
Improving the Quality of Life for the Citizens of Surrey - A Problem Solving Approach

CITY OF SURREY

Crime Reduction Strategy



Progress Report 2007-2010 ACHIEVEMENTS





Progress Report **2007-2010 ACHIEVEMENTS**

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CITY OF SURREY

Crime Reduction Strategy



Message from the Mayor



On behalf of Surrey City Council I am pleased to provide this update on the impressive advancement of Surrey's Crime Reduction Strategy.

The collaboration between the City, the RCMP, over 50 community groups and all levels of government has successfully moved us forward on this important issue.

Real progress has been made in reducing crime and improving the quality of life for Surrey residents. While there is always more to be done, the work of the past four years has resulted in the development of many new partnerships, holistic problem solving approaches and progress in addressing the root causes of crime.

I invite all stakeholders to review this helpful document and provide your feedback and ideas for your own specific involvement. Only by working together can we continue to build a better Surrey for everyone.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dianne L. Watts', written in a cursive style.

Dianne L. Watts
Mayor

“Not only are there support programs for vulnerable and at-risk populations and City clean-up and beautification initiatives, but there are also efforts to foster community connections and engagement in enhancing neighbourhoods and public spaces.

Introduction and Background



The relationship between crime and broader social issues is complex and interconnected.

Recognizing this, in June 2006, Surrey City Council implemented a Crime Reduction Strategy that mandated City staff to work collaboratively with a variety of stakeholders to reduce crime in Surrey.

The Surrey Crime Reduction Strategy departs from conventional thinking by addressing the root causes of crime. It recognizes that a cooperative approach between all stakeholders including the City and its various departments, the RCMP, a variety of community agencies and all levels of government is needed.

“...criminal code crime, violent crime and property crime rates have all dropped since 2007.”

Tackling the root causes of crime starts with a problem-solving attitude that focuses on:

- Enhancing projects and programs that are working.
- Facilitating partnerships to implement new, evidence-based strategies.

With this in mind, the City established these Primary Objectives:

- Reduce crime and increase community safety.
- Increase public involvement in reducing crime.
- Increase integration between all stakeholders involved in crime reduction.
- Improve public awareness around the reality and perception of crime.

The Primary Objectives are achieved through strategies in each of the following Four Strands:

1. Prevent and Deter Crime.

2. Apprehend and Prosecute Offenders.

3. Rehabilitate and Reintegrate Offenders.

4. Reality and Perceptions of Crime.

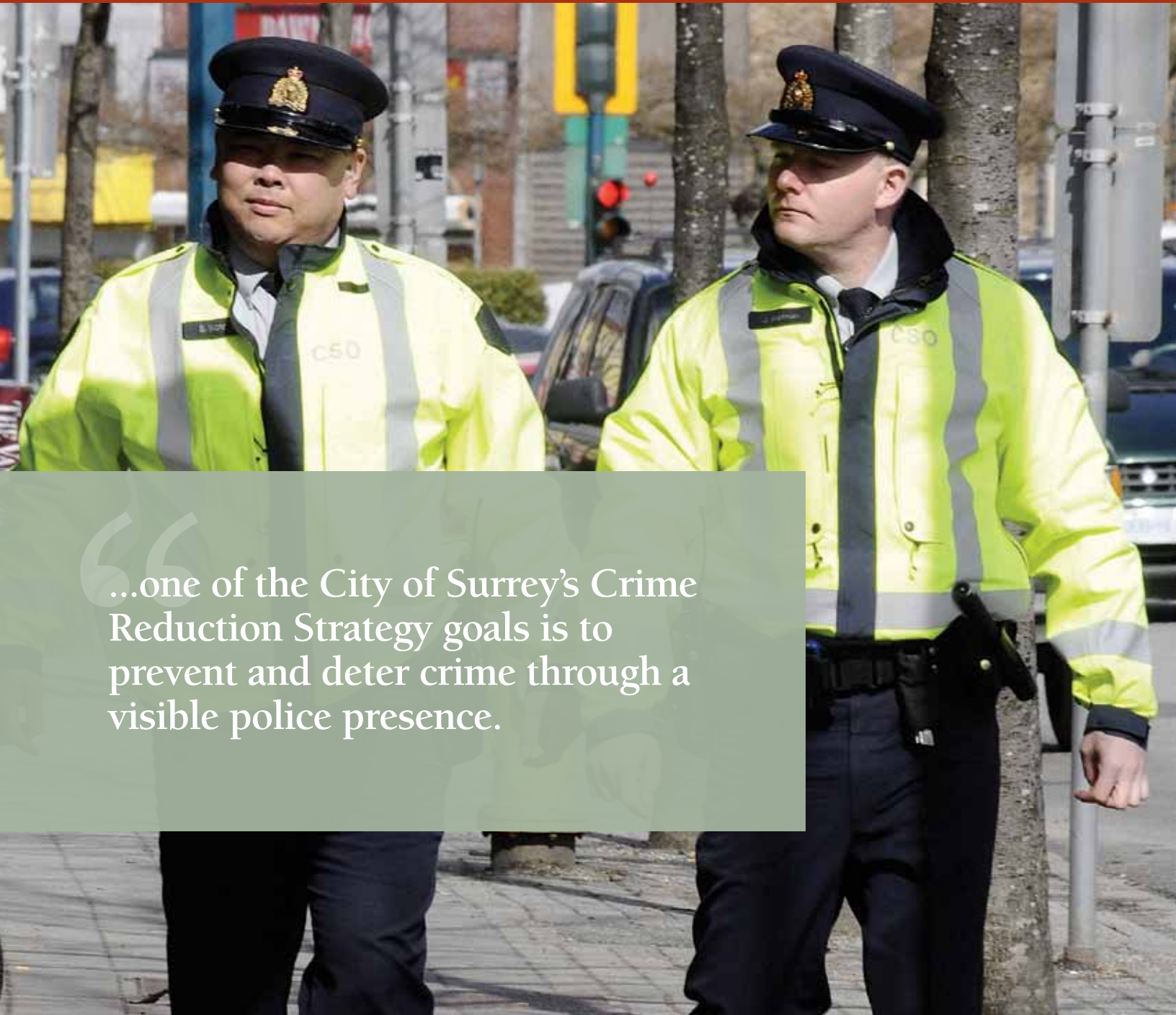
2007-2010 Progress Report

This 2007-2010 Progress Report tracks the Crime Reduction Strategy's progress and key achievements over the same period specific to the 106 recommendations of the Strategy. It provides an overview of the achievements and actions implemented by the City and many of its partners. However, we recognize there are groups delivering valuable initiatives that may not be mentioned here, and we recognize that new partnerships continue to develop and evolve. Our intent with this Progress Report is to provide a snapshot of the key achievements across all of the recommendations.

The City continuously strives to develop partnerships to reduce crime and improve the quality of life for all Surrey residents. We are committed to moving forward and to build on the enthusiasm which continues to be generated for Surrey's Crime Reduction Strategy.

Prevent and Deter Crime

The Prevent and Deter Crime strand focuses on the actions that can be taken to prevent and deter priority crime and anti-social behaviour in Surrey. These actions require the involvement and partnership of numerous stakeholders.



“...one of the City of Surrey’s Crime Reduction Strategy goals is to prevent and deter crime through a visible police presence.”

1.1 Policing

Whether it be on the streets, in crime hot spots, at public gatherings or at major events, one of the City of Surrey's Crime Reduction Strategy goals is to prevent and deter crime through a visible police presence. This includes the implementation of the Community Safety Officer pilot project, the use of visible safety vests and enhanced safety at Skytrain stations, on transit and in bus loops. It also includes ensuring that police resources keep pace with population growth.

ACHIEVEMENTS

Community Safety Officers

The Community Safety Officer Pilot Project was implemented in 2008, providing an added police presence in the community. Focusing largely on community liaison and crime prevention, 10 uniformed officers (two in each district) have spent countless hours on high visibility foot patrols, taking part in community outreach events and supporting crime reduction initiatives, including security assessments and pawnshop audits.

BUSINESS WATCH PROGRAM

The Crime Prevention Unit and Community Safety Officers continue to build the Business Watch program. Community Safety Officers delivered Project Protect, educating businesses about secure and safe practices for the use of debit card machines, and began to offer security assessments for businesses that were victims of robberies or break and enters.

Added Police Presence

Surrey's police resources increase as the population increases. From 2006 to 2010, the City's population grew from 435,420 to 474,000. During this time, the number of police officer positions grew from 588 to 641. The Crime Reduction Strategy strives to maintain one officer per 700 residents.

High Visibility Vests

The RCMP has issued high visibility jackets and vests to police officers, Community Safety Officers, Auxiliary Constables and RCMP volunteers. The vests serve to identify the person's role within the Surrey RCMP, meeting Crime Reduction Strategy recommendations.

Enhanced Safety at SkyTrain Stations

The RCMP, the City and the Transit Police have set in place several new initiatives to enhance safety in Skytrain stations. In 2008, Transit Police introduced the new Crime Reduction Unit. This plain clothes unit responds to safety problems in identified hot spots, for example working with Surrey RCMP to curb illegal drug activity in the City's Skytrain stations and bus loops.

- In 2008, a targeted 13-day enforcement effort resulted in 96 investigations and 47 arrests. These efforts continued in the form of regular random enforcement and patrols throughout 2009 and 2010.
- In 2009, Transit Police implemented several high visibility initiatives, including wearing bright vests, to make it easier for civilians to find officers and to deter individuals from possible illicit activity.

In May and June 2010, Transit Police:

- Doubled the amount of transit riders checked than in the previous year, checking over 235,000 people.
- Issued 2,800 violation tickets.
- Arrested 45 individuals.

1.2 Research

Enhanced crime analysis and coordination with academic researchers help investigators to better understand the root causes of criminal behaviour.

ACHIEVEMENTS

Crime Analysis

The Surrey RCMP Detachment Crime Analysis Unit has helped identify the most prolific offenders, criminal hot spots and problem premises in Surrey. The Unit has generated a number of analysis documents, including weekly intelligence briefs and crime analysis reports on emerging criminal trends and hot spots.

Crime Statistics

The Surrey RCMP produces and releases quarterly crime statistics reports which are posted to its website, and continue to share information with City officials and staff in support of City projects and decision-making. It also continues to publish monthly crime maps on its website, and share research with a number of academic institutions.

- RCMP Quarterly Crime Statistics:
www.surrey.rcmp.ca



1.3 Education and Awareness

Both educating the public about how they can avoid being victims of crime and educating potential offenders about the effects of crime are objectives of the City's Crime Reduction Strategy. The City has improved its online presence, supported the development of youth education strategies and developed substance abuse prevention programs.

ACHIEVEMENTS

Crime Reduction Strategy Website

In August 2010, the City began to re-design its Crime Reduction Strategy website. Launched in 2008, the website has become an interactive and dynamic tool to inform the public about programs and shared resources. It provides links to RCMP crime statistics, community service websites and shared event information, and promotes information from key City partners and stakeholders.

- Crime Reduction Strategy:
www.surrey.ca/plans-strategies/3669.aspx

Youth Education

In partnership with the City of Surrey, the City of White Rock, the United Way of the Lower Mainland and the Surrey School District, the Community Schools Partnership (CSP) has brought together parents, community agencies, municipal departments and school administrators to create a continuum of service for children and their families. It has addressed barriers to learning, extended learning and enrichment, and connections to resources and support.

Launched in 2007, the CSP has organized schools into hubs, recognizing the need for a neighbourhood approach in service delivery. By the end of 2010, 25 schools were involved, addressing barriers to learning, extending learning and enrichment opportunities, and creating support systems. In both 2009 and 2010, the Partnership hosted two major conferences with workshops focussing on substance abuse and gang and violence prevention. They also continue to make similar workshops available for parents throughout the year.

PREVENTATIVE EDUCATION

Throughout 2007 to 2010, the Surrey School District and the Surrey RCMP continued to partner to provide preventative education in elementary and secondary schools. In 2010, the RCMP School Liaison Youth Section provided 487 preventative lectures to 22,430 students. These preventative lectures included Anti Bullying, Substance Abuse Prevention, Internet Safety, Personal Safety and various other topics at the teacher's request.

Targeted Education

In April 2010, the Crime Reduction office developed the Community Response to Synthetic Drug Labs educational flyer, distributing 3,000 copies to the public. This work was also featured as a best practice resource for 150 registrants at the B.C. Crime Prevention Association's Regional training symposium in November 2010.

METH WATCH PROGRAM

To curb the retail purchase of products that can be used in the production of methamphetamine, the Surrey Fire Service has agreed to play a lead role in the City's Meth Watch Program. Launched in 2007, there were 188 businesses participating as of 2010, a growth of nearly 30 per cent in three years. In 2010, the Surrey Fire Service has distributed over 946 Synthetic Drug Lab flyers during inspections and targeted visits with city merchants.

Growing Participation Rates:

- 2008: 124 businesses.
- 2009: 146 businesses.
- 2010: 188 businesses.

1.4 Environmental Design/Target Hardening

The City's Crime Reduction Strategy has used environmental design, also known as target hardening, to prevent and deter crime and anti-social behaviour by completing a number of its recommended actions.

ACHIEVEMENTS

Crime Prevention through Environmental Design

The City and RCMP, in partnership with residents and businesses, have focused on addressing environmental factors that are attracting or supporting criminal and drug activity. Applying proven Crime Prevention through Environmental Design (CPTED) principles (i.e., improving lighting and sight lines, pruning trees, removing unwanted debris and graffiti) has helped to deter or eliminate problem activities in several areas.

DEVELOPMENT PERMIT GUIDELINES

The City of Surrey's Official Community Plan Development Permit Area Guidelines include CPTED principles that apply to all projects requiring Development Permits (DP). Planning staff review the project designs during the development approval process and routinely recommend revisions to improve CPTED response. Some DP projects are also reviewed by the Advisory Design Panel (ADP), which includes Planning Staff and an RCMP representative. In general, all DP drawings are reviewed to ensure that the project design adheres to CPTED principles, for example, confirming that the site has adequate lighting. Relevant ADP and staff recommendations are incorporated into the project design prior to finalizing the DP drawings. Staff also review subdivision applications to ensure that CPTED planning principles are incorporated.

Enhanced Lighting

To enhance the quality of city lighting, the Civic Enhancement Committee – an interdepartmental committee including Planning, Engineering and Parks and Recreation staff – have met to review street lighting upgrades, often improving lighting quality and fixture appearance.

From 2008 to 2010:

- The Engineering department received 81 recorded requests to install new streetlights.
- Thirty requests resulted in streetlights being installed
- Forty-nine requests were turned down and two remain open.

Of the 49 requests where streetlights were not installed, three were requests for private property lighting, nine were for lanes and walkways, 13 locations already met the City's lighting criteria and 20 were referred to the Local Area Service Program. Four locations were under the land development process at the time of request; they will receive lights upon project completion.

2010 marked the second year for the Community Safety Officer Pilot Project, which has provided an added police presence in the community. Focusing largely on community liaison and crime prevention...

Crime Free Multi-Housing Program

The City's By-law and Licensing Services launched The Crime Free Multi-Housing Program in 2004. The program is designed to address criminal and nuisance behaviour in multi-family rental properties by training property managers in a variety of topics, including CPTED guidelines, screening rental applicants and crime prevention principles. In 2009, a full-time dedicated position was funded and a coordinator was hired, and, as a result of a strategic review process the program was moved to RCMP Support Services in July 2010. As of December 2010, there were 40 certified properties in the program.

Business License Outreach

The RCMP launched the Business License Outreach Project in early 2010. In nine months, it engaged 689 new business license holders with support services such as security site assessments based on CPTED principles, communicating hot spot or crime trends and educational materials and workshops for employees.

Anti-Graffiti Beautification Project - Cap Cemetery Yard Storage Bin





“... coordinate to provide priority social support networks for individuals who have been involved in criminal activity or who are deemed at risk.”

1.5 Closed Circuit Television (CCTV)

The Crime Reduction Strategy has developed a pilot project to implement and evaluate the use of CCTV in an identified crime hot spot.

ACHIEVEMENTS

Pilot Project

In 2009, the Government of B.C. awarded a grant to the City of Surrey to design, implement and evaluate a CCTV pilot project in the Park and Ride facility associated with the Scott Road SkyTrain Station. The project began in August 2009 with the installation of 12 cameras and 17 highly visible signs signalling the presence of CCTV cameras in the area. A review of the project's success will be completed in 2011.

1.6 Social Support

The Crime Reduction Strategy recommends that City departments and partner agencies coordinate to provide priority social support networks for individuals who have been involved in criminal activity or who are deemed at risk of becoming involved. Recommended supports include food, clothing, housing, medical attention, training and positive mentorship.

ACHIEVEMENTS

Connecting People with Services

RCMP and City partnerships with community social agencies ensure that more Surrey residents seeking assistance are connected with the services they need. With the increase in street-level drug enforcement and the crackdown on public disorder come an increase in the number of people asking for help to get their lives back on track, such as seeking recovery treatment programs and/or housing. As an example, the South Fraser Community Services Front Room program has referred numerous addicts to recovery and placed over 250 people into some form of housing throughout 2010.

1.7 Early Childhood Development Interventions

The City of Surrey believes that children who experience good health, loving care, positive relationships and play-based learning opportunities before entering school are at a distinct advantage and have greater chances of success in life.

ACHIEVEMENTS

Early Learning Opportunities

The City has continued to support the Children First Coalition with Parks, Recreation and Culture representatives co-chairing with Library Services. It has provided a comprehensive range of integrated early learning and settlement services for refugees in the community.

FIRST STEPS EARLY CHILD DEVELOPMENT SETTLEMENT PROJECT

Launched in 2008, the First Steps Early Child Development Settlement Project is a three-year initiative led by the Surrey/White Rock Office of Early Childhood Development. Through collaboration with multiple agencies, the project has served over 129 families and 230 children. The program aims to meet the settlement and early adaptation needs of young refugee children, aged from birth to five years of age, through a family-centred approach. This project focuses on both new refugee arrivals and those with young children whose families have arrived as refugees within the last five years.

OFFICE OF EARLY CHILDHOOD DEVELOPMENT, LEARNING AND CARE

In 2010, the South Asian Early Childhood Development Task Group and the Office of Early Childhood Development, Learning and Care (OECDLC) hosted a forum for business members in the South Asian community to raise awareness of early childhood development. Approximately 100 individuals attended this event. Future efforts will continue with language specific training and supports.

Surrey's OECDLC produced A Demographic Profile of Children and Families – Surrey/White Rock in 2009. The Profile provided a comprehensive overview of the Early Development Instrument (EDI) data for Surrey children as well as data that predicted vulnerability, such as transiency rates, socio economic data, education and employment of adults with young children. Results of this work concluded that almost 29 per cent of Surrey children are considered vulnerable and not ready for school.

The OECDLC was involved in supporting local neighbourhood-based planning processes in Whalley, Newton and Guildford as a pilot program from July 2009 to September 2010. With the assistance of the Community School Partnership coordinators, the program has focused on facilitating neighbourhood-based, cross-sectored teams to identify themes and issues based on the EDI results.

KENSINGTON PRAIRIE COMMUNITY CENTRE

Opening in January 2011, The Kensington Prairie Community Centre is part of a broad partnership to improve access and services for families and community. It focuses on early learning, healthy child development and community engagement. It will host a range of program opportunities supporting the development of the arts, culture and recreation, all within a play-based early learning environment.

CHILD AND YOUTH FRIENDLY CITY STRATEGY

The City of Surrey's Child and Youth Friendly City Strategy was adopted in November 2010. The Strategy identifies how the City can promote the healthy development of young people from early childhood through middle childhood and adolescence.



LEARNING FOR LIFE STRATEGY

In October 2008, Surrey City Council endorsed the Learning for Life Strategy, a report on literacy undertaken by the Mayor's Taskforce on Literacy and Early Childhood Development. The Strategy was developed to assist educators, planners, social agencies and citizens to address the importance of lifelong learning. It also contains a set of core recommendations that will be implemented to boost literacy in Surrey.

COMMUNITY AND ESSENTIAL SKILLS PLAN

Spring 2009 marked the launch of A Community and Essential Skills Plan for Surrey and White Rock. A community-based implementation team was formed, and Literacy Now has awarded funds for both the 2009/2010 and 2010/2011 program years. These funds have allowed the team to employ a literacy outreach coordinator, to provide funds for local literacy projects and to initiate a series of literacy roundtable meetings. Additional funds from Advanced Education provided a regional literacy coordinator based at Kwantlen Polytechnic University in 2009.

Social and Mentoring Programs

To enhance its social and mentoring programs, the City has supported three youth committees and councils to identify new and innovative ways to create positive youth development opportunities during after school hours and on weekends.

FUTURE LEADERS PROGRAM

Since 2007, the Future Leaders program has supported hundreds of local youth to gain leadership skills, multiple certifications and the opportunity to build relationships with experienced instructors throughout the City of Surrey. By participating in this eight-week mentoring opportunity,

students gain the skills, experience and documentation that support their ability to instruct programs within the City of Surrey and beyond. In 2010, 60 youth received mentor-style leadership development skills through this project.

Youth Volunteer Program

The City's Youth Volunteer program is another growing initiative for area youth. Parks, Recreation and Culture staff have placed area youth into different work roles to build their résumés. Today, volunteers in this program make up nearly half of all City volunteers, contributing thousands of hours annually. Beginning in 2011, the program will begin tracking the specific ages of its youth volunteers and the number of hours served.

RCMP YOUTH PROGRAMS

The Surrey RCMP and the Surrey School District have partnered to facilitate a club for boys in four schools. The purpose of the Boys Clubs is to create positive recreational opportunities and mentorship for at-risk youth.

The Surrey RCMP Youth Section has engaged in a number of coaching activities during 2009 as part of the Section's commitment to promote positive role modelling and pro-social activities for youth. They invested large amounts of voluntary, unpaid overtime work to support activities such as floor hockey and weight-lifting clubs, in which approximately 15 to 20 young residents took part every week. Youth Section members were also involved in coaching local school soccer and rugby teams.



“...provided short-term counselling, family support and advocacy for 212 youth between the ages of nine and 17, with a goal of minimizing criminal charges brought against youth, and addressing the root causes of criminal or problem behaviour.

1.8 Youth Intervention and Parenting Programs

While many circumstances can lead young people to become involved in crime, effective youth intervention programs and good parenting can greatly reduce those chances. Efforts in this area include the implementation of Community Schools, enhanced school suspension programs, protective federal laws and parental support and training programs.

ACHIEVEMENTS

Community Schools Partnership

As mentioned in Section 1.3, the City of Surrey, the City of White Rock, the United Way of the Lower Mainland, and the Surrey School District have launched the Community Schools Partnership, which brings together parents, community agencies, municipal departments and school administrators to create a continuum of service for children and their families.

The Community Schools Partnership has worked with numerous community agencies to improve intentional learning opportunities for youth. The Partnership has worked to identify the students who were best suited for programs based on specific criteria and student needs.

Youth Programs:

- Play-Connect-Learn: A summer program focused on children entering kindergarten with a lack of readiness and high EDI vulnerability.
- STARS Academy: A multi-partner program where children were given the opportunity to engage in activities that could set a foundation for a lifelong love of learning and participation.
- DREAM Camp: A two-week spring break program in 10 inner city schools.
- JumpStart Academy: An afterschool program offered in 23 schools to provide children with physical literacy and foundational movement skills to allow them to successfully engage in community and school sports programs.
- S.H.I.N.E. (Self-esteem, Health, Independence, Nutrition, Empowerment): A program offered in four schools to encourage non-active children to participate in a fun, inclusive, team and self-esteem building environment.

Education and Awareness Programs

To enhance education and awareness programs for parents, youth and professionals, the Community Schools Partnership hosted two major conferences in 2009 and 2010 that featured international keynote speakers and local workshop presenter. The focus of these conferences was on the presentation of tools and resources for substance abuse and gang and violence prevention. A combined 1,050 participants attended both conferences. The Community Schools Partnership also made its workshops available to parents throughout the year.

Youth Intervention and Supervision

The Surrey RCMP continues to prevent youth from entering the criminal justice system through its Youth Intervention Program. In 2009, the Program provided short-term counselling, family support and advocacy for 212 youth between the ages of nine and 17, with a goal of minimizing criminal charges brought against youth, and addressing the root causes of criminal or problem behaviour. In 2009, 43 per cent of chargeable youth were not charged for criminal code offences.

YOUTH SUPERVISION PROGRAM

To improve its Youth Supervision Program, throughout 2009, Surrey RCMP General Duty members conducted curfew checks for youth on probation. The initiative looked to hold youth accountable to Court-imposed conditions of behaviour, make them aware of the consequences of curfew violations, and at the same time deter them from further involvement in negative behaviours or criminal activity. During the year, 519 curfew checks were conducted. As a result, 88 youth were found to be in breach of their conditions, and 15 youth were arrested on outstanding warrants.

WRAP PROGRAM

The RCMP, the Surrey School District and the City of Surrey have continued to partner in the Wrap Program, which has served as an intervention for gang and gang-associated youth. The project was launched in January 2009 by the Surrey School District and ran in partnership with the City, Surrey RCMP, the Integrated Gang Task Force (up to 2009) and several community service organizations. Youth are referred by schools to the Wrap Team, who assess and prepare individual support plans. The Wrap Team then works to ensure all elements of the plan, including support from the student's family, school and community, are implemented and maintained.

- As of 2010, early results demonstrated that youth involved in the program reduced police contacts by 67 per cent.
- Although the program was designed to handle up to 60 students, 76 students were enrolled by the end of the year.
- Twenty-two cases have been closed and 26 students were on a waitlist.
- In 2010 the City of Surrey provided part-time resources to the Wrap project with the implementation of a Community Services Coordinator to provide efficient alignment of community resources and programming within our community and Recreation Centres. This commitment will be further strengthened in 2011 with an expansion of this City resource to provide even stronger links back to the Crime Reduction Strategy, community needs, and youth specific recommendations.

The Wrap Team has worked since 2009 to develop partners for creating recreational and pro-social opportunities for at-risk youth. These partnership programs have included the City's Leisure Access Program and the Surrey YMCA Youth Leadership Program, both of which granted at-risk youth and families the opportunity to access recreational programming.

SURREY RCMP HIGH SCHOOL HOCKEY JAMBOREE

In 2009, the Surrey RCMP hosted the Fourth Annual Surrey RCMP High School Hockey Jamboree at the Surrey Sport and Leisure complex. The Jamboree consisted of three consecutive hockey games played by members from the Surrey detachment and students selected from 13 participating Surrey high school hockey teams who displayed the most sportsmanship during the hockey season.

YOUTH ACTIVITY PROGRAMS

The Surrey RCMP launched its inaugural SPURS program in September 2007. This program is targeted for youth between the ages of 14 and 18 years of age. In addition to receiving leadership and life-skills training, the cadets have also participated in the Remembrance Day parade and helped out at the Surrey RCMP Basketball Classic, the largest annual high school boys' basketball tournament in BC. The program received more applications in 2009 than it could accommodate. The program accepts 50 adolescents annually.

JUNIOR POLICE ACADEMY

The Junior Police Academy, held annually during the last week of August, has continued to be an extremely popular event.

- In 2009, more than 340 children aged six to ten participated in one of the five free, one-day mini boot camps held across the city.
- Participants took part in a series of police exercises and demonstrations, including a marching drill and fitness course, and each went home with a t-shirt and badge.
- Given its popularity, the Academy expanded to welcome up to 100 children per day in 2010.

Advocating to Raise the Legal Age of Sexual Consent

As of May 1, 2008, the legal age of sexual consent was raised to 16-years old. Under the federal government's Tackling Violent Crime Act, it is now illegal for adults in Canada to have sex with someone under the age of 16, bringing the age of consent law in line with laws in Britain, Australia and most of the U.S. Advocating the federal government to raise the age of consent law from 14 to 16 years of age was one of the City's Crime Reduction Strategy recommendations.

“The RCMP, the Surrey School District and the City of Surrey have continued to partner in the Wrap Program... As of 2010, early results demonstrated that youth involved in the program reduced police contacts by 67 per cent.

1.9 “Safe Communities” Interventions

Studies have shown that a well-maintained neighbourhood can help lower the incidence of criminal activity. To achieve this, the City’s Crime Reduction Strategy has implemented neighbourhood maintenance initiatives, graffiti policies, beautification strategies and community action group supports.

ACHIEVEMENTS

School Safety Review

Since 2009, the City of Surrey has worked on a major initiative to undertake a safety review of every school in the City.

Objectives:

- Undertake physical measures to improve safety for all road users.
- Support the increased enforcement of speed limits and traffic laws.
- Promote a culture of road and community safety into all aspects of engineering services.
- Raise awareness of road safety and encourage safer travel in partnership with others.
- Reduce crime and the fear of crime.
- Improve community health and quality of life.

Believed to be the largest of its kind in Canada, the program has already covered almost 100 schools and a set of projects to improve road safety has been promoted. Construction-based improvements have already been implemented in 26 schools, with 29 more projects approved for construction in 2011. Another 25 signing and pavement marking improvement projects have also been completed.

Anti-Graffiti Programs

In 2009, the Surrey RCMP Graffiti Unit helped establish an integrated team of graffiti investigators from across Metro Vancouver to meet monthly, share information and list the most prolific graffiti vandals. The investigators then developed operational plans to target the most prolific offender in each community. The Detachment also collaborated with the City of Surrey beautification coordinator, the By-law and Licensing Services section and the Surrey Crime Prevention Society (SCPS) on graffiti eradication efforts.

PROPERTY MAINTENANCE AND UNSIGHTLY PREMISES BY-LAW

By-law and Licensing Services has continued to encourage property owners to eliminate graffiti from their neighbourhoods through the Surrey Property Maintenance and Unsightly Premises By-law, which was developed in 2007. By-law officers and Parks, Recreation and Culture personnel proactively identify and report graffiti. Similarly, a partnership with the Surrey Crime Prevention Society (SCPS) has been successful in reducing graffiti in the City.

Anti-graffiti Volunteering:

- 2007: 256.5 volunteer hours.
- 2008: 820.5 volunteer hours.
- 2009: 607.5 volunteer hours.
- 2010: 717 volunteer hours.

A graffiti hotline was created in October 2008 for the public to report incidents of graffiti. Property owners are offered a discount coupon towards the purchase of paint and materials to clean up or paint over graffiti.

GRAFFITI HOTLINE

A graffiti hotline was created in October 2008 for the public to report incidents of graffiti. Property owners are offered a discount coupon towards the purchase of paint and materials to clean up or paint over graffiti. The number of graffiti-related files dropped dramatically in 2010. This can be directly attributed to the efforts of the By-law officers and partner agencies:

- 2008: 598 files.
- 2009: 1072 files.
- 2010: 345 files.

Neighbourhood Beautification

The Community Enhancement Partnership Program (CEPP) is a new initiative implemented in 2010 to encourage neighbourhood-based projects and activities focused on enhancing neighbourhood aesthetics and building stronger, more vibrant communities. Through the program, neighbourhood resident organizations and associations have applied for a matching grant to plan, organize and implement small neighbourhood-based projects, activities and celebrations.

CITY PROGRAMS

The Parks, Recreation and Culture Department has coordinated several programs related to parks and environment beautification:

- In 2009 and 2010, the Releaf program supported hundreds of neighbours and community groups to plant trees and shrubs in numerous parks throughout Surrey.
- The Surrey Youth Stewardship Squad conducted monthly natural area stewardship projects including planting, invasive species removal and park clean-ups. Also, approximately 400 Friends of the Forest volunteers helped undertake stewardship activities in park natural areas.
- The Surrey Natural Area Partnership worked in conjunction with several local environmental stewardship groups to engage students in outreach programs.
- In 2010, approximately 710 one-time dumping sites were cleaned up from natural areas. In addition, approximately 150 refuse sites that consisted of dumped garbage and large household items were cleaned up. Five hundred and sixty yard waste sites were also cleaned with removed garbage ranging from one to 45 cubic metres in size. Several squatter camps were removed as well.
- In 2010, 685 individuals helped to clean park areas:
 - TD Great Canadian Shoreline Cleanup: Over 450 people from 18 groups participated.
 - Friends of the Forest: 185 volunteers.
 - Surrey Youth Stewardship Squad: 50 volunteers.

2010 Group Accomplishments:

- Surrey Youth Stewardship Squad completed two large-scale cleanups at British Manor Park. They removed approximately two truckloads of garbage.
- Volunteers from Friends of the Forest (FOTF) spent approximately 1,300 hours cleaning up parks.
- Surrey has active tree planting programs such as Green City, intended to beautify and green the City's streets. Between 2008 and 2010, an average of 3500 trees were planted each year along city streets in key areas such as arterial roads, City Centre and new residential areas, for a total of approximately 10,500 trees over the three years.
- Approximately 1500 large shade trees and 6000 small native trees and shrubs are planted annually in city parks.

Targeting Properties Associated with Drugs

Throughout 2010, the Surrey RCMP Detachment continued to focus on drug-related crime and the impact on public safety. Enforcement efforts specifically targeted street level drug trafficking (i.e., open air and dial-a-dope), known distribution sites (i.e., crack shacks and other locations where illegal drugs are bought, sold and/or consumed), as well as mid-level drug trafficking.

The RCMP Crime Prevention Unit has aimed to minimize the emergence of properties associated with drugs. Partnering with the Residential Tenancy Branch, it has presented a series of information sessions aimed at educating landlords of rental houses and suites in single-family homes on how to prevent their properties from becoming problematic issues in the neighbourhood. Over 132 people have attended the sessions and learned about the importance of establishing effective landlord and tenant relationships: how to conduct tenant screening, create proper rental agreements and carry out inspections and notices.

Surrey RCMP Block Watch Program

The Surrey RCMP Block Watch program is managed by five Crime Prevention Programs Coordinators (CPPC). It involves residential neighbourhoods working to build communication and knowledge specific to recognizing and reporting suspicious activity.

- Block Watch is a program where neighbours watch out for neighbours. It aims to get citizens involved in discouraging and preventing crime at the local level. The ultimate success of Block Watch depends largely on a commitment to cooperate between area residents and the police — and more importantly, between residents themselves.
- Block Watch training sessions are held every month in Surrey with an average of twenty-five Block Watch captains and co-captains being trained monthly, resulting in approximately 300 new Block Watch Captains and Co-captains being trained annually.

INTEGRATED SERVICES TEAMS

WHALLEY INTEGRATED SERVICES TEAM

The Whalley Integrated Services Team (WIST) was first formed in April of 1988 and has continued to meet monthly since that time. This successful community policing partnership model has since been implemented in other Surrey RCMP districts. These monthly meetings are led by the RCMP District Commander who brings together the District's key partners and City department representatives to address neighbourhood issues.

NEWTON INTEGRATED SERVICES TEAM

In January 2010 the Newton Integrated Services Team (NIST) was formed. The team developed a summer 2010 Outreach Project in a targeted effort to address two key neighbourhood issues found to be problematic in the summer months in an identified hot spot area of Newton. The Surrey Fire Service recognized kitchen fires as being particularly problematic, and the RCMP identified residential break and enters (determined to be because of unsecured premises such as residents leaving a window open during the heat wave of the summer). Results and details of this targeted intervention will be determined after the crime and fire statistics for the summer of 2011 are known. For more information, see Section 4, page 54.



“The ultimate success of Block Watch depends largely on a commitment to cooperate between area residents and the police — and more importantly, between residents themselves.”

Apprehend and Prosecute Offenders

The Apprehend and Prosecute Strand aims to detect crime, and apprehend and prosecute offenders, particularly prolific ones. It focuses on removing offenders from the circumstances where they are committing crimes and directing them to appropriate rehabilitative services. It also endeavours to provide offenders with opportunities to reform their lives by addressing the factors that first caused them to commit crimes.



2.1 Research and Analysis

Through the recognition of evidence-based decision making and a commitment to develop best practices through collaboration and information sharing, the City, RCMP, Surrey Fire Services and community organizations work together to identify prolific offenders and crime hot spots.

ACHIEVEMENTS

Identifying Hot Spots and Criminal Trends

The Surrey RCMP continues its commitment to utilize research and analysis and to share information by publishing quarterly and annual crime reports. The development of these new website tools commenced in 2007 and continue to be shared with City departments and external parties as needed. By 2010, the Surrey RCMP employed six fully trained crime analysts who continue to identify crime hot spots and emerging trends.

PROPERTY CRIME AND AUTO THEFT

Based on timely and accurate intelligence from various sources, the Property Crime and Auto Theft Target Teams continued to target Surrey's most prolific property crime offenders. The Teams were responsible for 348 surveillance projects over the course of 2009, resulting in 151 arrests and 526 charges. For example, in response to a tip concerning over 50 bikes stolen from a Richmond shipping container, one Property Crime Target Team surveillance operation resulted in a search warrant and the eventual recovery of 23 stolen bikes.

Share Information among Organizations

Police Records Information Management Environment for British Columbia (PRIME-BC) connects every municipal police department and RCMP detachment throughout the province and provides access to information about criminals and crimes instantly to all police agencies. In April 2003, the BC Solicitor General amended the British Columbia Police Act obligating all police agencies to implement and use one common PRIME database. By November 2005, all municipal police agencies and 17 RCMP detachments or units were operational on PRIME-BC. Surrey was fully operational with PRIME in early 2008. The Surrey RCMP has also provided considerable training and has re-enforced the importance of accurate and complete information gathering. At the Main detachment, senior staff sergeants have been assigned to review the quality of files and update members on the latest policy requirements of report completion.

UNSAFE ROOMING HOUSES

The Surrey Fire Service continued its work to close down unsafe rooming houses. It identified residential properties that had multiple tenants, and completed group inspections with various Fire, By-law and Electrical service officials from the City of Surrey to enforce building codes and safety issues. The Fire Service also worked with representatives from Fraser Health to provide social support networks for displaced residents affected by rooming house closures.

HOMESAFE PROGRAM

The Surrey Fire Services HomeSafe program has four specific initiatives:

- Free home safety inspections.
- Fire-setter intervention program.
- Child and senior welfare and human trafficking training.
- Fire prevention week and public displays.

Since October 2008, Surrey Fire Services has conducted visits to 18,800 homes to distribute HomeSafe messages, describing its comprehensive program to reduce the number of private dwelling fires in the City of Surrey. In January 2009, the Ministry of Children and Family Development trained fire crews to recognize and report elder and child abuse and neglect. Additionally, in January 2010, the RCMP trained fire crews to recognize and report human trafficking.

Work with Academics

The City has focussed on building partnerships between academic research institutions such as Simon Fraser University's Institute for Canadian Urban Research Studies (ICURS), the University of the Fraser Valley, and British Columbia Institute of Technology. These partnerships serve to develop, build upon and promote the use of best practices. The partnership of science and industry has continued to provide quantitative and qualitative research, increasing the ability to assess risk and performance.

MARIJUANA GROW OPERATIONS

The Community Response to Marijuana Grow Operations – a Guide Towards Promising Practices, and the supplemental research document entitled Responding to Marijuana Grow Operations – a Community Handbook are two excellent examples of leading edge research conducted in a unique partnership between the Surrey Fire Service and the University of the Fraser Valley. This work was developed in 2009 and remains a sought after tool for other jurisdictions.

SCOTT ROAD SKYTRAIN PARK AND RIDE CCTV

A recent example of partnerships with academic researchers included the Scott Road Skytrain Park and Ride CCTV evaluation, which included pre and post victimization survey work conducted by Simon Fraser University. Completed in 2010, this analysis also involves ongoing communications with the University of Victoria to include the Surrey pilot project findings within their work on a national review of CCTV in Canada.

Future Partnerships with Academic Institutions

Future research partnerships will include a project between the City of Surrey's Crime Reduction Strategy office, the Downtown Surrey Business Improvement Association and Simon Fraser University to conduct community safety surveys and focus group work specific to the downtown core and the SkyTrain station area in 2011. Continued use of practicum students is also expected to support the work of the Crime Reduction Office.

Sharing Best practices

The City of Surrey and its Crime Reduction Office played a key role at the British Columbia Crime Prevention Association's Regional Training symposium held in Surrey in November 2010. Contributions to this training symposium from Surrey included two featured workshops:

- The Focus on Seniors Forums were highlighted as a model of success. Speakers showcased how this partnership, which began in June 2008 between the City, the RCMP, Fraser Health and various social agencies offering services for seniors, has come together to address issues of elder abuse and neglect by hosting full day educational forums for seniors and caregivers.
- Surrey Fire Chief Len Garis co-presented "Response to Illegal Drug Operations" with the RCMP BC provincial response coordinator, Clandestine Laboratories Unit. Surrey's EFSI program and the Community Response to Illegal Drug Operations brochure were featured as best practices.

“... come together to address issues of elder abuse and neglect by hosting full day educational forums for seniors and caregivers.”



2.2 Detecting Crimes and Apprehending Offenders

The activities achieved in this sub-section support recommendations designed to detect crime and identify offenders.

ACHIEVEMENTS

Tackling Property and Auto Crime

The Surrey RCMP continued to work with other law enforcement agencies and community partners to tackle property crime issues. With the assistance of the Integrated Municipal Provincial Auto Crime Team (IMPACT), bait car deployments in areas identified as hot spots for auto crime continued to produce results. Surrey RCMP members have also made use of Automatic Licence Plate Recognition (ALPR) equipment in these areas to help identify stolen vehicles. Assistance from the Surrey Crime Prevention Society has also proven invaluable in locating both abandoned and mobile stolen vehicles.

PROLIFIC OFFENDER MANAGEMENT

The Surrey RCMP detachment continues to have success with its specialized target teams and prolific offender programming. During 2009, the Property Crime Section conducted a total of 577 surveillance projects on prolific offenders for various property related crimes, resulting in 276 arrests and 920 charges. The Detachment remained an active participant in the provincial Prolific Offender Management Team pilot project led by the Criminal Justice Reform Secretariat. In 2009, Surrey RCMP conducted routine curfew and condition checks on 40 prolific offenders. The pilot phase of Surrey Prolific Offender Management (POM) program was concluded in July 2010. Along with Surrey RCMP members, it brought together resources from enforcement agencies, regional health authorities, housing services, the BC Ministry of Social Development, the BC Ministry of Children and Family Development and Adult Forensic Psychiatric Services to increase supervision and timely intervention with a targeted

group of prolific offenders to address the issues that contribute to criminal activity. These interventions included referrals to drug treatment programs, regular appointments with mental health professionals and referrals to job or housing programs.

Since POM began two years ago, a number of other municipalities and jurisdictions have also started POM programs. The Justice Service Branch of the Ministry of Attorney General for the Province of BC has taken on the task of evaluating these various programs and will be providing a report regarding the impact of the overall POM initiative within BC. The final report is expected in 2011. In the meantime, the Surrey POM program has been authorized to continue operating. Since the pilot's completion in July 2010, the members of the Surrey POM team have been assessing individuals on the original offender list and have made changes. This modified list is being finalized and the program continues to operate effectively.

Dedicated Crown Counsel

Surrey was the only POM pilot site to have a Crown Counsel dedicated to the program. Several justice partners take part in the POM committee, including Surrey RCMP, Surrey Community Corrections, the Ministry of Housing and Social Development, the Ministry of Children and Family Development (Youth Corrections), Correctional Service of Canada and the Ministry of Public Safety and Solicitor General – Corrections Branch and Fraser Health.



“ On average, Speed Watch volunteers in Surrey checked 14,000 to 15,000 cars each month throughout 2010.

Eradicating Grow Operations

Led by the Surrey Fire Department with the participation of several staff representatives, the Surrey Electrical and Fire Safety Initiative (EFSI) represents one of the City's key responses to eradicating marijuana grow operations in Surrey. Grow operations represent a significant threat to building owners, tenants and neighbouring buildings. A home with a grow operation is 24 times more likely to catch fire than a typical home. Working under provincial legislation, the EFSI has investigated suspicious households for potential fire hazards. This approach has led to the discovery and elimination of hundreds of grow operations in Surrey, assisting in an 81 per cent decrease in marijuana grow operations in Surrey from 2004 to 2008. Surrey Fire Services has since participated in numerous regional presentations about its existing program..

Expand Language Capability

Because of its commitment to facilitate police interaction with the City's significant number of ethnic populations, the Surrey RCMP has increased the number of police members who speak languages other than English. In 2007, 133 RCMP detachment members could speak a second language. By 2009, this number had grown to 169 members, communicating in 18 different languages.

29 LANGUAGES

As of January 2011, Surrey RCMP detachment members can communicate in 29 languages: Cantonese, French, German, Hebrew, Hindi, Italian, Korean, Polish, Punjabi, Russian, Serbian, Spanish, Dutch, Tagalog, Urdu, Arabic, Armenian, Bosnian, Croatian, Farsi, Fijian, Greek, Mandarin, Romanian, Slovenian, Somali, Turkish, Ukrainian and Yugoslavian.

New Crime Reporting Options

To establish additional crime reporting options for citizens, the Surrey RCMP continues to develop its online reporting initiative. It has obtained all the necessary informatics clearances from RCMP headquarters, and will now post a request for proposals to identify potential vendors for the software. Once the tendering process is complete, Surrey RCMP will move to actual procurement and implementation in a beta phase, followed by a testing period before a full-scale public launch.

PSST WEBSITE

Protecting Surrey Schools Together (PSST) is a unique, innovative website designed by the Surrey School District that works in partnership with the Surrey RCMP and is sponsored by the BC Lions. First launched in 2005 and redesigned in 2008, the primary goal is to encourage students to become personally involved in ensuring the safety and security of their school. The site was designed for students who want to discuss school safety issues but may wish to remain anonymous. It is the first website of its kind in Canada and is a great resource for young people. It includes an online 'Report It' tip box that allows students to confidentially report dangerous or illegal activity such as bullying, vandalism, drug use or other issues occurring in their schools and community.

- PSST Website: www.psst-bc.ca.

CRIME STOPPERS

In 2010, Metro Vancouver Crime Stoppers developed new ways for citizens to report crime. Citizens can now send tips via text message, the Internet or Facebook. This new initiative supports the Crime Reduction Strategy's commitment to provide alternate methods for reporting crime and suspicious activity and thereby increasing community involvement in crime reductions efforts.

- Text: 274637
- Web: www.solvecrime.ca
- Facebook:
www.facebook.com/metrovancouvercrimestoppers

In 2010, the Surrey RCMP received 540 tips from Crime Stoppers.

Results:

- There were 41 arrests, leading to 63 laid charges.
- \$5,025 in rewards was paid out to tipsters.
- \$5,882,098 in drugs and property were recovered.
- Crime Stoppers was able to assist Surrey Drugs Section in closing down 25 Marijuana Grow Operations.

SURREY WOMEN'S CENTRE

In 2010, the Surrey Women's Centre collaborated with Surrey Memorial Hospital and VictimLINK BC to provide 24-hour crisis support for victims of domestic violence and sexual assault in Surrey. Victims are able to receive immediate support and agencies liaised to provide services such as safe housing, making a police report, accessing medical treatment and other supports. This collaboration started in 2010 during the Olympics and is now an ongoing service.

Over the course of 2009 and 2010, the Surrey Women's Centre also played a lead role in several subcommittees and worked to address systemic gaps that may reduce victim safety or offender accountability. In its role as chair for the Domestic Violence Emergency Response System Subcommittee, a three-way community partnership between Surrey RCMP, ADT Security Systems and local social service agencies worked to provide police-monitored security systems for high-risk victims of domestic abuse.



Specialized Partnerships

ICBC SPEED WATCH PROGRAM

The Insurance Corporation of British Columbia (ICBC) supports the Surrey RCMP's five district offices and the RCMP auxiliaries with the provincial Speed Watch program. Speed Watch is a community based program with a goal to reduce speeding and raise public awareness of the actual speeds drivers are travelling.

- Using portable radar equipment and an electronic digital board, volunteers monitor speeds in high-crash locations, schools and playground zones.
- The board displays an instant readout of driver speed as they pass by.
- Information about problem speeding hotspots is then passed on to police traffic sections.
- On average, Speed Watch volunteers in Surrey checked 14,000 to 15,000 cars each month throughout 2010.
- Speed-related crashes in Surrey have dropped significantly since 2005 and have remained below the provincial average.

JOINT RCMP AND TRANSIT POLICE PROJECT

In the summer of 2010, Surrey RCMP launched a joint pilot project with Transit Police to target crime reduction in the Surrey City Centre area. A team consisting of one Surrey RCMP officer and one Transit Police officer began to implement a variety of strategies, including high visibility foot patrols in the areas around Surrey Central, including the bus loops and the SkyTrain stations.

- This partnership was established to build relationships and contacts within the community in order to acquire information regarding problem areas.
- This joint forces project experienced positive results in 2010 by identifying illegal activities in this area and allowing for immediate action to address them.
- With police officers permanently placed at Surrey Central, an increased situational awareness of day-to-day activities and ongoing issues in the neighbourhood has been established.
- In order to facilitate an enhanced Surrey RCMP and Transit Police presence in the North Surrey Skytrain station area, the City of Surrey has obtained a facility adjacent to the station to support patrol operations.
- This new office is expected to open in 2011.
- Transit Police are closely monitoring this joint operational model to determine whether it can be replicated in other areas.
- The project has been approved by both partners to continue through 2011.

CITY WATCH

As part of its Crime Reduction Strategy, the City of Surrey began to develop City Watch in 2010, a CUPE-BC program that encourages City employees to play a role in increasing community safety by recognizing and reporting crime and suspicious activity. The City, CUPE Local 402 and the Surrey RCMP plan to further develop and launch the program in 2011.

2.3 Prosecuting and Sentencing offenders

The Crime Reduction Strategy recognizes the importance of appropriate sentencing for offenders, the need to remove prolific offenders from situations that enable them to commit crimes and establishing a process for treatment, rehabilitation and reintegration into society.

ACHIEVEMENTS

Refine Restorative Justice Process

The Surrey RCMP founded its Restorative Justice Program 2008.

- In 2009, the Program received 115 referrals – up from 65 in 2008 – and accepted 94 youth into the program.
- Participants took part in either one of the 18 restorative justice circles or 76 restorative conferences held throughout the year.
- Roughly 94 per cent of youth participants in 2009 complied with their conditions, which could have included verbal or written apologies, counselling, community service hours and making financial compensation.
- Approximately \$4,400 in restitution was paid to harmed parties.

Reduce Credit Time in Remand

One of the City of Surrey's Crime Reduction Strategy recommendations was to advocate for reduced credit

given to offenders for time spent in custody prior to sentencing. On October 23, 2009, Bill C-25 came into effect. The federal legislation provides the courts with clearer guidance and limits for granting credit for pre-sentencing custody. The bill limits the amount of credit for time served on a one-to-one ratio, unless special circumstances justify a higher ratio.

Results:

- An individual will receive generally one day of credit for each day spent in remand.
- When circumstances justify, a 1.5 credit ratio may be given for each day in custody prior to sentencing.
- Courts must explain the circumstances that justify a higher ratio.
- When individuals are detained in custody prior to sentencing primarily because of their criminal record or a violation of bail, the pre-sentencing credit ratio is limited to a maximum ratio of one to one.

2.4 Custody, Parole and Probation Services

The Crime Reduction Strategy has made recommendations designed to increase opportunities for successful treatment and re-integration of offenders. These objectives can best be served if all agencies, including probation, parole, police and community agencies each contribute to the solution.

ACHIEVEMENTS

Providing Treatment for Offenders

Since 2007, the New Westminster Parole Office, operated by the Correctional Service of Canada (CSC), has been an active partner in the Surrey based Prolific Offender Management (POM) project. Including partners such as Provincial Probation, Surrey Crown Counsel, Surrey RCMP, Surrey Pre-Trial and the Ministry of Housing, it aligns offenders with the treatment, rehabilitation and/or strategic monitoring they require.

Commencing in 2008, the CSC has focussed on establishing a Community Corrections Office in Surrey. The current office is located in New Westminster yet approximately half of its supervised individuals reside in the Surrey area. The CSC recommends the development of a parole office in Surrey to enhance the supervision and monitoring of these offenders, improving public safety and providing easier access to the necessary supports for parolees in the community. Extensive public consultation with government and community stakeholders commenced in 2008 and continues to take place as the CSC works to secure a suitable location in Surrey.

TREATING MENTAL HEALTH

Over the past five years, the CSC's New Westminster office has piloted a strategic approach to working with offenders with mental health issues. Covering the City of Surrey as well, the approach includes a dedicated Community Mental Health Initiative (CMHI) team involving a psychiatric nurse

and clinical social worker. They have linked offenders with important community resources, and have assisted with supervision, intervention and medication compliance. The team has developed close ties with Surrey Mental Health and Addictions, Ambro CRF – a specialized halfway house dedicated to taking on offenders with mental health issues – and the Roost Clubhouse – a psychosocial rehab program. The CSC has also developed close partnerships with several agencies in Surrey, including the John Howard Society, the Phoenix Society, and the Kla-how-eya and Cwenengitel facilities for Aboriginals.

Programs for Remanded Inmates

The Surrey Pre-trial Services Centre (SPSC) is a remand facility for adult inmates from Lower Mainland and Fraser Valley courts. The SPSC opened in 1991 as a male facility and was redeveloped in 2004 to provide separate remand and sentencing facilities for women. The Corrections Branch has developed several core programs designed to reduce offending and to promote positive, long-term changes in the thinking skills and lifestyle of remanded and sentenced inmates and clients under community supervision. To ensure these programs are effective, they are delivered by trained Corrections Branch personnel in a standard and complementary manner in both the community and institutional settings. The SPSC offers core programs to male and female inmates on a regular and ongoing basis.

“...developed partnerships with several community organizations, agencies and individuals to provide healthcare, guidance, education, skills training and support.

Programs Include:

- Violence Prevention Program: An educational program developed for males that discuss positive alternatives to aggressive behaviour. Participants learn ideas to help them manage emotions and responses when angry. This program has 10 2.5-hour sessions.
- Substance Abuse Management: Designed to assist participants, both male and female, to understand addiction and issues related to withdrawal. This program has 12 1.5-hour sessions.

The SPSC has developed partnerships with several community organizations, agencies and individuals to provide inmates with healthcare, guidance, education, skills training and support. Drug and alcohol services are available for the male and female inmate populations. Counsellors offer education, including 12-step programming in conjunction with Narcotics Anonymous that examines the nature of addiction and issues related to withdrawal. They also provide information regarding community treatment programs and offer assistance in accessing these services.

Many community groups and individuals generously volunteer their time and resources to provide valuable services for offenders at the SPSC. They include:

- Alcoholics Anonymous: a community organization that offers support for individuals working to resolve alcohol abuse concerns;
- Narcotics Anonymous: a community organization that offers support for individuals working to resolve substance abuse concerns.



Rehabilitate and Reintegrate

The City and its supporting partners have implemented strategies to address the root causes of crime. By addressing issues such as drug and/or alcohol abuse, mental health challenges, disability issues, homelessness and job skills, efforts have been made to support those most at risk. This section overviews some of the services and programs provided through our various partners and support networks in Surrey.



3.1 Treatment

Supports to provide treatment for at risk or offending individuals have been implemented by numerous partners within the City.

ACHIEVEMENTS

Community Involvement: New projects for those in need

In 2008, the City of Surrey signed a Memorandum of Understanding with B.C. Housing toward the development of supportive housing projects for people who are homeless or at-risk of homelessness. Three projects are currently under development:

- **Timber Grove:** A 52-unit supportive housing project. It is an Olympic Legacy Project that is converting modular housing units from the Whistler Athletes Village into permanent housing. Timber Grove will be operated by Coast Mental Health Foundation, with Fraser Health providing on-site mental health services to residents. The project is expected to be completed by summer 2011.
- **Alder Gardens:** A 36-unit project that will house single women with children. It will be operated by the YWCA.
- **Creekside Health and Housing Centre:** An addiction centre that will include a 25-space sobering assessment centre, a mental health and addictions clinic and 68 transitional housing units.

...supportive housing projects for people who are homeless or at-risk of homelessness.

CREEKSIDE HEALTH AND HOUSING CENTRE

The City of Surrey has identified the Creekside Health and Housing Centre as a priority for addressing the gaps in addictions services and housing in Surrey. It will provide a continuum of addictions services in one location, including:

- A mental health and addictions clinic.
- A 25-space sobering assessment centre.
- Sixty-eight transitional housing units.
- The 68 housing units will provide 16 units for short-term stays and 52 supportive housing units for longer-term transitional housing. The Phoenix Society will be the housing operator.

TREATING 'AT RISK' YOUTH

Options Community Services is a non-profit agency committed to empowering individuals, supporting families and promoting community health. It has a wide range of services that assists the community in areas such as housing, health, clinical counselling, employment, immigrant, settlement and integration services, mental health, childcare and youth. These services are delivered by over 400 committed staff and volunteers.

INDEPENDENT LIFE SKILLS

The Options Independent Life Skills Program provides services to youth between the ages of 15 and 19 that are connected to the Ministry of Children and Families Development. Youth receive weekly one-to-one support and training on how to live independently in the community. This includes budgeting, housing, employment, education, career exploration, cooking, and establishing a community support network.

- 2008-2009: 151 youth served.
- 2009-2010: 129 youth served.

ESSENTIAL SUPPORT

The Intensive Support and Supervision Program (ISSP) is for young individuals who are in conflict with the law. They are referred to the program by their probation officer for either one-to-one intensive support, monitoring services in the community or a combination of both. The purpose is to prevent youth from relapsing into crime. This is achieved by introducing and encouraging youth to participate in pro-social activities. Some of the supports that youth may require relate to issues such as housing, addictions, mental health, clinical therapy, employment and education.

- 2008-2009: 91 Youth Served.
- 2009-2010: 86 Youth Served.

NIGHTSHIFT STREET MINISTRIES

NightShift Street Ministries Society is a registered, not-for-profit society that has served the poor and homeless in Surrey since January 2004. NightShift provides meals prepared by local churches and served by trained volunteers and outreach workers who offer friendship, hope, spiritual guidance, clothing, and personal care kits to people in need. They operate 365 days per year, feeding between 75 and 150 people each night through its Care Mobiles: a mobile kitchen, two community service vans and extreme weather shelter. The Care Mobiles work in partnership with Surrey RCMP, local businesses, emergency shelters and restaurants. NightShift also provides referral services to the homeless, connecting them with agencies that provide emergency shelter, mental health services, addiction counselling and transitional housing.

NightShift has developed the Care Project, a holistic care-giving plan that builds on its current outreach initiatives through the development of programs designed to help the homeless get off the streets.

Key Components:

- Care Mobiles: Currently, NightShift has two Care Mobiles that serve the homeless in the Whalley/City Centre area. In addition to serving hot meals and beverages, the mobile's volunteers distribute weather-appropriate clothing, blankets, personal hygiene kits, and offer referral services. NightShift hopes to develop additional mobile units that will service the needs of the homeless in Newton, Cloverdale, Guildford, South Surrey and, eventually, other Lower Mainland communities.
- Care Bus: The bus operates as a mobile counselling, referral and library services centre, and will provide basic medical and dental care.
- Care Centre: The Care Centre is a stationary counselling centre located beside the NightShift offices in City Central. It is staffed by full-time licensed professional counsellors endorsed by the Canadian Professional Counsellor's Association.

Awareness

The City maintains a series of Community Resource Maps on its website. It lists social housing projects and community and government agencies providing a range of services, including mental health and addictions services. Users may view the maps on a citywide scale or by narrowing the search down to any one of Surrey's six communities: Whalley, Guildford, Newton, Fleetwood, Cloverdale and City Centre. Users can simply click on the map icons for information about each resource.



“... a wide range of services that assists the community in areas such as housing, health, clinical counselling, employment, immigrant services, mental health, childcare and youth.

Supportive Recovery Homes

In response to the urgent need for housing for people in addictions recovery, in October of 2008, the B.C. Ministry of Housing and Social Development (MHSD) introduced a new funding program for supportive recovery homes, which are defined as unlicensed group residences that provide a safe and drug-free environment for adults recovering from drug or alcohol addictions.

The MHSD program provides financial assistance of approximately \$30.00 per diem per occupied bed to a supportive recovery home operator to cover the shelter and non-health care related supports.

Recovery houses funded through this program are accountable to the Province for their ongoing operations. The assessment process includes:

- A review of the recovery home's program and policies to ensure that they meet recognized standards of care.
- A property inspection by B.C. Housing.
- An inspection by Surrey Fire Department.

Regional, Provincial and Federal Partnerships

Since 2007, the Correctional Service of Canada (CSC), in its role specific to Federal Parole, has been an active partner in the Surrey-based Prolific Offender Management (POM) project. Including partners such as Provincial Probation, Surrey Crown Counsel, Surrey RCMP, Surrey Pre-Trial and the Ministry of Housing, it aligns offenders with the treatment, rehabilitation and/or strategic monitoring they require.

INMATE SUPPORT

The Surrey Pre-trial Services Centre (SPSC) aims to provide inmates with the resources, knowledge and skills necessary for successful reintegration into the community. Among its core programs, it offers a violence prevention program and a substance abuse management program. It also offers drug and alcohol counselling, community reintegration services, life skill programs, religious, education, employment, health and speciality aboriginal programs. SPSC has worked with many community groups and volunteers to provide a variety of specialty programs for offenders, including substance abuse, spiritual, faith-based, literacy and counselling initiatives.

RETURNING TO THE COMMUNITY

The Correctional Services of Canada's (CSC) Community Mental Health Initiative (CMHI) is a team that includes a psychiatric nurse and a clinical social worker. The team works to link offenders with important community resources, and assists with supervision, intervention and medication compliance. The team has developed close ties with Surrey Mental Health and Addictions, Ambro Community-based Residential Facility – a specialized halfway house dedicated to taking on offenders with mental health issues – and the Roost Clubhouse – a psychosocial rehab program. The CSC has developed close partnerships with several agencies in Surrey, including the John Howard Society, the Phoenix Society, and the Kla-how-eya and Cwenengitel facilities for Aboriginal persons.

Hobden House is a 17-bed Community Residential Facility (CRF) operated by the John Howard Society of the Lower Mainland B.C. Under contract to Corrections Services of Canada (CSC), it offers a stable and supportive environment for men who are released to the community from provincial and federal institutions on conditional release. In 2009-2010, Hobden House screened 390 potential applicants and accepted 172.

IDENTIFY BEST PRACTICES

In its 2010-2013 Strategic Plan, B.C. Corrections identified a set of best practices to reducing reoffending rates for individuals under community supervision or in custody. Some include:

- B.C. Corrections offers work, educational and/or cognitive behavioural programs to all sentenced inmates in custody.
- Sixty-five per cent of individuals complete the cognitive behavioural programs to which they are referred: domestic violence, substance misuse and violence prevention.
- Of the sex offenders who are referred to the Offender Maintenance Program, 73 per cent attend the program.



3.2 Housing

Providing housing for those individuals who are undergoing treatment, are in reintegration programs or who are considered to be at risk of criminal behaviour is a priority. There are a number of initiatives in Surrey that provide housing for individuals who are involved in treatment or reintegration programs.

ACHIEVEMENTS

Community Resource Maps

The City's Community Resource Maps include social housing projects that provide supportive and transitional housing. The Community Resource Maps can be viewed citywide or in each of Surrey's six communities: Whalley, Guildford, Newton, Fleetwood, Cloverdale and City Centre.

Linking Addiction Services and Housing

As mentioned, the City of Surrey has identified the Creekside Health and Housing Centre as a priority for addressing the gaps in addictions services and housing in Surrey. It will provide a continuum of addictions services in one location, including:

- A mental health and addictions clinic.
- A 25-space sobering assessment centre.
- Sixty-eight transitional housing units.

Managing Prolific Offenders with Health Issues

For details specific to Surrey's Prolific Offender Management (POM) program, see Section 2.

Homelessness Outreach Workers

B.C. Housing introduced its Homelessness Outreach Program to Surrey in late 2006. Surrey currently has six outreach workers working out of three agencies: South Fraser Community Services, Options Community Services and Klahow-eya Aboriginal Centre.

SOUTH FRASER COMMUNITY SERVICES SOCIETY

Since 2007, South Fraser Community Services Society (SFCSS) has increased the number of outreach workers who go out into the community to connect with individuals who are homeless, under-supported or unaware of existing local supports. Its outreach program has grown from one part-time B.C. Housing-funded employee working mainly out of the Front Room drop-in in 2007, to two outreach workers working in the field on a full-time basis in 2009, focussed on moving people into housing of all types.

Between April 2009 and March 2010:

- The Outreach Program housed 99 people.
- The Outreach Program doubled its number of total contacts in one year, jumping from 1,961 to 4,062, including 209 new contacts.
- Ninety-nine per cent of clients who transitioned to housing without spending any previous time in Gateway Shelter were brought in by outreach workers.

“Providing housing for those individuals who are undergoing treatment, are in reintegration programs or who are considered to be at risk of criminal behaviour is a priority.”

OPTIONS COMMUNITY SERVICES SOCIETY - HYLAND HOUSE

Operated by Options Community Services, Hyland House is a 35-bed emergency shelter for homeless men and women. It also offers 20 self-contained transitional suites for longer stays when needed. This program is designed for individuals who are homeless or deemed at risk of becoming homeless; 80 per cent of its residents suffer from some form of addiction. Its team includes three full-time outreach workers.

- Hyland House outreach workers made contact with 770 different people in Surrey who were homeless or at risk of homelessness in the last quarter of 2010.
- Sixty-nine per cent of these contacts were with new individuals who had not been connected with their services in the past.
- Twelve-hundred people engage Hyland House services through its shelter every year. A similar amount is engaged with Hyland Mobile Outreach Services in the Community on a yearly basis.
- The outreach program provides a rent supplement program to help people maintain safe housing and stabilize them in the community. It served 81 people in 2010.

SURREY CONNECT DAY

Since 2008, the Surrey Homelessness and Housing Task Force has organized and supported the Surrey Connect Day event, which is held at the Surrey Urban Mission. Part of the metro-wide Homelessness Action Week events, Surrey Connect is based on the proven Project Homeless Connect model that brings a range of services to one location, on one day, so that people who are experiencing homelessness can conveniently and directly access services that can improve their quality of life.

The event draws over 300 people who are homeless or at-risk of homelessness for a full day of resources.

Resources:

- Health care, women's health issues, flu shots, eye checkups, veterinary care and animal grooming, food bank information, activities for pre-school children, mental health and addictions counsellors, legal services, outreach services and individual needs.

Personal Services:

- Haircuts, shaves, nail and foot care, make-up, clothing, shoes and household items and free personal hygiene and personal need supplies.

Housing People Suffering From Health, Addiction or other issues

THE SURREY HOMELESSNESS AND HOUSING SOCIETY

In 2007, in response to the issue of homelessness and lack of affordable housing, the City of Surrey allocated \$9 million from the City's Affordable Housing Reserve Fund to establish the Surrey Homelessness and Housing Fund. The Fund is managed by the Vancity Community Foundation on behalf of the Surrey Homelessness and Housing Society (SHHS).

The fund has allocated grants in the amount of \$1.5 million since its inception in 2008 up to the end of 2010. The following are two examples of projects designed to address youth homelessness.

ANYS YOUTH TRANSITION WORKER PROJECT

In 2009, the SHHS awarded funds to the ANYS Youth Transition Worker Project. This investment allowed Klahowya to hire a full-time staff member to work with sixteen to eighteen year-old male youth who have been unable to find and keep housing due to special needs, mental health barriers or addictions issues. This project reduces the length of time these youth are housed in temporary shelter beds, reduces the number of youth turned away due to lack of beds and increases the number of youth who find permanent housing.

SUPPORTIVE TRANSITION AND ROOMMATE (STAR)

The SHHS awarded funds to the Pacific Community Resources Society for the Supportive Transition and Roommate (STAR) Program. The grant provides start-up funds for a program to provide a transitional, semi-independent living environment for homeless and at-risk female youth for up to one year. This unique program will allow young women between 16 to 19 years old, currently on youth agreements with the Ministry of Children and Family Development, to live in a supported living environment with a round-the-clock staff. This program will also provide youth the option to stay beyond the 19-year age limit and transition into more stable independent living. The program has now been renamed Surrey Annex House.

OPTIONS COMMUNITY SERVICES

Options Community Services is funded by B.C. Housing, Human Resources Development, the Supporting Communities Partnership Initiative, the British Columbia Housing Management Commission (BCHMC) and private donations. It provides extensive housing services and programs in Surrey, including:

- Habitat Housing Society.
- Supported Living Program.
- Community Living Support Program.
- Supported Independent Living Program.
- Congregate Housing Program.
- Housing Registry.
- Young Families Subsidized Housing Program.
- Hyland House.
- Transitional Housing.
- Hyland House Mobile Outreach Rent Supplement Program.

HOUSING YOUTH

The Options Surrey Youth Independent Housing Program (SYIH) program, funded in partnership by the Vancouver Foundation and B.C. Housing, is designed for homeless youth in Surrey between the ages of 16 to 24. This program assists youth in maintaining stable housing while allowing them the opportunity to achieve their educational or vocational goals. The program uses an Integrated Service Delivery Model in identifying the needs of the youth and implementing services.



PHOENIX CENTRE

Opened in 2007, the Phoenix Centre currently provides supportive housing units specifically for people in addictions recovery. It supports 36 studio apartment units for men, and as part of the broader Phoenix Society, it has several key programs:

- Phoenix Residential Addiction Services Program: The Centre's residential addiction services component funded by the Fraser Health Authority provides 28 beds.
- Phoenix Community Centre Program: This is a unique component specifically designed to increase opportunities for people in recovery.
- Phoenix Transitional Housing Program: It provides safe, affordable housing for residents ready to pursue employment and/or educational goals after completing the early stabilization program.
- Phoenix Access to Employment Program: Assists clients in developing and implementing a Return To Work Action Plan leading to training, educational upgrading, volunteer positions and ultimately employment.
- Phoenix Kwantlen Learning Centre: Through a partnership with Kwantlen Polytechnic University, a unique learning program has been developed that provides services specifically to assist individuals in recovery with education and upgrading.
- Phoenix Employment Program: A career-planning program for multi-barriered men and women who are unemployed, eligible to work in Canada and who reside in Surrey, Delta or White Rock.

Phoenix Society was selected to be the housing operator of the Creekside Health and Housing Centre, which will open in 2012.

SOUTH FRASER COMMUNITY SERVICES SOCIETY HOUSING PROGRAM

South Fraser Community Services Society's (SFCSS) Housing Program provides assistance and support to individuals actively looking to secure housing and break the cycle of homelessness. Housing workers assist clients overcoming personal barriers such as lack of income, addictions and mental health issues. Once placed in housing, the housing workers assist clients with maintenance of their tenancy, which can include subsidy applications, education on tenancy

practices, strengthening the relationship with landlords and tenants, assisting with furniture and basic household needs, and assessing and coordinating supports to address previous barriers to housing. The program also relies on donations and volunteer support to provide housing starter kits, helping clients transition into independent living.

Between April 2009 and March 2010:

- The Housing Program housed 206 people.
- SFCSS Housing Workers provided related support to clients 5,219 times.
- An average of 21 clients were assisted, housed or maintained by housing workers every working day of the year.
- Housing kits were distributed to 154 newly housed clients.
- Thirty chronically homeless individuals with histories of drug abuse and/or mental health issues were housed at Ted Kuhn Towers. Most of them also benefited from onsite supports, such as SFCSS' housing support worker, drug abuse and mental health counsellors, Pacific Community Resource Society's (PCRS) Specialized Community Assistance Program (SCAP) workers, and additional supports.

Integrating Resources

In March 2009, under the leadership of the Ministry of Housing and Social Development (MHSD), the Province of B.C. initiated the Homeless Integration Project in five B.C. communities, including Surrey. The Surrey team includes members from MHSD, B.C. Housing, Fraser Health, agencies with homeless outreach workers, Surrey Homelessness and Housing Task Force, RCMP and the City of Surrey.

- The team focuses on the chronically homeless population and integrates resources across community agencies and government.
- In 2009, over 200 homeless people were moved off the street or from shelters into permanent housing.

3.3 Education and Skills Development

The Crime Reduction Strategy recognizes the importance of education, skills training and career development as steps that contribute to independent living and successful reintegration into the community.

ACHIEVEMENTS

COMMUNITY Safety and Crime Reduction Office Database

As previously mentioned, the Community Safety and Crime Reduction office started redesigning its website in August 2010. The new website promotes an interactive and user-friendly environment, making information on community safety and crime reduction easily accessible for everyone.

Three Main Components:

- Surrey's Response to Community Safety and Crime Reduction.
- What's Happening in Community Safety and Crime Reduction.
- Community Partners and Resources.

The Community Partners and Resources page speaks to the Crime Reduction Strategy's goal of building a network of organizations that focus on community safety and crime reduction. It provides direct access to community partners in the following categories: Key Community Partners; General Community Partners; Housing and Homelessness Community Partners; Mental Health Community Partners; and Victim Assistance Community Partners.

3.4 Career Development

It is very important for individuals involved in treatment, housing and/or training programs to have access to reliable support, minimizing chances of discouragement and relapse. Supports provided by teams who understand the history, needs and challenges of the individual are key to ensuring long-term success.

ACHIEVEMENTS

Ensure that sufficient education and skills training exist

Surrey has seven Employment Resource Centres – three general and four specialized – which offer a wide variety of job and career development options. Services include:

- Employment needs assessment.
- Employment counselling.
- Referrals to employment assistance services for résumés.
- Interview skills.
- Wage subsidy.
- Programs for youth at risk of criminal behaviour.
- Bridging programs for women who have experienced abuse.
- Counselling, pre-employment and employment services for people in addictions recovery.
- Resource areas with computers.
- Career decision making.
- Information about access to government-funded skills development, education and upgrading.

The Community Partners and Resources page speaks to the Crime Reduction Strategy's goal of building a network of organizations that focus on community safety and crime reduction.

EMPLOYMENT RESOURCE CENTRES

The three general Employment Resource Centres (ERC) are the Cloverdale Employment Resource Centre, the Whalley Employment Resource Centre and the Surrey Employment Resource Centre.

Between 2007 and 2010:

- A total of 14,109 people found employment (including self-employment).
- There were 40,688 first-time visitors.
- There were 223,842 Resource Room visits (multiple visits included).

The four other specialized Employment Resource Centres offer services for additional needs such as workplace accommodations, language support for those with Canadian Language Benchmarks level 3 and under, and services for youth, including those 'at risk.'

- Employment Resource Centre for Persons with Disabilities: Operated by the B.C. Centre for Ability.
- Youth Employment Resource Centre: Operated by Pacific Community Resources.
- Multi-lingual Employment Resource Centre: Operated by Immigrant Services Society.
- Aboriginal Employment Resource Centre: Operated by Kla-How-Eya Society.

CONNECTING INDIVIDUALS WITH JOBS

The B.C. Ministry of Social Development created a database of agencies that connects individuals with jobs. It lists 26 Surrey-based agencies on its interactive map, all of which provide case manager services designed to assist individuals in creating a return-to-work action plan or provide personal assistance to unique unemployment situations. The Lower Mainland Employment Resources website also offers extensive resources and services.

- Lower Mainland Employment Resources:
www.lmer.ca

The City's Crime Reduction Strategy website lists these services to help individuals and service providers find the services necessary to find employment and improve skills development.

3.5 Community Support Teams

It is very important for individuals involved in treatment, housing and/or training programs to have access to reliable support, minimizing chances of discouragement and relapse. Supports provided by teams who understand the history, needs and challenges of the individual are key to ensuring long-term success.

ACHIEVEMENTS

Youth Community Academic Support Partnership

Established in 2009, the Acting Together Community-University Research Alliance (AT-CURA) was developed by Kwantlen Polytechnic University in response to community demand for a positive solution to youth gang activity and violence. The City of Surrey is one of 12 community partners and four academic partners in the project, which aims to:

- Establish a collaborative research network, involving community agencies, academic institutions, families and youth to understand causes of entry into and exits from gang-related youth violence.
- Develop and support community capacity for effective interventions that will inhibit gang-related youth violence through training and education.
- Create a context for knowledge dissemination through continual dialogue among youth, community members, researchers and policy-makers through forums, conferences, publications and media events.

The AT-CURA project is a five-year program (2009-2014), federally funded by a \$1 million grant from the Social Sciences and Humanities Research Council of Canada. The City of Surrey participates in the program by providing a social planning perspective and by integrating its Crime Reduction Strategy, specifically in the areas pertaining to positive youth development and crime prevention. To date, AT-CURA has completed the following achievements within three specific domains:

Research:

- A 402-person survey for grade eight students from four Surrey High Schools. It also includes teacher and parent ratings for individual students.
- A 742-person study on “reasons not to commit crimes.”
- Fifteen focus groups and 22 interviews, involving 132 people.

Training and Education:

- In fall 2009, Kwantlen Polytechnic University introduced a service learning course on gang issues.
- On March 22, 2010, AT-CURA held a youth event for 68 Surrey high school students to share their positive life experiences.
- In summer 2010, 37 Surrey high school students took part in the Community Vegetable Garden Project. Participants were part of the Wrap Project, which provides learning opportunities for youth to gain employable skills and learn financial management.
- On February 4 and 5, 2011, AT-CURA collaborated with the Gangs and Guns Training Symposium at the Vancouver Convention Centre.
- In February and March 2011, 9 Surrey high school students involved in the Wrap project participated in Shaw video production training.

3.6 Leisure, Social and Recreational Supports

Employment, volunteer, recreation and education can provide individuals with opportunities to connect with the community, build healthy relationships and participate in meaningful and enjoyable activities.

Knowledge Dissemination:

- In September 2008, AT-CURA launched its website: <http://www.actingtogether.ca>.
- On October 14, 2010, it held Educating the Whole Child, an event for 200 parents, teachers and students.
- In 2010 and early 2011, AT-CURA gave out 10 academic presentations and completed two academic publications.
- It has distributed newsletters and flyers, and conducted booth presentations at several community events.
- AT-CURA Website: www.actingtogether.ca.

Enhance Permanent Support for Individuals with Mental Disorders and Other Disabilities

Commencing In February 2011, Fraser Health will develop Timber Creek, a new 59-bed acute mental health facility for adults with serious, complex and persistent mental illness in need of highly specialized care.

Parks, Recreation and Culture Department

The City's Parks, Recreation and Culture Department has provided recreation and social supports through an extensive offering of registered and drop-in programs, social clubs, recreational services within facilities, special events and hundreds of volunteer opportunities.

- Each year, over 50,000 registrants access the programs, and there are over 1,822,000 visits through drop in admissions and pass scans.
- The Leisure Access Programs (LAP) provide opportunities for permanent city residents in financial need to participate in Parks, Recreation and Culture activities at a very low cost. It had over 22,000 accesses in 2010.

Youth Black Book

The Community Justice Initiatives Association recently launched the online version of The Little Black Book: A pocket guide to Youth Resources in Langley, Surrey, Delta and White Rock. The feedback has been encouraging, as youth are finding this resource easily accessible. Serving as a resource guide for teens aged 13 to 18, the searchable database provides helpful information about a variety of services, including health, violence prevention, education, counselling and recreation.

- Youth Black Book: www.youthblackbook.com.

Reality and Perceptions of Crime

The Reality and Perceptions of Crime strand focuses on addressing the fear of crime and promoting feelings of safety, and outlines which actions the City should take to communicate Crime Reduction Strategy initiatives and achievements.



4.1 Information Gathering

Next Step

MEDIA SCAN

By conducting detailed key term searches, the 2011 media scan will evaluate Crime Reduction Strategy coverage across various local, provincial and national media since 2007. It will evaluate which aspects of the Strategy the media has covered most and, in addition, analyze which aspects they may have overlooked. The results taken from the media scan will help develop a future media strategy for the Crime Reduction office, so that citizens can be better informed about the perceptions of crime and Crime Reduction Strategy initiatives.

Besides the comprehensive Crime Reduction Strategy website, the City, police, fire services and community partners work together to create innovative ways to share crime reduction messages to the public.



4.2 Communication of Information

Besides the comprehensive Crime Reduction Strategy website, the City, police, fire services and community partners work together to create innovative ways to share crime reduction messages to the public.

ACHIEVEMENTS

Crime Awareness and Leaflet Distribution

The Surrey RCMP develops quarterly reports, which serve to provide information and numbers of different types of crime. The Surrey RCMP also produces monthly crime maps that display occurrences of three specific crime types: residential break and enter, commercial break and enter, and vehicle theft.

These RCMP quarterly reports and crime maps are available to the public on both the Surrey RCMP and the Crime Reduction websites.

NEWTON INTEGRATED SERVICES TEAM

As first mentioned in Section 1, modelled on the Whalley Integrated Services Team (WIST), the Newton Integrated Services Team (NIST) was formed in January 2010. The team developed the following summer 2010 outreach project to address two key neighbourhood issues in the Newton district: kitchen fires and residential break and enters.

SUMMER SAFE CAMPAIGN 2010

The Summer Safe campaign was implemented as a result of community safety issues identified by the RCMP and the Surrey Fire Department. The RCMP had identified a seasonal break and enter trend where entry was gained through insecure doors and windows, and the Surrey Fire Department had identified the prevalence of kitchen fires as a significant safety issue.

In May 2010, members of the RCMP and Surrey Fire Department worked collaboratively to address these two identified community safety issues. They established a joint communications plan, developed supporting materials (pamphlets and information cards) and developed a tactical plan for a door-to-door outreach campaign. This effort was strengthened through partnerships with South Asian media as well as by ensuring the materials were provided in both English and Punjabi.

- The level of interagency cooperation for this effort was exceptional and resulted in over 100 police, fire fighters, community safety officers, auxiliary constables and Surrey Crime Prevention Society volunteers being engaged in a one day, door-to-door campaign across a large part of Newton on June 17, 2010.
- Together the teams reached 2,500 homes in approximately three hours, communicating information from the mayor's office combined with safety messages from the RCMP and the Surrey Fire Department.
- The outreach effort presented the ideal opportunity for the door-to-door distribution of the new Improving the Quality of Life for the Citizens of Newton booklet developed by the Mayor's office.
- The communication strategy for the Summer Safe campaign was successful in getting the safety message out to a citywide audience, including the South Asian press. Various television, newspapers and radio media covered the event, often featuring both an RCMP officer and a Surrey firefighter in interviews.

A follow up analysis should be completed in the latter part of 2011.

CRIME REDUCTION STRATEGY BROCHURES

The Crime Reduction Strategy disseminated 5,000 brochures since 2008 through its partner agencies. As well as detailing the four strands in this report, the brochures provided Crime Reduction Strategy contact details and information on the Strategy's four primary objectives:

1. Reduce crime and increase community safety.
2. Increase public involvement in reducing crime.
3. Increase integration between all stakeholders involved in crime reduction.
4. Improve public awareness around the reality and perception of crime.

The Crime Reduction office will soon update the brochure with new contact information and make it available on the Crime Reduction Strategy website.

SYNTHETIC DRUG LAB AWARENESS

In April 2010, the Crime Reduction Strategy office developed the Community Response to Synthetic Drug Labs educational flyer, distributing 3,000 copies to the public, including through the City's Meth Watch program. See Section 1 for details.

REGIONAL SYMPOSIUM

Mentioned in Section 2, the City of Surrey and the Crime Reduction Strategy played a key role at the B.C. Crime Prevention Association's Regional Training symposium held in Surrey on November 2010. Contributions to this training symposium from Surrey included two featured workshops:

- The Focus on Seniors Forums Workshop.
- Response to Illegal Drug Operations.



4.3 Prioritizing Actions to Address the Most Vulnerable First

The City continues to work with partner organizations to prioritize actions to reduce the fear of crime for those groups or neighbourhoods in the community with the most significant levels of fear.

ACHIEVEMENTS

PARTNER WITH COMMUNITY ACTION GROUPS

Mayor’s Task Force On Seniors

With a population of 462,000 residents, 12 per cent are over the age of 65 and are vulnerable to possible elder abuse. The City of Surrey Mayor’s Task Force, Focus on Seniors, is a successful model of collaborative community partnerships because it brings together stakeholder groups and individuals to address the issue of elder abuse and neglect in the community. The Task Force encourages open discussion with support service professionals, community partners and interested individuals, including caregivers, seniors and their families. It includes regular participation by approximately 30 committee members representing various City departments, community resource agencies, provincial government agencies, safety services (police and fire) personnel and related community groups who organize community forums throughout Surrey.

FOCUS ON SENIORS FORUMS

Eight Focus on Seniors forums have been held from 2008 to 2010, including two culturally specific forums that were presented in Punjabi. Each forum provided an overview of the services available to seniors and served to promote dialogue on issues such as the rights of seniors and signs and symptoms of abuse and neglect. Highlights included lawyer presentations on wills, estates and power of attorney; Fire Department education on fire and smoke alarms; Fraser Health presentations on warning signs of abuse, neglect or isolation; and presentations on a variety of services available to assist seniors and caregivers.

Results:

- The City of Surrey’s Parks, Recreation and Culture Department is developing a seniors abuse and neglect policy. The policy and subsequent training will provide guidelines and direction for staff who witness the abuse or neglect of seniors.
- Options Community Services has collaborated with the City of Surrey to provide crisis phone line training for Seniors Centre Volunteers. The training allows volunteers to recognize signs of neglect and isolation and provides them with the tools to address concerns.

Surrey Coalition Against Domestic Abuse

In June 2009, the City of Surrey hosted a forum for 60 individuals, including justice, policing, service provision and education professionals as well as interested citizens to discuss domestic abuse. The forum agreed that there are three particular areas of need:

- Education specific to prevention.
- Improved networking and collaborative working relationships among service agencies and stakeholders.
- Continued dialogue to work together and develop common goals.

A follow-up session was held in January 2010 and these three needs were broken down into actions. The primary action was to develop a conference for Surrey-based service providers working in the area of domestic abuse. As a result, the City established the Surrey Coalition Against Domestic

Abuse (SCADA), which began to organize a conference scheduled for November 2010, Making a Positive Change: Understanding and Effectively Addressing Domestic Abuse.

The conference drew together 150 service providers as participants to address domestic abuse and begin to discuss how to integrate related services in Surrey. Held at Kwantlen Polytechnic University, the conference featured keynote speakers, networking scenarios and a panel presentation on domestic abuse. The networking scenarios involved brainstorming on best practices for helping domestic abuse victims and sharing resources among service providers.

The conference also served as an opportunity to collect feedback from participants about challenges in service delivery, gaps in service and/or suggestions for improvements in current policies or systems. In this way, the City of Surrey is committed to continue facilitating open dialogue and bringing forward recommendations for change that may be necessary to ensure that victims and service providers working in the area of domestic abuse receive the support they need.

SCADA will hold its next conference on November 8, 2011 at Kwantlen Polytechnic University in Surrey. It will focus on children and youth and is entitled “Making a Positive Change: Breaking the Cycle of Violence for Children and Youth.”



Cross-functional Outreach Teams for Vulnerable Populations

DIVERSEcity Community Resources Society is a registered non-profit multi-service agency offering a wide range of services and programs for immigrants, refugees, new comers, first generation immigrants and anyone who has cultural and/or language needs. It provides holistic services for the entire family – education, counselling, prevention, outreach, settlement, employment and health services – through five main departments: Integration Services, Language Programs, Family [Clinical] Services, Career Services, and Interpretation and Translation Services. Programs supporting vulnerable populations include:

- Stopping the violence counselling.
- Alcohol and drug counselling.
- Child and youth mental health.
- Settlement programs.
- Multicultural Mental Health Outreach program.
- Spousal abuse counselling.

Key Highlights from 2007 to 2010:

- Strong partnerships with key community partners and/or funders: United Way, City of Surrey, Surrey and Delta school districts, MCFD, Fraser Health and B.C. Corrections.
- Spousal abuse program for South Asian men: Accepting referrals from probation officers, this program aims to reduce re-offending rates. The program treats six groups per year, with an average of 80 to 90 men participating in each group.
- Alcohol and Drug Program: The program provides counselling geared at reducing substance abuse. Counsellors also conduct workshops and forums for community members and provide counselling to substance-affected family members. On average, it provides 400 counselling sessions to 150 clients and eight psycho-education groups per year.
- In total, counselling services provided services to approximately 1,000 clients in individual, group and workshop formats and outreach services were provided to an additional 1,500 contacts with families.

Next Steps – Communication and Implementation Plan

This 2007-2010 Progress Report Card forms the development of an implementation plan for the strategy and will serve to assist in defining the next steps for the City and its partners.

Next Steps:

- Conduct a recurring community safety survey.
- Develop a comprehensive communications strategy that promotes the success of the Crime Reduction Strategy and highlights any misconceptions surrounding crime rates and neighbourhood safety.
- Continue to pilot test leaflet drops.
- Continue to enhance the Crime Reduction Strategy website with regular updates, events, activities, news from partners, resources and the promotion of opportunities for participation.
- Conduct an annual review and report on Crime Reduction Strategy achievements.



In 2011, a new RCMP and Transit Police Community Project Team office will be created near the Surrey Central Skytrain station.



