacy through regular engagement with community stakeholders. Such cooperation increases public support and compliance, resulting in more effective crime prevention.

Nairobi's crime challenges, driven by poverty, drug abuse, greed, illegal firearms, the growth of street families and inadequate street lighting, as highlighted in the National Crime Research Centre (2023), are closely tied to shifting social and economic conditions. To address these issues, the Nairobi Inspectorate Service Act of 2017 established the Inspectorate Service to enforce county laws and enhance public safety within the framework of the County Governments Act, the Cities and Urban Areas Act and the Constitution of Kenya for 2010. The Nairobi City County Inspectorate is mandated to enforce compliance, protect public facilities, manage public spaces and execute other delegated duties that contribute to crime reduction. To strengthen security efforts across the city, inspectorate officers have been deployed in all sub-counties, where they collaborate with the National Police Service and

other stakeholders to safeguard residents and improve the overall public safety.

Enforcement Officers' Collaboration

Collaboration between communities and security forces can significantly strengthen law enforcement efforts and enhance public trust, particularly in contexts where state legitimacy is contested (Nzai & Makokha, 2024). Despite its growing importance, the empirical evidence on how such initiatives influence crime reduction and public confidence remains limited. According to the U.S. Department of Justice (1992), effective interagency and community partnerships can yield six major benefits: improving outcomes that a single organization cannot achieve alone, minimizing duplication of agency functions, mobilizing resources for security programs, enhancing public recognition of safety initiatives, enabling the development of more sophisticated crime-fighting strategies and laying a foundation for future collaborative programs (Laszlo & Rinehart, 2002).

Lee et al. (2019) found that community policing, defined as collaborative communication and problem-solving between the police and the public, significantly contributes to trust-building and joint crime prevention. This model emphasizes decentralization, community partnership and shared responsibility, prioritizing public service and proactive crime prevention rather than traditional reactive law enforcement.

Wilson (2010) similarly argued that although interagency collaboration offers numerous advantages, effective crime reduction ultimately requires establishing strong systems of law and order. He noted that enforcement agencies must address both minor and serious offenses comprehensively. In South Africa, for example, municipal law enforcement handles minor violations, such as dumping, noise pollution and petty traffic offenses. On the other hand, the South African Police Service addresses major crimes (Ramavhunga, 2018). Therefore, through cooperative arrangements, both minor and major crimes can be tackled more effectively.

The historical legacy of colonial-era policing continues to undermine community-police relations in some African contexts. Denis and Ignatius (2024) notes that in post-colonial

Nigeria, the alienation of the police from citizens has perpetuated mistrust and hindered collaborative crime prevention. Without genuine community participation, the Nigeria Police Force struggles to effectively respond to security challenges or support sustainable community development.

In a similar vein, Puonti (2004) observed that coordination and communication across law enforcement entities can be complicated by differing institutional mandates, organizational cultures and priorities. He argued that although terms like "partnership" and "collaboration" are frequently used in policy discourse, they often lack substantive implementation. Barriers to effective collaboration may include complex tasks that exceed the capacity of a single agency, conflicting organizational orientations and short-term priorities that overshadow long-term partnership goals. Recognizing and addressing these constraints is essential for developing stronger and more effective collaborative strategies.

Theoretical Framework

The study was guided by the Broken Windows Theory, developed by Kelling and Wilson (1982), positing that promptly addressing minor offenses, such as illegal dumping, public urination, hawking, prostitution and aggressive panhandling, helps prevent progression and escalation into more serious criminal activity. The theory argues that when small signs of disorder are ignored, physical and social instability increase, weakening informal social control as residents begin to associate their surroundings with insecurity and withdraw from public spaces. Conversely, repairing these "broken windows," both physically and symbolically, restores community confidence, strengthens social cohesion and reduces opportunities for crime (Herbert & Beckett, 2009). The theory underscores the role of Nairobi City Inspectorate Officers in enforcing county by-laws and maintaining order. By responding to minor infractions early, promoting community cooperation and supporting informal social regulation, the inspectorate contributes to safer and better-organized urban space, consistent with the theory's propositions (Latupeirissa & Suryawan, 2021).

Methodology

This section outlines the procedures followed during data collection, the methods used to analyze the data and the measures taken to ensure validity, reliability and ethical integrity.

Design

The study used a descriptive survey design. This design is used to obtain information that describes existing conditions, opinions, attitudes or characteristics of a particular population. According to Kothari (2004), it is especially suitable for studies that collect both qualitative and quantitative data. This design works by enabling investigators to capture detailed and accurate picture of phenomena as they naturally occurs.

Population and Sampling

The target population for the study comprised 38 Nairobi City Inspectorate Officers (CIOs) working in Kibra Sub-County, an area marked by high population density, elevated crime levels, and a dynamic operational environment (Kubende, 2018). These officers are mandated to enforce county bylaws, maintain public order and respond to various urban offence.

The sample consisted of all the 38 CIOs. Given the manageable size of this population, the study adopted the census sampling technique for the quantitative data. For the qualitative component, the study used the purposive sampling technique to select Key Informant Interview (KII) as participants. These included one senior Inspectorate Officer, one County administrator and three community stakeholders with specialized knowledge of crime management and inter-agency collaboration. Their selection was based on their positions, experience and ability to offer rich contextual insight.

Instruments

The study used a semi-structured questionnaire administered to 38 Nairobi City Inspectorate Officers based in Kibra Sub-County. To complement the data and provide deeper insight into the issues under investigation, a key informant interview (KII) guide was used to collect qualitative data from one Senior Inspectorate Officer, one County administrator and three community stakeholders.

Data Analysis

Data collected through the structured questionnaire was coded, entered and analyzed using descriptive statistical methods. Descriptive statistics, was used to summarize responses. Additionally, qualitative responses obtained from key informant interviews were thematically analyzed. Emerging themes were used to complement and explain the quantitative findings, thereby enhancing the depth and context of the statistical analysis.

Ethical Considerations

The study adhered strictly to ethical standards throughout its implementation. Ethical approval was secured from the Masinde Muliro University of Science and Technology Ethics and Review Committee. Research authorization was obtained from the National Council for Science, Technology and Innovation, the University Graduate School and Nairobi County authorities. Informed consent was obtained from all participants, and confidentiality was maintained during data collection and analysis. The study ensured impartiality by treating all participants fairly regardless of rank, gender or role and avoided influencing responses.

Findings and Discussions

This section presents and interprets the study's findings based on data collected from the field.

Demographics of Respondents

The demographic profile of the inspectorate officers, as presented in Table 1, provides important context for interpreting the study's findings on crime control efforts in Kibra. The gender distribution reveals a predominantly male workforce (60.53%), with females comprising 39.47%. This male dominance reflects the traditional gendered nature of law enforcement institutions, which could have implications for the operational culture, community interactions, and responsiveness to gender-specific security concerns within Kibra.

Age-wise, the majority of officers (52.63%) fall within the 20–30-year age bracket. This suggests a relatively youthful workforce, potentially associated with physical agility, energy, and adaptability, traits that are critical for field-based enforcement work. However, the presence of older officers (13.16% above 41 years) and those aged 31–40 years (34.21%) indicates a degree of maturity and experience within the department, which may support mentorship and institutional memory.

Table 1: Respondents' Demographic Characteristics

Demographic	f	%
GENDER		
Male	23	60.54
Female	15	39.74
Total	38	100
AGE		
20-30	20	52.63
31-40	13	34.21
41 and above	5	13.16
Total	38	100
SERVICE IN KIBRA		
Less than 5	10	26.32
6–10	15	39.47
More than 10	13	34.21
Total	38	100

The distribution of service duration in the Kibra sub-county adds depth to understanding the department's capacity. Officers with less than 5 years of service constituted 26.32% while a significant proportion (39.47%) had served between 6 and 10 years. Those with more than a decade of service made up 34.21%. This mix of experience suggests that the inspectorate benefits from a blend of fresh perspectives and seasoned personnel who understand the

complex dynamics of crime in Kibra. The near-balanced service distribution may foster continuity in local enforcement strategies while still allowing room for innovation and reform. The demographics reveal a relatively well-distributed and diverse team in terms of age and tenure, though gender imbalance remains a concern. These factors are essential to consider when analyzing the effectiveness, community relations and sustainability of crime

prevention strategies led by Nairobi City Inspectorate Officers in Kibra.

Research Question 1: What types of crime are most commonly reported in Kibra Sub-County?

The researchers requested respondents to indicate the frequency with which common forms of crimes occurred. The responses are presented in Table 2.

The findings indicate that public nuisance offence was the most frequently reported types

of crime, cited by 73.68% of respondents. This suggests that behaviors such as excessive noise, obstruction of public spaces and disorderly conduct remain a major concern within the community. A KII noted, “We get calls almost daily about noise from bars, illegal hawkers blocking walkways or groups idling and causing chaos. It may not look serious, but it affects people’s peace and security.” These offence cases are indicative of poor regulation of public space use and limited community respect for urban rules.

Table 2: Crimes Mostly Reported in Kibra Sub-County

Common Crime	f	%
Liquor offence	14	36.84
Nuisance	28	73.68
License related offence	14	36.84
Littering	18	47.37
Traffic violations	8	21.05

Liquor-related offence cases were reported by 36.84% of the respondents, pointing to ongoing issues with the illegal sale and abuse of alcohol. Qualitative insights further revealed the the existence of the crime while explaining its broader social impact. One officers explained, “Unlicensed liquor dens are not just breaking the law, they are breeding grounds for crime. We have arrested people from these places involved in theft, fights and assault.” Another reported, “The challenge isn’t just access to alcohol but the lack of rehabilitation and community support programs for chronic abusers.” These perspectives suggest that liquor-related offence cases function both as a driver and indicator of deeper social instability within the community. Addressing them, therefore, requires a holistic approach that combines strict enforcement of licensing regulations, targeted interventions to curb alcohol abuse and strengthened community-based support structures to promote long-term behavioral change.

License-related offence, reported by 36.84% of respondents, reveal persistent non-compliance with business regulations, often attributed to informal operations, limited awareness of licensing procedures or weak enforcement. A CIO stated, “Many traders don’t renew or apply for licenses, some say they don’t know how, others don’t see the need because enforcement is inconsistent.” Similarly, a KII added, “There’s a lack of civic education on

licensing. We need better follow-up systems and digitized processes to make compliance easier.” Non-compliance with licensing undermines revenue collection urban order and fairness.

Littering offence was reported by 47.37% of the respondents. This points to a significant environmental management challenge, reflecting both limited enforcement of sanitation bylaws and low levels of civic responsibility. A KII emphasized, “Poor waste management is not just an environmental issue; it’s linked to health risks, crime hot-spots and a general feeling of neglect in the area.” This offence is a symptom and a cause of broader environmental degradation. Poor waste disposal undermines sanitation, encourages criminal hideouts and feeds public perceptions of government neglect (Trujillo Lora, 2018).

Though traffic violation was reported by a smaller proportion of respondents (21.05%), it remains a significant public safety concern, especially in the densely populated urban areas. A CIO noted, “We see daily offence, overlapping, riding without helmets and out of order vehicles. These things put lives at risk, but people dismiss them until accidents happen.” A KII observed, “Traffic rules are ignored because enforcement is not consistent. There’s also a gap in educating both drivers and pedestrians on their roles in road safety.” While fewer respondents reported traffic

offence, the offence carries serious risks, particularly in high-density zones like Kibra. Offence like riding without helmets, overlapping and operating out of order vehicles endanger lives and reflect weak enforcement and lack of safety culture.

These findings align with Daniel (2020), whose study on high crime and socio-economic development in Nairobi reported that public nuisance, illegal liquor trade and informal sector violations had soared to their highest levels, especially impacting children and adolescents.

Research Question 2: What law enforcement techniques are employed by the Nairobi City Inspectorate Officers in managing crime cases in Kibra Sub-County?

To establish strategies adopted by the Nairobi City Inspectorate Officers in crime management, the CIOs were asked to indicate the various law

enforcement techniques they employ. Results appear in Table 3, which presents data on various law enforcement techniques employed by the Nairobi City Inspectorate Officers in managing crime in Kibra Sub-County.

Training and public sensitization was the most frequently employed strategies, with 94.74% of the respondents reporting its use. This trend underscores the emphasis on educating the public to prevent criminal behavior and encourage active community participation in crime prevention. Public awareness campaigns and sensitization forums appear to be effective in promoting law-abiding behavior and discouraging illegal activities. As one KII reported, "Training and public sensitization forums really help us. When the community understands the laws and why we enforce them, they cooperate more. People report issues early and crime reduces because residents feel involved, not threatened."

Table 3: Forms of Law Enforcement Techniques

Law Enforcement Techniques	f	%
Training and Public Sensitization	36	94.74
Surveillance	34	89.47
Collaboration and Information Sharing	33	86.84
Equitable Distribution of Resources to Combat Crime	35	92.11
Proper enforcement of municipal bylaws	29	76.32
Research and Development	17	44.74

Surveillance was reported by 89.47% of the respondents. This implies that surveillance plays a critical role in deterrence, early detection and prompt response to incidents of crime as argued by Van Brakel and De Hert (2011), particularly in high-risk zones within informal settlements like Kibra. As one Key Informant noted, "Regular patrols and monitoring allow us to detect criminal activities early and respond quickly. The community also feels safer knowing we are visible and proactive."

Equitable distribution of resources to combat crime was cited by 92.11% of the respondents, emphasizing the importance of logistical support, personnel and tools necessary for effective law enforcement. Respondents noted that without adequate deployment of officers, equipment, and financial resources, enforcement efforts remain constrained. As one key informant explained, "Even with training

and willingness, we cannot respond effectively to incidents if we lack patrol vehicles, communication tools or enough officers on duty. Resources are the backbone of our enforcement capacity."

Collaboration and information sharing, reported by 86.84%, was another key strategy. This underscores the importance of inter-agency cooperation and partnerships with community actors in the crime management process. Collaborative policing encourages trust, data sharing, and joint initiatives between the CIOs, national security agencies and local communities (Ibekwe, 2025). As one key informant noted, "We cannot tackle crime alone. Working with other agencies and the community allows us to respond faster, share vital information and implement coordinated operations that actually make a difference."

Proper enactment of law-and-order regulations was cited by 76.32% of the respondents. This

includes enforcing bylaws on trade, sanitation, land use and public order. The findings suggest that ensuring legal clarity and consistency in implementation is a vital element of urban law enforcement. As one respondent noted, "When we consistently enforce the bylaws, people start to take the rules seriously and disorderly behavior reduces. Consistency is what builds respect for the law in the community."

Finally, research and development was reported by only 44.74% of the respondents, reflecting a relatively lower prioritization of data-driven decision-making and innovation. While less emphasized, research and development remains crucial for long-term crime reduction, especially in understanding crime patterns, evaluating policy effectiveness and improving operational strategies. This was affirmed by a respondent who noted, "Research and development is not given much priority in our operations. Most of our focus is on day-to-day enforcement, but I know that understanding crime patterns and evaluating our strategies through proper research would make our work more effective in the long run."

The multi-pronged approach observed among the Inspectorate Officers, which emphasizes public engagement, adequate resources and institutional collaboration, aligns with best practices in urban policing (Bradford, 2005). Adequate resourcing is also critical; insufficient personnel, equipment, and logistical support can limit operational effectiveness, as noted by Nwachukwu et al., (2024) who highlight that resource constraints in informal settlements impede timely responses to criminal activities. Institutional collaboration, including partnerships with national security agencies

and community organizations, enhances intelligence gathering and coordinated interventions, strengthening crime prevention efforts (Jannetta & Lachman, 2013).

However, the limited adoption of research and innovation reflects a missed opportunity for evidence-based policing. Awoyemi et al. (2025) note that leveraging research in urban crime management enables authorities to identify patterns, evaluate intervention effectiveness and implement targeted strategies.

Research Question 3: How effective are the inter-agency collaborative practices in strengthening crime management?

The study examined the effectiveness of key inter-agency collaborative practices that entail coordinated efforts, partnerships and joint initiatives between multiple agencies and community stakeholders, aimed at preventing and managing crime, implemented by the Nairobi City Inspectorate Officers. Respondents were therefore asked to indicate their level of agreement or disagreement with four statements.

A majority of respondents (69%) agreed that inter-agency collaboration enhances problem-solving in crime management within the Kibra Sub-County. The high level of agreement suggests that joint efforts, such as sharing intelligence, holding multi-agency meetings and coordinated patrols have strengthened the officers' ability to manage crime. However, 31% who disagreed implies that some respondents feel these collaborations may still be inefficient, poorly structured or hindered by communication gaps.

Table 4: Inter-agency Collaborative Practices Effectiveness

Statement in the Questionnaire	Agree		Disagree	
	F	%	f	%
Problem solving	26	69	12	31
Service orientation	32	84.5	6	15.5
Empowerment and accountability	36	95.1	2	4.9
Mobilization and sensitization	27	70.4	11	29.6

A significant proportion (84.5%) of respondents acknowledged that inter-agency collaboration improves the Inspectorate Officers' service orientation. This high agreement suggests that collaboration encourages officers to adopt a customer-service approach, treating community members as partners in safety

rather than subjects of enforcement. The 15.5% who disagreed reflect perceptions that some officers still exhibit authoritative attitudes or that community engagement is not uniform across all officers and agencies.

The most highly rated aspect, with 95.1% of the respondents agreeing was that inter-agency

collaboration enhances empowerment and accountability. This indicates an overwhelming perception that when multiple agencies work together, Inspectorate Officers become more empowered through shared resources, information exchange and collective decision-making. The very small percentage (4.9%) who disagreed may have pointed to isolated challenges, such as bureaucratic delays, unclear mandates or occasional inter-agency conflict.

A majority of respondents (70.4%) agreed that collaboration improves mobilization and sensitization efforts aimed at reducing crime. Through partnerships with chiefs, community elders, NGOs and local leaders, Inspectorate Officers are able to effectively mobilize community members towards crime prevention campaigns, neighbourhood watch initiatives, and public awareness programs. The 29.6% disagreement is notable and suggests that despite progress, gaps still exist in how well officers engage the community.

Insights from a Key Informant Interview with a senior officer further illuminate these dynamics. The officer noted, “unlike in Kamukunji, Kibra initially lacked collaboration between CIOs, Community-Based Organizations, security agencies and residents. However, targeted interventions addressing minor offence and the establishment of community reporting channels have led to reduced crime and strengthened cooperation.” This testimony reinforces the quantitative findings by showing that where structured collaboration and accessible reporting mechanisms are introduced, crime management outcomes improve.

These observations mirror Jatau et al. (2025), who established that integrated security initiatives significantly reduce crime by fostering coordinated action among agencies. Similarly, Mawby (2009) underscored that effective crime management in contemporary urban settings relies heavily on state–community partnerships that promote shared responsibility for safety. Therefore, the Kibra experience illustrates how collaboration, when consistently implemented, can enhance service orientation, strengthen accountability and gradually improve community engagement, ultimately contributing to more sustainable crime prevention outcomes.

Conclusions and Recommendations

The study concludes that petty offenses, including liquor-related violations, public nuisance, and licensing infractions, are key urban crime cases in Kibra Sub-County. In response, Nairobi City Inspectorate Officers employ a range of law enforcement strategies, with notable emphasis on training, public sensitization, surveillance and inter-agency collaboration. These strategies are complemented by partnerships with community groups, which enhance crime prevention through coordinated action, information sharing and increased public trust.

These findings underscore the importance of integrating community-focused approaches with structured law enforcement measures to effectively manage crime in Kibra. Therefore, Nairobi City County should continue implementing targeted enforcement campaigns and strengthening regulatory oversight in high-risk areas. Continuous professional development and community-focused training for City Inspectorate Officers should be prioritized to enhance their effectiveness and responsiveness. Furthermore, inter-agency and community partnerships should be formalized and strengthened through structured forums, joint initiatives and trust-building activities, fostering coordinated action and shared responsibility in crime prevention.

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