

**Present:**

Chair: Mayor Hepner  
Councillor Steele  
Councillor Villeneuve  
Councillor Gill  
Councillor Hayne  
Councillor LeFranc  
Councillor Martin  
Councillor Starchuk  
Councillor Woods

**Absent:****Staff Present:**

Chief Superintendent, OIC, Surrey RCMP  
City Manager  
City Clerk

**A. ADOPTION OF MINUTES****1. Public Safety Committee – February 29, 2016**

It was

Moved by Councillor LeFranc  
Seconded by Councillor Villeneuve  
That the minutes of the Public Safety

Committee meeting held on February 29, 2016, be adopted.

Carried

**B. COMMITTEE REPORTS****RCMP DETACHMENT****1. SMART – Collaborative Risk Driven Community Safety Models Presentation**

Inspector Ghalib Bhayani, RCMP, Morten Bisgaard, Ministry of Social Development and Social Innovation, and Jodi Sturge, Director, Lookout

The following comments were made:

- There are a number of key players involved in Surrey's SMART initiative;
- The typical SMART client is 16 year old female, pregnant, with addiction issues, homeless, victim of emotional/physical violence, poverty and lacks education;
- On target to undertake 120 interventions this year;
- SMART is a collaborative initiative, it is not just RCMP led;
- In 2014, prior to the SMART Model, there were over 170,000 calls for service with 37.1% identified as chargeable offences and the other 60% of the calls for service being a challenge to respond to;

- The 60% calls for service were identified as broader social issues such as poverty, mental health, homelessness and addictions, and as a result an Environmental Scan of the City Centre (Whalley) Area was conducted to understand the key issues in a geographic specific area;
- As part of the scan, 135 businesses were canvassed and 75 individuals who live in this area were interviewed, with the results highlighting the broader social issues of mental health disorders, homelessness and addictions;
- The scan solidified the need for a coordinated solution, not just a police approach and looking at what our partners would look like;
- Through the Environmental Scan, key partners and stakeholders were identified and engaged, an inventory of committees, agencies and groups was compiled to determine how best to streamline all of the work in a collaborative manner;
- In building a Surrey model, research of best practices out of Ontario and Saskatchewan was undertaken;
- The HUB model from Prince Albert was identified as a good model to replicate and following an extensive literature review, everything pointed to the Prince Albert model;
- It was determined that investment of resources was needed upstream in the coordinated prevention of negative outcomes, rather than a downstream response to incidents once they occurred;
- What is HUB?
  - Multi-sectoral community mobilization;
  - Collaborative mechanism to respond to situations of acutely elevated risk;
  - A model in which all parts of the Criminal Justice System and human services systems contribute to address the full spectrum of community safety;
  - Not a policing model, it operates on the simple principle that “if something bad is predictable, it is also preventable”; and,
  - A community safety model designed to improve a much broader set of social outcomes including crime, violence and victimization.
- HUB is a highly purposive and disciplined discussion that takes place once or twice a week for 90 minutes; it is a rapid intervention within 24 to 48 hours of a discussion taking place; it is the collaboration of service providers to connect those at risk with timely and appropriate supports;
- A consultant was hired to meet with all of our partners to discuss HUB Models and worked with the project lead on advancing a Surrey specific model with the pilot focused in the City Centre;
- With regards to confidentiality, it was determined that information sharing was identified as a barrier, and as such RCMP sought legal advice from Department of Justice and City of Surrey legal services, and also consulted with the Privacy

Commissioner, resulting in a Privacy Impact Assessment which complies with provincial legislation surrounding information sharing;

- Common Integrated Program Agreement was developed to ensure that all parties agreed that the main purpose was to save lives lawfully; a confidentiality agreement was signed off by all involved;
- The platform/framework has been created for this model that will be shared with other cities;
- From the start, communication was very important, as everyone involved needs to receive the information, not just at the higher level;
- Signs of success of the program include the following:
  - Breaking down long standing institutional barriers, clients are for the most part responding positively to collaborative interventions;
  - Clients gain access to services previously out of reach or unknown to them before harm occurs; and,
  - Risk in most SMART discussions is lowered from acutely elevated to more manageable levels, which in turn lowers the severity and probability of harm.
- Immediate outcomes of the program include the following:
  - Enhanced inter agency working relationships, effectively working together to address complex needs;
  - Building upon client history, case plan and agency rapport;
  - A relaxed, coordinated and timely intervention; and,
  - Connecting and supporting high risk individuals to services – like connecting the dots – intention is to do a follow-up within 48 hours; addressing barriers to accessing and navigating services; lowering risk to a more manageable level, lowering the severity and probability of harm.
- A number of success stories were highlighted, illustrating the value of the program in agencies working together at the table and referring clients to support and medical services and in some cases providing much needed housing;
- Evaluation is critical, as such there needs to be good fulsome data to support this model in terms of short-term, intermediate and long term successes;
- Initial successes include the following:
  - Agencies working together to serve diverse needs of the same client;
  - Seeing clients relax during an intervention because they realize service providers are there to support them rather than tell them what to do; and,
  - Connecting high risk individuals to services that they have previously not been able to engage.
- Anticipated Intermediate successes include the following:
  - The individuals who are frequently the focus of Hub discussions start to make changes in their lives;
  - Fewer calls for service, fewer emergency room visits and fewer reports of violence;

- A reduction in risk factors among discussion subjects; and,
- Entry into the justice system is prevented.
  
- Long term successes will include the following:
  - Citizens live safer, healthier lives;
  - Lower crime, less truancy, less fear and healthy parents; and,
  - Increased public safety and wellness in Surrey, BC.
  
- It is important to note that over 1/3 of clients are connected to services, the average number of risk factors of a Surrey SMART client is 8.22, with the top three risk factors being housing, drug use and mental health;

During discussion the following comments were provided:

- Although the SMART program focusses on City Centre, can the referral program be used to refer individuals that could be helped who are outside of the City Centre? In response, RCMP noted that the challenge is the size of Surrey in general and they are not adverse to looking outside the City Centre, with the further goal of expanding the program;
  
- RCMP noted the most significant demand on Calls for Service were from City Centre and as such the program was launched with a City Centre focus; RCMP and all involved partners are for expansion, but the challenge would be getting new partners/representatives of the various partner agencies;
  
- RCMP staff confirmed that success is being tracked via every individual client, as clients are issued an ID number and tracked as part of the plan and evaluation;
  
- The joint referral aspect of the program is revolutionary;
  
- In response to member query, delegation confirmed that the program is not age restrictive, and that seniors in need can be captured by this program; it was noted that maybe additional agencies would be brought to the table to ensure needs of a senior client would be met; and,
  
- Although a better job is being done relative to navigating and letting people know what services they have and which ones can help them, the intention of the evaluation will be to identify any institutional gaps.

## 2. Update on Investigation of Shots Fired

Bill Fordy, Assistant Commissioner, OIC

The following comments were made:

- There has been a significant issue in the last 5 weeks with regards to young males engaged in street level violence; in last week's press conference the RCMP announced that 5 arrests were made and a number of guns were seized;

- Operational plan is very focused and involves the utilization of RCMP and outside partners collectively looking at what the most significant risks are to the community;
- It is important to not lose sight of other key issues, and that it has been an all hands on deck approach since the tragic murder of Julie Pascal;
- Updated statistics are reviewed on a weekly basis, and at this point there is a 5% reduction in violent crime and a 13% reduction in property crime;
- One of the key issues the RCMP and its partners are aligned on is the need to engage in intervention and prevention work; and,
- As one of the root causes is the proliferation of guns, the RCMP is working with many agencies to remove guns from the street.

During discussion the following comments were provided:

- In response to a query about the cooperation with the investigation, RCMP advised that in spite of the pressure the RCMP is under, in the past there was a wall of silence but now the RCMP is in a better position in general terms, as the speed of the investigation is much quicker than a year ago;
- In terms of resources, the RCMP noted that they are working within the allocated budget and that issues of overtime have not stopped the RCMP from responding;
- In response to a query whether RCMP resources have been deployed in light of recent terrorist attacks, RCMP confirmed that there are currently 4 officers working in the Middle East and that the RCMP has always helped and been engaged, but local officers are not being taken away from specific work;
- In terms of intervention, the RCMP have looked back in time of clients to determine if RCMP involvement would have changed the trajectory of the people's lives and actions;
- RCMP advised they will be bringing the motivational stories to a larger audience about the impact that they experienced, as the issue is not just about enforcement and instead looking at solving issues at an earlier part in their life; RCMP is working to enter schools at an earlier phase in kids' lives and start building the rapport as early as possible; and,
- There are various initiatives that work on addressing the front end, such as a mentor program initiated by Frank Giustra, a philanthropist, where successful executives are connected with young boys that may be going down the wrong path, to serve as mentors.

**DIRECTOR, PUBLIC SAFETY STRATEGIES****3. Item No. P003 Public Safety Strategy Development – Update 2**

It was Moved by Councillor LeFranc  
Seconded by Councillor Hayne  
That the Public Safety Committee receive  
report P003 entitled "Public Safety Strategy Development – Update 2" as  
information.

Carried

During discussion, staff advised that the response thus far has been very positive to the public information requests. In response to Council, staff advised that the proposed timelines would be reviewed and ensure that the public campaign leading to the release of the Public Safety Strategy will not be undertaken during the summer months.

**4. Item No. P004 Update on Canadian Municipal Network on Crime Prevention**

It was Moved by Councillor Villeneuve  
Seconded by Councillor Woods  
That the Public Safety Committee:

1. Receive Report P004 entitled "Update on Canadian Municipal Network on Crime Prevention" as information; and,
2. Officially endorse our City's active engagement in the inter-municipal exchange program federally funded by the National Crime Prevention Centre (NPC) for the next three years as part of our Public Safety Strategy.

Carried

Staff confirmed that Canadian Municipal Network on Crime Prevention is an important network, as it has assisted in staff's best practices research for the strategy development process.

**C. NEW BUSINESS**

It was noted that a community consultation forum is being held on April 18<sup>th</sup> at the Bell Theatre with a focus on youth and violence.

**D. OTHER BUSINESS****E. NEXT MEETING**

The next meeting of the Public Safety Committee is scheduled for June 20, 2016.

F. ADJOURNMENT

It was

Moved by Councillor Villeneuve  
Seconded by Councillor Steele  
That the Public Safety Committee meeting

do now adjourn.

Carried

The Public Safety Committee adjourned at 12: 46 pm

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Jane Sullivan, City Clerk

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Mayor Hepner, Chair