

NO: **R100**

COUNCIL DATE: **May 28, 2012**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **May 22, 2012**

FROM: **Crime Reduction Strategy Manager**

FILE: **7450-30**

SUBJECT: **Crime Reduction Strategy Annual Report for 2011**

RECOMMENDATION

The City Manager's Office recommends that Council:

1. Receive as information the "Crime Reduction Strategy Annual Report 2011" (the "CRS Report"), which is attached to this report as Appendix I; and
2. Authorize staff to post the CRS Report on the City of Surrey website and to distribute it to key partners.

INTENT

The purpose of this report is to inform Council about the CRS Report, which provides a comprehensive overview of the key achievements for 2011 related to the recommendations of the Crime Reduction Strategy with the goal of informing key stakeholders and partners as well as the broader community.

BACKGROUND

The relationship between crime and broader social issues is complex and interconnected. In recognition of this circumstance, in June 2006, the City of Surrey introduced the Crime Reduction Strategy to guide the work of City staff in collaboration with a variety of stakeholders to reduce crime and increase public safety across the City. The Crime Reduction Strategy serves as a key document and reference point for the work which occurs across all of the City's Departments. It is also supported by the on-going implementation of the recommendations in the Plan for the Social Well-Being of Surrey Residents and the City's Sustainability Charter.

As noted in the CRS Report, an effectively implemented crime reduction strategy provides:

- safer and healthier communities;
- reduced property losses due to crime;
- lower insurance costs;
- increased productivity by individuals that would otherwise be a burden to society;
- reduced criminal justice system costs;
- increased level of civic pride on the part of all citizens;
- lower policing costs over the longer term; and
- higher level of job satisfaction and greater motivation for those involved in addressing crime in the community.

The four primary objectives of the Crime Reduction Strategy are:

1. reduce crime and increase community safety;
2. increase public involvement in reducing crime;
3. increase integration between all stakeholders involved in crime reduction; and
4. improve public awareness around the reality and perception of crime

These objectives are to be achieved through 106 recommendations which fall within the four strands as listed below:

1. Prevent and Deter Crime;
2. Apprehend and Prosecute Offenders;
3. Rehabilitate and Reintegrate Offenders; and
4. Reality and Perceptions of Crime.

The CRS Report outlines many of the key achievements of 2011 under each of the strands and recognizes that new partnerships continue to develop and evolve.

DISCUSSION

The CRS Report for 2011, attached as Appendix I, demonstrates the considerable progress the City has made in the implementation of the 106 recommendations of the Crime Reduction Strategy. The City remains fully committed to building a vibrant, safe and sustainable city. The CRS Report is organized in a format similar to the Crime Reduction Strategy. It highlights the activities undertaken by various partners and City Departments.

KEY HIGHLIGHTS

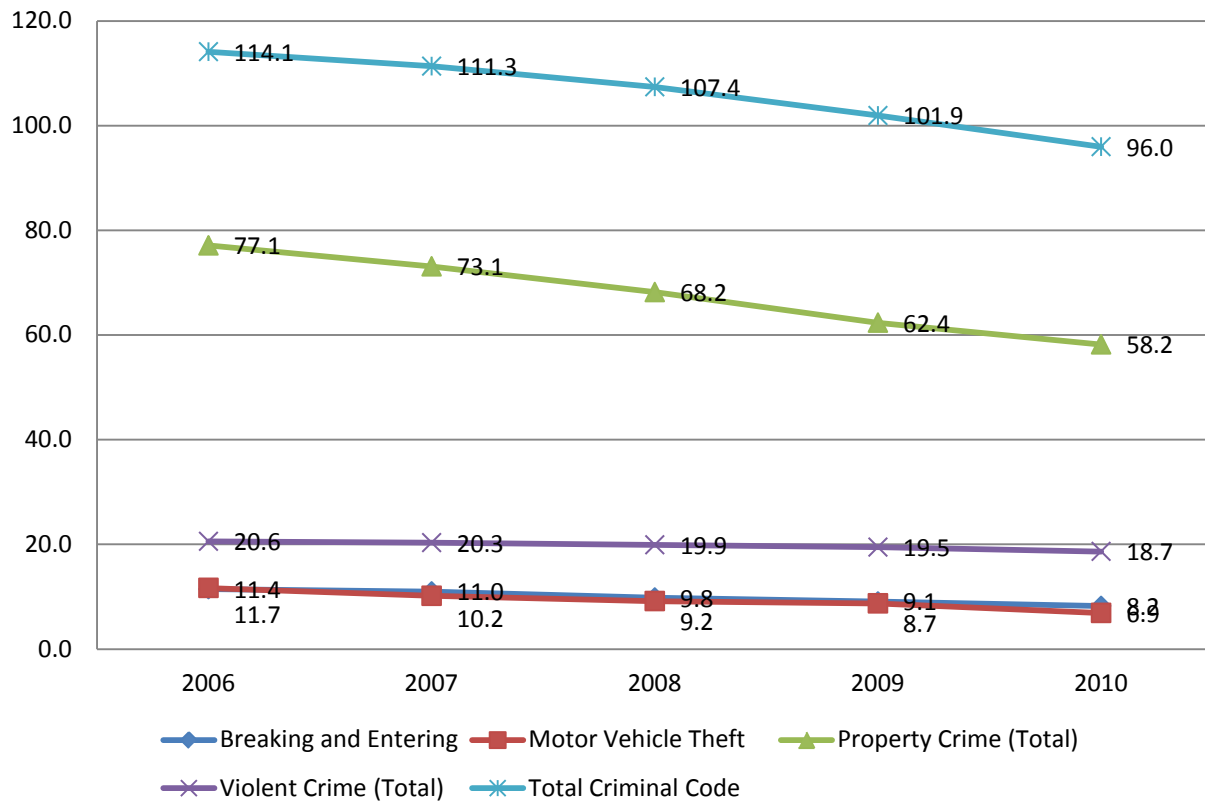
The following represent some of the key highlights which took place in 2011.

Reductions in Crime

The Surrey RCMP reported a continuing trend of decreases in crime from 2006 through 2010 as noted below:

Crime Rates 2006 – 2010

	2006	2007	2008	2009	2010	% Change 2006-2010
Breaking and Entering	11.4	11.0	9.8	9.1	8.2	-28.1%
Motor Vehicle Theft	11.7	10.2	9.2	8.7	6.9	-40.9%
Property Crime (Total)	77.1	73.1	68.2	62.4	58.2	-24.5%
Violent Crime (Total)	20.6	20.3	19.9	19.5	18.7	-9.3%
Total Criminal Code	114.1	111.3	107.4	101.9	96.0	-15.9%



Source: Canadian Centre for Justice Statistics, Statistics Canada
 Figures for 2011 are expected to be available in late July 2012.

Key Achievements 2011

Surrey's Crime Reduction Strategy Wins Provincial Award

The City of Surrey's Crime Reduction Strategy won the 2011 Solicitor General's Crime Prevention and Community Safety Award in the local government category. The award recognizes outstanding leadership in the area of promoting and implementing crime prevention and community safety strategies.

City Watch

The Crime Reduction Strategy office assisted in the implementation of City Watch in Surrey in late 2010, a CUPE-BC program that encourages City employees to play a role in increasing community safety by recognizing and reporting crime and suspicious activity as they undertake their daily duties within the community.

The program was officially launched in 2011 with 531 City staff trained during the year in relation to that program. City Watch training continues and is now a standard course offering for City employees through the City's HR calendar.

Business License Outreach

The RCMP launched the Business License Outreach Project in early 2010 in partnership with Bylaw Enforcement staff. The project continued throughout 2011 and serves to engage new business license holders with support services such as site security assessments based on CPTED principles, communication on hot spots or crime trends and educational materials and workshops for employees.

In 2011, a total of 969 businesses were contacted by a Community Safety Officer (CSO) in relation to this program. Follow up actions were undertaken by the RCMP and support staff.

Joint RCMP and Transit Police Project

In February 2011 a new Surrey RCMP and Transit Police partnership office opened at the Surrey Central Skytrain station. A team consisting of one Surrey RCMP officer and one Transit Police officer began to implement a variety of strategies, including high visibility foot patrols in the area around Surrey Central Station and its broader environs.

This partnership was established to build relationships and contacts within the community as a means to acquire information regarding problem areas. With police officers permanently placed at Surrey Central Station, an increased situational awareness of day-to-day activities and ongoing issues in the neighbourhood has been established.

Transit Police are closely monitoring this joint operational model to determine whether it can be replicated in other cities. The project has been approved by both partners to continue through 2012.

In 2011, the Surrey RCMP and Transit Police partnership team won the Surrey Board of Trade's Police Officer of the Year ARNOLD SILZER COMMUNITY POLICING INITIATIVE AWARD.

RCMP "Horse and Rider" magazine feature – Fall volume

In 2011, RCMP "E" Division Community Programs Division produced a video and showcased Surrey as a best practice in their "Horse & Rider" Provincial magazine. The video featured City of Surrey and RCMP CPTED program as a best practice for all of B.C.

School District iR3 Program

The IR3 Program is an alternative to home suspension for students in grades 6-8 who are facing a first-time (or early intervention) suspension for substance use or aggressive behaviour (threats, physical violence, bullying, weapons). The program provides students with the tools necessary to accelerate their personal growth and increase their leadership abilities, motivation and sense of self-worth.

IR3 stands for **Intervention-Rethink, Refocus, Reintegrate**. Rather than serving their suspensions at home or in school, students attend a two-day program and participate in a series of workshops and activities that discuss conflict resolution, character building, violence prevention (bullying, gangs), internet safety and substance use prevention. The goal is to successfully reintegrate students back into their schools with enhanced connections to both their school and their community.

2011 highlights for the iR3 program include:

- iR3 was expanded in spring 2011 to encompass all schools within the district (was previously operating only in the northwest zone of Surrey)
- Community partners were engaged weekly to share their knowledge and experience with participants.
 - Surrey RCMP Youth Target Team provided students with a police/community safety perspective of their actions.
 - Integrated Gang Task Force & Surrey Wraparound Project members provided educational and preventive workshops on the myths and risks of gang culture and debunked common myths of the lifestyle.
 - Surrey Parks, Recreation & Culture staff: educated participants on the many recreational opportunities available in Surrey, provided Free Ride passes to encourage participation, and assisted students in completing youth memberships.
- Students and families were assisted with accessing the Leisure Access Program (those in financial need are offered this assistance both as universal programming within iR3 and for targeted Stay Real participants).
- 87 students participated in the Two-Day Intervention Program throughout 2011.
- 313 students received follow-ups throughout the school year (over 800 individual follow-up visits conducted)
- iR3 staff hosted a Celebration of Achievement Day at Playland in early July. All qualifying students were invited to use their passes on that date and spend the day with staff (optional-youth are free to use their passes on their own). Transportation and lunch was provided.
- The program location moved from the Chuck Bailey Youth Lounge to the North Surrey Recreation Centre Youth Lounge, where it continues to operate successfully.
- 12 youth were referred to the Stay Real Program which is led by the Substance Use Liaison.

Child and Youth Friendly City Strategy

The City of Surrey's Child and Youth Friendly City Strategy was adopted by Council in November 2010. The Strategy identifies how the City can promote the healthy development of young people from early childhood through middle childhood and adolescence.

In 2011, the Surrey Leadership Youth Council had another successful year of engaging Surrey youth in social and community planning - highlights included:

- A 4th annual Youth Speak Up! forum in April 2011 where more than 80 youth were engaged in dialogue about community planning and community issues;
- Monthly youth cafe discussion nights were hosted at the North Surrey Recreation Centre; and
- Youth were involved in the 2011 EnergyShift youth forum.

For more information and to download the comprehensive plan, please see:

<http://www.surrey.ca/plans-strategies/3191.aspx>

Crime Reduction Stakeholder Forum

On Tuesday, October 4, 2011, the City of Surrey Crime Reduction Strategy Office held a stakeholder forum, which brought together representatives from a wide variety of stakeholder groups to network, to celebrate the successes of the Strategy, and to continue to move the Strategy forward.

Over 50 delegates representing 40 agencies attended and the feedback was very positive. Highlights from the evaluations clearly demonstrated the workshop was very well received and the momentum is continuing to build.

- 92 % felt the workshop met their expectations
- 97% strongly agreed / agreed the quality of the workshop was high
- 97% strongly agree/agree that they clearly see how their role fits within the strategy.

Substance Use Awareness Week

In 2011, the City of Surrey began a very successful partnership with multiple agencies (Alcohol and Drug Education Services, the B.C. Responsible and Problem Gambling Program, DIVERSEcity Community Resources Society, the Fraser Health Authority, Klay-how-ya, Kwantlen Polytechnic University, Options Community Services Society, Pacific Community Resources Society, SOURCES Community Resources Society and the Surrey School District), in organizing an awareness week. The purpose of the initiative is to increase public knowledge and awareness about signs and symptoms of substance use, where to find more information about substance use and how help can be obtained in relation to substance use.

As detailed in Corporate Report Ro88: 2012, Substance Use Awareness Week 2012 will run from May 27 to June 2.

Union of B.C Municipalities Conference - Provincial Showcase

In September of 2011, as part of the annual UBCM convention over 250 Mayors and Councillors from across the Province attended a 3 hour session organized by the Ministry of Public Safety and

Solicitor General's office in which Surrey Crime Reduction Strategy staff were included in a panel discussion on Crime Prevention and Reduction solutions for communities.

Wire Theft Response

In February 2011, the City developed the Inter-Agency Wire Theft Committee chaired by the Crime Reduction Strategy Manager with representatives from Surrey RCMP, TELUS, BC Hydro, Cobra Electric, the Ministry of Justice – Police Services, Ministry of Transportation and Infrastructure, Surrey Crown Counsel, Canadian National Rail Police, Rogers, Shaw, as well the related City departments including Legal Services, Engineering, and the Bylaw Enforcement Section. The Committee has focused on 4 pillars to success:

- Education and Awareness;
- Law Enforcement Education and Awareness;
- Investigations; and
- Legislation.

In conjunction with stakeholder media relations teams, the group created awareness and education for the general public to report suspicious activity related to wire theft, which is a very expensive problem in Surrey. TELUS and BC Hydro partnered with the Crime Reduction Strategy Office in the creation of the Community Response to Metal & Wire Theft educational flyer (as well as contributed funds to offset the costs of printing the flyer). In 2011, 10,000 copies of the flyer were distributed to the public, including at key events such as Canada Day and Fusion Festival (educational booths were manned by reps from TELUS and Hydro, as well as City Risk Management and Crime Reduction staff/volunteers). RCMP "E" Division – Community Programs Division received permission to modify the Surrey pamphlet for their use at RCMP detachments across all of B.C.

Stakeholders partnered with the RCMP to investigate incidents of metal theft by providing leads from door to door campaigns, Victim Impact Statements for Crown, a dedicated resource to supporting the court activity and supported Law Enforcement personnel on special projects.

The City alongside stakeholders continued efforts in lobbying the Provincial Government to enact Provincial Legislation to support municipalities in the regulation of Scrap Metal Dealers. On November 4, 2011 during the Provincial Crime Prevention Week, Bill 13 - the Metal Dealers and Recyclers Act, was introduced by Solicitor General in the BC Legislature. Expected to be in full effect in July 2012, the Act will make B.C. the first Canadian province with legislation that targets scrap-metal transactions.

In November 2011 a panel consisting of representatives of the RCMP, Telus, BC Hydro and the City of Surrey Crime Reduction Strategy Office presented on the topic of wire theft to over 70 delegates at the BC Crime Prevention Association's Annual Training symposium held in Burnaby.

In 2011, eighteen (18) RCMP Neighbourhood Liaison Officers and Community Safety Officers as well as approximately 70 general duty RCMP officers were trained in "Taking Action on Metal and Wire Theft" – a session which includes segments on; the overall problem and costs/risks to

society, what to look for, who to call, and how to preserve evidence. Training continues in 2012 and will be expanded so as to complete the general duty briefings in all five detachment offices for RCMP members, and will be expanded to include the training of RCMP volunteers as well as Surrey Crime Prevention Society volunteers who will begin to disseminate pamphlets to the general public and in “hot spots” in 2012.

These efforts resulted in approximately 35 arrests in 2011 in Surrey compared to 6 in 2010.

The Inter-agency committee fostered many opportunities to benchmark ideas and strategies on metal theft reduction and has resulted in increased communication and collaboration among agencies in an effort to address the issue.

An article was written in the RCMP’s “Safe Homes - Safe Communities” quarterly newsletter, which is available at all Surrey RCMP detachments and on-line, and is also a key communication tool for over 1000 Block Watch captains.

In 2011, a Bylaw Enforcement Officer was tasked with making regular inspections of the Metal Recycling facilities in the City of Surrey. The officer continues to liaise with the business owners as well as conduct periodic inspections of Sale & Purchase records. Information concerning descriptions of stolen items is also shared with the businesses. The Bylaw Section also sends a representative to attend the City’s Inter-agency Metal & Wire Theft Committee.

SUSTAINABILITY CONSIDERATIONS

The Crime Reduction Strategy assists in achieving the objectives of the City’s Sustainability Charter; more specifically, action item SC11, which identifies the Crime Reduction Strategy and the Plan for the Social Well-Being of Surrey Residents as the foundations for building a safe community.

CONCLUSION

The Crime Reduction Strategy has continued to gain momentum and strength as outlined in the Crime Reduction Strategy Annual Report for 2011, a copy of which is attached to this report as Appendix I. Partnerships will continue to be formed to build further momentum in implementing the recommendations of the CRS during 2012 and in future years, with a view to on-going enhancement of the quality of life in Surrey.

Colleen Kerr
Crime Reduction Strategy Manager

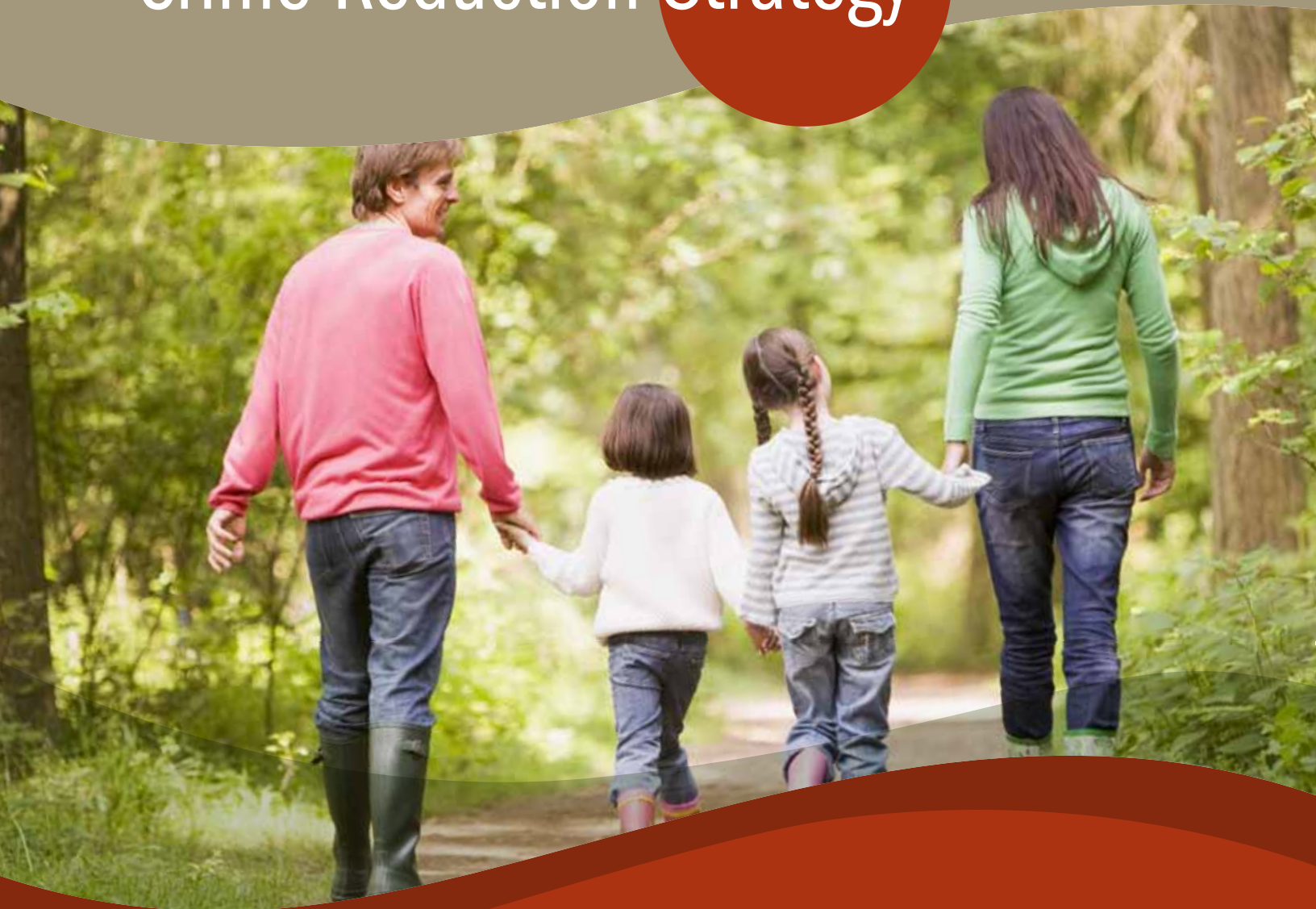
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Appendix I - CRS Annual Report 2011

City of Surrey

Crime Reduction Strategy



ANNUAL REPORT 2011

IMPROVING THE QUALITY OF LIFE FOR THE CITIZENS OF SURREY - A PROBLEM SOLVING APPROACH



REPORTING BACK ON COMMUNITY SAFETY



CRIME REDUCTION STRATEGY

ANNUAL REPORT 2011

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City of Surrey

Crime Reduction Strategy



Message from Mayor Watts



On behalf of City Council, I am pleased to present the City of Surrey's Crime Reduction Strategy 2011 Annual Report.

Implemented in 2006, Surrey's Crime Reduction Strategy provides an innovative problem-solving approach to address the root causes of crime. It is a collaborative strategy whose success has depended upon the concerted efforts and collective input of numerous stakeholders across our City. This is a living document whose 106 recommendations continue to be implemented and whose programs help foster new partnerships and create innovative programs to address crime.

The involvement of the Surrey RCMP, Surrey Fire Service, over 50 community groups and over 100 individuals, as well as all 3 levels of government, have contributed to the effectiveness of this strategy. I would like to thank all of the stakeholders, and Councillors Villeneuve, Steele and Martin who contributed to the initial implementation of this program.

I'm very proud that the Surrey Crime Reduction Strategy won the 2011 Solicitor General's Crime Prevention and Community Safety Award in the local government category. This award recognizes outstanding leadership in the category of promoting and implementing crime prevention and community safety strategies. Thank you for all of your support.

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

Mayor Dianne L. Watts



The City has been actively engaging with residents, businesses and local stakeholders in efforts to improve community safety. While we continue to work on several issues, we have seen real progress in improving the quality of life for Surrey residents. During the past year, major steps have been taken to curb the effects of domestic abuse and to ensure the safety of vulnerable youth in our City. One on one relationship building and dialogue with residents and businesses has continued to address crime through a collaborative approach.

I want to thank our many partners for their hard work and dedication, as we continue to engage the issues.

A handwritten signature in black ink, appearing to read 'Barinder Rasode'.

Councillor Barinder Rasode | Chair, Community Safety Committee

Introduction & Background

The relationship between crime and broader social issues is complex and interconnected. Recognizing this, in June 2006, Surrey City Council implemented a Crime Reduction Strategy that mandated City staff to work collaboratively with a variety of stakeholders to reduce crime in Surrey.

The Surrey Crime Reduction Strategy departs from conventional thinking by addressing the root causes of crime. It recognizes that a cooperative approach between the City, the RCMP, the provincial and federal governments and private sector agencies is needed.

TACKLING THE ROOT CAUSES OF CRIME STARTS WITH A PROBLEM-SOLVING ATTITUDE THAT FOCUSES ON:

- Enhancing projects and programs that are working.
- Facilitating partnerships to implement new, evidence-based strategies.

WITH THIS IN MIND, THE CITY ESTABLISHED THESE PRIMARY OBJECTIVES:

1. Reduce crime and increase community safety.
2. Increase public involvement in reducing crime.
3. Increase integration between all stakeholders involved in crime reduction.
4. Improve public awareness around the reality and perception of crime.

THE PRIMARY OBJECTIVES ARE ACHIEVED THROUGH STRATEGIES IN EACH OF THE FOLLOWING FOUR STRANDS:

1. Prevent and Deter Crime.
2. Apprehend and Prosecute Offenders.
3. Rehabilitate and Reintegrate Offenders.
4. Reality and Perceptions of Crime.

2011 ANNUAL REPORT

The 2011 Annual Report highlights many of the Crime Reduction Strategy's key achievements. The report provides an overview of activities conducted by the City as well as many of its partners. We recognize that new partnerships continue to develop and that there are several groups and agencies delivering very valuable services which may not be mentioned here. Our intent with this Annual Report is to provide a snapshot of some of the highlights and achievements across all of the 106 recommendations.

The City continuously strives to develop partnerships to reduce crime and improve the quality of life for all Surrey residents.

SECTION 1

Prevent and Deter Crime

The Prevent and Deter Crime strand focuses on the actions that can be taken to prevent and deter priority crime and anti-social behaviour in Surrey. This requires the involvement and partnership of numerous stakeholders.



1.1 POLICING

Whether it be on the streets, in crime hot spots, at public gatherings or at major events, one of the goals of the City of Surrey's Crime Reduction Strategy is to prevent and deter crime through a visible police presence. This includes the implementation of the Community Safety Officer pilot project, the use of visible safety vests and enhanced safety at Skytrain stations, on transit and in bus loops. It also includes ensuring that police resources keep pace with population growth.

ACHIEVEMENTS

COMMUNITY SAFETY OFFICERS

The year 2011 marked the third year for the Community Safety Officer (CSO) Pilot Project, which provided an added police presence in the community. Based in each of the 5 District Detachments, the CSO's focused largely on community liaison and crime prevention initiatives.

BUSINESS LICENSE OUTREACH

The RCMP launched the Business License Outreach Project in early 2010 in partnership with the City's Bylaw Division. The project continued throughout 2011 and serves to engage new business license holders with support services such as security site assessments based on Crime Prevention Through Environmental Design (CPTED) principles, communication on hot spot or crime trends and educational materials and workshops for employees.

- In 2011, a total of 969 businesses were contacted by the CSO in their district.



“Candidates for the Arnold Silzer Community Policing Initiative Award are nominated by the members of Surrey RCMP to recognize outstanding crime reduction, community policing or problem-solving initiatives which, through the co-operative effort of individuals, groups or units reduced or eliminated a problem thus impacting positively on the safety and well-being of the community.”

PHOTO CREDIT: RAY HUDSON, SURREY BOARD OF TRADE

Transit Police Constable Trevor Nakashima and his partner Surrey RCMP Constable Thor Forseth were honoured at the Surrey Board of Trade 15th Annual Police Officer of the Year Awards in October 2011.

ENHANCED SAFETY AT SKYTRAIN STATIONS

JOINT RCMP AND TRANSIT POLICE PROJECT

In February 2011, the office for the new Surrey RCMP and Transit Police partnership project opened at the Surrey Central Skytrain station. A team consisting of one Surrey RCMP officer and one Transit Police officer began to implement a variety of strategies, including high visibility foot patrols in the areas around Surrey Central, including the bus loops and the SkyTrain stations.

- This partnership was established to build relationships and contacts within the community in order to acquire information regarding problem areas.
- With police officers permanently placed at the Surrey Central location, an increased situational awareness of day-to-day activities and ongoing issues in the neighbourhood has been established.
- Transit Police are closely monitoring this joint operational model to determine whether it can be replicated in other areas.
- The project has been approved by both partners to continue through 2012.

In 2011, the Surrey RCMP and Transit Police partnership team won the Surrey Board of Trade’s Police Officer of the Year **ARNOLD SILZER COMMUNITY POLICING INITIATIVE AWARD.**

DOWNTOWN SURREY BIA AND CRIME REDUCTION STUDENT RESEARCH PARTNERSHIP

In early 2011, the Downtown Surrey Business Improvement Association (DSBIA) and the City of Surrey Crime Reduction Strategy partnered on a joint project on safety within Gateway, Surrey Central and King George Skytrain stations.

A Simon Fraser University student was given the task of assessing perceptions of safety around Gateway, Surrey Central and King George Skytrain stations from transit users, pedestrians near the stations and businesses that operate close to the stations.

- A total of 422 general surveys and 62 business surveys were completed as well as surveys within three focus groups: youths, SFU students and seniors.
- General surveys were completed in the vicinity of each station and businesses were restricted to ground-level locations around each station. Focus groups ranging from three to sixteen participants discussed safety issues in an informal setting.
- Overall, for the general survey, 91% of respondents felt positively (neutral or more secure) in terms of safety in Surrey in the past twelve months and 90% felt stations have adequate lighting systems. Furthermore, over three-quarters of respondents noticed police or other security personnel at stations and believed Skytrains are clean and well-maintained.

- Of the 62 businesses surveyed, on a scale of 1 to 10 (1 being completely unsafe and 10 being completely safe), the average score was 6.11. Similarly, 96% of the businesses felt either more safe or about the same level of safety compared to the past twelve months. It is important to note, many of the businesses who responded feeling the same level of safety already felt safe the previous year.
- The biggest improvement noticed in the past twelve months was the increased presence of police or other security patrols in the area. In fact, over 60% of businesses noticed the DSBIA/Concord bike security patrolling their areas.

The following two reports were completed as part of the joint project:

1. Safety Report on Downtown Surrey Skytrain Stations: Perspectives from Riders, Pedestrians & Businesses.
2. Best Practices Skytrain Comparisons – this document involved student research to look at best practices in other parts of the world specific to transit hubs.

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The City's Crime Reduction Strategy continues to collaborate with community partners and implement best practices.

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NEWTON BUS LOOP

In response to concerns expressed around issues of public safety and image in the Newton Town Centre area, the City, TransLink, RCMP, the Coast Mountain Bus Company, as well as other landowners and stakeholders, coordinated efforts in 2011 to develop a set of improvements for the Newton Town Centre, with a specific focus on the Newton Transit Exchange and adjacent wooded grove.

- In 2011, TransLink, in partnership with the City of Surrey, retained professional landscape architectural design and engineering services for detailed design improvements to the Newton Bus Exchange.
- Commencing in the latter part of 2012, the objective of the project will be to create a vibrant transit exchange with a focus on improvements to address issues of safety, security and pedestrian passenger access, comfort and experience.



New bus shelters at Newton Bus Loop.



1.2 RESEARCH

Enhanced crime analysis and coordination with academic researchers can assist decision makers in gaining a greater understanding of the root causes of criminal or nuisance behaviour.

ACHIEVEMENTS

CRIME ANALYSIS AND EVIDENCE BASED DECISION MAKING

The City of Surrey works very closely with the Surrey RCMP on numerous community safety and crime reduction issues as they arise. Together we formulate initiatives, programs and projects to address these issues. The RCMP also produces Quarterly Crime Statistics Reports and makes these available on their website www.surrey.rcmp.ca

“

The City has focused on building partnerships between academic research institutions such as the British Columbia Institute of Technology, the University of the Fraser Valley, Kwantlen Polytechnic University, Simon Fraser University, and the SFU Institute for Canadian Urban Research Studies (ICURS). These partnerships serve to develop, build upon and promote the use of best practices.

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1.3 EDUCATION AND AWARENESS

Both educating the public about how they can avoid being victims of crime and educating potential offenders about the effects of crime are objectives of the City's Crime Reduction Strategy. The City has improved its online presence, supported the development of youth education strategies and developed substance use awareness programs.



ACHIEVEMENTS

CRIME REDUCTION STRATEGY WEBSITE

The Crime Reduction Strategy website serves to inform the public with information such as links to RCMP crime statistics and community service websites, event information and updates from key City partners and stakeholders.

Crime Reduction Strategy website:
www.surrey.ca/crimereduction

ILLEGAL DUMPING

Illegal dumping rose 22 percent in 2010, costing the City hundreds of thousands of dollars. In June 2011, the City of Surrey launched an "Illegal Dumping" education and enforcement campaign. Council approved fines of up to \$10,000 and penalties which include paying clean up bills and costs of prosecution. The City has also posted educational signage at bus stops.

METH WATCH PROGRAM

To curb the retail purchase of products that can be used in the production of methamphetamine, the Surrey Fire Service plays a lead role in the City's Meth Watch Program. In 2011, 205 businesses participated, an increase of 9% from 2010 and an overall increase of 65% since 2008. In addition, in 2011, the Surrey Fire Service distributed over 2000 crime reduction pamphlets during inspections and targeted visits with city merchants.

GROWING PARTICIPATION RATES:

- 2008: 124 businesses
- 2009: 146 businesses
- 2010: 188 businesses
- 2011: 205 businesses

SURREY CRIME PREVENTION SOCIETY (SCPS)

The Surrey Crime Prevention Society (SCPS) programs include Anti Graffiti, Mobile Patrol Team, Citizens Crime Watch Patrol, Fatal Vision, Speed Watch, Mural Programs and Safety Seminars and Presentations. As well, they attend and assist at various community events.

SCPS Anti Graffiti program has cleaned 7084 sites over the past five years. The cooperation between the City (By-Laws, Engineering, and the City Beautification Program), as well as the DSBA is designed to ensure that cleanup is fast and efficient.

In addition, SCPS organizes the development of outdoor murals which are strategically painted on walls that in the past attracted graffiti taggers. The SCPS mural program has been active for over 10 years.

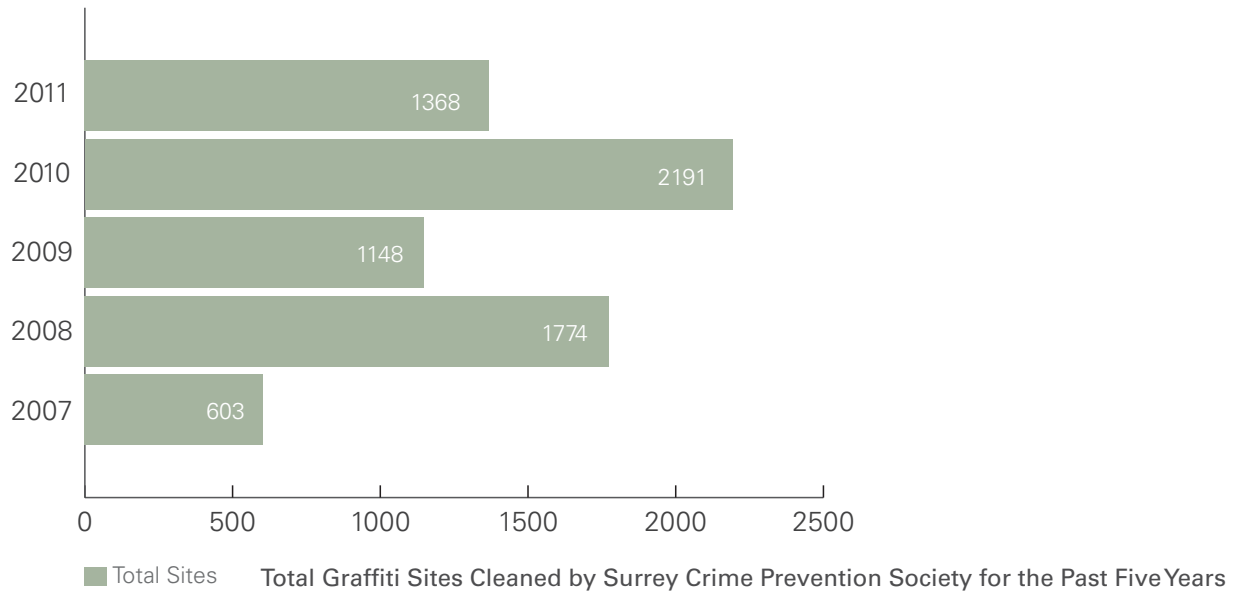
Crime Watch Mobile Patrols work to observe and report crime and suspicious activity. In this way they work as extra "eyes and ears".

SCPS community volunteer foot patrols are active in Downtown Surrey, Guildford, Newton, Fleetwood, and Panorama and work to deter nuisance and suspicious activity by patrolling areas on foot, bike and in cars.

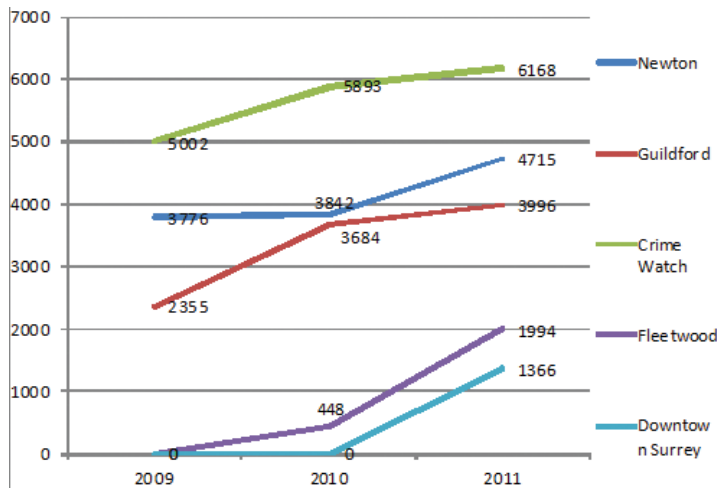
- In 2011, SCPS opened an office in Ted Kuhn Towers and extended foot patrols along University Drive and City Parkway to include the Chuck Bailey Recreation Centre.
- SCPS Speed Watch Volunteers work to observe and educate residents about speed in their neighbourhoods.

In 2011, SCPS attendance at community events increased by over 35%, having attended about 46 events, many of which were more than one day long. Crowd control, parking assistance, redirecting traffic, patrolling parking lots, monitoring speeders and manning barricades are some of the many duties offered while participating in events.

TOTAL GRAFFITI SITES CLEANED

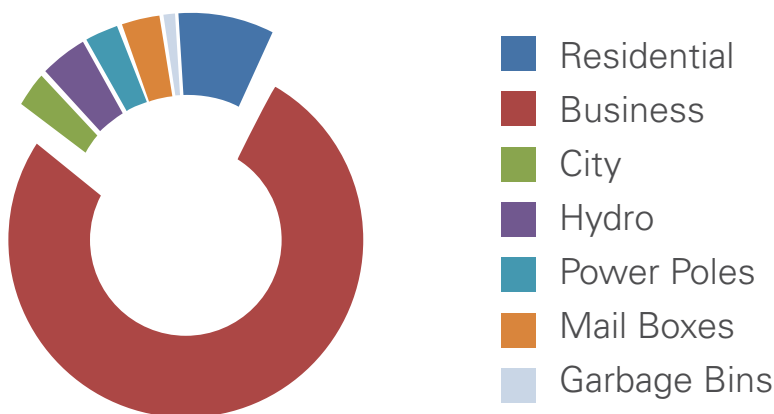


VOLUNTEER HOURS



Total Volunteer Hours for the Past Three Years (Note: Downtown Surrey Patrol began in Jan (2011))

GRAFFITI SITES 2011 Graffiti Cleanup Breakdown by Type



Horse & Rider

P R E S S



VOLUME 6

NUMBER 2

FALL 2011

A PUBLICATION OF "E" DIVISION ENHANCED COMMUNITY AND ABORIGINAL POLICING SERVICES

SPECIAL
ISSUE



CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

ELECTRONIC VERSION AVAILABLE ON CP & PSS INFOWEB SITE



Royal Canadian Mounted Police
Gendarmerie royale du Canada

Canada

The City of Surrey was featured as a best practice in the area of Crime Prevention Through Environmental Design, in the RCMP Provincial Magazine.

1.4 ENVIRONMENTAL DESIGN/TARGET HARDENING

The City and RCMP, in partnership with residents and businesses has focused on addressing environmental factors that help to address criminal or nuisance activity.

ACHIEVEMENTS

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

FALL 2011 ISSUE OF THE RCMP'S "HORSE AND RIDER" MAGAZINE FEATURE

In 2011, RCMP "E" Division Community Programs Division produced a video and showcased Surrey as a "best practice" in their "Horse & Rider" Provincial magazine. The video featured experts in the area of CPTED as well as our very own City of Surrey and RCMP staff showcasing Surrey as a best practice.

The City of Surrey has Official Community Plan Development Permit Area Guidelines that include CPTED principles that apply to all applications for projects in Development Permit areas. Planning staff review each project design during the design review process and routinely recommend revisions to improve CPTED response. Some projects are also reviewed by the Advisory Design Panel (ADP), which includes RCMP representation. In 2011, 38 projects were reviewed by the ADP. During the design review process development permit drawings are reviewed to ensure all areas of a site adhere to CPTED guidelines, e.g., appropriate site layout, clear sight lines and adequate lighting to promote supervision and access control, vandal resistant design and finish materials, etc. Relevant ADP and

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Applying proven Crime Prevention through Environmental Design (CPTED) principles (i.e., improving lighting and sight lines, removing trees, bush and/or unwanted debris and graffiti) has helped deter and/or eliminate problem activities in several areas.

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staff recommendations are incorporated into the project design prior to finalizing development permit drawings. Staff also review subdivision applications to ensure CPTED planning principles are incorporated.



1.5 CLOSED CIRCUIT TELEVISION

ACHIEVEMENTS

PILOT PROJECT

In 2011, the Crime Reduction Strategy worked with Simon Fraser University to conduct an independent evaluation and analysis of the CCTV pilot project at the Scott Road Skytrain station parking lot. Victimization surveys were completed to collect the views and opinions of parking lot users with respect to the use of public CCTV.

The surveys posed questions to participants about the frequency and reason for using the parking lot, their feelings of safety with respect to their person and property, personal incidents of victimization, attitudes towards the use of CCTV, as well as basic demographic information.

Positive outcomes of the 2010-2011 CCTV pilot project are as follows:

- Perception of crime can be positively influenced as the pilot did demonstrate that feelings of safety improved with the installation of CCTV.
- Increased reporting confidence occurred as a result of the CCTV.
- Public support for cameras was validated.
- The lessons learned can assist future decision making.
- CCTV and signage communicated City efforts to take crime seriously and to reduce it.

1.6 SOCIAL SUPPORT

The Crime Reduction Strategy recommends that City departments and partner agencies coordinate to provide priority social support networks for individuals who have been involved in criminal activity or who are deemed at risk of becoming involved.



1.7 EARLY CHILDHOOD DEVELOPMENT INTERVENTIONS

The City of Surrey believes that children who experience good health, loving care, positive relationships and play-based learning opportunities before entering school are at a distinct advantage and have greater chances of success in life.

ACHIEVEMENTS

THE CHILDREN'S PARTNERSHIP OF SURREY-WHITE ROCK

(Formerly the Office of Early Childhood Development, Learning & Care, Surrey-White Rock)

The Children's Partnership represents a multi sectoral collaboration between the City of Surrey, Surrey School District, MCFD-Surrey, Fraser Health and United Way who are committed to working together to improve the health, well-being, development and learning potential of young children 0 – 12 and their families. They support the Children First Coalition and the Middle Childhood Matters Steering Committee.

In 2011, the Children's Partnership supported three major initiatives:

- A foundational child care gap assessment for Surrey – White Rock was conducted with the assistance of the Human Early Learning Partnership (HELP) at UBC.
 - Based on a formula developed by HELP researchers, it was found that Surrey – White Rock have a gap of about 24,000 – 30,000 spaces for children aged 0 – 12. As this represents a significant shortage of spaces, a child care strategy task force will commence work in 2012 to develop responses to address the gaps.
- A Neighbourhood Based Family Connections two year initiative has been funded by Vancouver Foundation and launched with an agency collaborative of DIVERSECity, OPTIONS and Alexandra House and the Children's Partnership.
 - » At the town centre level, community agencies and public sector partners will work together to develop shared goals and plans for supporting programs that will support parents/caregivers;
 - » Community agencies and public sector partners throughout Surrey – White Rock will improve their knowledge of existing supports, gaps and needs of parents/ caregivers and develop informal programs/ initiatives to respond;
 - » The long term outcomes will be that parents and caregivers with young children in Surrey/ White Rock have increased knowledge, resources and the supports they need to help their children develop to their full potential.
- Funding was received by Vancouver Foundation and matched by the City of Surrey to launch a pilot Neighbourhood Small Grants program out of Oak Avenue Hub in Whalley.

- The program is designed to engage and train residents to identify neighbourhood priorities and to select projects that are funded using the neighbourhood Small Grants program.
- Typical projects range from craft kits to support children with hobbies to neighbourhood block parties.

OTHER HIGHLIGHTS IN 2011 INCLUDED:

- In partnership with the Surrey Board of Trade (SBOT), a Business and Families Dialogue Forum was held in October 2011 featuring Dr. Paul Kershaw as a keynote speaker. Based on Dr. Kershaw's "New Deal for Families," a series of four resolutions were developed and endorsed by the Board of Directors of the Board of Trade. As well, an inaugural Child and Family Friendly Workplace Award was launched and will be featured at an upcoming Surrey Board of Trade event.

CHILDREN FIRST COALITION

The City continues to support the Children First Coalition. Parks, Recreation and Culture representatives co-chair this project with Library Services.

- The Children First Coalition represents over 100 community and public agencies who work together to coordinate, plan and improve services for children under six and their families.
- The Coalition conducts research and identifies gaps and innovative responses to improve services to children and their families.
- Children First is involved in the administration and dissemination of the Early Development Index developed by the Human Early Learning Partnership (HELP) at UBC.
- In 2011, the EDI revealed that 32% of children under six are entering school with vulnerabilities that affect their school readiness. (In 2008-9 the EDI depicted that about 29% of children were vulnerable).

MIDDLE CHILDHOOD MATTERS STEERING COMMITTEE

The Middle Childhood Matters Steering Committee represents over 30 community and public agencies that are committed to coordinating, planning and improving services for children aged six to 12 and their families.

- In 2011, the Committee began working on a number of projects including the development of a resource inventory for distribution to parents and service providers.
- In 2011, work commenced on the development of a child development tool kit for distribution to parents and service providers and support for

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Children who experience good health, loving care, positive relationships and play-based learning are at a distinct advantage and have greater chances of success....

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the 2012 Kids Conference.

FIRST STEPS EARLY CHILD DEVELOPMENT SETTLEMENT PROJECT

- Launched in 2008, the First Steps Early Child Development Settlement Project is a three-year venture.
- Led by the Surrey – White Rock Office of Early Childhood Development and serving over 129 families and 230 children, through collaboration with multiple agencies, the program aims to meet the settlement and early adaptation needs of young refugee children, aged from birth to five years of age, through a family-centred approach.
- This project focused on both new refugee arrivals and those young children whose families arrived as refugees within five years.

KENSINGTON PRAIRIE COMMUNITY CENTRE

- Opened in January 2011, the Kensington Prairie Community Centre is part of a broad partnership to improve access and services for families and community.
- The project focuses on early learning, healthy child development and community engagement.
- A range of program opportunities supporting the development of the arts, culture and recreation, all within a play-based early learning environment are offered.

SOCIAL AND MENTORING PROGRAMS

RCMP MENTORING PROGRAM SUPPORT

The Surrey RCMP Detachment participated in the Big Brothers Big Sisters In-School Mentoring (ISM) Program.

- During 2011, police officers and civilian staff volunteered their time and were matched with children between the ages of seven and 12 who were identified as needing a special friend and supporter in life.
- The five Big Brothers and Sisters from the Detachment spent an hour each week with their Little Buddies, playing games, reading, creating or simply hanging out and providing mentorship.

CITY OF SURREY, CUPE 402 AND SURREY SCHOOL DISTRICT MENTORING PROJECT

The City's Youth Mentorship Program is a partnership between the City, the Surrey School District and CUPE 402. It was created to support students who are currently working towards completing their high school education.

- City of Surrey employees volunteer to partner with young people from local Learning Centres to help them gain valuable work experience.
- The Program is done on City time and involves a student 'job shadowing' an employee for three weeks.
- The program has been a huge success with young people talking about increasing their focus, renewing their commitment to graduate and gaining confidence.

- Through this meaningful partnership students gain real-life work, hands-on experience and knowledge of the field through a caring City of Surrey employee mentor.
- Students who have completed the program have a greater understanding of the City of Surrey and the importance of everyone in the community working together for the greater good.
- Some students continue to stay in contact with their mentors after their work experience as they have built lasting relationships through this program.
- 75% of the students had never been to City Hall before the mentorship program.
- The School District feels the program helps young people connect with their community and understand the role of the City.
- The other positive outcomes are personal/authentic learning, flexibility and the individual attention the students receive from their City mentors.
- In February 2011, seven (7) students and nine (9) mentors participated in the program.
- In November 2011, five (5) students and seven (7) mentors participated in the program.



“ Students involved in the City’s Mentoring Project gain valuable work and life experience ”

FUTURE LEADERS PROGRAM

Since 2010, the Future Leaders program has supported hundreds of local youth to gain leadership skills, multiple certifications and the opportunity to build a set of skills and tools by shadowing experienced program instructors throughout the City of Surrey.

- The program is available for youth 14-21 years old and is broken down into 2 phases of training:
 - » PHASE 1 - complete 14 hours of volunteer experience anywhere throughout the City of Surrey, complete emergency first aid and CPR C and Leadership 1 and 2.
 - » PHASE 2 - practicum experience and High Five training. Each youth leader is paired up with a City instructor to put the skills they have learnt into action.

An eight-week mentoring opportunity supports youth by providing them with the experience necessary to develop their skills and experience in teaching and leading recreational programs. At the end of the eight week work experience/shadowing opportunity, each youth leader receives a reference letter and a certificate to attach to their resumes.

- The skills developed throughout this experience support each participant with not only experience but documentation that supports their ability to instruct programs within the City of Surrey or elsewhere.

Since the program began in 2010 - 36 Future Leaders have been hired on as paid instructors for the City of Surrey. One of the original Future Leaders who was hired on by the City as an instructor now has her own Future Leader in one of her classes that she is mentoring.

YOUTH VOLUNTEER PROGRAM

Youth Volunteer is a growing area for our youth in Surrey. Youth are placed into different roles to help build their resume. Parks Recreation and Culture staff support youth going through the process.

- We are proud to say that the City's youth volunteers make up nearly ½ of the volunteers in the City of Surrey's entire volunteer program!

RCMP YOUTH PROGRAMS

In 2011, the RCMP Youth at Risk Team (YART) continued to participate in the School District's IR3 (alternative school suspension) pilot program. During the two-day program, suspended youth were instructed on a variety of topics related to decision making, consequences and healthy lifestyle choices.

- YART members delivered 27 lectures and instructed 50 students in the iR3 program in 2011.
- Youth Section members continued to deliver presentations on substance abuse prevention, personal safety and various other topics requested by teachers.
- In 2011, a total of 433 preventative lectures were provided to 28,473 students.

- Particular attention was given to teaching students how to identify and deal with bullying behaviours, many of which occur on the internet, as well as increase the opportunities for adult intervention in identified bullying situations.
- Over 166 lectures on bullying and internet safety were presented during 2011, reaching nearly 9,171 students.
- The Surrey RCMP Junior Police Academy, held in August, continued to be an extremely popular event in 2011.
- Several hundred children from across the City attended one of the free, one-day mini boot camps held. Activities included police exercises and demonstrations with RCMP members from the Detachment and other specialized units, including the Police Dog Section and the RCMP (Air 1) helicopter.
- Each participant also took part in a police-style drill march and physical fitness training course, and went home with a t-shirt, badge and a smile.

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The City of Surrey has developed a unique and proactive partnership with CUPE 402 and the Surrey School District in the development of a work based mentoring project that enables at-risk youth the opportunity for a three week full time work placement with City of Surrey mentors. In 2011, there were 12 successful placements in this program.

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1.8 YOUTH INTERVENTION & PARENTING PROGRAMS

While many circumstances can lead young people to become involved in crime or anti-social behaviour, effective youth intervention programs and good parenting can greatly reduce those chances.

ACHIEVEMENTS

To enhance its social and mentoring programs, the City supported three youth committees and councils to identify new and innovative ways to support youth.

MOBILE YOUTH OUTREACH (MOYO) PROGRAM

The Mobile Youth Outreach (MoYO) Program is a youth engagement program uniting multiple community partners to engage youth in their environment, while also offering resources and opportunities that foster meaningful community connections. The purpose of MoYO is to connect with and empower youth while providing resources and building relationships.

Every year MoYO works to adapt and modify its direction based on the needs of the community.

In 2011, MoYO's statement of purpose was updated with a minor change from being an "outreach program" to being a "youth engagement program."

In total, in 2011 the MoYO team engaged with 1267 youth. Out of this total number, the statistics break down as follows:

- The number of youth engaged were in Newton = 411 youth (32%), North Surrey = 324 (26%), Cloverdale = 280 (22%).
- 67% of youth were male, 32% were female. This number still reflects the same trend as 2010 (63% male, and 37% female).
- Friday, Saturday and Wednesday were the evenings MoYO encountered the most youth.
- Very few youth were seen at locations where MoYO arrived after 10pm.
- 58 youth were encountered at Transit locations; 44 males and 14 females.

YOUTH FEST 2011

The City of Surrey's annual Youth Fest event was held on Saturday September 24, 2011 at the Guildford Recreation Centre attracting over 1000 youth from throughout the City.

This high energy, positive youth event featured resource tables from youth specific service agencies, a rock-climbing wall, sumo suits, airbrush tattoo artists, Velcro Olympics, a learn to DJ Booth and more. Many local businesses supported and participated in this event, including Guildford Tim Horton's, Guildford Coast Capital, Coastal Riders, Concord Security, Surrey Youth Council, PartyWorks Interactive, 99.3 The Fox, Grimm's Fine Foods and Miss604.

YOUTH WEEK 2011

Youth Week is an international celebration of youth held annually during the first week of May. It is a week of fun, interactive and celebration focused activities intended to build a strong connection between young people and their communities. It also profiles the issues, accomplishments and diversity of youth across the province. Wherever Youth Week is celebrated, the concept behind it is the same: *Young people are important and need to be recognized in a constructive and positive manner. Youth contributions need to be acknowledged and celebrated.*

- During Surrey's 2011 celebration week, city wide events including the Youth Recognition Awards and 'City Jam' were held.
- Surrey's 2011 Youth Week celebrations were coordinated by the City's Community and Recreation Services section with a variety of resources and sponsors including Surrey School District 36, Guildford Town Centre Mall, CUPE 402, Turtle Recording Studios, Tom Lee Music and the Cloverdale Seniors Advisory Board.

SUMMER DAY CAMP VOLUNTEER PROGRAM VOLUNTEER RESOURCES PROGRAM

- From July 4 to September 2, 2011 87 volunteers helped make the Summer Day Camp Volunteer Program come to life.
- Volunteers provided a safe environment for learning, laughing and exploring. Their eagerness and dedication played a vital role in making Surrey's Summer Day Camps a fun, friendly and welcoming environment.
- Collectively, the volunteers contributed more than 6,000 hours of their time.

I AM GAME SPECIAL EVENTS

The "I Am Game" Special Events are inclusive sport events provided for free to children in Surrey. The events are meant to provide children with the opportunity to try sports and games that are inclusive and fun, all in an effort to ensure their long term involvement in sport and play.

- In 2011, the "I Am Game" Youth Committee was developed through an internal partnership with the City's Outreach and Support Services and Diversity Services sections with the intent of developing meaningful engagement of youth in the planning, development and implementation of the events.
- The youth mentors have been instrumental in providing innovative ways to ensure that the children at the events are being included and are having fun.
- In 2011, the "I Am Game" Youth Committee organized four inclusive sport events held at various locations throughout Surrey in order to provide a unique sporting experience for children.

SPRING BREAK CAMP – SUNNYSIDE ELEMENTARY SCHOOL

In partnership with the Community School Partnership (C-SP), vulnerable students were referred from the school to participate in a week-long camp that focused on team-building, personal development, cooperative games and building sport readiness skills.

BRIDGEVIEW YOUTH DROP-IN PROGRAM

The youth drop-in program out of Bridgeview Elementary was designed to offer activities and youth engagement opportunities to pre-teen and youth at a local level. The program focuses on sports, mini tournaments and interactive games, and saw a consistent participation rate of 15-25 youth throughout the year.

YOUTH PARK HOSTS 2011

The youth parks across Surrey proved to be busy and vibrant during the summer season of 2011.

- The Youth Park Host position was expanded to accommodate all skate parks during peak times with a focus on safety and positive youth engagement.
- Youth Park Hosts were an integral part of various youth park special events, bringing increased programming and purposeful activities for communities citywide. The impact of having visible staff in the skate parks allowed for valuable and lasting connections made with park users and program participants, which translated into volunteer and mentorship opportunities.
- Staff were also able to observe and report any incidents in detail, resulting in an increase in communication between city staff and various agencies. (Community Safety Officers, RCMP, Community Volunteer Patrol).

COMMUNITY-SCHOOLS PARTNERSHIP

In partnership with the City of Surrey and multiple community partners, the Community-Schools Partnership (C-SP) is an initiative of the Surrey School District which works alongside schools in addressing vulnerabilities and creating opportunities for all children to flourish.

- C-SP directly supports more than 25 identified schools and is emerging in its ability to support, and be an asset to additional schools across the district.
- The identified schools include 22 elementary and three secondary schools, spanning the four zones of the school district: east, west, north and south (including White Rock).
- C-SP staff work alongside schools to identify specific needs of the children and families, enhance existing school and community responses and collaborate to develop strategic and sustainable programming.

The three main focus areas of the Community-Schools Partnership (C-SP) include:

- Addressing barriers to learning;
- Providing extended learning and enrichment opportunities;
- Connecting students, families and schools to resources and supports.

These three focus areas inform the direction of all C-SP endeavors and undertakings.

COMMUNITY-SCHOOLS PARTNERSHIP (C-SP) – NEWTON

The City's partnership with all C-SP Schools serves to provide afterschool sports, dance, as well as arts and crafts programs in response to community needs. The individual programs are marketed internally at each school and include programs such as the Power Kids program;

- Described as a mid day program designed to help children with general life skills, the overall goal is for children to feel more empowered, more whole and more optimistic about themselves and their futures.
- Offered in partnership with DIVERSECity at George Vanier, Cougar Creek and WE Kinvig Elementary schools, this referral only program is targeted to those with the greatest need.

SUBSTANCE USE LIAISON (SUL) PROGRAM

The School District's Substance Use Liaison (SUL) program consists of a team of 7 SULs who maintain a consistent presence in all elementary and secondary schools. SULs are dedicated to education, prevention, and early intervention. They identify and support youth who use drugs, and youth that are affected by other's use.

2011 Highlights:

- over 640 students supported
- over 200 families supported
- over 270 student presentations
- over 20 parent presentations
- over 15 community education sessions.

SCHOOL SUSPENSION PROGRAMS

SURREY SCHOOL DISTRICT IR3 PROGRAM

iR3 is an alternative to home suspension for students in grades 6-8 who are facing a first-time (or early intervention) suspension for substance use or aggressive behaviour (threats, physical violence, bullying, weapons). The program provides students with the tools necessary to increase their personal growth, leadership abilities, motivation and self-worth.

iR3 stands for Intervention-Rethink, Refocus, Reintegrate. Rather than serving their suspensions at home or in school, students attend a two-day program and participate in a series of workshops and activities that discuss conflict resolution, character building, violence prevention (bullying, gangs), internet safety and substance use prevention. The goal is to successfully reintegrate students back into their schools to improve the connections to their school and community.

2011 highlights for the iR3 program include:

- iR3 was expanded in spring 2011 to encompass all schools within the district (was previously operating only in the northwest zone of Surrey);
- Community partners met weekly to share their knowledge and experience with participants;
- Surrey RCMP Youth Target Team provided students with a police/community safety perspective of their actions;
- Integrated Gang Task Force & Surrey Wraparound Project members provided educational and preventive workshops on the myths and risks of gang culture and debunked common myths of the lifestyle.

- Surrey Parks, Recreation & Culture staff educated participants on the many recreational opportunities available in Surrey, provided Free Ride passes to encourage participation and assisted students in completing youth memberships.
- Students and families were assisted with accessing the Leisure Access Program (those in financial need are offered this assistance both as universal programming within iR3 and for targeted Stay Real participants).
- 87 students participated in the two-day Intervention Program throughout 2011.
- 313 students received follow-ups throughout the school year (over 800 individual follow-up visits conducted).
- iR3 staff hosted a Celebration of Achievement Day at Playland in early July. All qualifying students were invited to use their passes, if they choose to, on that date and spend the day with staff. Transportation and lunch was provided.
- The program location moved from the Chuck Bailey Youth Lounge to the North Surrey Recreation Centre Youth Lounge, where it has been successfully operating since.
- 12 youth were referred to the Stay Real Program.

EDUCATION AND AWARENESS PROGRAMS

CHILDREN OF THE STREET SOCIETY (PREVENTION OF SEXUAL EXPLOITATION)

Children of the Street 2011 program highlights include the Youth Workshop and the Adult/ Service Provider Workshop.

- Youth Workshop - TCO2: Taking Care of Ourselves, Taking Care of Others. TCOS2 is a unique program that is presented by youth to youth. It promotes peer to peer empowerment and encourages student interaction. Workshop facilitators engaged students from grades 8-12 in a powerful and real conversation about sexual exploitation, sex trade recruitment, exploiters, deglamourizing the sex trade, the role of drugs and alcohol in exploitation, self exploitation online, the role of gangs in sexual exploitation, healthy relationships and self worth.
 - » In 2011, Children of the Street provided 87 TCO2 workshops to 3, 477 students in elementary and secondary schools throughout Surrey.
 - » Adult/ Service Provider Workshop - ITCHA: It Can Happen To Anyone.included a comprehensive overview of youth sexual exploitation, case studies, trends, online exploitation, and legal issues.
 - » In 2011, Children of the Street provided 3 ITCHA workshops to 75 participants in Surrey.



SCHOOL DISTRICT FIRST STEP PROGRAM

First Step is a unique school-based program, aimed at enhancing communications between parents, children and the community around issues related to guns, gangs and violence. This student-led project provides opportunities for youth to present to and engage with their parents about these issues, while developing a range of skills that build resilience to gang recruitment and connectedness to school and family.

- First Step involves students in facilitating parent evenings about violence issues using interactive one-on-one strategies. With the assistance of Surrey School District staff, along with the development of a comprehensive training manual, students are provided with the training that they need to effectively engage their parents in discussions about gangs, guns and violence.
- In 2011, work began on the development of a DVD to help school communities plan such training and events.
- First Step supports the goals of the Health and Career personal planning objectives and is targeted to youth in Grades 7 and 8, an age when it is particularly important to provide opportunities for young people to participate in communication with their families around societal issues.
- Parents are powerful figures in influencing the behaviour of young people and a parent education component in school violence prevention programs can be an important contribution in reducing the violent incidents involving young people.
- First Step operated in six different elementary schools in 2011. 200 Grade 6 and 7 students participated.

YOUTH INTERVENTION AND SUPERVISION

RCMP YOUTH SUPERVISION PROGRAM

Throughout 2010, General Duty (GD) RCMP members continued to conduct curfew checks for youth on probation. The initiative looked to hold youth accountable to court-imposed conditions of behaviour, make them aware of the consequences of curfew violations, and at the same time deter them from further involvement in negative behaviours or criminal activity.

- During the 2010 year, 112 curfew checks were conducted by GD members.
- Additional curfew checks were conducted by Youth Section members during the summer months (when schools are not in session).

CHILD AND YOUTH FRIENDLY CITY STRATEGY

The City of Surrey's Child and Youth Friendly City Strategy was adopted in November 2010. The Strategy identifies how the City can promote the healthy development of young people from early childhood through middle childhood and adolescence.

In 2011, the Surrey Leadership Youth Council (SLYC) had another successful year of engaging Surrey youth in social and community planning. Highlights in 2011 included:

- Organized their 4th annual Youth Speak Up! forum in April 2011 where they engaged more than 80 youth in dialogue about community planning and community issues.
- Hosted monthly youth cafe discussion nights at the North Surrey Recreation Centre
- Assisted with the organization of youth involvement in the 2011 EnergyShift youth forum.

For more information and to download the comprehensive plan, please see: <http://www.surrey.ca/plans-strategies/3191.aspx>

WRAP PROGRAM

The RCMP, the Surrey School District and the City continued to partner in the Wrap Program, which served as an intervention for gang and gang-associated youth. The project was launched in January 2009 by the Surrey School District and ran in partnership with the City, Surrey RCMP, the Integrated Gang Task Force and several community service organisations. Youth were referred by multiple organizations to the Wrap Team, who assessed and prepared individual case management plans for each program participant. The Wrap Team uses the Wrap around model, working to ensure all elements of the plan, including support from the student's family, school and community, are implemented and maintained.

- In 2011, results from an independent evaluation demonstrated that youth involved in the program reduced police contacts by an average of 67 per cent.
- Since 2009, over 250 youth have been referred to the program. The program can now serve approximately 50 active and supplemental cases at one time.
- 126 cases have been closed and 55 students are on a waitlist.

The Wrap Team has worked since 2009 to develop partners for creating resiliency, stability, employment, recreational and pro-social opportunities for at-risk youth. These partnership programs have included the City's Leisure Access Program and the Surrey YMCA Youth Leadership Program, both of which provided at-risk youth and families the opportunity to access recreational programming. The Wrap Program develops community education programs for at-risk communities, addressing the needs of parents and their children through recreation based relationships.

Additionally, the Wrap Team is continuing its partnership with the Acting Together Community University Research Alliance AT-CURA (see page 83) on research and development. Both qualitative and quantitative analyses are an on-going part of ensuring the best interventions and services are being provided to the youth and their families.

DIVERSECITY YOUTH PROGRAMS

DIVERSEcity Community Resources Society is a community partner in the Acting Together Community University Research Alliance AT-CURA (organized by Kwantlen Polytechnic University) on a project regarding youth violence related to gangs and the drug trade. Several initiatives are in place that work to reach youth that may be at-risk of being lured into criminal enterprises. In addition, substance use, children who witness abuse and child and mental health counselling programs to address youth's psycho-social and emotional health needs are offered.

- The Future Leaders Program works with visible minority youth to address barriers they face related to employment. Topics covered include specialized life and employability skills and skills enhancement; graduates receive recognized certificates at no cost.
 - » The program served 35 clients in 2011.

DIVERSEcity also offered several parenting programs, including;

- The IMPACT (Immigrant Parent and Child Together) program teaches families with young children about the importance of parental involvement in a child's life;
- The Smart and Safe program is an outreach program that teaches newcomer communities about safe internet use and ways to protect their children from internet predators;
- The After School Tutoring and Mentoring Program provides after-school support to immigrant and refugee children ages six to 12. The program components address academic, social, emotional and physical needs of this population;



- The Buddy/Youth program continues to match new immigrant youth with Host youth (Buddy/ Youth program volunteers) to provide friendship, English conversation practice, peer support, information about Canada and connect new immigrant youth to local community resources;
- The Multicultural Family Outreach Program (Whalley Family Program) provides outreach and multicultural programming to immigrant and refugee children under the age of six and their families who reside in the Surrey area; and
- The First Steps ECD refugee settlement project has been designed to serve both newly arrived refugee children ages birth to 12 and their caregivers. A comprehensive range of integrated early learning (ECD) focused outreach, screening, health, early learning/ literacy, parenting, family support, ESL and community connections services is provided at two locations.

Social Well Being funding supports a staff liaison position that helps to link new families to City programs and amenities.

- In the past year, 297 clients were served.

1.9 “SAFE COMMUNITIES” INTERVENTIONS

Studies have shown that a well-maintained neighbourhood can help lower the incidence of criminal and nuisance activity. To achieve this, the City implemented neighbourhood maintenance initiatives, graffiti removal, unsightly premises policies, beautification strategies and community action group supports.

ACHIEVEMENTS

CITY OF SURREY BYLAW DIVISION

Property Maintenance / Unsightly Premises Bylaw

In November 2011, a letter was sent to all property owners within Surrey City Centre as notice of the City of Surrey’s intent to actively monitor the area for graffiti, litter and general cleanliness. In the letter, it stated that effective immediately the City would reduce the current notice to comply period to 48 hour or less for unsightly properties. After 48 hours the City, through staff or contractors, would clear/clean private property and invoice owners to recover the full costs incurred for removal. If unpaid, the costs would be applied to the effected property owner’s taxes.

If residents wish to report unsightly private properties, they can call the City’s Bylaw Enforcement Section Service Request Line at 604-591-4370.

In 2011, City of Surrey’s Bylaws Enforcement Section has investigated the following:

Abandoned Properties (Insecure Premises)	93 files
Illegal Dumping of Refuse	227 files
Unsightly Properties	1717 files

Anti-Graffiti Program - The number of reported incidents of graffiti continues to drop substantially.

2009 Graffiti Investigations	1072
2010 Graffiti Investigations	345

In 2011, the number of reported cases of graffiti dropped to 126. This included both reports from the public as well as investigations generated by the Bylaw officers.

Metal Theft Bylaw – In 2011, a Bylaw Enforcement Officer was tasked with making regular inspections of the Metal Recycling facilities in the City of Surrey. The officer continues to liaise with the business owners and also conducts periodic inspections of Sale & Purchase records. Information concerning descriptions of stolen items is also shared with the businesses. The Bylaw Section also supplies a representative to attend the Inter-agency Metal & Wire Theft Committee led by the City’s Crime Reduction Section.

Controlled Substances Property Bylaw - Bylaw

Officers have been involved in posting properties that have been identified by either the police or the Electrical Fire Safety Inspection team as having a clandestine laboratory or a marijuana growing operation on site.

- There were 127 files opened by the Bylaw Section in 2011.

Massage Parlours - In 2011, the Bylaw Section assigned a Bylaw Enforcement Officer to work in partnership with the Surrey RCMP regarding businesses where prostitution was suspected. Since 2010 and into early 2012, the Bylaw section has had great success in shutting down a number of premises. Highlights include;

- Shut down sixteen (16) Illegal Body Rub Parlour/Bawdy Houses;
- Refused nine (9) Business License Applications. This was due to applicants being found to be associated to the operators of Body Rub parlours whose licenses had been terminated previously;
- Currently investigating three (3) Establishments – Evidence dictates Bawdy Houses;
- Reviewing one (1) new Business License application.

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Bylaw has had great success in shutting down a number of Illegal Body Rub Parlour/Bawdy Houses in the City of Surrey.”

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SCHOOL SAFETY REVIEW

Since 2009, the City of Surrey has worked on a major initiative to undertake a safety review of every school in the City.

OBJECTIVES:

- Undertake physical measures to improve safety for all road users.
 - Support the increased enforcement of speed limits and traffic laws.
 - Promote a culture of road and community safety into all aspects of engineering services.
 - Raise awareness of road safety and encourage safer travel in partnership with others.
 - Reduce crime and the fear of crime.
 - Improve community health and quality of life.
- Believed to be the largest of its kind in Canada, from 2009 – 2011 the program has reviewed the more than 140 schools in Surrey to improve road safety.
- Construction based improvements have been implemented in 62 schools, with nearly 30 more projects approved for construction in 2012.
 - Between 2009 and 2011, 80 signing and pavement marking improvement projects were also completed.

NEIGHBOURHOOD BEAUTIFICATION

The City's Parks, Recreation and Culture Department writes a comprehensive Service Delivery Plan annually. Within the document a review of the previous year's highlights is included. The following summary, as outlined in the 2012 Service Plan, provides a review of the achievements for 2011 in the area of Civic Beautification.

The City of Surrey continued to offer a range of initiatives and resources aimed at making public spaces more beautiful and engaging.

KEY HIGHLIGHTS FOR 2011 INCLUDED:

- An expansion of the seasonal lighting program with over 400 pole mounted light features, 100,000 LED tree lights and a successful and fun filled, annual tree lighting festival in Surrey City Centre.
- The expansion of the Community Enhancement Partnership Program (CEPP) with the support of 14 new community led beautification projects across Surrey.
- The inaugural presentation of the Beautiful City Award, as part of the 2011 City Award Program, in recognition of outstanding community achievements in beautification.
- Beautification, through improved landscape treatments and development, of several high profile vacant City lots in City Centre.
- The reduction of graffiti and improved appearance of utility cabinets through the wrapping of traffic, BC Hydro and Telus utility cabinets.
- Continued coordination with city departments and external partners to enhance unsightly brownfield properties throughout the city.

The City of Surrey is committed to working with neighbourhoods, residents and community groups to create beautiful spaces and to promote and celebrate community activity, spirit and pride. This work supports the 'broken window theory' in that, areas which demonstrate positive community participation, a sense of order and cleanliness are less likely to become targets for graffiti and nuisance activity.

SECTION 2

Apprehend and Prosecute Offenders

The Apprehend and Prosecute Strand aims to detect crime, and apprehend and prosecute offenders, particularly prolific ones. It focused on removing offenders from the circumstances where they were committing crimes and directing them to appropriate rehabilitative services. It also endeavoured to provide offenders with opportunities to reform their lives by addressing the factors that first caused them to commit crimes.



2.1 RESEARCH AND ANALYSIS

Through the recognition of evidence-based decision making and a commitment to develop best practices through collaboration and information sharing, the City, RCMP, Surrey Fire Services and community organizations worked together to identify prolific offenders and crime hot spots.

ACHIEVEMENTS

UNSAFE ROOMING HOUSES

The Surrey Fire Service continued its work to close down unsafe rooming houses. It identified residential properties that had multiple tenants, and completed group inspections with various Fire, Bylaw and Electrical service officials from the City of Surrey to ensure building codes and safety issues were addressed. In 2011, the Fire Service also worked with representatives from Fraser Health, BC Housing and OPTIONS to provide social support networks for displaced residents affected by rooming house closures.

HOMESAFE PROGRAM

Between October 2008 and the end of 2011, Surrey Fire Services conducted visits to over 30,000 homes to distribute home safe messages, describing its comprehensive program to reduce the number of private dwelling fires in the City of Surrey.

Evaluation of this program (currently under peer review) indicates it has been successful in decreasing the frequency of fires, and reducing the damage, death/injury when fires have occurred in private dwellings.

WORK WITH ACADEMICS

The City has focussed on building partnerships between academic research institutions such as Simon Fraser University's Institute for Canadian Urban Research Studies (ICURS), Kwantlen Polytechnic University, the University of the Fraser Valley, and the British Columbia Institute of Technology. These partnerships serve to develop, build upon and promote the use of best practices. The partnership of science and industry has continued to provide quantitative and qualitative research, increasing the ability to assess risk and performance.

BIA PARTNERSHIP SFU 2011

In 2011, a project between the City of Surrey's Crime Reduction Strategy office, the Downtown Surrey Business Improvement Association and Simon Fraser University was completed which involved students conducting community safety surveys and focus group work specific to the downtown core and the SkyTrain station areas. (See section 1. Page 10)

SCOTT ROAD SKYTRAIN PARK AND RIDE CCTV

In 2011, the School of Criminology at Simon Fraser University was contracted to conduct an independent evaluation of the City's pilot project, and included the following components:

1. To conduct and manage victimization surveys of transit users at pre and post CCTV intervals.
2. To complete an interim and a final report on the one year pilot project utilizing the data from the user surveys combined with reported crime statistics from both police and ICBC sources. The crime types analyzed were theft of and theft from vehicle.

The SFU analysis served to provide baseline data, background information on the design and implementation of the pilot project, and recommendations on the general impact of the CCTV pilot project on vehicle crime and fear of crime at the pilot project test site.

PRACTICUM STUDENT PLACEMENTS

A partnership with the University of the Fraser Valley resulted in two full-time student placements in 2011. The students contributed a total of 400 hours to the Crime Reduction Strategy in 2011. As well, in the summer of 2011, a Kwantlen Polytechnic University student completed 200 hours.

FUTURE AND ONGOING PARTNERSHIPS WITH ACADEMIC INSTITUTIONS

Continued use of practicum students from a variety of educational institutions will continue to support the work of the Crime Reduction Office. As well, the University of Victoria will include the Surrey CCTV pilot project within their work on a 7 year on-going national review of CCTV in Canada. This body of research has yielded one book and 6 peer reviewed journal publications to date and it is expected to produce several more. For more information please see: http://web.uvic.ca/soci/research/redeployable/other_research.php#publications

SHARING BEST PRACTICES

NATIONAL AND PROVINCIAL OUTREACH

Surrey is an active member of Canada's National Municipal Network on Crime Prevention and Community Safety.

The Network was created and is coordinated by the Institute for the Prevention of Crime (IPC) at the University of Ottawa. The Network currently includes Surrey, Vancouver, Edmonton, Calgary, Saskatoon, Regina, Winnipeg, Waterloo Region, Toronto, Ottawa, Montreal, Quebec City, Saint John and Halifax.

Network members, inspired by the works of noted criminologist Dr. Irvin Waller, meet regularly via teleconference to share knowledge and experience. Themes, best practices and challenges in community safety, as well as the identification of area specific needs and solutions for prevention and reduction are shared and implemented.

- **NATIONAL SHOWCASE:** The work and progress of the National Municipal Network on Crime Prevention was showcased at the Federation of Canadian Municipalities conference - Halifax, June 2011.

The City of Surrey and its Crime Reduction Office played a key role at the Union of BC Municipalities Conference held in Vancouver in September 2011. Very positive feedback for the input and materials presented by Surrey was received.

- **PROVINCIAL SHOWCASE:** Over 250 delegates of Mayors and City Councillors from across the Province attended the three hour session in which Surrey Crime Reduction staff presented as part of a panel on Crime Prevention and Reduction solutions for communities.



“

Another example of the immense dedication to the City's Crime Reduction Strategy is the contribution of over 600 volunteer hours provided by University student practicum placements in 2011. There is a real sense of buy-in felt by the students and the academic partners.

”

2.2 DETECTING CRIMES AND APPREHENDING OFFENDERS

The activities in this sub-section support recommendations designed to detect crime and identify offenders.

ACHIEVEMENTS

PROLIFIC OFFENDER MANAGEMENT

In 2011, the Prolific Offender Management (POM) program continued operating under the same model as the original pilot. POM Pilot Evaluation report has been recently completed and should be available for general distribution later in the spring of 2012. The partnerships built during the pilot continue, allowing a cooperative approach to individual offenders aimed at reducing recidivism.

The original POM list of offenders was updated in 2011, removing offenders who were stable and crime-free in the community and adding offenders who met the criteria developed by the cohort at the commencement of the project.

The POM committee, including the Surrey RCMP, Ministry of Justice - (Surrey Crown Counsel, Surrey Community Corrections & Surrey Pre-Trial), Ministry of Children & Families – (Youth Justice and Child Protection), Ministry of Social Development and Correctional Services of Canada continues with the same goal – reducing crime in the community through rehabilitation or incarceration.

DEDICATED CROWN COUNSEL

Surrey was (and remains) the only POM pilot site in B.C. to have a Crown Counsel dedicated to the program. Several justice partners take part in the POM committee including: Surrey RCMP, Surrey Community Corrections, Surrey Pre-Trial Services Centre the Ministry of Social Development, the Ministry of Children and Family Development (Youth Corrections and Child Protection) and Correctional Services of Canada.

ERADICATING GROW OPERATIONS

Led by the Surrey Fire Department with the participation of several staff representatives, the Surrey Electrical and Fire Safety Initiative (EFSI) represents one of the City's key responses to eradicating marijuana grow operations in Surrey. Grow operations represent a significant threat to building owners, tenants and neighbouring buildings. This administrative approach has led to the discovery of hundreds of residential marijuana grow ops, rendering safe 1,461 homes since the inception of the EFSI program in 2005.



“ A home with a grow operation is 24 times more likely to catch fire than a typical home. ”

Working under provincial legislation, the EFSI has investigated suspicious households for potential fire hazards. The City of Surrey has seen an 82 per cent reduction in the number of marijuana grow operations in the City, and a dramatic decrease in residential fires associated with grow ops.

According to a report presented to City Council in February of 2012, the Surrey Electrical Fire Safety Inspection (EFSI) Program has resulted in the following successes:

- 1461 locations were rendered safe with respect to electrical safety issues;
- 1022 confirmed grow-ops had the power terminated;
- 439 locations required electrical repair notices only;
- There was an 81.6% reduction in confirmed “grow ops” in 2011 in comparison to 2007.

The program provides an administrative solution to the problem of marijuana grow operations, instead of relying solely on the criminal justice system. The end result is that the City has been able to shut down thousands of operations, which posed a major public safety risk and fire hazard.

The City’s EFSI team includes representation from Surrey Fire Service, RCMP, Electrical Inspections and Bylaw Enforcement. The program has garnered considerable recognition provincially, nationally and internationally from other governments, police departments and fire departments. In an effort to prevent new grow ops from starting in Surrey and elsewhere around the region, staff has worked on the following strategies:

- An increase in tax audits of illegal drug production income through the sharing of information between local and federal authorities;
- Regulation of the sale of the sophisticated high-wattage hydroponics equipment used in most grow operations;

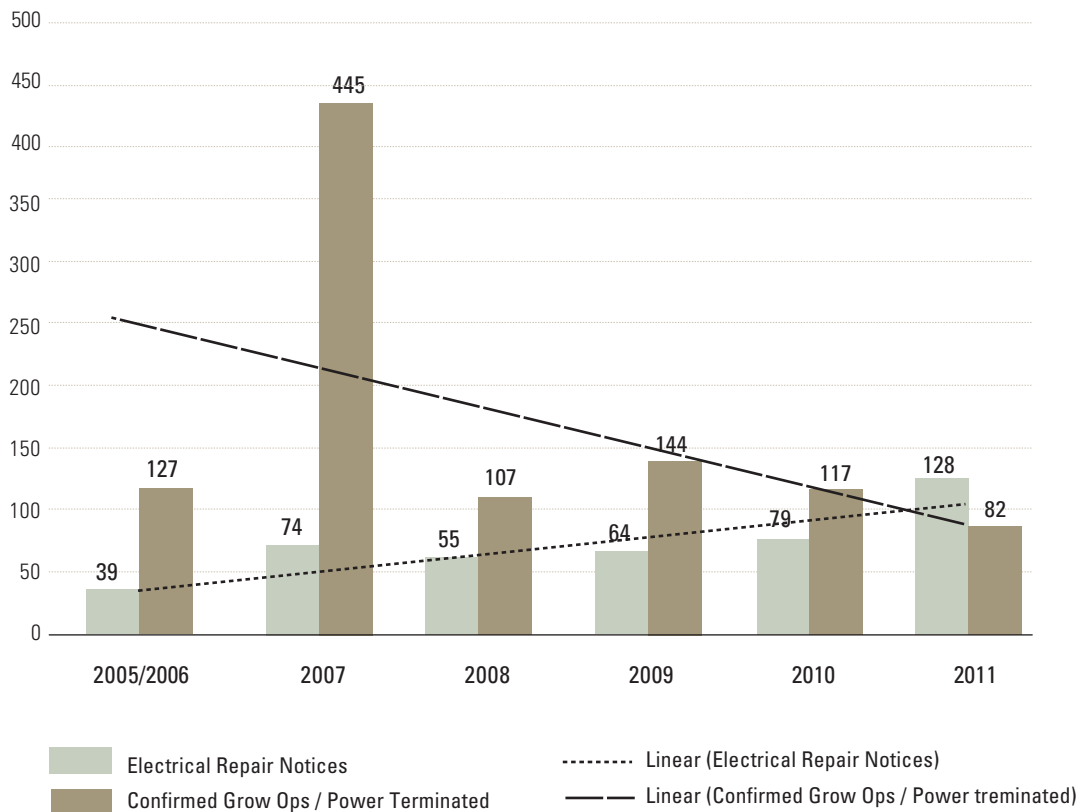
- Provision in legislation for local monitoring of licensed medical marijuana grow operations, which share the same public safety risks as illegal grow operations; and
- Support for research focused on eliminating illegal narcotics production, including the development of new detection technology, the assessment of regional programs and the completion of baseline studies of Canada’s marijuana trade.

The EFSI Program will continue to operate in 2012 with one team processing an estimated six to 10 files per week, primarily generated from Hydro consumption data or through RCMP Crime Stopper tips. The program remains financially self-sufficient, and is funded through the fees and charges that are generated through the City’s Controlled Substance Bylaw.

In addition, in July of 2011, a marketing delivery strategy was initiated. The purpose of the exercise was to deliver marijuana grow-op awareness information, in the form of pamphlets, to the areas of the city most likely to experience grow-ops. The pamphlets outlined:

- The risks of grow-ops (from a criminal and public safety perspective)
- How to be aware of the existence of grow-ops in the immediate neighbourhood,
- How to report suspicions in a way that would result in inspection and increased likelihood of detection.

The brochures were delivered to 21,000 homes in the City and two months later, the frequency of tips received was examined. There was an overall increase in reported grow-op tips of 40%.



EXPAND LANGUAGE CAPABILITY

Because of its commitment to facilitate police interaction with the City's significant number of ethnic residents and business owners, the Surrey RCMP has increased the number of police members who speak languages other than English.

29 LANGUAGES

As of January 2011, Surrey RCMP detachment members were able to communicate in 29 languages: Cantonese, French, German, Hebrew, Hindi, Italian, Korean, Polish, Punjabi, Russian, Serbian, Spanish, Dutch, Tagalog, Urdu, Arabic, Armenian, Bosnian, Croatian, Farsi, Fijian, Greek, Mandarin, Romanian, Slovenian, Somali, Turkish, Ukrainian and Yugoslavian.

NEW CRIME REPORTING OPTIONS

PROTECTING SURREY SCHOOLS TOGETHER - PSST WEBSITE

PSST is a unique, innovative website designed by the Surrey School District in partnership with the Surrey RCMP and sponsored by the BC Lions. The primary goal is to encourage students to get personally involved in ensuring the safety and security of their school. The website was designed for students who want to discuss school safety issues but want to remain anonymous.

It is the first website of its kind in Canada and is a great resource for young people as they tend to spend more time on the computer or internet.

It includes an on-line "REPORT IT" tip box which allows students to confidentially report dangerous or illegal activity such as bullying, vandalism, drugs or other issues happening at their schools or in their community. PSST Website: <http://www.psst-bc.ca> - the website will be revitalized in 2012.

CRIME STOPPERS

In 2011, Metro Vancouver Crime Stoppers (MVCS) expanded ways for citizens to report crime. Citizens can send tips via text message, the Internet, Twitter and Facebook. This can all be done with complete anonymity. The new initiative supports the Crime Reduction Strategy's commitment to provide alternate methods for reporting crime and suspicious activity and thereby increasing community involvement in crime reduction efforts.

- *Text: 274637
- *Web: www.solvecrime.ca
- *Face book: www.facebook.com/metrovancouvercrimestoppers

In 2011, the Surrey RCMP received 532 tips for Crime Stoppers. Results:

- Crime Stoppers was able to assist Surrey Drug Section in the initial investigation of 61 Marijuana Grow Operations and supplied them with 156 Drug Trafficking tips;

CITY WATCH

As part of its Crime Reduction Strategy, the City of Surrey began to develop City Watch in 2010, a CUPE-BC program that encourages City employees to play a role in increasing community safety by recognizing and reporting crime and suspicious activity.

- The program was officially launched in 2011 and 531 City staff were trained throughout the year.

City Watch training will continue throughout 2012 and will be a standard training course offered to all employees through the City's HR calendar. Surrey RCMP and Surrey Fire Services conduct all of the training sessions.



Mayor Dianne Watts and CUPE402 President Laurie Larsen kick off CITY WATCH in the City of Surrey - April 2011

2.3 PROSECUTING AND SENTENCING OFFENDERS

The Crime Reduction Strategy recognizes the importance of appropriate sentencing for offenders, the need to remove prolific offenders from situations that enable them to commit crimes and establishing a process for treatment, rehabilitation and reintegration into society.

ACHIEVEMENTS

REFINE RESTORATIVE JUSTICE PROCESS

The Surrey RCMP founded its Restorative Justice Program in 2008.

Restorative Justice is a philosophy that:

- Focuses on harm created by crime rather than the laws or rules that have been broken;
- Views crime as a violation of relationships;
- Encourages youth to repair the harm they have created directly to the people who have been harmed;
- Provides a safe environment for youth who have offended and their victims to engage in respectful dialogue; and
- Empowers the community to be actively involved in the justice process.

In 2011, Surrey's Restorative Justice Program had 168 youth enter the program, and of those, 90% successfully completed it. Statistics show the program is working.

In 2011 the following achievements were made:

- 106 RJ conferences have been conducted,
- 21 RJ circles have been organized,
- 168 youth/adults have been referred to the program,
- 110 files have been referred to the program,
- Amount of restitution collected: \$7,655.06.

On November 24, 2011, to commemorate National Restorative Justice Week, the RCMP Restorative Justice program in partnership with the City of Surrey, held a lunch time event at City Hall to celebrate the program's success and inform the public of the philosophy and benefits of the RJ program going forward.

PACIFIC COMMUNITY RESOURCES SOCIETY YOUTH PROGRAM (PCRS) AND RESTORATIVE JUSTICE

PCRS offers a Community Work Service Program for youth who are being diverted from the court system. Over 150 youth were referred to the program in 2011 and gained meaningful experiences in doing community service hours at not-for-profit agencies such as OWL, Burns Bog, Surrey Food Bank.

2.4 CUSTODY, PAROLE AND PROBATION SERVICES

The Crime Reduction Strategy made recommendations designed to increase opportunities for successful treatment and re-integration of offenders. These objectives can best be served if all agencies, including probation, parole, police and community agencies each contribute to the solution.

ACHIEVEMENTS

PROVIDING TREATMENT AND SERVICES FOR OFFENDERS

CORRECTIONAL SERVICES CANADA (CSC)

Since 2007, the New Westminister Parole Office, operated by the Correctional Service of Canada (CSC), has been an active partner in the Surrey based Prolific Offender Management (POM) project.

Including partners such as Provincial Probation, Surrey Crown Counsel, Surrey RCMP, Surrey Pre-Trial and the Ministry of Housing, it aligns offenders with the treatment, rehabilitation and/or strategic monitoring they require.

Commencing in 2008, the CSC has focussed on establishing a Community Corrections Office in Surrey and in 2011 a location was secured. The current office is located in New Westminister yet approximately half of its supervised individuals reside in the Surrey area. The development of a parole office in Surrey will enhance the supervision and monitoring of these offenders, improve public safety and provide easier access to the necessary supports for parolees in the community. Extensive public consultation with government and community stakeholders commenced in 2008 and continues to take place as CSC proceeds with opening the office.

Treating Mental Health – CSC

CSC's New Westminister office continues to employ a strategic approach to working with offenders with mental health issues.

- Covering the City of Surrey as well, the approach includes a dedicated Community Mental Health Initiative (CMHI) team involving a psychiatric nurse and clinical social worker.
- CSC has linked offenders with important community resources, to ensure supervision, intervention and medication compliance. The team has developed close ties with Surrey Mental Health and Addictions, Ambro CRF – a specialized Community Residential Facility dedicated to taking on offenders with mental health issues – and the Roost Clubhouse – a psychosocial rehab program.
- The CSC has developed close partnerships with several agencies in Surrey, including the John Howard Society, the Phoenix Society, and the Kla-how-eya and Cwenengitel facilities for Aboriginal persons.

- Hobden House is a 17-bed Community Residential Facility (CRF) operated by the John Howard Society of the Lower Mainland BC. Under contract to Corrections Services of Canada (CSC), it offers a stable and supportive environment for men who are released to the community from provincial and federal institutions on conditional release.
- From April 2011-March 2012, Hobden House screened 501 potential applicants and accepted 251.

SURREY'S COMMUNITY CORRECTIONS

Surrey's Community Corrections supervises approximately 3000 offenders (sentenced to Probation or Conditional Sentences) and alleged offenders (Bail) at any given time. They also offer and partner on a number of prevention and intervention programs.

- Community Corrections continues to provide in-house group psycho-educational programs to offenders, including Respectful Relationships (for domestic violence offenders), Violence Prevention and Substance Abuse Management.
- Community Corrections is currently implementing a significant new training initiative – STICS (Strategic Training Initiative in Corrections Supervision). This initiative provides training to probation officers to improve their focus on targeting the primary criminogenic needs of medium and high risk offenders. In particular, it teaches skills that enable more effective interventions with the pro-criminal attitudes of offenders that are one of the most highly correlated indicators of ongoing criminal activity. STICS follows the Risk-Needs-Responsively principles that are at the foundation of what works in offender interventions. Research completed during a STICS pilot project in 2007 demonstrated that offenders of 'STICS-trained probation officers' recidivated 38% less than offenders of non-STICS trained probation officers.
- Community Corrections plays a key role in the updated provincial VAWIR (violence against women in relationships) policy, which significantly improves interaction and communication among justice system & victim support services. The new VAWIR policy has also created a new 'highest risk' domestic violence offender policy and protocols among justice and victim service agencies.
- Community Corrections continues to lead the Prolific Offender Management program, which is a coordinated, multi-agency response to managing Surrey's highest risk property offenders.
- Community Corrections continues to partner with the Ministry of Social Development (welfare) and Mental Health & Addictions to provide a coordinated response to offenders who also present with both economic and mental health and/or addiction issues.
- Community Corrections also partners on the Operation Bridge Project with the City of Surrey, Crown Counsel, Surrey Pre-Trial Centre and local treatment agencies.

PROGRAMS FOR REMANDED INMATES

SURREY PRETRIAL SERVICE CENTRE (SPSC):

Surrey Pretrial Services Centre (SPSC) opened in 1991 as a remand centre for male inmates, and was redeveloped in 2004 in order to house secure female inmates in addition to the remanded males. SPSC has a reputation for inmate programming excellence in the Adult Custody Division of the BC Corrections Branch.

- The SPSC Programs Department was also the recipient of the prestigious BC Public Service Top Work Unit Award for two consecutive years and was named a BC Government "Top 10" employer in 2012 in recognition of high workplace engagement enjoyed by its staff members.



SPSC provides safe and secure custody of inmates with the delivery of meaningful programs that promote public safety and reduce criminal behaviour. Some of the programs provided are:

Core programs – SPSC utilizes provincially developed core programs designed to reduce offending and to promote positive, long-term changes in the thinking skills and lifestyle of inmates.

- Violence Prevention Program
- Substance Abuse Management
- Essential Skills to Success

Contracted Services – SPSC has developed partnerships with community organizations, agencies and individuals to provide inmates with healthcare, guidance, education, meaningful work training and certifications, and support. Services and programs include:

- Drug and Alcohol Counselling;
- Life skills program;
- Education and testing (GED, Adult Dogwood Certificate courses);
- Aboriginal Programs.

“ Inmates at Surrey Pretrial participate in a variety of educational and therapeutic programs. ”

Volunteer Programs - Many community groups and individuals volunteer their time and resources to provide valuable service for inmates at SPSC. These services include:

- Alcoholics Anonymous
- Narcotics Anonymous
- W2 Support (for women)
- M2 Support (for men)
- Elizabeth Fry Society (EFry) - (see page 92)
- Salvation Army
- John Howard Society
- Literacy and parent-child bonding programs
- Community Reintegration and tax preparation
- Yoga Exercise program

Mental Health Support - SPSC also offers mental health support which is augmented by dedicated correctional officers who work with mental health professionals and community groups to formulate management, treatment and reintegration strategies for inmates with mental health issues.

Other key initiatives SPSC undertakes on an ongoing basis are annual Community Resource Information and Health Fairs, as well as ongoing encouragement and support of inmates to give back to the community.



SECTION 3

Rehabilitate and Reintegrate

The City and its supporting partners have implemented strategies to address the root causes of crime. By addressing issues such as drug and/or alcohol abuse, mental health challenges, disability issues, homelessness and job skills, efforts have been made to support those most at risk. This section reviews some of the services and programs provided through our various partners and support networks in Surrey.



3.1 TREATMENT

Supports to provide treatment for at risk or offending individuals have been implemented by numerous partners within the City.

ACHIEVEMENTS

DIVERSECITY COMMUNITY RESOURCES SOCIETY

DIVERSECITY ADDICTIONS / SUBSTANCE ABUSE PROGRAMS

- In 2011, DIVERSEcity's South Asian and Spanish speaking addictions counsellors provided over 700 one-hour counselling sessions to Spanish, Punjabi and Hindi speaking clients in one-to-one counselling.
- They also provided 80 sessions (10 groups) educational group sessions (10 groups) with 150 participants completing these psycho-educational groups.
- Throughout 2011, the counselors also appeared frequently on ethnic radio and television, and held several workshops, to educate South Asian and Spanish communities about substance use.

In 2011, DIVERSEcity also partnered with the City of Surrey and other community agencies to acknowledge and develop Substance Use Awareness Week in the City.

DIVERSECITY MENTAL HEALTH PROGRAMS

The Child and Youth Mental Health Program provides professional counselling services to children and youth (from immigrant and refugee families) that are experiencing mental health issues through individual, family and group therapy.

- In 2011, over 1300 hours were spent in counselling with clients.
- In November 2011, DIVERSEcity hosted a Depression and Anxiety Screening Day where any resident of Surrey could drop in and be assessed by a Mental Health Clinician. Those who attended were screened for anxiety, depression and other mood disorders, and, where applicable, referred to services, both internal (i.e. our counselling programs) or external (i.e. their doctors or counselling / support services).

DIVERSECITY DOMESTIC VIOLENCE PROGRAMS

DIVERSEcity provides group counselling to court-mandated South Asian men who have perpetrated domestic violence.

- In 2011, five groups were completed; each group is held weekly for 17 sessions and 75 participants completed the program.

DIVERSEcity also partnered with the Justice Institute of British Columbia to host a domestic violence prevention forum in the Punjabi language.



DIVERSEcity's "Stopping the Violence" Counselling Program provided services to immigrant and refugee victims of domestic violence throughout 2011. In addition to individual sessions, the program hosted several groups and workshops in English as well as in clients' first languages.

The "Bridging Employment" program for immigrant and refugee women who had been in abusive relationships was also offered in 2011.

- This program provided counselling and job skills training to just under 50 participants in 2011.

DIVERSEcity is currently working with Kwantlen Polytechnic University on a research and change project on domestic violence. The change project involves working with a nursing student on domestic violence prevention initiatives. To date, students have created a Facebook page, public service announcement, and are in the process of developing a program aimed at grade 8, 9 and 10 students that will teach them about healthy relationships.

DIVERSEcity partnered with the City of Surrey to acknowledge and promote Rakhi Day (see section 4 page 95). This initiative was promoted as an anti-domestic violence event.

In 2011, DIVERSEcity partnered with the Justice Institute of British Columbia to host a domestic violence prevention forum in the Punjabi language.

SOURCES COMMUNITY RESOURCES SOCIETY

- In 2011, SOURCES conducted 58 substance use prevention presentations to over 1800 students in 5 different secondary schools in South Surrey.
- Presentations focused on enhancing the protective and resiliency factors that are known to reduce the future likelihood of harmful substance use.
- Individual, family and group counselling was provided to 260 service recipients affected by their own or someone else's substance use during 2011.

SOURCES co-sponsored a public event during Substance Use Awareness Week (SUAW) at Kwantlen Polytechnic University regarding addictions to technology, and collaborated with the City of Surrey to organize and deliver the first annual SUAW that ran from November 14-19, 2011. (see section 4 page 99)

“ The official ground breaking ceremony for the new Quibble Creek facility took place in June 2011. (See page 59 for more information). ”



OPERATION BRIDGE

Operation BRIDGE, created in 2011 for implementation in 2012, is a program supported with ICBC funding to direct identified auto crime offenders with addiction issues into treatment services.

With the assistance of Surrey Crown Counsel, identified offenders will be chosen to participate in this program. Crown Counsel and Probation Services will look at past and present offences as well as offender history to select those who are most likely to succeed. Court orders, probation monitoring and ongoing stakeholder communication will contribute to the offenders' success and attendance in the identified treatment program(s).

Crown will work with Surrey Probation in assessing the chosen offenders and together they will determine the treatment service that will be most beneficial. A number of community organizations are partnering on this initiative and will offer treatment services that Crown and Probation can tap into. The ultimate goal is to remove the individual from their engagement in auto crime and get them into treatment and off the street.

PACIFIC COMMUNITY RESOURCES SOCIETY YOUTH PROGRAM (PCRS) AND YOUTH OUTREACH

PCRS has teams of youth workers that connect with youth on Surrey streets daily until 9 pm. These workers work closely with RCMP, Transit Police and City staff to re-direct these youth to alternatives to living on the street. As well, PCRS's Reconnect Program runs an Open Gym program in partnership with the Surrey School District where youth can also connect.

OPTIONS COMMUNITY SERVICES

TREATING 'AT RISK' YOUTH

OPTIONS Services to Communities Society (OPTIONS) is a non-profit agency committed to empowering individuals, supporting families and promoting community health. It has a wide range of services that assists the community in areas such as housing, health, clinical counselling, employment, immigrant services, mental health, childcare and youth. These services are delivered by over 400 committed staff and volunteers.

INDEPENDENT LIFE SKILLS

The OPTIONS Independent Life Skills Program provides services to youth between the ages of 15 and 19 that are connected to the Ministry of Children and Families Development. Youth receive weekly one-to-one support and training on how to live independently in the community. This includes budgeting, housing, employment, education, career exploration, cooking and establishing a community support network.

- 2008-2009: 151 youth served.
- 2009-2010: 129 youth served.

ESSENTIAL SUPPORT

The Intensive Support and Supervision Program (ISSP) is for young individuals who are in conflict with the law. They are referred to the program by their probation officer for either one-to-one intensive support, monitoring services in the community or a combination of both. The purpose is to prevent youth from relapsing into crime. This is achieved by introducing and encouraging youth to participate in pro-social activities. Some of the supports that youth may require relate to issues such as housing, addictions, mental health, clinical therapy, employment and education.

- 2008-2009: 91 Youth Served.
- 2009-2010: 86 Youth Served.

NIGHTSHIFT STREET MINISTRIES

NightShift Street Ministries is a registered, not-for-profit society that has been serving people in Surrey since January 2004. Meals are prepared by local churches, outreach teams or donated through corporate sponsors and served by volunteers. The Street Outreach teams offer friendship, hope, spiritual guidance, clothing and personal care kits to people in need 365 days a year.

AOK

The NightShift Acts of Kindness (AOK) team is similar to the Care Bus in that it seeks to reach out beyond the regular scope of its nightly serving activities. AOK teams are made up of university or high school students, with a necessary ratio of one adult for every four people between the ages of 16-19 (ratio 1:4).

- The primary goal of AOK teams is to meet and engage with people where they are at with conversation and encouragement, while also referring those in need to the Evening Street Outreach and – if applicable – counselling at the Care Centre. NightShift workers may also offer snacks, or hot chocolate.
- Commencing in 2011, teams have been visiting the new Chuck Baily Recreation Centre and spending time with the youth that congregate at the skate park. Through this outreach new relationships are established.

YOUTH STREET OUTREACH

Small junior youth groups, aged 12-15, join the Evening Street Outreach teams to help provide services at the NightShift location. There must be one adult (19+) leader with any group of six youth (ratio 1:6).

Generally, Street Outreach involves a multitude of tasks depending on how many people are in the group and what a group can contribute. Some of the common tasks that groups can be involved in: set up and clean up, prayer, worship, help serving food/ clothes and warehouse sorting.



THE SURREY RENT BANK

The Surrey Rent Bank (SRB) was developed to meet the needs of our low-income earners. The project was developed by Newton Advocacy Group Society (NAGS) and is now run by SOURCES Community Resources Society.

The community issue that the Surrey Rent Bank works to address is the effects of poverty on the housing stability of low income earners and their families. Poverty disproportionately affects already marginalized people such as families headed by a lone parent, children, immigrants, aboriginal peoples and the elderly.

The project provides loans for rental/utility arrears or damage deposit and first month's rent. Loan repayments are reinvested in new loans to help more at risk families and individuals.

Families can borrow up to \$1,600 and individuals can borrow up to \$1,200. The one time loan is paid back over two years and has a low interest rate. Interest is returned upon repayment of the entire loan and after attending two financial literacy workshops.

- After two years (March 1, 2012) 84 loans have been delivered increasing the housing stability of close to 300 people including children and dependents.
- 60% of borrowers are women and 60% of borrowers have children.

3.2 HOUSING

Providing housing for those individuals who are undergoing treatment, are in reintegration programs or who are considered to be at risk of criminal behaviour is a priority. There are a number of initiatives in Surrey that provide housing for individuals who are involved in treatment or reintegration programs.

ACHIEVEMENTS

COMMUNITY RESOURCE MAPS

The City maintains a series of Community Resource Maps on its website. The maps list social housing projects and community and government agencies providing a range of services, including mental health and addictions services. Users may view the maps on a citywide scale or by narrowing the search down to any one of Surrey's six communities: Whalley, Guildford, Newton, Fleetwood, Cloverdale and City Centre. Users can simply click on the map icons for information about each resource. The Community Resource maps are available on the City of Surrey website: www.surrey.ca/social-planning

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Surrey Rent Bank (SRB) attempts to address the effects of poverty on the housing stability of low income earners and their families. Poverty disproportionately affects already marginalized people such as families headed by a lone parent, children, immigrants, aboriginal peoples and the elderly.

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OUTREACH AND HOUSING

Pacific Community Resources Society (PCRS) manages Youth Street Outreach, Homelessness Outreach, Integrated Youth Housing Program and several projects benefiting a large number of Surrey residents. More on these projects will be reported on in 2012.

COMMUNITY INVOLVEMENT: NEW PROJECTS FOR THOSE IN NEED

HOMELESSNESS AND HOUSING

The 2011 Metro Vancouver Homeless Count found 400 homeless people in Surrey, representing 15% of the region's 2,650 homeless.

- The homeless population was virtually unchanged since the last count was conducted in 2008 – a positive trend given the high overall population growth in Surrey during this time.

Since 2006, addressing homelessness has been a priority for the City of Surrey. Previous Social Plan annual reports have documented the establishment of the Surrey Homelessness and Housing Society and the partnerships with BC Housing that have created new housing units. This section provides a brief update on activities in 2011.

UPDATE ON PARTNERSHIP PROJECTS

The City of Surrey signed a Memorandum of Understanding (MOU) with BC Housing in 2008 toward the development of supportive housing projects for people who are homeless or at-risk of homelessness.

- To date, the City has contributed the land and waived all development fees and charges on three MOU projects.

TIMBER GROVE

- Timber Grove welcomed its first residents in October 2011.
- To create a spirit of welcome, Surrey Urban Mission solicited donations from the community, including City staff, so that all 52 studio apartment units were outfitted with new linens, kitchen dishes and utensils, a few basic pieces of furniture and household products.

Timber Grove is a modular housing project that converted units from the Olympic Athletes Village in Whistler into permanent housing. It is located in the City Centre area, adjacent to the Quibble Creek Greenway. The facility is operated by Coast Mental Health Foundation, with Fraser Health providing on-site mental health services to residents.

- Timber Grove's official opening is scheduled for March 2012.

ALDER GARDENS

Alder Gardens is a 36-unit housing project for single women with children operated by the YWCA. The facility is located in Newton, adjacent to the library, recreation centre and wave pool – a great location for young families. Alder Gardens will offer support services to assist residents in breaking out of the cycle of poverty and transitioning to economic independence.

- Families began moving into Alder Gardens in late February 2012.

QUIBBLE CREEK

The Quibble Creek Health and Phoenix Transition Housing Centre is located across the street from Surrey Memorial Hospital.

- The 'state of the art' addictions centre 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, while Fraser Health will be responsible for the sobering assessment centre and clinic.

The official ground-breaking event for Quibble Creek took place in June 2011 as shown in the photo on page 54. The facility will be completed later in 2012.

SURREY HOMELESSNESS AND HOUSING SOCIETY

Since its formation in 2007, the Surrey Homelessness and Housing Society has been supporting ‘made in Surrey’ solutions to homelessness.

- In 2011, the Society’s Annual Grants Program distributed approximately \$200,000 to nine projects that best demonstrated the potential to reduce homelessness.
- These included a free dental clinic, a new roof for an addictions recovery residence, funds to renovate and re-zone a facility to accommodate additional beds for women, and seed funds toward the development of a new facility that will provide services and housing for those who are homeless or at-risk of homelessness.
- In 2011, the Board continued to focus on growing the fund by attracting additional donations. Among the generous donations received were proceeds from a high-school play and a contribution from the Surrey Board of Trade. These efforts will continue in the year ahead.

MASTER PLAN FOR HOUSING THE HOMELESS IN SURREY

In 2011, the City of Surrey initiated work on the development of a Master Plan for Housing the Homeless in Surrey. The Master Plan is being developed in partnership with BC Housing. It will provide strategic direction for ensuring that actions to address homelessness in Surrey respond to local needs, fit the Surrey context and are taken in a coordinated manner. The Master Plan will also assist the City and community agencies in responding to future partnership opportunities with the Province and other funders.

HOMELESSNESS OUTREACH WORKERS

BC Housing introduced its Homelessness Outreach Program to Surrey in late 2006. Surrey currently has six outreach workers working out of three agencies: South Fraser Community Services, Options Community Services and Kla-how-eya Aboriginal Centre.

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The Society’s goals are to
Grow, Grant and Lead

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HOUSING PEOPLE SUFFERING FROM HEALTH, ADDICTION OR OTHER ISSUES

OPTIONS COMMUNITY SERVICES SOCIETY - HYLAND HOUSE

OPTIONS Hyland House is a shelter service for men and women who are homeless or deemed 'at risk' of becoming homeless. They offer short term supported emergency residential and second stage housing for men and women that are 19 years or older. The four locations under the OPTIONS Hyland House umbrella are:

- Hyland House Newton
- Hyland House Cloverdale
- Mobile Outreach Services
- Transitional Supportive Housing Services

Personal development services provided to residents include:

- Life Skills
- Support
- Employment search
- Accommodation search
- Home management
- Community integration
- Budgeting

From January 1, 2011 to December 31, 2011:

- 1396 clients used Hyland House's Shelter Services
- 1483 utilized the Mobile Outreach Services
- 168 made use of Rent Supplement Program Assistance
- 20 were placed in transitional apartments

The OPTIONS Shelter Housing Worker (strictly dedicated to helping shelter clients find housing in the community), worked with 400 individual clients.

- 273 of the 400 had housing barriers
- 168 of the 400 were directly housed through using Hyland House's Shelter/Housing worker
- The worker is experiencing a 42% success rate, which is considered good given the complexity of needs the clients present.

SOUTH FRASER COMMUNITY SERVICES SOCIETY (SFCSS)

South Fraser Community Services Society (SFCSS) is a non-profit, charity organization, located in North Surrey which provides social services to disadvantaged populations throughout Metro Vancouver. Almost 20 years strong, SFCSS delivers seventeen programs, covering two areas of service: Health Services and Homeless Services. Highlights of programs in 2011 are:

The Bread4Life Program serves over 6,000 meals to people in need, in Surrey every month. The program serves meals out of the Front Room Resource Centre and utilizes volunteers to serve and donations to augment the basic service.

In 2011 the program averaged monthly:

- 1,550 breakfasts
- 1,000 lunches
- 3,500 dinners
- 5,000+ coffees

The (SFCSS) Dental Project is a plan to operate a low-cost, social enterprise slated to launch in March 2012. Sponsors include; BC Housing, Patterson Dental, Fraser Health Authority and the Surrey Housing and Homelessness Society.

Djaef Mahler Food Bank: The Djaef Mahler Grocery is a supplemental, high-protein food bank providing food hampers to close to 100 individuals weekly who live with HIV and are in need of support in the South Fraser region.

Extreme Weather Shelter: SFCSS has a BC Housing Contract and the capability to offer 10 mats in case of extreme weather and will only open as a last resort if all the other local extreme weather shelters are at capacity.

The Front Room Resource Centre offers drop-in services, is open 24/7, 365 days a year and can see up to 250 individuals daily. The program had nearly 78,000 annual client contacts in 2011. It provides showers, laundry, telephone, activities, referrals, and brings in professionals to serve clients. The Front Room supplies an average of 30 bus passes monthly for housing and medical appointments.

Gateway Shelter is a 40 bed (32 male, 8 female) low-barrier, daily sign-in, year-round shelter. Occupancy in 2011 was 87.5%, providing Surrey with an annual 11,000 male sleeps and 2,200 female sleeps. In 2011, SFCSS started offering a new bed time at 7pm to better assist day labourers, working clients, etc.

*The Extreme Weather program impacts occupancy rates and the Ministry of Social Development's cheque issue date typically results in a 3-4 day drop in shelter occupancy.

The Housing Program, developed and implemented in 2008, housed 110 people in 2009, 206 in 2010, and 268 people in 2011, with a 71% retention rate. This team works to house people who stay at SFCSS's Gateway Shelter or access the Front Room Resource Centre.

IOM Pilot Project is the Homeless Invention Program's Phase II created to assist offenders with societal reintegration at statutory release to prevent them from becoming homeless. The Project has housed 11 releases from Fraser Regional Correctional Centre since May 2011, many of which originate from Surrey.

Julian House is a six unit low-cost, supported housing facility for individuals living with HIV/AIDS. The residents are trained in peer-to-peer supports and rely on each other and volunteer in the Positive Haven Program. Through 2011, this project remains full and waitlisted.

Needle Distribution, an on-site syringe distribution centre, works in conjunction with the medical clinic. The program collects between 19,000 and 24,000 syringes monthly.

The program experienced an all-time monthly high of over 24,000 needles distributed in November 2011. Overall numbers of harm reduction supplies being distributed are increasing with return rates fluctuating between 80 and 92%. The majority of individuals utilizing the services are steroid users and Intravenous Drug Users. The Fraser Health Authority reports that SFCSS has increased its distribution of harm reduction supplies by 32% in the last 6 months of 2011.

The Other Women's Lives Pilot Project (OWL Project) provides the women in and around the City of Surrey, who are currently experiencing homelessness, poverty, abuse, practicing in the sex trade industry, are suffering with addictions or any other form of risk or violence, a safe and welcoming environment where they can access counselling, support services and assistance to exit their current lifestyles. Since implementation in November of 2011, the Project has seen approximately 50 different women.

The Homeless Outreach Program has housed 45 clients in 2011 and 469 since the fall of 2008. The Outreach team walks, drives and bicycles primarily the Whalley and Bridgeport areas, but also serves Surrey as a whole. Outreach concentrates on "meeting people where they are at" and offers them access to other services.

The Surrey Board of Trade operates a project called LINK Line that encourages their business members to report individuals who they suspect are homeless or in need of services. Calls are made to SFCSS to address these needs through their Outreach Workers.

Positive Haven is a support lounge providing advocacy, pre and post test counselling, regular support groups and community referrals to over 300 individuals, with an average of six to 10 new clients monthly. Also available is education, prevention and awareness through HIV/AIDS workshops and community events. An HIV Outreach worker from Kla-how-yea Aboriginal Centre of SACS offers cultural appropriate supports in this program through partnership. In 2011 the program registered an all-time high membership of 318 needing services.

Second Stage Supportive Recovery House Program is a ten bed, male recovery facility with a focus on addictions treatment and reintegration into society through education and employment. Clients are offered daily classes on; relapse prevention, life skills, codependency, healthy relationships, aftercare planning, employment/education training. The Second Stage Supportive Recovery Program (August 2011-December 2011) supported:

- 9 men housed for 544 sheltered nights
- 5 men back to work
- 2 men back to school
- 2 men actively involved in volunteer work
- 9 men integrated with family/extended/ social network supports
- 9 men actively involved in the recovery community
- 8 men consistently out of the criminal justice system
- 6 of 9 men remained consistently clean and sober

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The Surrey Board of Trade operates a project called LINKline that encourages businesses to call if they suspect an individual is homeless or in need of services. An outreach worker responds to these calls.

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Street Sweepers Social Club (SSSC) cleans the streets adjacent to the facility several times a week to enhance community beautification. SSSC is currently scheduled for 4-12 clients to work once a week approximately 1-2 hours cleaning 135A Street. SSSC is also deployed 2-5 times monthly to maintain other Whalley locations.

In 2011, the City of Surrey granted SSSC beautification funding to achieve the following:

- Cleaner, healthier environment and community;
- Increased service delivery in the area and to surrounding local businesses, including service 'on demand' when needed/required in addition to weekly services leading to better relationships;
- Provide a sense of personal satisfaction, pre-employment reference letters and achievement to the participants of the program.

Surrey North Community Health Centre is a free medical clinic that works in partnership with the Fraser Health Authority providing confidential general health services to over 4,500 disadvantaged individuals. Testing and counseling for sexually transmitted diseases, pregnancy, hepatitis and HIV/AIDS are provided by an on-site physician and nurse. In 2011, SFCS held 10 flu and pneumonia clinics for this population.

Surrey Street Youth Services (SSYS) offers a safe place and assistance for street youth. With approximately 35 monthly self-referrals, the goal is to help those who are out of the home or on the street, work toward a healthier and safer lifestyle. The program tracks around 150 different youth (24 years and under) contacts a month that access services. The average youth clients are Aboriginal or Caucasian females between the ages 21-24, who are generally seeking housing and income supports.

Additionally, in 2011, SSYS offered tours, diversion hours and volunteer opportunities for local youth. SSYS partnered on 'A Step Beyond' with RCMP in May offering homeless education to selected youth leaders from across the district. "Youth" has been identified as a target group for SFCS in their future work.

HOUSING YOUTH

The OPTIONS Surrey Youth Independent Housing Program (SYIH) program, funded in partnership by the Vancouver Foundation and BC Housing, is designed for homeless youth in Surrey between the ages of 16 and 24. This program assists youth in maintaining stable housing while allowing them the opportunity to achieve their educational or vocational goals. The program uses an Integrated Service Delivery Model in identifying the needs of the youth and implementing services.

Pacific Community Resources Society (PCRS) manages Youth Street Outreach, Reconnect, Homelessness Outreach, Integrated Youth Housing Program and several unique and innovative partnership projects. More information is available upon request.



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... assist to achieve long term stability in the areas of health, housing, education, employment and quality of life.

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PHOENIX CENTRE

- Opened in 2007, the Phoenix Centre offers integrated services for citizens experiencing the complex and interconnected issues of substance misuse and mental health challenges, homelessness, unemployment and criminal justice involvement. The Centre combines residential stabilization and structured transitional living programs with employment and educational assistance to effectively assist individuals to achieve long term stability in the areas of health, housing, education, employment and quality of life.
- Phoenix Residential Stabilization Program: This component provides 28 beds for men in early recovery. Funded by the Fraser Health Authority – Mental Health and Substance Use Services.
- Phoenix Access to Employment Program (ASTEP): Assists men and women in recovery with multiple barriers to employment to become employed. Funded by the Ministry of Social Development -ELMS.
- Phoenix Kwantlen Learning Centre: A unique adult learning program established in cooperation with Kwantlen Polytechnic University that assists men and women in recovery with multiple barriers to upgrade their educational qualifications and improve their employability.
- Phoenix Transitional Housing Program: This structured program provides 36 safe, affordable, furnished bachelor style units for men ready to implement a Return to Work Action Plan.
- Phoenix Community Centre Program: Increases opportunities for men and women in recovery to improve health, develop skills and interests that contribute to healthy lifestyles, and to participate more fully in the community through unique volunteer, leisure and recreation programs. Phoenix Redshirt Volunteers are well known for their contribution to many City events including the Downtown Surrey Festival, Movies Under the Stars, Christmas Bureau and Adopt-a-Street programs.

The table below shows the complexity of participants' challenges on admission and the successes achieved in the Phoenix Centre's integrated services model from January to December 2011.

PARTICIPANT CHALLENGES	PARTICIPANT SUCCESSES
<p>SUBSTANCE MISUSE</p> <ul style="list-style-type: none"> 83% self-reported poly-drug use 24% self-reported having entered treatment 6 to 10 times 	<p>REDUCED SUBSTANCE MISUSE</p> <ul style="list-style-type: none"> 79% completed the stabilization program successfully without returning to substance misuse
<p>CONCURRENT DISORDERS</p> <ul style="list-style-type: none"> 36% diagnosed with one or more concurrent disorders 	<p>IMPROVED PSYCHOLOGICAL HEALTH</p> <ul style="list-style-type: none"> 95% reported improvement in psychological functioning
<p>HOMELESSNESS</p> <ul style="list-style-type: none"> 36% self-reported being homeless for 6 months or longer 65% self-reported insecure housing 	<p>REDUCED HOMELESSNESS</p> <ul style="list-style-type: none"> 79% achieved housing stability for 3 months 77% achieved housing stability for more than 6 months
<p>PHYSICAL AND MEDICAL HEALTH PROBLEMS</p> <ul style="list-style-type: none"> 34% self-reported 3-5 hospitalizations for health issues 	<p>IMPROVED PHYSICAL HEALTH</p> <ul style="list-style-type: none"> Less than 1% were hospitalized for medical health problems
<p>SOCIAL AND FAMILY PROBLEMS</p> <ul style="list-style-type: none"> 70% self-reported social and family problems 	<p>IMPROVED SOCIAL AND FAMILY FUNCTIONING</p> <ul style="list-style-type: none"> 97% reported improvement in social supports
<p>EMPLOYABILITY BARRIERS</p> <ul style="list-style-type: none"> 85% were assessed as not ready for employment 80% were assessed as needing help with literacy skills 	<p>IMPROVED EMPLOYABILITY</p> <ul style="list-style-type: none"> 45% achieved full time employment 49% returned to school to improve their employability
<p>CRIMINAL JUSTICE INVOLVEMENT</p> <ul style="list-style-type: none"> 42% had current probation, conditional sentence orders 	<p>REDUCED CRIMINAL JUSTICE INVOLVEMENT</p> <ul style="list-style-type: none"> 0% had further criminal justice involvement

The Phoenix Society is the housing operator of the 15 - bed recovery triage unit and a further 52 units of transitional housing for men and women in recovery funded by BC Housing in the new Quibble Creek Health and Phoenix Transitional Housing Centre opening in July 2012 adjacent to the Phoenix Centre.

OTHER SPECIALIZED INTERVENTIONS AND RESOURCES

ACHIEVEMENTS

SOURCES COMMUNITY RESOURCES SOCIETY

SOURCES Addiction Services collaborated with the Youth Justice Program to address the needs of youth on probation and responded to over 40 service requests to address the substance use of adults from Surrey Probation in 2011.

- The program plays a key role in the coordination of the “Youth Specific Meeting” during which a large group of youth focused service providers come together to collaborate regarding youth identified as high risk in the community.

Youth Justice Services servicing South Surrey and White Rock also provides Community Work Service, Curfew Checks, Monitoring and Supervision, and Youth Development.

- SOURCES workers provided 1000 direct hours of service (not audited) from April 1, 2011 to December 31, 2011 to 49 youth.

Mental Health Child and Youth services provide services to children and youth with a mental health diagnosis.

- SOURCES workers provided 615 direct service hours to 38 clients from April 1, 2011 to December 31, 2011

DIVERSECITY’S CHILD AND YOUTH EMPOWERMENT CAMPS (CYEC)

DIVERSEcity’s Child and Youth Empowerment Camps (CYEC) have been held every summer in Surrey since 2006.

- In summer 2011, CYEC accepted 80 children and youth of all ethnicities and statuses (citizen, immigrant or refugee) into the weekly camps.
- A goal of the camps is to provide a safe, supportive environment where children who have experienced or witnessed abuse can share their experiences, identify and talk about their feelings, improve their self-esteem and enhance their communication and conflict resolution skills.
- The community partners in the camp were City of Surrey’s Leisure and Recreation Staff, Surrey RCMP and the Surrey Firefighters.

In the fall of 2011, the CYEC won the Soma Ganesan Spirit of Hope Award for its innovative work. The award was presented at the Cross-Cultural Mental Health Conference in Vancouver.



DONNER CANADIAN FOUNDATION AWARDS

*for Excellence in the Delivery
of Social Services*



In 2011, Servants Anonymous Society was awarded the Donner Award for excellence in delivery of social services measured against 591 other non-profit applicants from across Canada.

SERVANTS ANONYMOUS SOCIETY

In 2011, the Servants Anonymous Society was recognized as the best in all of Canada for excellence in delivery of social services in the prevention and treatment of substance abuse. This is the first time ever that the Donner Award was awarded to a Surrey non-profit and only the second time in 14 years that a BC Charity won the award. In 2011, there were 235 clients served at Servants Anonymous. This includes 51 young women who stayed as residents which helped to stop the violence and exploitation experienced in their lives.

- For 2011, the average number of days a client remained in Servants Anonymous Society's treatment model, which is designed to teach sobriety and how to achieve a lifelong sober lifestyle, was 167.5 days.
- Servants Anonymous Society operates two safe homes for young women and a full time school, offering in-depth life skills, addiction education, breaking the cycle of co-dependence, academic courses, computer literacy classes and ongoing

job readiness training. The A.S.K. Centre for Learning is a female-only adult educational center that offers unfettered access to education to female youth and women of Surrey who are at risk, homeless, exploited, struggling with mental illness and/or overcoming addiction.

RCMP YOUTH INTERVENTION PROGRAM (YIP)

Since 1995, the RCMP's Youth Intervention Program (YIP) has been providing professional, early intervention services aimed at reducing criminal behavior among young people in Surrey. The YIP program provides the following services to its clients:

- Youth Counselling
- Family Support
- Referral Source

In 2011, the Youth Intervention Program had 308 referrals, with 81% of the youth successfully completing the program.

- YIP also ran three parenting information sessions in 2011. The sessions revolved around communication strategies with youth.
- 43 parents attended these sessions with favourable feedback.

RESTORATIVE JUSTICE PROGRAM (RJ) SEE SECTION 2.3 PAGE 47)

PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS)

PCRS runs a Community Work Service Program for youth who are being diverted from the court system – over 150 youth were referred in 2011 and gained meaningful experiences through community service hours at non-profit agencies such as OWL, BURNS Bog and Surrey Food Bank.

RCMP VICTIM SERVICES

The Surrey RCMP Victim Services Unit provides services to victims of crime or tragedy who may or may not have reported the crime to police or be involved with the criminal justice system.

- In 2011, Victim Services helped over 2700 clients and attended 259 Crisis Calls where Case Workers attended the scene of serious incidents helping 797 individuals.

Victim Services also again participated in the World Vision Project where they collected old eye wear from employees that were then donated to those in need.

SURREY URBAN MISSION (SUMS)

Summer Day Camp – Each year the Surrey Urban Mission hosts a summer day camp program at no charge for children in the community who come from families that are living in poverty.

Most of the children (aged five to 13 years) have participated for a number of years at the day camp.

In 2011, 131 children participated throughout the summer with some children coming every week and some for a few weeks during July and August. The average attendance was 75 to 90 children per week.

SUMS Teen Club – The Teen Club is an offshoot of the Summer Day Camp program and provides youth from 11 to 15 years of age an opportunity to participate in weekly activities that include; homework help, supper, activities ranging from arts and crafts, music and dance to martial arts, field trips and a variety of special guests. This program is run by community volunteers and there is no cost to the participants allowing all those who wish to be involved to join in.

SUMS Volunteer Corps – The Volunteer Corps began as a way for long-time residents of Whalley who happen to be homeless to give back to their community during the Olympic celebrations. The team continues to volunteer and presently has 12 dedicated volunteers who keep the neighbourhood around the Mission clean and tidy each week along with continuing to participate in special events.

Extreme Weather Shelter – The Mission offers accommodation to overnight guests during inclement weather. The doors are open when temperatures reach zero degrees or colder, .

- The Mission provides shelter to up to 60 people who do not have a place to stay indoors during inclement weather.
- The mission provides 50% of the Extreme Weather beds in Surrey from November 1 to March 31 each year.

PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS)

PCRS's youth services support the diversion of young people from crime through many of its services:

- Youth Resource Centres
- Pre-employment skills
- Paid training and work experience
- Connection to community resources
- Housing
- Training in literacy and numeracy
- Recreational activities
- Links to employment
- Education
- Case management and mentoring
- Drug and alcohol counselling

PCRS ALSO OFFERS THE FOLLOWING PROGRAMS

The Surrey Youth Resource Centres provide a broad range of programming to youth in the Fraser Region.

- The centres, located in Newton and Guildford, host alternative education programs, alcohol and drug programs, youth justice services, housing services, family and youth counselling programs, and a drop in Resource Room.
- Social programming provides positive connections and healthy alternatives for youth. This includes a variety of sports, clubs, academics and volunteer opportunities.
- In 2011, the numbers of youth served in Surrey Youth Resource Centres was:
 - Newton (1960) Guildford (2883)

Reconnect - Reconnect workers provide outreach and one to one services.

- Reconnect staff connect with youth in the community; going to where the youth are.
- Reconnect workers support young people to identify the services they need to prevent or address his/her disaffection and marginalization from mainstream society.
- In 2011, the number of youth served in Reconnect was:
 - 139 one to one clients, 849 on outreach

Stop Exploiting Youth (SEY) - The SEY program supports youth to exit the situation or lifestyle in which they are being sexually exploited.

- The worker provides outreach, emergency case coordination, ensures child protection issues are reported, and works with youth to identify the services and supports they need to develop a safe and healthy lifestyle.
- In 2011, the number of youth served in the SEY program was:
 - 31 Clients = 30 Females, 1 male

Surrey Youth Hard Target - Surrey's Youth Hard Target Team was established in January 2010 and serves to contribute to the reduction of crime and enhancement of community safety through creative and coordinated service planning for youth (18 and under) who are marginalized, involved in criminal activity, exploited and/or missing.

- Chaired by PCRS, the Surrey Youth Hard Target team also includes representatives from MCFD, RCMP, K'la-How-Eya, School District 36, Transit Police, City of Surrey and Options Community Services.
- In 2011, Surrey Hard Target averaged 10 new youth per month.

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The Surrey Urban Mission Society (SUMS) is a place that offers meals, programs, services, individual assistance and friendship to Surrey residents of all ages and circumstances.

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Learning to Integrate New Knowledge and Skills (LINKS) - LINKS offers academic and social programming to youth on probation, who have not experienced success in mainstream school/programming.

- LINKS is able to offer individualized programming to all students as they support youth to acclimate to attending a daily program and participate in pro-social activities and skill development.
- LINKS is a PCRS, MCFD and Surrey School District partnership.
- In 2011, the number of youth served by LINKS was 30 youth.

Adapted General Education (AGE) - AGE is a unique partnership education program between PCRS, Surrey School District and Surrey Youth Probation.

- The program offers both education and social programming for youth on probation or bail orders.
- In 2011, the number of youth served by the AGE program was 26.

IRAYL - IRAYL is a unique partnership/youth outreach crime prevention/intervention program providing support and resources to youth who gather together on and around the Skytrain stations in the Lower Mainland.

- Youth outreach workers identify and connect with targeted youth, ages 10 – 15, and build relationships.
- Youth are provided with resources, referrals and support to make positive connections and choices. They are also provided with food and other items as part of a cross-regional crime reduction initiative.
- In 2011, the number of youth served by IRAYL was 6099.

Community Work Service - This program works with youth to support them to complete court ordered community service hours.

- Community organizations provide meaningful opportunities for integration and transformation.
- These projects enable youth to work in partnership with community members.
- In 2011, the number of youth served by the Community Work Service program was 98 (72 male, 26 female).

Surrey Youth Housing Program - Finding housing is a difficult process and being a youth with limited references and income makes this process even more difficult.

- This program offers youth support to secure safe, affordable housing.
- Housing workers support youth to navigate the process of references, speaking with landlords, finances, moving and security deposits.
- As well, the program offers education to landlords on the benefits of housing youth and works to mitigate any concerns between them.
- In 2011, the number of youth served by the Surrey Youth Housing Program was 102.

PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS) YOUTH PROGRAM

PCRS is the lead agency for the Immigrant and Youth Outreach Program. The program includes one worker from DIVERSEcity and one from Douglas College and continues to reach isolated newcomer youth and connects them to peers.

- In 2011, the program started a bi-weekly friendship club, where youth can come together to socialize and make new friends.



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SALI'S farm provides a safe haven for at-risk children and rescued farm animals to bond, learn, and heal.

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PHOTO CREDIT: KLUTCH PHOTOGRAPHY

SALI (SEMAIHMUO ANIMAL LEAGUE INC.)

Semiahmoo Animal League Inc (SALI) is a new, innovative not-for-profit society that serves children and animals in Surrey, White Rock and Langley.

- Initiated in 2011, SALI's Farm provides a safe haven for at-risk children and rescued farm animals to bond, learn and heal with one another.
- Young children who have experienced or witnessed violence attend SALI's Farm and engage in animal-assisted activities.
- The program is rooted in the realization that one of the most common components of violence is a lack of empathy. Caring for animals teaches the children empathy, non-violence and that all living beings deserve to be loved and cared for.
- The program goal is to break the cycle of violence.

SALI'S GUARDIANSHIP PROGRAM

SALI believes that all members of our community deserve the companionship and support of pets. The organization's goal is to enhance the quality of life for our most vulnerable community members.

SALI's Guardianship Program provides for the needs of companion animals of women and children fleeing violence, seniors living in isolation and people living in poverty and on the streets.

SALI'S 2011 KEY ACHIEVEMENTS:

- Established collaborations with 10 agencies that work with seniors, women & children fleeing violence, and the homeless.
- Volunteers fostered 15 pets.
- Vet costs were covered for 25 pets.
- Volunteers distributed \$45,000 worth of pet food to people living in poverty and on the streets.
- Volunteers washed 70 dogs at the free dog wash for the homeless at Connect Day (Surrey Urban Mission).
- Two groups of children attended SALI's Farm.
- Extensive training in animal-assisted activities was provided for 12 volunteers.
- At the time of this report, SALI's Farm has two miniature donkeys, two horses, several chickens, roosters, barn cats and one dog.

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Pacific Community Resources Society actively engages youth in awareness and education specific to sexual exploitation.

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3.3 EDUCATION AND SKILLS DEVELOPMENT

The Crime Reduction Strategy recognizes the importance of education, skills training and career development as steps that contribute to independent living and successful reintegration into the community.

OVERVIEW

Throughout 2011, several changes began to occur in the way in which employment services were (and will be) delivered in Surrey.

- The change process began in February 2009, when the Province of B.C. and the Government of Canada signed a Labour Market Development Agreement (LMDA) that delegated responsibility for delivery of employment programs and training programs to the Province.
- This process also involved the transfer of more than \$300 million in federal employment insurance programs, 250 staff and 32 offices from the Government of Canada to the Province of B.C.

In March 2011, a Request for Proposal process with proponent meetings and opportunities for questions was held until May 2011. Selection and contract finalization occurred in November and December 2011, with the new program set to begin April 2012.

For more information please see the FACT SHEET:
http://www.bcacl.org/sites/default/files/uploads/BCACLfactsheet_FINAL_EPBC_feb2011.pdf

ACHIEVEMENTS

DIVERSECITY YOUNG ADULTS TOWARDS SUCCESS (YATS)

Young Adults Towards Success (YATS) program is an eight-week course designed to help young adults and newcomers to Canada to gain skills, set personal, education and career goals while gaining knowledge about their new home in BC. The program is fun, active and inclusive.

OPTIONS COMMUNITY SERVICES SOCIETY

OPTIONS Youth Services provides programming in the areas of Life Skills, Youth Justice (1-1 Intensive Support and Curfew Monitoring), Schooling (in and out of school support), and Housing.

- The programs provided services to 379 young people in 2011.
- In the Independent Living program 75% of youth who completed the program reported that they were more prepared to live on their own.
- In the Youth Justice program 70% of youth reported that they were more aware of pro-social activities in their community that would assist them in choosing a lifestyle alternative to crime.
- 83% of youth who participated in the new Surrey Youth Independent Housing Program (a program for homeless youth) demonstrated success in sustaining stable housing and achieving their vocational or educational goals.

Youth Services is now offering Life Skills workshops that are available to Surrey youth who are interested in learning the skills to transition into independence.

ACCESS EMPLOYMENT CENTRE - ESSENTIAL SKILLS FOR ABORIGINAL FUTURES

On July 4th, 2011 the three Aboriginal Skills and Employment Training Strategy (ASETS) agreement holders that provide services in Surrey came together under one roof to form the Aboriginal Training and Employment Cooperative (ATEC). ACCESS, Sto:lo Aboriginal Skills and Employment Training (SASET), and Metis Nation BC (MNBC) each provide Employment Assistance Services at this new location. In addition SASET, in partnership with ACCESS, delivers the Surrey BladeRunners program. Since opening its doors on July 4th, 2011, 1,413 Aboriginal job seekers have signed into the Aboriginal Training and Employment Cooperative resource room. See breakdown below:

- 473 - July & August 2011
- 235 - September 2011
- 210 - October 2011
- 270 - November 2011
- 225 - December 2011

On November 3rd, 2011, ATEC held an official Grand Opening and Ribbon Cutting Ceremony with a keynote speech from Mayor Dianne Watts.

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In the Youth Justice program 70% of youth reported that they were more aware of pro-social activities in their community that would assist them in choosing a lifestyle alternative to crime.

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YOUTH-CAN! PROGRAM

The Youth-Can! Program funded by the Ministry of Jobs, Tourism and Innovation (former the Ministry of Regional Economic & Skills Development) is a partnership between the Boys and Girls Club in Surrey/Delta and OPTIONS Community Services Society. The Program has been in service for two years and serves immigrant older youth and young adults within an integrated and service delivery model. It includes settlement and integration support with a focus on educational and vocational needs through one to one support and classroom training.

- The program target population is older youth and young adults who are permanent residents of Canada (including protected persons and convention refugees), who are allowed to remain in Canada.
- The target population must also have arrived in Canada within five years and be between the age of 15 and 25 at time of intake (and are not attending full time school or any educational, vocational or employment program).
- The Youth-Can program runs in a six month cycle where, from initial intake, clients are partnered with youth counsellors until completion, followed by three months of follow-up service.

ELIGIBLE SERVICES INCLUDE THE FOLLOWING

- Targeted outreach;
- Client assessment and action planning;
- Referral and service linking;
- Case management including coach/ counselling and follow up;
- Training, education and information: see below in-house training;
- Orientation to Education/Career Training Environments or to the workplace;
- Transitioning clients to mainstream community and government programs when they are ready;
- Community connection.

The in-house training component is also an integral part of the Youth-Can program as it meshes with the overall services the clients receive. The in-house 5- 6 weeks training includes the following.

- Week 1: Life skills;
- Week 2: Career Exploration and Career Assessment;
- Week 3: Job Search- resume and cover letter writing and interview skills;
- Week 4: School Research and Volunteerism;
- Week 5: Health and Nutrition.

OUTCOMES

The program served 106 youths last year (July1, 2010 to June 30, 2011) and 64 youths were accepted into an academic course/program in the mainstream, 24 youths were accepted into vocational training, and 45 youth found long term employment.

YOUTH-CAN CLIENT PROFILE (JULY 1, 2010 TO JUNE 30, 2011)

- Gender of participants include: 47 females (48%) and 51 males (52%), for a total of 98 persons.
- Immigration Category when entering Canada: 37 refugee's (38%) and 61 (62%) from other immigration classes, for a total of 98 persons.
- Length of residence in Canada at time of intake: 43 under one year (44%), 39 one to three years (40%) and 16 over three to five years (16%), for a total of 98 persons.
- Age at time of intake: 27 were 15-19 (28%), 71 were 19-25 (72%), for a total of 98 persons.
- Top 10 source countries: Somalia, Iraq, Philippines, El Salvador, Vietnam, Burma, China, Columbia, India, Korea
- Top 10 mother tongues spoken: Somalia, Spanish, Arabic, Tagalog, Vietnamese, Chinese, Karen, Korean, Punjabi, Baghali

WELCOME CENTRE - SUPPORT TO NEWCOMERS AND REFUGEES

The English Language Learner Welcome Centre of the Surrey School District aims to support English language learners through their school and community integration process. A primary goal is to guide and empower students and their families to independently navigate through the labyrinth of information and resources available to them.

- Services are offered in over 30 languages.
- Since 2007, the Multicultural Workers and Settlement Workers in Schools have worked with approximately 20,000 diverse students and their families.
- Services include providing information about the BC education system, housing, language training, legal issues, immigration, employment, health care, transportation system, etc.

The Welcome Centre works actively with community partners and service providers who bring to the table their own areas of expertise with the goal of empowering the students and their families to put down strong roots to ensure a healthy and positive future in the City of Surrey.

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The City of Surrey is committed to ensuring support systems are in place (and are coordinated) for refugees and new immigrants. The City is working alongside committed partners including the Surrey School District, the RCMP and specialized refugee/immigrant supports to ensure that the transition is as smooth as possible.

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3.4 CAREER DEVELOPMENT

Ensure Sufficient Education and Skills Training Exists

CONNECTING INDIVIDUALS WITH JOBS

The BC Ministry of Social Development created a database of agencies that connects individuals with jobs. It lists 26 Surrey-based agencies on its interactive map, all of which provide case manager services designed to assist individuals in creating a return-to-work action plan or provide personal assistance to unique unemployment situations.

- Labour Market Services:
www.labourmarketservices.gov.bc.ca/index.htm

The Lower Mainland Employment Resources website also offers extensive resources and services.

- Lower Mainland Employment Resources:
www.lmer.ca

The City's Crime Reduction Strategy website lists both of these services to help individuals and service providers find the services necessary to find employment and improve skills development.

SURREY ARTS CENTRE – MOVE IT! PROJECT

In 2006, 2008, and 2011, the Surrey Arts Centre partnered with Joe Ink Performance Society to present Move It! in Surrey. Move It! is a community dance project that is accessible to people of all ages, genders, and abilities.

- The Move It! project involves experienced dance educators sharing their knowledge of dance and movement with participants who span a wide range of age, gender, ethnicity, abilities and economic situations.
- One of the attributes of the project is that it eliminates the barriers that often come with artistic education. The educators create a space that promotes well being and community spirit through learning movement together.
- There are no restrictions on age or gender, no prerequisites, no auditions, no fees. A barrier-free program, of high artistic quality, is unique among performing arts programs at the Surrey Arts Centre.

Joe Ink Performance Society provides the program and workshop facilitators free of charge, thanks to funding from Canada Council and the BC Arts Council. Surrey Arts Centre provides the space at no charge, and funds a small marketing plan, along with limited technical support for the public presentation on the last day.

- The workshop brings 35 participants into the Studio Theatre each weekday for up to three weeks in July or August, when theatre rental demands are low.

In 2011, there were 35 participants that attended the program for two consecutive weeks. The Art Centre is finalizing plans with Joe Ink Performance Society to offer the program again in August of 2012.

3.5 COMMUNITY SUPPORT TEAMS

It is very important for individuals involved in treatment, housing and/or training programs to have access to reliable support, minimizing chances of discouragement and relapse. Supports provided by teams who understand the history, needs and challenges of the individual are key to ensuring long-term success.

ACHIEVEMENTS

FRASER HEALTH'S ASSERTIVE COMMUNITY TREATMENT TEAM

In 2011, Fraser Health's Mental Health and Substance Use (MHSU) Services launched the new Surrey Assertive Community Treatment (ACT) program, the first of its kind for Fraser Health. ACT, a specialized outreach program, takes mental health support outside the walls of traditional treatment facilities to community settings that are most comfortable and convenient for the most vulnerable and hard-to-reach clients.

The ACT model is internationally recognized for its demonstrated effectiveness for clients in the greatest need. The ACT team provides flexible, community-based support for adults with serious and persistent mental illness and significant functional impairments who have not connected with, or responded well to, traditional outpatient mental health care and rehabilitation services. Services include comprehensive assessment, treatment, rehabilitation and support activities. As part of the Surrey Community Mental Health Service system of care, the ACT program reduces barriers through an outreach approach, provision

of extended hours of service, and a 'housing first' philosophy, which promotes housing stabilization and patient/family satisfaction with services.

The ACT team includes a team coordinator, psychiatrist and 10-11 mental health staff including social workers, nurses, mental health care workers, occupational therapists and peer support workers. The team will be mobile with 75 percent of their services delivered in settings such as a person's home, shelters, drop-in centres, or parks.

YOUTH BLACK BOOK

The Community Justice Initiatives Association recently launched the online version of The Little Black Book: A pocket guide to Youth Resources in Langley, Surrey, Delta and White Rock. The feedback has been encouraging, as youth are finding this resource easily accessible. Serving as a resource guide for teens aged 13 to 18, the searchable database provides helpful information about a variety of services, including health, violence prevention, education, counselling and recreation. » Youth Black Book: <http://youthblackbook.com>.

YOUTH COMMUNITY ACADEMIC SUPPORT PARTNERSHIP

AT-CURA (ACTING TOGETHER: CURA PROJECT)

“Acting Together” project at Kwantlen Polytechnic University is a multi-disciplinary and multi-partnership project aimed at prevention of youth violence and youth gang involvement. Beginning in 2009 with \$1 million grant from the Social Sciences and Humanities Research Council of Canada, the five-year long Community University Research Alliance (CURA) project has brought together academic researchers from four BC post secondary institutions and 12 community partners including the City of Surrey.

Research conducted by AT-CURA in 2011 included:

- In June 2011, 424 grade 8 high school students from Surrey completed the second round of “The Powerful Teens” study. The 22 page survey assessed their social, cognitive and character strengths, as well as their beliefs about violence and crimes, life satisfaction and family context. Additionally, the teachers and parents also provided their assessment of the participating youth.
- Once all the protective factors and strengths are identified, the community partners, parents, teachers, and youth leaders will be invited to a series of workshops to develop programs that help foster these strengths among our youth and keep them away from violence and criminal gang recruitment.
- As well, the project team has completed 18 focus groups and 46 interviews, involving 162 participants including youth, parents, teachers and service providers. These on-going conversations with the Surrey community members keep the project team informed on issues of concerns around youth violence and gang involvement.
- Two additional studies; Youth Alienation, and Gang Exit strategies are currently underway.

Education and Training offered by AT-CURA in 2011 included:

- TV Video Feature Production by Surrey Teens: This project involved successful partnership between Acting Together team including the City of Surrey, Surrey School District, and Shaw Cablesystems. The 26-minute video was produced by teens who video- interviewed experts gathered for a training symposium on Gangs and Guns in February 2011. The show was broadcasted on the community TV channel (August 2011) and is posted on YouTube.
- Anatomy of a Riot event was hosted on June 29, 2011 at Kwantlen Polytechnic University featuring a panel and public dialogue on Stanley Cup hockey riot of June 2011. Laurie Cavan, the General Manager of Parks, Recreation and Culture for the City of Surrey discussed the reasons for success of the Surrey Live Site.
- Community Garden project sponsored 24 youth from the Safe Schools program of the Surrey School District to work on a community garden located at 141st Street and 103rd Avenue in Surrey. The summer of 2011 provided a unique opportunity to high school youth to gain new skills and a sense of meaningful engagement with the community through the creative work of growing vegetables and donating these to food banks in Surrey.
- Community-Academic Presentation on language, education, family issues and acculturation process that affect immigrants marked the plenary session of the “Trans-national Punjabis” conference in May 2011 at the University of Fraser Valley.



AT-CURA popular media statistics for 2011:

- 296 Twitter followers;
- Invited to talk at 11 public events;
- Had 18 featured articles in the news about the project;
- 45 newspaper articles by researchers and partner members;
- 85 media interviews featuring researchers and partner members (CBC, CTV, City TV, CKNW, Sher-E-Punjab, Radio India);
- 1 report created for the BC Ministry of Public Safety and Solicitor General.

ENHANCE PERMANENT SUPPORT FOR INDIVIDUALS WITH MENTAL DISORDERS AND OTHER DISABILITIES

Commencing in February 2011, Fraser Health began to develop Timber Creek, a new 59-bed acute mental health facility for adults with serious, complex and persistent mental illness in need of highly specialized care.

CROSS-FUNCTIONAL OUTREACH TEAMS FOR VULNERABLE POPULATIONS

DIVERSECITY SENIORS PROGRAMS

The project provides outreach, support, settlement and services to support newcomer South Asian seniors in Surrey and surrounding areas. The goal of the project is to enhance senior independence, increase active participation in the community, increase access to services and facilitate multicultural understanding and integration. Seniors learn of their rights, and become aware of important issues affecting them such as health management, pension laws and elder abuse. The seniors are also able to participate in local outings.

DIVERSEcity's Seniors support services in collaboration with Surrey Senior Planning table organized the 2nd annual forum "Intercultural Show Case for Seniors."

- 500 seniors participated in the event. The aim of this event was to bring seniors from diverse cultural backgrounds together to embrace and understand other cultures through artefacts, information, food and entertainment. This was a great opportunity to reach seniors from all ethnic communities.

3.6 LEISURE, SOCIAL AND RECREATIONAL SUPPORTS

Employment, volunteer, recreation and education can provide individuals with opportunities to connect with the community, build healthy relationships and participate in meaningful and enjoyable activities.

ACHIEVEMENTS

ALEXANDRA NEIGHBOURHOOD HOUSE

Alexandra Neighbourhood House operates as a Neighbourhood House, a residential summer camp and an overnight retreat by the ocean in Crescent Beach. Programming, services and community events reflect the changing needs and interests of our rapidly growing community, providing stability, valuing diversity and promoting a sense of belonging and sharing. Programs provided through Alexandra Neighbourhood House are After School Programs, MCFD referrals, School Based Programming, Summer Day Camps, Youth Programs and Services, Family Support Outreach Programs, Drop-in Lounge, Seniors Programs and programs for people with disabilities.

SUMMER DAY CAMP VOLUNTEER PROGRAM

From July 4 to September 2, 2011, 87 volunteers worked in the Summer Day Camp Volunteer Program. Volunteers provided a safe environment for learning, laughing and exploring. Their eagerness and dedication played a vital role in making the summer day camps a fun, friendly and welcoming environment. Collectively, the volunteers contributed more than 6,000 hours of their time.

NEWTON YOUTH INITIATIVES

LIBRARY PROGRAMS

The Wacky Wednesday program at the Newton Library and Strawberry Hill Library was successful in increasing the participation of “at risk” youth inside the library through programming at satellite sites. The project is jointly funded by the Surrey Public Library and Social Well Being funds.

GREENBROOK TEEN NIGHT

The Surrey RCMP and BC Housing partnered with Community & Recreation Services to implement Friday night programming designed to positively involve youth in the Greenbrook clubhouse and surrounding area. This success of the program can be seen by the dramatic drop in youth related incidents and in the development of the initiatives by the youth such as the Greenbrook Bully day. This program is open to members from the surrounding community as well as residents from Greenbrook.

AFTERSCHOOL PROGRAMMING

Additional hours were added to the Newton Youth Centre and youth gymnasium to better serve the increasing demand for unstructured afterschool recreation in Newton. With an average attendance of 40 youth and a youth centre with a capacity of 20, the number of staff was increased in 2011.

PRE-TEEN AND YOUTH AFTERSCHOOL PROGRAMS IN CLOVERDALE

Programs were introduced at the Don Christian and Cloverdale Recreation Centres to promote and encourage healthy lifestyle choices, learn-to-cook programming, designed to encourage participation from girls (Girl's Only). Teamwork, nutrition, active lifestyle and leadership were emphasized. In 2011, the new Cloverdale Recreation Centre opened its doors featuring its youth lounge and gymnasium. Drop-in hours, in combination with the free annual youth lounge membership, allowed the youth to access sport tournaments, open gym, dinner nights, BBQ's, holiday dinner, special events, competitions, bus trips, health and wellness options and more.

- In 2011, the free "Just for Girls" nights quickly developed into a success, offering girls a specifically designed evening including arts, crafts, music, special guests, fitness classes and Zumba nights.
- Youth participation numbers greatly increased, allowing staff to build positive relationships with the youth and families encouraging positive engagement in the community.

OUT OF SCHOOL CARE – GUILDFORD

Through consultation with the community – the need for before and after school care was identified in the Guildford area. Staff continued to meet with parents, PAC's and other stakeholders to determine the best space for the service. In 2011, Guildford Recreation Centre transformed an upstairs multipurpose space into a licensed before and after care space for the community.

PRESCHOOL OUTREACH

In partnership with the Children's Partnership, the City supported the development of the Child Care Gap Assessment to meet the following goals:

- Establish base line for future assessments and monitoring;
- Provide a common approach for defining child care needs & priorities;
- Inform a collective child care strategy for Surrey-White Rock.

A task force is currently working on the plans and next steps for developing a Child Care Strategy for Surrey.

HEALTHY KIDS WHO COOK PROGRAM

The Healthy Kids Who Cook Program was offered to children at Prince Charles Elementary who were specifically selected by Community-Schools Partnership Coordinators as being deemed to be at risk.

- In 2011, there were 30 children in this program.

The program mainly focused on how kids can make their own breakfasts, lunches, dinners and snacks from ingredients they likely have at home. It is a 'healthy' program because the focus is on making healthy choices for food and the importance choosing processed foods less and fresh fruits and vegetables more often. Another focus was the importance of eating breakfast every day.

MOTHER GOOSE PROGRAM – NEWTON

The Mother Goose partnership program employs licensed ECE staff to lead rhymes, songs and stories to parents and their children aged one month – 18 months. Parenting information is provided by partner agencies and refreshments are provided by the City.

DIVERSECITY VOLUNTEERS

DIVERSEcity provides thousands of hours of volunteer experience per year within their programs. Many of these volunteers are newcomers, who are looking for much needed 'Canadian' experience. Others are volunteering as part of their high school and / or post-secondary institution requirements and others are simply looking to give back to the City and community in a tangible way. All volunteers meet a vigorous screening process, including Criminal Record Check and other information as required. In addition, volunteers are trained and monitored by staff on a regular basis.

One of their most innovative programs that utilizes volunteers is the CASI (Community Action for Seniors Independence) project. CASI links up carefully screened volunteers with seniors to provide non-medical services, thereby allowing these seniors to live independently.

- CASI currently serves over 125 seniors.

PACIFIC COMMUNITY RESOURCES SOCIETY (PCRS) YOUTH VOLUNTEERS

PCRS Youth Centres provide volunteer experience to a large number of Surrey residents, both youth and adult. They also support over 15 practicum students yearly from local colleges and universities.

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... provide individuals with opportunities to connect with the community, build healthy relationships and participate in meaningful and enjoyable activities.

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SECTION 4

Reality and Perception of Crime

The Reality and Perception of Crime strand focuses on addressing the fear of crime and promoting feelings of safety. It outlines which actions the City should take to communicate Crime Reduction Strategy initiatives and achievements.





4.1 INFORMATION GATHERING

MEDIA SCAN

In 2011, the Crime Reduction Strategy conducted a media scan of key search terms within the City of Surrey's Crime Reduction Strategy. The 2011 media scan served to evaluate Crime Reduction Strategy coverage across various local, provincial and national media since 2007. It evaluated which aspects of the Strategy the media has covered most and, in addition, it analyzed which aspects they may have overlooked in Canadian media between January 1, 2007 and December 31, 2010.

Top garnering search terms were:

- "Homelessness": 487
- "Crime Reduction Strategy": 129
- "Property Crime": 113
- "Auto Crime": 86
- "Crime Reduction": 68
- "Reduce Crime": 60
- "Surrey Homelessness and Housing": 52

The results taken from the media scan will help to develop a future media strategy for the Crime Reduction office, so that citizens can be better informed about the Crime Reduction Strategy initiatives.

4.2 COMMUNICATION OF INFORMATION

Besides the comprehensive Crime Reduction Strategy website, the City, RCMP, fire services and community partners work together to create innovative ways to share crime reduction messages with the public.

ACHIEVEMENTS

CRIME AWARENESS AND LEAFLET DISTRIBUTION

SUMMER SAFE CAMPAIGN 2010 - FOLLOW-UP ANALYSIS 2011

The Summer Safe campaign was implemented as a result of community safety issues identified by the RCMP and the Surrey Fire Department. The RCMP had identified a seasonal break and enter trend where entry was gained through insecure doors and windows, and the Surrey Fire Department had identified the prevalence of kitchen fires as a significant safety issue.

In May 2010, members of the RCMP and Surrey Fire Department worked collaboratively to address these two identified community safety issues. They established a joint communications plan, developed supporting materials (pamphlets and information cards) and developed a tactical plan for a door-to-door outreach campaign. This effort was strengthened through partnerships with South Asian media as well as by ensuring the materials were provided in both English and Punjabi.

- The level of interagency cooperation for this effort was exceptional and resulted in over 100 police, firefighters, community safety officers, auxiliary constables and Surrey Crime Prevention Society volunteers being engaged in a one day, door-to-door campaign across a large part of Newton on June 17, 2010.
- Together the teams reached 2,500 homes in approximately three hours, communicating information from the Mayor's Office combined with safety messages from the RCMP and the Surrey Fire Department.
- The outreach effort presented the ideal opportunity for the door-to-door distribution of the new "Improving the Quality of Life for the Citizens of Newton" booklet developed by the Mayor's office.
- The communication strategy for the Summer Safe campaign was successful in getting the safety message out to a citywide audience, including the South Asian press. Various television, newspapers and radio media covered the event, often featuring both an RCMP officer and a Surrey firefighter in interviews.

2011 FOLLOW UP ANALYSIS

- RCMP analysis (September 27, 2011) indicated a 64% decrease in overall break and enters in this area of Newton in the year following the Summer Safe Education Campaign.
- Surrey Fire Service analysis demonstrated a 19% decrease in the annual rate of residential fires in this area following the project.
- This initiative was successful and helps to form a model for future, similar initiatives.

CRIME REDUCTION STRATEGY BROCHURES

The Crime Reduction Strategy disseminated 5,000 brochures in 2011 through its partner agencies. As well as detailing the four strands in this report, the brochures provided Crime Reduction Strategy contact details and information on the Strategy's four primary objectives.

METAL AND WIRE THEFT AWARENESS (Also See Section 1, Page 35)

In 2011, the Crime Reduction Strategy office developed the Community Response to Metal and Wire Theft educational flyer;

- Distributed 10,000 copies to the public, including at key events such as Canada Day and Fusion Festival in 2011.
- RCMP "E" Division – Community Programs Division requested permission to modify the Surrey pamphlet for their use for RCMP detachments across all of BC. We were pleased to assist them with this request.

In February 2011, the City of Surrey established the Interagency Metal and Wire Theft committee in an effort to increase knowledge, collaboration and organized efforts to address the very serious issue of wire theft. The committee is chaired

by Surrey Crime Reduction and is comprised of representatives from Surrey RCMP, Telus, BC Hydro, Shaw, Rogers, Ministry of Transportation and Infrastructure, the Ministry of Justice – Police Services, Crown Counsel and Community Corrections, City of Surrey Engineering and Bylaw Division and Canadian National Rail Police.

- Jointly coordinated education booths were set up at the Surrey Canada Day celebration as well as Fusion Fest.
- In November 2011, committee representatives presented at the Provincial Training Symposium of the BC Crime Prevention Association.
- In 2011, over 10,000 educational pamphlets were distributed to the public.
- In 2011, 18 RCMP personnel (Neighbourhood Liaison, Community Safety Officers) were trained on what to look for.
- Efforts in 2012 will continue to focus on increasing public education as well as training for enforcement and crime prevention personnel.

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Wire theft poses a significant threat to our public safety and critical infrastructure. Regional hospitals, provincial emergency centres, emergency communications, city transportation and lighting systems, and local fire halls are affected.

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4.3 PRIORITIZING ACTIONS TO ADDRESS THE MOST VULNERABLE FIRST

The City, along with police, fire services and community partners are committed to addressing the needs of those most vulnerable in our community.

ACHIEVEMENTS

ELIZABETH FRY SOCIETY OF GREATER VANCOUVER (EFRY)

The Elizabeth Fry Society of Greater Vancouver is a non-profit organization that provides support services to some of society's most vulnerable populations – women, girls and children at risk of involvement, involved in or affected by the justice system. The Society's more than two dozen programs work to break the cycle of poverty, addiction, mental illness, homelessness and crime. Three key program achievements for EFry in 2011 were Asphalt Gals, Just Kids and the HIP Program.

- Asphalt Gals - is a social enterprise launched by the Elizabeth Fry Society of Greater Vancouver in fall 2011 to create job training and employment opportunities for criminalized woman. This unique business facilitates the recycling of used asphalt shingles that would otherwise divert to landfills into a variety of products, such as roads and industrial fuel.
- JustKids (www.just-kids.ca) - is a movement initiated by EFry to support the unique needs of children with a parent in prison. Key programs under this umbrella include free summer camps and weekend activities for kids aged six to nine. The storybook program, which provides new books to children along with a recording of their incarcerated parent reading to them, is available through the Surrey Pretrial Centre.
- Homelessness Intervention Project (HIP) - On March 2, 2009, the Province launched the Homelessness Intervention Project (HIP). HIP aimed to reduce chronic homelessness and assist some of BC's most vulnerable people through an integrated, cross-agency, multi-pronged intervention in five communities: Surrey, Victoria, Vancouver, Kelowna and Prince George. The project's goal was to place 1,720 chronically homeless people living in these communities in stable housing over an 18-month period.

Led by the Ministry of Social Development, the project created integrated teams that included the Regional Health Authority, regional BC Housing staff, the Ministries of Social Development, Health Services and Public Safety and Solicitor General, and an extensive list of local community groups and non-profit organizations.

In 23 months, HIP partners housed 3914 homeless people in BC. Of these clients 85% remained stably housed during the subsequent 12 months.

On September 21, 2011, HIP was the recipient of the National Excellence in Public Service Delivery Award presented by the Public Sector Service Delivery Council in recognition of the project's commitment to client service through integrated service delivery.

SURREY WOMEN'S CENTRE

In 2011, the Surrey Women's Centre produced and launched the public service announcement, "The Honest Truth". The Honest Truth PSA was a partnership between the City of Surrey and Surrey Women's Centre to provide a new tool to assist women and their families to identify the risk factors associated with domestic violence. The PSA was aligned with the City's focus on domestic violence as a priority crime.

Programs offered through the Surrey Women's Centre are:

- Victim services – In 2011, the Victim Service program served 2,702 women, children and men impacted by violence, an increase of eleven percent compared to 2010.
- Crisis Team - The Crisis Team primarily supports women immediately after a physical or sexual assault. They operate a crisis line and provide in-person support for women who often do not report the assault to the police.
- Court Team – The Court Team primarily supports abused women and children who are required to testify in criminal proceedings. The Centre helps navigate them through the criminal justice system from the police investigation through court disposition and any subsequent parole processes.
- Resource Centre – The Resource Centre partners with other community agencies to ensure that women and children have access to income, food, clothing and shelter. In 2011, the centre served an increased number of women living in poverty fleeing violence.
- Housing and Income Clinic - In 2011, working in partnership with Newton Advocacy Group, the housing and income clinic supported an increased number of low-income women with chronic health issues apply for disability benefits, subsidized housing and rental assistance.



- Family Law Clinic - In partnership with Access Pro Bono Society, the Centre's family law clinic provides professional lawyers that offer free legal information to victims of domestic violence and abuse who cannot afford a lawyer and are ineligible for legal aid.
 - Almost 300 women sought legal support in 2011 on issues such as child custody and access, guardianship, separation and divorce.
- Counselling – The counselling team offers individual and group counselling for women who have experienced domestic violence, sexual assault or childhood abuse.
 - The centre supported 216 women in 2011, an increase of 33% compared to 2010.
 - Currently, there are 201 women awaiting this important service.
- SMART (Surrey Mobile Assault Response Team) - This program is a 24/hour crisis response service for victims of domestic violence and sexual assault accessing the emergency department at Surrey Memorial Hospital and other emergent and primary care facilities in the Fraser Health region. SMART ensures the effective coordination of medical, legal and social services available for victims of violence across the region through the collaborative development of cross-sectoral best practices.

SENIORS ADVISORY & ACCESSIBILITY COMMITTEE (formerly the Mayor's Taskforce on Seniors)

With a population nearing 500,000 residents, 12% are over the age of 65 and are vulnerable to possible elder abuse. The City of Surrey Mayor's Task Force, Focus on Seniors, has proven itself to be a successful model of collaborative community partnerships bringing together stakeholder groups and individuals to address the issue of elder abuse and neglect in the community. The Task Force encourages open discussion with support service professionals, community partners and interested individuals, including caregivers, seniors and their families. It includes regular participation by approximately 30 committee members representing various City departments, community resource agencies, provincial government agencies, safety services (police and fire) personnel and related community groups who organize community forums throughout Surrey. The Task Force became a standing committee in late 2011 and is now called the Seniors Advisory and Accessibility Committee.

- Twelve (12) Focus on Seniors forums have been held from 2008 to 2011, including three culturally specific forums that were presented entirely in Punjabi.
- Each forum has attracted a minimum of 150 seniors and caregivers and has provided an education piece that defines elder abuse and neglect, followed by a dialogue on issues such as the rights of seniors and signs and symptoms of abuse and neglect.
- Highlights include a lawyer's presentation on wills, estates and power of attorney; Fire Department education on fire and smoke alarms; Fraser Health presentations on warning signs of abuse, neglect or isolation; and presentations on a variety of services available to assist seniors and caregivers.

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The City continues to work with partner organizations to prioritize actions to reduce the fear of crime on those groups/neighbourhoods in the community with the most significant levels of fear.

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- Focus on Seniors Strategic Planning session was held in December 2011 – the United Way presented demographic data and future projections to assist in the planning needs for seniors in Surrey.
- Fall 2011 - Surrey City Council appointed members to the new Seniors Advisory and Accessibility Committee replacing and furthering the work of the Focus on Seniors Task Force. Future work will include the development of a Seniors' Strategy for Surrey.

SURREY COALITION AGAINST DOMESTIC ABUSE (SCADA)

Between January 2003 and August 2008, 73 of the 605 homicides committed in BC were the result of domestic violence. In a report titled "Domestic Violence Prevention and Reduction in BC", Katherine Rossiter reviews domestic violence prevention and reduction initiatives in BC from 2000-2010, and makes the case for primary prevention strategies that address the root causes of crime and promote strategic investments in children and families. See the following link for more information <http://www.jibc.ca/news/jibc-releases-landmark-report-domestic-violence-prevention-and-reduction-bc>.

Since June 2009, the City of Surrey has been a leader in the area of stakeholder development on this issue of domestic abuse. 2011 Highlights include:

- June 2011 - The Rakhi Project, a Surrey Crime Reduction Strategy initiative was designed to raise awareness around the issue of domestic

violence. On June 18, 2011, a special Rakhi ceremony was held at City Hall where women tied purple bracelets on the wrists of prominent men in the community to signify support for eradicating domestic abuse.

- Rakhi is a traditional Indian ceremony honouring the relationship between brothers and sisters and involves the tying of a Rakhi ribbon by a sister on her brother's wrist as a symbol of love and respect. The Rakhi Project blends this traditional event with the issue of domestic abuse.
- The Rakhi Project was spearheaded by the City of Surrey in partnership with DIVERSEcity Community Resources Society, RCMP, Save-on-Foods and Omni Television.
- 5,000 purple braided bracelets were sold for \$5 each and were made available in select Save-on Foods locations, Fruiticana and Surrey City Hall. Proceeds went to the City of Surrey's Coalition Against Domestic Abuse (SCADA).
- November 2011 - "Making a Positive Change: Breaking the Cycle of Violence for Children and Youth" – 146 service providers attended.

The SCADA conferences and awareness events addressed domestic abuse and also served to facilitate networks and integration of related services in Surrey. The City of Surrey is committed to continue in this role of facilitating the process to ensure that victims and service providers working in the area of domestic abuse receive the supports they need.

Rakhi

...a special occasion observed in India which honours the relationship between brother and sister.

In 2011 Rakhi falls on August 13. The ceremony involves tying of a rakhi (thread) by a sister on her brother's wrist to symbolize mutual love and respect.

PROCEEDS:
CITY OF SURREY'S
COALITION AGAINST
DOMESTIC VIOLENCE

[www.surrey.ca/
diversityandinclusion](http://www.surrey.ca/diversityandinclusion)



DIVERSITY MULTI-AGENCY TASK FORCE

In June 2011, the Surrey School District approached the City with concerns specific to issues of refugee and immigrant youth in the Guildford area. A sub-committee comprised of various community stakeholders was developed and given the task to: “research the issue with a view to develop a plan with appropriate stakeholder representation for intended roll out in the new school year – September 2011”.

As the assigned sub-committee moved through the immediate issue, the complexity of the problems became even more apparent. In August 2011, the sub-committee presented a detailed report outlining several services and opportunities, contacts and ideas. It can be said that our systems and access to services are very often complex.

- Overall, it was apparent that a coordinated response was required, and in response, an individual was hired on contract to build a plan. This work is expected to be reported in 2012.

“

The City of Surrey continues to lead and participate in local, provincial, national and international community development initiatives demonstrating the commitment to building safe, healthy, and vibrant communities.

”

BC RESPONSIBLE AND PROBLEM GAMBLING PROGRAM

In 2011, the Prevention and Education Program of the BC Responsible and Problem Gambling Program was introduced to Surrey. The program’s goal is to provide education and prevention to all people in Surrey so that people make responsible choices around gambling to minimize the numbers of problem gamblers and to ensure those needing help receive it quickly and effectively.

Since introducing the program to Surrey in 2011, the program has held education booths at:

- The Canada Day Fair (7400 participants)
- Fleetwood Community Fair (400)
- Punjabi Seniors event (250)
- Homeless Connect (100)

As well, the program coordinator sits on various committees including the Seniors Planning Table, Youth Development Committee and the Surrey Substance Use Awareness Week Committee. The coordinator has attended the Surrey and Cloverdale Food Banks and conducted staff training on addictions to DIVERSEcity and Provincial Mental Health staff.

Currently, the highest risk group are youth 15 to 30 years old. The education of parents and youth program providers and youth themselves is key to prevent gambling addiction in this age group.



“ On November 4, 2011, during National Crime Prevention Week, Minister of Justice, Shirley Bond presented City Councillor Barinder Rasode and Surrey Crime Reduction Strategy Manager, Colleen Kerr with the Ministry of Public Safety and Solicitor General’s Award for Community Safety in the Local Government category. ”

“

Not only are there support programs for vulnerable and at-risk populations and city clean-up and beautification initiatives, but there are also efforts to foster community connections and engagement in enhancing neighbourhoods and public spaces.

”

Participants at the Crime Reduction Strategy Stakeholder Forum in 2011 actively working on the issue of 'neighbourhood engagement'.



CRIME REDUCTION STRATEGY STAKEHOLDER FORUM

On Tuesday, October 4, 2011, the City of Surrey Crime Reduction Strategy held a stakeholder forum which brought together representatives from a wide variety of long-term, as well as new, stakeholder groups to network, to celebrate the successes of the Strategy and to continue to move the Strategy forward. Over 54 people representing 40 agencies attended. Highlights from the evaluations clearly demonstrated the workshop was very well received and the momentum is continuing to build.

- 92 % felt the workshop met their expectations;
- 97% strongly agreed / agreed the quality of the workshop was high;
- 97% strongly agree/agree that they clearly see where their role fits within the strategy.

CROSS-FUNCTIONAL OUTREACH TEAMS FOR VULNERABLE POPULATIONS

SUBSTANCE USE AWARENESS WEEK (SUAW)

The City of Surrey, in partnership with Alcohol and Drug Education Services, BC Responsible and Problem Gambling Program, DIVERSEcity, Fraser Health, OPTIONS Community Services Society, Pacific Community Resources Society and SOURCES Community Resources Society, organized Surrey's first ever Substance Use Awareness Week in 2011. The purpose of the initiative was to increase public knowledge and awareness about signs and symptoms of substance use, where to find more information and how help can be obtained in relation to substance use.

The week-long awareness event was held during the week of November 14th, 2011, which aligned with similar initiatives in other cities across Canada (i.e., a nationally recognized week). The week was declared "Substance Use Awareness Week" (SUAW) based on a best practice which promotes awareness about substance use through positive engagement. Using the word "Use" in the title instead of "Abuse" helps reach a broader audience and gain attention from those who don't identify themselves as "having a problem" or as being "addicted". Information that was distributed during the Week focused on educating everyone on recognizing possible signs in family and friends who may require supports to address a substance use problem. The following events were organized for the Week:

- Substance Use Awareness Week was launched with a delegation and proclamation on November 7th, 2011.
- Themes (one for each day of the week) were:
 - Prescription Medications
 - Substance Use in Older Adults
 - Parenting
 - A Closer Look at Process Addictions
 - Cool Refusal Skills
 - Alcohol

- SOURCES organized a parent forum called, "Plugged In and Tuned Out: Helping Parents and Kids Navigate Digital Cultures". It was held at the main campus in Surrey of Kwantlen Polytechnic University. The workshop was a partnership between The CIR:CLE at KPU, Sources BC and the City of Surrey.

The 2012 Substance Use Awareness Week will run from May 27-June 2.

SOCIAL PLANNING

A GLOBAL PARTNER IN PROMOTING INCLUSIVE CITIES

The inclusion of vulnerable population groups is one of the key challenges facing cities around the world. In 2010-2011, the Commonwealth Local Government Forum (CLGF), an international agency that promotes democratic local governments in Commonwealth cities, launched the Inclusive Cities Network (ICN). The ICN is intended to facilitate the sharing of good practice among Commonwealth cities on issues of inclusivity. The City of Surrey is one of twelve international cities involved in the initial stages of developing this global network.

In December 2011, the City of Surrey hosted the annual ICN meeting with participants from: Durban and Johannesburg, South Africa; Birmingham, UK; Port Moresby, Papua New Guinea; Port of Spain, Trinidad Tobago; and Brisbane, Australia. The theme of the three-day meeting was local economic development.

Surrey's approaches to inclusivity were shared through a day-long tour to various local community agencies. Meeting delegates presented case studies on their cities' approaches and engaged in discussions about how ICN cities could collaborate on projects that address common issues such as homelessness/informal settlements, youth, and local economic development/informal economies.

POSITIVE NEIGHBOURHOOD ENGAGEMENT

BLOCK WATCH ANNIVERSARY – OCTOBER 15, 2011

2011 marked the 25th Anniversary of the Block Watch program. Surrey RCMP celebrated this event by holding five separate celebration events throughout the city.

- Over 500 people attended the combined events that engaged the community through resource booths, entertainment and dialogue.

CRIME PREVENTION WEEK – NOVEMBER 1-7, 2011

The Surrey RCMP and the City of Surrey Crime Reduction Strategy worked together to create awareness around the 2011 Crime Prevention Week. In 2011, the theme was “Prepare - Prevent – Protect” and was held November 1 – 7, 2011.

The week provided an opportunity to bring members of the community together to participate in events that promote and support crime prevention and safe neighbourhoods.

- In 2011 various community events were held throughout the City.
- Daily tip sheets were created to highlight key topics and a booth was set up in the City Hall foyer for the week displaying many crime prevention materials.

Daily Tip Sheets included:

1. Bullying
2. Wire and Metal Theft
3. Police Based Victim Services
4. Theft From Auto
5. ATM /Debit Card Safety

“SAFE HOMES, SAFE COMMUNITIES” A CRIME PREVENTION NEWSLETTER

The “Safe Homes, Safe Communities” Crime Prevention Newsletter is created and distributed by the RCMP. In 2011, over 8000 hard copies were distributed and over 1,000 electronic copies were sent each quarter to various stakeholders. The newsletter was sent to over 1000 Block Watch participants along with a general distribution at each RCMP District Office. Each edition supplies information on topics such as; pedestrian safety, metal and wire theft, grow-ops, auto theft, how and when to report to police among other crime prevention related topics.

SURREY’S CRIME REDUCTION STRATEGY WINS PROVINCIAL AWARD

The City of Surrey’s Crime Reduction Strategy won the 2011 Solicitor General, Crime Prevention and Community Safety Award, in the local government category. City Councillor Barinder Rasode and Crime Reduction Strategy Manager, Colleen Kerr, accepted the award at the 2011 BCCPA Symposium luncheon. The award recognizes outstanding leadership in the category of promoting and implementing crime prevention and community safety strategies (see photo page 97).

“

.... the award recognizes outstanding leadership in the category of promoting and implementing crime prevention and community safety strategies.”

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BUSINESS SPECIFIC PARTNERHIPS AND NETWORKS

DOWNTOWN SURREY BUSINESS IMPROVEMENT ASSOCIATION (DSBIA)

The Downtown Surrey Business Improvement Association (DSBIA) has carried out safety audits to collect information and feedback on business's changes in perception of safety in their defined service area, since 2006.

In 2011, ground level businesses in the BIA area were surveyed, (excluding Centre City Shopping Centre and Gateway Tower as they have their own security systems and personnel). Highlights of the survey for 2011 are as follows:

- A total of 157 businesses completed the 2011 survey.
- Overall, 71% of businesses perceive safety to be about the same as the previous year. The average rating of personal safety out of 10 (10 being completely safe, and 0 being completely unsafe) was 6.8.
- In terms of changing conditions, 53% of respondents noticed at least one improvement within the last year, while only 24% noticed one or more specific issues had become worse.
- An improvement mentioned was the increased presence of the DSBIA Bike Patrol. Most businesses surveyed, 87%, were knowledgeable about the Bike Patrol Project, and cite this as an asset to the Safety and Area Enhancement Committee's safety efforts.
- Many businesses have also noticed an increase in cleanliness and decrease in vandalism and graffiti.

NOTE: Also see Section 1 page 10

SURREY BOARD OF TRADE (SBOT)

The Surrey Board of Trade (SBOT) hosts several key events and participates in advocacy work which supports the work of the Crime Reduction Strategy. In 2011, the following highlights were achieved:

- Organized and Hosted the 15th Annual SBOT Police Awards Banquet.
- SBOT Crime Reduction Breakfast, Port Kells - March 18, 2011.
- Wrote and submitted a resolution to Canadian Chamber of Commerce on Identity Theft and the issue of photocopy machines.
- Conducted a presentation on Counterfeit and Copyright Theft – in partnership with the US Chamber of Commerce and the US Consulate.
- Conducted a public presentation on Fraud, Identity Theft, Counterfeit products.
- Conducted a Member Survey on Reporting Crime.
- Released a bulletin to members and the media on Organized Retail Theft.
- SBOT Comment on Gaming Funds, including crime mitigation .
- SBOT Policy statement supporting RCMP Contract.
- SBOT Policy statement supporting long-gun registry.



FUTURE DIRECTIONS

The Crime Reduction Strategy is committed to reporting annually on key achievements and partner contributions. The enthusiasm for this work continues to build.

COMMUNITY COURT

In 2011, the City renewed its call for a Community Court and plans to continue to work to make this goal a reality for Surrey.

POVERTY REDUCTION INITIATIVE

Eighteen percent of Surrey residents live in poverty. While this is lower than the Metro Vancouver average of 21% - it represents too many families. Over the past year the City of Surrey has been participating in THIS a collaborative project to reduce poverty in Surrey.

Under the leadership of Vibrant Surrey, THIS is focusing its research, dialogue and community-based action in four key areas – transportation, housing, income and support. Project activities include the development of a series of fact sheets on poverty in Surrey, a community forum, and the development of an action plan that will be released in the summer of 2012.

Once the forums are complete, a report will go to Council on the results and will suggest specific recommendations for action.

OFFICIAL COMMUNITY PLAN

The City of Surrey is undertaking a major update to its Official Community Plan (OCP). As part of this update:

- Internal City staff, the RCMP, government, community, health and social agencies are provided with the opportunity to review the draft document and make recommendations on how policies may be adjusted to sufficiently address issues about community safety, perceived safety and crime reduction.
- Policies that address adjusting the physical environment to create safe, vibrant and active spaces, including CPTED principles, are spread throughout the entire document and within sections that focus on safe greenways, public open spaces, parks, the City Centre, Town Centres and residential and commercial buildings.
- Policies within the OCP are also supported by implementation regulations such as Development Permit Guidelines which incorporate CPTED principles.
- Development applications received by the City are reviewed by the City's Advisory Design Panel (ADP), the RCMP and urban designers to ensure proposals are meeting the guidelines and OCP policies and to ensure any required changes to the development take place during the design review and not post construction.

SUSTAINABILITY CHARTER: MEASURING OUR PROGRESS

The City of Surrey has identified a set of 87 indicators to measure progress toward the vision and goals of Surrey's Sustainability Charter; 48 of these indicators relate to socio-cultural sustainability. A "Dashboard" (website) is being developed that will enable community members to explore maps, trends and actions that Surrey is taking to move toward its vision of a sustainable city.

The Sustainability Dashboard will be available at: www.surrey.ca/dashboard

HOUSING AND HOMELESSNESS

Looking Forward – 2012 Projects:

- Completion of a Housing Action Plan
- Completion of a Master Plan for Housing the Homeless.

LEARNING FOR LIFE STRATEGY

Future projects include:

- Continued focus on the volunteer tutoring program and planning for the expansion of the program.
- Expansion of the Reading Link Challenge project from Fleetwood to other areas of the City, a partnership between Surrey Libraries and with Surrey School District.
- The Community Literacy Planning table has confirmed funding from Decoda to a run a short term project related to health literacy and New Canadians.
- Increased focus at the Early Childhood partners table issues relevant to the First Nations community in Surrey and White Rock, the South Asian Early Childhood Development Task Force and refugee families with young children.

For more information or to become involved in the City's award winning and leading edge Crime Reduction Strategy, visit www.surrey.ca/crimereduction or call 604-598-5737.

