

PLAN FOR THE SOCIAL WELL-BEING OF SURREY RESIDENTS

2012 – 2014 REPORT





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INTRODUCTION

The City of Surrey is committed to making Surrey a healthy, vibrant and inclusive community for everyone who lives and works here.

Surrey's *Plan for the Social Well-Being of Surrey Residents* (the "Social Plan") provides strategic direction for the City's involvement in developing solutions for social issues. The Social Plan identifies 30 priority issues and approximately 65 recommendations. Responsibility for its implementation is shared by Mayor and Council, the Social Policy Advisory Committee, and City staff.

Since adopting the Social Plan in 2005-2006, the City of Surrey has acted on 89% of recommended actions, and continues to work with community stakeholders to identify and implement initiatives to meet the Plan's goals. This report highlights new initiatives undertaken in 2012 to 2014.

In 2008, the City adopted the *Surrey Sustainability Charter* as an overarching framework to guide decision-making. A total of 87 indicators were identified to measure progress toward the environment, economic and socio-cultural vision and goals of the Charter. Key social indicators are highlighted in this report.

MESSAGE FROM THE MAYOR



On behalf of City Council, I am pleased to present the City of Surrey's 2012-2014 Social Plan Report.

As the fastest growing city in BC and home to the province's most youthful population, Surrey faces social challenges commonly associated with rapid change and growth in cities. In order to continue to build a thriving, healthy community, we must ensure that the social infrastructure is in place to support it.

The delivery of social programs and services is primarily the responsibility of the federal and provincial levels of government; however, local government is a key stakeholder in providing important, firsthand insight into the social landscape of our city and the solutions that make sense for Surrey. With this in mind, the City of Surrey works collaboratively with the Federal and Provincial Governments, local service agencies, the health authority, school district, post-secondary institutions, and RCMP to take action in support of those most vulnerable in our community.

Surrey's growing, diverse population is its greatest asset. Together we will work to foster a high quality of life for all our residents, where all people have opportunities to be productive, contribute and succeed.

A handwritten signature in black ink, appearing to read 'Dianne L. Watts'.

DIANNE L. WATTS,
MAYOR

MESSAGE FROM THE CHAIR, SOCIAL POLICY ADVISORY COMMITTEE



2012 – 2014 has been a productive period for social advocacy, planning and action in Surrey. Several Social Plan recommendations were enacted including the development of plans for poverty reduction, housing the homeless, and creating an age-friendly community for our seniors. These documents will serve as blueprints to guide the City's work in tackling its most pressing social needs in the years to come.

In the past couple of years, work continued on the implementation of the Literacy and Child and Youth-Friendly City strategies. This report highlights some of the innovative new initiatives for children and youth. As well, the City led Surrey's Welcoming Communities Program focused on supporting the settlement and integration of new immigrants and refugees.

While we have made significant progress toward addressing the social needs of our community, there is still much more to accomplish. Children and youth, the homeless and those at-risk of homelessness, new immigrants and refugees, and those living in poverty, remain at the forefront of our work. Thank you to our many partners for their ongoing commitment to making Surrey a strong and inclusive community for everyone.

A handwritten signature in black ink that reads "Judy Villeneuve". The signature is fluid and cursive.

COUNCILLOR JUDY VILLENEUVE,
CHAIR, SOCIAL POLICY ADVISORY COMMITTEE

HIGHLIGHTS OF 2012-2014

POVERTY REDUCTION PLAN

THIS Is How We End Poverty in Surrey: Surrey Poverty Reduction Plan was adopted by Council in 2012. Working in partnership with the Surrey Poverty Reduction Coalition, the City of Surrey is engaging and inspiring the community to put the recommendations of the Plan into action.

WELCOMING COMMUNITIES PROJECT

The City of Surrey was the lead agency for the Surrey Welcoming Communities Project. Under the guidance of the multi-sector Surrey Welcoming Communities Committee, this one-year project undertook a range of innovative and engaging activities to create a more welcoming and inclusive community for new immigrants and refugees.

MASTER PLAN FOR HOUSING THE HOMELESS

The *Master Plan for Housing the Homeless in Surrey* was adopted by Council in July 2013. Developed in partnership with BC Housing and Fraser Health, the Plan responds to the City's needs for long-term housing and support services for people who are homeless or at-risk of becoming homeless.

CHILD AND YOUTH FRIENDLY CITY STRATEGY

Since its adoption in 2010, the City has been working to implement the *Child and Youth Friendly City Strategy*. The update in this report highlights new initiatives that the City has introduced over the two years to support the healthy development of its youngest residents.

LEARNING FOR LIFE LITERACY STRATEGY

The *Learning for Life Strategy* was adopted in 2008. In 2012-2014, Surrey Libraries has focused actions on promoting literacy among children, as well as adults.

AGE FRIENDLY STRATEGY FOR SENIORS

In 2014, the City of Surrey adopted the *Age-Friendly Strategy for Seniors* with a vision for a city where people can enjoy being actively engaged for life. The Strategy focuses on outcomes in four areas - safety, health and wellness; transportation and mobility; housing; and buildings and outdoor spaces.

THE SOCIAL POLICY ADVISORY COMMITTEE

The Social Policy Advisory Committee (SPAC) advises Council and provides strategic direction on initiatives to enhance the social sustainability of Surrey. Chaired by Councillor Judy Villeneuve, the Committee is comprised of nine appointed community members, one representative each from Simon Fraser University and Kwantlen Polytechnic University, as well as two youth representatives. In 2013, to better reflect its mandate, the Committee changed its name from the Social Planning Advisory Committee to the Social Policy Advisory Committee.

ADVOCATING FOR REFUGEES

Surrey has become the top destination for Government Assisted Refugees (GARs) arriving in BC. GARs are a class of refugees that are selected overseas by the United Nations High Commission for Refugees for resettlement in Canada as they are in urgent need of protection.

One of the many challenges GARs face is having to pay back an interest-bearing loan provided by the Federal Government to cover transportation costs to Canada. This loan creates a burden of up to \$10,000 for many families. The repayment of the transportation loan undermines the ability of these highly vulnerable refugee families to settle and integrate into Canadian society.

Since 2009, the SPAC has been calling on the Government of Canada to cancel all outstanding GAR transportation loan debts and to cease the requirement for new GARs coming to Canada to have to repay their transportation costs. The SPAC spearheaded a Union of BC Municipalities' (UBCM) Resolution in 2009 that was adopted by the UBCM and the Federation of Canadian Municipalities. Given the lack of Federal Government action, over the past year the SPAC Committee has been circulating a petition. To date, almost 700 signatures have been collected.



Social Policy Advisory Committee

ESTABLISHING AN ALLIANCE OF SERVICE CLUBS

Service clubs and organizations make significant contributions to the social well-being of the community through their volunteer and fundraising efforts. In 2013, the SPAC initiated a project to explore the creation of an alliance of service clubs in Surrey.

The SPAC convened two meetings with service club representatives and circulated a survey to gauge their interest in the idea of creating an alliance of service clubs. Members of 11 clubs, representing the Rotary, Lions and Legion, attended the meetings.

Based on service clubs' feedback, the SPAC moved forward on two actions:

- To encourage communication and collaboration, a service club webpage was established on the City of Surrey website, and
- In October 2014, a "Seeing is Believing" tour is planned for service club representatives. The tour will provide an opportunity to learn about poverty through the lived experiences of Surrey residents. Following the tour, the next step will be to explore whether the alliance will undertake a specific poverty reduction project that will maximize service clubs' collective impact in the community.

HONOURING SELFLESS ACTS OF COMMUNITY SPIRIT

The Heart in the City Award is one of Surrey's 'City Awards'. It formally recognizes Surrey-based individuals and groups that contribute to reducing poverty and strengthening the community. In 2014, the SPAC oversaw the nomination process and the selection of the award recipients. The Heart in the City Awards will be presented in October 2014.

CREATING AN INCLUSIVE COMMUNITY

An inclusive city is one that supports the full and equal participation of all residents in social, cultural and economic opportunities.

The City of Surrey is committed to building a strong community that is welcoming and inclusive of everyone who lives and works here. This section highlights a few of the actions that were taken in 2012 - 2014 to make Surrey a more inclusive city for all its residents.

TACKLING POVERTY

Economic inclusion is a key element of a healthy community. Adopted in 2012, *THIS Is How We End Poverty in Surrey: Surrey Poverty Reduction Plan* identifies opportunities for all levels of government and the community to work together to eradicate poverty in Surrey. The Plan provides a series of recommendations in four broad policy areas – transportation, housing, income and supports.

The Surrey Poverty Reduction Coalition was established in October 2012 to mobilize the community and oversee the implementation of the Plan. Co-chaired by Councillor Judy Villeneuve and Stephen Dooley, Executive Director SFU Surrey, the Coalition is a multi-sector group of community members from relevant stakeholder groups.

The Surrey Poverty Reduction Coalition has hosted two community forums. The first forum, in April 2012, engaged over 100 participants in identifying the recommended actions to be included in the Surrey Poverty Reduction Plan. The second forum, in November 2013, provided an update on the progress of the plan and gathered feedback to develop creative approaches for implementing its recommendations. The Coalition used the feedback from the forum to develop a 2012 – 2016 action plan. Projects underway or completed are highlighted on page 11.



Let's Make THIS Happen: 2013 Poverty Reduction Forum

LOW COST AND FREE

A number of recommendations in the Surrey Poverty Reduction Plan identify the need to increase awareness about the services and programs that are available for low income residents. In 2013, Library staff responded by producing a series of brochures about “Low Cost and Free” services and programs in Surrey. The brochures, available online and at library kiosks, provide information on over 400 services organized into the following themes: community activities; employment; transportation and health services; education and citizenship; housing; and legal services. Since publication, more than 9,000 brochures have been distributed.

In 2014, City staff developed an interactive map on the City’s website, allowing users to select Low Cost and Free information based on their demographic (e.g. family with children, youth, senior, immigrant etc.), and type of information (e.g. activities in the community, activities in the library etc.). The website receives upwards of 150 visits each month.

SOMALI WOMEN’S PROJECT

The Somali Women’s Project is a pilot project with the goal of developing innovative approaches for supporting refugees in becoming economically self-sufficient. The City of Surrey, along with the Surrey School District, Surrey Women’s Centre, Vancity Community Foundation, and community volunteers have partnered on the project.

The pilot project focuses on a group of Somali refugee women, all of whom have children in Surrey schools. The women have a strong desire to be engaged in paid work. A grant from the Vancity supports phase one of the project which includes: identifying the womens’ skills and interests; providing basic training; and exploring possible employment and business opportunities.

HOUSING FIRST LANDLORD PROJECT

The Housing First Landlord Project facilitates the connection between private landlords and the health and service agencies that support people who are chronically or episodically homeless.

In June 2014, the Surrey Poverty Reduction Coalition hosted a breakfast session with landlords to increase their awareness and understanding of the issue of homelessness and the experiences of the service providers in housing homeless people in rental apartments. The event was sponsored by the Surrey Board of Trade and Applied Science Technologists and Technicians of BC.



Refugee Youth Social Media Project

WELCOMING NEW IMMIGRANTS & REFUGEES

Surrey is one of the fastest growing cities in British Columbia. Many of the City's newcomers are new immigrants coming from countries around the globe. The successful settlement and integration of these new immigrants into the social and economic life of the community is vitally important to the health and prosperity of Surrey.

WELCOMING COMMUNITIES PROJECT

From January 2013 to April 2014, the City of Surrey was the lead agency for the Surrey Welcoming Communities Project. Guided by the Surrey Welcoming Communities Committee, an action plan was developed and implemented through a series of innovative and engaging projects.

Welcoming Spaces and Workplaces Reviews

The Welcoming Spaces and Workplaces Review project recruited and trained a team of new immigrants to "review" 30 spaces and places in Surrey. The places represent various services or spaces a newcomer would use or visit while settling in Surrey, ranging from service to education, recreation and retail. A final report was prepared that summarizes best practices and offers recommendations for creating welcoming and inclusive spaces in Surrey.

Refugee Myth Busting Campaign

The Refugee Myth Busting Campaign included events and activities to raise awareness of the refugee experience as well as refugees' contributions to the community. These included:

- Reports and newsletter about refugees;
- Education sector training & resources provided to over 600 education sector staff (elementary, high school and post-secondary); and
- Museum exhibit on Surrey – A Place of Refuge and set-up in venues including City Hall, Surrey Centre Library, SFU, Kwantlen, the School District and the RCMP Surrey Detachment.

Employer and Business Presentation and Forums

Through a partnership with the Surrey Board of Trade, a number of short presentations were made to the business/ employer community at Board of Trade events. In February 2014, *Business and Immigrant Workforce Strategies – A Leadership Surrey Dialogue* was held. This event brought together employers and skilled immigrant job seekers to dialogue on issues related to immigrant workforce integration.

Service Provider Welcoming Communities Events

Two events for immigrant serving and mainstream service agencies were organized – a networking event in June 2013 and a conference in February 2014. These events provided information sharing opportunities, as well as training on current demographics, new programs and services, and changes to immigration policies.

Dialogues Inspired By Cooking and Food

Six cooking dialogues were held for the general public. Each dialogue focused on a specific ethnic cuisine including: Korean, Indian, Filipino, Chinese, African, and Middle Eastern. At the sessions a local chef led an interactive cooking demonstration related to the region profiled. The dialogues were facilitated by a diversity and inclusion specialist.

Youth Engagement Projects

Three projects focused on engaging youth – an important group given that about half of new immigrants arriving in Surrey each year are aged 24 or younger.

- The Newcomer Youth Inclusion Project was a pilot project that developed processes for overcoming the barriers that refugee youth face to participating in the City of Surrey's Volunteer Program. Seven refugee youth were recruited and trained, and then paired with an existing City volunteer. The volunteer experience gave the refugee youth the opportunity to practice English, learn new skills, have Canadian cultural experiences and make new friends.
- A weekend Surrey Leadership Youth Action Conference was held in October 2013 with over 100 youth in attendance. As a follow-up to the conference, youth developed and conducted seven community service projects.
- The Refugee Youth Social Media Project involved a group of refugee youth in creating three films about their experiences settling in Surrey. The films have been showcased at four community conferences/events, as well as being shared online.

LOCAL IMMIGRATION PARTNERSHIP

In March 2014, the City of Surrey signed a two-year agreement with Citizenship and Immigration Canada to develop a Local Immigration Partnership (LIP) in Surrey.

Over the next two years the LIP will: establish a partnership committee; conduct research and consultations on newcomers' needs and services; and develop local immigrant and refugee settlement strategic plans identifying key priorities in the community.



2014 Doors Open: Newton Community Festival

BUILDING STRONG NEIGHBOURHOODS

Place matters. Over the past couple of years the City of Surrey undertook two new neighbourhood initiatives – one in the new neighbourhood of Clayton, and another in the long-established Bridgeview neighbourhood in Whalley. The City also introduced a new City-wide event, Doors Open, to promote a sense of belonging and connectedness among Surrey residents.

CLAYTON COMMUNITY INITIATIVE

In February 2013, an action plan was developed to foster an integrated community network of programs, services and recreational activities in the Clayton Heights neighbourhood. Highlights of the implementation of the action plan include: Clayton Middle Years MyZone Program; and events and activities such as Clayton Community Festival, Park Play programming, Kids Conference, Early Years Festival, Youth Summit and Family Movie Nights.

BRIDGEVIEW COMMUNITY CENTRE

In 2012-2013 the City of Surrey invested \$600,000 to renovate the Bridgeview Community Centre which re-opened in May 2013. The new facility has helped to revitalize the neighbourhood, fostering many new programs and events including: the inaugural Bridgeview Community Festival on July 5, with more than 400 people in attendance; World Food Day; an Earth Day event; Halloween Howl; Breakfast with Santa; Family Day Event; and an Easter Egg Hunt.

Options Community Services Society has partnered with Bridgeview Community Centre to offer childcare for children aged 30 months to 5 years.

DOORS OPEN

Doors Open has been held annually in Surrey since 2012 to build awareness, community pride and make Surrey a more welcoming and inclusive community. During Doors Open, residents are invited to “be a tourist in your own city” as civic facilities, places of worship, art exhibits, universities, historic and architectural sites open their doors to the public. All venues are free of charge to visit.

Each year the Doors Open event has grown. The 2014 Doors Open event hosted a record 48 sites in City Centre, Bear Creek, Newton and Cloverdale.

SUSTAINABILITY CHARTER: KEY INDICATORS OF ECONOMIC AND SOCIAL INCLUSION

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
Low income individuals and families	No	The City wants to see a downwards trend	Insufficient data	The percentage of individuals with low income increased from 13.6% in 2006 to 15.5% in 2011; however, because of inconsistencies in data quality between Census years, there is insufficient data to establish a trend at this time.
Unemployment rates among immigrants	No	The City aims to see the unemployment rate of immigrants no higher than that of the total population	Stable	The unemployment rate for immigrants was .8% higher than the overall rate in 2006, and .1% higher than the overall rate in 2011. For recent immigrants it was 4% higher in 2006 and 5.1% higher in 2011.
Working poor families	No	The City wants to see a downwards trend	Insufficient data	Data for this indicator is only available for 2005, but will be available in 2014 through Metro Vancouver. In 2005, 9.5% of working families in Surrey were classified as working poor.
Volunteers with the City	Yes	The City aims to achieve a 2% increase in volunteerism annually	On target	The number of volunteers with the City of Surrey has increased over the past four years from 3,000 in 2010 to around 4,000 in 2013.
Leisure Access Program (LAP) Participation	Yes	No target was established for this metric	No target	The percentage of low income individuals registering for the Leisure Access Program has seen an overall increase from 22% in 2009 to over 31% in 2013.
Skills in language interpretation	Yes	The City aims to see an upward trend	Off target	The percentage of City staff volunteering in Surrey's language interpretation program decreased from 9.5% in 2009 to 5% in 2013.

Clayton Community Initiative



SUPPORTING LEARNING AND LITERACY

Surrey's *Learning for Life Strategy* focuses on literacy and learning in the following areas:

- Early learning;
- Learning – middle years and teens;
- Adult and workplace learning;
- Social engagement: community and interpersonal learning; and
- Personal development and lifelong learning.

THE LITERACY LANDSCAPE

Soon after the *Learning for Life Strategy* was released in 2008, literacy providers in BC were involved in creating 'community literacy plans'. A part time Literacy Outreach Coordinator continues to bring community agencies together to advance work around literacy, including a volunteer driven tutoring program that assists adults in developing basic skills to better succeed. The Volunteer Tutor Program provides orientation and training to volunteers to enable them to offer one on one tutoring to adults in reading, writing, and math.

Funding from Literacy Now expired in 2012. The newly formed agency, Decoda Literacy Solutions, which combines the resources of Literacy Now and Legacies 2012, works to support literacy programs and practitioners as well as a coordinated network of literacy stakeholders.



Surrey Libraries

KEY LITERACY ACCOMPLISHMENTS 2012 - 2014

- The new City Centre Library continues to act as a focal point for literacy programming and other community events. Since the Library opened in 2011, there has been an increase in the number of people attending the Library: in 2013, over 2.4 million people visited Surrey Libraries. There were also 1.6 million visits to the website at surreylibraries.ca (2013 figures) indicating an increasing interest in the electronic resources available to the community.
- Surrey Libraries released its *2013-2015 Strategic Plan* outlining improvements for service over the next three years. In addition, the Library released its *Facilities Master Plan for 2014 – 2033*, which makes recommendations for new and renovated facilities over the next 20 years. Both documents are available on the Library's website.
- City and Library staff continued their participation in the Children's Partnership and the Early and Middle Childhood Steering Committee planning tables, along with the Surrey School District, Fraser Health, the Ministry of Children and Family Development and the United Way. These collaborative planning tables develop programs for children aged 0 – 12.
- With support from the City of Surrey, many community agencies including the Children's Partnership, hosted the Cities Fit for Children Conference in November of 2013. The focus was on the rights of the child and literacy.
- Community Schools Partnership continues to provide opportunities for children and their families to participate in a wide range of programs that address community needs, ranging from early learning, to ESL programs, and expanded Spring Break programs.

SUSTAINABILITY CHARTER: KEY INDICATORS OF LEARNING & LITERACY

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
High School Graduation	No	The City aims to increase the high school graduation rate to 95% by 2058 and at least a 2% increase per decade	On target	The graduation rate within six years of entering high school in Surrey has steadily increased from 81.7% in 2007/08 to 86.1% in 2012/13.
Post-Secondary Enrolment	No	The City wants to see an upward trend	On target	An increasing number of students are enrolled at SFU and Kwantlen Polytechnic University. The total number of students increased by over 3,000 since 2009/10 to 21,000 students enrolled in 2012/13.
Post Secondary Certification	No	No target was established for this metric	No target	The level of post-secondary education increased slightly from 48% in 2006 to 49.8% of the population having some level of post-secondary certification in 2011.
Transition to post-secondary	No	No target was established for this metric	No target	The percentage of high school graduates immediately enrolled in post-secondary programs has steadily increased from 51.4% in 2005 to nearly 58% in 2010 (the last year with data).

My Neighbourhood, My Future: Guildford West



ADDRESSING HOMELESSNESS & HOUSING

The 2014 Metro Vancouver Homeless Count found 403 homeless people in Surrey, representing 15% of the region's 2,700 homeless. The homeless population has remained virtually unchanged since the 2008 count – a positive trend given the high overall population growth in Surrey during this time.

Addressing homelessness is a priority for the City of Surrey. This section provides an update on the 2012-2014 activities including the adoption of the *Master Plan for Housing the Homeless in Surrey*, provincial partnership projects, and the Surrey Homelessness and Housing Society.

PLANNING HOUSING FOR THE HOMELESS IN SURREY

In 2013, the City of Surrey adopted the *Master Plan for Housing the Homeless in Surrey*. Developed in partnership with BC Housing and Fraser Health, the plan responds to the need for long-term housing and support services for people who are homeless or at risk of becoming homeless.

Priorities outlined in the Homeless Plan include:

- The creation of an additional 450 units of transitional and supported housing for people who are homeless or at-risk of homelessness;
- The replacement of the Gateway emergency shelter facility in Whalley with a new purpose-built facility that also incorporates transitional housing units;
- Supportive housing, shelter and drop-in services that focus on vulnerable population groups that have unique needs including children, youth, women, Aboriginal people, and homeless people with more complex issues; and
- Continuing to strengthen partnerships and collaboration with BC Housing, Fraser Health, the Surrey Homelessness and Housing Society, and other government funders and foundations.



PARTNERING ON HOUSING PROJECTS

The City of Surrey signed a Memorandum of Understanding (MOU) with BC Housing in 2008 regarding the development of supportive housing projects for people who are homeless or at-risk of homelessness. To date, the City has contributed the land and waived all development fees and charges on three MOU projects, all of which opened in 2012.

- Timber Grove opened in March 2012. Located in the City Centre area, Timber Grove is a modular housing project that converted units from the Olympic Athletes Village in Whistler into permanent housing. Timber Grove provides 52 studio apartment units for people with mental illness who are homeless or at-risk of homelessness. It is operated by Coast Mental Health Foundation.
- Alder Gardens opened in May 2012. Alder Gardens is a 36-unit housing project for single women with children. It is operated by the YWCA. Alder Gardens offers housing and supports to assist families in breaking out of the cycle of poverty and transitioning to economic independence.
- Quibble Creek Health and Phoenix Transition Housing Centre opened in November 2012. The Centre supports individuals facing mental-health issues, problematic substance use, and homelessness. The facility includes 15 short-term beds and 52 transitional apartments for people in addictions recovery. The facility also has a 25-space sobering and assessment centre and a primary health care clinic.

SUPPORTING SURREY - BASED SOLUTIONS TO HOMELESSNESS

The Surrey Homelessness and Housing Society and Fund was established in 2007-2008 with a \$9 million contribution from the City of Surrey. Under the guidance of a community-based board of directors, the Society supports 'made in Surrey'

solutions to homelessness. Each year the Society provides approximately \$200,000 to \$250,000 in grants to capital projects and programs that support homeless and at-risk residents in Surrey. To date, the Society has awarded over \$2.5 million in grants.

In the past couple of years, the Society has embarked on a fund development campaign to engage community members and businesses in contributing to the vision of a Surrey in which everyone has a home.

SUSTAINABILITY CHARTER: KEY INDICATORS OF HOMELESSNESS & AFFORDABLE HOUSING

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
Core Housing Needed	No	The City wants to see a downwards trend	Stable	The percentage of renter households in core housing need has remained around 38% between 2001 and 2011.
Homelessness	No	The City aims to end homelessness by 2032	Stable	The homeless population has remained at around 400 between 2008 and 2014. However, the proportion of unsheltered homeless (i.e., sleeping on the streets) has decreased by over 54% between 2008 and 2014.
Rental Market	No	No target was established for this metric	No target	Average rental prices have increased slightly across all unit types between 2008 and 2013. This rise in rental prices is less pronounced than the average increase across Metro Vancouver.
Renters In Need	No	The City aims to see a downward trend	Insufficient data	Data for this indicator is only available for 2006, but will be available in 2014 through Metro Vancouver. In 2006, 10.8% of renters spent more than 50% of their income on housing.
Social Housing	No	No target was established for this metric	No target	The number of social housing units has increased from 4,872 units in 2006 to 5,434 units in 2013. The increase is due to additional units of supportive/transitional housing units for homeless or at-risk populations. No new units were added in 2013/14.

BUILDING A CHILD AND YOUTH FRIENDLY CITY

Surrey's *Child and Youth Friendly City Strategy* affirms the City's commitment to making Surrey a great place for children and youth to live, learn and play. This section highlights a few of the new programs that were initiated in 2012-2014.

EARLY YEARS

The years from birth to six – the early years – play a crucial role in human development. The City's recreation, cultural and library programs provide enriching opportunities for this age group to learn and develop. The new *My Neighbourhood, My Future* initiative represents a significant new program for early years children in Surrey.

MY NEIGHBOURHOOD MY FUTURE

In 2013, the City of Surrey partnered with the United Way of the Lower Mainland (UWLM) to implement the Early Years Smarter Cities Initiative with a UWLM investment of up to \$2 million over five years.

As a part of this initiative, together with a team of SFU research experts, UWLM selected the Guildford West neighbourhood as one of two pilot sites in Metro Vancouver for the *My Neighbourhood, My Future* (MNMF) initiative.

The MNMF is a five year investment that is designed around neighbourhood-based engagement of families and service providers. A range of new early years programs will be introduced to reduce childhood vulnerability, and improve outcomes for children 0 to 6 years and their families.

Phase one of the MNMF project is being led by SFU and stakeholders including the Ministry of Children and Family Development, School District 36, Fraser Health, City of Surrey, Surrey Libraries, UWLM, and partner service agencies in Surrey.

EARLY CHILDHOOD AWARD

In 2014, the City of Surrey was honoured with a Child Care Award of Excellence from the Provincial Government for demonstrating outstanding service to children and families. The municipality, the largest child care provider in Surrey, received the award for demonstrating excellence in the provision of quality preschool programs throughout the City.

MIDDLE YEARS

During the middle years, ages 6 through 12, children enter school, make new friends and begin to engage with the community as an individual. The City of Surrey's new MYzone program responds to the developmental needs of this age group.

AFTER SCHOOL PROGRAMS – MYZONE

Research shows that engaging children in positive activities during after-school time supports crime reduction, positive behaviour, self-confidence, academic related outcomes and healthy child development.

In September 2012 the City of Surrey introduced MYzone, a drop-in program during what are known as the "critical hours" (Monday – Friday, 3pm - 6pm) for school aged children. MYzone provides active play and recreation, homework support, social-emotional skill development, leadership building, peer and staff relationship development, and facilitates civic engagement for children ages 6-12.

MYzone currently operates at six sites (five recreation centres and one elementary school) and serves 30 to 45 children per site.

YOUTH

Increasing opportunities for youth to meaningfully engage in civic issues and contribute to the community has been a focus of the City of Surrey's youth development efforts. Three new initiatives include:

YOUTH REPRESENTATION ON CITY COMMITTEES

In 2014, as part of its commitment to increasing youth engagement and input into municipal decisions, Council appointed two youth representatives to each of its eight Council-appointed committees. Orientation and mentorship are being provided to ensure that the youth can fully participate in the committees. This is a one-year pilot project.

YOUTH LEADERSHIP DEVELOPMENT PROGRAM

The City of Surrey has partnered with the Tong Louie YMCA to offer the Youth Leadership Development (YLD) program for children transitioning out of MYzone. YLD is designed to cultivate the leadership potential of youth. Participants are challenged to build relationships and develop skills in a fun, safe, open and supportive environment. YLD is offered at four sites city-wide and serves youth in grades 5 to 12.

CITYU – YOUTH CIVIC ENGAGEMENT PROJECT

In 2013, the City of Surrey piloted CityU - a civic engagement and education initiative for high school students.

The CityU pilot program consisted of three workshops and a visit to City Hall. In the workshops the youth learned about local government and explored some of the key issues impacting the community. A total of 80 students from the School District's Ideas36 leadership group participated in CityU.

CityU - Youth Civic Engagement Project





SUSTAINABILITY CHARTER: KEY INDICATORS OF CHILDREN & YOUTH

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
Youth centered events	Yes	The City wants to see an upwards trend	On target	The number of participants in youth events has increased significantly since 2009 from about 5,900 to over 9,000 in 2013. The increase is largely due to greater festival participation and more leadership events.
Early childhood	No	The City aims to see the percentage of vulnerable children drop to 15% by 2015 and to 5% by 2058.	Off target	The percentage of children vulnerable in at least one scale of the Early Development Instrument (EDI) scale increased from 30% in 2009 to 34% in 2012/13 (compared to the provincial vulnerability rate of 32.5%). This reinforces the importance of continued efforts of the City, School District and other partners to strengthen access to services including early learning supports and family resource programs.
Licensed childcare spaces per 100 children	No	The City wants to see the number of spaces per child increase over time.	Stable	The number of licensed childcare spaces has remained relatively stable at around 8.5 spaces per 100 for children under 12 years. The average in Metro Vancouver is 16 spaces per 100 children (2011 numbers).

FOSTERING AN AGE-FRIENDLY COMMUNITY FOR SENIORS

Surrey residents are generally living longer and the proportion of older adults in the total population is increasing. This demographic shift, which is part of a national and a global trend, prompted the City of Surrey to focus on this important age group.

AGE FRIENDLY STRATEGY FOR SENIORS

In May 2014, the City of Surrey adopted the *Age-Friendly Strategy for Seniors*. With a vision of a city where people can enjoy being actively engaged for life, the Strategy focuses in four theme areas: safety, health and wellness; transportation and mobility; housing; and buildings and outdoor spaces.

The *Age Friendly Strategy for Seniors* was developed in consultation with individual seniors, community resource agencies and key staff from the City, RCMP and Fire Services.

FOCUS ON SENIORS FORUMS

Since 2008, the City has hosted forums on elder abuse and neglect for seniors and their families. In 2012-2014, the City held 18 Focus on Seniors forums. The forums provide information on elder abuse and neglect, followed by a dialogue on issues such as the rights of seniors, and signs and symptoms of abuse and neglect. In 2014, the forums included information on financial abuse and awareness. Forums are offered in English, Punjabi, Mandarin and Korean. Each forum hosts approximately 100 to 200 participants.

PRIORITIES LOOKING FORWARD 2015 - 2017

The Social Plan's five strategic priorities - community development and inclusion, children and youth, homelessness and housing, substance use and addictions, and crime and public safety - continue to be as relevant in 2014 as they were when the Social Plan was adopted in 2005-2006. Over time, however, the City's actions have evolved in response to emerging issues and opportunities.

LOOKING FORWARD

Looking forward to 2015-2017, the City of Surrey will focus its efforts in the following areas.

- Poverty Reduction - The City will continue to actively participate in the Surrey Poverty Reduction Coalition and implement Surrey's Poverty Reduction Plan.
- Homelessness - The City will champion the implementation of the *Master Plan for Housing the Homeless* in Surrey by advocating and supporting the actions of the federal and provincial governments, the Surrey Homelessness and Housing Society and other funders, and non-profit agencies to create additional housing and services for Surrey's homeless and at-risk populations.
- New Immigrants and Refugees - The City will provide leadership for Surrey's Local immigration Partnership. Over the next couple of years, research and consultations will be conducted toward the development of a Surrey immigrant settlement strategy and a refugee settlement strategy.
- Learning and Literacy - Surrey Libraries will support the *My Neighbourhood My Future* initiative with new literacy programs for early years children. The Reading Link Challenge will be expanded to four neighbourhoods, promoting the "sport of reading" among children in grades four and five. A new literacy outreach coordinator will continue the work of the Community Literacy Planning Table, with a specific focus on the adult literacy training program.
- Children and Youth - The City will continue to implement the recommendations of the *Child and Youth Friendly City Strategy*. The *My Neighbourhood My Future* initiative will be a key focus for the City in the next couple of years.
- Seniors - The City will act on the priorities and recommendations of Seniors' Strategy, as well as continue to focus on the safety and well-being of seniors with the elder abuse forums and other projects.

RELATED PLANS AND STRATEGIES

- Crime Reduction Strategy (2007)
- Sustainability Charter (2008)
- Learning for Life Strategy (2008)
- Transportation Strategic Plan (2008)
- Parks, Recreation and Culture Ten-Year Strategy (2008)
- Child and Youth Friendly City Strategy (2010)
- Walking Plan (2011)
- Let's Make THIS Happen: Surrey Poverty Reduction Plan (2012)
- Master Plan for Housing the Homeless in Surrey (2013)
- Age Friendly Strategy for Seniors (2014)
- Plan Surrey 2013: Official Community Plan (2014)



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