



Corporate Report

NO: C011

COUNCIL DATE: May 14, 2007

COUNCIL-IN-COMMITTEE

TO: **Mayor & Council** DATE: **May 10, 2007**
FROM: **Acting General Manager, Planning and Development** FILE: **5080-01**
SUBJECT: **Action Plan for the Social Well-Being of Surrey Residents:
2006-2007 Annual Report**

RECOMMENDATION

It is recommended that Council:

1. Receive this report and the first Annual Report on the implementation of the Action Plan for the Social Well-Being of Surrey Residents 2006 – 2007, attached as Appendix I to this report, as information;
2. Endorse the proposed Action Plan for 2007 – 2008, as outlined in this report; and
3. Instruct staff to distribute the 2006 - 2007 Annual Report to the appropriate federal and provincial ministries and to community agencies and other stakeholders in Surrey.

INTENT

The purpose of this report is to respond to the recommendation in the Action Plan for the Social Well-Being of Surrey Residents that staff "develop an Annual Report to Council on the implementation of the Action Plan in order to communicate what has been achieved and to seek Council endorsement or direction on specific future actions on the implementation of the Plan".

BACKGROUND

Plan for the Social Well-Being of Surrey Residents

The Plan for the Social Well Being of Surrey Residents (the "Social Plan") is intended to provide strategic direction for the City's actions relative to social issues in Surrey.

The Social Plan was developed in April 2004 through February 2006. It focuses on five themes or social issue areas that were identified as priorities by the City of Surrey:

- Children and Youth;
- Community Development and Diversity;
- Crime & Public Safety;
- Housing and Homelessness; and
- Substance Abuse and Addictions.

Through an extensive community consultation process, 30 priority issue elements were identified, or five to eight elements for each of the five theme areas. The Social Plan divides the 30 issue elements into two categories:

- Five are issues for which the City has primary responsibility (Stage 1 Action Plan); and
- Twenty-five are issues for which the City has limited, secondary or no responsibility (Stage 2 Action Plan).

A summary of the Stage 1 and Stage 2 Action Plans are attached as Appendix II to this report.

For the 25 issue elements for which the City has limited, secondary or no responsibility, the Social Plan identifies three primary roles that the City can play in facilitating solutions.

- Understanding: To acquire and maintain knowledge in social issues. This can include organizing forums with social service providers, stakeholders and government; participating on local and regional roundtables, taskforces and other information sharing processes; and reviewing studies and reports to stay abreast of emerging trends and funding opportunities relative to social service issues.
- Advocating: To seek resolution to social issues in the City of Surrey by sharing information, discussing needs, assisting in developing solutions and establishing priorities with other orders of government, funders and community stakeholders.
- Supporting: To support the implementation of solutions to social service issues through actions that are within the City's mandated responsibilities. Such actions may include developing locational guidelines for social service facilities; establishing suitable zoning to accommodate needed facilities and programs; facilitating the implementation of needed programs through the development and building approval processes; and providing seed money/resources for projects that address a social service gap.

The Social Plan is intended to be action oriented and includes a total of approximately 65 recommended actions to address the 30 priority issue elements, both in the shorter and longer term.

Implementation of the Action Plan

The Action Plan was developed in two stages to enable the City to initiate action in advance of the completion of the full Social Plan. The "Plan for the Social Well-Being of Surrey Residents - Stage 1 Action Plan: Social Service Gaps for Which the City has Primary Responsibility" was approved in-principle by Council on October 17, 2005 (Corporate Report No. C017). Council approved the "Stage 2 Action Plan: Social Service Gaps for Which the City has Secondary, Limited or No Responsibility" on February 20, 2006 (Corporate Report No. C004).

Beginning in 2005, Council established a multi-year budget to support the implementation of the Social Plan through new and expanded City programs and services. The annual Social Plan budget was \$150,000 in 2005, and \$579,000 in 2006. The allocation for 2007 is \$656,000.

In February 2006, Council authorized a second Social Planner position to assist with the implementation of the Social Plan, in addition to other social planning responsibilities. The Social Planning Advisory Committee was reinstated by Council on December 4, 2006. Among its responsibilities, it is to advise and make recommendations to Council on the implementation of the Social Plan.

DISCUSSION

Annual Report - Implementation of the Action Plan in 2006 - 2007

Since its adoption, Council and staff in all City Departments have been actively responding to the Social Plan's recommendations. The first Annual Report on the implementation of the Action Plan for the Social Well-Being of Surrey Residents is attached as Appendix I and profiles the projects, activities and actions that have been undertaken by Council and staff in 2006 - 2007. Highlights include:

Children and Youth

- The Mayor's Task Force on Literacy and Early Childhood was established.
- The Parks, Recreation and Culture Department ("PRC") has been working in partnership with the Surrey School District, RCMP and other community agencies to develop innovative programs for children and youth. In addition, the Social Plan budget has enabled Parks, Recreation and Culture to enhance its children and youth programs, including programming specifically for vulnerable children and youth.
- Surrey Public Library is actively promoting early literacy as one of its strategic priorities and reaching out to make library services more accessible to children and youth.
- The City, through its Planning and Development and Parks, Recreation and Culture Departments, has begun to pilot a model of youth engagement in community and social planning.

- The City is partnering with the Surrey School District to develop the Community-Schools Partnership Initiative.

Community Development and Diversity

- Council has established a new Multi-Cultural Advisory Committee.
- Surrey Public Library has developed a number of new programs and services that increase Surrey residents' access to library services, including programs and services for multi-cultural residents.
- Parks, Recreation and Culture has been successful in hiring diverse staff for their facilities and programs. As well, Parks, Recreation and Culture has used Social Plan funding to hire an Intercultural Outreach Coordinator and has introduced new recreation and sports programs of interest to specific ethnic populations.
- A Cultural Opportunities Work Plan is assisting the City in creating an organizational culture that is welcoming of diversity and inclusive of all people, regardless of ethnic background, race, gender, abilities/disabilities, religious beliefs or sexual orientation. Events and displays at City hall are part of this Work Plan.
- The Surrey Urban Enrichment Initiative (SUEI) is a process and partnerships that brings together representatives of the three levels of government, and a community advisory committee, to support the implementation of the Social Plan. Anticipated funding from Bell Canada in support of the Community-Schools Partnership Initiative is an example of how SUEI partnerships can assist in identifying new resources for addressing social issues in Surrey.

Crime and Public Safety

- The City of Surrey Crime Reduction Strategy, released in February 2007, is an innovative "made in Surrey" problem solving approach to addressing the causes and effects of crime. A Crime Reduction Manager has been hired by the City to enact the recommendations of the Strategy.
- The Parks, Recreation and Culture Department and Surrey Public Library have increased security to ensure that residents and staff feel safe using these civic facilities.
- Surrey's "Clean Sweep" in April 2007, mobilized volunteer and community groups to engage in cleaning up the City, and was intended to heighten public awareness of the need to keep the City clean and tidy.

Housing and Homelessness

- Council has endorsed the use of the City's \$8.4 million Affordable Housing Reserve Fund to establish a Surrey Homelessness Fund. The purpose of the Fund will be to address homelessness and housing related issues in Surrey. An Interim Advisory

Committee is working on the selection of a Foundation to manage the Fund and on recommendations for the governance structure of the permanent Board.

- Staff is working on developing a formalized Bonus Density Policy for the City in order to encourage developers to incorporate affordable housing units into housing developments or to provide a cash contribution toward affordable housing projects.

Substance Abuse and Addictions

- Actions responding to the gaps in the continuum of addictions treatment services available to Surrey residents will be undertaken as part of the implementation of the Crime Reduction Strategy.

Action Plan for 2007-2008

The Plan for the Social Well-Being of Surrey Residents outlines both short-term and long-term recommendations for addressing social issues in Surrey. In adopting the Social Plan, Council committed to taking action and approved annual funding to support the implementation of the Social Plan up to 2011 - 2012.

In the coming year, the City of Surrey will continue to act on the Social Plan's recommendations through the work of Council and through initiatives in all City Departments. The newly appointed Social Planning Advisory Committee will oversee the implementation of the Social Plan. Priority actions for 2007 - 2008 include:

- Completing the establishment of the Surrey Homelessness Fund and providing the first grants to worthy projects.
- Supporting the implementation of the Surrey Crime Reduction Strategy.
- Integrating the Social Plan's priorities and recommendations into Surrey's Sustainability Charter that is currently under development. The Charter will be centred around three core principles: environmental, economic and social sustainability.
- Continuing to develop the Surrey Urban Enrichment Initiative partnerships and strategies so that there is an ongoing process in place for involving the three levels of government and community stakeholders in the implementation of the Social Plan, especially for issues for which the City has limited or no responsibility.
- The Parks, Recreation and Culture Department will continue to work in partnership with the School District and other community agencies, to offer innovative and accessible programs that promote the social well-being of Surrey's children and youth. Parks, Recreation and Culture will also continue its efforts to make recreational programs more accessible and responsive to the needs and interests of the City's multi-cultural populations.

- Early literacy programs will continue to be a priority for the Surrey Public Library. The Library will also continue to make library services more accessible, especially for children, youth and multi-cultural residents.
- The Planning and Development Department will commence a process towards developing policies that will assist in ensuring that child and youth friendliness is one of the key objectives pursued in decisions about the continuing development and services delivered by the City.
- The Planning and Development Department will begin to review zoning provisions and locational guidelines related to needed social services and housing projects in Surrey. In addition, Planning and Development will begin to identify opportunities to encourage the preservation and development of affordable housing.

CONCLUSION

The Social Plan is providing Council and staff with strategic direction for addressing social issues. Over the past year, taking action to respond to the Social Plan's recommendations has been a corporate priority. Council has assumed a leadership role in bringing together senior government and community partners to problem-solve solutions to the complex issues of crime, homelessness, and addictions. A multi-year Social Plan budget has enabled the Parks, Recreation and Culture Department and Surrey Public Library to reach out to children, youth and families, and to the City's diverse multi-cultural populations, with enhanced library and recreation programs and services. Council has demonstrated a commitment to engaging citizens in social issues by reinstating the Social Planning Advisory Committee and establishing a new Multi-Cultural Advisory Committee. The City is represented at both regional and local tables that are working collaboratively on social issues. Over the next year, the City of Surrey will continue with these actions as well as initiate new projects that will promote the well-being of Surrey residents.

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PH/AM/kms/saw

Attachments:

- Appendix I Annual Report on the Implementation of the Action Plan for the Social Well-Being of Surrey Residents 2006 – 2007.
- Appendix II Summary of the Stage 1 and Stage 2 Action Plans for the Plan for the Social Well-Being of Surrey Residents.

Action Plan for the Social Well-Being of Surrey Residents 2006-2007 Annual Report

INTRODUCTION

The Plan for the Social Well Being of Surrey Residents (“Social Plan”) provides strategic direction for the City’s actions relative to social issues in Surrey. The Plan focuses on five themes or priority social issue areas:

- Children and Youth
- Community Development and Diversity
- Crime & Public Safety
- Housing and Homelessness
- Substance Abuse and Addictions

The Social Plan was developed in stages between 2004 and 2006, with the Stage 1 Action Plan being adopted by Council in October 2005 and Stage 2 adopted in February 2006 (see Appendix A for a brief overview of the process). Since then, Surrey City Council and staff have been actively responding to the Social Plan’s recommendations. This first Annual Report on the implementation of the Action Plan for the Social Well-Being of Surrey residents highlights the achievements in 2006-2007. These include:

- The City of Surrey is establishing a Surrey Homelessness Fund.
- Mayor and Council assumed a leadership role in bringing together senior government partners and community stakeholders to develop the Surrey Crime Reduction Strategy.
- A multi-year Social Plan budget has enabled the Parks, Recreation and Culture Department and Surrey Public Library to reach out to children, youth and families, and to the City’s diverse multi-cultural populations, with enhanced library and recreation programs and services.
- Council has demonstrated a commitment to engaging citizens in social issues by reinstating the social planning advisory committee and establishing a new multi-cultural advisory committee. The City is represented at both regional and local tables that are working collaboratively on social issues, and staff are beginning to explore how best to support youth participation in social planning.
- The Surrey Urban Enrichment Initiative is bringing together staff from the three levels of government to develop partnerships and strategies to support the implementation of the Social Plan. The Initiative is beginning with a focus on the City Centre/Whalley area and on the issues of sustainable economic development, homelessness and addictions and other social issues.

This Annual Report profiles the projects, activities and actions that have been undertaken by City Council and staff in 2006-2007 in each of the Social Plan’s five issue areas - Children and Youth, Community Development and Diversity, Crime & Public Safety, Housing and Homelessness, and Substance Abuse and Addictions. In reading

the report, it is important to keep in mind that it only covers the actions being taken by the City of Surrey. It does not include the significant contributions and actions of community agencies, businesses, and provincial and federal government ministries, who are also responding to these social priorities and promoting the well-being of Surrey residents.

CHILDREN AND YOUTH

Approximately 100,000 children and youth live in Surrey (2001 Census). Unlike some other GVRD municipalities that are experiencing a decline in their child and youth populations, Surrey's population of young families with children continues to grow. Unfortunately many of Surrey's children and youth are vulnerable. Research indicates that almost 30% of Surrey children are assessed as being vulnerable when they enter kindergarten. Promoting the healthy development of all of Surrey's children and youth is high on the City's agenda.

Over the past year, the City of Surrey has taken action toward creating a child and youth-friendly city. The Parks, Recreation and Culture Department (PRC) has enhanced its programming for children and youth, including programming specifically for vulnerable children and youth. Surrey Public Library is actively promoting early literacy as one of its strategic priorities and reaching out to make library services more accessible to children and youth. The City's Planning Department is partnering with PRC and other community stakeholders to promote youth leadership and engage youth in planning processes. The following section highlights some specific programs and actions that have been undertaken in 2006-2007.

Parks, Recreation & Culture

The Parks, Recreation and Culture Department has worked in partnership with Surrey Public Library, Surrey RCMP, Surrey School District and community agencies to take action to promote the social well-being of children and youth. Strong partnerships have produced many successful results in 2006-2007. Appendix B provides a detailed listing of PRC programs that have been developed through the Social Plan. Highlights include:

- Literacy and early childhood development initiatives resulted in the Strong Start program in Bridgeview and W.E Kinvig Elementary schools.
- A Parent Resource Guide was developed in partnership with the Early Years Partnership Group. The guide provides information to assist parents in choosing quality recreation programs for their children. It was circulated within the Surrey School District and recreation facilities.
- Increasing active living programming for children and youth in schools and recreation centers resulted from a successful partnership with Sport BC and Surrey School District.
- After-school programs and services, provided on a reduced or no fee basis, were expanded into 60 of Surrey's schools and increased participation by 11% overall.

- Late night programming for youth was made available in all of Surrey's town centers.
- A Youth Leadership Outdoor Program was introduced city wide.
- A city-wide Youth Council was established to encourage and provide an organized venue for youth to voice their opinions and be heard by the City.
- Summer camp opportunities were expanded and a Free Park Play program was initiated.
- A new Mobile Youth Outreach Project connected with over 600 youth during the summer of 2006. Youth were offered Free Ride Passes, enabling them to participate in an activity at a Surrey recreation centre at no cost. This outreach project was conducted in partnership with Options, RCMP, and Peace Arch Community Services.

Surrey Public Library

Surrey Public Library has added hours for Youth Services Librarians at Cloverdale and Newton to enhance programming and outreach for children. Details are as follows:

- Cloverdale – able to provide storytime and Ready for Kindergarten kits to the Family Place, provide information about library resources and services for new mothers and storytimes for their babies at the Health Unit, participate in “Community Living Month”; expanded “Give a Kid a Muffin” to Cloverdale Library in early 2007 (partially funded by the Ministry of Education).
- Newton – enabled outreach to more local agencies, such as the YMCA, Newton Family Place and the Health Unit as well as additional early literacy and teen programs; also able to visit more school classes to encourage library use.
- Ocean Park – the additional hours at Newton Library also had a spin-off at Ocean Park (as the shared librarian was “uncoupled” and we were able to hire a part-time librarian for OP) – new programs were offered for children (book club and additional summer programs to encourage reading) as well as additional storytimes; the librarian was able to do outreach to community agencies like Camp Alexandra and participate in Ocean Park Days.
- Fleetwood – the additional hours at Cloverdale also allowed for “uncoupling” the librarian position shared with Fleetwood – additional hours have enabled the branch to add programs, such as the Reading Buddies program (helping children in grades 1 through 4 who have difficulty reading by teaming them up with a teen “buddy” for reading practice).

Other programs for 2006 include:

- Ready for Kindergarten kits were developed and distributed through the local food banks and selected agencies dealing with low-income residents.
- The Library participated in a “Books for Babies” program in partnership with Surrey School District – 5,000 kits with books, CD and library information were delivered to new mothers in Surrey.
- The “Ready to Read” program that teaches early literacy skills to parents is now available throughout the city to parent groups and in partnership with a variety of community agencies and Parks, Recreation and Culture. Most workshops are held outside library locations as a convenience to parents and child-minding is offered at some. Over 1700 parents have participated this year.
- The parents of all school students in Surrey (both public and private) received letters from the two board chairs and the Minister of Education in October, encouraging them to sign their children up for library cards and informing them about Surrey Public Library’s resources that support learning; a “Fresh Start” program was implemented for students who already had cards but were blocked from borrowing because of fines (a one-time fines waiver was available until the end of 2006)

Ongoing Library programs funded by the City from 2005 include the following:

- Sunday hours at Whalley Library (year-round) and summer hours at Guildford Library – both locations meet the needs for families to find resources to borrow, to use the Internet for school assignments and personal development and provide space for study in the community – use is steady through the summer.
- “Give a Kid a Muffin” program at Whalley Library has continued to provide storytimes and a healthy snack for children and parents, and a book for each child at the conclusion. Funding for the snacks and books is provided by grants from CUPE 402 and the Surrey Rotary Club.
- “Reading Buddies” program at Strawberry Hill and Guildford continued through 2006, with 30 children and 15 teens participating at each location per session – comments from parents continue to be positive.

Youth Engagement in Social Planning

The Social Plan recommends enhancing youth engagement processes so that young people have a meaningful and on-going role in providing input to City services and policy development of interest to youth. Ensuring youth have opportunities to have a voice and contribute to their community is also a critical component of a child and youth-friendly city.

In 2007, the City of Surrey initiated the Youth Participation in Community and Social Planning Project. A grant from the Union of BC Municipalities is enabling the City to pilot an innovative “made in Surrey” model for engaging youth in planning and policy

development. Working in partnership with Surrey's youth-serving agencies and existing youth leadership groups, the project will involve a wide diversity of Surrey youth. Project activities include:

- A Youth Action Team will be supported in conducting a social planning project of their choice. This project will be focused on social issues in the City Centre/Whalley area.
- Youth-friendly workshops will be facilitated to support and encourage young people to contribute their ideas and input into City-led planning initiatives such as the development of the Surrey Sustainability Charter.
- The Project Team will actively support initiatives that are serving to strengthen the network of youth leaders in Surrey. Social Planning is a partner on the Umoja Youth Project - a project to engage Black African youth in Surrey in a youth-facilitated dialogue to explore and understand the experiences, coping strategies, assets, successes, challenges and recommendations of African refugee youth as they strive to adapt to life in Canada.

Community-Schools Partnership Initiative

The Community-Schools Partnership Initiative (C-SP) draws together the expertise and resources of key public and community agencies serving children, youth and families in Surrey. Using schools as neighbourhood focal points, the C-SP seeks to: weave together an array of local services and resources for children, youth and families; provide connections to the broader network of city-wide services; build a sense of neighbourhood identity; and promote lifelong learning and overall community liveability.

Beginning in June 2006, the City of Surrey has been partnering with the Surrey School District to develop the Community-Schools Partnership Initiative. Progress to date includes:

- A Community Schools Partnership Committee has been established. It is co-chaired by senior representatives from the School District and City (PRC) and its members include representatives from Surrey Public Library, Social Planning, BC Ministry of Children and Family Development, Fraser Health Authority, RCMP, Surrey Child and Youth Committee, Surrey Children's Collaborative and the United Way. The Partnership Committee is responsible for providing oversight leadership and strategic direction.
- C-SP Hubs have been established in Newton, Guildford and Whalley. Each Hub includes one high school and two or three elementary schools. All of the schools selected for the C-SP are designated by the BC Ministry of Education as "inner city schools" due to their disproportionate number of vulnerable students. A Community Schools Coordinator has been hired for each Hub.
- Parks, Recreation and Culture is continuing to offer after-school programs in schools. The C-SP will enable the expansion of programming into schools without having to pay expensive rental fees.

Committees

Council and staff are involved on the following committees related to child and youth issues in Surrey:

- *Mayor's Task Force on Literacy and Early Childhood:* Established in early 2007, the Task Force includes the Mayor, members of Council and senior staff from Surrey Public Library, Parks, Recreation and Culture and Planning, along with a representative of Surrey's Office of Early Childhood Development, Learning & Care.
- *Child & Youth-Friendly Inter-Departmental Staff Committee:* Staff from Social Planning, Surrey Public Library, Community Leisure Services and the Community-Schools Partnership Initiative have formed an inter-departmental Child and Youth Friendly Committee. The Committee is convened on a regular basis to share information and ensure that strategies and activities are coordinated and collaborative.
- *Surrey/White Rock Make Children First:* Staff from Community Leisure Services and the Surrey Public Library participate in the Make Children First coalition. Make Children First is a community partnership, involving over 50 different community and government agencies, focused on the health, well-being and learning of children up to age six.

COMMUNITY DEVELOPMENT AND DIVERSITY

Surrey is a city of diverse neighbourhoods. In terms of income, the 2001 census indicates that while 18% of Surrey's households have an income that is below the Statistics Canada Low Income Cut-off, the figure is 33% in City Centre and only 8% in South Surrey.

Surrey is also home to a diverse multi-cultural population. Thirty-seven percent of the population is a visible minority; with the South Asian Community being the largest visible minority group. Surrey has a large urban Aboriginal population and continues to receive a significant number of government- assisted refugees including people coming from various African countries and Karen refugees from Myanmar.

The following section highlights some of the initiatives underway in the last year to promote community development and connect with Surrey's diverse population groups.

Surrey Public Library

Surrey Public Library has developed a number of new programs and services that increase Surrey residents' access to library services, including multi-cultural residents. These include:

- Added hours for Multicultural Services Librarian to enhance community connections – able to connect with the Filipino speaking community, enhance the collection and plan for some programs in 2007; enhanced ability to connect with refugees through Immigrant Services Society of B.C.; radio interviews on RED – FM and Radio India to talk about library services; participated in South Asian Health Fair and Multicultural Resource Fair; attended various cultural events to network; new program to teach senior Indo-Canadian ladies how to use the Internet.
- Additional hours of Sunday service began in the fall at Fleetwood and Strawberry Hill Libraries – use has increased as the communities learned about the new service hours (an average of 44% increase in the Sunday circulation at the two branches from September to March) – Internet stations and study space are particularly well-used on Sundays; more access to the Strawberry Hill Electronic Classroom and Language Laboratory has increased use; more meeting rooms have been available for community groups to book.
- Punjabi fonts added to selected Internet workstations in early 2006 to improve access to Internet resources (e.g. newspapers, web sites).
- New program for First Nations children living close to Strawberry Hill Library (in partnership with Kīa How Eya and Parks, Recreation and Culture).
- Library Board is representative of Surrey's diverse population.
- The Library hosted a successful celebration of the Dragon Boat Festival at the Guildford Library in June 2006, and several well-attended programs offered in the Chinese language in partnership with SUCCESS.
- Cultural sensitivity workshops provided in partnership with DiverseCity ensured that all 125 regular staff members will be better able to communicate with our diverse customers.
- Enhanced program of free computer literacy classes, particularly in the electronic classrooms.

Parks, Recreation & Culture

Surrey Parks, Recreation and Culture (PRC) have been successful in hiring diverse staff that speak different languages including Punjabi, Hindi, Cantonese and Spanish. The staff have been working at our front counters, in weight rooms, supervising and instructing programs which has increased the participation of ethno-cultural communities in Surrey.

Surrey has also implemented language courses in partnership with agencies as well as cultural fairs and ethnic food and dance classes.

Parks, Recreation and Culture (PRC) has used Social Plan funding to hire a half-time Intercultural Outreach Coordinator (IOC). The Coordinator has:

- worked with the PRC's Diversity Action Team (DAT) to develop and implement an on-line Diversity Awareness Survey for staff. Two hundred and eleven PRC staff responded to the survey and the DAT is currently planning a series of staff development opportunities to respond to the identified needs.
- researched and developed a Community Resource list of 30 local agencies and individuals who service the diverse populations in Surrey.
- expanded and created partnerships with community agencies to plan and deliver a number of special events including the "Dialogue on Racism", in recognition of the March 21st International Day for the Elimination of Racism and also the 2nd annual Multicultural Resource Fair planned for June 2007.
- collaborated with the Kidz Conference planning committee to integrate diversity awareness learning opportunities throughout the event.
- initiated plans with the PRC Marketing & Communications Section to develop a comprehensive website for locating all relevant resources and diversity related events occurring in the City.
- developed a multi-media orientation to Surrey PRC and will present this to over 30 diverse agencies and community groups throughout 2007.
- served as a positive City ambassador on the Inter-municipal Diversity Committee and will represent the City at up-coming conferences and community events..

Cultural Opportunities Work Plan

The Cultural Opportunities Work Plan was developed to assist the City in achieving an integrated corporate policy to create an organizational culture that is welcoming of diversity and inclusive of all people, regardless of ethnic background, race, gender, abilities/disabilities, religious beliefs or sexual orientation.

To build awareness and expand the cultural knowledge of City of Surrey employees, five cultural events a year are selected to be recognized and celebrated by City staff. These celebrations provide the opportunity for all employees to understand, accept and respect cultural differences. The following festivals and holidays were or will be recognized in 2006-2007:

- First of Ramadan
- Diwali
- Eid
- Hanukkah
- Christmas
- Chinese, Vietnamese & Korean New Year
- International Day for the Elimination of Racism
- Easter

- Vaisakhi
- National Aboriginal Day
- Canada Day

Surrey Urban Enrichment Initiative

Surrey's Social Plan recommends the establishment of an "intergovernmental roundtable" to address social issues that require the involvement of senior levels of government. The Surrey Urban Enrichment Initiative (SUEI) is a process and partnerships that brings together the three levels of government to support the implementation of the Social Plan. Initiated in February 2006 and supported by funding from the Vancity Community Foundation, progress to date includes:

- Two committees have been established to develop SUEI. The Working Group is composed of senior staff from the three levels of government and has the responsibility for overseeing and setting the direction of SUEI. The Community Advisory Committee is a multi-sectoral group representing a broad range of interests and perspectives on social and economic issues in Surrey.
- The three initial objectives of SUEI are:
 - to stimulate economic growth and create employment opportunities;
 - to reduce poverty based homelessness; and
 - to improve social and health conditions with a particular focus on addictions concerns
- SUEI has an initial focus on the City Centre/Whalley area.
- The aim of SUEI is to make more efficient use of existing resources and help leverage additional resources through a collaborative approach. In recent months, the provincial SUEI partner has facilitated discussions between City staff and Bell Canada which has resulted in the City of Surrey being encouraged to submit an application to Bell Canada for multi-year funding for a "Surrey Inner-City Youth Program". If successful, Bell's funding will be used by the Community-Schools Partnership Initiative to develop unique and innovative youth programs in the C-SP secondary schools in three core areas: Youth Leadership, Healthy Lifestyles and New Technologies.

Mapping Surrey's Social Infrastructure

The Social Plan recommends that one of the primary roles for the City to assume in facilitating solutions to social issues is to "understand" the issues, or acquire and maintain knowledge about them. To assist in understanding Surrey's social infrastructure, the Planning Department has hired a summer student to create and update a database and maps of social services in Surrey. Thematic maps will be prepared that locate resources related to: children and youth; housing; health services (including addictions and mental health); income, employment and post-secondary programs/services; and community agencies.

Committees

Council and staff are involved on the following committees related to community development and diversity issues in Surrey:

- *Multi-Cultural Advisory Committee* – Established in 2007, the mandate of this Committee is to enhance multicultural harmony and strengthen and enhance intercultural cooperation in the City of Surrey.
- *Greater Vancouver Urban Aboriginal Strategy (GVUAS)* - The GVUAS was established in response to the serious social and economic conditions facing urban Aboriginal people in the GVRD. The City of Surrey is represented on the GVUAS Steering Committee by a Planning staff member.
- *GVRD TAC Social Issues Subcommittee* - Social planning staff represent the City on the GVRD Social Issues Subcommittee.
- *Vibrant Surrey*. Vibrant Surrey's mission is to encourage and facilitate collaborative efforts to reduce poverty and issues related to poverty, thereby enhancing the quality of life for all who call Surrey home. The City of Surrey is a member of Vibrant Surrey's Leadership Roundtable.
- *Action for Neighbourhood Change (ANC)*: ANC is a neighbourhood revitalization program in Bridgeview that is hosted by the United Way of the Lower Mainland. City staff participate on the ANC Planning Team.

CRIME AND PUBLIC SAFETY

As Surrey continues to grow rapidly, with a population approaching 420,000 people, it has been increasingly faced with the issues of crime, homelessness, and addictions. Over the past year, Surrey's Mayor and Council have assumed a leadership role in responding to these complex social issues through the development of Surrey's Crime Reduction Strategy.

Surrey Crime Reduction Strategy

In February 2007, the City of Surrey released its Crime Reduction Strategy (CRS). Over 100 individuals, representing over 50 different organizations, lent their expertise and resources to the creation of this strategy through the Mayor's Task Force on Public Safety and Crime Reduction. Modeled after strategies being implemented in the United Kingdom that have led to significant reductions in crime rates, the CRS includes a strategy of recommended actions 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

A number of the recommendations in the CRS overlap with those in the Social Plan and actions undertaken in the past year are highlighted elsewhere in this report. CRS and Social Plan recommendations that are similar include:

- Early Childhood Development Interventions
 - Support the “Make Children First” Initiative
 - Enhance Literacy Programs
 - Enhance social and mentoring programs
- Youth Intervention & Parenting Programs
 - Accelerate the Implementation of Community Schools
 - Enhance Youth Activity Programs
- “Safe Communities” Interventions
 - Engage Neighbourhoods in Neighbourhood Maintenance
 - City Beautification Strategy
- Housing
 - Ensure Prolific Offenders Have Access to Transitional Housing
 - Partner to Address Capacity Shortfalls in Second Stage/Transition Housing
 - Homelessness Outreach Workers
- Education and Skills Development
 - Advocate to Ensure that Sufficient Education and Skills Training Capacity Exists to Support the CRS

(Note: CRS recommendations related to Treatment Services are listed in the Substance Use and Addictions section later in the report).

The Crime Reduction Strategy is a priority for the City of Surrey. A Crime Reduction Manager was hired in late March 2007 to coordinate its implementation.

Parks Recreation & Culture

Initiatives to promote safety and crime reduction at the Recreation Centres include:

- The Parks, Recreation and Culture Department with Risk Management are conducting a safety audit of the Newton and North Surrey Recreation Centre.
- The North Surrey Recreation Centre, Guildford Recreation Centre and Newton Recreation Centre have hired staff to be facility attendants in the evening hours of operation to increase safety for the resident participants and the staff.
- Newton Recreation Centre installed cameras in the front entrances to the facility to increase safety and have found positive results.
- The North Surrey Recreation Centre and Guildford Recreation Centre will be incorporating cameras into their front entrances this year.

- The Parks, Recreation and Culture Department has partnered with the RCMP to review the outside spaces surrounding the facilities and have invested in removing shrubs and low branches that act as a screen for criminal behavior in order to create a safe walkway for participating residents and staff to enter and exit recreation facilities.

Along with these new initiatives recreation centres have also held Safety Forums, in partnership with the RCMP, to create awareness and educate residents on safe practices at home and in their communities.

PRC is working in partnership with the Surrey School District's Safe Schools Program to implement a new suspension program for high school students. Using the Tom Binnie Community Centre in Whalley, this program involves eight to fifteen students a day throughout the school week. An adult supervisor assists the students with homework and counseling to help get them back on the right track before re-entering school. Students also participate in physical activities.

Surrey Public Library

In order to promote security for customers and staff of the Surrey Public Library new security patrols have been introduced:

- A permanent security guard is now on duty at critical times at Strawberry Hill Library – this presence has improved the feeling of safety and enabled staff to deal with problem customers more effectively; the funds also enabled participation in volunteer security patrols around the Newton Library and Library Administration (with Parks, Recreation and Culture and neighbouring businesses) – although there are still security issues in this area, the patrols are a visible presence and have improved the feeling of safety.

City Clean-Up Programs & Civic Pride Initiatives

In April 2007, the City of Surrey organized a significant community event under the "Clean Sweep" banner. Clean Sweep mobilized volunteer and community groups to engage in the clean-up of litter and other materials from public areas (i.e., roadways and parks). The event was supported by a series of advertisements in the media and various targeted clean-up events at different locations in Surrey through the week of April 21 to 28.

The Clean Sweep event is intended to concentrate publicity and volunteer activity to heighten public awareness of the need to keep the City clean and tidy. It builds on the capacity of the volunteer groups previously established and, hopefully, prompts new groups to be formed.

In addition to this community event, the Engineering, By-law Enforcement and the RCMP Departments are working on improved strategies to deal with graffiti.

HOUSING AND HOMELESSNESS

Surrey has the second largest homeless population in the GVRD, with 371 homeless people counted in Surrey during the 24-hour 2005 GVRD Count. Of particular concern is the fact that compared to elsewhere in the GVRD, the South Fraser Region experienced the largest significant percentage increase in the number of homeless people between 2002 and 2005. While the homeless population continues to increase, the City lacks the social infrastructure required to meet the needs of this vulnerable population. In addition, there is a need for affordable housing for lower income singles and families who are at-risk of becoming homeless. Over the past year, Surrey Council has been active in responding to this issue. Following are some initiatives underway.

Surrey Homelessness Fund

In July of 2006, Council approved in principle the recommendation of the Mayor's Task Force on Homelessness and Housing to use the City's Affordable Housing Reserve Fund (\$8.4 million) to establish a City of Surrey Homelessness Fund within an existing foundation. The purpose of the Fund will be to address homelessness and housing related issues in Surrey by:

- Raising monies and investing them wisely;
- Providing a mechanism for business and community members to make charitable donations;
- Leveraging private, senior government and other monies;
- Facilitating collaborative partnerships; and
- Distributing funds to projects and programs that assist or enable individuals to exit or avoid homelessness.

An Interim Advisory Committee was appointed by Council in the fall of 2006 to oversee the establishment of the Surrey Homelessness Fund. It is anticipated that the Committee will report back to Council in the spring/summer 2007 with recommendations regarding the selection of a foundation to house the Fund and a governance model for the permanent Board.

Surrey Extreme Weather Coordinator

During the past winter, the City of Surrey matched funds provided by BC Housing to hire an Extreme Weather Coordinator for Surrey. "Extreme Weather" refers to those nights during the winter when the temperature drops to a level that makes it unsafe for people to sleep outside. The *Greater Vancouver Extreme Weather Response Report and Evaluation of 2005-2006* recommended that in addition to the Regional Extreme Weather Coordinator, sub-regional coordinators were needed in Vancouver and Surrey.

In total, there were 10 extreme weather nights called over the past winter. During these nights, all of the shelter beds in Surrey were generally full and additionally approximately 36 people were accommodated on mats each night in three locations across the city (Whalley, Newton and Cloverdale). As well as coordinating the opening of these additional shelters, the Extreme Weather Coordinator recruited thirty-six volunteer outreach workers to aid in finding homeless individuals sleeping outside and directing them to the shelters.

Bonus Density

The Social Plan estimates the number of additional housing units needed in Surrey as 5,500, which includes 300 additional transitional housing units, 200 additional supportive housing units and 5,000 additional low income housing units. The Plan recommends that the City identify opportunities to further encourage affordable housing development. Bonus density represents such an opportunity.

Bonus Density is an incentive-based tool designed to help offset the developer's cost of providing affordable housing units or other community amenities. Planning staff are currently in the process of developing a formalized Bonus Density Policy for the City in order to encourage developers to incorporate affordable housing units into housing developments or provide a cash contribution toward affordable housing projects.

Committees

Council and staff are involved on the following committees related to housing and homelessness issues:

- *Premier's Task Force on Homelessness, Mental Illness and Addictions*: This Committee is convened at the call of the Premier and brings together the Mayors from six BC municipalities that are facing the challenge of homelessness. Over the past year the Committee met twice.
- *Greater Vancouver Regional Steering Committee on Homelessness (RSCH)*: Planning staff represent the City of Surrey on the RSCH. The Committee is a coalition of community organizations and all levels of government with a mission "to inspire and lead a co-ordinated response to homelessness in the region."
- *GVRD TAC Housing Subcommittee*: Social planning staff represent the City on the GVRD TAC Housing Subcommittee.
- *Surrey Homelessness & Housing Task Force (SHTF)*: The SHTF has been active in Surrey for over five years. It is a multi-sectoral group whose membership includes representatives of community agencies, faith groups, business and government. A Council member and Social Planning staff participate on the Task Force.

Substance Abuse and Addictions

The Social Plan identifies serious gaps in the continuum of treatment services available for Surrey residents struggling with substance use and addictions. Similarly, the Surrey Crime Reduction Strategy includes a series of recommendations related to addiction treatment services including:

- Strongly Advocate for the Establishment of a "Sobering Centre"
- Strongly Advocate for Enhanced Permanent Support by the FHA for Individuals with Mental Disorders and Other Disabilities
- Establish a Recovery House Accreditation Board

- Partner with the Province and Health Authorities to Create a Regional Approach to Treatment

LOOKING AHEAD: Action Plan for 2007-2008

The Plan for the Social Well-Being of Surrey Residents outlines both short-term and long-term recommendations for addressing social issues in Surrey. In adopting the Plan, Council committed to taking action and approved annual funding to support the implementation of the Social Plan up to 2011-2012.

In the coming year, the City of Surrey will continue to act on the Social Plan's recommendations. The newly appointed Social Planning Advisory Committee will oversee the implementation of the Social Plan. Priority actions for 2007-2008 include:

- Completing the establishment of the Surrey Homelessness Fund and providing the first grants to worthy projects.
- Supporting the implementation of the Surrey Crime Reduction Strategy.
- Integrating the Social Plan's priorities and recommendations into Surrey's Sustainability Charter that is currently under development. The Charter will be centred around three core principles: environmental, economic and social sustainability.
- Continuing to develop the Surrey Urban Enrichment Initiative partnerships and strategies so that there is a on-going process in place for involving the three levels of government and community stakeholders in the implementation of the Social Plan, especially for issues for which the City has limited or no responsibility.
- Parks, Recreation and Culture Department will continue to work in partnership with the School District and other community agencies, to offer innovative and accessible programs that promote the social well-being of Surrey's children and youth. The Department will also continue its efforts to make recreational programs more accessible and responsive to the needs and interests of the City's multi-cultural populations.
- Early literacy programs will continue to be a priority for Surrey Public Library. The Library will also continue to make library services more accessible, especially for children, youth and multi-cultural residents.
- The Planning Department will commence a process towards developing policies that will assist in ensuring that child and youth friendliness is one of the key objectives pursued in decisions about the continuing development and services delivered by the City.

The Planning Department will begin to review zoning provisions and locational guidelines related to needed social services and housing projects in Surrey. In addition, the Department will begin to identify opportunities to encourage the preservation and development of affordable housing.

Action Plan for the Social Well-Being of Surrey Residents: Overview of the Process

The Social Plan was developed in April 2004 through February 2006. It focused on five themes or social issue areas that were identified as priorities by the City of Surrey:

- Children and Youth
- Community Development and Diversity
- Crime & Public Safety
- Housing and Homelessness
- Substance Abuse and Addictions

Through an extensive community consultation process, thirty priority issue elements were identified, or five to eight elements for each of the five theme areas. The Social Plan divides the thirty issue elements into two categories:

- five are issues for which the City has primary responsibility; and
- twenty-five are issues for which the City has limited, secondary or no responsibility.

For the 25 issue elements for which the City has limited, secondary or no responsibility, the Social Plan identifies three primary roles that the City can play in facilitating solutions.

- *Understanding*: the issues by acquiring and maintaining knowledge.
- *Advocating*: to seek resolution to issues in the City of Surrey by sharing information, discussing needs, assisting in developing solutions and establishing priorities with other orders of government, funders and community stakeholders.
- *Supporting*: the implementation of solutions to social service issues through actions that are within the City's mandated responsibilities. Such actions may include developing locational guidelines for social service facilities; establishing suitable zoning to accommodate needed facilities and programs; or providing seed money/resources for projects that address a social service gap.

The Plan for the Social Well-Being of Surrey Residents was intended to be action oriented. The Plan includes a total of approximately 65 recommended actions to address the thirty priority issue elements, both in the shorter and longer term.

Plan for the Social Well-Being of Surrey Residents: Priority Social Issues

Social Issue Areas	Priority Issue Elements – City has primary responsibility	Priority Issue Elements – City has limited, secondary or no responsibility
Children & Youth	<ul style="list-style-type: none"> • Creating a Child & Youth-Friendly City • Programs and Recreation for Children & Youth 	<ul style="list-style-type: none"> • Culturally Appropriate Early Childhood Education/Development Programs • Affordable, Accessible Quality Licensed Childcare, Preschool Programs and Family Resource Programming • Child Poverty Alleviation • Counselling and Support Services for Families and Children with Behavioural and Mental Health and Attachment Issues
Community Development & Diversity	<ul style="list-style-type: none"> • Initiatives to Encourage Citizen Engagement with Social Issues and Social Planning Activity • Ethno and Culturally Appropriate Services, Opportunities and Programming 	<ul style="list-style-type: none"> • Public Transportation and Access • Life Skills and Educational Training • Community Economic Development Initiatives • Nutrition & Food Programs
Crime & Public Safety	<ul style="list-style-type: none"> • City Clean-Up Programs & Civic Pride Initiatives 	<ul style="list-style-type: none"> • Initiatives to deal with Seniors Abuse • Initiatives to deal with Family Violence • Peer Support Programs to Deter Crime • Initiatives Targeting Gangs, Gang-Violence and related Criminal Activity
Housing & Homelessness		<ul style="list-style-type: none"> • Emergency Shelter Services for Youth • Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults • Transitional Housing Services • Supported Housing Programs • Low Income Housing for the Homeless, Families and Singles • Services Coordination Responsibilities • Outreach Programs to the Homeless, Youth Outreach and Drop-In Centre • Employment Programs as a Means to Prevent Homelessness
Substance Abuse & Addictions		<ul style="list-style-type: none"> • Residential Addiction Treatment for Youths • Recovery Treatment Services • Outreach & Support Programs for At-Risk & Substance Users • Alcohol & Drug Treatment for Youths • Prenatal Education & Support Program re: Drug Use

SOCIAL WELL BEING PLAN
Summary of Projects

CHILD & YOUTH FRIENDLY CITIES

Program	Town Centre	Description	Key Partners	Age Group	Cost	Average # of Participants
Youth Posy-Pass	All	A positive youth ticket – RCMP give out free tickets with a pass to come to the pool, weight room or skate – a way to build relationships between police and youth and get youth more active. Anticipated initiation date: Summer 2006.	CLS and RCMP	14-18 years	Free	Printing 10000 tickets to start.
Youth Leadership Program	All	Started in November 2005. Developed a program aimed to provide youth with skills and tools to help develop their relationships with family, friends, school, work and their community. 8 workshops were developed for a Youth Leadership 1 and 2 program. In 2007 this program will introduce outdoor elements to respond to youth input and interest in having outdoor components to the program	CLS, Youth Services Team, Outdoor Programs Staff and Community Development	13-18 years	\$35.00	Over 20 participants to date.
Youth Outreach in Skateboard Parks	Whalley, Fraser Heights, Fleetwood	In summer of 2005 hired staff to work in skateboard parks during the summer to provide supervision, improve safety, build relationships with youth who do not come into our programs but use parks. Very successful, great feedback from parents and youth. Created a safer environment and dramatically reduced number of incidents and problems in skate parks.	CLS	15-18 years	Free	
Late Night Programming Initiatives	All	From additional funding provided, late night programming was able to expand to better meet the needs of youth during later hours, including: <ul style="list-style-type: none"> ▪ band nights ▪ coffee houses ▪ late night drop ins: ▪ "Girls Night Out" ▪ Family Movie Night ▪ MC/Break Dance Competitions ▪ Free BC Lions Games ▪ Expanded Youth Lounge Hours ▪ drop-in cooking night ▪ youth social card drop-in ▪ youth swing dance night ▪ tournaments – soccer/basketball: Guildford Rec. Centre ▪ Girls on the Go for 20 – late night girls only fitness 	CLS (South Surrey, Newton, Cloverdale, Guildford, Fraser Heights and Fleetwood) and Surrey Firefighters Charity	15-18 years		Total City Wide for 2005 2,679
Youth Week and Youth Fest	All	Aimed at getting youth aged 12-18 involved in events and planning, implementing and promotion of events creating ownership, enhancing experience of participation in community events and meeting other youth. The City's participation was increased in 2005 through new events City Jam, Youth Fest and the annual Youth Recognition Awards. In 2007 Youth Fest will be held in the Fall to distribute the events for youth across the year and to enable a greater focus on youth involvement.	SPR&, Youth and Surrey Arts Centre	12-18 years	Free	3000 to 3500
Surrey Youth Council	All	Founded in Fall 2005 to unite diverse youth in the community to offer broader opportunities, empower youth and allow them to contribute to society in fundraising for youth activities, ways to unite community, make youth more active	SPR&C	11-19 years	Free	12 Participants in the Youth Council

		and activities more fun, allow youth opinions in community matters, access resources and a place where youth can meet in a safe environment.				
High Five Program	All	New quality assurance training program for staff and instructors working with children ages 6-12 in the areas of social progress trends, training in safety, well-being and healthy development of children, diversity, gender equity and instruction methods.	CLS	Instructors teaching ages 6-12	Free	120+ instructors
Millennium Project	All	The Surrey Art Gallery worked with staff from Fraser Health to host a variety of exhibitions and a film documentary based on the work of at risk youth who were involved in a phototherapy project. The images reflected concepts from the United Nations 8 Millennium goals.	Jennifer Mervyn, Fraser Health, World Urban Forum II	14 – 22years	Free	Total over 200
Youth Arts Council of Surrey	All	The Youth Arts Council is a not for profit youth driven organization with a mission to identify and support the arts for youth in Surrey. They have held 4 very successful performing arts showcases called Surrey Shines and a one act play competition for Surrey high schools.	Arts Council of Surrey & various adult mentors from the business community assist the youth with their planning.	14 – 22years	Varies depending on the event.	Approx. 900 to date.
Surrey Urban Youth Project	All	For youth who are passionate about urban arts, hip-hop, spoken word, break dance and theatre. SUYP is a youth-driven, arts based facilitation training program for indigenous, immigrant, refugee and South Asian youth.	Pacific Community Resource Society, Vancouver Foundation, Vancity, Surrey School District	14 – 18 years	Free	25 + instructors
Parent Resource Guide	All	Resource guide for parents on how to choose quality recreation for their children. Partnered with the Early Years Partnership Group. Circulation will be within the Surrey School District's 100 elementary schools and SPRC facilities.	CLS	Families	Free	5,000 copies
Right from the Start		Ongoing	CLS & other ECP/MCF partners	Parents	Free	6 Parents Registered
Cricket Workshops		Two workshops held @ Kinvig Elementary	CLS	10-15 years	Free	40
Partnership for Women and Girls in Community Committee	Whalley Guildford focus	Partnership to develop programs/services to support women re-integrating into the community once released from Alouette Correctional Facility.	CLS, CDS, School District 36 and ACCW	Youth and Adults	N/A	25-30 Women
20% x 2010 Kick Off	South Surrey	Children from HT Thrift will walk to South Surrey Athletic Park and participate in group activities such as construction a Inukshuk, etc.	SPR&C and Surrey School District	6-13 years	Free	350
Strawberry Hill Youth Drop in Program		Offers at risk pre-teens the opportunity to engage in positive recreation activities. The program emphasizes both social and life skills.	CLS and Surrey Library	10-13 years	Free	12
Hjorth Road / Holly Elementary ETCETERA Program		Leadership program for youth at risk in the Guildford Area, providing activities, events and learning outcomes taking place at both schools. SWB funding used to subsidize salary of City Rec II in 2007	CLS, Surrey School Board	Grades 5-7	Free or Low Cost	30-50 children / youth weekly
Youth Park in Guildford including a Community Art Component	Guildford	Development of Guildford Youth Park community art component. SWB funds to be used to allow artist to gain input / participation from community youth through local high schools in 2007	SPR&C and Surrey School Board	Children and Youth	Free	March 2007
Drop-in Swing Dancing	Fleetwood	Friday nights – drop-in dancing at SSLC 7:00-10:00pm	CLS	13-18	2.50 drop-in	15-25
Youth Outreach		7:00-11:00pm 3 X per week June, July & Aug. Youth outreach @ Fleetwood Park & Surrey Sport & Leisure Youth Park. I.e. basketball, mini competitions, & occasional food. Newton Youth Services operating out of Princess Margaret Secondary i.e. It's A Girl Thing Program on Fridays. Greenbrook Clubhouse programming In Newton 2 x per week in Winter, Spring, and Fall.	CLS Princess Margaret BC Housing	13-18 target 11-17 10-13	Free Free Free	5-30 30 20

		Summer Sports Camps @ Newton in July and August. Greenbrook Summer Drop-in Camps @ Newton in July and August.	Pathfinders Youth Centre Society BC Housing	10-16 10-13	Free Free	25 25
Admissions		Bulk sales of Swipe passes to PLEA (approx \$1,500.00) for distribution to "at risk" youth.	CLS / PLEA			
Lend-A-Hand		Program engaging students at various schools located near problem parks to encourage youth volunteerism and develop youth ownership and pride in our parks. The program is a fee for service relationship where student provide detailed services (i.e. litter pick up) to a park and in return Parks Operations contributes funds between \$500 to \$1,500 towards a worthy school project (i.e. dry grad, band trips)	Parks and Schools	13-18 years		Up to 48 students participating from the schools.
Surrey Early Years Festival		This event originally initiated at Tom Binnie Centre has been moved to the North Surrey Recreation Centre as it has grown in participation. Approximately 3000 people attended the event. It was a great success. Supported by ECP & MCF, and school district	PR&C All community connections within the early years services, programs etc. such as School District, Fraser Health, RCMP, Library, OPTIONS, SDISS etc	0-6 & their caregivers	Free	Approx. 3000
Mobile Youth Outreach Project	2006 Cloverdale, South, Newton in 2007	6 week pilot project, 3 nights per week from mid July until the end of August 2006. Made contact with 625 youth—all key partners agree to continue and expand project for summer 2007. TOR, guidelines and risk assessment work is being completed prior to launch of program.	Surrey Safe Schools, Options and Pacific Community Resources	Youth		
Youth Out-trips		Monthly out-trips organized by Guildford youth to local attractions.	CLS	Youth	Free	Max 21 per trip
Evening Preschool		Evening preschool classes for working parents to have an active role in children's early education (Guildford)	CLS	3-5 years	Low cost	5 children
Summer Park Play		PILOT – A summer park program to provide opportunities to get active and to meet other families within the community. Focusing on a different Surrey park each day offering FREE arts & crafts, games, and drop-in activities. Received a grant from Surrey Firefighters for \$2000	Guildford, Fleetwood, Newton, Whalley and Parks.	0-18 years	Free	2516 children participated in 2006

BREAKING BARRIERS FOR LOW INCOME

Program	Town Centre	Area	Description	Key Partners	Age Group	Cost	Average # of Participants
Cloverdale Guide "Affordable Fun"	Cloverdale	BBLI	New Guide distributed to the Cloverdale Community showcasing events, festivals and programs available that are free and affordable at the Surrey Museum, Historic Stewart Farm, Library, Youth Centre, Recreation Centre and Seniors' Centre and Exhibitions.	SPR&C, Surrey Library and Various Community Groups	All ages	Free and Value Prices	Circulated in Cloverdale

Greenbrook Afterschool Drop-In Program	Newton	BBLI	Offers at-risk pre-teens the opportunity to engage in positive recreational activities. The program emphasizes both social and life skills.	CLS & BC Housing	10-13 years	Free	30
Move It Community Dance Project	All	Arts	Renowned choreographer Joe Ink and his team of instructors provided 5 free dance workshops to introduce participants to basic movement through dance.	Surrey Arts Centre Theatre and Joe Ink	All ages.	Free	30 participants
Newton Revitalization	Newton	BBLI	Value priced parent and preschool drop-in gym play-time program	CLS	Preschool & Caregivers	\$1.00/child	
Newton Music Makers	Newton	BBLI	This program offers an opportunity for seniors to enjoy the benefits of music for free. Musicians from the community and music lovers join together to enjoy an afternoon of celebrating the joy of music	Various community participants	Seniors	No charge	
Fitness Classes at Faith Centres	Guildford	BBLI	Provided onsite fitness classes and childminding at Johnston Heights Church for the Healthiest Babies Group. Organized by Guildford Recreation Centre.	CLS and Healthiest Babies Possible	All ages	No charge	8/week
Community Kitchens	Guildford	BBLI	Low cost weekly cooking program for families in the Guildford Area. Received \$5000 grant as well.	CLS, Food Bank, Harvest Box, SD36	19+	\$5.00	5-8 per week
FREE Afterschool Drop-in	Guildford	BBLI	Free afterschool drop-in program for Gr.1-5 at Riverdale Elementary (Guildford) offering sports, arts & crafts, and positive participation	CLS, SD36	Gr. 1-5	Free	110 kids registered

ETHNO & CULTURALLY APPROPRIATE SERVICES, OPPORTUNITIES

Program	Town Centre	Area	Description	Key Partners	Age Group	Cost	Average # of Participants
Diwali Festival		D	Festival was held in November in partnership to celebrate the diversity of Surrey and providing opportunities for public to learn about the traditions of India and participate in a variety of activities (mendhi, lantern and diva making crafts, rangoli demonstration, bhangra lessons for children, Indian food, traditional songs, demonstrations in Indian Classical dance and a life size puppet, Kumba the elephant; a life size puppet.	SPRC, Surrey Public Library, and Local Community Groups	All ages	Free	Over 200 People
English Conversation Program	Guildford Fraser Heights	D	Guildford and Fraser Heights	CLS	Female Youths & Adults	Free	Fall 2006
Multicultural Fair	Fleetwood	D BBLI	June 24, 2006 @ the Fleetwood Community Centre. Entertainment, food and a network of community resource information. Targeted toward new immigrants or those requiring assistance in accessing social support and opportunities.	CDS, OPTIONS, PICS, CLS		Free	200 – 500
“Seep” card players		D	Provide indoor space 6 days per week for the South Asian card group.	CLS	Adult/Senior	Free	5-10
ESL Conversation		D	Conversation programs for camps, women & children	CLS	All ages		
Asian drop-in Program	Newton	D	Members from the seniors’ Asian community participate in an informal drop in program at the Newton Seniors’ Centre once a week.	Asians seniors group	Seniors	No charge	12-15 per week
Cultural Games Neighbourhood Celebration		D	Neighbourhood “block party” style celebration in Bolivar Heights. Artists Katherine Carol and Susan Bertoia worked with the community to develop the event. 350 residents from Bolivar Heights organized and participated in the event, which included games, music, BBQ, roving performers and art making activities.	CDS, Bolivar Heights Community, Surrey Social Futures, Vancouver Foundation, James Ardiel Elementary School	All Ages		350

SPiRiT Volunteer Program		D	The SPiRiT Volunteer Program (Support, Participation & Inclusion: Reach Out, Involve and Transform) was launched in 2005. This program provided training and orientation for 50 volunteers. 22 youth received leadership training and staff supervision in supporting youth with special needs at summer away camps in the SPiRiT Leadership Program.	CDS, various community partners, including, Surrey Association for Community Living, The Centre of Child Development, Community Living BC, CNIB, GF Strong, Fraser Health, Peace Arch Community Services, Semiahmoo House Society, Surrey Abilities Society, Sunny Hill Health Centre for Children	Children and Youth	Free	22 Youth
Diversity Action Team		D	Established to develop strategies for expanding PR&C outreach and connection to Surrey's diverse community, which included sessions for new immigrants in various languages held in community recreation facilities to increase awareness about our programs and services.	CDS, Arts, Heritage, Parks and CLS		Not Determined	Work in Progress
English Conversation for Women & English Conversation for Men		D	Supported by further funding from the Plan, this program was expanded into Strawberry Hill and Whalley Library. Eight volunteer facilitators conduct these gender specific sessions for women and men to practice their English language skills in casual conversation.	CDS	Adult	Free	30
Reading Buddies Program		D	This program was launched and expanded in partnership to help children improve reading skills with the assistance of 55 youth volunteers. In 2005 the program offered 2,600 hours of 1 on 1 support.	CDS and Surrey Public Library	2-14 years	Free	90 (in 2005)
Quilt of Belonging Exhibition & Related Programs	All	Surrey Art Gallery	National textile installation created in Ontario as a millennium project. The quilt represents every nationality living in Canada and all First Nations groups.	Gallery	All ages	Free	Over 4,000
Diversity Outreach		D	In Sept. 2006, an Intercultural Outreach Coordinator was hired to work with the Department's Diversity Action Team to provide leadership, support and training to staff regarding outreach and inclusion of Surrey's intercultural community into out services and programs. The coordinator is also working to build sustainable relationships with internal and external partners, including key community organizations in Surrey's intercultural community.	CDS, Surrey-Delta-Langley Intercultural Co-ordinating Committee	All		Varies.
Vaisakhi Inauguration		Arts	The Surrey Arts Centre worked with the Punjabi – Canadian Foundation to host a Vaisakhi Inauguration; including local and foreign dignitaries.	SAC and Punjabi-Canadian Foundation	All	Free	30 guests
Gurdwara Surrey Delta Tournament		D	Includes soccer, field hockey, tug-of-war, weight lifting, Indian cuisine, music and other Sikh customs.	Parks	All	Free or Low Cost	Not Available
An Evening of Cultural Entertainment	All	Arts	The Surrey Arts Centre Theatre is working with APNA, a new South Asian theatre company, to present four evenings of theatre. The plays are presented in English, Punjabi and Hindi. The dates are Jan. – Feb. 2007	Surrey Arts Centre, APNA, BC Touring Council Culturally Diverse Collaborations Program	Adult	Tickets \$12 - \$20	Over 150 to date.
Kabaddi Tournaments		D	Hold approximate 5 tournaments per year, including the sport of Kabaddi, Indian Food and Music.	Parks	All	Free or Low Cost	Not Available
Harjit Memorial Tournament		D	Soccer tournament held in memory of an important member of the Sikh community.	Parks	All	Free or Low Cost	Not Available
Riast Ali Khan Memorial		D	Soccer tournament run by BC Muslim Sports Association.	Parks	All	Free or Low Cost	Not Available

Tournament							
Shree Sanatan Dharam Sports Tournament		D	Soccer tournament with focus on Hindu traditions from India and Fiji.	Parks	All	Free or Low Cost	Not Available
VIRSA	Newton	D	Parental awareness group dedicated to understanding and seeking solutions to the challenges facing the Indo-Canadian youth and families in British Columbia, meeting regularly at Princess Margaret Senior Secondary.	CLS and Princess Margaret Senior Secondary	Adults and Parents	Free	Not Available
Multilingual Weightroom Attendant	Newton		Multilingual attendant on-site @ Newton for approximately 8 hrs. per week in Summer and Fall.	CLS	Adults	Free	Not Available
Out trips for isolated seniors		D	Bus trips to Burnaby Museum and Christmas Lights Display for Shut-in Seniors in Guildford Area – Fall 2006	CLS, Seniors Support Services	Seniors	Free	App. 30
Cultural Celebration	Guildford		Held at the Guildford Recreation Centre on Dec 10 2006, a celebration highlighting different cultures. Events of the day included, arts and crafts, ethnic dance performances, sports from around the world and a ping pong tournament	CLS	All	Free	Approximately 200
Cultural Programming	Fraser Heights		Held at the Fraser Heights Recreation Centre from June –Dec 2006. Programs included Chinese Story telling, calligraphy, Famous Chinese emperors and Art classes taught in both English and Chinese	CLS	All	Low cost	6-12 per class
Youth Cultural Cooking Nights	Guildford Fleetwood	D	Monthly cooking nights in the Guildford /Fleetwood Youth Lounge with a cultural focus.	CLS	Youth	Free	6-8 per class
Refugee Workshop	All		Training for staff working with refugee families. Sensitivity and awareness training on the unique experiences of refugees in Canada and strategies on how to engage these groups into their communities.	Ministry of Health, Options, Ministry of Attorney General, Ministry for Children & Families, ECD partnership	Families	Free	25

ACTIVE CITY

Program	Town Centre	Area	Description	Key Partners	Age Group	Cost	Average # of Participants
"On the Move" Workshop		AC	New in November 2005 - hosted a ½ day workshop in November aiming to increase awareness and improving opportunities to engage inactive girls and young women ages 9-18 to participate in sport and physical activity	Surrey & other municipality staff/instructors, representatives from sport and non-sport organizations, and YMCA	9-18	Free	Approx. 25

SAFETY (FACILITIES & GREENSPACES)

Program	Town Centre	Area	Description	Key Partners	Age Group	Cost	Average # of Participants
Newton Volunteer Safety Patrol	Newton	SFG	Operating out of office space at the Newton Arena/Community Recreation Centre		Adult Volunteers	Volunteer-Led \$10,000 City Contribution	Currently one paid coordinator and a team of 15 volunteers with ongoing recruitment & training to build volunteer team.
Clean-Up Day	Guildford	SFG	clean up beautification and community barbeque to enhance green space to North of Guildford Rec. Centre – Summer 2006	SPR&C, Community Residents and Community Volunteers and Commercial/Business Staff	All Ages	Free	Spring 2006

Osteoporosis Workshop		SFG	Seniors' workshop designed to educate seniors on the prevention, and harm reduction of exercise in Osteoporosis	Woman's Hospital, Osteoporosis Society, Bone testing, London Drugs and osteo fitness instructor	Seniors	No charge	approx. 20
Community Safety Forum	Guildford / Fleetwood	SFG	Forum to create community discussion on safety issues related to Guildford, Fleetwood, Fraser Heights areas. Topics included Grow-Up Eradication Plan from Fire Dept., Drug education / discussion for parents and internet safety seminar.	RCMP, Fire Dept., Community Volunteer Patrol, Surrey Crime Prevention	All Ages	Free	App. 60 +
Health/safety fair	Newton	SFG	15 community agencies joined with the Newton Seniors Centre to educate seniors on safety in the community	15 different groups including ICBC, RCMP, Volunteer Patrol, Surrey Crime Prevention, Seniors Support Services, CNIB	Seniors	No charge	approx. 50

PLAN FOR THE SOCIAL WELL-BEING OF SURREY RESIDENTS



This handout contains a summary of the Stage 1 and Stage 2 Action Plans - components of the Plan for the Social Well-Being of Surrey Residents.

Stage 1 contains the 5 Issues Elements for which the City Has Primary Responsibility, and includes the Key Gaps and Recommendations.

Stage 2 contains the 25 Issue Elements for which the City has Limited, Secondary or No Responsibility, including Key Gaps and Recommendations.

STAGE 1 ACTION PLAN

Issue Element: Creating a Child and Youth-Friendly City

Key Gap(s): Need for resources to identify urban design, policies, community services and processes that will advance the development of a “child and youth friendly City”

Recommendations – Short-term:

- **Prepare (a) terms of reference for and commence a process towards developing policies** that will assist in ensuring that child and youth friendliness is one of the key objectives pursued in the decisions about the continuing development and services delivered by the City. The process should:
 - Engage the community, City-based committees, and youth;
 - Build on processes that are currently underway in defining and implementing child and youth friendly objectives; and
 - Build awareness of existing practices that promote a child and youth friendly City.
- **Promote the Surrey “20% by 2010” Campaign** with a particular focus on children and youth.

Recommendations – Long-term:

- **Amend the Official Community Plan, other plans and appropriate City by-laws** to include “child and youth friendly” policies and provisions developed through the process identified in the short-term actions and as approved by Council.
- **Develop a communication strategy** to promote the enhanced child and youth policies and provisions being implemented by the City
- **Implement “child and youth friendly” features in civic facilities** and infrastructure and continue to enhance the delivery of child and youth friendly programs and services.

Issue Element: Programs and Recreation for Children and Youth

Key Gap: Need to ensure equitable opportunities for programs and services for children and youth throughout the City, both in the geographic and economic sense.

Key Gap: Need for recreation programs, and library programs and services inclusive of the specific needs of Surrey's diverse population, including ethno-specific programs for children, youth and families.

Key Gap: More free or low-cost recreational opportunities activities for youth, (including ethno-specific youth services) to provide a range of engaging programs and services

Recommendations – Short-term:

- **Commence a process to identify cultural and ethnic, geographic, and socio-economic groups experiencing gaps** in recreation and library programs and services currently offered by the City, and
- **Commence development of a strategy to enhance programs and services** provided by Parks, Recreation and Culture Department and the Surrey Public Library to address the gaps identified in the aforementioned process. The strategy should build on existing, as well as new partnerships with the Surrey School District, community agencies, the private sector and senior governments to maximize the resources and benefits to the community.

Recommendations – Long-term:

- **Design recreation and library programs and services** to address gaps identified through the short-term actions.
- **Develop outreach and awareness building approaches that focus on the new opportunities in recreation and library services** where gaps have been identified and changes in programming have been made; and develop a process for community feedback and on-going monitoring.
- **Explore the potential for neighbourhood hubs/houses/family resource centres** based on community partnerships.
- **Continue to build partnership arrangements between the City and the Surrey School District around the use of all public facilities** to ensure effective use of all facilities and to maximize community benefits.

Issue Element: Initiatives to Encourage Citizen Engagement with Social Issues and Social Planning Activity

Key Gap: Need for more initiatives and processes to increase citizen participation in addressing social issues

Recommendations – Short-term & Long-term::

- **Continue to support and enhance youth engagement processes** in which youth have a meaningful and on-going role in providing input to City services and programs and policy development of interest to youth.
- **Communicate current initiatives** in youth engagement
- **Maintain and expand consultation with the community** on issues related to the social well-being of Surrey residents, and in the development of social policies relevant to the City's mandate and resources.
- **Review the City's current approaches and staff resources** with respect to its ability to maintain and enhance its dialogue with social service organizations, social interest groups and processes.
- **Develop a communication strategy to share information with stakeholders and the general public** on issues and City responses affecting the well-being of Surrey residents, and on the City's efforts and involvement in these areas. Ensure that this communication strategy accounts for the diversity of languages spoken in Surrey.

Issue Element: City Clean-Up Programs & Civic Pride Initiatives

Key Gap: Need for enhanced public education and additional resources for clean-up initiatives and civic pride.

Recommendations – Short-term:

- **Study options and possible community partnerships** for expanding and/or promoting programs such as:
 - City Clean-up Program
 - Adopt-a-Street Program
 - Anti-Graffiti / Spirit of Youth Program
 - Partners in Parks Program
 - SHaRP Program
- **Continue to include and enhance standards** in by-laws and plans for street and median beautification.
- **Use the new City of Surrey ‘Green City Reserve Fund’** to enhance the aesthetics of the City and civic pride

Recommendations – Long-term:

- **Expand the City clean-up programs** based on the evaluation of the options identified under short-term actions.
- **Communicate with citizens** around existing and enhanced clean-up programs and opportunities for disposal of unwanted materials, recyclables and garbage.
- **Explore additional ways to foster citizen engagement** in maintaining and enhancing the ambience of neighbourhoods throughout the City.
- **Develop a “civic pride” program.**

Issue Element: Ethno and Culturally Appropriate Services, Opportunities and Programming

Key Gap: Need for more culturally sensitive approaches to service delivery within municipal programs and greater promotion of the benefits of cultural and ethnic diversity

Recommendations – Short-term:

- **Expand the Terms of Reference for the Cultural Opportunities Working Group** (made up of staff representatives from each City department) to develop and assist in implementing culturally sensitive approaches to City services and work place practices, including but not limited to:
 - Establishing approaches and recruitment practices to foster a City workforce that is reflective of the diverse population of the community;
 - Ensuring the City’s communications are accessible and easily read and understood by those Surrey residents which are the intended audience of the communication;
 - Ensuring a welcoming environment for all residents regardless of ethnicity;
 - Celebrating religious/cultural events important to Surrey residents and staff;
 - Developing training initiatives to increase diversity awareness for staff
- **Ensure that the Cultural Opportunities Working Group** produces an annual report that details its activities and progress for Council
- **Improve outreach communications and networking** with ethnocultural communities and organizations

Recommendations – Long-term:

- **Develop and implement policies and budgeting practices** that would ensure that the City operates in a culturally sensitive manner.
- **Develop a strategic plan** to foster ethno-cultural inclusiveness in Surrey

STAGE 2 ACTION PLAN

STAGE 2 ACTION PLAN

The Stage 2 Action Plan focuses on Elements for which the City has Limited, Secondary or No Direct Mandate or Legislative Authority. Therefore the Plan identified the three primary roles that the City can play in facilitating solutions. The numbering of the recommendations in the accompanying handouts (A.1 to C.5) reflect these primary roles. They are:

A. UNDERSTANDING

Acquiring and maintaining knowledge about the issues affecting the city in each of the social service issue areas.

- 1. Organizing forums with social service providers, stakeholders, governments, to facilitate dialogue.**
- 2. Participating on local and regional roundtables, taskforces and other information sharing processes involving social service providers, other orders of government and stakeholders.**
- 3. Reviewing studies, bulletins and reports as they become available to stay abreast of emerging trends and opportunities and funding opportunities relative to social service issues.**

B. ADVOCATING

To seek resolution to issues in the City of Surrey by:

- 1. Sharing information, discussing needs, assisting in developing solutions and establishing priorities with other orders of government, funders and community stakeholders.**

C. SUPPORTING

The implementation of solutions to social service issues through actions that are within the City's mandated responsibilities, including such actions as:

- 1. Providing planning support to ensure solutions are effective in addressing gaps and meeting community expectations.**
- 2. Developing locational guidelines for different types of social service facilities.**
- 3. Establishing suitable zoning provisions to accommodate needed facilities.**
- 4. Facilitating the implementation of needed programs and projects through the development and building approval processes.**
- 5. Providing some seed money/resources toward the start-up, design and/or implementation of a program or project focused on address a social service gap.**

Housing & Homelessness

Issue Element: Emergency Shelter Services for Youth

Key Gap(s): No readily accessible shelter beds for youth, approximate amount needed: 25-50 beds. Need for a temporary shelter for youth that is accessible without Ministry referral, as well as other forms of assistance for teens considered too old for Ministry support.

Issue Element: Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults

Key Gap(s): Estimated need for 100 additional year-round shelter beds for adults.

Issue Element: Transitional Housing Services

Key Gap(s): Need for 300 additional transitional housing units, including approximately 25 units for aboriginal families, 50 – 100 units for young women leaving the sex trade, and 40-50 units for adult men and women. The need for units for youths and culturally appropriate/specific units were also identified.

Issue Element: Supported Housing Programs

Key Gap(s): Approximately 200 supportive housing units were required for persons with mental health and other issues, including a particular need for units serving people with concurrent disorders (mental illness and addiction)

Issue Element: Low Income Housing for the Homeless, Families and Singles

Key Gap(s): Gap in purpose build affordable housing. Approximately 5000 additional units are needed in Surrey.

A2 Continue to participate on the:

- Surrey Homelessness and Housing Taskforce;
- Regional Steering Committee on Homelessness; and
- Other related forums (i.e. the Mayor's Taskforce on Homelessness)

A2 Encourage public education around homelessness and solutions to homelessness.

A2 Encourage the establishment of a Housing and Homelessness Foundation.

A3 Monitor funding opportunities and policy directions by other levels of government and others in relation to the identified gaps (i.e. the proposed New Canadian Housing Framework) and inform appropriate taskforces and roundtables.

B1 Facilitate the establishment of an intergovernmental roundtable to address, among other issues, the social service gaps related to housing and homelessness.

C2 Develop locational guidelines for shelters and transitional housing projects.

C3 Review zoning provisions in order to accommodate and integrate needed facilities in the City.

C3 Identify opportunities to further encourage affordable housing development and preserve affordable housing stock, including secondary suites, and maintaining stock preservation initiatives and zoning support.

C4 When locational guidelines are developed, include them in the terms of reference for the Neighbourhood Concept Plan (NCP) planning process.

C6 Develop a policy and program to provide some seed money towards the implementation of solutions for housing gaps (e.g., Phoenix House), possibly using the Affordable Housing Reserve Fund as a source of funding.

Issue Element: Service Coordination Responsibilities

Key Gap(s): Need for one-stop service/information resource including outreach services to build awareness of available programs for persons with low-income and at-risk of homelessness

Issue Element: Outreach Programs to the Homeless, Drop-In Centres, Youth

Key Gap(s): Participants reported a lack of programs specific to homeless men and women experiencing personal and health related challenges. There was also a shortfall for after-hours services, and particular for after-hours youth drop-in centre and outreach services

Issue Element: Employment Programs as a Means to Prevent Homelessness

Key Gap(s): Pre-employment programs require additional capacity to reduce current long wait lists; there is also a need to increase awareness and education about available programs

- B1** Advocate to other levels of government the need to provide additional resources to:
- Support the establishment of a one stop service/information resource for persons on low-income, at risk of losing shelter;
 - Provide adequate outreach programs and drop-in centres as an entry point for homeless persons seeking assistance;
 - Expand pre-employment programs by:
 - a) Involving the private sector, through projects such as Project Comeback, and a coordinating group such as a Housing and Homelessness Foundation; and
 - b) Increased provincial program funding.

Substance Abuse & Addiction Action Steps

Issue Element: Residential Addiction Treatment for Youths

Key Gap(s): Need for approximately 140 substance abuse youth beds in Surrey and approximately 500 for the Fraser Health Region

Issue Element: Recovery Treatment Services

Key Gap(s): Absence of regulations, capital and operating funding for recovery houses. More treatment and recovery services are needed for women and families. More public education is also required

Issue Element: Outreach & Support Programs for At-Risk & Substance Users

Key Gap(s): Need outreach and support programs for at-risk and substance users that work a) with women and men in the sex trade in Surrey, and b) assist gambling addicts.

Issue Element: Alcohol & Drug Treatment for Youths

Key Gap(s): More services needed for substance abuse counseling, services/treatment linked with education and drug abuse prevention programs designed and implemented with a youth perspective.

Issue Element: Prenatal Education & Support Programs re: Drug use

Key Gap(s): Need to address current wait lists (six weeks to two months) for existing prenatal education and support programs, as well as a need to extend the postnatal support period and to provide supportive housing for pregnant women

A1, A2, B1

Facilitate the establishment of a Roundtable that includes Fraser Health, the Ministry to Health and other government and community stakeholders to facilitate a proactive dialogue towards understanding and determining a continuum of programs and services:

- (a) For youth - addiction treatment and reintegration of affected individuals as productive members of the community so that all gaps are addressed;
- (b) For adults - effective programs and regulations for support recovery houses to assist affected adults in achieving recovery and reintegration as productive members of the community;
- (c) Pre-natal education and support programs for at-risk women; and
- (d) Outreach and support programs for adults at risk of addiction or currently suffering from addiction.

C1, C2, C3, C4, C5

Provide support as required based on the results of the round table discussions.

Children & Youth: Action Steps

Issue Element: Culturally Appropriate Early Childhood Education/Development Programs

Key Gap(s): Lack of awareness of existing childcare and early childhood development programs by many residents, especially new immigrant families. There is a specific gap in childcare and early childhood development for families with seasonal workers

Issue Element: Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming

Key Gap(s): Shortfall in senior government funding for affordable and accessible childcare, early childhood development and education services. Need for extended hours, ethno-specific and ESL childcare programs and services

A2

- Participate at the "Make Children First" community planning table.
- Support initiatives that address capacity deficiencies on a neighbourhood/community basis.
 - Encourage community organizations; such as the Make First Children community planning table and others, to raise awareness about existing childcare resources and early childhood development programs and services, with a special focus on the needs of immigrant families.

B1

Encourage the other orders of governments to continue to support and expand, as a high priority, the development of childcare resources.

C1, C2, C3, C4

- Provide support as required based on the results of the discussions at the Make Children First community planning table, and provincial funding for additional childcare resources.
- Develop and review the zoning by-law and locational guidelines for childcare related facilities to support their development, proper distribution and effective integration in the City.
- Where locational guidelines are developed include them in the Terms of Reference for the NCP planning processes.

Issue Element: Child Poverty Alleviation

Key Gap(s): Advocacy by municipal government to champion the issues/problems related to child poverty and the long-term impact on child/adult development

Issue Element: Counselling and Support Services for Families and Children with Behavioural and Mental Health and Attachment Issues

Key Gap(s): Shortage of in-patient beds for youth with mental health issues, an estimated 20 additional beds required. Other gaps were identified in early intervention and family counseling services

B1

Facilitate the establishment of an intergovernmental roundtable to address, among other issues, the social service gaps related to:

- Child poverty; and
- Additional in-patient beds for youth with mental health issues.

Crime & Public Safety Action Steps

Issue Element: Initiatives to Deal with Seniors Abuse

Key Gap(s): Need for focused outreach and dissemination of materials on elder abuse, especially to immigrant and ethnic communities

B1, C1, C5

- Research available information on ways to foster safety and security for the elderly.
- Raise awareness on elder abuse including information on immigrant and ethnic communities by making information available on the City's website and at community facilities, particularly in the areas where seniors programs are provided.
- Continue providing opportunities for seniors' peer counselling through the Parks, Recreation and Culture Dept.

Issue Element: Initiatives to Deal with Family Violence

Key Gap(s): Need for additional/renewed funding to women's centers and legal aid societies

B1

Prepare a UBCM resolution for Council consideration advocating that senior governments restore funding to support Women's Centres and Legal Aid; and that senior governments complete the appropriate studies to understand the needs in this regard in the City of Surrey.

Issue Element: Peer Support Programs to Deter Crime

Key Gap(s): More free or low-cost recreational opportunities activities for youth, (including ethno-specific youth services) to provide a range of engaging programs and services

Issue Element: Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity

Key Gap(s): Better use of existing community resources (i.e. BlockWatch) and better coordination and information exchange between community organizations and agencies dealing with CRIME (including gang activity) and crime prevention

A1, B1

- Approach the Surrey School District and Surrey RCMP to discuss and support initiatives that mitigate and prevent youth involvement in gang-related activities.
- Through the Parks, Recreation and Culture Dept and Public Library, provide programming and opportunities for healthy alternative activities for youth during a broad range of hours.
- Work with the RCMP, community organizations, and neighbourhoods to ensure reasonable coordination of crime prevention projects in Surrey.

Community Development and Diversity Action Steps

Issue Element: Public Transportation and Access

Key Gap(s): Insufficient public transit services, including lack of services and intercommunity connections and poor coordination with services outside of Surrey. A lack of sufficient HandiDart services resulting in limited options for persons with disabilities. There is also a need for taxis equipped with baby car seats, more park-and-ride services, and better signage for the municipal roadways

A1, B1

- Work with TransLink as part of the South of Fraser TransLink Review to address the identified gaps.

C3, C4

- Review traffic engineering policies in partnership with TransLink to allow transit services to be implemented efficiently and effectively in all neighbourhoods in the City.
- Apply transit friendly policies in the NCP planning processes.

Issue Element: Life Skills and Educational Training

Key Gap(s): Need for life skills programs, supported education and employment, particularly for persons with learning disabilities and mental health concerns

B1

- Request the School District and appropriate provincial ministries to complete studies to better understand the gaps in life skills training for adults that have not completed high school; and
- Request that the appropriate Provincial ministries implement the needed life skills programs, education and employment opportunities, particularly for persons with learning disabilities and mental health concerns.

Issue Element: Community Economic Development Initiatives

Key Gap(s): Lack of municipal support and networks for home-based businesses and lack of support for entrepreneurialism; lack of banking services for low-income persons

A1, A2, B1

- Engage with the Surrey Chamber of Commerce and other interested individuals/entities in developing a 'small business' lens on city zoning and licensing regulations.

C1, C2, C3, C4, C5

- Undertake amendments to City By-laws and policies as required, within the City's mandated responsibilities and resources, based on the results of the work with the Surrey Chamber of Commerce and interested individuals/entities.

Issue Element: Nutrition & Food Programs

Key Gap(s): There is a need to ensure sufficient capacity of food banks and food/nutrition programs, the need for affordable meal programs and for ethno-specific food service options

A2

- Participate in community planning process/networks such as the Surrey Food Policy Network to address the needs for adequate distribution of food resources to those in need.

C1, C2, C3, C4, C5

- Provide support as required, within the City's mandated responsibilities and resources, to implement the results of the recommendations from the Surrey Food Policy Network and other forums.

General Recommendation for the City of Surrey:

- **Develop an Annual Report to Council on the implementation of the Action Plan** in order to communicate what has been achieved and to seek Council endorsement or direction on specific future actions on the implementation of the Plan.