

Present:

Chairperson - Councillor Hayne
Councillor Gill
Councillor LeFranc
Councillor Martin
Councillor Starchuk
Councillor Villeneuve
Councillor Woods
Mayor Hepner

Absent:

Councillor Steele

Staff Present:

City Manager
City Clerk
General Manager, Planning & Development
City Solicitor
General Manager, Engineering
General Manager, Finance & Technology
General Manager, Parks, Recreation & Culture
General Manager, Human Resources

A. DELEGATIONS**1. Mary Ellen Schaafsma, and Michael Knight, CEO, United Way of the Lower Mainland (UWLM)**

File: 0250-20; 0550-20-10

In attendance before Council to provide information on a new Profile on Surrey.

The following comments were made:

- The United Way is involved in a number of activities besides raising money. They have worked on collaborative initiatives with the City of Surrey, Surrey School Board and other not-for-profit organizations in creating many after school programs. The United Way also advocates for good public policy that helps individuals in vulnerable situations.
- As a knowledge resource and community partner, the United Way is providing a compilation of community profile data to assist partners in planning and strategies. This profile will also inform the United Way's future investments and continue to enable partnership with the Social Planning Advisory Committee.
- In researching the demographics of the communities within Surrey, the United Way looked at three different indicators that can help decision-makers plan social services:
 - Population (demographics, growth trends, languages)
 - Economic (income, unemployment, education, housing)
 - Social (homelessness, family structure, childhood vulnerability, causes of death)
- Noting trends in these areas can provide comparisons to other municipalities and can also indicate areas that need more attention. The report also provides data on calls to the BC211 Helpline (2014) and insight into the issues facing Surrey residents.

- **Population Indicators:** From 2001-2011 the population in Cloverdale grew dramatically, with Newton and Fleetwood having the next highest growth. Surrey is the fastest growing City in Metro Vancouver with the population doubling from 1991 to 2011.

Surrey's 35-64 age group is the largest; however, composition trends are changing. In 2011, the 50-64 age group was almost 20% of Surrey's population. Retirees will be a large portion of the population in Surrey in the next five to ten years. As age composition changes so will the requirement for different services, such as retirement programs, home care and medical care.

Foreign born population, approximately 40.5%, is a factor in growth in Surrey. New immigrants struggle with many challenges moving to a new country, language being one. Parents struggle to help their children with homework, and communication with teachers can be difficult. In 2014/15 more than half of students spoke a language other than English.

- **Economic Indicators:** Median income in Surrey is slightly higher than Vancouver and just below the average of all of Metro Vancouver. Newton has the highest number of low income individuals but proportionally over 20% of the population in Whalley and Guildford are in the low income range. Twenty-five percent of Surrey workers are in sales and services, averaging \$16/hour.
- **Household Spending:** Surrey fares better than comparison municipalities for rental rates; however, there are still many whose rent is more than the advised 30% of their income.
- **Social Indicators:** Within Surrey there is a higher rate of single parent families in Guildford and Whalley; however, the rate is lower than Metro Vancouver.
- **BC211:** A service that the United Way helped establish, BC211 is a 24/7 call centre providing information on social, community, and government services offered in 25 different languages. This is a free service.

The number one issue for calls from around the Surrey area is housing and homelessness, a fairly common issue for the BC211 service from around the Lower Mainland. Referral patterns also indicate the number of calls for services which are readily available as well as services for which individuals must leave the community.

- United Way invests almost \$2.9 million in social services in Surrey in 49 different agencies that receive grants from the United Way, which fund 65 different programs. Businesses and individuals in Surrey donated just over \$1 million to the United Way campaign in 2014.
- The United Way of the Lower Mainland is currently working on a program called United Way Avenues of Change, which looks at how the United Way can most successfully support children with high vulnerabilities to succeed in school. Guildford West will see \$2 million invested in that neighbourhood.

- This research will help guide the United Way with information on how best to invest funds in social services in Surrey.

Discussion

In response to an inquiry from Council, the delegation advised that no survey was actually conducted by the United Way; all data was based on statistics obtained through secondary sources such as Statistics Canada.

Council advised they would like to look at the Guildford West project as a model to begin similar projects in other neighbourhoods. The delegation stated that they used a place-based approach, focusing on the needs of the specific community of Guildford West. However, the approach can be generalized to any neighbourhood and community to help identify their particular needs. The success of this program can be used to motivate donors to help replicate the program in other communities.

- B. ITEMS REFERRED BY COUNCIL**
- C. CORPORATE REPORTS**
- D. DELEGATION REQUESTS**
- E. COUNCILLORS' REPORTS**
- F. OTHER COMPETENT BUSINESS**
- G. ADJOURNMENT**


It was

now adjourn.


Moved by Councillor LeFranc
Seconded by Councillor Villeneuve
That the Council-in-Committee meeting do

Carried

The Council-in-Committee adjourned at 5:29 p.m.



Jane Sullivan, City Clerk



Councillor Hayne, Chairperson