



## CONCORD POLICE DEPARTMENT

General Order # 21-18

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## STAFF INSPECTIONS

### Purpose

Each day the Concord Police Department provides a wide variety of police services to the community. Over time, deviations from procedural guidelines can occur and if not checked become accepted operating procedures. When this occurs, resources are lost to ineffective or inefficient work efforts and changes in policing philosophy can occur. Greater losses can occur if the deviant procedure involves improper, inappropriate or illegal conduct.

Formal inspections are valuable tools used by the Chief of Police to insure that personnel are adhering to approved and established policy and procedures. A regular schedule of line and staff inspections allows the Police Department to engage in self-evaluation in meeting goals and objectives.

### Policy

Staff inspection is the process of detailed observation and analysis of Department components, procedures and practices. Personnel who do not have direct line authority or control of the persons, facilities or elements being inspected may conduct staff inspections. Example: a Firearm's Instructor may check a superior officer's service weapon for cleanliness and readiness because the Chief of Police has delegated authority to the Firearm's Instructor to conduct this inspection. At the conclusion of each staff inspection, a report of findings is submitted to the Chief of Police or his/her designee. This report provides the Chief of Police with the information, which is needed to make changes.

Staff inspections of each Department component will be conducted bi-annually or as directed by the Chief of Police. Staff inspections will be coordinated with the appropriate division commander.

Staff Inspections will be documented in the form of an email addressed to the appropriate Division Commander. A formal memo may be prepared as an alternative depending on the findings.

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# STAFF INSPECTIONS

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## Procedures

### Staff Inspection Personnel

1. The Chief of Police will assign Department personnel to serve as staff inspectors as needed.
2. Staff inspectors most likely will not be the direct supervisor of the persons, facilities or other elements being inspected.
3. Staff inspectors operate under the authority of the Chief of Police or his/her designee and have complete access to files and facilities, which relate directly to the focus of the inspection. Questions regarding any part of a staff inspection should be directed to the Office of the Chief of Police.

### Frequency of Inspections

1. Staff inspection of organizational components will be conducted bi-annually
2. The Chief of Police may also order unannounced staff inspections whenever he/she deems it necessary.

### Staff Inspection Procedures

1. While the specific inspection procedures will vary with the nature and function of the inspected component, the staff inspectors will determine if:
  - a) Specific duties and responsibilities are being performed in accordance with the prescribed policies, procedures, rules and regulations.
  - b) Personnel are completing assigned tasks while:
    - i. Adhering to policy and procedure guidelines;
    - ii. Making appropriate discretionary decisions; and
    - iii. Serving the public in a manner consistent with the Department's goals and objectives.
  - c) Department supplies, equipment and facilities are:
    - i. Being used in an appropriate and efficient manner;
    - ii. Inventoried and maintained in sufficient quantities to meet the needs of the Department; and
    - iii. Clean and operational.
  - d) Property and evidence are being handled properly; this will include an audit of cash, controlled substances, precious metals, firearms or other high value items.

## **STAFF INSPECTIONS**

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**Procedures,  
continued**

2. The Chief of Police or his/her designee, Division Commanders and staff inspectors will meet prior to an inspection to discuss the nature and extent of each staff inspection.

### **Report of Findings**

1. At the completion of a staff inspection, a written report (email or memo) of findings will be prepared for the Chief of Police. The report will summarize the inspector's observations, identify strengths and deficiencies and, if necessary, recommend changes for the improvement of the component's operations.
2. The report of findings should be prepared in the following manner:
  - a) Introduction:
    - i. Identify the section or component inspected;
    - ii. The dates of inspection;
    - iii. The total time spent conducting the inspection; and
    - iv. The names of the personnel conducting the inspection.
  - b) Findings of Inspection:
    - i. Report on the procedures examined;
    - ii. Personnel activities inspected;
    - iii. The condition of property, equipment, supplies and other areas inspected.
  - c) Conclusions and Recommendations:
    - i. Present all pertinent conclusions; and
    - ii. Recommend changes, when appropriate.

### **Staff Inspection Follow-Up**

1. The results of the staff inspection will be discussed at a meeting, which will be attended by the Chief of Police, Captain, Division Commanders (Lieutenants) and any other designated person.

# STAFF INSPECTIONS

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**Procedures,  
continued**

2. The Division Commanders will be responsible for:
    - a) Preparing an action plan, to implement recommendations, which have been approved by the Chief of Police as a result of the staff inspection. This action plan will be submitted on a specific date to be established during the review process.
    - b) Implement recommended changes to the unit or component of the department.
    - c) Submit progress reports, on the status of changes on a schedule to be determined by the Chief of Police.
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