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2010 Annual Report

Quality Assurance in Law Enforcement Committee (QALEC)



QALEC's mandate is:

To promote an integrated approach to quality assurance (QA) in Canadian law enforcement to continuously improve the quality of service provided to the public, and to increase public and officer safety by encouraging the adoption of consistent and professional standards of policing.

QALEC was created following the first QA Conference in October 2007. The event brought to light a significant interest in sharing QA practices among law enforcement agencies. The Committee therefore sought to fill this identified need by: building a Canadian network, defining a common language, and contributing to the reporting of best practices. Much has been accomplished since QALEC's creation in 2007. In fact, many short-term goals have been met and new longer-term challenges have been identified as the Committee continues to evolve.

Long-Term Goals:	2009	2010
Develop a QA mindset in all policing agencies		
Increase the number of police agencies reporting the use of QA from 20 to 40%		
Find a common language or shared framework for QA	Completed	
Improve the integration of QA in policing and ensure links to governance		
Share examples of leading practices		
Promote professional development		

Short-Term Goals:	2009	2010
Expand membership of the Committee - representation from across the country; build linkages with other organizations		Completed
Update survey results and publish the report (baseline) authored by Dr. Cukier	Completed	
Develop a common definition of QA and some of its key terms	Completed	
Produce a best practices case study report of QA in policing agencies across Canada – led by Dr. Cukier		Completed
Identify external best practices through case studies and find models of specific functions (e.g., COSO for laboratories)		Completed
Develop shared resources through a web-based application (e.g., CACP Portal)		Ongoing

Committee's membership and governance

Inspectors Carolyn Bishop (York Regional Police), Daniel Cauchy (Sûreté du Québec) and Superintendent Luc Delorme (RCMP) are the 2010 QALEC Co-chairs. Although QALEC membership continues to be of concern, the Committee is actively recruiting new members. QALEC members communicate regularly via teleconferences (approx. every six weeks) and through face-to-face meetings (e.g., Charlottetown, August 2009, and Québec City, January 2010).

2010 Quality Assurance in Law Enforcement Conference

QALEC and the Sûreté du Québec are organizing a second QA Conference for Canadian law enforcement agencies to take place in Québec City from November 28 to December 1, 2010. Its theme will be "Quality Assurance Intended for the Citizen" and in order to address this topic, the Conference will have three components: QA vision, QA in action and QA tools. QA managers and renowned experts from public and private sectors, law enforcement practitioners, elected officials and researchers will share their views based on their own experiences and expertise. This will also be a great networking opportunity for the participants. The event will be mainly directed to police executives, law enforcement leaders and governing board executives and managers; however, we anticipate that it will also offer private industry executives and auditors, as well as civic officials, a valuable opportunity to learn and share important QA practices.

Partnership with ILEAA

QALEC has sought to expand its partnership with the International Law Enforcement Audit Association (ILEAA). Two QALEC members are on the ILEAA Board Members and have been involved in the definition of guidelines for ILEAA's strategic plan. Moreover, they continue to participate in teleconferences and provide feedback with respect to events, such as the 2010 Annual Conference in San Diego. Sensing major constraints, the event has been altered to respect QALEC members' respective budgets.

In the near future, QALEC plans on developing international partnerships. In this regard, the Committee has taken the lead role for organizing an International Quality Assurance Conference. RCMP's National Review Services will assume the coordination of the event in collaboration with ILEAA and CACP. Although the 2010/2011 event date is yet to be determined, Toronto is being considered as a potential location.

Case study and article

As planned, Dr. Wendy Cukier led a case study on best practices in QA in Canadian police agencies. The final report has been produced and will be distributed at the 2010 Conference in November. The study highlights QA in the RCMP, the Fredericton Police Force, the Edmonton Police Services, the Sûreté du Québec and the Ottawa Police Service. An article based on the case study has been published in the 2010 Canadian Police Chief Magazine's spring/summer issue.

Conclusion

Through the substantial involvement of its members in promoting QA, QALEC has succeeded in achieving most of its short-term goals. Although this progress has provided a sense of accomplishment, it has also identified areas for change. In the near future, the Committee intends to update its objectives based on the evolving needs of the community of QA practitioners. It is believed that this will generate a higher level of membership and, therefore, provide a higher profile for QA in the Canadian law enforcement community.