

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 53.1

INSPECTIONS

ACCREDITATION STANDARDS:

EFFECTIVE DATE: OCTOBER 30, 1995

RESCINDS: G.O. 53.1 January 5, 2018 and all applicable Amended/Temporary Orders prior to March 18, 2020

LAST REVISED DATE: March 18, 2020

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POLICY

It shall be the policy of the Winter Haven Police Department to utilize a system of Line and Staff Inspections as a method of evaluating and improving operational efficiency of the Department and its members.

PURPOSE

The purpose of this General Order is to establish guidelines for Line and Staff Inspections.

SCOPE

This order shall apply to all Department members.

DISCUSSION

Inspections are necessary to ensure an object review of department facilities, property, equipment, personnel, administrative and operational activities outside the normal supervisory and line procedures and assure compliance with accreditation standards. All inspection efforts shall be directed towards these objectives.

PROCEDURE

I. Line Inspections

- A.** All supervisors are responsible for conducting line inspections of members and areas under their command at frequent and irregular intervals. This responsibility includes but not limited to the following:
 - 1. Roll call inspections;
 - 2. Formal inspection of members;
 - 3. Vehicle inspections;
 - 4. Equipment inspections; and
 - 5. Ensuring supervisory attention to punctuality and appearance of subordinate members.
- B.** Lieutenants, Sergeants and other supervisory members shall make daily inspections of their subordinates to ensure they are properly uniformed, equipped and fit for duty.
- C.** Line supervisory members who have direct authority and responsibility for the operation of a specific component or activity shall conduct the line inspections. In addition, they shall monitor the activities of subordinates to determine if duties, services to the public, orders and instructions are being promptly, efficiently and effectively performed, and correct any conditions discovered by the inspection.

II. Informal Line Inspections

- A.** Routine informal line inspections shall be practiced at each level of command. By constant observation, all supervisors shall be able to determine whether members of their command maintain a working knowledge of the law and perform their duties in accordance with Department Directives. Supervisors shall constantly examine and inspect the work of their subordinates for compliance with Department Objectives.
- B.** Informal line inspections performed by supervisory members during routine operations do not usually require written reports. Their intent is to serve as periodic inspections to ensure compliance with Department Policies, Rules and Procedures. Any deficiencies noted by a supervisory member shall be corrected immediately.

III. Formal Line Inspections

- A.** Formal line inspections shall be held to determine if members continuously maintain a satisfactory level of efficiency in compliance with Department Directives. These inspections shall be conducted in an open manner with full knowledge and awareness of

all concerned. Identified deficiencies shall be brought to the attention of the members involved and corrections made immediately.

- B.** Formal line inspections shall be conducted on all sworn members quarterly, to determine if members continuously maintain a satisfactory level of efficiency in compliance with Department Orders. Quarterly inspections shall include, but not limited to work area, personal appearance and vehicle inspections. Line supervisors supervising sworn members shall document a formal line inspection of members each quarter to include at a minimum:
 - 1. Uniforms or attire;
 - 2. Weapons, if applicable;
 - 3. All other Department issued equipment;
 - 4. Unsigned General Orders in PowerDMS, if applicable;
 - 5. Vehicles, if applicable; and
 - 6. Work area, if applicable
- C.** Completed written reports or forms shall be sent through the chain of command to the appropriate Bureau Commander. The Bureau Commander is responsible for ensuring corrective action and proper retraining of members with noted deficiencies. The inspection reports shall include any specific actions taken to correct discrepancies or recommendations for long-range solutions.
- D.** A follow-up inspection shall be conducted within seven days of a noted deficiency to ensure it has been corrected.

IV. Automated External Defibrillator (AED)

- A.** The monthly AED Inspection Checklist (whpd-358) shall be completed on a monthly basis for each issued AED or any AED assigned to a facility. The inspection and checklist shall be completed by the fifteenth of each month. The checklist shall be forwarded to the Training Coordinator by the twentieth of each month. The Training Coordinator shall maintain records of monthly inspections.
 - 1. In the event of a problem with the AED, the inspecting member shall follow the guidelines on the Monthly AED Inspection Checklist to make the AED fully functional, if possible. The checklist shall then be forwarded to the Training Coordinator within one working day of the inspection. The Training Coordinator shall be responsible for expediting service, repairs or replacement.
- B.** Those responsible for monthly inspections of AED's are as follows:
 - 1. AED units assigned to members shall be inspected by the member's lieutenant or sergeant during monthly inspections.
 - 2. AED units assigned to facilities shall be inspected by the Training Coordinator.

V. Staff Inspections

- A.** The Inspector is responsible for conducting all staff inspections. The Chief of Police shall designate the Inspector.
- B.** Access to all Department facilities, equipment and records shall be given to the Inspector for the purpose of staff inspections.
- C.** Members shall cooperate with and assist the Inspector, recognizing that staff inspections are conducted under the authority of the Chief of Police.
- D.** Staff Inspections shall be conducted in order to reveal conditions and actions that adversely influence the success of Department operations. Any weaknesses discovered may indicate a need for modified or additional organization, regulations, procedures, equipment, facilities, manpower, training, direction or leadership.
- E.** Staff Inspections shall be completed within all Department components at least once every three years. At any time the Chief of Police may order a scheduled or unannounced inspection of a specific Bureau, Division or Unit.

VI. Inspection Process

- A.** Pre-Inspection Conference:
 - 1.** The component to be inspected shall be advised of the upcoming inspection, five working days, in advance through memorandum and a pre-inspection visit by the Inspector.
 - a.** The memorandum shall include requests for any documents, records or data desired.
 - 2.** The Inspector and the effected supervisors shall conduct a preliminary survey of the facilities. The following additional actions shall be conducted at this time:
 - a.** The procedures for the staff inspection shall be discussed;
 - b.** The supervisor shall be asked to provide their thoughts relative to the staff inspection, and to identify any areas of particular concern;
 - c.** Member surveys/questionnaires, if used, shall be provided to the members by the Inspector, at the time of inspection;
 - d.** Information pertaining to the scope and objectives of the inspection and information about the final report and recommendation format shall be furnished by the inspector.
 - 3.** Areas to be inspected include, but not limited to:
 - a.** Administration;
 - b.** Discipline;
 - c.** Files and records;

- d. Training;
 - e. Supervision;
 - f. Facilities;
 - g. Equipment;
 - h. Vehicles; and
 - i. Policies and Procedures.
- 4. To ensure that all staff inspections are completed in an efficient manner, the Inspector shall utilize checklists and surveys/questionnaires.
 - 5. The length of the inspection shall be determined by the Inspector. It shall be the responsibility of each commander or supervisor to identify a liaison member to assist with the inspection. The Inspector shall convey information, regarding the inspection, to the members of the component.

VI. Inspection Procedures

- A. During the course of a staff inspection, the Inspector shall:
 - 1. Check for compliance with General Orders;
 - 2. Check for appropriate documentation;
 - 3. Check for condition of facilities; and
 - 4. Conduct a preliminary introduction with members and supervisors, as a group, explaining the staff inspection process;
 - a. The Inspector shall use surveys/questionnaires to obtain critical information that may otherwise not come to light in a group setting.
 - 1. All members shall be given the opportunity to complete a survey/questionnaire.
 - 2. Surveys/questionnaires are an instrument to provide members the opportunity to be involved in the management process of the Department. Members shall be encouraged to provide constructive feedback, state objective opinions and suggestions for improvements in the Department.
- B. Inspections of operational activities shall be conducted, when possible, under conditions compatible with the purpose of the activity. The Inspector shall observe each operation and document compliance with established procedures.
- C. The Inspector is responsible for reporting superior performance as well as discrepancies. The Inspector is not to make suggestions or corrections unless there is a safety hazard to members or equipment.

- D. The inspector shall refrain from giving an evaluation to the component or activity until all results have been analyzed and the final report completed. The inspector shall not exhibit personal reactions to any strength or weaknesses during the inspection. The Inspector shall maintain an impartial attitude.

VIII. Post Inspection Conference

- A. A formal post inspection conference may be held by the Chief of Police. In this conference, the Chief of Police and effected supervisors may address concerns raised during the inspection.
- B. The post inspection conference should give the approximate date when the component should receive a copy of the Final Inspection Report. The Inspector may discuss some of the factors affecting operations.

IX. Final Inspection Report

- A. A report, clearly and concisely written, shall be prepared at the conclusion of each staff inspection. The report shall include findings from working papers that identify deficiencies and makes recommendations for improvement(s). The report shall identify the positive aspects of the component being inspected.
- B. A copy of the final report shall be sent to the Chief of Police and the Support Services Bureau Commander, prior to distribution for informational purposes. Once the Chief of Police and the Support Services Bureau Commander receive the final report, the affected Bureau Commander and Supervisor(s) of the component shall receive their copies. A copy of the report shall be retained by the Accreditation Manager.

X. Follow Up Process

- A. The appropriate Bureau Commander or supervisor is required to respond to the Chief of Police, via the chain of command, within thirty days. The response shall contain a statement of concurrence or non-concurrence to the findings and recommendations.
 - 1. When the supervisors of the inspected component do not concur with the findings and recommendations of the Inspector, the Chief of Police shall have final say.
- B. The appropriate Bureau Commander or supervisor is responsible for ensuring that the recommendations effected by the inspection are implemented. The Inspector shall conduct a follow up inspection on areas that need reassessment in thirty days after the Final Inspection Report.

XI. Definitions

- A. *Follow Up Inspection* – A reevaluation of irregularities and deficiencies observed in areas during formal inspections.
- B. *Formal Inspection* – A comprehensive analysis and assessment involving all operational functions and procedures of an activity.

- C. *Line Function* – A function directly concerned with furthering the Department’s goals, through the performance of specific job/tasks. The term “operations” embraced the traditional line (or primary) functions for which the Department was established - patrol service, criminal investigations, traffic control, vice enforcement, and various other activities having a direct effect on crime prevention and law enforcement.
- D. *Line Inspection* – Inspections conducted by members in control of the persons, facilities, procedures, or other elements being inspected. Line inspections may be carried out by any supervisor within the chain of command and is often conducted by supervisory members who may also be responsible for ensuring that any substandard conditions revealed in the inspection are corrected.
- E. *Staff Function* – Staff function is a support function and differs from administration in that the former does not suitably describe top-level executive responsibilities, including those of the Chief of Police. Staff duties encompass only those duties performed by staff members who are in contrast to line members, exercise no direct authority over operating or line members.
- F. *Staff Inspection* – Inspection conducted by members who do not have control of the persons, facilities, or procedures being inspected. Staff inspectors are members of a specialized component responsible for conducting inspections throughout the Department. The results of staff inspections are reported to the Chief of Police.

APPROVED 

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CHIEF OF POLICE