

# PLAN

for the SOCIAL well-being of  
Surrey residents

HIGHLIGHTING 5 YEARS OF ACHIEVEMENTS

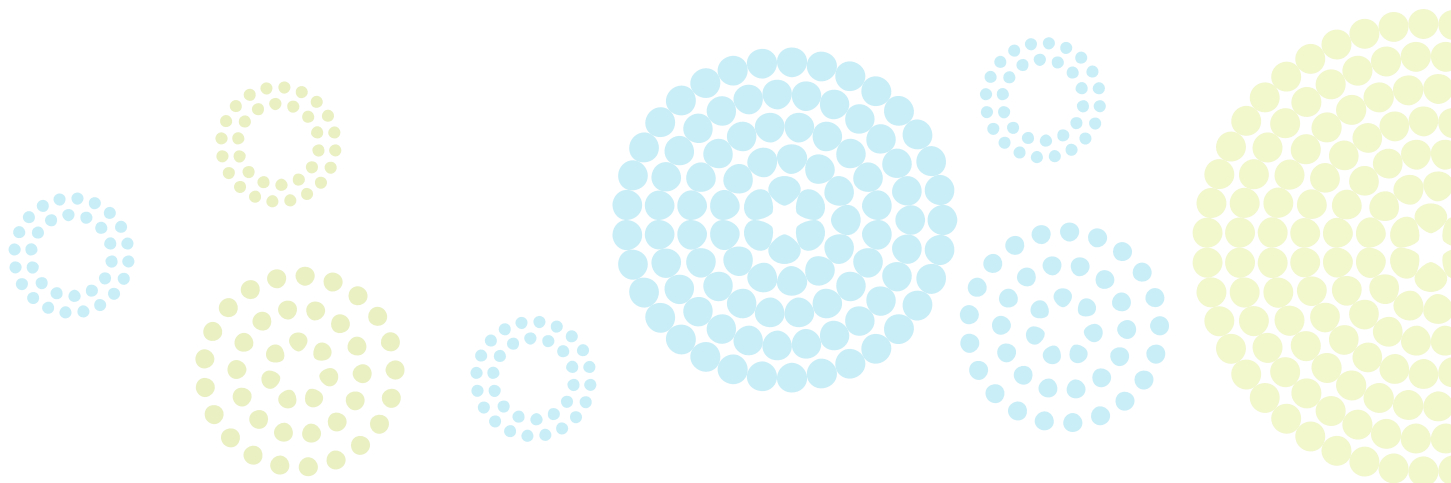
2010 ANNUAL REPORT





# Table of Contents

|                                          |    |
|------------------------------------------|----|
| Introduction                             | 4  |
| Children and Youth                       | 6  |
| Community Development and Inclusion      | 14 |
| Homelessness and Housing                 | 20 |
| Age-Friendly Community for Seniors       | 26 |
| Socio-Cultural Sustainability Indicators | 28 |





# Introduction:

## Highlighting 5 Years of Achievements

The Plan for the Social Well-Being of Surrey Residents (Social Plan) was developed to provide strategic direction for the City's involvement in social issues. It focuses on five priority issues - children and youth, community development and inclusion, homelessness and housing, substance abuse and addictions, and crime and public safety.


Since the Social Plan was adopted in 2005 and 2006, Mayor and Council, and City staff have been proactive in responding to its recommendations. Multiple departments, including the Planning, Parks, Engineering and Human Resources Departments, as well as the Surrey Public Library, have all been involved in taking action to promote the social well-being of Surrey residents.

## Related Plans and Strategies

Since the Social Plan was adopted in 2005-2006, the City of Surrey has adopted other plans and strategies that support recommendations in the Social Plan. Separate reports are available on the implementation of these related plans and strategies.

- Crime Reduction Strategy (2007)
- Sustainability Charter (2008)
- Learning for Life Strategy (2008)
- Transportation Strategic Plan (2008)
- Parks, Recreation & Culture Ten-Year Strategic Plan (2008)





A dedicated annual budget has supported the implementation of the Social Plan. This has enabled new and enhanced recreation and library programs to be offered. Creating a child and youth friendly city – a community in which all youngsters have opportunities to thrive – has been a priority for new programming. A second focus of the Social Plan budget has been on developing services and programs that are welcoming and inclusive of Surrey’s richly diverse population.

The Social Plan identified roles for the City to play in facilitating solutions to social issues for which the City has limited or no direct mandate or responsibility. Over the past five years, the City of Surrey has assumed a leadership role on a range of complex and urgent social issues such as homelessness, crime, elder abuse, and the settlement of government assisted refugees. The City has cultivated productive partnerships with the provincial and federal governments, community agencies, and Surrey residents, to work on these issues.

This 2010 Annual Report represents the 5-year mark in the implementation of the Social Plan. This year’s report is not an exhaustive account of all of the actions taken. Instead, it celebrates five years of achievements by highlighting a selection of projects and initiatives. Priorities for action in the year ahead are also outlined.

The City of Surrey is committed to being a socially sustainable city. This 2010 Annual Report highlights the City’s actions and accomplishment over the past five years toward making Surrey a healthy, vibrant and inclusive city for everyone who lives and works here.

*For more detailed information on the Social Plan and social planning initiatives please visit: [www.surrey.ca/social-planning](http://www.surrey.ca/social-planning).*

### **Social Planning Advisory Committee**

The Social Planning Advisory Committee was reinstated by Mayor and Council in 2006. It is a Committee of Council whose purpose is to provide advice to Council and undertake initiatives to enhance the social well-being of present and future residents of Surrey.

The Committee is chaired by Councillor Villeneuve and includes nine appointed community members.



# Children and Youth

*Surrey is a young city. Over 100,000 children and youth live here and the numbers continue to grow. The City of Surrey values its youngest residents. Creating a city in which all children and youth thrive is a priority.*

## Key Priorities

Among the Social Plan's key priorities related to children and youth are:

- developing policies, services and processes to “create a child and youth friendly city”;
- providing recreation and library services that are inclusive of the specific needs of Surrey's diverse population, and equitable both in a geographic and economic sense;
- advocating to the federal and provincial governments for increased funding for child care and early childhood development and education services; and
- championing issues related to child poverty.

## CHILD AND YOUTH FRIENDLY CITY STRATEGY

*A Child and Youth Friendly City is ... "a local system of good governance committed to fulfilling children's rights... it is a city where the voices, needs, priorities and rights of children are an integral part of public policy, programs and decisions."* UNICEF

In November 2010, the City of Surrey adopted a Child and Youth Friendly City Strategy. This "made in Surrey" Strategy identifies a vision, goals and recommendations in three areas: child and youth engagement, the physical environment, and civic services. The Strategy's 96 recommendations range from providing more opportunities for young people to be engaged in civic issues, to creating imaginative play areas, and promoting walking and cycling to school.



### Surrey's Vision of a Child and Youth Friendly City is:

- a community where children and youth are valued community members and actively contribute their time, ideas and perspectives to civic life;
- a community that promotes social connectedness, where children and youth feel safe, have freedom of movement, green space and opportunities for play and imagination; and
- a community where all children and youth are able to access enriching and engaging programs and services that promote their healthy development regardless of their family's income or background.

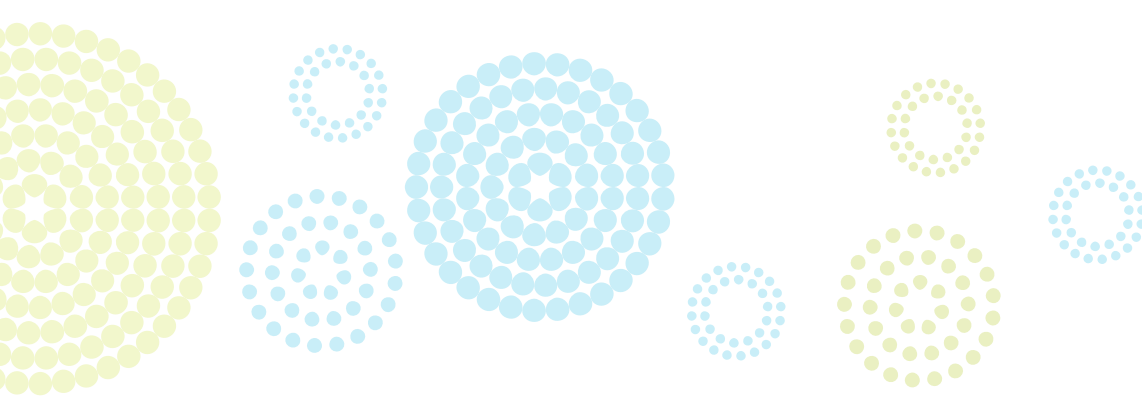


## Children and Youth

### RECREATION PROGRAMS

The City of Surrey offers a rich array of recreation programs that promote healthy development and active living among children and youth. A significant proportion of the Social Plan Budget has been dedicated to enhancing recreational opportunities for this age group. Highlights include:

- **Preschools:** The City of Surrey is the primary preschool provider in Surrey. Since 2005, the annual number of hours of preschool programming has grown from 150,000 to over 305,000 hours. Many of the City's preschools have been licensed which enables low-income parents to apply for a provincial subsidy; the number of licensed preschools increased from 16 in 2008 to 64 licensed programs in 2010. The City offers preschool programs in recreation centres, schools and community halls across Surrey.
- **Community School Partnership (C-SP):** Spearheaded by the City and School District in 2006, the C-SP now involves 25 schools. In these schools, the City offers after-school recreation programs. The City also provides recreation programs in 11 schools that are not part of the C-SP, and operates an after-school child care program in North Surrey.
- **Outreach Programs for Vulnerable Young People:** The City of Surrey partners with community agencies and the school district to provide recreational programming for vulnerable populations of young people. Through such partnerships and Social Plan funding, the City is able to offer opportunities to children and youth who are new immigrants, have disabilities, or are from low-income families. The City also provides positive recreational activities for young people who are engaged in risky behaviours.





- **Staff Training:** Social Plan funds have provided a range of training opportunities to enhance the skills and cross-cultural awareness of recreation instructors who work with children aged 0 to 12 years. The City is committed to High Five certification for all children's instructors. High Five is based on the principles of healthy child development and provides the tools for enhancing and maintaining high quality program experiences.
- **Special Events:** The City of Surrey hosts "family-friendly" festivals and events throughout the year, as well as special events specifically for children and youth. These include: Youth Week and Youth Fest; the annual Kids Conference for children aged 6-12; and the Children's Festival.



## Children and Youth





## LIBRARY PROGRAMS

Over the past five years, Social Plan funding has assisted the Surrey Public Library in achieving their goals to increase access to library collections and services for families and childcare workers, as well as focus on services for children aged 6 to 12 years and for teens. Highlights include:

- **Children's Story-times:** Each year, over 50,000 Surrey children participate in the library's early literacy programs. Special story-times are offered for: male caregivers and young children; parents and children whose first language is not English; and Aboriginal children at the Klahow-eya Centre.
- **Middle Years Literacy Programs:** The library's Summer Reading Club involves over 14,000 children in reading through the summer. Another program for this age group is "Reading Buddies" which matches children who need reading practice with teen volunteers.
- **Teen Services:** The Teen Services Librarian has had great success in attracting more teens to the library through the creation of a Teen Advisory Group, "teen ambassadors" in some high schools, and new innovative and fun programs for youth.

## YOUTH ENGAGEMENT

Providing young people with opportunities to contribute and participate in the community is a critical component of a child and youth friendly city. Over the past 5 years, the City of Surrey has expanded the opportunities available for youth to be engaged in civic issues.

Several City departments, including Social Planning, Community and Recreation Services, Engineering and Surrey Public Library, support youth councils or groups. The roles of these groups include: acting as advisors, implementing projects, and organizing events. New staff positions have been created in each of these departments to facilitate youth engagement. Whether a young person has an interest in youth voice, recreation services, environmental projects, literacy or the arts - there are leadership opportunities available for them with the City of Surrey.

Of particular note is that in 2010, for the first time, a youth was appointed to the Surrey Public Library's Board of Directors. Also in the past year, the City's new website was launched with a special Youth Site – youth-friendly web-pages with information about events and opportunities for young people.

## Children and Youth



### **YOUTH MENTORS**

Mentorship programs are an effective approach for creating positive connections between youth and adults. For the past three years, the City of Surrey and Surrey School District have partnered on a youth mentorship program for at-risk youth. Two to three times a year, the program offers structured work experiences to six to ten students. City staff mentor the young people to help them develop employment skills.

*Mentorship programs are an effective approach for creating positive connections between youth and adults.*

## PROJECTS FOR 2011

A few of the projects that are currently underway or will be initiated in the coming year include:

**Child Care** – To support the provision of child care in Surrey:

- The City of Surrey is working in partnership with the Office of Early Childhood Development, Learning and Care to develop a child care needs assessment and strategy.
- Planning and Development will review and update planning policies and regulations related to child care facilities, to ensure that municipal regulations do not create unnecessary barriers to the provision of child care.

**Child and Youth Friendly City** - Projects that respond to recommendations in the Strategy include:

- Youth Planners: In the summer of 2010, Community Planning hired four high school students to develop a toolkit of activities to use when consulting with young people on land use plans. In 2011, the Youth Planners will use these activities to conduct consultations with their peers on land-use plans in Grandview Heights and West Clayton.
- Youth Profile: Existing data on youth in Surrey will be compiled into a profile on youth in Surrey. This document will help the City to better understand and plan for our youth population – both in terms of their needs and assets.





# Community Development and Inclusion

*An inclusive city is one where everyone can participate in and benefit from the opportunities offered. Surrey has a richly diverse population. Over the past five years, the City of Surrey has focused its efforts on building a strong community that is welcoming and inclusive of everyone who lives and works here.*

## Key Priorities

Among the Social Plan's key priorities related to community development and inclusion are:

- increasing citizen participation in addressing social issues;
- enhancing ethno and culturally appropriate services and programs; and
- developing clean-up programs and civic pride initiatives.

*In 2010-2011, the City of Surrey partnered with Options Community Services to bring new immigrants on tours of City facilities.*

### **FACILITY TOURS FOR NEW IMMIGRANTS**

In 2010-2011, the City of Surrey partnered with Options Community Services Society to bring new immigrants on tours of City facilities. The goal of the program was to welcome and connect newcomers to City services and programs, as well as providing them with an opportunity to make new friendships.

The program consisted of a weekly three-hour tour, held over three consecutive weeks. Participants toured a recreation centre, a library, and the Surrey Arts Centre. The third day consisted of a fun activity, such as ice skating, and a wrap-up lunch. Twenty-three three-day tours were held, providing 226 immigrants with an introduction to the City's facilities.

### **DIVERSITY AND INCLUSION ADVISORY COMMITTEE**

The Diversity and Inclusion Advisory Committee (formerly called the Multicultural Advisory Committee) was established by Council in 2007 to enhance multicultural harmony, and strengthen and increase cultural cooperation in the City of Surrey. The Committee is chaired by Councillor Rasode. Its members include representatives from the City's various ethnic groups and multicultural organizations.





# Community Development and Inclusion

## LIBRARY PROGRAMS

The Surrey Public Library offers an array of literacy programs for people throughout the lifespan.

The Library promotes inclusion by providing resources and programs specifically for new Canadians and residents whose first language is not English.

- **Library Website:** In 2009, the Library developed a “New Canadians” section for their website. It features links to internet information of specific interest to new immigrants and includes video information on basic library services like renewing materials.
- **Computer Literacy Training:** 3,300 Surrey residents participate in the Library’s various computer training programs each year, with over 150,000 people making use of Office and other applications available in 3 Electronic Classrooms. Classes are also offered in languages other than English.

## RECREATION PROGRAMS

Recreation initiatives to create a more inclusive city include:

- **Leisure Access Pass (LAP):** LAP offers free or reduced cost registration in the City recreation programs to low-income individuals and families. The program was introduced in 2002; by 2010, there were 22,207 low-income children, youth and adults registered in LAP.
- **Celebrating Diverse Cultures:** In 2008, the City hosted its first annual Fusion Festival – a free weekend of music, dance and food celebrating Surrey’s diversity. This is a very popular event that attracts approximately 60,000 people from across Surrey and the Lower Mainland.
- **Promoting Cultural Awareness among City Staff:** To educate City staff about Surrey’s diversity, since 2006, 12 to 14 lunch-time celebrations are held at City Hall throughout the year. Displays, speakers, entertainment and food are featured for each specific cultural or religious celebration ranging from Eid to Christmas.





## SUPPORTING THE SETTLEMENT OF REFUGEES

Surrey has become the primary destination for Government Assisted Refugees (GARs) arriving in Metro Vancouver. GARs are humanitarian refugees, selected overseas by the UN High Commissioner for resettlement in Canada because they are considered “most in need of protection”. City of Surrey initiatives to support the settlement of these highly vulnerable refugees include:

- **First Steps Refugee Pre-school Program:** In 2008, in partnership with a consortium of other government and community funders, the City of Surrey contributed 3-year funding toward the development of a pilot First Steps – an intensive early childhood development program for refugee children.
- **Refugee Housing Study:** In 2008-2009, the City of Surrey contracted the Immigrant Services Society of BC to conduct a research study on the housing situation of GARs. “At Home in Surrey? The Housing Experiences of Refugees in Surrey, BC” documents the challenges GARs face in securing appropriate and affordable housing.

- **Advocacy to Eliminate the Refugee Loan Program:** The refugee housing study found that the requirement for GARs to repay federal government loans, covering their transportation and pre-entry medical costs, represents a significant financial burden to these low-income refugee families. The City of Surrey has rallied the support of municipalities across BC (through the UBCM in 2009) and the country (through the FCM in 2010), calling on the federal government to discontinue this program. These advocacy efforts are continuing.

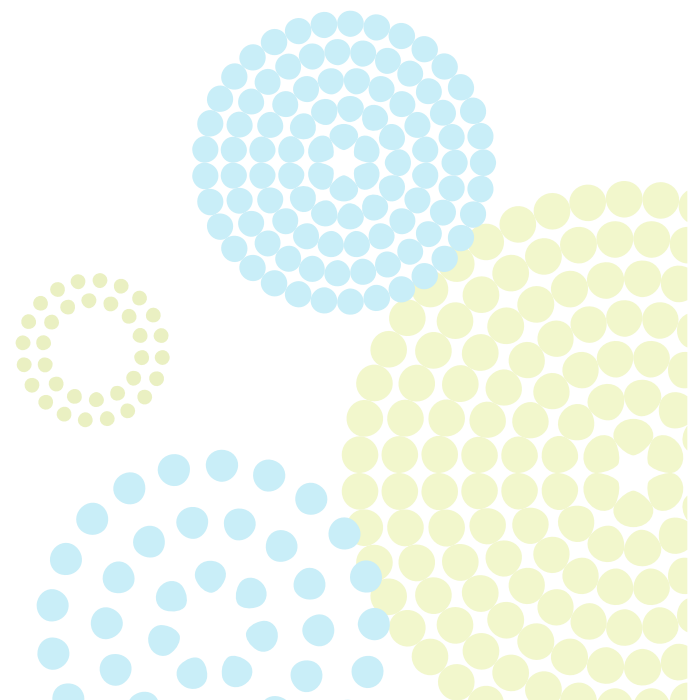
*The City has rallied the support of municipalities across BC and the country calling on the federal government to discontinue the refugee loan program.*

# Community Development and Inclusion

## CITY BEAUTIFICATION

In 2008, Surrey introduced a City Beautification Program. It works with neighbourhoods, residents and community organizations to create beautiful spaces, and to promote and celebrate community activity and pride. The Beautification Program includes a range of initiatives including a city banner program, seasonal and decorative lighting, graffiti prevention and removal, and community beautification grants.

*The beautification program works with neighbourhoods, residents, and community organizations to create beautiful spaces and to promote and celebrate community activity and pride.*





## PROJECTS FOR 2011

A few of the new projects that are currently underway or will be initiated in the coming year include:

- **New City Centre Library:** Surrey's new central library will be opening in 2011. It will include a large World Languages area which will include resources for learning English as well as materials in home languages. Services for people with print disabilities will be integrated in the Read-Ability area. Computer literacy skills will be improved in the Computer Learning Centre. The new library includes a variety of spaces for community meetings and programs, for people to connect (tutors/learners; settlement workers/clients; study groups) and for people to enjoy quiet reading and study.
- **Poverty Project:** The City of Surrey is working in partnership with Vibrant Surrey, SPARC BC, Surrey Homelessness and Housing Society, and Surrey Homelessness and Housing Task Force on a poverty project. A set of fact sheets is being prepared that will highlight population groups in Surrey that are especially impacted by poverty along with information on incomes in Surrey. The fact sheets will be used by the City and community groups to take local action to reduce poverty. Child poverty will be a major focus of this project.
- **Social Planning Awards:** In 2011, the Social Planning Advisory Committee will reinstate the City of Surrey Social Planning Awards. The awards will recognize and celebrate the contributions of individuals and organizations to the social sustainability of the City.
- **Doors Open Surrey:** The Social Planning and Diversity and Inclusion Advisory Committees are working together to plan a "Doors Open Surrey" event in June 2012. Doors Open will involve public open houses at a number of civic and community facilities. A focus of the event will be to reach out and invite people from the City's various ethnic and cultural communities to participate in this event.



# Homelessness and Housing

*Homelessness and housing affordability is a challenge facing many communities across Canada, including Surrey. Over the past five years, the City of Surrey has used its influence and limited resources to serve as a catalyst for action toward eliminating homelessness in Surrey.*

## Key Priorities

The Social Plan identifies key priorities for addressing homelessness in Surrey as:

- additional emergency shelter beds, transitional and supportive housing units, and low-income housing;
- coordination of homeless services;
- homeless outreach programs; and
- employment programs for the homeless.

Addictions and mental health services represent a critical component for addressing homelessness. In terms of substance abuse and addictions, the Social Plan's key priorities include the need for:

- recovery services that are regulated and funded (capital and operating funding);
- outreach and support programs for at-risk and substance users;
- addictions treatment for youths; and
- prenatal education and support programs related to drug use.

## **SURREY HOMELESSNESS & HOUSING SOCIETY**

In 2007, the City of Surrey committed over \$9 million to establish the Surrey Homelessness and Housing Fund. The Fund is housed in the Vancity Community Foundation and overseen by a community-based Board of Directors that includes representatives from the business, faith, non-profit, and labour sectors in Surrey. Councillor Judy Villeneuve is the Board Chair.

The Surrey Homelessness and Housing Society was officially launched in 2008, with the announcement of a \$1 million grant toward the Maxxine Wright Project for pregnant and parenting women who are impacted by substance use or violence. A further half a million dollars was awarded through the Society's 2009 and 2010 Annual Grants Programs, to a variety of innovative projects that provide solutions to homelessness in Surrey.

In 2010, the Society developed a strategy for growing the Fund. In the coming year, the Surrey Homeless and Housing Society will be actively seeking donations from Surrey residents and businesses who share the vision of a Surrey where "everyone has a home".



# Homelessness and Housing

## PARTNERSHIP WITH BC HOUSING

In 2008, the City of Surrey signed a Memorandum of Understanding (MOU) with BC Housing toward the development of supportive housing projects for people who are homeless or at-risk of homelessness. Under the terms of the MOU, the City is contributing the land and waiving development fees and charges on these projects. To date, three MOU projects are under development.

- **Timber Grove** is a 52-unit supportive housing project that is converting modular housing units from the Olympic Athletes Village in Whistler into permanent housing. Timber Grove will be operated by Coast Mental Health Foundation, with Fraser Health providing on-site mental health services to residents. The project will be completed in the summer of 2011;
- **Alder Gardens** is a 36-unit housing project for single women with children operated by the YWCA. Alder Gardens will be completed in 2012; and
- **Creekside Health and Housing Centre** is an addiction centre that will include a 25-space sobering assessment centre, a mental health and addictions clinic, and 68 transitional housing units. The housing component will be operated by the Phoenix Society with funding from BC Housing. The sobering assessment and clinic components of the project will be funded and operated by the Fraser Health Authority. Creekside will be completed in 2012.





## PROJECTS FOR 2011

Projects that are currently underway or will be initiated in the coming year include:

- **Housing Action Plan:** The City's Housing Action Plan will articulate a vision, goals and objectives, and a plan of action toward ensuring that there is an adequate supply of housing to meet the full range of incomes and needs in Surrey.
- **Master Plan for Housing the Homeless in Surrey:** This Plan represents one component of the Housing Action Plan. It will assess the need for shelter and supportive housing for the homeless and those at-risk of homelessness in Surrey, and provide strategic direction for addressing these needs.
- **Purpose-Built Rental Housing Study:** The City of Surrey is participating in a Metro Vancouver study of purpose-built rental housing. The study will provide Surrey with an inventory and risk analysis of Surrey's purpose-built rental housing stock (apartments and townhouses).

*The Surrey Homelessness and Housing Society was officially launched in 2008, with the announcement of a \$1 million grant toward the Maxxine Wright Project for pregnant and parenting women who are impacted by substance use or violence.*

# Homelessness and Housing

## NEW SOCIAL HOUSING IN SURREY SINCE 2006

Since the Social Plan was adopted in 2006, 272 social housing units and 198 beds have been opened or are under development in Surrey (not including the 36 Welcome Home units).

| <b>Project</b>               | <b>Opening Date</b>            | <b>Description</b>                                                                                                                                                                                                                         |
|------------------------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Phoenix Centre               | 2007                           | <ul style="list-style-type: none"> <li>• 36 transition housing units and 28 STLR beds for men recovering from addictions;</li> <li>• Employment and education programs offered on-site</li> <li>• Operated by Phoenix Society</li> </ul>   |
| All Nations Youth Safe House | 2007                           | <ul style="list-style-type: none"> <li>• 6 beds for homeless youth aged 16-18 years</li> <li>• Operated by Kla-how-eya</li> </ul>                                                                                                          |
| Cwenengitel                  | 2008 (purchased a duplex)      | <ul style="list-style-type: none"> <li>• 12 beds for Aboriginal men recovering from addictions</li> <li>• Operated by Cwenengitel Aboriginal Society</li> </ul>                                                                            |
| Ellendale                    | 2008 (purchased care facility) | <ul style="list-style-type: none"> <li>• 10 STLR beds for women recovering from addictions</li> <li>• Operated by The Elizabeth Fry Society</li> </ul>                                                                                     |
| Cloverdale Shelter           | 2008                           | <ul style="list-style-type: none"> <li>• 10 transitional housing beds for homeless men and women</li> <li>• Operated by Options Community Services Society</li> </ul>                                                                      |
| Peterson Place               | 2008 (purchased motel)         | <ul style="list-style-type: none"> <li>• 18 supportive housing units for men and women with mental health problems, and 38 low cost rental units for men and women</li> <li>• Operated by Fraserside Community Services Society</li> </ul> |



| <b>Project</b>                                           | <b>Opening Date</b>            | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Surrey Annex                                             | 2009 (rented house)            | <ul style="list-style-type: none"> <li>• 6 supported housing beds for female youth</li> <li>• Operated by Pacific Community Resources Society</li> </ul>                                                                                                                                                                                                          |
| Ministry of Social Develop. (MSD) Recovery House Program | 2009 (program initiated)       | <ul style="list-style-type: none"> <li>• 114 beds for people in addictions recovery</li> <li>• The facilities funded through this program have passed an assessment process and are accountable to MSD for their continued funding</li> </ul>                                                                                                                     |
| Maxxine Wright Centre                                    | 2010/2011                      | <ul style="list-style-type: none"> <li>• 12 shorter-term transitional units (sleeping units) and 24 longer-term transitional housing units for at-risk women who are pregnant or parenting new babies</li> <li>• Health services and child care offered on-site</li> <li>• Operated by Atira Women's Resource Society</li> </ul>                                  |
| Timber Grove                                             | Completion in 2011             | <ul style="list-style-type: none"> <li>• 52 supportive housing units for men and women who are homeless or at-risk seniors (50+ years), or have a disability</li> <li>• Operated by Coast Mental Health Foundation</li> </ul>                                                                                                                                     |
| Creekside Health and Housing Centre                      | Completion in 2012             | <ul style="list-style-type: none"> <li>• Facility will include: a 25-space sobering assessment centre, mental health and addictions clinic; and 68 transitional housing units for men and women in addictions recovery</li> <li>• Housing component will be operated by Phoenix Society; health components will be operated by Fraser Health Authority</li> </ul> |
| Alder Gardens                                            | Completion in 2012             | <ul style="list-style-type: none"> <li>• 36 housing units for single women with dependent children who are homeless or at-risk of homelessness</li> <li>• Will be operated by the YWCA</li> </ul>                                                                                                                                                                 |
| Welcome Home                                             | Rezoning process not completed | <ul style="list-style-type: none"> <li>• 36 housing units for men in the Welcome Home Program</li> <li>• Will be operated by the Welcome Home Society</li> </ul>                                                                                                                                                                                                  |

*Note: STLR beds = Stabilization and Transitional Living Residence beds. STLR beds are licensed and funded by the Fraser Health Authority.*

# Age-friendly Community for Seniors

*The Social Plan did not focus specifically on seniors;  
however, the City of Surrey is committed to being  
an age-friendly community for older residents.*



## FOCUS ON SENIORS

Beginning in 2008, the City of Surrey assumed a leadership role in raising awareness about elder abuse in Surrey. The "Mayor's Task Force on Focus on Seniors" was established to work on the issue. Chaired by Councillor Steele, the Committee includes City staff, representatives of community agencies, Fraser Health, Police and Fire, as well as seniors.

Over the past two years, the Focus on Seniors Committee has held nine one-day forums. Forums have been held at recreation and senior's centres in every community in Surrey, as well as at the Guru Nanak Gurdwara in Newton. In total, over 1,000 Surrey seniors have attended the City-sponsored forums. Titled "Respect Not Neglect", the forums promote awareness about elder abuse and neglect, and provide seniors with access to resources and services to enhance their safety, security and well-being.

## PROJECTS FOR 2011

In the coming year, the Focus on Seniors Committee will continue to plan and host the highly successful forums on elder abuse. The Committee will broaden its approach by strengthening links with seniors' services and the general public. A brochure and promotional video about the Focus on Seniors initiative is being created. It will be distributed at recreation centres, social service agencies, and at special events. A web site is being planned that will provide links to various resources and services available to seniors and their families. Future Focus on Seniors forums will be planned and promoted to encourage younger adults and families to attend to learn more about issues facing seniors in the community.

## Key Priorities

**Elder Abuse was identified as a priority issue in the Social Plan. The Plan recommended focused outreach and dissemination of information on elder abuse, especially to immigrant and ethnic communities.**



# Socio-Cultural Sustainability Indicators

*Are we making a difference?  
In the coming years, the City  
of Surrey will be measuring  
progress on social issues by  
tracking data on a number  
of socio-cultural indicators.*

Surrey's Sustainability Charter includes the three pillars of sustainability – environmental, economic and socio-cultural. In 2010, the City of Surrey developed a set of sustainability indicators and targets to measure progress toward the vision and goals of Surrey's Sustainability Charter. A total of 87 indicators were selected; 48 of these relate to socio-cultural sustainability.

## **SOCIO-CULTURAL PILLAR: CORPORATE OPERATIONS/ MUNICIPAL JURISDICTION INDICATORS**

**Measures where the City has direct control and authority to influence change include:**

- 1. Availability of Programs Offered by the City and Key Social Service Groups**
- 2. City Spending on Public Art**
- 3. Cultural Events held at City Hall**
- 4. Cultural Spaces provided by the City**
- 5. Distribution of City Facilities that Offer Services and Programs**
- 6. Key Youth-Centred City Cultural Events**
- 7. Number of Community Gardens and Plots**
- 8. Number of Residents that Volunteer with the City**
- 9. Participation in the City's Leisure Access Pass (LAP) program (for low income individuals and families)**
- 10. Percentage of Healthy Food Choices in City Food Vending Machines**

- 11. Physical Accessibility of City Facilities
- 12. Public Meetings held by City staff
- 13. Skills in Language Interpretation among City staff
- 14. Use of Civic Facilities by Community Groups

### **SOCIO-CULTURAL PILLAR: INFLUENCING OTHERS INDICATORS**

Community measures where the City requires the help of others to influence change include:

- 1. Arts and Culture Groups in Surrey
- 2. Average price of a home in Surrey
- 3. Average rental price in Surrey
- 4. Criminal Code Offences in Surrey Neighbourhoods
- 5. Cultural Businesses in Surrey
- 6. Employment in the Arts in Surrey
- 7. Graffiti Reports

- 8. High School Graduation Rates
- 9. Incidences of Breaking and Entering in Surrey Neighbourhoods
- 10. Individuals and Families with Low Income
- 11. Labour Force Participation Rates for Immigrants
- 12. Licensed Child Care Spaces
- 13. Licensed Preschool Spaces
- 14. Lifelong Learning: Surrey's Rating on the Composite Learning Index (CLI)
- 15. Low Birth Weight Babies
- 16. Median Employment Income for Immigrants
- 17. Number and Accessibility of Farmers Markets
- 18. Number of Developments that Respond to CPTED Guidelines and Proceed to the Advisory Design Panel

# Are we making a difference?



FOR MORE INFORMATION ON SOCIAL PLANNING VISIT

[WWW.SURREY.CA/SOCIAL-PLANNING](http://WWW.SURREY.CA/SOCIAL-PLANNING)



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