

Corporate Report

NO:

COUNCIL DATE: December

C013
13, 2004

COUNCIL-IN-COMMITTEE

TO: Mayor & Council DATE: December 7,
2004

FROM: General Manager,
Planning and Development FILE: 5080-00

SUBJECT: Plan for the Social Well-Being of Surrey
Residents - Status Report

RECOMMENDATION

It is recommended that Council receive this report as information.

INTENT

The purpose of this report is to update Council, regarding the status of work associated with the preparation of a Plan for the Social Well-Being of Surrey Residents (the "Plan") and to present the list of social service elements that will be included in the Plan. The report will also advise Council regarding the next steps in the Plan development process.

BACKGROUND

On April 26, 2004 Council considered Corporate Report No. R097 and approved a terms of reference for the development of a Plan for the Social Well-Being of Surrey Residents. When completed, the Plan will provide direction for the City's future actions relative to the social well being of the City's residents. A copy of Corporate Report No. R097 and the related terms of reference for the Plan are attached as Appendix "A". The key aspects of the terms of reference are summarized below:

- The Plan will focus on the following five key issue areas, considered most important to the social well-being of Surrey residents at this time:
 - Housing and Homelessness;
 - Substance Abuse/Addictions;
 - Crime/Public Safety;
 - Children and Youth;
 - Community Development and Diversity.
- Each of these issue areas was to be further refined through the planning process, by identifying the most critical social service elements that fall within that issue area.
- The Plan is to include three interrelated components, each building on the information of the previous components, as follows:
 - **Development of a Social Responsibility Matrix** – For each social service element in each issue area, the

responsibilities of the various levels of government and community organizations are to be identified and an analysis is to be undertaken, regarding the demand for the service within the City and the supply of the service currently available within the City;

- **Gap Analysis** – Under this component, the disparity between the demand for and supply of, each social service element will be documented and duplication of or overlap in the delivery of service programs and services will be identified;
 - **Preparation of an Action/Implementation Plan** – Based on the gaps and overlaps identified in the Gap Analysis, recommended actions will be identified and prioritized in relation to each of the social service elements included in the Plan.
- The Plan is to be developed under the direction of all of City Council, with the responsibility of preparing the Plan resting with an interdepartmental staff taskforce, assisted by consultants, as required.

Since Council's endorsement of the terms of reference for the development of the Plan a number of activities have been completed. A staff taskforce has been established. The taskforce prepared documents and completed a Request for Proposals ("RFP") process for the purpose of retaining a suitably qualified consultant to assist the City with the preparation of the Plan. This process resulted in the Social Planning and Research Council of BC ("SPARC BC") being retained to assist with the development of the first two components of the Plan, the Social Responsibility Matrix and the Gap Analysis. The work undertaken since the consultant was retained is documented in the following section of this report.

DISCUSSION

A. Completion of the Initial Research Phase of the Plan

Literature Review and Identification of Social Service Elements (Sub-issues)

The consultant completed a comprehensive review of documents produced by various organizations, agencies, other levels of government and the City, related to the to five key issue areas that are to be addressed by the Plan. From the literature review and initial work with the staff taskforce, the consulting team identified 94 separate social service elements, or sub-issues, under the five key issue areas that were considered applicable to the City of Surrey. These 94 elements are listed in Appendix "B".

Given the time frame available for the development of the Plan and to ensure that the Plan was manageable in its implementation, the consultant team advised that only 25 to 30 social service elements should be included for further study in the Plan. The elements not selected for inclusion in the Plan at this stage will be documented in an Appendix to the Plan and may be analyzed at some time in the future, as resources are available.

Focus Group Session to Assist with the Selection of the Priority Social Service Elements

To decide which of the 94 social service elements would be included in the Plan, the consultant recommended that key community representatives be invited to attend a focus group session. At this session, the social service elements under each key issue area would be prioritized and the top priorities in each key issue area would then be selected for further study and inclusion in the Plan. The focus group session, held on October 27, 2004 at the Newton Public Library, involved 21 representatives from community, social service, government and education organizations, along with a limited number of City staff from the staff taskforce. The representatives invited to the session had a significant breadth of knowledge in relation to social issues within the community. The participants at the focus group session are listed in Appendix "C".

The task of the focus group session was two-fold. Firstly, the group was requested to review the social service elements under each key issue area to confirm that the list was complete with respect to the City's needs and demands in that issue area and, secondly, to identify 25 to 30 of the social service elements across the five key issue areas that would form the basis for the development of the Plan.

The consultant facilitated the focus group session and prepared a summary report of the session and its findings, which includes:

- An overview of the focus group discussion and methodology for ranking the social service elements;
- A description of the 31 selected social service elements across the five key issue areas; and
- The list of the initial 94 social service elements in the order they were ranked by the focus group session.

Consultant's Summary Report of Focus Group Session

The consultant's summary report is attached as Appendix "D". The ranking order of the 94 social service elements is attached as Appendix "B". The elements listed above the heavy black line in each of the key issue area were selected as the social service elements that would be studied in more detail and would form the basis for the development of the Plan.

Focus groups participants first reviewed and verified the completeness of the list of preliminary social service elements and noted any additions or deletions. Several changes in wording were made and a few social service elements were added to the list through this process. Several social service elements were considered to be sufficiently underway or already being implemented in the City and were, therefore, removed by focus group participants from the preliminary list of elements.

Once the focus group was satisfied as to the completeness of the list, the consulting team directed the participants to select (vote) for their choice of 30 priority social service elements, based on their individual experience and knowledge of social needs in Surrey. Each participant was provided with 30 votes, to be placed on the social service elements that the participant considered most important from the perspective of the City's residents. This voting process resulted in five to nine social service elements being identified as having the highest priority in each of the key issue areas, with a total of 31 priority social service elements being selected from across all five of the key issue areas.

List of 31 Social Service Elements Identified for In-Depth Study

The following is a list of the selected social service elements under each key issue area:

Housing and Homelessness

1. Emergency shelter services for youths (year round), also aboriginal youths;
2. Low income housing for the homeless;
3. Emergency shelter services for adults (year round), also aboriginal adults;
4. Low income housing for families and singles;
5. Supported housing programs;
6. Employment programs as means to prevent homelessness;
7. Service coordination responsibilities (one-stop services);
8. Transitional housing services; and
9. Outreach programs to the homeless, drop in centres, youth.

Substance Abuse/Addiction

1. Alcohol and drug treatment for youths;
2. Residential addiction treatment for youths;
3. Prenatal education and support programs re: drug use;
4. Outreach and support programs for at-risk and substance users; and
5. Recovery treatment services.

Children and Youths

1. Counselling and support services for families and children with behavioural, mental health and attachments issues;
2. Culturally appropriate early childhood education/development programs, including special needs;
3. Programs and recreation for youths and children;
4. Affordable, accessible quality licensed childcare, preschool programs and family resource programming; and
5. Creating a child and youth friendly city.

Crime and Public Safety

1. Initiatives to deal with seniors abuse;
2. Initiatives dealing with family violence;
3. Initiatives targeting gangs, gang-violence and related criminal activity;
4. Peer support programs to deter crime; and
5. City clean-up programs (parks, buildings).

Community Development and Diversity

1. Public transportation and access;
2. Nutrition and food programs;
3. Community economic development initiatives;
4. Ethno and culturally appropriate services, opportunities and programming;
5. Life skills and educational training; and
6. Initiatives to encourage citizen engagement with social issues and social planning activity.

B. Next Steps

Social Responsibility Matrices and Inventory of Social Services

Based on the 31 social service elements that have been selected, the consultant team will now complete a Social Responsibility Matrix for each of the selected elements. The intent of each such matrix is to identify the roles and responsibilities of the various levels of government and community sectors in addressing the social service element covered by that particular matrix. Concurrently with this analysis, the consulting team is proposing to prepare an assessment, in the form of an inventory, of social programs and services available in Surrey for each social service element.

The Social Responsibility Matrices and social service inventories are expected to be completed early in the New Year and the results will be forwarded to Council for consideration, as part of the next Corporate Report, prior to the next more significant community consultation process.

Public Workshops/Open Houses in the New Year

The focus group session held on October 27, 2004, was the first phase of the public consultation process for the Plan. Broader community consultation is proposed for early in the New Year. This consultation will take the form of five workshops/open houses, one for each of the five issue areas. The workshops/open houses will have two primary purposes as follows:

- To provide Surrey residents and social service organizations the opportunity to review and comment on the draft Social Responsibility Matrices and social service inventory for each social service element to be included in the Plan; and
- To receive information from residents and social services organizations on the gaps in services relative to each of the social service elements, as well as any noted duplications or overlaps experienced in the community with respect to each of the elements.

The results of the workshops/open houses will assist in the preparation of the second component of the Plan, the Gap Analysis.

Gap Analysis

As outlined in the terms of reference for the Plan, the Gap Analysis will identify the potential demand for service within the City in relation to each of the identified social service elements and the supply available in the City of each of the service elements. It will also document disparities between demand and supply and will document areas of duplication and/or overlap in service delivery programs. A report on the Gap Analysis will be provided to Council prior to further public consultation.

Community Forum

The consultant has recommended completing the public consultation process in relation to the first two components of the Plan with a community forum at which additional feedback and comments will be received from the public across all five issue areas of the Plan, along with suggestions with respect to possible solutions and strategies to address the issues. The Gap Analysis and the results of the community forum will form the basis for the preparation of the Action/Implementation Component, which is the third and final component of the Plan. The draft Action/Implementation Component is expected to be completed by early Spring, 2005, at which time a further report, complete with recommendations will be forwarded to Council for consideration.

CONCLUSION

This report summarizes work completed to date in the preparation of the Plan for the Social Well-Being Plan for Surrey Residents, for which Council approved the terms of reference earlier this year. A consultant retained by the City, prepared an initial list of 94 social service elements under the five key issue areas. Of these, 31 elements have

been chosen for in-depth study and will form the basis of the Plan. The next step of the Plan preparation process is the development of a Social Responsibility Matrix for each of the 31 selected social service elements and an inventory of social services available in the City, related to each element. A further report will be forwarded for Council

consideration early in the New Year, which will include the completed Social Responsibility Matrices and social service inventories.

Murray Dinwoodie
General Manager
Planning and Development

BB/kms/saw

Attachments:

Appendix "A" - Corporate Report No. R097

Appendix "B" - List of Initial 94 Social Service Elements with Ranked Values

Appendix "C" - List of Participants, Focus Group Session, October 27, 2004

Appendix "D" - Summary of the Community Focus Group Session, October 27, 2004

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Appendix "A"



Corporate Report

NO: R097

COUNCIL DATE: April 26/04

REGULAR COUNCIL

TO: Mayor & Council **DATE: April 23, 2004**
FROM: City Manager **FILE: 5080-00**
**SUBJECT: Plan for the Social Well-Being of Surrey Residents –
Terms of Reference**

RECOMMENDATION

It is recommended that Council:

1. Receive this report as information; and
2. Authorize staff to proceed with the development of the Plan for the Social Well Being of Surrey Residents,

based on the Terms of Reference attached to this report as Appendix I.

INTENT

The purpose of this report is to obtain authorization from Council to proceed with the work of developing a plan, focussed on the social well being of the City's residents.

BACKGROUND

As a result of the on-going growth and development of the City of Surrey and changing priorities of other levels of government, a number of significant issues are emerging that are affecting, or have the potential to affect, the social well-being of components of the City's population. Further, Council has been increasingly faced with delegations and correspondence requesting the City's involvement in the resolution of social issues and/or opportunities. At this time, although there are a number of City plans and policies (i.e., the Official Community Plan, the Parks and Recreation Master Plan, etc.) that provide some guidance, there is no one document that focuses directly on the "social well-being of the City's residents" and provides a strategy for the City's on-going involvement in this important area. On this basis, this report is recommending that a plan be developed by the City, under the direction of all of City Council, that, when completed, will act as the basis for the City's future actions in key areas toward protecting and enhancing the social well-being of the City's residents.

DISCUSSION

The Terms of Reference, attached as Appendix I, are proposed as the basis for developing "The Plan for the Social Well-being of Surrey Residents" (the "Plan"). Given the significant breadth of the elements or areas that affect the social well-being of the City's residents, it is considered necessary to focus the development of the Plan to those areas that are most critical to the City of Surrey at this time. On this basis, the Terms of Reference focus the Plan on the following five areas:

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

It is further anticipated that the specific aspects that will be addressed by the Plan in each of these general areas will be further refined in the initial stages of work, related to the development of the Plan and will be further addressed in the report that will be forwarded to Council after the completion of the Social Responsibility Matrix. It is considered important to limit the scope of the Plan at this stage to ensure that this initial stage is completed in a timely manner and can be used as a model for future work. In the future, as time and resources allow, the Plan may be expanded to address other social elements or areas.

Public/stakeholder input will be important to the development of the Plan. It is proposed that stakeholders and the general public will have the opportunity to provide input on the Plan during the various stages of its development.

The Terms of Reference call for the Plan to be developed under the direction of all of City Council. A taskforce of City staff (assisted by consultants, as necessary) will be structured to undertake the work of developing the Plan, with a report being forwarded to Council at the end of each stage of the work. It is anticipated that the draft Plan will be submitted to Council in December, 2004.

The costs associated with developing the Plan can be accommodated within the currently approved operating budget of the City.

CONCLUSION

Based on the above, it is recommended that Council authorize staff to proceed with the development of the "Plan for the Social Well-being of Surrey Residents", based on the Terms of Reference attached to this report as Appendix I.

Original signed by

Umendra Mital, P.Eng.
City Manager

MDD:saw

Attachment

Appendix I – Terms of Reference

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Appendix I

Terms of Reference

For the Development of the

Plan for the Social Well-Being of Surrey Residents

1.0 GOAL

To enhance the social well-being of current and future residents of Surrey by:

- **Helping to ensure that all entities responsible for the provision of services related to key areas of the social well-being of Surrey residents, understand the needs of Surrey residents and to encourage these entities to fulfill their responsibilities; and**
- **Having a strategy to effectively and efficiently deliver those services that are within the mandate of local government to provide.**

2.0 OBJECTIVES

To provide an understanding of:

- The mandated responsibilities of each level of government and non government organizations in providing social services to Surrey residents; and
- The social service needs and priorities of Surrey residents and specific population groups.

To advocate on behalf of Surrey residents:

- By motivating and facilitating community groups and government agencies to respond in a timely and

efficient manner to the social needs of Surrey residents;

- By identifying key social issues and bringing these to the attention of the appropriate levels of government for action;
- By improving the City's effectiveness in ensuring that other levels of government fulfill their roles; and
- By identifying and responding to funding opportunities in the area of social services from other levels of government and other areas.

To facilitate the delivery of:

- The City's core services and programs in a manner that supports the social well-being of Surrey residents and the vision of the Official Community Plan;
- The types and level of programs and services the City should be providing relative to community expectations and the City's mandate and resources; and
- Policies, by-laws, land use guidelines, permits and licenses to accommodate the social infrastructure and community services that are the responsibility of other levels of government, or other agencies, such that the needed social service infrastructure is accessible equitably throughout the community.

3.0 CONTEXT

3.1 Legislative responsibility for social services and its funding belongs to Federal and Provincial levels of government.

Based on *The Constitution of Canada* and the *Local Government Act*, the Federal and Provincial governments of Canada are responsible for the delivery of social programs and services to the citizens of Canada. These services include health, welfare, social assistance, housing etc. The mandate of local governments, in relation to social programs and service delivery, is very limited. This is also reflected in the sources and magnitude of revenues available to local governments, relative to senior governments in Canada. The Provincial and Federal governments have significantly greater resources than the City on a per capita basis, approximately \$6,000 per capita respectively, compared to \$800 per capita at the City level.

3.2 Social services are necessary for a high quality of life of Surrey residents, and the economic and social vibrancy and health of the City.

Inadequate support for needed social services affects City-funded services, such as policing, parks and recreation and by-law enforcement and exacerbates the visibility of poverty, homelessness, mental illness and crimes such as drug crimes, auto crimes and property crimes. The impacts are clearly contrary to the vision for the City.

3.3 The reduction of social services and programs by senior levels of government places increasing pressures on local governments.

In the vacuum created by a reduction in funding by senior levels of government, there is an increasing call for the City to respond to, address and mitigate the impact of increasing social issues and needs of its citizens. By default, the City is becoming the sounding board for emerging social issues. However, the City does not have the authority, mandate or resources to respond adequately to those needs. It is necessary, therefore, to reaffirm the appropriate role for senior governments and the City in the context of social services.

3.4 "Not-for-profit", the faith community, other community organizations, School Districts, etc. play a critical role in the arena of social services.

In response to reduced funding allocations, community organizations have established rich networks of communication, planning and partnerships to deliver social services collaboratively and effectively to meet changing and growing social needs in the City. It is important to encourage and facilitate these organizations in support of the important work that they do.

4.0 INTENDED OUTCOMES

The Plan for the Social Well-Being of Surrey Residents will assist in the following areas:

4.1 Enable and position City Council and the City's administration to better "champion" the social needs and issues of the City to other levels of government. This will assist in focusing the attention of the Provincial and Federal Governments on the City's priorities relative to the social needs of its citizens by:

- Ensuring improved preparedness through identification of specific needs and issues by town centres;
- Establishing a means for periodic presentations/forums by Provincial Government/Surrey MLAs of their plans and responses to deal with social issues and needs;
- Persuading Provincial and Federal governments to reinvest in social programs and services;
- Lending support and voice to "not-for-profit" and other community organizations in their efforts for advocating social services; and
- Strategically collaborating with other organizations (i.e. not-for-profit, faith communities, business, etc.) and communities to address social issues and needs.

4.2 Develop appropriate land use policies and guidelines, as well as appropriate licensing and permit processes.

This will enable the needed social infrastructure to be located in a balanced way throughout the City of Surrey, particularly given the significant projected growth in the population of Surrey.

4.3 Review and adjust, as necessary, applicable City programs and services.

City programs and services (such as Parks, Recreation, Library and Active Living programs) are to be reviewed to optimize their contribution and effectiveness in relation to the social issues and needs of the City's residents.

4.4 To leverage the City's "affordable housing fund" with greater flexibility to more effectively contribute to housing needs and issues.

5.0 SCOPE

Given the significant breadth of the elements or areas that affect the social well-being of the City's residents, it is considered necessary to focus the development of the Plan to those areas that are most critical to the City of Surrey at this time. On this basis, the Terms of Reference focuses the Plan on the following five specific areas:

- Homelessness and Housing;
- Substance Abuse/ Addiction;

- Crime/Public Safety;
- Children & Youth; and
- Community Development and Diversity.

It is anticipated that in the future, as time and resources allow, the Plan could be expanded to address other elements or areas. It is considered important to focus the scope of the Plan at this stage to ensure that this initial stage is completed in a timely manner and acts as a model for future work.

6.0 DEVELOPING THE PLAN

The Plan for the Social Well-Being of Surrey Residents will be developed under the direction of all of City Council, in accordance with the following general program of work:

6.1 An inter-departmental City staff taskforce will be established to oversee the work of developing the Plan. The taskforce will include representatives from the following areas:

- Planning and Development;
- Parks, Recreation and Culture;
- Legislative Services;
- Library;
- By-laws and Licensing Services;
- RCMP; and
- Other key areas, as necessary.

6.2 The taskforce will engage appropriate consultants to complete specific aspects of the Plan, as necessary.

6.3 The taskforce will undertake a public consultation process, including:

- Round table discussions with key community stake holder groups;
- Meetings with Federal and Provincial government representatives to discuss specific aspects of the Plan;
- Community open houses to provide information to and receive input from Surrey residents; and
- By other means as may be appropriate.

7.0 OUTPUT/ DELIVERABLES

The following describes the expected deliverables from the Plan development process:

7.1 Social Responsibility Matrix

- Identify the various social service elements in each of the key social issue areas identified under Section 5.0, and the corresponding government and community organizations with mandated responsibilities to address each of the identified service elements.

7.2 Gap Analysis

Others Mandate:

- Identify the programs and services being provided to a satisfactory level by other levels of government and community agencies, and identify the key social issue areas not being adequately met; and
- Identify the type and extent of the barriers affecting the provision of service in the key social priority

areas.

City Mandate:

- Identify the programs and services provided by the City that contribute to meeting the key social issue areas, and identify ways the City could address the social needs in the community through its areas of responsibility.

7.3 Action Plan

Others Mandate:

- Develop approaches to encourage other levels of government, as well as community groups and agencies, to improve their effectiveness in meeting the needs identified in the Gap Analysis, so as to more fully meet their mandated responsibilities.

City Mandate:

- Develop approaches and solutions to improve the City's effectiveness in meeting the needs identified in the Gap Analysis, within its mandated responsibilities and regulatory authority, such as:
 - Establish annual corporate wide goals/actions/programs with respect to the implementation of the Plan with contributions from all applicable City departments;
 - Pursue the establishment of a government table involving officials of the Provincial government, Federal government and the City to meet regularly to discuss the Plan implementation and key social issues in the City;
 - Establish the appropriate involvement by the Parks and Community Services Committee in the implementation of the Plan; and
 - Provide annual updates to Council on the progress made in implementing the Plan.

8.0 TIMING/SCHEDULE

Activity	Time Frame	Council Report	Consultation*
Terms of Reference	May 2004	Ö	
Social Responsibility Matrix	July 2004	Ö	Ö
Gap Analysis	September 2004	Ö	Ö
Action Plan	November 2004	Ö	Ö
Draft Plan	December 2004	Ö	Ö
Final Plan to Council	February 2005	Ö	

*with stakeholder groups and the community

9.0 BUDGET

Funding for the development of the Plan is available within the current operating budget.

Appendix "B"

List of Initial 94 Social Service Elements with Ranked Values

ISSUE AREA: HOUSING AND HOMELESSNESS

Ranking	Elements	"Votes"
1	Emergency Shelter Services for Youths (year round) Also for Aboriginal Youths	49
2	Low Income Housing for the Homeless	46
3	Emergency shelter services for Adults (year round) Also for Aboriginal Adults	28
4	Low Income Housing for Families and Singles	23
5	Supported housing programs	21
6	Employment programs as a means to prevent homelessness	12
7	Service coordination responsibilities (1 stop services)	12
8	Transitional Housing services	11
9	Outreach programs to the homeless, drop in centres, Youth	10
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10	Emergency shelters for families with children	9
11	Homelessness prevention programs for people at-risk of homelessness	6
12	Housing programs for women & Children escaping abuse	5
13	Prevention programs – youth and family oriented	4
14	Primary health care for homeless (Other than City Centre) – <i>Brackets added at the workshop</i>	2

15	Need for location specific solutions	2
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Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements

(b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

List of Initial 94 Social Service Elements with Ranked Values

ISSUE AREA: SUBSTANCE ABUSE & ADDICTION

* Note – cut-off point for this issue-area was set at 8 votes versus 10 for other issue areas in order to ensure a balanced approach

Ranking	Elements	"Votes"
1	Alcohol & Drug Treatment for youths (non-residential)	16
2	Residential addiction treatment for youths	14
3	Prenatal education (and support) programs re: Drug use – <i>Bracketed text added during workshop</i>	10
4	Outreach & Support programs for at-risk and substance users	9
5	Recovery Treatment services	8
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6	Counselling & Treatment programs	7
7	Harm Reduction Measures	7
8	Coordinated prevention / education efforts	7
9	Residential Detox Services for youths	6
10	Specialized Services for Immigrant youths with addictions	6
11	Residential detox services for dual diagnosis individuals	6
12	Culturally appropriate misuse and addictions services for immigrant adults – <i>Added at Workshop</i>	4
13	Residential addiction treatment for dual diagnosis	3
14	Behavioural problems linked to A&D misuse/ Concentration of Services	2
15	Residential addiction treatment for women	2

16	Reducing Availability of Street Drugs	2
17	Residential Detox Services for Men and Women	1
18	Culturally sensitive prevention and treatment services for First Nations people with addictions	0

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements

(b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

List of Initial 94 Social Service Elements with Ranked Values

ISSUE AREA: CHILDREN & YOUTHS

<u>Ranking</u>	<u>Elements</u>	<u>"Votes"</u>
1	Counselling & Support Services for Families & Children with Behavioural & Mental Health Issues (and attachment issues) <i>Bracketed text added at Workshop</i>	35
2	Culturally Appropriate Early Childhood Education/ Development programs (including special needs) <i>Bracketed text added at workshop</i>	30
3	Programs & Recreation for Youths & Children	20
4	Affordable, accessible quality licensed childcare, preschool programs & family resource programming	17
5	Creating a Child & Youth Friendly City	11
6	Child Poverty Alleviation	11
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7	Residential services for at risk youths	7
8	Outreach to Aboriginal children & Families	6
9	Family Support & Life Skills Counselling for youths	6
10	Outreach services & Drop-in Centres for youths	6
11	Youth Mental Health Services – <i>added at Workshop</i>	6
12	Early Intervention & Supports for Pregnant Women	5
13	Meal Programs for Children at school	5

14	Skills training & Employment programs	4
15	Support programs for lone parents – Transportation included	4
16	Mentorship Programs for At-risk youths	3
17	Violence between youths / youth – community violence	1
18	Childcare services for Asian, South Asian children	0
19	Youth Intervention Programs & Alternative Justice Programs – <i>Removed from Consideration at Workshop</i>	-

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements

(b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

List of Initial 94 Social Service Elements with Ranked Values

ISSUE AREA: CRIME AND PUBLIC SAFETY*

<u>Ranking</u>	<u>Elements</u>	<u>"Votes"</u>
1	Initiatives to Deal with Seniors Abuse – <i>Added at Workshop</i>	19
2	Initiatives dealing with family violence	18
3	Initiatives targeting gangs, gang-violence and related criminal activity	17
4	Peer support programs to deter crime	13
5	City Clean-up programs (parks, buildings)	13
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6	Initiatives to deal with drug and drug-related crime	7
7	Improvements to judicial system; perceptions of system	7
8	Community policing initiatives (Police on the Street) <i>bracketed text added at workshop</i>	6
9	Creating safe public spaces	4
10	Rehabilitation programs, training and counseling for offenders & re-offenders	4
11	Initiatives to counter negative images of Surrey communities	3
12	Programs and services for victims of crime	3

13	Cultural diversity training for police officers	2
14	Initiatives dealing with sexual abuse and sexual assault	1
15	Creating safe community spaces	0
16	Initiatives dealing with car theft <i>Removed From Consideration at Workshop</i>	-
17	Emergency social service programs (disaster response) <i>Removed From Consideration at Workshop</i>	-
18	Neighbourhood Blockwatch programs <i>Removed From Consideration at Workshop</i>	-

* It is understood that there is also considerable public concern around issues such as auto theft, drug-related crimes and property crime. While these issues are important, the Crime and Public Safety Issue-area is built around elements derived from social planning reports, and presents priorities developed with this perspective.

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements

(b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

List of Initial 94 Social Service Elements with Ranked Values

ISSUE AREA: COMMUNITY DEVELOPMENT AND DIVERSITY

<u>Ranking</u>	<u>Elements</u>	<u>"Votes"</u>
1	Public transportation and access	16
2	Nutrition and food programs	15
3	Community Economic Development Initiatives	15
4	Ethno and culturally appropriate services, opportunities and programming	15
5	Life skills and Educational Training	14
6	Initiatives to encourage Citizen Engagement with social issues and social planning activity – <i>Added at Workshop</i>	11
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7	Women's Resource Centres	9
8	Culturally and linguistically appropriate information, communications, translation and referral services	9
9	Credential recognition for foreign trained individuals	6

10	ESL Services for Children and Youth	5
11	Community Legal Aid Services	5
12	Post-secondary education opportunities	4
13	Culturally appropriate immigration and settlement services	3
14	ESL Services for Adults	3
15	Employment practices within municipal organization	3
16	Employment opportunities for persons with disabilities	3
17	Recreation opportunities for persons with disabilities	3
18	Anti-racism training and initiatives	2
19	Education opportunities for Aboriginal citizens	2
20	Fee discounts and waivers for low-income families and individuals	2

Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements

(b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

List of Initial 94 Social Service Elements with Ranked Values

ISSUE AREA: COMMUNITY DEVELOPMENT AND DIVERSITY (continued)

Ranking	Elements	"Votes"
21	Culturally appropriate by-laws	2
22	Diversity and language training for municipal staff	1
23	Initiatives to assist individuals with mental health or Developmental Delays	1
24	Community arts and heritage initiatives	0
25	Aboriginal Legal Services	0
26	Volunteer initiatives and programs for different cultural groups	0
27	Programs and activities for seniors	0

28	Opportunities to promote and celebrate diversity	0
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Note: (a) Dot-mocracy voting is intended to aid with priority setting; it is not meant to convey an absolute ranking of social issue elements

(b) Elements that are not included as part of the priority list at this time may still be incorporated into future versions of the Social Plan

Appendix "C"

Participant List

Focus Group Session, October 27, 2004, Newton Public Library **Plan for the Social Well-Being of Surrey Residents**

Consulting Team:

Michael Goldberg, Research Director, Social Planning and Research Council of BC, SPARC BC

Andrew Pask, Research Analyst, SPARC BC

Nick Istvanffy, Research Analyst, SPARC BC

Community Non-Profit Sector:

Annette Welsh, Front Room Coordinator, South Fraser Community Services Society

Annie McKittrick, Executive Director, Surrey Social Futures Society

Bill Lee, Executive Director, Metis Family Services Society

Darrell Ferner, Deputy Director, Options: Services to Communities Society

Greg Terpenning, Executive Director, Surrey Community Services Society

Jim King, Executive Director, Surrey Crime Prevention Society

Laurie Birdsall, Program Manager, Pacific Community Resource Society

Lesley Tannen, Executive Director, Whalley BIA

Lesley Woodman, Executive Director, Surrey Delta Immigrant Services Society

Linda Western, Agency and Community Services, United Way of the Lower Mainland

Major Roy Langer, Pastor, Salvation Army Community Church

Martin Harris, Executive Director, Peace Arch Community Services Society

Pat Petrala, Coordinator, Semiahmoo Planning Group

Penny Coates, Coordinator, Make Children First Initiative

Param Grewal, Program Manager, Progressive Intercultural Community Services Society

Sandy McLeod, Co-chair, Surrey Homelessness and Housing Taskforce

Suzanne Noel, Program Supervisor, Kla-how-eya Aboriginal Centre

Government Agencies:

Douglas Tindall, Manager Community Service, Surrey, Ministry of Children and Family Development

Dr. Roland Guasparini, Chief Medical Health Officer, Fraser Health Authority

Tom Jensen, Assistant Deputy Minister, Aboriginal, Multicultural and Immigration Programs Department, Ministry of Community, Aboriginal and Women's Services

Trent Brown, Mgr. Community Relations and Service Quality, Ministry of Human Resources

Rick Ryan, Acting Director of Instructions, Student Support Services, Surrey School District #36

City Staff:

- Umendra Mital, City Manager
- Murray Dinwoodie, General Manager, Planning and Development Department
- Judy McLeod, Manager, Policy and Long Range Planning
- Beth Barlow, Chief Librarian
- Laurie Cavan, General Manager, Parks, Recreation and Culture Department
- Barb Beblo, Social Planner
- Cpl. Miriam Booth, Surrey RCMP

Appendix "D"

SPARC BC

Summary of the Community Focus Group Session, October 27, 2004

Surrey Social Responsibility Matrix & Gap Analysis

Introduction

The Staff Taskforce overseeing the development for the Plan for the Social Well Being of Surrey, in collaboration with SPARC BC, organized a focus group on October 27th 2004. The focus group session, which included the Taskforce and 21 community representatives, was a key step in developing the Social Responsibility Matrix and Gap Analysis components of the plan.

Through a process of consultation with the Staff Task Force and a literature review of approximately 30 reports concerning social issues in Surrey, SPARC BC identified a starting list of 94 potential social service elements across five Issue Areas.

The five Issue Areas are:

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

The purpose of the Focus Group was to narrow down the 94 potential elements and recommendations to 30, to ensure the overall project outcomes are meaningful and actionable.

Within the Social Well-Being Plan, a social service element is loosely defined as including a population group, a service type and, where appropriate, a locality or neighbourhood. These filters were used to help to keep the scope of the Plan manageable and to ensure that the subsequent matrix/matrices and gap analysis that are produced are concrete, applicable and relevant. *While all the elements presented for review are important in their own right, it is important to have a starting point for the development of a Social Plan that is manageable in size. Important issues that are not identified as a priority at this time may well emerge at a later point.*

The Focus Group

The focus group on October 27 began with a brief round of introductions, followed by a discussion of the potential social service elements in each Issue Area. Participants were asked if there were any elements that could be reasonably removed (due to new or ongoing initiatives), and also if any were not present that they thought should be included. Potential elements were removed *only* if there was agreement with the entire group. Similarly, new elements required full agreement to be added.

Following the discussion of all Issue Areas, participants were able to 'vote' for their preferred elements. The process used is commonly referred to as 'dot-mocracy.' Each participant was given 30 adhesive dots, and was able to place them on whichever elements they felt were the highest priority for action in the near future.

The results of the first round of votes were conclusive, and a natural clustering occurred which saw 29 social service elements receive ten or more votes. For the purpose of balance, SPARC BC added two additional elements in the Substance Abuse and Addictions Issue Area, because only three elements received ten or more votes. This ensures that each Issue Area has at least five social service elements in this process.

The total votes and ranking are listed in the attached documents. It is important to note that dot-mocracy is a tool to help prioritize the elements; it is not reflective of an absolute ranking of importance.

Discussion Notes:

After the introductions, participants had the opportunity to ask questions about the process and overarching goals of the day. One participant asked if any distinctions are being made between social issues and economic issues. The consultants responded that the terms of reference of the study did not address specifically economic issues.

Following is the discussion that occurred with regard to each issue area.

Housing and Homelessness

The comments received were as follows:

- A participant questioned the absence of 'seniors housing' as a potential issue, and suggested that the dislocation of seniors is an important issue. The consultants noted that the literature identified no seniors housing recommendations specific to Surrey, although it is identified as an issue region-wide.
- One participant suggested removing the potential element "Primary Healthcare for the Homeless." Other participants disagreed and a compromise was made to add the words "other than city centre" to suggest the possibility of additional services (in addition to the one facility that already exists).
- Another participant asked about the absence of "education" as an element. He was advised that it appears in a number of ways in the other issue-areas. He also asked about "measuring things" and was told that this stage of the process was not about "measuring."
- A question was raised about different definitions (age-based) of youth. The consultants identified that different reports used different definitions, and that the elements reflected this.

The nine elements that were selected for this area are:

<p>Emergency Shelter Services for Youths[1] (year round); Also for Aboriginal Youths Low-barrier shelter for youths, up to 30 days. Aboriginal shelter for aboriginal youths is operated and designed by aboriginal people, also up to 30 days.</p>
<p>Low Income Housing for the Homeless Affordable housing initiatives for the homeless and street-involved.</p>
<p>Emergency Shelter Services for Adults (year round); Also for Aboriginal Adults <30-day shelters for adults. Aboriginal <30-day shelters operated by aboriginal people.</p>
<p>Low Income Housing for Families and Singles A housing affordability initiative for low-income families (including single parents) and singles. Also affordable housing development and planning.</p>
<p>Supported Housing Programs Supported housing programs for people dealing with addiction, abuse, mental illness & AIDS. No limits on length of stay.</p>
<p>Employment Programs as a Means to Prevent Homelessness Job-finding, and related programs as a means to prevent homelessness. Employment programs for deeply entrenched / multi-barriered homeless.</p>
<p>Service Coordination Responsibilities (1-stop service) Service coordination responsibilities / contact centre for homeless & low income (1 stop services)</p>
<p>Transitional Housing Services Housing services for people reintegrating into mainstream society (30 days – 2 years). Some support provided. Also includes second stage housing for women & children fleeing abuse.</p>
<p>Outreach programs to the homeless, drop-in centres, Youth Outreach programs to identify and support homeless individuals in escaping the street. Drop-in centres to engage with homeless individuals and provide information and access to services. Youth drop-ins and outreach specifically focused on youths.</p>

Substance Abuse

The comments received were as follows:

- A participant asked about whether a distinction was being made between licensed and non-licensed recovery houses. The consultant responded that for the purpose of this discussion, no distinction was made and recovery houses were simply identified as an issue.
- A participant suggested including pre-natal transmission of HIV/AIDS as an issue. While it was recognized as important, participants did not support adding it to the list of potential elements.
- A comment was made about the inclusion of culturally sensitive services for adults relating to drugs and addiction (rather than just youths as currently identified). It was suggested that a potential element be changed to include adults. The consultants noted that the responsibilities for adults and youths lay at different levels of government and that these elements would be better off separated. An extra element was added, with group agreement.
- Participants agreed that the words “and support” be added to the element regarding pre-natal education.

The five elements that were selected in this Issue Area were:

<p>Alcohol and Drug Treatment for Youths[2] (non-residential) Programs to help with substance misuse and addictions for youth (in-school, drop-in, support groups). Includes culturally sensitive Alcohol & Drug treatment for immigrant and aboriginal youths.</p>
<p>Residential Addiction Treatment for Youths Services and facilities for residential-based addiction treatment and substance misuse. 30 days or longer.</p>
<p>Pre-natal Education and Support Programs re: Drug Use Parental education and support programs about drug-misuse and the effects of fetal alcohol spectrum disorder.</p>
<p>Outreach and Support Programs for At-risk and Substance Users Outreach programs to identify and connect with adults at-risk of addiction, or currently suffering from addiction. Support programs to help at-risk and substance users deal with</p>

addiction.
<p>Recovery Treatment Services Recovery beds and recovery houses for those dealing with addictions and substance misuse concerns. Long-term recovery housing.</p>

Crime & Public Safety

The comments received were as follows:

- A question was raised about the element titled 'creating safe public spaces,' and a refinement to 'safe community gathering spaces'. Discussion was inconclusive, and the change was not made. The participant noted that it is important to emphasize the idea of creating spaces where community can be fostered... and this is more than just having a 'safe space.'
- A participant suggested adding, "Abuse and Neglect of Seniors" to the list of potential elements, and the group agreed.
 - A report from the Atira women's centre was suggested as a possible reference.
 - A lack of services and advocates for seniors was identified as a significant aspect of this issue
- A potential element regarding the Blockwatch program is well underway and the element was therefore removed from the list.
- The city was identified as a leader in the province on creating safe community spaces, but the potential element was not removed due to disagreement.
- The potential element titled 'Community policing initiatives' was redefined to be "More police on the street"
- The potential element around 'Initiatives dealing with car theft' led to the agreement that it is an RCMP issue and the group opted to remove it as a priority social service issue.
- A potential element titled 'Disaster response – social services' was removed with group agreement, as it was felt that that this was already being attended to.

The six elements that were selected in this Issue Area were:

<p>Initiatives to Deal with Seniors Abuse Developing materials and initiatives to foster security and safety for the elderly – whether living on their own, as part of an extended family, or in a senior's care facility.</p>
<p>Initiatives Dealing with Family Violence Developing materials and initiatives to foster security for family members in abusive situations – to discourage abusive situations, to mitigate the sense of isolation that it fosters, and to create safe spaces where abusive situations can be reported and action can be taken.</p>
<p>Initiatives Targeting Gangs, Gang-Violence and Related Criminal Activity Initiatives to target gang-related components of organized crime, including ethnic and youth gang activity</p>
<p>Peer Support Programs to Deter Crime Creating support programs and other prevention-based initiatives, particularly for youth, that create safe pathways for growth and development. Stopping crime before it starts.</p>
<p>City Clean-Up Programs (Parks, Buildings) Fostering a sense of ownership and pride in public spaces that encourages people to tend to them, to keep them tidy and to aid in beautification initiatives.</p>

Children & Youth[3]

The comments received were as follows:

- Participants questioned which definition of “youth” was in use. The consultants noted that the potential elements reflect whichever definitions are used in the various reports, and that the age is not consistent (18 is used as a cut-off for some agencies and services, while upwards of 29 is used by others).
- Post secondary access and graduation rates were raised as an important local issue. It was not added to the list of potential elements, as there was not full agreement.
- The words 'and attachment issues' were added to the “Counselling & Support Services for Families & Children with Behavioural & Mental Health Issues' with group agreement.
- Mental health services for youths were added as a possible element – participants identified a gap in mental health services for this population.
- A potential element about 'alternative justice programs' was identified as being well underway and was removed as a priority element.
- The group added the words 'including people with special needs' to 'Culturally Appropriate Early Childhood Education/Development Programs' with group agreement.
- Participants discussed the need to add a special needs lens to all of the issues.
- One participant mentioned a broader need for education in the community

The six elements that were selected in this Issue Area were:

<p>Counseling and Support Services for Families and Children with Behavioural and Mental Health Issues and Attachment Issues Counselling services for families and children to help address and deal with behavioural and mental health issues. Also, counselling and support services to help families deal with attachment issues in children.</p>
<p>Culturally Appropriate Early Childhood Education / Development Programs Including Special Needs Initiatives to ensure that there are sufficient ECE and ECD programs, that these programs are culturally sensitive and have the capacity to deal with children with Special Needs</p>
<p>Programs and Recreation for Youths and Children Sufficient recreational and cultural programs and amenities for youth and children that are accessible and affordable</p>
<p>Affordable, Accessible Quality Licensed Childcare, Pre-school Programs and Family Resource Programming Moving from a fee-based towards publicly funded, affordable child-care programs and services.</p>
<p>Creating a Child and Youth Friendly City Fostering aspects of healthy development for Youth and Children – including identity, sense of self-worth, education, recreation and a sense of inclusion</p>
<p>Child Poverty Alleviation Initiatives to reduce the incidence and depth of child poverty and assisting families to help combat the effects of poverty on children</p>

Community Development & Diversity

The comments received were as follows:

- There was some discussion and clarification about the possibility of combining some of these elements with others in the Children & Youth category.
- Participants had a discussion on the element titled 'Fee Discounts & Waivers (Recreation) for low income families.' The policy already exists, but there was some discussion and disagreement, so it stayed on the list.
- Participants discussed a possible new bylaw dealing with community services- staff clarified that the Council was only looking at the issue of Community Service land use at the moment.
- Community Involvement was discussed, including citizen engagement and participation and the Sustainable Communities Initiative. A new element was added, titled 'Citizen Involvement & Engagement'.

The six elements that were selected in this Issue Area were:

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<p>Public Transportation and Access Transportation services sufficient to allow access to community services and the city at large – not only for low-income citizens but also the whole community.</p>
<p>Nutrition and Food Programs Information services, community kitchens, community gardens, and food banks to assist with food security.</p>
<p>Community Economic Development Initiatives Initiatives to stimulate local economic development including grants, lending & leasing programs.</p>
<p>Ethno and culturally appropriate services, opportunities and programming Services could include libraries, parks and other city services and programs</p>
<p>Life Skills and Educational Training Training opportunities for adults that have not completed high-school</p>
<p>Initiatives to Encourage Citizen Engagement With Social Issues and Social Planning Activity Initiatives geared to encouraging citizen engagement with the Plan for the Social Well-Being of Surrey and involving citizens in their communities and at all levels of government</p>

Additional Reports

Participants identified a number of reports connected to the five Issue Areas that may be useful in the project. These include a draft Childcare strategy, a document on Child Friendly Cities, a recent report from the Atira Women's Resource Society, and others. Also noted was the Fraser Region Addiction Plan as a valuable resource.

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[1] The definition of youth varies between various programs, levels of government and services. Definitions range from ages 12-29. The regional Homelessness Plan Update (2003) defines youths as 16-24.

[2] The definition of youth varies between various programs, levels of government and services. Definitions range from ages 12-29. The regional Homelessness Plan Update (2003) defines youths as 16-24.

[3] The definition of youth varies between various programs, levels of government and services. Definitions range from ages 12-29. The regional Homelessness Plan Update (2003) defines youths as 16-24.