

SANTA CLARA POLICE DEPARTMENT GENERAL ORDER 53.2

STAFF INSPECTIONS

ISSUED APRIL 2006

53.2.1 Staff Inspections

Staff inspection involves inquiring into the manner in which personnel and material resources are utilized in achieving the Department's goals and insuring adherence to the orders and directives declared by the Chief of Police. The staff inspection function in the police profession is similar to the quality control process in the private sector. In this respect, it must be emphasized that the focus is on improvement rather than fault finding. It provides answers to questions of vital importance to the Chief of Police, such as:

- Are established policies, procedures and rules being followed and in the spirit for which they were designed?
- Are these policies, procedures and rules adequate to attain the desired results?
- Are the resources at the Department's disposal, both personnel and material, being utilized to the fullest extent?
- Are the resources adequate to carry out the departmental goals and objectives?
- Does there or could there exist any deficiency in personnel training, morale, supervision or policy which should be corrected or removed?
- How accurate and reliable is the data that the Department collects?
- Of what quality are the responses to calls for service and the reporting system?

Members of the Professional Standards Unit will conduct all staff inspections unless otherwise designated by the Chief of Police. The Assistant Chief of Police will supervise these inspections.

Notification will be made prior to initiating any general inspection. The Assistant Chief of Police will notify the Captain of the area to be inspected.

No notification need be provided to members when conducting single function inspections.

Staff inspections will be conducted with as little disruption of routine as possible.

General inspections will usually include the following:

- Examination of any special manuals or procedures.
- Examination of all records or files.
- Observation of operating procedures.
- Examination of equipment and work areas.
- Interviews with selected personnel.

At the completion of the inspection, the inspector will discuss the results with the Division Captain and note what recommendations will be made to the Chief of Police.

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Reporting Procedure

At the conclusion of the staff inspection, the staff inspector(s) will prepare a written report for the Chief of Police that will summarize the staff inspection activities, discuss strengths and weaknesses identified, and make recommendations for improvement of the operation.

All reports will be clear and concise. All conclusions shall be supported with adequate documentation. The inspection report format should include the following:

- Subject
- Objectives
- Methodology
- Conclusions
- Recommendations

Staff Inspections Follow-up

The results of the staff inspection will be discussed at a meeting of the Chief of Police, staff inspector(s), Division Commanders and any unit or section supervisor involved. This meeting will be held within 30 days of the completion of the inspection report.

The Division Commander will be responsible for development of an action for the implementation of the staff inspection report/recommendations (as approved by the Chief of Police). This Inspection Response Report shall consist of a memo from the Division Commander to the Chief of Police. The memo shall address:

- Inspection findings
- Recommendations made by the inspection team

The original memo shall be sent to the Professional Standards Lieutenant for filing with the inspection report. The Division Commander shall keep a copy of the inspection report and response memo in Division files for future reference.

The Chief of Police will direct that a follow-up inspection of deficiencies is conducted, and that the Division Commander completes a written report for noted deficiencies that cannot be immediately corrected. A timetable for the correction of remaining deficiencies will be agreed upon between the Chief and the Division Commander.