



Policy PoP-04

Quality Assurance

Approved 27 February 2025

Purpose

1. The Board is responsible for the provision of Adequate and Effective Policing in the Region of Halton (see policy PoP01 Provision of Policing). It is also required to have a Quality Assurance Process (QA Process) regarding its Provision of Policing, and this policy serves as that process.
2. The aim of the Board's QA Process is to verify that each prescribed policing function is in fact adequate and effective (A&E). In other words, the QA Process ensures that each policing function is indeed being provided to a reasonable extent and in a reasonable manner, in accordance with needs, values and expectations of the Community.
3. The QA Process has two main components:
 - 5.1 **Verification of the Provision of Policing** – verification that policing in Halton Region is in fact being provided adequately and effectively, to a reasonable extent and in a reasonable manner; and
 - 5.2 **Verification of Provision-of-Policing Governance** - verification that Board analysis of Community needs, values and expectations, and subsequent direction to the HRPS, is itself reasonable.

Requirements – Verification of Provision of Policing

4. **General.** The QA Process consists of the following components:
 - 5.1 Verification of HRPS Compliance with the Board's Provision of Policing policies;
 - 5.2 Verification of HRPS Strategic Plan progress; and
 - 5.3 Verification of HRPS Resource Sufficiency.



5. **Verification of Policy Compliance**

5.1 Provision of Policing policies regarding the various prescribed policing functions direct the compliance reporting requirements, identifying those policing aspects that the Chief of Police must report the HRPS as compliant or otherwise report as non-compliant and outline plans to achieve compliance. They also identify when the Chief of Police must also provide evidence of compliance, where applicable.

5.2 Requirements to report evidence of compliance shall be based on the Board's risk assessment of:

5.2.1 the likelihood of non-compliance; and

5.2.2 the potential impact of non-compliance in terms of:

- i. public harm,
- ii. Board & Service reputational harm, and
- iii. financial harm.

6. **Verification of Strategic Plan Progress**. The Strategic Plan contains specific Strategic Objectives, key performance indicators (KPIs) and metrics for tracking and reporting achievements. The Chief of Police shall semi-annually report on progress implementing the Strategic Plan and achieving its Strategic Objectives, citing the applicable KPIs and metrics.

7. **Verification of Resource Sufficiency**. Annually, prior to the development of the HRPS budget, the Chief of Police shall formally report to the Board which policing functions are under-resourced and the rationale for that assessment. The Board shall consider this report in establishing its direction regarding the development of the HRPS budget.

8. **Board Responses to Chief's Verification Reports**. In response to the Verification Reports from the Chief of Police, the Board shall determine Halton Region's Adequate & Effective Policing requirements by:

- a. identifying gaps, surpluses, trends and risks based on those reports;



- b. reflecting on its policy and Strategic Plan expectations of the HRPS, and adjust them where warranted;
- c. considering options to address gaps, mitigate risks and reallocate surpluses; and
- d. selecting the most reasonable option to address each gap/surplus, and direct corrective action accordingly.

Requirements - Verification of Provision-of-Policing Governance

9. At least once every four (4) years, the Board shall engage a third party to conduct an independent verification of the reasonableness of the Board's:
 - a. assessment of Community needs, values and expectations;
 - b. Provision of Policing policies;
 - c. Strategic Plan, and
 - d. QA Process, verification reporting and subsequent decisions.

Monitoring and Reporting Requirements

10. **Internal Reporting**. Policy Compliance, Strategic Plan Progress, and Resource Sufficiency reporting requirements are outlined above.
11. **Public Reporting**. All Board policies and Strategic Plans shall be posted on the internet. Public reporting requirements regarding HRPS performance are addressed in policy PoP05 Annual Report. Additionally, the Board shall publicly report its QA findings and subsequent direction to the HRPS, as well as the results of third-party Provision-of-Policing Governance verification.

References:

- CSPA Board role, shared services, temporary assistance (s10, s14, s19)
- O. Reg. 392/23 Adequate and Effective Policing – General (s23)
- HPB Policies G01 Governance Commitment. G02 Board Job Description, G07 Governance Calendar, PoP01 Provision of Adequate & Effective Policing, PoP05 Annual Report