



Corporate Report

NO: R062

COUNCIL DATE: April 20, 2009

REGULAR COUNCIL

TO: Mayor & Council DATE: April 20, 2009
FROM: General Manager, Planning and Development FILE: 5080-01
SUBJECT: City of Surrey Social Planning Webpages (www.surrey.ca/social-planning)

RECOMMENDATION

The Planning and Development Department recommends that Council receive this report as information.

INTENT

The purpose of this report is to inform Council of the social planning webpages that have been launched on the City's website, and to specifically highlight the new Community Resource Maps.

BACKGROUND

The social planning webpages respond to the following Council directions:

- The Plan for the Social Well-Being of Surrey Residents states that the City "*develop a communication strategy to share information with stakeholders and the general public on issues and City responses affecting the well-being of Surrey residents, and on the City's efforts and involvement in these areas*".
- The Sustainability Charter contains an "immediate action" to "*raise awareness of accessible and appropriately located services within the City. A Community Resources map, describing and identifying the location of local social services is being launched on the City's web site*".

DISCUSSION

The social planning webpages on the City's website have been organized under five different categories that will provide community stakeholders and the general public with access to the following types of information:

1. **Social Policy and Projects**
 - Social Plan – Plan for the Social Well-Being of Surrey Residents documents and Annual Reports;
 - Current Initiatives – Information on the development of a Child and Youth Friendly City Strategy and the Youth Engagement in Social and Community Planning project is currently profiled; and
 - Reports – Corporate Reports on social planning issues are listed by topic area, with links to the actual reports.

2. **Housing**
 - BC Housing Partnerships – The Memorandum of Understanding with BC Housing is available;
 - Homelessness – A description of the Surrey Homelessness and Housing Society and a link to the Society's website; and
 - Housing Action Plan – Information on the development of the Housing Action Plan for Surrey.

3. **Social Planning Resources**
 - Community Resource Maps – As described below; and
 - Demographic Information – Links to population projections and demographic fact sheets based on the 2006 census.

4. **Related City Initiatives**
 - Links to the Social Planning Advisory Committee minutes, Learning for Life Strategy, other City plans and strategies related to social planning, and the City's Community Grants Program.

5. **Community Partners and Web Links**
 - Community Services – Links to Surrey Public Library's Community Services webpages; and
 - Partners – Links to regional and local committees.

Appendix I provides a snapshot of the introductory page of the Social Planning webpages.

Community Resource Maps

Staff has developed a set of Community Resource Maps that will provide the public with the location of social housing, community and government agencies, and child care in Surrey. The locations are categorized under the following theme areas:

- ***Social Housing*** is categorized under the headings Seniors, Family, Co-operative, Aboriginal, Special Needs, Mental Health & Addictions, Emergency Shelter, and Transition/Supportive;
- ***Community and Governmental Agencies*** are categorized according to the type(s) of services they provide. For example, Children & Youth, Employment, Health, Justice, Settlement Services and Special Groups; and
- ***Child Care*** includes licensed child care facilities in the City of Surrey.

These maps provide information on the type of services provided at each location. By clicking on a specific location, the name of the facility, the organization that operates the facility, the address and the phone number are provided. Depending on the type of community resource, additional information, such as a description and web link, may also be provided.

Appendix II provides a snapshot of examples of the Community Resource Maps webpages.

CONCLUSION

The social planning webpages provide community stakeholders and the general public with access to information on actions that the City is taking to promote the social well-being of Surrey residents. They also provide information on Surrey's social infrastructure and links to a wide range of local community and social services by simply clicking on www.surrey.ca/social-planning. The webpages respond to a recommendation of the Plan for the Social Well-Being of Surrey Residents that the City develop a strategy for communicating on social planning actions and issues.

Original signed by
Jean Lamontagne
General Manager
Planning and Development

AM/kms/saw

Attachments

Appendix I - Snapshot of Social Planning Homepage

Appendix II - Snapshot of Community Resource Maps Webpages

Doing Business

Visiting Surrey

Living in Surrey

Inside City Hall

www.surrey.ca > Living in Surrey > City Plans & Strategies > Social Planning

SOCIAL PLANNING



Social Policy
& Projects

- ▶ SOCIAL PLAN
- ▶ CURRENT INITIATIVES
- ▶ REPORTS



Housing

- ▶ BC HOUSING PARTNERSHIPS
- ▶ HOMELESSNESS



Social Planning
Resources

- ▶ COMMUNITY RESOURCE MAPS
- ▶ DEMOGRAPHIC INFORMATION



Related City
Initiatives

- ▶ CITY PLANS & STRATEGIES
- ▶ COMMUNITY GRANTS PROGRAM



Community
Partners &
Web Links

- ▶ COMMUNITY SERVICES
- ▶ PARTNERS

▶ contact us

Community Resource Maps Webpages - Appendix II

Select a Community: **City-wide**

Select a Community Resource Map: **Map Type**

- Map Type
- Child Care Facilities
- Community Agencies - Children & Youth
- Community Agencies - Employment
- Community Agencies - Health
- Government Agencies - Children & Youth
- Government Agencies - Employment
- Government Agencies - Health
- Justice Services - Court & Corrections
- Justice Services - Police
- Justice Services - Victim Services & Legal Support
- Settlement Services
- Social Housing - Aboriginal
- Social Housing - Co-operative
- Social Housing - Emergency Shelter
- Social Housing - Family
- Social Housing - Mental Health & Addictions
- Social Housing - Seniors
- Social Housing - Special Needs
- Social Housing - Transition/Supportive
- Special Groups - Aboriginal, Food, Seniors, Women & Other

Satellite Hybrid

Select a Community: **Fleetwood**

Select a Community Resource Map: **Settlement Services**

Map Satellite Hybrid

DIVERSEcity Fleetwood Site

Organization	DIVERSEcity Community Resources Society
Address	8855 156 St
Phone	604-583-7795
Email	info@dcrs.ca
Description	Offers range of services and programs to immigrant and refugee communities. Fleetwood site is one of two locations offering government-funded English Language Services for Adults (ELSA) Program.
Weblink	www.sdiss.org

Select a Community: **Newton**

Select a Community Resource Map: **Social Housing - Family**

Map Satellite Hybrid

Newton Green

Organization	Entre Nous Femmes Housing Society
Address	12725 63 Ave
Phone	604-543-6176
Weblink	http://www.enfhs.org