



Strathroy- Caradoc Police Service

Preliminary Strategic Plan and Actions - Draft for Discussion

February 5, 2024 v5



OUR MISSION

Our mission is not to stand above but to stand within our community and to work hand in hand with our community partners with our focus on helping to lead our community to be an engaged and safe place to be.

OUR VISION

We are a progressive public service that strives to create and maintain strong relationships with our community members and partners and we are committed to working together to ensure the security and well-being of everyone within our service and community.

We continually develop and grow as a Police Service to meet the evolving needs of the community.

CORE VALUES

Integrity in Our Actions

We are loyal and trustworthy and always do what we feel is right on behalf of the community.

Service to the Community

We value the diversity of our community and embrace a three-tiered (Police, Fire, Ambulance) emergency response system which assists us in better serving our community.

Ethical Conduct and Decision Making

We embrace equity, diversity and inclusivity in our community.

Respect for Human Dignity

We value our community members, partners and each other and treat everyone fairly, impartially and sensitively.

Accountability We are responsible for our own decisions and actions.

CORE VALUES

Innovation: We are committed to the constant pursuit of excellence through transformation and creativity.

Courage: We are committed to maintaining strength in the face of our greatest challenges

STRATEGIC PILLARS

The Police Services Board landed on five strategic pillars on which the strategic plan is based. The five strategic pillars include:

1. Stewardship of Assets
2. Excellence in People and Culture
3. Customer Service
4. Community Safety
5. Technology and Innovation

The police services board believes that these five pillars and their associated activities will guide them in their governance of the police service. The actions associated with each of the pillars will assist the staff in the daily performance of their duties while simultaneously achieving the long term vision of community based police services for Strathroy-Caradoc

STRATEGIC PILLAR 1 - EFFECTIVE STEWARDSHIP OF ASSETS

The Strathroy Caradoc Police Service provides strong stewardship in the planning, acquisition, Return on investment operation and maintenance of assets.

STRATEGIC PILLAR 1 - EFFECTIVE STEWARDSHIP OF ASSETS

Actions:

- 1a) Utilize the most advanced accrual accounting methods in PSB budgets that leads to the best returns on investment for the community.
- 1b) Develop PSB budgets that are designed responsibly to span multiple terms of the PSB and Council.
- 1c) Embrace green technology when it is effective and economical.
- 1d) Design assets with consideration of the customer service strategy
- 1e) Plan for assets that are durable, adaptable, accessible and effective in the delivery of community-based police services.
- 1f) Assets should include technical features that consider the future needs and service requirements of the service.

STRATEGIC PILLAR 2 - EXCELLENCE IN PEOPLE AND CULTURE

The Strathroy-Caradoc Police Service implement recruiting, professional development and other contemporary people practices that strive to create both organizational and cultural excellence.

STRATEGIC PILLAR 2 - EXCELLENCE IN PEOPLE AND CULTURE

Actions:

- 2a) Practice strategic hiring and promotion with an appropriate mix of internal and external candidates.
- 2b) Implement a balanced approach to specialty and patrol duties.
- 2c) Continue to develop workforce to be state-of-the-art as a community-based emergency service.
- 2d) Develop a culture that encourages and values staff participation and engagement in decision making.
- 2e) The demographics of the police service will be reflective of the diversity and inclusivity of the community.

STRATEGIC PILLAR 3 - CUSTOMER SERVICE

Provide professional and effective services to the community in a way that leverages the advantages of a municipally operated and community-based police service and provides the best customer experience possible.

STRATEGIC PILLAR 3 - CUSTOMER SERVICE

Actions:

- 3a) Utilize a variety of communication channels and methods to ensure messaging is effective as the community's diversity and demographics evolve.
- 3b) Embrace and utilize technology that is relevant to the customer service strategy.
- 3c) Offer customer services in formats that are accessible and understandable by all community members.
- 3d) Receive and action customer feedback received through thoughtful comments, opportunities and surveys. Use this feedback in a timely manner to coach staff and further improve customer service.
- 3e) Provide transparent messaging about evidence-based statistics to the community.
- 3f) Continually educate and train staff about leading customer service practices.

STRATEGIC PILLAR 4 – COMMUNITY SAFETY

Create a sense of security in Strathroy-Caradoc through continuous engagement with the community. It is essential for police services to maintain visibility in the community and effectively communicate with the community.

STRATEGIC PILLAR 4 – COMMUNITY SAFETY

Actions:

- 4a) The PSB and staff to make regular and frequent contact with community stakeholders to learn about community policing issues and deliver key messages.
- 4b) Be visible at Community Events either through random visits or scheduling.
- 4c) Continue the collaborative approach to community safety with other local municipal services to enhance community safety.
- 4d) The PSB and senior officers explore opportunities to engage senior levels of government when support for community safety initiatives is offered or is needed.

STRATEGIC PILLAR 5 – TECHNOLOGY AND INNOVATION

Commit to advancing technology and innovation in our police service to enhance our community-based policing model.

STRATEGIC PILLAR 5 – TECHNOLOGY AND INNOVATION

Actions:

- 5a) Ensure technology is current, adaptable, timely, accessible and reliable for users.
- 5b) Attract and hire talented IT staff either directly or through a shared service model with the municipality.
- 5c) Analyze business processes and automate using technology where possible.
- 5d) Any new technology that is implemented in the service will follow the best practices learned from other police services and be compatible with any systems in service with the Ministry of the Attorney-General.