

QUALITY ASSURANCE PROCESS

Policy No: 01/08
Effective Date: January 23, 2008

Policy Statement

The Regional Municipality of York Police Services Board ('the Board') recognizes that public confidence depends on the extent to which the delivery of policing services meets public expectations. The citizens of York Region expect and deserve the best service from the York Regional Police. To that end, the Board supports a corporate commitment to continuous improvement in service delivery to the public and holds the Chief of Police accountable for achieving this goal.

Therefore, it is the policy of the Board to establish a quality assurance process that requires the Chief of Police to comply with all requirements of legislation, including the Police Services Act and its Regulations, Board and government policy.

Policy requirements set out in this document shall form part of the Police Services Board Policy Manual and the Chief of Police shall comply with these requirements in directing the York Regional Police.

Application and Scope

This policy applies to the Board and the Chief of York Regional Police.

Purpose

To develop further the Board's quality assurance process for the delivery of adequate and effective police services in York Region consistent with the requirements of government policy and legislation, including the *Police Services Act* and its Regulations.

Statutory Authority

Section 35 of the Adequacy and Effectiveness of Police Services Regulation 3/99 made under the *Police Services Act* requires that every Board and Chief of Police implement a quality assurance process relating to the delivery of adequate and effective police services, and compliance with the *Act* and its Regulations.

Quality Assurance Process

The Board's quality assurance process is multifaceted. It consists of regular reporting on compliance by the Chief of Police, internal audits conducted by the York Regional Police Quality Assurance Bureau, and inspections conducted by the Ontario Ministry of the Community Safety and Correctional Services, or as otherwise determined by the Board.

Given the number of provincial adequacy standards, the Board requires the Chief of Police to establish an annual schedule of audits for presentation to the Board at its January meeting.

Therefore, the Chief of Police is responsible and accountable for ensuring operational compliance with adequacy standards through an annual schedule of internal audits and program reviews.

The Chief of Police shall also ensure operational compliance with the requirements of other legislation and government policies that affect the delivery of police services to the citizens of York Region.

Quality Assurance Process Guidelines

1. At the January meeting of the Board, the Chief of Police shall provide a report that identifies specific adequacy standards for auditing by the York Regional Police Quality Assurance Bureau that year. The Chief of Police shall provide a rationale for auditing these adequacy standards in this report. Within the following 12 months, the Chief of Police shall report the findings of these audits and the action taken to correct any identified deficiencies.
2. The Chief of Police shall advise the Board of any circumstances under which the York Regional Police cannot comply with procedural requirements of the Adequacy and Effectiveness of Police Services Regulation 3/99.
3. Within the context of the reporting relationship of the Chief of Police to the Board, the Chief of Police shall provide regular written reports on matters concerning the York Regional Police to the Board. Furthermore, consistent with the Board's public interest agenda, the Chief of Police shall also make presentations about policing priorities at public meetings. The Chief of Police shall advise the Board when these presentations satisfy the reporting requirements of Board policies pursuant to the Adequacy and Effectiveness of Police Services Regulation 3/99.
4. In compliance with Section 31 of the Adequacy and Effectiveness of Police Services Regulation 3/99, an annual report outlining the activities of the York Regional Police, its performance objectives, indicators and results, record of public complaints, and the actual cost of policing York Region.
5. The Chief of Police and the Executive Director of the Board shall ensure that Inspectors of the Ministry of Community Safety and Correctional Services have accurate and complete information in order to conduct a timely inspection of Board and Service compliance with provincial adequacy standards and procedures.
6. The Chief of Police and the Executive Director shall advise the Chairman of the Board in a timely manner of any contentious issues arising during the course of the inspection process.
7. The Chief of Police and the Executive Director shall respond to all recommendations in the Ministry's Inspection Report in a written report to the Board.
8. The Executive Director shall prepare a report to the Ministry of Community Safety and Correctional Services outlining the response of the Board and the Service to all recommendations.