



REPORT TO THE POLICE SERVICE BOARD

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Type of Report: Public

Title: Quality Assurance

RECOMMENDATION

THAT the Board receive the Quality Assurance Monitoring Report.

I hereby submit my monitoring report on your Executive Limitations Policy: Quality Assurance according to the schedule set out. I certify that the information contained in this report is true.

I report compliance with all provisions of this policy.

BROADEST POLICY PROVISION

Effective policing requires strict adherence to well-defined processes and procedures, and appropriate levels of leadership attention to ensuring that they are followed, reviewed and updated as necessary. In order to promote accountability and effectiveness, the Board is committed to ensuring that the Police Service implements and follows a comprehensive program of quality assurance as a means to mitigate risk and achieve defined operational goals.

Interpretation of the Chief of Police

It is my interpretation that compliance with the policy provisions as stated, indicates compliance with the Quality Assurance policy.

Policy Provision 1a

The Chief of Police ensure that all practices related to quality assurance and audit functions are in accordance with statutory requirements and generally accepted principles and standards for the professional practice of internal auditing.

Interpretation of the Chief of Police

It is my interpretation that this policy provision requires the Chief of Police to ensure that all quality assurance and audit practices within the Police Service adhere to legal requirements and professional standards. This includes following established principles and guidelines for internal auditing to maintain integrity, accountability, and compliance.

Data Support

Audit practices at the Durham Regional Police Service are designed to ensure compliance with statutory requirements and professional standards, as mandated by O.Reg. 392/23. This regulation requires a quality assurance process for effective policing and adherence to the Act and regulations.

The Quality Assurance Unit ensures all directives comply with legislation, standards, and regulations. Legislative updates, such as those from the Community Safety and Policing Act, 2019 (CSPA), are incorporated into directives. Reporting, auditing, and inspection requirements are tracked to ensure compliance. Governance and accountability are maintained through compliance with All Chiefs and Ministry Inspections.

In addition to operational compliance with internal procedures and directives established by the Chief of Police, audit practices follow laws like the CSPA, the Highway Traffic Act (HTA), and the Occupational

Health and Safety Act (OHSA). Property audits follow International Association of Property and Evidence standards for best practices in evidence handling.

Policy Provision 1b

The Chief of Police shall establish an internal audit capability for the Police Service and ensure that appropriate resources are provided to the members performing the function.

Interpretation of the Chief of Police

It is my interpretation that this policy provision requires the Durham Regional Police Service to establish an internal audit capability. This includes ensuring that the audit function is adequately resourced with the necessary personnel, tools, and budget to perform their duties effectively.

Data Support

The Quality Assurance Unit currently includes a civilian supervisor, an internal auditor, and a generalist. Compliance audits are conducted annually across various areas, including property control, operational compliance, regulatory, legislative, adequacy, health & safety, and administrative areas. Audit work plans are developed, including recommendations for audit objectives, scope, and programs. Audits are conducted through on-site inspections, reviews, and interviews to ensure quality and consistency with objectives and established criteria. Action plans and audit reports are drafted, detailing approach, observations, conclusions, and recommendations for improvements. Reports and presentations are prepared and delivered to management to address the information needs of the intended recipients. The implementation of audit recommendations is monitored and documented. Compliance records for vehicle pursuits are tracked and analyzed. The audit function is resourced with personnel with clearly defined roles and responsibilities, and the unit utilizes available technology to create smarter forms and manage directives, track compliance and analyze fieldwork data.

Policy Provision 1c

The Chief of Police shall ensure that police members involved in audit processes have the knowledge, skills and abilities required to perform the duties required, and that adequate training and education are provided to members to enable them to fulfill their responsibilities.

Interpretation of the Chief of Police

It is my interpretation that this policy provision mandates that police members involved in audit processes must possess the requisite knowledge, skills, and abilities. Additionally, it requires that adequate training and education be provided to these members to ensure they can fulfill their responsibilities competently and maintain high standards of performance.

Data Support

The internal auditor has completed the "Auditing in a Law Enforcement Organization" course, and further training offered by the Institute of Internal Auditors (IIA) is planned. The generalist is scheduled to complete auditing courses to expand their capability in support of the Quality Assurance Unit. Members participate in conferences and other learning opportunities offered through the policing network, focused on quality assurance, internal audit and risk management, and through the Municipal Internal Auditors Association (MIAA). Continuous professional education and growth are emphasized, ensuring that audit team members possess the necessary knowledge, skills, and abilities to perform their duties competently. Additionally, the unit's supervisor oversees unit activities, ensuring consistency with legislation and internal requirements.

Policy Statement 1d

The Chief of Police shall develop an internal audit work plan, on an annual basis, based on risk assessment and operational priorities, that identifies potential audit projects to be performed during the calendar year and provide a copy of the plan to the Board.

Interpretation of the Chief of Police

It is my interpretation that this policy provision requires the Chief of Police to create an annual audit work plan that prioritizes projects based on identified risks and operational needs. This plan outlines the audit activities for the year and is shared with the Board as part of this monitoring report response.

Data Support

Quality Assurance prioritizes audits based on input from the Risk Management Committee and the need for assurance of adequate and effective policing, legislative, and directive procedures compliance. Throughout the year, leadership may also identify audit priorities. The Quality Assurance Unit then develops an audit schedule for each calendar year. The unit schedules audits on an annual basis and reviews the requirements for each before beginning work on the audit.

An annual property audit is conducted in alignment with the Police Standards Manual (2000), specifically the integrated policy statement LE-020 Collection, Preservation and Control of Evidence and Property, section 5. This guideline recommends that the Chief of Police ensure an annual audit of the property/evidence control function is conducted by members not routinely or directly connected with the function, and to report the results to the Board. Although the Police Standards Manual was developed for the revoked Police Services Act, the Ministry of the Solicitor General has indicated that police services can still consider the existing standards while awaiting updated guidance under the Community Safety and Policing Act, 2019 (CSPA). The best practices identified in the Police Standards Manual may still be relevant for determining whether a policing function is being provided reasonably. Given the importance of property control and evidence continuity, the Quality Assurance Unit will continue to conduct annual audits of this function as a best practice, ensuring compliance and maintaining high standards of accountability.

Prior to the scheduled audit, the executive responsible for the area to be audited is contacted to discuss the work plan including the background, purpose and scope of the audit. This is an opportunity to ensure that any concerns, regulations and standards are identified and considered for inclusion in the audit.

2025 Audit Plan

1. *Property Control: Forensic Investigative Services (FIS)* The objective of this audit is to test the property control function of storage locations within the Forensic Investigative Facility
2. *Regulatory Compliance: Marine Vessels* The objective of this audit is to assess compliance with Transport Canada Regulations that govern the two commercial marine vessels.
3. *Adequate and Effective Policing: Required Equipment and Other Resources* The objective of this audit is to assess compliance to the equipment and resources set out in Schedule 1 of the Adequate and Effective Policing (General) Regulation.
4. *Regulatory Compliance: Training* The objective of this audit is to assess compliance to O. Reg 87/24. Training made under the CSPA.

Policy Statement 1e

The Chief of Police shall present to the Board a consolidated report summarizing the results of the previous year's audits, including any audits conducted externally.

Interpretation of the Chief of Police

It is my interpretation of this policy provision that I will provide to the Board, as part of this monitoring report, a summary of audits completed in the previous year.

Data Support

In April 2024, the Police Services Board was informed that the following audits were planned for the 2024 auditing year:

PROPERTY CONTROL: DIVISIONS

The objective of these audits was to test the divisional property control function of temporary storage locations in each division.

PROPERTY AUDIT SUMMARY

The Quality Assurance Unit conducted an annual property audit to ensure compliance with best practices for property control and evidence continuity, as outlined in the Police Standards Manual (2000). The audit aimed to verify the accuracy of the property database and identify storage and security issues. The methodology included on-site inspections, reviews, and interviews across all divisions.

Key Findings:

- Inaccurate database records.
- Storage concerns across all divisions.
- Administrative errors contributing to accuracy issues.

Recommendations:

- Implement streamlined processes consistently across divisions.
- Enhance storage with improved physical lockers, FOB access, and CCTV cameras.
- Provide formal training on property control for new officers and supervisors.
- Conduct regular inspections to ensure compliance.

Actions Taken:

- Each division received specific audit reports with findings and recommendations.
- Plans for continued annual audits to maintain high standards of accountability.

In addition to the audits above, the following audit was conducted:

OPERATIONAL COMPLIANCE: POLICE VEHICLES

This audit assessed the compliance of police vehicles with established standards and regulations, specifically focusing on equipment and sensors.

POLICE VEHICLE AUDIT SUMMARY

The Quality Assurance Unit conducted an audit of police vehicles to assess compliance with Durham Regional Police Service (DRPS) standards, derived from the Highway Traffic Act (HTA) and the Occupational Health and Safety Act (OHSA). The audit focused on evaluating vehicle resources and equipment provided to police service members.

Key Findings:

- Inactive factory-installed sensors in some vehicles.
- Missing required equipment in most vehicles (e.g., hand wash solution, rubber gloves)
- Stop sticks properly stored, with some minor issues.
- Minor vehicle damage, with one marked patrol vehicle having a damaged windshield.
- One Ford Taurus/Explorer vehicle missing a spare tire.

Recommendations:

- Make better use of a vehicle inventory and deployment system.
- Re-enable seat belt sensors where deactivated.
- Update the equipment list to ensure relevancy.
- Install appropriate storage systems in vehicles for mandatory equipment.
- Establish a process for proper needle disposal.
- Ensure compliance with inspection requirements.
- Create a Standard Operating Procedure (SOP) for spare tire reporting.

Actions Taken:

- Immediate corrections by Fleet Services, such as replacing the missing spare tire.

Policy Statement 1f

The Chief of Police shall inform the Board, as required, of any audit results that may require the immediate attention of the Board.

Interpretation of the Chief of Police

It is my interpretation of this policy that I will inform the Board of any audit results that require the immediate attention of the Board, and that I will provide this notification without unreasonable delay.

Data Support

There were no audit results that required the immediate attention of the Board. As common practice, audit results are communicated to the senior officer(s) responsible for the area that was audited, and those senior officers are responsible for communicating with Command. The report summary is brought to the Risk Management Committee by Quality Assurance. The communication of audit results across the three management groups noted above, is considered sufficient to provide adequate expectation that serious audit findings requiring the Board's attention would be identified.

A copy of all audit reports and management action plans are retained for corporate knowledge management in accordance with the schedule set forth in the Records Retention and Purge Bylaw of the Durham Regional Police Services Board.

Report Approval Details

Document Title:	Quality Assurance.docx
Attachments:	
Final Approval Date:	Apr 2, 2025

This report and all of its attachments were approved and signed as outlined below:

Stan MacLellan

A handwritten signature in black ink, appearing to read 'Peter Moreira', with a stylized flourish at the end.

Peter MOREIRA