

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

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Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**Randy Mar, Chief Strategy Management Officer / Dirigeant principal de la gestion
stratégique**

MarR@ottawapolice.ca

**SUBJECT: QUALITY ASSURANCE ANNUAL REPORT 2017 (COMPLIANCE WITH
MINISTRY STANDARDS)**

**OBJET: RAPPORT ANNUEL DE 2017 SUR L'ASSURANCE DE LA QUALITÉ
(RESPECT DE LA CONFORMITÉ AUX NORMES DU MINISTÈRE)**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receives this report for information.

RECOMMANDATIONS DU RAPPORT

**Que la Commission de services policiers d'Ottawa prenne connaissance du
présent rapport à titre d'information.**

BACKGROUND

In January 2001, the Provincial Government enacted Ontario Regulation 3/99 under the Police Services Act of Ontario. The regulation, named Adequacy and Effectiveness of Police Services, is intended to ensure police services boards and police services implement the structure and tools required to provide effective policing services to the community.

This report meets the Chief's requirement under Ontario Regulation 3/99, Section 35 that "Every board and Chief of Police shall 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 processes are primarily administered by the Planning, Performance and Analytics Directorate. This includes a variety of governance, risk and compliance (GRC) activities that focus on continuous improvement of core policing operations set out in the Ministry of Community Safety and Correctional Service's Provincial Adequacy Standards (Ministry Standards).

DISCUSSION

In accordance with Ontario Regulation 3/99 the Ottawa Police Service has established procedures and processes in relation to the following core service areas: Law Enforcement, Crime Prevention, Emergency Response, Victims' Assistance, Public Order Maintenance, and Administration and Infrastructure.

Adequate and effective delivery of policing services is maintained through strategic planning, operational performance management, administration of policies and procedures, and quality assurance functions.

A risk-based approach, combined with input from senior management, identified the following quality assurance activities to be undertaken in 2017. These activities assess existing controls, identify deficiencies in compliance, and recommend improvements to process or policy. All recommendations are monitored and reported to Senior Leadership Team through quarterly risk reporting.

Internal Audit

The 2017-2018 Internal Audit plan tabled at the June 2017 Ottawa Police Services Board meeting committed to six engagements over an 18-month period. To date, two engagements have been completed and one is in the reporting phase. Below is a summary of the Standards assessed as part of each engagement and the objective as defined through the business area review completed as part of the planning phase.

Property and Evidence Control

Associated Standard(s): LE-020 Collection, Preservation and Control of Evidence and Property

The audit assessed monitoring controls and processes over property and evidence items stored at the divisional property locations. Specifically, the objective was to ensure safekeeping measures are sufficient, items are accounted for, and procedural requirements are complied with as prescribed by Standard LE-020.

Internal Audit found that control systems and practices are adequate. Management responses to the recommendations will further strengthen controls and help to improve operations.

Sworn Mandated Training

Associated Standard(s): AI-013 Speed Measuring Devices ER-001 Preliminary Perimeter Control and Containment, ER-002 Tactical Units, ER-003 Hostage Rescue, ER-004 Major Incident Command, ER-005 Crisis Negotiation, LE-002 Communications and Dispatch, LE-006 Criminal Investigation and Management and Procedures, LE-024 Domestic Violence Occurrences, AI-012 Use of Force, LE-045 Suspect Apprehension Pursuits.

The audit objective was to provide assurance on OPS compliance with the sworn mandated training as required by the Police Services Act. The engagement also considered the effectiveness and efficiency of associated control systems and processes.

The Management Action Plan that responds to the recommendations will support members perform their job, improve governance and administration, and enable more efficient delivery through the use of appropriate technology.

Paid Informant Fund

Associated Standards(s): LE-015 Paid Informants and Agents

The audit objective was to assess whether OPS processes, policies, and procedures for confidential informants are in compliance with the Regulation and control activities are sufficient.

The draft report is under review by management. Management Action Plans (MAPs) will be developed for recommendations to support improvements in this area of the business.

Follow-up Activities

In accordance with the generally accepted auditing standards, Internal Audit monitors the completion of the committed MAPs through follow-up. The objective of the follow-up activities is to ensure MAPs are completed and have addressed the business risks identified in the audit.

Planning and engagement of the remaining three audits (sworn staffing, performance management, and Property and Evidence Control) will be reported as part of the 2018 Quality Assurance Annual Report.

Service Policies

Policy management is a critical component of good governance, helping to promote regulatory compliance, control risks, establish accountability, and drive strategic goals and objectives. The OPS has established a Policy Management Framework (PMF) to provide guidance on the development and administration of the Services' governing documents such as policies, procedures, and guidance materials.

During the past year amendments were made to seven (7) service policies and four new policies were created.

Created:

- 1.10 Crime Stoppers
- 3.34 Equitable Work Environment
- 3.35 Sworn Promotion
- 3.36 Sworn Transfer Selection

Amended:

- 9.05 Proceeds of Crime
- 3.22 Auxiliary Members
- 3.24 Violence and Harassment in the Workplace
- 3.10 Promotion Process Inspector and Superintendent
- 9.14 Covert Plates Policy
- 3.12 Suspensions
- 3.13 Staffing and Movement of Sworn Members

All Service Policies are reviewed cyclically to ensure they remain current, compliant with legislation, and support members with the delivery of the core policing services.

Board Policy Review

In collaboration with the Board, a review of select Board policies was completed for 2017 to ensure currency and conformity to legislative requirements. Administrative amendments, minor in nature, were reported back to the Board for consideration.

CONSULTATION

An update on the 2017-2018 Internal Audit Plan was presented to the Finance and Audit Committee on May 7, 2018. This included an overview of completed engagements and planned work for the remaining calendar year.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

CONCLUSION

The Ottawa Police Service is committed to ensuring quality policing services that conform to regulation and meet the expectations of the community it serves.