

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 08/15/2013	Supersedes Policy Dated: 06/30/2012	Rescinds:	SOG Number: 103.13
Accreditation Index:			
Part Title: Administration	Chapter Title: Standards of Conduct		
Chief of Police:			

Staff Inspections

I Policy

Properly conducted staff inspections are essential to insuring compliance with agency standards and the law, providing quality and efficient law enforcement services, and to assist in future planning. Such audits enable the agency to identify problems early and to take corrective action.

It is the policy of the Springfield Police Department to conduct a program of regular staff inspections throughout all organizational components of the department once every three years. The Inspections and Internal Affairs Unit is responsible for conducting staff inspections and when doing so, is acting with the functional authority of the Chief of Police.

II Definitions

Staff Inspection- an inspection conducted by personnel who do not have control of the persons, facilities, or procedures being inspected. A quality control, anticorruption management tool, designed to objectively review the department's organizational components. Examination of operations are conducted for efficiency, effectiveness, policy compliance, and adequacy of management controls. Results are reported to the Chief of Police.

Organizational Components – A subdivision of the agency, such as a bureau, division, section, unit, or position that is established to provide a specific function.

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III Procedure

1 ROUTINE STAFF INSPECTION PROCESS

- 1.1 The supervisor of the Inspections and Internal Affairs Unit shall ensure that an audit is conducted within all organizational components once every three years.¹
- 1.2 All personnel shall afford the IIAU inspector the highest courtesy and cooperation during the staff inspection. The inspector performs their duties with the full authority of the office of Chief of Police.

2 NOTIFICATION TO BUREAU COMMANDER

- 2.1 Prior to conducting a routine staff inspection, the Inspections and Internal Affairs Supervisor shall conduct a Pre-Inspection Conference with the Bureau Commander and any other pertinent staff to establish the goals of the inspection and present the topic areas to be inspected.
 - 2.1.1 The purpose of this conference is informational, not negotiable.
- 2.2 The IIAU supervisor shall notify the Commander of the Bureau to be inspected in writing at least 5 working days prior to the Pre-Inspection Conference.

3 CRITICAL INCIDENT STAFF INSPECTIONS

- 3.1 The Chief may order an “emergency” staff inspection at any time regardless of the scheduling of other such inspections;
- 3.2 When such an order is given, preliminary notification requirements by the Inspections and Internal Affairs Unit are suspended.

4 THE INSPECTION PROCESS

- 4.1 The IIAU Supervisor, in conjunction with his chain of command, will determine the scope of the staff inspection.
- 4.2 The typical staff inspection process will normally include:
 - 4.2.1 A review of the condition and safe environment of working facilities;
 - 4.2.1(a) Quality of ventilation, temperature, lighting;
 - 4.2.1(b) Adequacy of facilities for conduct of business
 - 4.2.2 Inspection of equipment;
 - 4.2.2(a) State and readiness of equipment
 - 4.2.2(b) Sufficiency

¹ Section previously numbered 1.1 and 1.1.1 pertaining to the inspection schedule deleted. Remaining sections renumbered as necessary, new Section 1.1 revised, per Policy Change Order 13-055, Effective Date 08/15/2013.

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- 4.2.2(c) Downtime
- 4.2.2(d) Compliance with inspection forms/frequency
- 4.2.3 Inspection of vehicles;
 - 4.2.3(a) State and readiness of equipment
 - 4.2.3(b) Sufficiency
 - 4.2.3(c) Downtime
 - 4.2.3(d) Compliance with inspection forms/frequency
- 4.2.4 Policy and Procedure;
 - 4.2.4(a) Compliance with directives pertaining to the function of the unit/section being inspected.
 - 4.2.4(b) Knowledge of staff about critical policies affecting their functions
 - 4.2.4(c) Availability of policy in their work area
- 4.2.5 Files and Records including payroll records;
 - 4.2.5(a) Relevance of records on file
 - 4.2.5(b) Organization
 - 4.2.5(c) Consistency
- 4.2.6 Supervision and Leadership;
 - 4.2.6(a) Descriptive narratives of command and supervisory staff, experience and functions
 - 4.2.6(b) Subjective evaluations of command and supervisory ranks by subordinate personnel as a group
 - 4.2.6(c) Use of employee questionnaire to develop findings
- 4.2.7 Any other pertinent issues.
- 4.3 The methods used to conduct the staff inspection may include:
 - 4.3.1 Personal observations of the inspector(s);
 - 4.3.1(a) May include use of structured inspection report and notes
 - 4.3.2 Interviews with bureau, division, section, or unit staff;
 - 4.3.2(a) May include use of an interview questionnaire.
 - 4.3.3 Written questionnaires to employees and citizens concerning attitudes and how services are provided.
 - 4.3.4 Interviews with other persons inside and outside the department.

5 POST INSPECTION CONFERENCE

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- 5.1 The post inspection conference is a non-adversarial, informal, non-confrontational one on one exchange of information by the IIAU Supervisor with the recently inspected Bureau Commander.
- 5.2 The conference includes a summary of findings.

6 THE INSPECTION REPORT

- 6.1 The inspection Report shall be completed within 30 days of the commencement of the inspection process;
- 6.2 The inspection Report shall be well-organized, easy to read, comprehensive and supported by documentation. It is a document that shall detail issues and concerns for the unit as well as positive observations.
- 6.3 The inspection report shall be subdivided as follows:
 - 6.3.1 Organizational/sub-unit description
 - 6.3.2 Mission and Purpose of the sub-unit
 - 6.3.3 Staffing
 - 6.3.4 Facilities and Equipment
 - 6.3.5 Operations (Division of Labor)
 - 6.3.6 Leadership (Command)
 - 6.3.7 Training
 - 6.3.8 Policies and Procedures
 - 6.3.9 Files and Records
 - 6.3.10 Miscellaneous Information
 - 6.3.11 Recommendations
 - 6.3.12 Appendices (Supporting Documentation)

7 FOLLOW-UP ON DEFICIENCIES

- 7.1 The Bureau Commander's Follow-up Report
 - 7.1.1 The Bureau Commander shall respond in writing to each of the findings/recommendations offered in the Staff Inspection Report within 30 days unless otherwise extended by the Chief of Police.
 - 7.1.2 The follow-up report shall be addressed to the Chief of Police.
 - 7.1.3 A follow-up inspection will be conducted by the IIAU Supervisor within 30 days of the Bureau Commander's follow-up report.

IV Attachments