



Quality Assurance Review Report - 2017

Policing Standards and Contract Management
Public Safety



Edmundston Police Force

Overview

Pursuant to paragraph 1.1(2)(c) of the New Brunswick *Police Act*, the Minister of the Department of Public Safety (DPS) may establish a system of inspection and review of police forces. The *Policing Standards – New Brunswick* are issued as ministerial directives pursuant to subsection 1.1(3) of the *Police Act*. The Standards set out the police force Quality Assurance (QA) program in ORG 5 with the current QA Program in place since 2013. The system of inspection and review of police forces is conducted by policing consultants Jennifer Smith and Rick Votour of the Policing Standards and Contract Management (PSCM) branch of the Department Public Safety (DPS).

While the QA program follows a cyclical process, it is flexible enough to respond to any newly identified risk activities facing municipal police forces. The program examines facts and realities facing modern day law enforcement agencies to identify gaps as well as best practices.

Objective

The purpose of the QA review is to assess adequacy and effectiveness of the policing services provided by the police force by examining common risks to police agencies on behalf of the Minister.

The report is intended to summarize the data collected from the police force, analyze the findings, identify gaps, and present any recommendations and observations that could improve police service to the Director of Policing Standards and Contract Management.

Scope

The QA Program operates on an annual cycle beginning in the fall when the PSCM Director announces to the New Brunswick Association of Chiefs of Police (NBACP) those activities that are mandatory to risk. The 2017 risk activities announced were:

- Sex crimes investigations;
- UCR scoring (data integrity); and
- Community policing.

Members of the police force in collaboration with the PSCM review team conduct a fall risking exercise that examines the mandatory risk activities and any police force specific risks that could benefit from an examination.

In January police forces begin their reviews using either review guides created by the PSCM

review team or developed by the police force. The police force can also employ any other review technique they deem appropriate. All documentation is submitted to the PSCM review team.

In the spring of 2018, the PSCM review team conducted an internal risking exercise to identify municipal police forces that will be scheduled for an on-site review.

This report serves as an overview of the police force QA program performance for the 2017 cycle to ensure the management of selected risk activities is in compliance with the *Policing Standards – New Brunswick*, the Municipal/Regional Police Forces Operational and Administrative Manuals (Operational Manual and Administrative Manual, respectively) and legal requirements. The PSCM review team monitors recommendations to completion.

A snapshot of the reviewed activities is summarized in this report (see table 2) and includes a rating based on the following scale (table 1).

TABLE 1	
Rating	Description
Needs Improvement (NI)	Practices and controls are not adequate to ensure the objectives are achieved effectively in this activity.
Meets Expectations (ME)	The activity's management meets current provincial policing requirements. Any issues/opportunities for improvement noted are not major in that they do not affect the ability to achieve its objectives.

Findings		
TABLE 2 - Summary of findings		
Review by police force		
NI	ME	Comments
Sex crimes		
		Every investigative file for sexual crime reported in 2017 was reviewed. The general investigation section investigated all of the sex crime files except for one. Victims and complainants were regularly updated on the status of the investigation. Where appropriate, referrals were made to the Department of Social Development and Victim Services. See recommendation - #1
UCR scoring (data integrity)		
		The inspector and the deputy chief are the file readers. The inspector is responsible for UCR scoring. Training is provided to members only at the time they are hired. All detail pages are used on the RMS except for the <i>use of force</i> details page. See recommendation - #2
Exhibits		
		This review was completed by a sergeant of the Edmundston Police Force. The reviewer noted some gaps in the chain of continuity in some files. The process to manage the disposal of found articles turned in to police is not completed on a regular basis. See recommendations - #3 and #4

Search and Seizure	
	This review was conducted by the Deputy Chief of Administration. No major issues found during the review. Minor documentation issue noted in some files. See recommendation - #5
ViCLAS	
	This review was completed by the PSAP coordinator. 2 files were reviewed as they were the only files that met the ViCLAS criteria for booklet submission. The reviewer noted that several files were marked "Yes" for ViCLAS in the RMS when in fact no booklet was submitted to the provincial ViCLAS coordinator. See recommendation - #6
Holding Facilities and the Monitoring of Detainees	
	This review was conducted by the Deputy Chief of Administration. There were no major issues noted during this review. The DPS Contraband Enforcement Unit at times uses the EPF holding facilities and there is presently no MOU in place between the two agencies. Guards and matrons read the harassment policy and the policy explaining their duties and responsibilities but did not acknowledge having read it by signing the policy sheet. There is no logbook in the cell area to document supervisor visits. See recommendations - #7, #8 and #9

Findings of the EPF self-review

Sex Crimes

Objective:

To ensure that appropriate investigative procedures and established protocols are followed, documented and where appropriate, charges laid in cases surrounding sexual crime incidents.

Findings:

An administrative assistant with the Edmundston Police Force complete this review. Every investigative file for sexual crime reported in 2017 was reviewed. The general investigation section investigated all of the sex crime files except for one which was investigated by patrol officers. Victims and complainants were regularly updated on the status of the investigation. Where appropriate, referrals were made to the Department of Social Development and Victim Services.

Recommendation - #1:

The chief or delegate will ensure that all investigative files, where the victim provided a statement, are forwarded to the crown prosecutor for pre-charge review/approval.

UCR Scoring (data integrity)**Objective:**

To ensure that data entered into the Records Management System (RMS) is complete, consistent, accurate and void of duplication while conforming to policies, legislation and the Uniform Crime Reporting (UCR) Incident Based Survey reporting to Statistics Canada.

Findings:

A sergeant from the Edmundston Police Force completed this review. The inspector and the deputy chief are responsible for reading the files and the inspector is also responsible for ensuring the UCR scoring is correct. The reviewer noted that the only training on the RMS and UCR is done when employees are hired. The detail pages are all used on the RMS except for the *use of force* details page. When necessary, there is a separate *use of force* form that has to be completed and forwarded to policing standards.

Recommendation - #2:

The chief or delegate will ensure that supervisors receive training on the records management system and UCR scoring.

Exhibits**Objective:**

To ensure articles seized or otherwise coming into police custody are properly reported, securely stored, and properly disposed of.

Findings:

A sergeant with the Edmundston Police Force completed this review. A focus was placed on *found articles* that were turned over to police or that the police located while on duty. Supplementary QA checklists were completed by the reviewer on several exhibits in this category. The reviewer noted that the disposal process for unclaimed *found articles* is behind. He also noted that the people who found the articles are not being called after 90 days to determine if they wanted the article and an auction to dispose of found property such as bicycles has not been done in some time. The reviewer noted that there were gaps in exhibit continuity on some files.

Recommendation - #3:

The chief or delegate will ensure that members follow the procedure for documenting the continuity of exhibits.

Recommendation - #4:

The chief or delegate will ensure that attention is placed on updating the disposition of *found articles* by returning the article to the finder, having an auction for found bicycles and other items of value or disposing of the articles that have no apparent commercial value.

Search and Seizure

Objective:

To ensure that proper documentation was completed and that the search & seizure complied with legal requirements.

Findings:

This review was completed by the Deputy Chief of administration. There were no major issues identified by the reviewer in any of the files reviewed. Minor documentation issues on the file such as when a DNA warrant was executed or when a return was made to the judge were noted. The work was done it was just not documented in the pertinent file(s) as being done.

Recommendation - #5:

The chief or delegate will ensure that members document in their RMS files when DNA warrants are executed or when reports to the judge are made.

ViCLAS

Objective:

To ensure the policy and procedures governing submissions to ViCLAS are being strictly applied and responsibly monitored.

Findings:

This review was completed by the PSAP coordinator. 2 files were reviewed. The reviewer noted that the ViCLAS field in the RMS is automatically marked "yes" for a number of case types yet out of all the files that had a "yes" checked only 2 ViCLAS booklets were submitted. The reviewer recommended that the chief reader change the "yes" to "no" at the conclusion of any investigation where a ViCLAS submission was not required. This would make reviewing and locating the files with ViCLAS submissions easier.

Recommendation - #6:

The chief or delegate will examine the recommendation of the reviewer and determine if it is beneficial to make the noted change.

Holding Facilities and the Monitoring of Detainees**Objective:**

To ensure that persons held in police custody are treated with decency and provided with all of the rights accorded by law and to provide for the secure and appropriate incarceration of detainees while ensuring the safety and well-being of all persons involved.

Findings:

This review was conducted by the Deputy Chief of Administration. There were no major issues noted in this review. The DPS Contraband Enforcement Unit at times uses the EPF holding facilities and there is presently no MOU in place between the two agencies. An MOU will outline the duties and responsibilities of each party. Guards and matrons have read the harassment policy and the policy explaining their duties and responsibilities but did not acknowledge having read it by signing the policy sheet. The acknowledgement can be placed in their personnel file. There is no logbook in the cell area to document supervisor visits or other items of interest.

Recommendation - #7:

The chief or delegate will ensure that an MOU is prepared outlining the requirements and obligations of DPS - Contraband Enforcement Unit when using the holding facilities at the Edmundston Police Force.

Recommendation - #8:

The chief or delegate will ensure that guards and matrons read and sign the operational policy on the care and handling of detainees and any other policy pertinent to their duties and responsibilities.

Recommendation - #9:

The chief or delegate will ensure that a logbook is maintained in the cell area so that supervisor visits and other items of interest can be documented.

Review by PSCM

PSCM risking did not identify EPF as requiring an on-site review.

Concluding Summary

The PSCM review team would like to thank the Edmundston Police Force for their contribution during the 2017 QA review process. As a result of the review, EPF has created an action plan to track recommendations to completion. The PSCM review team remains

available to EPF for assistance and looks forward to continued collaboration for the fall 2018 risking process.


Policing Standards and Contract Management (PSCM)

Quality Assurance (QA) Review Team

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Date report submitted to Director: 15/10/18

Approved by:



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Date report reviewed and approved by Director: Dec. 12/18

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