



Corporate Report

NO: R097

COUNCIL DATE: April 26, 2004

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.

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.

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