

NO: R130

COUNCIL DATE: June 27, 2011

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## REGULAR COUNCIL

TO: **Mayor & Council** DATE: **June 27, 2011**

FROM: **General Manager, Planning and Development** FILE: **5080-01**

SUBJECT: **2010 Annual Report - Plan for the Social Well-being of Surrey Residents (the "Social Plan")**

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## RECOMMENDATION

The Planning and Development Department recommends that Council:

1. Receive as information the 2010 Annual Report on the implementation of the recommendations of the Plan for the Social Well-Being of Surrey Residents a copy of which is included as Appendix I; and
2. Authorize staff to post the Annual Report on the City's website and to distribute it to interested stakeholders.

## INTENT

The purpose of this report is to make public the 2010 annual report on the implementation of the recommendations of the Plan for the Social Well-Being of Surrey Residents (the "Social Plan"). The Social Plan was adopted in 2005 and 2006. The 2010 annual report provides a five-year perspective on the City's progress in implementing the Social Plan's recommendations. It also outlines priorities for action in 2011.

## BACKGROUND

Surrey's Social Plan was developed to provide strategic direction and recommendations for action on five priority social issues:

- children and youth;
- community development and inclusion;
- housing and homelessness;
- crime and public safety; and
- substance abuse and addictions.

The Social Plan was developed in 2004 through 2006 and adopted in two stages, as follows:

- The Stage 1 Action Plan: Social Service Gaps for which the City has Primary Responsibility was approved by Council on October 17, 2005 (Corporate Report No. C017); and

- The Stage 2 Action Plan: Social Service Gaps for which the City has Secondary, Limited or No Responsibility was approved by Council on February 20, 2006 (Corporate Report No. C004).

Prior years' annual reports as noted below, documenting the implementation of the recommendations of the Social Plan have been submitted to Council:

- 2006-2007 Annual Report (May 14, 2007, Corporate Report No. C011);
- 2007-2008 Annual Report (July 28, 2008, Corporate Report No. C011); and
- 2008-2009 Annual Report (June 7, 2010, Corporate Report No. R131).

The Social Plan documents are available on the City's web site at [www.surrey.ca/social-planning](http://www.surrey.ca/social-planning).

## DISCUSSION

The 2010 annual report includes two components:

- **Plan for the Social Well-Being of Surrey Residents: Highlighting Five Years of Achievements - 2010 Annual Report:** This component is included in Appendix I. This year's annual report celebrates five years of achievements by highlighting a selection of projects and initiatives undertaken since the Social Plan was adopted. Since it is not an exhaustive account of all actions taken, readers are directed to the City's website for more information. The report also outlines new projects that are currently underway or will be initiated in 2011; and
- **Plan for the Social Well-Being of Surrey Residents – Status of Recommendations: 2006 – 2010:** This component is attached as Appendix II to this report. The table lists each of the Social Plan's 65 recommendations along with information on the status of its implementation.

Overall, these reports demonstrate that the City has made significant progress in implementing the Social Plan. Since 2005 - 2006, the City has been deliberate and strategic in addressing the priority social issues outlined in the Social Plan.

Of note since 2006 a number of related plans and strategies have been adopted that reinforce and build upon specific components of the Social Plan's recommendations. These include the Crime Reduction Strategy (2007), Sustainability Charter (2008), Learning for Life Strategy (2008), Transportation Strategic Plan (2008), Parks, Recreation and Culture Ten-Year Strategic Plan (2008) and Child and Youth Friendly City Strategy (2010). Separate progress reports have been prepared for some of these plans, providing further evidence of the City's progress in building a socially sustainable community.

## Future Annual Reports

In the past year, the City launched a new website and improved staff capacity to keep the Social Plan information current and updated. The Social Planning webpages ([www.surrey.ca/social-planning](http://www.surrey.ca/social-planning)) include all of the social planning documents, links to relevant corporate reports and committee minutes, as well as links to community resources and information. Staff is recommending that, similar to this year's report, future Social Plan annual reports provide activity highlights and direct readers to the website for more detailed information.

The Child and Youth Friendly City Strategy and the Learning for Life 2009/2010 Annual Report (May 9, 2011, Corporate Report No. R079) include a recommendation that the respective annual report for each of these strategies be delivered as a component of the Social Plan annual report. Next year's Social Plan annual report will include these two components, along with highlights of other initiatives undertaken in 2011 related to the implementation of the recommendations of the Social Plan.

## **SUSTAINABILITY CONSIDERATIONS**

The 2010 Social Plan Annual Report documents the City's progress toward achieving the following socio-cultural action item in the City's Sustainability Charter:

*Action Item SC5:* Implement the recommendations of the Plan for the Social Well Being of Surrey Residents

## **CONCLUSION**

Over the past five years, the City of Surrey's Social Plan has provided strategic direction for taking action on priority social issues in building a socially vibrant city, including:

- promoting the healthy development of children and youth, especially those that are vulnerable;
- making Surrey more welcoming and inclusive of our richly diverse population; and
- facilitating solutions to homelessness.

The 2010 Social Plan annual report highlights the achievements of the City in relation to the recommendations of the City's Social Plan.

In the coming year, staff will continue to focus on implementing the recommendations of the Social Plan and related strategies.

Based on the above discussion, it is recommended that Council:

- receive as information the 2010 Annual Report on the implementation of the recommendations of the Social Plan, a copy of which is included as Appendix I; and
- authorize staff to post the Annual Report on the City's website and to distribute it to interested stakeholders.

*Original signed by*  
Jean Lamontagne  
General Manager,  
Planning and Development

AM:saw

Appendix I 2010 Annual Report on the Plan for the Social Well Being of Surrey Residents

Appendix II Plan for the Social Well-Being of Surrey Residents – Status of Recommendations:  
2006 – 2010

# PLAN

for the SOCIAL well-being of  
Surrey residents

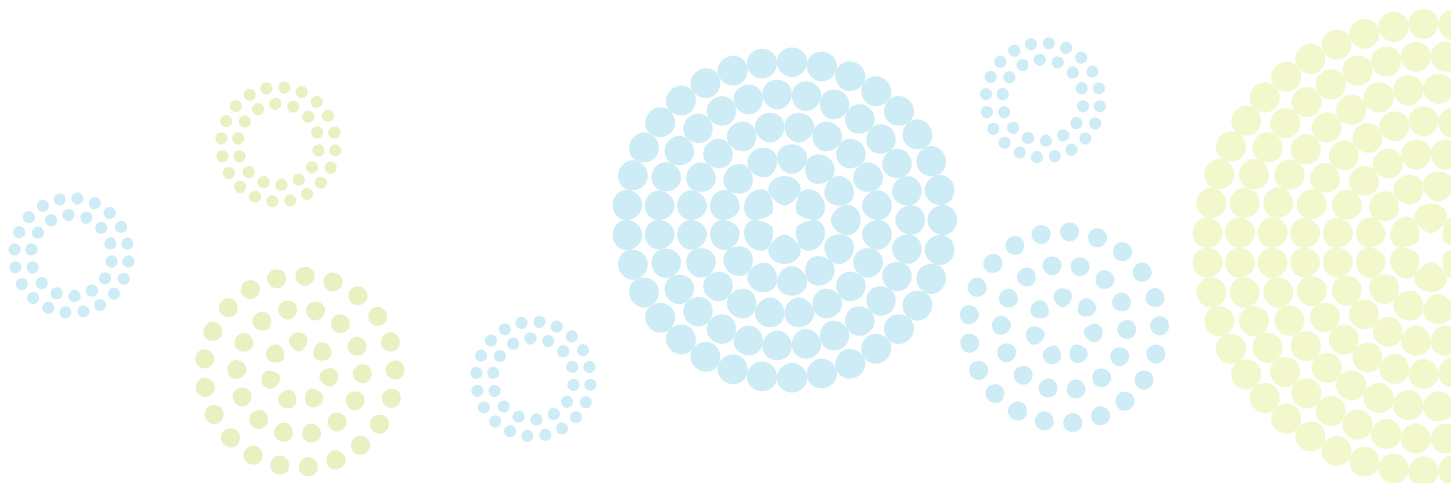
HIGHLIGHTING 5 YEARS OF ACHIEVEMENTS

2010 ANNUAL REPORT



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# 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.

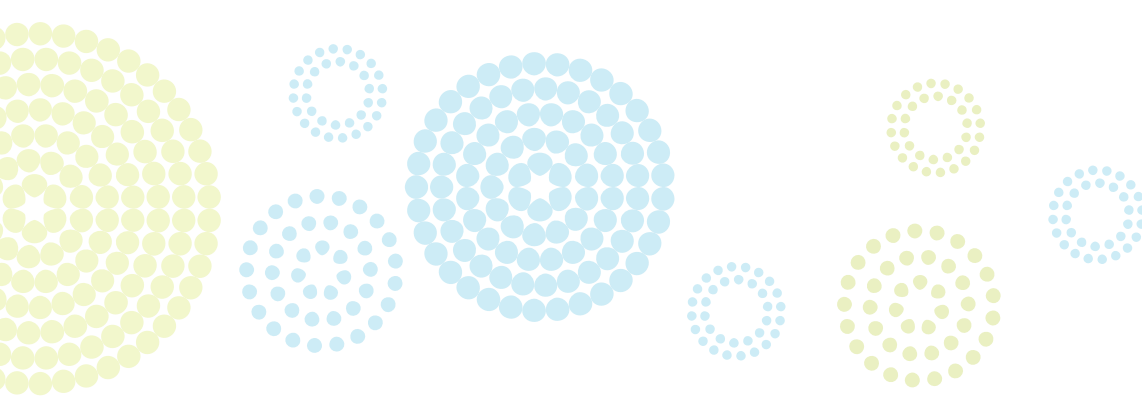


## Children and Youth

### 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.

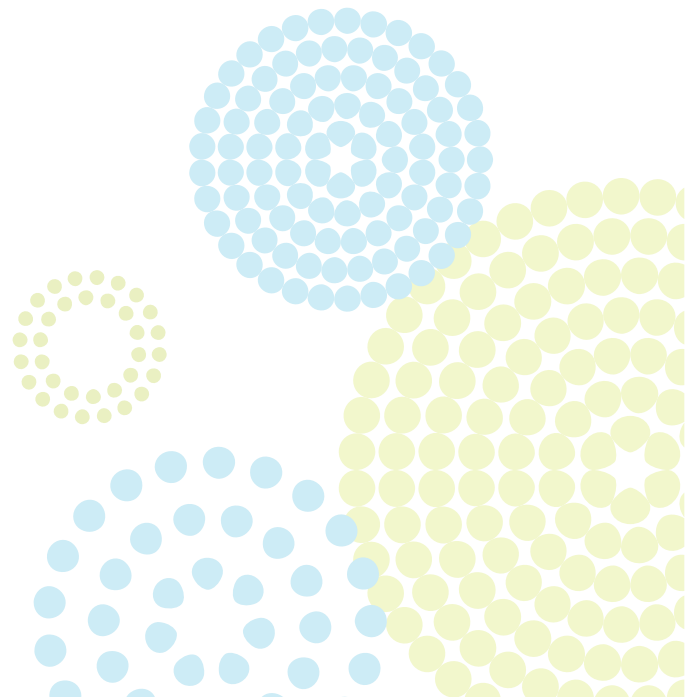
*The City has rallied the support of municipalities across BC and the country calling on the federal government to discontinue the refugee loan program.*

# 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.



timbergrove  
apartments







## 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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**PLAN FOR THE SOCIAL WELL-BEING OF SURREY RESIDENTS  
STATUS OF RECOMMENDATIONS: 2006-2010**

**CHILDREN & YOUTH**

<b>Recommendations</b>	<b>Status</b>
<b>ISSUE ELEMENT: CREATING A CHILD AND YOUTH-FRIENDLY CITY</b>	
<b>Short-term Recommendations</b>	
<p><i>Prepare (a) terms of reference for and commence a process towards developing policies that will assist in ensuring that child and youth friendliness is one of the key objectives pursued in the decisions about the continuing development and services delivered by the City. The process should:</i></p> <ul style="list-style-type: none"> <li>o <i>Engage the community, City-based committees, and youth;</i></li> <li>o <i>Build on processes that are currently underway in defining and implementing child and youth friendly objectives; and</i></li> <li>o <i>Build awareness of existing practices that promote a child and youth friendly City</i></li> </ul>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• The City adopted the Child and Youth Friendly City Strategy in November 2010.</li> </ul>
<p><i>Promote the Surrey “20% by 2010” Campaign with a particular focus on children and youth</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• PRC undertook a number of initiatives to increase physical activity among children and youth as a lead up to the 2010 Olympic and Paralympic Games.</li> </ul>
<p><i>Amend the Official Community Plan, other plans and appropriate City By-Laws to include “child and youth friendly” policies and provisions developed through the process identified in the short-term actions and as approved by Council</i></p>	<p><b>IN PROGRESS</b></p> <ul style="list-style-type: none"> <li>• The OCP review process is underway and expected to be completed in 2011.</li> </ul>
<p><i>Develop a communication strategy to promote the enhanced child and youth policies and provisions being implemented by the City</i></p>	<p><b>ON-GOING</b></p> <ul style="list-style-type: none"> <li>• The new City of Surrey website, launched in 2010, includes a special children’s site and a youth site that provide information on City initiatives and opportunities of interest to these age groups.</li> <li>• The annual social plan reports include a section on new policies and programs developed for children and youth.</li> </ul>

<b>Recommendations</b>	<b>Status</b>
<p><i>Implement “child and youth friendly” features in civic facilities and infrastructure and continue to enhance the delivery of child and youth friendly programs and services</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• A covered youth skate park was opened at the new Chuck Bailey Recreation Centre in City Centre.</li> <li>• SPL’s new City Centre Library has been designed to include generous spaces for children and youth.</li> <li>• A 37-space child care centre and a shared purpose playground area are being incorporated into the plans for the new City Hall.</li> </ul>
<p><b>ISSUE ELEMENT: PROGRAMS AND RECREATION FOR CHILDREN AND YOUTH</b></p>	
<p><b><i>Short-term Recommendations</i></b></p>	
<p><i>Commence a process to identify cultural and ethnic, geographic, and socio-economic groups experiencing gaps in recreation and library programs and services currently offered by the City</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• SPL developed a new strategic plan in 2007 - Connecting People: Surrey Public Library Strategic Plan 2008-2010.</li> <li>• SPL completed an analysis of literacy service gaps as part of the Community Literacy Plan.</li> </ul>
<p><i>Commence development of a strategy to enhance programs and services provided by Parks, Recreation and Culture Department and the Surrey Public Library to address the gaps identified in the aforementioned process. The strategy should build on existing, as well as new partnerships with the Surrey School District, community agencies, the private sector and senior governments to maximize the resources and benefits to the community</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• SPL developed the Learning for Life Strategy (adopted in 2008)</li> <li>• PRC’s 10-Year Strategic Plan, adopted in 2008, involved extensive community consultation to receive feedback on programming and infrastructure.</li> </ul>
<p><b><i>Long-term Recommendations</i></b></p>	
<p><i>Design recreation and library programs and services to address gaps identified through the short-term actions</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• SPL has introduced a range of new programs to promote literacy among children, youth and families and residents with English as a second language.</li> <li>• SPL has increased access to library resources both through improvements to on-line resources and expanding library hours. Budget cutbacks resulted in Friday evening hours being reduced in 2010 – City Centre Library will open with Friday evening service.</li> <li>• PRC has developed new programs and services for children, youth, families and</li> </ul>

Recommendations	Status
	<p>ethno-cultural communities. Using school facilities for recreation programming has improved access at the neighbourhood level. The Leisure Access Program (LAP) has enabled low-income families and individuals to participate in recreation at low or no cost.</p> <ul style="list-style-type: none"> <li>• Engineering and Parks have developed programs to educate and involve children and youth in environmental issues.</li> </ul>
<p><i>Develop outreach and awareness building approaches that focus on the new opportunities in recreation and library services where gaps have been identified and changes in programming have been made; and develop a process for community feedback and on-going monitoring</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• SPL has increased its outreach by offering programming in Punjabi and Mandarin. The Library also offers special outreach literacy programs to the Aboriginal community.</li> <li>• SPL raises awareness of its programs by offering story-times at festivals and special events.</li> <li>• SPL used social networking as a means for the community to provide feedback during the planning process for City Centre Library and is continuing to communicate via this medium.</li> <li>• PRC promotes the LAP program through community agencies and school programs that work with low-income families.</li> <li>• Surrey Youth Leadership (SYLC) is working with staff to develop recreation programs and services for youth across the city.</li> </ul>
<p><i>Explore the potential for neighbourhood hubs/houses/family resource centres based on community partnerships</i></p>	<p>IN PROGRESS</p> <ul style="list-style-type: none"> <li>• Since 2006, the City has been working in partnership with the Surrey School District and community partners on the development of the Community Schools Partnership (C-SP).</li> <li>• Kensington Prairie Community Centre is being developed as an early years hub.</li> </ul>
<p><i>Continue to build partnership arrangements between the City and the Surrey School District around the use of all public facilities to ensure effective use of all facilities and to maximize community benefits</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City is leasing Clayton Elementary school to the school district to help with over crowding.</li> </ul>

Recommendations	Status
<b>ISSUE ELEMENT: CULTURALLY APPROPRIATE EARLY CHILDHOOD EDUCATION/DEVELOPMENT PROGRAMS &amp; AFFORDABLE, ACCESSIBLE QUALITY LICENSED CHILDCARE, PRESCHOOL PROGRAMS AND FAMILY RESOURCE PROGRAMMING</b>	
<b>Key Roles for the City of Surrey</b>	
<i>Participate at the “Make Children First” community planning table</i>	ON-GOING <ul style="list-style-type: none"> <li>SPL and PRC staff participate in Make Children First.</li> </ul>
<i>Support initiatives that address capacity deficiencies on a neighbourhood/community basis</i>	ON-GOING <ul style="list-style-type: none"> <li>PRC has increased the number of preschools.</li> <li>PRC has licensed many of their preschools which enables eligible parents to apply for provincial subsidies.</li> <li>The City contributed multi-year funding to the ‘First Steps’ Refugee Preschool Pilot Program to help leverage provincial government funding.</li> </ul>
<i>Encourage community organizations; such as the Make Children First community planning table and others, to raise awareness about existing childcare resources and early childhood development programs and services, with a special focus on the needs of immigrant families.</i>	ON-GOING <ul style="list-style-type: none"> <li>The annual Early Years Festival provides parents with information about programs and services.</li> </ul>
<i>Encourage the other orders of government to continue to support and expand, as a high priority, the development of childcare resources</i>	
<i>Provide support as required based on the results of the discussions at the Make Children First community planning table, and provincial funding for additional childcare resources</i>	IN PROGRESS <ul style="list-style-type: none"> <li>The City is working with the Office of Early Childhood Development, Learning &amp; Care on the development of a child care needs assessment and strategy.</li> </ul>
<i>Develop and review the zoning by-law and locational guidelines for childcare related facilities to support their development, proper distribution and effective integration in the City</i>	IN PROGRESS <ul style="list-style-type: none"> <li>A review of land use policies and regulations related to childcare is on the SP work-plan for 2011-2012.</li> </ul>
<i>Where locational guidelines are developed include them in the Terms of Reference for the NCP planning processes</i>	

Recommendations	Status
<b>ISSUE ELEMENT: CHILD POVERTY ALLEVIATION</b>	
<p><i>Facilitate the establishment of intergovernmental roundtable to address, among other issues, the social service gaps related to child poverty.</i></p>	<p>IN PROGRESS</p> <ul style="list-style-type: none"> <li>The City of Surrey has been working with Vibrant Surrey and other community partners on a poverty research project. Child poverty will be a focus of this initiative.</li> </ul>
<b>ISSUE ELEMENT: COUNSELING AND SUPPORT SERVICES FOR FAMILIES AND CHILDREN WITH BEHAVIOURAL AND MENTAL HEALTH AND ATTACHMENT ISSUES</b>	
<p><i>Facilitate the establishment of intergovernmental roundtable to address, among other issues, the social service gaps related to additional in-patient beds for youth with mental health issues</i></p>	

## COMMUNITY DEVELOPMENT & INCLUSION

Recommendations	Status
<b>ISSUE ELEMENT: INITIATIVES TO ENCOURAGE CITIZEN ENGAGEMENT WITH SOCIAL ISSUES AND SOCIAL PLANNING ACTIVITY</b>	
<b><i>Short-term and Long-term Recommendations</i></b>	
<i>Continue to support and enhance youth engagement processes in which youth have a meaningful and on-going role in providing input to City services and programs and policy development of interest to youth</i>	ON-GOING <ul style="list-style-type: none"> <li>• SP, SPL, PRC, ENG all have created youth committees, groups, or programs that provide opportunities for youth engagement in civic issues.</li> <li>• SPL has added a Youth Trustee position to its Board of Trustees.</li> <li>• PRC offers opportunities for youth to plan and run programs (e.g. youth centre activities, welcoming and inclusive communities workshop and future leaders program).</li> </ul>
<i>Communicate current initiatives in youth engagement</i>	ON-GOING <ul style="list-style-type: none"> <li>• The special Youth Site on the City's new website provides information on opportunities available for youth to get engaged in the City.</li> </ul>
<i>Maintain and expand consultation with the community on issues related to the social well-being of Surrey residents, and in the development of social policies relevant to the City's mandate and resources</i>	ON-GOING <ul style="list-style-type: none"> <li>• Social Planning Advisory Committee, Diversity and Inclusion Advisory Committee and Focus on Seniors Committee provide on-going venues for community consultation and dialogue.</li> <li>• Task Forces and Committees have been set up to focus on specific projects such as the Mayor's Task Force on Homelessness and Housing and the Task Force on Literacy and Early Childhood Development.</li> <li>• Community consultation is a component in the development of plans and strategies (e.g. Child and Youth Friendly City Strategy).</li> </ul>
<i>Review the City's current approaches and staff resources with respect to its ability to maintain and enhance its dialogue with social service organizations, social interest groups and processes</i>	

<b>Recommendations</b>	<b>Status</b>
<p><i>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. Ensure that this communication strategy accounts for the diversity of languages spoken in Surrey</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Regular annual reports on the implementation of the Social Plan and other related initiatives are prepared and posted on the City's website.</li> <li>• The City's website includes social planning pages (<a href="http://www.surrey.ca/social-planning">www.surrey.ca/social-planning</a>); the website has an electronic translation feature.</li> </ul>
<p><b>ISSUE ELEMENT: ETHNO AND CULTURALLY APPROPRIATE SERVICES, OPPORTUNITIES AND PROGRAMMING</b></p>	
<p><b><i>Short-term Recommendations</i></b></p>	
<p><i>Expand the Terms of Reference for the Cultural Opportunities Working Group (made up of staff representatives from each City department) to develop and assist in implementing culturally sensitive approaches to City services and work place practices, including but not limited to:</i></p> <ul style="list-style-type: none"> <li>○ <i>Establishing approaches and recruitment practices to foster a City workforce that is reflective of the diverse population of the community;</i></li> <li>○ <i>Ensuring the City's communications are accessible and easily read and understood by those Surrey residents which are the intended audience of the communication;</i></li> <li>○ <i>Ensuring a welcoming environment for all residents regardless of ethnicity;</i></li> <li>○ <i>Celebrating religious/cultural events important to Surrey residents and staff;</i></li> <li>○ <i>Developing training initiatives to increase diversity awareness for staff</i></li> </ul>	<p>ON-GOING</p> <p>New Approach - The Cultural Opportunities Working Group was disbanded and a different approach is being used to better serve the community and reflect new learnings on social well-being. The Diversity and Inclusion Advisory Committee, HR, PRC, Community Development Services and community partners work together on specific initiatives.</p> <ul style="list-style-type: none"> <li>• PRC and SPL have hired staff that focus specifically on providing services for diverse/multi-lingual populations.</li> <li>• PRC will be updating the Inter-Cultural marketing strategy.</li> <li>• SPL has implemented a program of cultural awareness that is part of staff orientation.</li> <li>• City Hall hosts 12 -14 lunch-time, cultural celebrations (supported by written communication) throughout the year to expand staff awareness/understanding of City residents.</li> <li>• All new staff receive human rights and respectful workplace training.</li> <li>• The City added a phone-based interpretation resource that all facilities can use 24 hours per day, 7 days per week to enhance service to residents in their language of preference.</li> <li>• PRC is increasing newcomers awareness of recreation and other opportunities by offering tours for newcomers.</li> </ul>



<b>Recommendations</b>	<b>Status</b>
<i>Ensure that the Cultural Opportunities Working Group produces an annual report that details its activities and progress for Council</i>	ON-GOING <ul style="list-style-type: none"> <li>Activities undertaken are included as part of the Social Plan Annual report</li> </ul>
<i>Improve outreach communications and networking with ethno-cultural communities and organizations</i>	ON-GOING <ul style="list-style-type: none"> <li>The Diversity and Inclusion Advisory Committee includes representatives of the City's various ethnic groups and multicultural organizations.</li> <li>Fest application process was enhanced to support all City event organizers in being more culturally aware and inclusive in their event planning.</li> </ul>
<b>Long-term Recommendations</b>	
<i>Develop and implement policies and budgeting practices that would ensure that the City operates in a culturally sensitive manner</i>	IN-PROGRESS <ul style="list-style-type: none"> <li>PRC is currently working on the development of a diversity and inclusion policy</li> </ul>
<i>Develop a strategic plan to foster ethno-cultural inclusiveness in Surrey.</i>	
<b>ISSUE ELEMENT: PUBLIC TRANSPORTATION AND ACCESS</b>	
<i>Work with TransLink as part of the South of Fraser TransLink Review to address the identified gaps</i>	ON-GOING <ul style="list-style-type: none"> <li>The City continues to work with TransLink to improve the public transit system in Surrey.</li> </ul>
<i>Review traffic engineering policies in partnership with TransLink to allow transit services to be implemented efficiently and effectively in all neighbourhoods in the City</i>	ON-GOING <ul style="list-style-type: none"> <li>The City adopted a Transportation Strategic Plan in 2008. It includes recommendations related to improving public transportation in Surrey.</li> </ul>
<i>Work with Translink on accessibility issues</i>	ON-GOING <ul style="list-style-type: none"> <li>The City's Transportation Strategic Plan includes recommendations related to improving access for the elderly, people with disabilities, and other populations with special needs.</li> <li>ENG has undertaken a number of initiatives to improve accessibility such as retrofitting transit stops (70% of transit stops are now accessible to wheelchairs and baby strollers).</li> </ul>

<b>Recommendations</b>	<b>Status</b>
<i>Apply transit friendly policies in the NCP planning processes</i>	ON-GOING <ul style="list-style-type: none"> <li>Road networks and land use densities that support transit are incorporated into new NCPs.</li> </ul>
<b>ISSUE ELEMENT: LIFE SKILLS AND EDUCATIONAL TRAINING</b>	
<i>Request the School District and appropriate provincial ministries to complete studies to better understand the gaps in life skills training for adults that have not completed high school; and</i>	ON-GOING <ul style="list-style-type: none"> <li>The City adopted the Learning for Life Strategy in 2008. The development of this Strategy and the related Community Literacy Strategy compiled an inventory of existing literacy programs in Surrey.</li> </ul>
<i>Request that the appropriate Provincial ministries implement the needed life skills programs, education and employment opportunities, particularly for persons with learning disabilities and mental health concerns</i>	ON-GOING <ul style="list-style-type: none"> <li>The Learning for Life Strategy includes recommendations related to adult and workplace learning.</li> </ul>
<b>ISSUE ELEMENT: COMMUNITY ECONOMIC DEVELOPMENT INITIATIVES</b>	
<i>Engage with the Surrey Board of Trade (formerly Surrey Chamber of Commerce) and other interested individuals/entities in developing a 'small business' lens on city zoning and licensing regulations</i>	
<i>Undertake amendments to City By-Laws and policies as required, within the City's mandated responsibilities and resources, based on the results of the work with the Surrey Chamber of Commerce and interested individuals/entities</i>	

Recommendations	Status
<b>ISSUE ELEMENT: NUTRITION &amp; FOOD PROGRAMS</b>	
<i>Participate in community planning process/networks such as the Surrey Food Policy Network to address the needs for adequate distribution of food resources to those in need</i>	ON-GOING <ul style="list-style-type: none"> <li>• PRC staff participate in the Food Action Coalition. The Harvest Box Program (local produce) uses recreation centres as their public distribution sites.</li> </ul>
<i>Provide support as required, within the City's mandated responsibilities and resources, to implement the results of the recommendations from the Surrey Food Policy Network and other forums</i>	

## HOUSING & HOMELESSNESS

Recommendations	Status
<b>ISSUE ELEMENTS:</b> <b>EMERGENCY SHELTER SERVICES FOR YOUTH, ADULTS AND ABORIGINALS</b> <b>TRANSITIONAL HOUSING SERVICES</b> <b>SUPPORTED HOUSING PROGRAMS</b> <b>LOW INCOME HOUSING FOR THE HOMELESS, FAMILIES &amp; SINGLES</b>	
<p><i>Continue to participate on the:</i></p> <ul style="list-style-type: none"> <li>• <i>Surrey Homelessness and Housing Taskforce;</i></li> <li>• <i>Regional Steering Committee on Homelessness; and</i></li> <li>• <i>Other related forums (i.e. Mayor's Taskforce on Homelessness)</i></li> </ul>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Staff participate in the Surrey Homelessness and Housing Task Force, Regional Steering Committee on Homelessness, and SHOW/Homeless Integration Program.</li> <li>• Staff serve as advisors to the Surrey Homelessness &amp; Housing Society Board.</li> </ul>
<p><i>Encourage public education around homelessness and solutions to homelessness</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• City supports the education and awareness activities of the groups mentioned above (e.g. annual Homelessness Action Week).</li> </ul>
<p><i>Encourage the establishment of a Housing and Homelessness Foundation</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• Surrey Homelessness and Housing Society was established in 2007.</li> </ul>
<p><i>Monitor funding opportunities and policy directions by other levels of government and others in relation to the identified gaps (i.e. the proposed New Canadian Housing Framework) and inform the appropriate taskforces and roundtables</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City has established relationships with regional staff from BC Housing, Ministry of Social Development, Fraser Health and the Regional Steering Committee on Homelessness (oversee federal homelessness funding).</li> </ul>
<p><i>Facilitate the establishment of an intergovernmental roundtable to address, among other issues, the social service gaps related to housing and homelessness</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City has convened inter-governmental roundtable meetings to facilitate solutions to issues related to recovery houses.</li> </ul>
<p><i>Develop locational guidelines for shelters and transitional housing projects</i></p>	<p>IN PROGRESS</p> <ul style="list-style-type: none"> <li>• MasterPlan for Housing the Homeless in Surrey will be prepared in 2011-2012; it will include developing locational criteria for shelters and transitional/supportive housing.</li> </ul>

<b>Recommendations</b>	<b>Status</b>
<i>Review zoning provisions in order to accommodate and integrate needed facilities in the City</i>	<b>IN PROGRESS</b> <ul style="list-style-type: none"> <li>• MasterPlan for Housing the Homeless in Surrey will identify City regulations and policies to facilitate the provision of housing for the homeless and those at-risk of homelessness.</li> </ul>
<i>Identify opportunities to further encourage affordable housing development and preserve affordable housing stock, including secondary suites, and maintaining stock preservation initiatives and zoning support</i>	<b>ON-GOING</b> <ul style="list-style-type: none"> <li>• Secondary suites (one per single family dwelling) were legalized in 2010.</li> <li>• Surrey is participating in a Metro Vancouver rental housing study that will provide an inventory and risk analysis of the purpose-built rental housing stock in Surrey (to be completed in 2011).</li> </ul>
<i>When locational guidelines are developed, include them in their terms of reference for the Neighbourhood Concept Plan (NCP) planning process</i>	
<i>Develop a policy and program to provide some seed money towards the implementation of solutions for housing gaps (e.g. Phoenix House), possibly using the Affordable Housing Reserve Fund as a source of funding</i>	<b>COMPLETED</b> <ul style="list-style-type: none"> <li>• The Affordable Housing Reserve Fund was used to establish the Surrey Homelessness &amp; Housing Fund (over \$9 million). The Fund provides grants to projects that provide solutions to homelessness in Surrey.</li> </ul>
<b>ISSUE ELEMENTS:  SERVICE COORDINATION RESPONSIBILITIES  OUTREACH PROGRAMS TO THE HOMELESS, DROP-IN CENTRES,  YOUTH EMPLOYMENT PROGRAMS AS A MEANS TO PREVENT HOMELESSNESS</b>	
<i>Advocate to other levels of government the need to provide additional resources to:</i> <ul style="list-style-type: none"> <li>• Support the establishment of a one stop service/information resource for persons on low-income, at risk of losing shelter;</li> <li>• Provide adequate outreach programs and drop-in centres as an entry point for homeless persons seeking assistance;</li> <li>• Expand pre-employment programs by: <ul style="list-style-type: none"> <li>– Involving the private sector, through projects such as Project Comeback, and a coordinating group such as a Housing Homelessness Foundation; and</li> <li>– Increased provincial program funding</li> </ul> </li> </ul>	<b>ON-GOING</b> <ul style="list-style-type: none"> <li>• Homeless Outreach Services were initiated by BC Housing in Surrey in September 2006; Surrey now has 6 homeless outreach workers. The City continues to advocate for additional outreach services.</li> </ul>

## CRIME & PUBLIC SAFETY

Recommendations	Status
<b>ISSUE ELEMENT: CITY CLEAN-UP PROGRAMS &amp; CIVIC PRIDE INITIATIVES</b>	
<b>Short-term Recommendations</b>	
<p><i>Study options and possible community partnerships for expanding and/or promoting programs such as:</i></p> <ul style="list-style-type: none"> <li>○ <i>City Clean-up Program</i></li> <li>○ <i>Adopt-a-Street Program</i></li> <li>○ <i>Anti-Graffiti/Spirit of Youth Program</i></li> <li>○ <i>Partners in Parks Program</i></li> <li>○ <i>Nature Matters Program (previous SHaRP Program is now just one component under the new umbrella of Nature Matters)</i></li> </ul>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City initiated a Beautification Program in 2007.</li> <li>• The list of programs to the left continues to be supported and expanded.</li> </ul>
<p><i>Continue to include and enhance standards in by-laws and plans for street and median beautification</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Landscaped medians are/have been installed on widened city arterial roads and sections of older hard surface medians are/have been being replaced with landscaped medians.</li> </ul>
<p><i>Use the new City of Surrey 'Green City Reserve Fund' to enhance the aesthetics of the City and civic pride</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Green City Program continues to enhance the aesthetics of City with by planting trees and other vegetation.</li> </ul>
<b>Long-term Recommendations</b>	
<p><i>Expand the City clean-up programs based on the evaluation of the options identified under short-term actions</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• ENG and Parks have expanded programs related to beautification, clean-up and recycling.</li> </ul>
<p><i>Communication with citizens around existing and enhanced clean-up programs and opportunities for disposal of unwanted materials, recyclables and garbage</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• ENG and Parks has expanded education program regarding new recycling initiatives, including multicultural educational materials.</li> </ul>

Recommendations	Status
<i>Develop a "civic pride" program</i>	ON-GOING <ul style="list-style-type: none"> <li>The Beatification Program fosters civic pride.</li> </ul>
<i>Explore additional ways to foster citizen engagement in maintaining and enhancing the ambience of neighbourhoods throughout the City</i>	ON-GOING <ul style="list-style-type: none"> <li>Environmental Extravaganza is an annual celebration of Surrey's natural environment at events hosted by local community groups.</li> <li>Nature Matters fosters citizen engagement through the ShaRP, SNAP, Eco Rangers and RELEAF components.</li> </ul>
<b>ISSUE ELEMENT: INITIATIVES TO DEAL WITH SENIORS ABUSE</b>	
<i>Research available information on ways to foster safety and security for the elderly</i>	
<i>Raise awareness on elder abuse including information on immigrant and ethnic communities by making information available on the City's website and at community facilities, particularly in the areas where seniors programs are provided</i>	ON-GOING <ul style="list-style-type: none"> <li>Focus on Seniors Committee was established in 2008 to raise awareness about elder abuse. The Committee has organised seniors' forums in venues across the city, including the Guru Nanak Gurdwara in Newton.</li> </ul>
<i>Continue providing opportunities for seniors' peer counselling through the Parks, Recreation and Culture Department</i>	ON-GOING <ul style="list-style-type: none"> <li>PRC facilitates peer counselling through the People Helping People Program.</li> </ul>
<b>ISSUE ELEMENT: INITIATIVES TO DEAL WITH FAMILY VIOLENCE</b>	
<i>Prepare a UBCM resolution for Council consideration advocating that senior governments restore funding to support Women's Centres and Legal Aid; and that senior governments complete the appropriate studies to understand the needs in this regard in the City of Surrey</i>	ON-GOING <ul style="list-style-type: none"> <li>In 2006, the City endorsed a UBCM resolution requesting that the provincial government restore operational funding to Women's Resource Centres.</li> <li>The City established the Surrey Coalition Against Domestic Abuse in 2010 (SCADA). The Coalition organizes an annual conference.</li> </ul>

Recommendations	Status
<b>ISSUE ELEMENTS:            PEER SUPPORT PROGRAMS TO DETER CRIME            INITIATIVES TARGETING GANGS, GANG-VIOLENCE AND RELATED CRIMINAL ACTIVITY</b>	
<p><i>Approach the Surrey School District and Surrey RCMP to discuss and support initiatives that mitigate and prevent youth involvement in gang-related activities</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City, school district and RCMP launched the WRAP Program in 2009; it is an intervention program for gang and gang-associated youth.</li> <li>• Surrey Community Action Assessment Network (CAAN) was established in 2007 by the City, School District, RCMP and BC Ministry of Children and Family Development to work with at-risk youth on the brink of gang activity.</li> </ul>
<p><i>Through the Parks, Recreation and Culture Department and Public Library, provide programming and opportunities for healthy alternative activities for youth during a broad range of hours</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• PRC and SPL have increased programming for youth.</li> </ul>
<p><i>Work with the RCMP, community organizations, and neighbourhoods to ensure reasonable coordination of crime prevention projects in Surrey</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City adopted the Crime Reduction Strategy in 2007. The Crime Reduction Manager is responsible for its implementation, which includes coordinating crime prevention and crime reduction efforts in Surrey.</li> </ul>



## SUBSTANCE ABUSE & ADDICTIONS

Recommendations	Status
<p><b>ISSUE ELEMENTS:</b>  <b>RESIDENTIAL ADDICTION TREATMENT FOR YOUTHS &amp; ALCOHOL/DRUG TREATMENT FOR YOUTH RECOVERY TREATMENT SERVICES</b>  <b>PRENATAL EDUCATION &amp; SUPPORT PROGRAMS RE. DRUG USE</b>  <b>OUTREACH &amp; SUPPORT PROGRAMS FOR AT-RISK &amp; SUBSTANCE USERS (MEN &amp; WOMEN IN SEX TRADE /GAMBLING ADDICTS)</b></p>	
<p><i>Facilitate the establishment of a Roundtable that includes Fraser Health, the Ministry of Health and other government and community stakeholders to facilitate a proactive dialogue towards understanding and determining a continuum of programs and services:</i></p> <ul style="list-style-type: none"> <li>• <i>For youth – addiction treatment and reintegration of affected individuals as productive members of the community so that all gaps are addressed;</i></li> <li>• <i>For adults – effective programs and regulations for support recovery houses to assist affected adults in achieving recovery and reintegration as productive members of the community;</i></li> <li>• <i>Prenatal education and support programs for at-risk women; and</i></li> <li>• <i>Outreach and support programs for adults at risk of addiction or currently suffering from addiction</i></li> </ul> <p><i>Provide support as required based on the results of the round table discussions</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Creekside Health and Housing Centre – City has contributed the land and is waiving fees and charges to support the development of this new addictions centre.</li> <li>• In 2007-2009, the City convened an inter-governmental committee to facilitate solutions to the issue of unregulated recovery houses. In 2009, the Ministry of Social Development introduced a new program that is providing funding to recovery house operators that meet the Ministry’s assessment criteria. In 2011, the City re-established the Committee.</li> <li>• Maxxine Wright Centre – In 2010/2011 Maxxine Wright Centre opened. It provides transitional housing, health and child care services to pregnant and parenting women who have been impacted by violence and/or substance use.</li> </ul>

## GENERAL RECOMMENDATION

Recommendations	Status
<p><i>Develop an Annual Report to Council on the implementation of the Action Plan in order to communicate what has been achieved and to seek Council endorsement or direction on specific future actions on the implementation of the Plan</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>Annual Reports have been prepared for: 2006-2007, 2007-2008, 2008-2009, and 2010. The reports are available on the City's website (<a href="http://www.surrey.ca/social-planning">www.surrey.ca/social-planning</a>).</li> </ul>

Note:

CRS – Crime Reduction Strategy

ENG – Engineering

HR – Human Resources

SP – Social Planning

SPL – Surrey Public Library

PRC – Parks, Recreation and Culture

Status:

On-going: a program/initiative that is in place and will continue

In-progress: program/initiative currently under-development

Completed: recommendation has been completed