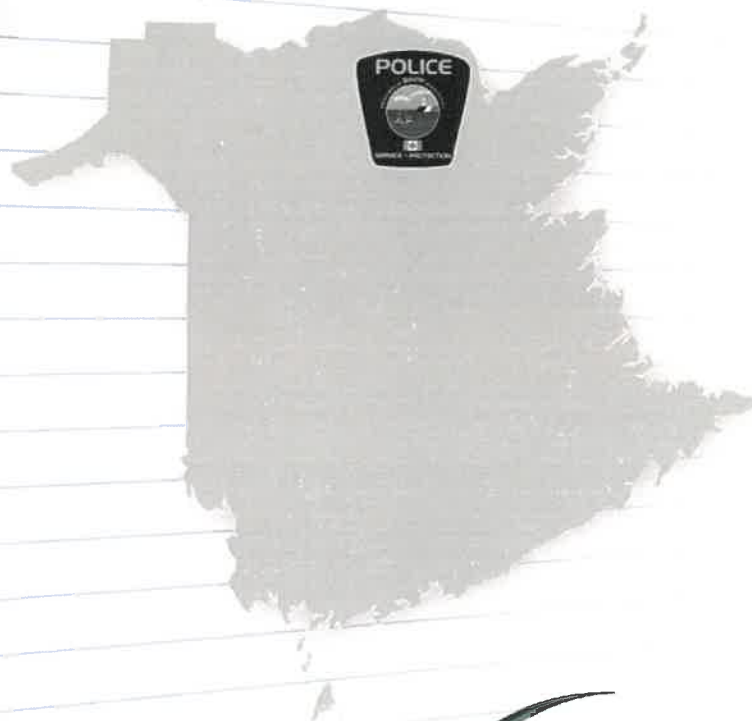




# *Quality Assurance Review Report - 2017*

Policing Standards and Contract Management  
Public Safety



## ***B.N.P.P. Regional 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 of 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
<b>Community policing</b>		
		BNPP provides a transitional level of community policing to its citizens with a focus on meeting the contemporary level. The policing standards call for a contemporary community policing delivery model. <i>See recommendations -#1 and #2</i>
<b>UCR scoring (data integrity)</b>		
		Reviewer found that there are several levels of supervision to ensure that accurate data is entered on the RMS. BNPP do not have any problems complying with UCR standards and CCJS rules of scoring. <i>No recommendations</i>
<b>Sex crimes</b>		
		Investigators in the General Investigation Section handle the majority of complex crime. Referrals to victim services being done. ViCLAS submitted when required. <i>See recommendation - #3</i>

## Findings of the BNPP self-review

### Community policing

**Objective:**

To ensure that the police force responds to the needs of the community based on the principles of partnership, ownership and problem solving with a focus on delivering quality

service. The police force will maintain an ongoing dialogue by working in collaboration with others for the purpose of remaining proactive and will strive to achieve a contemporary community policing service delivery model that is evidence based, flexible and responsive.

## **Findings:**

A retired police officer was hired by BNPP as a policing consultant to complete this self-review using the PSCM review guide. BNPP does not have a dedicated community policing coordinator. The constable assigned as the criminal offences investigator also performs some of the duties of a community policing coordinator. Other members of the BNPP are engaged in community policing and are involved in activities such as coaching minor hockey, Je choisis committee, annual bicycle rodeo, school presentations and Centre Evolution Jeunesse. The Chief meets regularly with elected officials and their invited guests where community policing is discussed and evaluated.

The reviewer found that BNPP offers a transitional level of community policing with some aspects being done within the contemporary category.

## **Recommendation - #1:**

The Chief or delegate will work on organizing the first regional public consultation meeting with a formal agenda being created and acted upon.

## **Recommendation - #2:**

The Chief or delegate will prepare and submit an annual report to the Minister as set out in the policing standards.

## UCR Soring / 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 retired police officer was hired by BNPP as a policing consultant to complete this self-review using the PSCM review guide. The Chief of Police is presently responsible for the CCJS validation and file review. This is due to the recent retirement of an administrative assistant. Two administrative assistants are being trained to perform the duties of RMS coordinator / validator. The Chief is able to complete these duties and the identified training of two administrative assistants, including a new hire, will address the issue of succession planning.

### **No Recommendations.**

## Sexual 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:**

A retired police officer was hired as a policing consultant to complete this self-review using the PSCM review guide. The reviewer examined a sampling of the 2017 sex crime investigations from the 1300 UCR series. The reviewer indicated that the investigations are well documented. Referrals to victim services and the requirement to submit ViCLAS booklets are being done as per the criteria in policy. Files are accurately scored and cleared and instances of Cybercrime are identified. Referrals to Social Development are consistently made. In every file reviewed, victim and witness statements were obtained or attempted to be obtained. Suspect statements were attempted or obtained in the majority of files. Victims and complainants are consistently kept updated on the status of the investigation.

## **Recommendation - #3**

The Chief or delegate will ensure there is continued monitoring of all sexual assault investigations as recommended by the reviewer.

## **Review by PSCM**

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

## **Concluding Summary**

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

Rick Votour, Policing Consultant  
Jennifer Smith, Policing Consultant

Date report submitted to Director: 15/10/18

## **Approved by:**

C Courcy  
Connie Courcy  
Director  
Policing Standards and Contract Management, DPS

Date report reviewed and approved by Director: Oct. 18/18

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