

NO: R172

COUNCIL DATE: **SEPTEMBER 29, 2014**

---

## REGULAR COUNCIL

TO: **Mayor & Council** DATE: **September 29, 2014**  
FROM: **General Manager, Planning and Development** FILE: **5080-01**  
SUBJECT: **Update on the Implementation of the Plan for the Social Well-Being of Surrey Residents**

---

## RECOMMENDATION

The Planning and Development Department recommends that Council:

1. Receive as information the *Plan for the Social Well-Being of Surrey Residents: 2012-2014 Report*, a copy of which is attached as Appendix I, and the *Plan for the Social Well-Being of Surrey Residents: Status of Recommendations: 2006-2014*, a copy of which is attached as Appendix II; and
2. Authorize the posting of these documents on the City's website and their distribution to interested stakeholders.

## INTENT

The purpose of this report is to provide an update on the implementation of the *Plan for the Social Well-Being of Surrey Residents* (the "Social Plan"). Two documents have been prepared:

- The *Plan for the Social Well-Being of Surrey Residents: 2012-2014 Report* (the "2012-2014 Report") (Appendix I) highlights new initiatives or key achievements of this period; and
- The *Plan for the Social Well-Being of Surrey Residents: Status of Recommendations: 2006-2014* (Appendix II) documents the City's progress in the implementation the Social Plan's recommendations.

## BACKGROUND

The Social Plan was developed to provide strategic direction and recommendations for action on the following five priority social issues:

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

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

- The Stage 1 Action Plan: Social Service Gaps for which the City has Primary Responsibility was adopted by Council on October 17, 2005 (Corporate Report No. C017;2005); and
- The Stage 2 Action Plan: Social Service Gaps for which the City has Secondary, Limited or No Responsibility was approved by Council on February 20, 2006 (Corporate Report No. C004;2006).

Reports documenting the implementation of the recommendations of the Social Plan have been submitted to Council as follows:

- 2006-2007 Report considered on May 14, 2007 by way of Corporate Report No. C011; 2007;
- 2007-2008 Report considered on July 28, 2008 by way of Corporate Report No. C011; 2008;
- 2008-2009 Report considered on June 7, 2010 by way of Corporate Report No. R131; 2010;
- 2009-2010 Report considered on June 27, 2011 by way of Corporate Report No. R130; 2011; and
- 2011 Report considered on April 23, 2012 by way of Corporate Report No. R085; 2012.

Since the Social Plan was adopted in 2005-2006, Council has adopted a number of related plans and strategies that reinforce and build upon specific components of the Social Plan's recommendations. These include:

- Crime Reduction Strategy, adopted in 2007;
- Sustainability Charter, adopted in 2008;
- Learning for Life Strategy, adopted in 2008;
- Transportation Strategic Plan, adopted in 2008;
- Parks, Recreation and Culture Ten-Year Strategy, adopted in 2008; and
- Child and Youth Friendly City Strategy in 2010.

## **DISCUSSION**

Over the past nine years the City of Surrey has been proactive in responding to the Social Plan's priorities and recommendations. To date, 89% of the Social Plan's 65 recommendations have been acted upon. A dedicated annual Social Plan budget has enabled recreation and library services to be expanded and enhanced to ensure that services are inclusive of Surrey's diverse population. In addition, related plans and strategies have been developed to provide more detailed and comprehensive recommendations related to Social Plan priorities.

Two documents have been prepared to provide an update on the implementation of the Social Plan. A 2012-2014 highlights report (Appendix I), and a table summarizing the status of each of the Social Plan's recommendations (Appendix II).

### **Plan for the Social Well-Being of Surrey Residents: 2012-2014 Report (Appendix I)**

The 2012-2014 Report, attached as Appendix I, highlights key new initiatives or actions that the City has taken to promote social sustainability. These include:

### ***Poverty Reduction Plan***

*THIS Is How We End Poverty in Surrey: Surrey Poverty Reduction Plan* was adopted by Council in 2012. Working in partnership with the Surrey Poverty Coalition, the City of Surrey is engaging and inspiring the community to put the recommendations of the Plan into action. Detailed information on the *Poverty Reduction Plan* is available on the City website at <http://www.surrey.ca/community/11554.aspx>.

### ***Welcoming Communities Project***

The City of Surrey was the lead agency for the Surrey Welcoming Communities Project. Under the guidance of the multi-sector Surrey Welcoming Communities Committee, this one-year project undertook a range of innovative and engaging activities to create a more welcoming and inclusive community for new immigrants and refugees. Detailed information on the *Welcoming Communities Project* is available on the City website at <http://www.surrey.ca/community/13749.aspx>.

### ***Master Plan for Housing the Homeless***

*The Master Plan for Housing the Homeless in Surrey* was adopted by Council in July 2013. Developed in partnership with BC Housing and Fraser Health, the Plan identifies priorities to address Surrey's need for long-term housing and support services for people who are homeless or at-risk of becoming homeless. Detailed information on the *Master Plan for Housing the Homeless* is available on the City website at <http://www.surrey.ca/community/11209.aspx>.

### ***Child and Youth Friendly City Strategy***

Since its adoption in 2010, the City has been working to implement the *Child and Youth Friendly City Strategy*. New initiatives include the My Neighbourhood, My Future project focusing on early years children, the MYzone after-school program for middle years children, and expanded engagement opportunities for youth. Detailed information on the *Child and Youth Friendly City Strategy* is available on the City website at <http://www.surrey.ca/community/3191.aspx>.

### ***Learning for Life Literacy Strategy***

The Learning for Life Strategy was adopted in 2008. In 2012-2014 Surrey Libraries has continued to implement its recommendations by introducing new literacy programs for both children and adults. Detailed information on the *Learning for Life Literacy Strategy* is available on the Surrey Library website at <http://www.surreylibraries.ca/files/CityofSurreyLiteracyPlan-web.pdf>.

### ***Age Friendly Strategy for Seniors***

In 2014, the City of Surrey adopted the Age-Friendly Strategy for Seniors with a vision for a city where people can enjoy being actively engaged for life. The Strategy focuses on outcomes in four areas: safety, health and wellness; transportation and mobility; housing; buildings and outdoor spaces. Detailed information on the *Age Friendly Strategy for Seniors* is available on the City website at <http://www.surrey.ca/city-government/15318.aspx>.

## **Plan for the Social Well-Being of Surrey Residents: Status of Recommendations: 2006-2014 (Appendix II)**

The *Plan for the Social Well-Being of Surrey Residents: Status of Recommendations: 2006-2014*, attached as Appendix II, provides a list of the Social Plan's 66 recommendations, along with a status on their implementation.

In total, the City has acted on 89% of the recommendations: eight recommendations have been "completed", 49 are "on-going", and eight are "in-progress".

### **Social Planning Webpages**

Social Plan information is kept current and updated on the City's website. The Social Planning Webpages (<http://www.surrey.ca/community/3201.aspx>) include all of the social planning documents, links to corporate reports, committee minutes, and links to community resources and information.

### **SUSTAINABILITY CONSIDERATIONS**

The Social Plan assists the City in achieving the socio-cultural objectives of the City's Sustainability Charter; more particularly, action item SC5, which addresses the implementation of the recommendations of the Social Plan.

### **CONCLUSION**

The Social Plan provides strategic direction for taking action on priority social issues. Since it was adopted in 2005/2006, the City has been actively implementing its recommendations with a goal of making Surrey a healthy and inclusive community.

The 2012-2014 Report (Appendix I) highlights new initiatives undertaken since the 2011 Social Plan Report was released. It demonstrates the City's continued efforts to be innovative and responsive to emerging social issues and opportunities.

The *Plan for the Social Well-Being of Surrey Residents: Status of Recommendations: 2006-2014* (Appendix II) provides an update on the City's progress in implementing the Social Plan's recommendations. To date, the City has taken some action on over 89% of the Social Plan's recommendations.

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

- Receive, as information, the *Plan for the Social Well-Being of Surrey Residents: 2012-2014 Report*, a copy of which is attached as Appendix I; and the *Plan for the Social Well-Being of Surrey Residents: Status of Recommendations: 2006-2014*, a copy of which is attached as Appendix II; and

- Authorize the posting of these reports on the City's website and their distribution to interested stakeholders.

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

AM:saw

Attachments:

Appendix I Plan for the Social Well-Being of Surrey Residents: 2012-2014 Report

Appendix II Status of Recommendations: 2006-2014

v:\wp-docs\admin & policy\14\data\july-sept\09241010am.doc  
SAW 9/26/14 2:49 PM

# PLAN FOR THE SOCIAL WELL-BEING OF SURREY RESIDENTS

2012 – 2014 REPORT





Nylon Luncheon

Soccer  
All-Star Dr.  
1st Year  
Varsity League  
Since 1986

ALL STAR  
NORTH  
SUR  
TOURS

# TABLE OF CONTENTS

## INTRODUCTION

Messages from Mayor & Social Policy Advisory Committee Chair .....	5
Highlights of 2012-2014 .....	7

## SOCIAL POLICY ADVISORY COMMITTEE

Advocating for Refugees.....	8
Establishing an Alliance of Service Clubs.....	9
Honouring Selfless Acts of Community Spirit .....	9

## CREATING AN INCLUSIVE COMMUNITY

Tackling Poverty .....	10
Welcoming New Immigrants and Refugees .....	12
Building Strong Neighbourhoods.....	14
Sustainability Charter: Key Indicators of Economic and Social Inclusion.....	15

## SUPPORTING LEARNING AND LITERACY

The Literacy Landscape .....	16
Key Literacy Accomplishments 2012-2014.....	17
Sustainability Charter: Key Indicators of Learning & Literacy .....	18

## ADDRESSING HOMELESSNESS AND HOUSING

Planning Housing for the Homeless in Surrey .....	19
Partnering on Housing Projects.....	20
Supporting Surrey-based Solutions to Homelessness .....	21
Sustainability Charter: Key Indicators of Homelessness & Affordable Housing .....	21

## BUILDING A CHILD AND YOUTH FRIENDLY CITY

Early Years.....	22
Middle Years.....	23
Youth .....	23
Sustainability Charter: Key Indicators of Children and Youth .....	24

## FOSTERING AN AGE-FRIENDLY COMMUNITY FOR SENIORS

Age-Friendly Strategy for Seniors .....	25
Focus on Seniors' Forums .....	25

## PRIORITIES: LOOKING FORWARD 2015 - 2017 .....

## RELATED PLANS AND STRATEGIES.....



# INTRODUCTION

The City of Surrey is committed to making Surrey a healthy, vibrant and inclusive community for everyone who lives and works here.

Surrey's *Plan for the Social Well-Being of Surrey Residents* (the "Social Plan") provides strategic direction for the City's involvement in developing solutions for social issues. The Social Plan identifies 30 priority issues and approximately 65 recommendations. Responsibility for its implementation is shared by Mayor and Council, the Social Policy Advisory Committee, and City staff.

Since adopting the Social Plan in 2005-2006, the City of Surrey has acted on 89% of recommended actions, and continues to work with community stakeholders to identify and implement initiatives to meet the Plan's goals. This report highlights new initiatives undertaken in 2012 to 2014.

In 2008, the City adopted the *Surrey Sustainability Charter* as an overarching framework to guide decision-making. A total of 87 indicators were identified to measure progress toward the environment, economic and socio-cultural vision and goals of the Charter. Key social indicators are highlighted in this report.

## MESSAGE FROM THE MAYOR



On behalf of City Council, I am pleased to present the City of Surrey's 2012-2014 Social Plan Report.

As the fastest growing city in BC and home to the province's most youthful population, Surrey faces social challenges commonly associated with rapid change and growth in cities. In order to continue to build a thriving, healthy community, we must ensure that the social infrastructure is in place to support it.

The delivery of social programs and services is primarily the responsibility of the federal and provincial levels of government; however, local government is a key stakeholder in providing important, firsthand insight into the social landscape of our city and the solutions that make sense for Surrey. With this in mind, the City of Surrey works collaboratively with the Federal and Provincial Governments, local service agencies, the health authority, school district, post-secondary institutions, and RCMP to take action in support of those most vulnerable in our community.

Surrey's growing, diverse population is its greatest asset. Together we will work to foster a high quality of life for all our residents, where all people have opportunities to be productive, contribute and succeed.

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

DIANNE L. WATTS,  
MAYOR

# MESSAGE FROM THE CHAIR, SOCIAL POLICY ADVISORY COMMITTEE



2012 – 2014 has been a productive period for social advocacy, planning and action in Surrey. Several Social Plan recommendations were enacted including the development of plans for poverty reduction, housing the homeless, and creating an age-friendly community for our seniors. These documents will serve as blueprints to guide the City's work in tackling its most pressing social needs in the years to come.

In the past couple of years, work continued on the implementation of the Literacy and Child and Youth-Friendly City strategies. This report highlights some of the innovative new initiatives for children and youth. As well, the City led Surrey's Welcoming Communities Program focused on supporting the settlement and integration of new immigrants and refugees.

While we have made significant progress toward addressing the social needs of our community, there is still much more to accomplish. Children and youth, the homeless and those at-risk of homelessness, new immigrants and refugees, and those living in poverty, remain at the forefront of our work. Thank you to our many partners for their ongoing commitment to making Surrey a strong and inclusive community for everyone.

A handwritten signature in black ink that reads "Judy Villeneuve". The signature is fluid and cursive.

COUNCILLOR JUDY VILLENEUVE,  
CHAIR, SOCIAL POLICY ADVISORY COMMITTEE

## HIGHLIGHTS OF 2012-2014

### **POVERTY REDUCTION PLAN**

*THIS Is How We End Poverty in Surrey: Surrey Poverty Reduction Plan* was adopted by Council in 2012. Working in partnership with the Surrey Poverty Reduction Coalition, the City of Surrey is engaging and inspiring the community to put the recommendations of the Plan into action.

### **WELCOMING COMMUNITIES PROJECT**

The City of Surrey was the lead agency for the Surrey Welcoming Communities Project. Under the guidance of the multi-sector Surrey Welcoming Communities Committee, this one-year project undertook a range of innovative and engaging activities to create a more welcoming and inclusive community for new immigrants and refugees.

### **MASTER PLAN FOR HOUSING THE HOMELESS**

The *Master Plan for Housing the Homeless in Surrey* was adopted by Council in July 2013. Developed in partnership with BC Housing and Fraser Health, the Plan responds to the City's needs for long-term housing and support services for people who are homeless or at-risk of becoming homeless.

### **CHILD AND YOUTH FRIENDLY CITY STRATEGY**

Since its adoption in 2010, the City has been working to implement the *Child and Youth Friendly City Strategy*. The update in this report highlights new initiatives that the City has introduced over the two years to support the healthy development of its youngest residents.

### **LEARNING FOR LIFE LITERACY STRATEGY**

The *Learning for Life Strategy* was adopted in 2008. In 2012-2014, Surrey Libraries has focused actions on promoting literacy among children, as well as adults.

### **AGE FRIENDLY STRATEGY FOR SENIORS**

In 2014, the City of Surrey adopted the *Age-Friendly Strategy for Seniors* with a vision for a city where people can enjoy being actively engaged for life. The Strategy focuses on outcomes in four areas - safety, health and wellness; transportation and mobility; housing; and buildings and outdoor spaces.

# THE SOCIAL POLICY ADVISORY COMMITTEE

The Social Policy Advisory Committee (SPAC) advises Council and provides strategic direction on initiatives to enhance the social sustainability of Surrey. Chaired by Councillor Judy Villeneuve, the Committee is comprised of nine appointed community members, one representative each from Simon Fraser University and Kwantlen Polytechnic University, as well as two youth representatives. In 2013, to better reflect its mandate, the Committee changed its name from the Social Planning Advisory Committee to the Social Policy Advisory Committee.

## ADVOCATING FOR REFUGEES

Surrey has become the top destination for Government Assisted Refugees (GARs) arriving in BC. GARs are a class of refugees that are selected overseas by the United Nations High Commission for Refugees for resettlement in Canada as they are in urgent need of protection.

One of the many challenges GARs face is having to pay back an interest-bearing loan provided by the Federal Government to cover transportation costs to Canada. This loan creates a burden of up to \$10,000 for many families. The repayment of the transportation loan undermines the ability of these highly vulnerable refugee families to settle and integrate into Canadian society.

Since 2009, the SPAC has been calling on the Government of Canada to cancel all outstanding GAR transportation loan debts and to cease the requirement for new GARs coming to Canada to have to repay their transportation costs. The SPAC spearheaded a Union of BC Municipalities' (UBCM) Resolution in 2009 that was adopted by the UBCM and the Federation of Canadian Municipalities. Given the lack of Federal Government action, over the past year the SPAC Committee has been circulating a petition. To date, almost 700 signatures have been collected.



*Social Policy Advisory Committee*

## **ESTABLISHING AN ALLIANCE OF SERVICE CLUBS**

Service clubs and organizations make significant contributions to the social well-being of the community through their volunteer and fundraising efforts. In 2013, the SPAC initiated a project to explore the creation of an alliance of service clubs in Surrey.

The SPAC convened two meetings with service club representatives and circulated a survey to gauge their interest in the idea of creating an alliance of service clubs. Members of 11 clubs, representing the Rotary, Lions and Legion, attended the meetings.

Based on service clubs' feedback, the SPAC moved forward on two actions:

- To encourage communication and collaboration, a service club webpage was established on the City of Surrey website, and
- In October 2014, a "Seeing is Believing" tour is planned for service club representatives. The tour will provide an opportunity to learn about poverty through the lived experiences of Surrey residents. Following the tour, the next step will be to explore whether the alliance will undertake a specific poverty reduction project that will maximize service clubs' collective impact in the community.

## **HONOURING SELFLESS ACTS OF COMMUNITY SPIRIT**

The Heart in the City Award is one of Surrey's 'City Awards'. It formally recognizes Surrey-based individuals and groups that contribute to reducing poverty and strengthening the community. In 2014, the SPAC oversaw the nomination process and the selection of the award recipients. The Heart in the City Awards will be presented in October 2014.

# CREATING AN INCLUSIVE COMMUNITY

An inclusive city is one that supports the full and equal participation of all residents in social, cultural and economic opportunities.

The City of Surrey is committed to building a strong community that is welcoming and inclusive of everyone who lives and works here. This section highlights a few of the actions that were taken in 2012 - 2014 to make Surrey a more inclusive city for all its residents.

## TACKLING POVERTY

Economic inclusion is a key element of a healthy community. Adopted in 2012, *THIS Is How We End Poverty in Surrey: Surrey Poverty Reduction Plan* identifies opportunities for all levels of government and the community to work together to eradicate poverty in Surrey. The Plan provides a series of recommendations in four broad policy areas – transportation, housing, income and supports.

The Surrey Poverty Reduction Coalition was established in October 2012 to mobilize the community and oversee the implementation of the Plan. Co-chaired by Councillor Judy Villeneuve and Stephen Dooley, Executive Director SFU Surrey, the Coalition is a multi-sector group of community members from relevant stakeholder groups.

The Surrey Poverty Reduction Coalition has hosted two community forums. The first forum, in April 2012, engaged over 100 participants in identifying the recommended actions to be included in the Surrey Poverty Reduction Plan. The second forum, in November 2013, provided an update on the progress of the plan and gathered feedback to develop creative approaches for implementing its recommendations. The Coalition used the feedback from the forum to develop a 2012 – 2016 action plan. Projects underway or completed are highlighted on page 11.



*Let's Make THIS Happen: 2013 Poverty Reduction Forum*

### **LOW COST AND FREE**

A number of recommendations in the Surrey Poverty Reduction Plan identify the need to increase awareness about the services and programs that are available for low income residents. In 2013, Library staff responded by producing a series of brochures about “Low Cost and Free” services and programs in Surrey. The brochures, available online and at library kiosks, provide information on over 400 services organized into the following themes: community activities; employment; transportation and health services; education and citizenship; housing; and legal services. Since publication, more than 9,000 brochures have been distributed.

In 2014, City staff developed an interactive map on the City’s website, allowing users to select Low Cost and Free information based on their demographic (e.g. family with children, youth, senior, immigrant etc.), and type of information (e.g. activities in the community, activities in the library etc.). The website receives upwards of 150 visits each month.

### **SOMALI WOMEN’S PROJECT**

The Somali Women’s Project is a pilot project with the goal of developing innovative approaches for supporting refugees in becoming economically self-sufficient. The City of Surrey, along with the Surrey School District, Surrey Women’s Centre, Vancity Community Foundation, and community volunteers have partnered on the project.

The pilot project focuses on a group of Somali refugee women, all of whom have children in Surrey schools. The women have a strong desire to be engaged in paid work. A grant from the Vancity supports phase one of the project which includes: identifying the womens’ skills and interests; providing basic training; and exploring possible employment and business opportunities.

### **HOUSING FIRST LANDLORD PROJECT**

The Housing First Landlord Project facilitates the connection between private landlords and the health and service agencies that support people who are chronically or episodically homeless.

In June 2014, the Surrey Poverty Reduction Coalition hosted a breakfast session with landlords to increase their awareness and understanding of the issue of homelessness and the experiences of the service providers in housing homeless people in rental apartments. The event was sponsored by the Surrey Board of Trade and Applied Science Technologists and Technicians of BC.





Refugee Youth Social Media Project

## WELCOMING NEW IMMIGRANTS & REFUGEES

Surrey is one of the fastest growing cities in British Columbia. Many of the City's newcomers are new immigrants coming from countries around the globe. The successful settlement and integration of these new immigrants into the social and economic life of the community is vitally important to the health and prosperity of Surrey.

### WELCOMING COMMUNITIES PROJECT

From January 2013 to April 2014, the City of Surrey was the lead agency for the Surrey Welcoming Communities Project. Guided by the Surrey Welcoming Communities Committee, an action plan was developed and implemented through a series of innovative and engaging projects.

#### *Welcoming Spaces and Workplaces Reviews*

The Welcoming Spaces and Workplaces Review project recruited and trained a team of new immigrants to "review" 30 spaces and places in Surrey. The places represent various services or spaces a newcomer would use or visit while settling in Surrey, ranging from service to education, recreation and retail. A final report was prepared that summarizes best practices and offers recommendations for creating welcoming and inclusive spaces in Surrey.

#### *Refugee Myth Busting Campaign*

The Refugee Myth Busting Campaign included events and activities to raise awareness of the refugee experience as well as refugees' contributions to the community. These included:

- Reports and newsletter about refugees;
- Education sector training & resources provided to over 600 education sector staff (elementary, high school and post-secondary); and
- Museum exhibit on Surrey – A Place of Refuge and set-up in venues including City Hall, Surrey Centre Library, SFU, Kwantlen, the School District and the RCMP Surrey Detachment.

### ***Employer and Business Presentation and Forums***

Through a partnership with the Surrey Board of Trade, a number of short presentations were made to the business/ employer community at Board of Trade events. In February 2014, *Business and Immigrant Workforce Strategies – A Leadership Surrey Dialogue* was held. This event brought together employers and skilled immigrant job seekers to dialogue on issues related to immigrant workforce integration.

### ***Service Provider Welcoming Communities Events***

Two events for immigrant serving and mainstream service agencies were organized – a networking event in June 2013 and a conference in February 2014. These events provided information sharing opportunities, as well as training on current demographics, new programs and services, and changes to immigration policies.

### ***Dialogues Inspired By Cooking and Food***

Six cooking dialogues were held for the general public. Each dialogue focused on a specific ethnic cuisine including: Korean, Indian, Filipino, Chinese, African, and Middle Eastern. At the sessions a local chef led an interactive cooking demonstration related to the region profiled. The dialogues were facilitated by a diversity and inclusion specialist.

### ***Youth Engagement Projects***

Three projects focused on engaging youth – an important group given that about half of new immigrants arriving in Surrey each year are aged 24 or younger.

- The Newcomer Youth Inclusion Project was a pilot project that developed processes for overcoming the barriers that refugee youth face to participating in the City of Surrey's Volunteer Program. Seven refugee youth were recruited and trained, and then paired with an existing City volunteer. The volunteer experience gave the refugee youth the opportunity to practice English, learn new skills, have Canadian cultural experiences and make new friends.
- A weekend Surrey Leadership Youth Action Conference was held in October 2013 with over 100 youth in attendance. As a follow-up to the conference, youth developed and conducted seven community service projects.
- The Refugee Youth Social Media Project involved a group of refugee youth in creating three films about their experiences settling in Surrey. The films have been showcased at four community conferences/events, as well as being shared online.

## **LOCAL IMMIGRATION PARTNERSHIP**

In March 2014, the City of Surrey signed a two-year agreement with Citizenship and Immigration Canada to develop a Local Immigration Partnership (LIP) in Surrey.

Over the next two years the LIP will: establish a partnership committee; conduct research and consultations on newcomers' needs and services; and develop local immigrant and refugee settlement strategic plans identifying key priorities in the community.



2014 Doors Open: Newton Community Festival

## **BUILDING STRONG NEIGHBOURHOODS**

Place matters. Over the past couple of years the City of Surrey undertook two new neighbourhood initiatives – one in the new neighbourhood of Clayton, and another in the long-established Bridgeview neighbourhood in Whalley. The City also introduced a new City-wide event, Doors Open, to promote a sense of belonging and connectedness among Surrey residents.

### **CLAYTON COMMUNITY INITIATIVE**

In February 2013, an action plan was developed to foster an integrated community network of programs, services and recreational activities in the Clayton Heights neighbourhood. Highlights of the implementation of the action plan include: Clayton Middle Years MyZone Program; and events and activities such as Clayton Community Festival, Park Play programming, Kids Conference, Early Years Festival, Youth Summit and Family Movie Nights.

### **BRIDGEVIEW COMMUNITY CENTRE**

In 2012-2013 the City of Surrey invested \$600,000 to renovate the Bridgeview Community Centre which re-opened in May 2013. The new facility has helped to revitalize the neighbourhood, fostering many new programs and events including: the inaugural Bridgeview Community Festival on July 5, with more than 400 people in attendance; World Food Day; an Earth Day event; Halloween Howl; Breakfast with Santa; Family Day Event; and an Easter Egg Hunt.

Options Community Services Society has partnered with Bridgeview Community Centre to offer childcare for children aged 30 months to 5 years.

### **DOORS OPEN**

Doors Open has been held annually in Surrey since 2012 to build awareness, community pride and make Surrey a more welcoming and inclusive community. During Doors Open, residents are invited to “be a tourist in your own city” as civic facilities, places of worship, art exhibits, universities, historic and architectural sites open their doors to the public. All venues are free of charge to visit.

Each year the Doors Open event has grown. The 2014 Doors Open event hosted a record 48 sites in City Centre, Bear Creek, Newton and Cloverdale.

## SUSTAINABILITY CHARTER: KEY INDICATORS OF ECONOMIC AND SOCIAL INCLUSION

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
Low income individuals and families	No	The City wants to see a downwards trend	Insufficient data	The percentage of individuals with low income increased from 13.6% in 2006 to 15.5% in 2011; however, because of inconsistencies in data quality between Census years, there is insufficient data to establish a trend at this time.
Unemployment rates among immigrants	No	The City aims to see the unemployment rate of immigrants no higher than that of the total population	Stable	The unemployment rate for immigrants was .8% higher than the overall rate in 2006, and .1% higher than the overall rate in 2011. For recent immigrants it was 4% higher in 2006 and 5.1% higher in 2011.
Working poor families	No	The City wants to see a downwards trend	Insufficient data	Data for this indicator is only available for 2005, but will be available in 2014 through Metro Vancouver. In 2005, 9.5% of working families in Surrey were classified as working poor.
Volunteers with the City	Yes	The City aims to achieve a 2% increase in volunteerism annually	On target	The number of volunteers with the City of Surrey has increased over the past four years from 3,000 in 2010 to around 4,000 in 2013.
Leisure Access Program (LAP) Participation	Yes	No target was established for this metric	No target	The percentage of low income individuals registering for the Leisure Access Program has seen an overall increase from 22% in 2009 to over 31% in 2013.
Skills in language interpretation	Yes	The City aims to see an upward trend	Off target	The percentage of City staff volunteering in Surrey's language interpretation program decreased from 9.5% in 2009 to 5% in 2013.

Clayton Community Initiative



# SUPPORTING LEARNING AND LITERACY

Surrey's *Learning for Life Strategy* focuses on literacy and learning in the following areas:

- Early learning;
- Learning – middle years and teens;
- Adult and workplace learning;
- Social engagement: community and interpersonal learning; and
- Personal development and lifelong learning.

## THE LITERACY LANDSCAPE

Soon after the *Learning for Life Strategy* was released in 2008, literacy providers in BC were involved in creating 'community literacy plans'. A part time Literacy Outreach Coordinator continues to bring community agencies together to advance work around literacy, including a volunteer driven tutoring program that assists adults in developing basic skills to better succeed. The Volunteer Tutor Program provides orientation and training to volunteers to enable them to offer one on one tutoring to adults in reading, writing, and math.

Funding from Literacy Now expired in 2012. The newly formed agency, Decoda Literacy Solutions, which combines the resources of Literacy Now and Legacies 2012, works to support literacy programs and practitioners as well as a coordinated network of literacy stakeholders.



Surrey Libraries

## KEY LITERACY ACCOMPLISHMENTS 2012 - 2014

- The new City Centre Library continues to act as a focal point for literacy programming and other community events. Since the Library opened in 2011, there has been an increase in the number of people attending the Library: in 2013, over 2.4 million people visited Surrey Libraries. There were also 1.6 million visits to the website at [surreylibraries.ca](http://surreylibraries.ca) (2013 figures) indicating an increasing interest in the electronic resources available to the community.
- Surrey Libraries released its *2013-2015 Strategic Plan* outlining improvements for service over the next three years. In addition, the Library released its *Facilities Master Plan for 2014 – 2033*, which makes recommendations for new and renovated facilities over the next 20 years. Both documents are available on the Library's website.
- City and Library staff continued their participation in the Children's Partnership and the Early and Middle Childhood Steering Committee planning tables, along with the Surrey School District, Fraser Health, the Ministry of Children and Family Development and the United Way. These collaborative planning tables develop programs for children aged 0 – 12.
- With support from the City of Surrey, many community agencies including the Children's Partnership, hosted the Cities Fit for Children Conference in November of 2013. The focus was on the rights of the child and literacy.
- Community Schools Partnership continues to provide opportunities for children and their families to participate in a wide range of programs that address community needs, ranging from early learning, to ESL programs, and expanded Spring Break programs.

## SUSTAINABILITY CHARTER: KEY INDICATORS OF LEARNING & LITERACY

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
High School Graduation	No	The City aims to increase the high school graduation rate to 95% by 2058 and at least a 2% increase per decade	On target	The graduation rate within six years of entering high school in Surrey has steadily increased from 81.7% in 2007/08 to 86.1% in 2012/13.
Post-Secondary Enrolment	No	The City wants to see an upward trend	On target	An increasing number of students are enrolled at SFU and Kwantlen Polytechnic University. The total number of students increased by over 3,000 since 2009/10 to 21,000 students enrolled in 2012/13.
Post Secondary Certification	No	No target was established for this metric	No target	The level of post-secondary education increased slightly from 48% in 2006 to 49.8% of the population having some level of post-secondary certification in 2011.
Transition to post-secondary	No	No target was established for this metric	No target	The percentage of high school graduates immediately enrolled in post-secondary programs has steadily increased from 51.4% in 2005 to nearly 58% in 2010 (the last year with data).

*My Neighbourhood, My Future: Guildford West*



# ADDRESSING HOMELESSNESS & HOUSING

The 2014 Metro Vancouver Homeless Count found 403 homeless people in Surrey, representing 15% of the region's 2,700 homeless. The homeless population has remained virtually unchanged since the 2008 count – a positive trend given the high overall population growth in Surrey during this time.

Addressing homelessness is a priority for the City of Surrey. This section provides an update on the 2012-2014 activities including the adoption of the *Master Plan for Housing the Homeless in Surrey*, provincial partnership projects, and the Surrey Homelessness and Housing Society.

## PLANNING HOUSING FOR THE HOMELESS IN SURREY

In 2013, the City of Surrey adopted the *Master Plan for Housing the Homeless in Surrey*. Developed in partnership with BC Housing and Fraser Health, the plan responds to the need for long-term housing and support services for people who are homeless or at risk of becoming homeless.

Priorities outlined in the Homeless Plan include:

- The creation of an additional 450 units of transitional and supported housing for people who are homeless or at-risk of homelessness;
- The replacement of the Gateway emergency shelter facility in Whalley with a new purpose-built facility that also incorporates transitional housing units;
- Supportive housing, shelter and drop-in services that focus on vulnerable population groups that have unique needs including children, youth, women, Aboriginal people, and homeless people with more complex issues; and
- Continuing to strengthen partnerships and collaboration with BC Housing, Fraser Health, the Surrey Homelessness and Housing Society, and other government funders and foundations.





## PARTNERING ON HOUSING PROJECTS

The City of Surrey signed a Memorandum of Understanding (MOU) with BC Housing in 2008 regarding 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, all of which opened in 2012.

- Timber Grove opened in March 2012. Located in the City Centre area, Timber Grove is a modular housing project that converted units from the Olympic Athletes Village in Whistler into permanent housing. Timber Grove provides 52 studio apartment units for people with mental illness who are homeless or at-risk of homelessness. It is operated by Coast Mental Health Foundation.
- Alder Gardens opened in May 2012. Alder Gardens is a 36-unit housing project for single women with children. It is operated by the YWCA. Alder Gardens offers housing and supports to assist families in breaking out of the cycle of poverty and transitioning to economic independence.
- Quibble Creek Health and Phoenix Transition Housing Centre opened in November 2012. The Centre supports individuals facing mental-health issues, problematic substance use, and homelessness. The facility includes 15 short-term beds and 52 transitional apartments for people in addictions recovery. The facility also has a 25-space sobering and assessment centre and a primary health care clinic.

## SUPPORTING SURREY - BASED SOLUTIONS TO HOMELESSNESS

The Surrey Homelessness and Housing Society and Fund was established in 2007-2008 with a \$9 million contribution from the City of Surrey. Under the guidance of a community-based board of directors, the Society supports 'made in Surrey'

solutions to homelessness. Each year the Society provides approximately \$200,000 to \$250,000 in grants to capital projects and programs that support homeless and at-risk residents in Surrey. To date, the Society has awarded over \$2.5 million in grants.

In the past couple of years, the Society has embarked on a fund development campaign to engage community members and businesses in contributing to the vision of a Surrey in which everyone has a home.

### SUSTAINABILITY CHARTER: KEY INDICATORS OF HOMELESSNESS & AFFORDABLE HOUSING

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
Core Housing Needed	No	The City wants to see a downwards trend	Stable	The percentage of renter households in core housing need has remained around 38% between 2001 and 2011.
Homelessness	No	The City aims to end homelessness by 2032	Stable	The homeless population has remained at around 400 between 2008 and 2014. However, the proportion of unsheltered homeless (i.e., sleeping on the streets) has decreased by over 54% between 2008 and 2014.
Rental Market	No	No target was established for this metric	No target	Average rental prices have increased slightly across all unit types between 2008 and 2013. This rise in rental prices is less pronounced than the average increase across Metro Vancouver.
Renters In Need	No	The City aims to see a downward trend	Insufficient data	Data for this indicator is only available for 2006, but will be available in 2014 through Metro Vancouver. In 2006, 10.8% of renters spent more than 50% of their income on housing.
Social Housing	No	No target was established for this metric	No target	The number of social housing units has increased from 4,872 units in 2006 to 5,434 units in 2013. The increase is due to additional units of supportive/transitional housing units for homeless or at-risk populations. No new units were added in 2013/14.

# BUILDING A CHILD AND YOUTH FRIENDLY CITY

Surrey's *Child and Youth Friendly City Strategy* affirms the City's commitment to making Surrey a great place for children and youth to live, learn and play. This section highlights a few of the new programs that were initiated in 2012-2014.

## EARLY YEARS

The years from birth to six – the early years – play a crucial role in human development. The City's recreation, cultural and library programs provide enriching opportunities for this age group to learn and develop. The new *My Neighbourhood, My Future* initiative represents a significant new program for early years children in Surrey.

### MY NEIGHBOURHOOD MY FUTURE

In 2013, the City of Surrey partnered with the United Way of the Lower Mainland (UWLM) to implement the Early Years Smarter Cities Initiative with a UWLM investment of up to \$2 million over five years.

As a part of this initiative, together with a team of SFU research experts, UWLM selected the Guildford West neighbourhood as one of two pilot sites in Metro Vancouver for the *My Neighbourhood, My Future* (MNMF) initiative.

The MNMF is a five year investment that is designed around neighbourhood-based engagement of families and service providers. A range of new early years programs will be introduced to reduce childhood vulnerability, and improve outcomes for children 0 to 6 years and their families.

Phase one of the MNMF project is being led by SFU and stakeholders including the Ministry of Children and Family Development, School District 36, Fraser Health, City of Surrey, Surrey Libraries, UWLM, and partner service agencies in Surrey.

### EARLY CHILDHOOD AWARD

In 2014, the City of Surrey was honoured with a Child Care Award of Excellence from the Provincial Government for demonstrating outstanding service to children and families. The municipality, the largest child care provider in Surrey, received the award for demonstrating excellence in the provision of quality preschool programs throughout the City.

## MIDDLE YEARS

During the middle years, ages 6 through 12, children enter school, make new friends and begin to engage with the community as an individual. The City of Surrey's new MYzone program responds to the developmental needs of this age group.

### AFTER SCHOOL PROGRAMS – MYZONE

Research shows that engaging children in positive activities during after-school time supports crime reduction, positive behaviour, self-confidence, academic related outcomes and healthy child development.

In September 2012 the City of Surrey introduced MYzone, a drop-in program during what are known as the "critical hours" (Monday – Friday, 3pm - 6pm) for school aged children. MYzone provides active play and recreation, homework support, social-emotional skill development, leadership building, peer and staff relationship development, and facilitates civic engagement for children ages 6-12.

MYzone currently operates at six sites (five recreation centres and one elementary school) and serves 30 to 45 children per site.

## YOUTH

Increasing opportunities for youth to meaningfully engage in civic issues and contribute to the community has been a focus of the City of Surrey's youth development efforts. Three new initiatives include:

### YOUTH REPRESENTATION ON CITY COMMITTEES

In 2014, as part of its commitment to increasing youth engagement and input into municipal decisions, Council appointed two youth representatives to each of its eight Council-appointed committees. Orientation and mentorship are being provided to ensure that the youth can fully participate in the committees. This is a one-year pilot project.

### YOUTH LEADERSHIP DEVELOPMENT PROGRAM

The City of Surrey has partnered with the Tong Louie YMCA to offer the Youth Leadership Development (YLD) program for children transitioning out of MYzone. YLD is designed to cultivate the leadership potential of youth. Participants are challenged to build relationships and develop skills in a fun, safe, open and supportive environment. YLD is offered at four sites city-wide and serves youth in grades 5 to 12.

### CITYU – YOUTH CIVIC ENGAGEMENT PROJECT

In 2013, the City of Surrey piloted CityU - a civic engagement and education initiative for high school students.

The CityU pilot program consisted of three workshops and a visit to City Hall. In the workshops the youth learned about local government and explored some of the key issues impacting the community. A total of 80 students from the School District's Ideas36 leadership group participated in CityU.

CityU - Youth Civic Engagement Project





## SUSTAINABILITY CHARTER: KEY INDICATORS OF CHILDREN & YOUTH

INDICATOR	CITY HAS DIRECT INFLUENCE	TARGET	TREND	MOVEMENT / PROGRESS
Youth centered events	Yes	The City wants to see an upwards trend	On target	The number of participants in youth events has increased significantly since 2009 from about 5,900 to over 9,000 in 2013. The increase is largely due to greater festival participation and more leadership events.
Early childhood	No	The City aims to see the percentage of vulnerable children drop to 15% by 2015 and to 5% by 2058.	Off target	The percentage of children vulnerable in at least one scale of the Early Development Instrument (EDI) scale increased from 30% in 2009 to 34% in 2012/13 (compared to the provincial vulnerability rate of 32.5%). This reinforces the importance of continued efforts of the City, School District and other partners to strengthen access to services including early learning supports and family resource programs.
Licensed childcare spaces per 100 children	No	The City wants to see the number of spaces per child increase over time.	Stable	The number of licensed childcare spaces has remained relatively stable at around 8.5 spaces per 100 for children under 12 years. The average in Metro Vancouver is 16 spaces per 100 children (2011 numbers).

# FOSTERING AN AGE-FRIENDLY COMMUNITY FOR SENIORS

Surrey residents are generally living longer and the proportion of older adults in the total population is increasing. This demographic shift, which is part of a national and a global trend, prompted the City of Surrey to focus on this important age group.

## AGE FRIENDLY STRATEGY FOR SENIORS

In May 2014, the City of Surrey adopted the *Age-Friendly Strategy for Seniors*. With a vision of a city where people can enjoy being actively engaged for life, the Strategy focuses in four theme areas: safety, health and wellness; transportation and mobility; housing; and buildings and outdoor spaces.

The *Age Friendly Strategy for Seniors* was developed in consultation with individual seniors, community resource agencies and key staff from the City, RCMP and Fire Services.

## FOCUS ON SENIORS FORUMS

Since 2008, the City has hosted forums on elder abuse and neglect for seniors and their families. In 2012-2014, the City held 18 Focus on Seniors forums. The forums provide information on elder abuse and neglect, followed by a dialogue on issues such as the rights of seniors, and signs and symptoms of abuse and neglect. In 2014, the forums included information on financial abuse and awareness. Forums are offered in English, Punjabi, Mandarin and Korean. Each forum hosts approximately 100 to 200 participants.

# PRIORITIES LOOKING FORWARD 2015 - 2017

The Social Plan's five strategic priorities - community development and inclusion, children and youth, homelessness and housing, substance use and addictions, and crime and public safety - continue to be as relevant in 2014 as they were when the Social Plan was adopted in 2005-2006. Over time, however, the City's actions have evolved in response to emerging issues and opportunities.

## LOOKING FORWARD

Looking forward to 2015-2017, the City of Surrey will focus its efforts in the following areas.

- Poverty Reduction - The City will continue to actively participate in the Surrey Poverty Reduction Coalition and implement Surrey's Poverty Reduction Plan.
- Homelessness - The City will champion the implementation of the *Master Plan for Housing the Homeless* in Surrey by advocating and supporting the actions of the federal and provincial governments, the Surrey Homelessness and Housing Society and other funders, and non-profit agencies to create additional housing and services for Surrey's homeless and at-risk populations.
- New Immigrants and Refugees - The City will provide leadership for Surrey's Local immigration Partnership. Over the next couple of years, research and consultations will be conducted toward the development of a Surrey immigrant settlement strategy and a refugee settlement strategy.
- Learning and Literacy - Surrey Libraries will support the *My Neighbourhood My Future* initiative with new literacy programs for early years children. The Reading Link Challenge will be expanded to four neighbourhoods, promoting the "sport of reading" among children in grades four and five. A new literacy outreach coordinator will continue the work of the Community Literacy Planning Table, with a specific focus on the adult literacy training program.
- Children and Youth - The City will continue to implement the recommendations of the *Child and Youth Friendly City Strategy*. The *My Neighbourhood My Future* initiative will be a key focus for the City in the next couple of years.
- Seniors - The City will act on the priorities and recommendations of Seniors' Strategy, as well as continue to focus on the safety and well-being of seniors with the elder abuse forums and other projects.

# RELATED PLANS AND STRATEGIES

- Crime Reduction Strategy (2007)
- Sustainability Charter (2008)
- Learning for Life Strategy (2008)
- Transportation Strategic Plan (2008)
- Parks, Recreation and Culture Ten-Year Strategy (2008)
- Child and Youth Friendly City Strategy (2010)
- Walking Plan (2011)
- Let's Make THIS Happen: Surrey Poverty Reduction Plan (2012)
- Master Plan for Housing the Homeless in Surrey (2013)
- Age Friendly Strategy for Seniors (2014)
- Plan Surrey 2013: Official Community Plan (2014)





FOR MORE INFORMATION ON SOCIAL PLANNING  
PLEASE VISIT [WWW.SURREY.CA/SOCIALPLANNING](http://WWW.SURREY.CA/SOCIALPLANNING)



**PLAN FOR THE SOCIAL WELL-BEING OF SURREY RESIDENTS  
STATUS OF RECOMMENDATIONS: 2006-2014**

**CHILDREN & YOUTH**

Recommendations	Status
<b>ISSUE ELEMENT: CREATING A CHILD AND YOUTH-FRIENDLY CITY</b>	
<b>Short-term Recommendations</b>	
<p><i>Prepare (a) terms of reference for and commence a process towards developing policies that will assist in ensuring that child and youth friendliness is one of the key objectives pursued in the decisions about the continuing development and services delivered by the City. The process should:</i></p> <ul style="list-style-type: none"> <li><i>o Engage the community, City-based committees, and youth;</i></li> <li><i>o Build on processes that are currently underway in defining and implementing child and youth friendly objectives; and</i></li> <li><i>o Build awareness of existing practices that promote a child and youth friendly City</i></li> </ul>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• The City adopted the Child and Youth Friendly City Strategy in November 2010.</li> </ul>
<p><i>Promote the Surrey “20% by 2010” Campaign with a particular focus on children and youth</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• PRC undertook a number of initiatives to increase physical activity among children and youth as a lead up to the 2010 Olympic and Paralympic Games.</li> </ul>
<p><i>Amend the Official Community Plan, other plans and appropriate City By-Laws to include “child and youth friendly” policies and provisions developed through the process identified in the short-term actions and as approved by Council</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• The revised OCP is expected to be adopted later in 2014. The new OCP includes child and youth friendly city policies.</li> </ul>
<p><i>Develop a communication strategy to promote the enhanced child and youth policies and provisions being implemented by the City</i></p>	<p><b>ON-GOING</b></p> <ul style="list-style-type: none"> <li>• The City of Surrey website, launched in 2010, includes a special children’s site and a youth site that provide information on City initiatives and opportunities of interest to these age groups.</li> <li>• Social Plan annual reports highlight new initiatives for children and youth that have been introduced since the Social plan was adopted.</li> </ul>

Recommendations	Status
<p><i>Implement “child and youth friendly” features in civic facilities and infrastructure and continue to enhance the delivery of child and youth friendly programs and services</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Covered youth skate parks have been developed at the Cloverdale Recreation Centre and at the Chuck Bailey Recreation Centre in City Centre.</li> <li>• SPL’s new City Centre Library has been designed to include generous spaces for children and youth.</li> <li>• MYzone critical hours programming for middle years children aged 6-12 has been implemented in 6 sites across the City.</li> <li>• A 37-space child care centre and a shared purpose playground area have been incorporated into the new City Hall.</li> <li>• The Surrey International Children’s Festival, held at the Surrey Arts Centre and Bear Creek Park, presents arts educational programming for children aged 0-12. It is the only arts based festival for children south of the Fraser River.</li> <li>• Band-aid, a youth-led program, was created through a partnership between Healthy Community and the Arts Centre in 2014 to provide opportunities for youth musicians to learn and build a sense of community between young musicians.</li> <li>• Surrey Steps Up, a partnership initiative between the Surrey School District, RCMP and City of Surrey was launched in 2014 to empower children, youth and adults to contribute positively to their community.</li> <li>• Two City-wide Youth Fest events were held in 2014 in Guildford and Cloverdale.</li> </ul>
<p><b>ISSUE ELEMENT: PROGRAMS AND RECREATION FOR CHILDREN AND YOUTH</b></p>	
<p><b>Short-term Recommendations</b></p>	
<p><i>Commence a process to identify cultural and ethnic, geographic, and socio-economic groups experiencing gaps in recreation and library programs and services currently offered by the City</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• SPL developed a new strategic plan for 2013 – 2015. Strategic outcomes include: expanding opportunities for social engagement; strengthening literacy supports; enhancing equitable access to learning opportunities and improving the capacity to support learning. <a href="http://www.surreylibraries.ca/files/SurreyLibrariesStrategicPlan.pdf">www.surreylibraries.ca/files/SurreyLibrariesStrategicPlan.pdf</a></li> </ul>
<p><i>Commence development of a strategy to enhance programs and services provided by Parks, Recreation and Culture Department and the Surrey Public Library to address the gaps identified in the aforementioned process. The strategy should build on existing, as well as new partnerships with the Surrey School District, community agencies, the private sector and senior governments to maximize the resources and benefits to the community</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• SPL continues to refer to the Learning for Life Strategy (adopted in 2008) when developing new programs and services.</li> <li>• SPL continues to work with over 60 agencies and partners to deliver service to the community.</li> </ul>

Recommendations	Status
	<ul style="list-style-type: none"> <li>• PRC's 10-Year Strategic Plan, adopted in 2008, involved extensive community consultation to receive feedback on programming and infrastructure.</li> </ul>
<b>Long-term Recommendations</b>	
<p><i>Design recreation and library programs and services to address gaps identified through the short-term actions</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• SPL has introduced a range of new programs to promote literacy among children, youth and families and residents with English as a second language. As a result, programming attendance for youth in 2013 is up 10% over 2012; adult attendance is up 34% over the same period.</li> <li>• The library has increased access to library resources through improvements to on-line resources. Visits to the library's website are up 13% from 2012 with over 1.6 million visits.</li> <li>• PRC has developed new programs and services for children, youth, families and ethno-cultural communities. Using school facilities for recreation programming has improved access at the neighbourhood level.</li> <li>• The Leisure Access Program (LAP) has enabled low-income families and individuals to participate in recreation at low or no cost.</li> <li>• Engineering and Parks have developed programs to educate and involve children and youth in environmental issues.</li> <li>• The Surrey Nature Centre provides curriculum-based environmental programming for visiting students.</li> <li>• Since 2012, PRC, in partnership with the Centre for Child Development and Surrey Association for Community Living, has hired one-to-one support staff to provide support for children ages 6-13 years in PRC summer day camps. In 2014, 11 staff were hired.</li> </ul>
<p><i>Develop outreach and awareness building approaches that focus on the new opportunities in recreation and library services where gaps have been identified and changes in programming have been made; and develop a process for community feedback and on-going monitoring</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• SPL has increased its outreach by hiring a Newcomer Family Services Librarian who focuses on the needs of immigrant families.</li> <li>• In partnership with community agencies, SPL offers programming in multiple languages, in partnership.</li> <li>• SPL also offers outreach literacy programs to the Aboriginal community, the learning and sight disabled and other vulnerable populations.</li> <li>• SPL raises awareness of its programs by offering story-times at festivals and special events.</li> <li>• SPL used social networking as a means for the community to enhance awareness and receive feedback during the planning process for City Centre Library and is continuing to communicate via this medium.</li> <li>• PRC promotes the LAP program through community agencies and school pro-</li> </ul>

Recommendations	Status
	<p>grams that work with low-income families.</p> <ul style="list-style-type: none"> <li>• Surrey Youth Leadership (SYLC) works with PRC staff to develop programs and services for youth across the city.</li> <li>• PRC's Healthy Communities engaged youth on the Surrey Youth Street Squad, established in 2013, to provide an opportunity for youth voice to be represented in city-wide youth events and have a peer-to-peer marketing strategy to engage youth.</li> </ul>
<p><i>Explore the potential for neighbourhood hubs/houses/family resource centres based on community partnerships</i></p>	<p>IN PROGRESS</p> <ul style="list-style-type: none"> <li>• Since 2006, the City has been working in partnership with the Surrey School District and community partners on the development of the Community Schools Partnership.</li> <li>• PRC has begun business plan work on the My Neighbourhood, My Future partnership with the United Way and SFU focusing on the Guildford West community.</li> <li>• Kensington Prairie Community Centre was opened in 2011 as an early years hub.</li> </ul>
<p><i>Continue to build partnership arrangements between the City and the Surrey School District around the use of all public facilities to ensure effective use of all facilities and to maximize community benefits</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City is operating Hazelgrove Annex as a community centre for the Clayton Heights community.</li> <li>• Bridgeview Community Centre was renovated and re-opened in 2013 providing new programs and events for the neighbourhood.</li> <li>• Dufferin Park is being constructed on City land adjacent to the future Dufferin Elementary School, where there will be complimentary use of school and park facilities under a Joint Use Agreement.</li> </ul>

Recommendations	Status
<b>ISSUE ELEMENT: CULTURALLY APPROPRIATE EARLY CHILDHOOD EDUCATION/DEVELOPMENT PROGRAMS &amp; AFFORDABLE, ACCESSIBLE QUALITY LICENSED CHILDCARE, PRESCHOOL PROGRAMS AND FAMILY RESOURCE PROGRAMMING</b>	
<b>Key Roles for the City of Surrey</b>	
<i>Participate at the “Make Children First” community planning table</i>	ON-GOING <ul style="list-style-type: none"> <li>SPL and PRC staff participate in the Children’s Partnership.</li> </ul>
<i>Support initiatives that address capacity deficiencies on a neighbourhood/community basis</i>	ON-GOING <ul style="list-style-type: none"> <li>PRC has increased the number of preschools, and has licensed many of the pre-schools which enables more low-income parents to apply for provincial subsidies.</li> <li>In 2008, the City contributed 3-year funding to the ‘First Steps’ Refugee Pre-school Pilot Program to help leverage provincial government funding. This is now an on-going settlement program.</li> </ul>
<i>Encourage community organizations; such as the Make Children First community planning table and others, to raise awareness about existing childcare resources and early childhood development programs and services, with a special focus on the needs of immigrant families.</i>	ON-GOING <ul style="list-style-type: none"> <li>The annual Early Years Festival provides parents with information about programs and services.</li> <li>In 2013, City and community staff planned and hosted the Cities Fit for Children provincial conference.</li> </ul>
<i>Encourage the other orders of government to continue to support and expand, as a high priority, the development of childcare resources</i>	ON-GOING <ul style="list-style-type: none"> <li>In 2012, Council formally endorsed the vision and direction of the Community Plan for a Public System of Integrated Early Care and Learning in BC, proposed by the Coalition of Child Care Advocates of BC and Early Childhood Educators of BC.</li> </ul>
<i>Provide support as required based on the results of the discussions at the Make Children First community planning table, and provincial funding for additional childcare resources</i>	ON-GOING <ul style="list-style-type: none"> <li>The City worked with the Office of Early Childhood Development; Learning &amp; Care on the 2011 Surrey Child Care Gap Assessment.</li> </ul>
<i>Develop and review the zoning by-law and locational guidelines for childcare related facilities to support their development, proper distribution and effective integration in the City</i>	
<i>Where locational guidelines are developed include them in the Terms of Reference for the NCP planning processes</i>	

Recommendations	Status
<b>ISSUE ELEMENT: CHILD POVERTY ALLEVIATION</b>	
<p><i>Facilitate the establishment of intergovernmental roundtable to address, among other issues, the social service gaps related to child poverty.</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>The City of Surrey adopted “THIS Is How We End Poverty in Surrey: Surrey Poverty Reduction Plan” in 2012. The Surrey Poverty Reduction Coalition is guiding the implementation of the Plan; Councillor Villeneuve, and SP and SPL staff are members.</li> </ul>
<b>ISSUE ELEMENT: COUNSELING AND SUPPORT SERVICES FOR FAMILIES AND CHILDREN WITH BEHAVIOURAL AND MENTAL HEALTH AND ATTACHMENT ISSUES</b>	
<p><i>Facilitate the establishment of intergovernmental roundtable to address, among other issues, the social service gaps related to additional in-patient beds for youth with mental health issues</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>In the spring of 2013, the Mayor’s Roundtable on Mental Health and the Justice System was developed to bring together justice system professionals with the goal to review systemic challenges, ideas for solutions, and opportunities to “bridge the gaps”. A key part of the first meeting, was hearing from a community advocate and parent who shared their experience/concerns as a concrete example of their experience with the gaps, to assist as a place to start the discussion. The intent was to focus the collective work of those in attendance on the broader issue(s) vs. the specifics of one individual or family. The City played a key role as a neutral agency to facilitate open dialogue with the intent of assisting in developing solutions.</li> </ul>

## COMMUNITY DEVELOPMENT & INCLUSION

Recommendations	Status
<b>ISSUE ELEMENT: INITIATIVES TO ENCOURAGE CITIZEN ENGAGEMENT WITH SOCIAL ISSUES AND SOCIAL PLANNING ACTIVITY</b>	
<b><i>Short-term and Long-term Recommendations</i></b>	
<p><i>Continue to support and enhance youth engagement processes in which youth have a meaningful and on-going role in providing input to City services and programs and policy development of interest to youth</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• In 2014, Council appointed two youth representatives to each of its Committees. This is a one-year pilot project.</li> <li>• SPL, PRC, ENG have all created youth committees, groups, or programs that provide opportunities for volunteerism and youth engagement in civic issues.</li> <li>• SPL has a Youth Trustee position to its Board of Trustees.</li> <li>• PRC offers opportunities for youth to plan and run programs (e.g. youth centre activities, welcoming and inclusive communities workshop and future leaders program).</li> <li>• SP has piloted two youth engagement projects: the Youth Planner Project involved youth in land use planning processes in 2010-11; and the CityU Project in 2013 educated youth about municipal government.</li> </ul>
<p><i>Communicate current initiatives in youth engagement</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The special Youth Site on the City’s website, launched in 2010, provides information on opportunities available youth to get engaged in the City.</li> </ul>
<p><i>Maintain and expand consultation with the community on issues related to the social well-being of Surrey residents, and in the development of social policies relevant to the City's mandate and resources</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Social Policy Advisory Committee, Diversity and Inclusion Advisory Committee and Focus on Seniors Committee provide on-going venues for community consultation and dialogue.</li> <li>• Task Forces and Committees have been set up to focus on specific projects such as the Mayor’s Task Force on Homelessness and</li> </ul>



Recommendations	Status
	<p>Housing and the Task Force on Literacy and Early Childhood Development.</p> <ul style="list-style-type: none"> <li>• Community consultation is a component in the development of all plans and strategies (e.g. Child and Youth Friendly City Strategy).</li> <li>• Surrey Poverty Reduction Coalition has hosted two community forums (2012 and 2014).</li> </ul>
<p><i>Review the City's current approaches and staff resources with respect to its ability to maintain and enhance its dialogue with social service organizations, social interest groups and processes</i></p>	
<p><i>Develop a communication strategy to share information with stakeholders and the general public on issues and City responses affecting the well-being of Surrey residents, and on the City's efforts and involvement in these areas. Ensure that this communication strategy accounts for the diversity of languages spoken in Surrey</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Regular reports on the implementation of the Social Plan and other related initiatives are prepared and posted on the social planning pages of the City's website.</li> <li>• The City's website includes social planning pages with information on social planning initiatives; the website has an electronic translation feature.</li> </ul>
<p><b>ISSUE ELEMENT: ETHNO AND CULTURALLY APPROPRIATE SERVICES, OPPORTUNITIES AND PROGRAMMING</b></p>	
<p><b>Short-term Recommendations</b></p>	
<p><i>Expand the Terms of Reference for the Cultural Opportunities Working Group (made up of staff representatives from each City department) to develop and assist in implementing culturally sensitive approaches to City services and workplace practices, including but not limited to:</i></p> <ul style="list-style-type: none"> <li><i>o Establishing approaches and recruitment practices to foster a City workforce that is reflective of the diverse population of the community;</i></li> <li><i>o Ensuring the City's communications are accessible and easily read and understood by those Surrey residents which are the intended audience of the communication;</i></li> <li><i>o Ensuring a welcoming environment for all residents regardless of eth-</i></li> </ul>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The Cultural Opportunities Working Group was disbanded pre-2006 and different approaches are being used to better serve the community and reflect new learnings and opportunities.</li> <li>• PRC and SPL have hired staff that focus specifically on providing services for diverse/multi-lingual populations.</li> <li>• PRC will be updating the Inter-Cultural marketing strategy.</li> <li>• City and SPL staff participated in the Welcoming and Inclusive Communities and Workplaces project (2008-2011).</li> </ul>

Recommendations	Status
<p>nicity;</p> <ul style="list-style-type: none"> <li><i>o Celebrating religious/cultural events important to Surrey residents and staff;</i></li> <li><i>o Developing training initiatives to increase diversity awareness for staff</i></li> </ul>	<ul style="list-style-type: none"> <li>• The City was the lead agency for the Welcoming Communities Project (2013-2014).</li> <li>• The City is the lead agency for the Surrey Local Immigration Partnership (LIP) project in 2014-2006. A LIP Committee will be established to guide the development of a local immigrant settlement strategy.</li> <li>• The Library, working with other systems in the Lower Mainland, have launched a 'Library Champions' program that trains newcomer volunteers to spread the word about library programs and services to the immigrant communities in Surrey. A website has been created to promote library services at NewtoBC.ca.</li> <li>• City Hall hosts 12 -14 lunch-time, cultural celebrations (supported by written communication) throughout the year to expand staff awareness/understanding of City residents.</li> <li>• All new staff members receive human rights and respectful workplace training.</li> <li>• The City added a phone based interpretation resource that all facilities can use 24 hours per day, 7 days per week to enhance service to residents in their language of preference.</li> <li>• PRC, in partnership with various settlement agencies, is increasing newcomers' awareness of recreation and other opportunities by offering tours for newcomers.</li> <li>• Surrey's annual Doors Open event was launched in June 2012. In 2014, 48 sites opened their doors to showcase Surrey's unique places of worship, culture, diversity, art and heritage.</li> <li>• In 2012, HR partnered with ACCESS, an Aboriginal employment agency, on an Essential Skills program for Aboriginal people interested in pursuing a career in clerical/administrative positions in municipal governments or libraries.</li> </ul>
<p><i>Ensure that the Cultural Opportunities Working Group produces an annual report that details its activities and progress for Council</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Activities undertaken are included as part of the Social Plan reports.</li> </ul>
<p><i>Improve outreach communications and networking with ethno-cultural com-</i></p>	<p>ON-GOING</p>

Recommendations	Status
<i>munities and organizations</i>	<ul style="list-style-type: none"> <li>• The Diversity and Inclusion Advisory Committee includes representatives of the City's various ethnic groups and multicultural organizations.</li> <li>• The Fest Application process was enhanced to support all City event organizers in becoming more culturally aware and inclusive in their event planning.</li> <li>• Fusion Festival organizers have targeted specific ethno-cultural communities for increased participation in the Festival, with the result that more countries/groups provided pavilions at the 2014 Fusion Festival than ever before.</li> </ul>
<b>Long-term Recommendations</b>	
<i>Develop and implement policies and budgeting practices that would ensure that the City operates in a culturally sensitive manner</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• PRC has created a Diversity and an Inclusion policy.</li> </ul>
<i>Develop a strategic plan to foster ethno-cultural inclusiveness in Surrey.</i>	<p>IN PROGRESS</p> <ul style="list-style-type: none"> <li>• The Surrey Local Immigration Partnership will develop a local immigrant settlement strategy in 2014-2016.</li> </ul>
<b>ISSUE ELEMENT: PUBLIC TRANSPORTATION AND ACCESS</b>	
<i>Work with TransLink as part of the South of Fraser TransLink Review to address the identified gaps</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City continues to work with TransLink to improve the public transit system in Surrey.</li> </ul>
<i>Review traffic engineering policies in partnership with TransLink to allow transit services to be implemented efficiently and effectively in all neighbourhoods in the City</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City adopted a Transportation Strategic Plan in 2008. It includes recommendations related to improving public transportation in Surrey. More recently, Council adopted the City's Walking Plan (2011) and Cycling Plan (2012), which aim to support and promote active modes of travel, including to and from transit. A multi-modal Safe Mobility Plan is currently in development.</li> </ul>

Recommendations	Status
	<ul style="list-style-type: none"> <li>• Through the Safe &amp; Active Schools Program, ENG provides free bike education to all grade 4 and 5 students in Surrey. The City also partners with several different elementary schools each year to develop “School Travel Plans” to improve road safety near schools and promote walking, cycling and wheeling.</li> <li>• \$3.26 million of infrastructure is being constructed near schools this year (2014), such as new sidewalks, signalized pedestrian crossing and curb bulges. Since 2011, more than 570 engineering projects have been completed.</li> <li>• The City’s Transportation Strategic Plan includes recommendations related to improving access for the elderly and those with special needs. The Age-Friendly Seniors Strategy, approved by Council in May 2014, outlines a number of strategies that build on these recommendations.</li> <li>• ENG has undertaken a number of initiatives to improve accessibility such as retrofitting transit stops (70% of transit stops are now accessible to wheelchairs and baby strollers).</li> </ul>
<i>Apply transit friendly policies in the NCP planning processes</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Road networks and land use densities that support transit are incorporated into new NCPs.</li> </ul>
<b>ISSUE ELEMENT: LIFE SKILLS AND EDUCATIONAL TRAINING</b>	
<i>Request the School District and appropriate provincial ministries to complete studies to better understand the gaps in life skills training for adults that have not completed high school; and</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City adopted the Learning for Life Strategy in 2008. The development of this Strategy and the related Community Literacy Strategy compiled an inventory of existing literacy programs in Surrey.</li> </ul>
<i>Request that the appropriate Provincial ministries implement the needed life skills programs, education and employment opportunities, particularly for persons with learning disabilities and mental health concerns</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The Learning for Life Strategy includes recommendations related to adult and workplace learning.</li> </ul>

Recommendations	Status
<b>ISSUE ELEMENT: COMMUNITY ECONOMIC DEVELOPMENT INITIATIVES</b>	
<i>Engage with the Surrey Board of Trade (formerly Surrey Chamber of Commerce) and other interested individuals/entities in developing a 'small business' lens on city zoning and licensing regulations</i>	
<i>Undertake amendments to City By-Laws and policies as required, within the City's mandated responsibilities and resources, based on the results of the work with the Surrey Chamber of Commerce and interested individuals/entities</i>	

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

## HOUSING & HOMELESSNESS

Recommendations	Status
<b>ISSUE ELEMENTS:</b> <b>EMERGENCY SHELTER SERVICES FOR YOUTH, ADULTS AND ABORIGINALS</b> <b>TRANSITIONAL HOUSING SERVICES</b> <b>SUPPORTED HOUSING PROGRAMS</b> <b>LOW INCOME HOUSING FOR THE HOMELESS, FAMILIES &amp; SINGLES</b>	
<p><i>Continue to participate on the:</i></p> <ul style="list-style-type: none"> <li>• <i>Surrey Homelessness and Housing Taskforce;</i></li> <li>• <i>Regional Steering Committee on Homelessness; and</i></li> <li>• <i>Other related forums (i.e. Mayor's Taskforce on Homelessness)</i></li> </ul>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• SP staff participate in local and regional homelessness committees.</li> <li>• City staff from Finance, Legal and SP serve as advisors to the Surrey Homelessness &amp; Housing Society Board.</li> </ul>
<p><i>Encourage public education around homelessness and solutions to homelessness</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• City supports the education and awareness activities of the Surrey Homelessness &amp; Housing Society and Task Force, and the Regional Steering Committee on Homelessness (e.g. annual Homelessness Action Week).</li> </ul>
<p><i>Encourage the establishment of a Housing and Homelessness Foundation</i></p>	<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• Surrey Homelessness and Housing Society and Fund was established in 2007.</li> </ul>
<p><i>Monitor funding opportunities and policy directions by other levels of government and others in relation to the identified gaps (i.e. the proposed New Canadian Housing Framework) and inform the appropriate taskforces and roundtables</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City has established relationships with regional staff from BC Housing, Ministry of Social Development and Social Innovation, Fraser Health and the Regional Steering Committee on Homelessness (oversee federal homelessness funding).</li> </ul>
<p><i>Facilitate the establishment of an intergovernmental roundtable to address, among other issues, the social service gaps related to housing and homelessness</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City established an inter-governmental roundtable in 2007 to facilitate solutions to issues related to recovery houses. The group continues to meet.</li> <li>• The City partnered with BC Housing and Fraser Health to develop the Master Plan for Housing the Homeless in Surrey (in 2011-2013).</li> </ul>

Recommendations	Status
<i>Develop locational guidelines for shelters and transitional housing projects</i>	
<i>Review zoning provisions in order to accommodate and integrate needed facilities in the City</i>	<b>COMPLETED</b> <ul style="list-style-type: none"> <li>• Amendments to the Zoning Bylaw were completed in 2010.</li> </ul>
<i>Identify opportunities to further encourage affordable housing development and preserve affordable housing stock, including secondary suites, and maintaining stock preservation initiatives and zoning support</i>	<b>ON-GOING</b> <ul style="list-style-type: none"> <li>• In 2008, the City signed an MOU with BC Housing toward the development of housing for people who are homeless or at-risk. To date, 3 supportive housing projects have been developed under the terms of the MOU.</li> <li>• Secondary suites (one per single family dwelling) were legalized in 2010.</li> <li>• A Standards of Maintenance Bylaw was adopted in 2012.</li> </ul>
<i>When locational guidelines are developed, include them in their terms of reference for the Neighbourhood Concept Plan (NCP) planning process</i>	
<i>Develop a policy and program to provide some seed money towards the implementation of solutions for housing gaps (e.g. Phoenix House), possibly using the Affordable Housing Reserve Fund as a source of funding</i>	<b>COMPLETED</b> <ul style="list-style-type: none"> <li>• The Affordable Housing Reserve Fund was used to establish the Surrey Homelessness &amp; Housing Fund (over \$9 million). The Fund provides grants to projects that provide solutions to homelessness in Surrey.</li> </ul>



Recommendations	Status
<b>ISSUE ELEMENTS:            SERVICE COORDINATION RESPONSIBILITIES            OUTREACH PROGRAMS TO THE HOMELESS, DROP-IN CENTRES,            YOUTH EMPLOYMENT PROGRAMS AS A MEANS TO PREVENT HOMELESSNESS</b>	
<p><i>Advocate to other levels of government the need to provide additional resources to:</i></p> <ul style="list-style-type: none"> <li>• <i>Support the establishment of a one stop service/information resource for persons on low-income, at risk of losing shelter;</i></li> <li>• <i>Provide adequate outreach programs and drop-in centres as an entry point for homeless persons seeking assistance;</i></li> <li>• <i>Expand pre-employment programs by:</i> <ul style="list-style-type: none"> <li>– <i>Involving the private sector, through projects such as Project Comeback, and a coordinating group such as a Housing Homelessness Foundation; and</i></li> <li>– <i>Increased provincial program funding</i></li> </ul> </li> </ul>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• BC Housing introduced Homeless Outreach Services into Surrey in 2006. The City continues to advocate for additional housing and services for the homeless in Surrey.</li> </ul>

## CRIME & PUBLIC SAFETY

Recommendations	Status
<b>ISSUE ELEMENT: CITY CLEAN-UP PROGRAMS &amp; CIVIC PRIDE INITIATIVES</b>	
<b>Short-term Recommendations</b>	
<p><i>Study options and possible community partnerships for expanding and/or promoting programs such as:</i></p> <ul style="list-style-type: none"> <li><i>o City Clean-up Program</i></li> <li><i>o Adopt-a-Street Program</i></li> <li><i>o Anti-Graffiti/Spirit of Youth Program</i></li> <li><i>o Partners in Parks Program</i></li> <li><i>o Nature Matters Program (previous SHaRP Program is now just one component under the new umbrella of Nature Matters)</i></li> </ul>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City initiated a Beautification Program in 2007.</li> <li>• The list of programs to the left continues to be supported and expanded.</li> <li>• Shoreline Clean-ups at Crescent Beach are undertaken in partnership with local stewardship groups during World Oceans Day.</li> <li>• Under the Lend A Hand program, Parks supports dozens of local schools who have undertaken significant clean-up of public lands in the neighbourhoods surrounding the schools.</li> </ul>
<p><i>Continue to include and enhance standards in by-laws and plans for street and median beautification</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Landscaped medians are/have been installed on widened city arterial roads and sections of older hard surface medians are/have been being replaced with landscaped medians.</li> <li>• In 2014, the City updated the Arterial Median Landscape Design Guidelines to incorporate best practices in plant selection &amp; installation.</li> </ul>
<p><i>Use the City of Surrey 'Green City Reserve Fund' to enhance the aesthetics of the City and civic pride</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Green City Program continues to enhance the aesthetics of the City by planting trees and other vegetation, and by providing funds for community-based tree education &amp; planting events, such as Arbor Day, National Tree Day, and Party for the Planet.</li> </ul>
<b>Long-term Recommendations</b>	
<p><i>Expand the City clean-up programs based on the evaluation of the options iden-</i></p>	<p>ON-GOING</p>

Recommendations	Status
<i>tified under short-term actions</i>	<ul style="list-style-type: none"> <li>• ENG and Parks have expanded programs related to beautification, clean-up and recycling.</li> </ul>
<i>Communicate with citizens around existing and enhanced clean-up programs and opportunities for disposal of unwanted materials, recyclables and garbage</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• ENG and Parks has expanded education program regarding new recycling initiatives, including multicultural education materials.</li> </ul>
<i>Develop a "civic pride" program</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The Beautification Program, Community Enhancement Partnership Project grants and Façade Improvement grants foster civic pride.</li> </ul>
<i>Explore additional ways to foster citizen engagement in maintaining and enhancing the ambience of neighbourhoods throughout the City</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Environmental Extravaganza is an annual celebration of Surrey's natural environment at events hosted by local community groups.</li> <li>• Nature Matters fosters citizen engagement through the ShaRP, SNAP, Eco Rangers, RELEAF, Environmental Stravaganza, Tree Stewards and other components.</li> <li>• FunSurrey is a new program encouraging citizen engagement through street activation. It is funded through the Beautification program.</li> <li>• Neighbourhood Block Parties and Celebrations, funded through the Community Enhancement Partnership Grants, encourage citizen engagement.</li> <li>• In 2011, the City provided the Oak Avenue Neighbourhood Hub Society with a one-year grant, that was matched by the Vancouver Foundation, to pilot a Neighbourhood Small Grants Program. The Surrey Neighbourhood Small Grants Program has now become an on-going program of the Vancouver Foundation.</li> </ul>
<b>ISSUE ELEMENT: INITIATIVES TO DEAL WITH SENIORS ABUSE</b>	
<i>Research available information on ways to foster safety and security for the elderly.</i>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• The City adopted the Age-Friendly Strategy for Seniors in 2014. Fostering safety is one of the Strategy's priorities.</li> </ul>

Recommendations	Status
<i>Raise awareness on elder abuse including information on immigrant and ethnic communities by making information available on the City's website and at community facilities, particularly in the areas where seniors programs are provided</i>	ON-GOING <ul style="list-style-type: none"> <li>Focus on Seniors Committee was established in 2008 to raise awareness about elder abuse. The Committee has organized 18 seniors' forums in venues across the city from 2012-2014.</li> </ul>
<i>Continue providing opportunities for seniors' peer counselling through the Parks, Recreation and Culture Department</i>	ON-GOING <ul style="list-style-type: none"> <li>PRC facilitates peer counselling through the People Helping People Program.</li> </ul>
<b>ISSUE ELEMENT: INITIATIVES TO DEAL WITH FAMILY VIOLENCE</b>	
<i>Prepare a UBCM resolution for Council consideration advocating that senior governments restore funding to support Women's Centres and Legal Aid; and that senior governments complete the appropriate studies to understand the needs in this regard in the City of Surrey</i>	ON-GOING <ul style="list-style-type: none"> <li>In 2006, the City endorsed a UBCM resolution requesting that the provincial government restore operational funding to Women's Resource Centres.</li> <li>The City established the Surrey Coalition Against Domestic Abuse in 2010 (SCADA). The Coalition organizes an annual conference.</li> <li>The City developed the Rakhi Project as a broader public awareness campaign to stimulate dialogue about domestic abuse and help raise funds that go toward organizing the SCADA conference.</li> </ul>
<b>ISSUE ELEMENTS: PEER SUPPORT PROGRAMS TO DETER CRIME INITIATIVES TARGETING GANGS, GANG-VIOLENCE AND RELATED CRIMINAL ACTIVITY</b>	
<i>Approach the Surrey School District and Surrey RCMP to discuss and support initiatives that mitigate and prevent youth involvement in gang-related activities</i>	ON-GOING <ul style="list-style-type: none"> <li>The City, School District and RCMP launched the WRAP Program in 2009; it is an intervention program for gang and gang-associated youth.</li> <li>The City and School District also launched the Girls Group program targeting at risk girls in grades 8, 9 and 10. In 2012 and 2013 additional activities were introduced through financial support from the Surrey Fire Fighters Charitable Foundation.</li> <li>Surrey Community Action Assessment Network (CANN) was estab-</li> </ul>

Recommendations	Status
	<p>lished in 2007 by the City, School District, RCMP and BC Ministry of Children and Family Development to work with at-risk youth on the brink of gang activity.</p> <ul style="list-style-type: none"> <li>The City of Surrey (crime reduction) has been an active and contributing partner, along with 11 other agencies, with Kwantlen Polytechnic University's AT-CURA (Acting Together -Community University Research Alliance) – a 5 year project commencing in 2009. CURA is designed to focus on gang reduction and building youth resiliency. In July 2014, a conference was held bringing together 250 academics, parents/ teachers/ youth and various youth serving agencies. Surrey specific research is also being conducted.</li> </ul>
<p><i>Through the Parks, Recreation and Culture Department and Public Library, provide programming and opportunities for healthy alternative activities for youth during a broad range of hours</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>PRC and SPL have increased programming for youth.</li> </ul>
<p><i>Work with the RCMP, community organizations, and neighbourhoods to ensure reasonable coordination of crime prevention projects in Surrey</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>The City adopted the Crime Reduction Strategy in 2007. The Crime Reduction Manager is responsible for its implementation, which includes coordinating crime prevention and crime reduction efforts in Surrey.</li> <li>A review in May of 2014 concluded that 90% of the Crime Reduction Strategy's (CRS) 106 recommendations are complete or well underway.</li> <li>PRC staff are participating in day-long seminars to train Block Watch Captains.</li> </ul>

## SUBSTANCE ABUSE & ADDICTIONS

Recommendations	Status
<p><b>ISSUE ELEMENTS:</b></p> <p><b>RESIDENTIAL ADDICTION TREATMENT FOR YOUTHS &amp; ALCOHOL/DRUG TREATMENT FOR YOUTH RECOVERY TREATMENT SERVICES</b></p> <p><b>PRENATAL EDUCATION &amp; SUPPORT PROGRAMS RE. DRUG USE</b></p> <p><b>OUTREACH &amp; SUPPORT PROGRAMS FOR AT-RISK &amp; SUBSTANCE USERS (MEN &amp; WOMEN IN SEX TRADE /GAMBLING ADDICTS)</b></p>	
<p><i>Facilitate the establishment of a Roundtable that includes Fraser Health, the Ministry of Health and other government and community stakeholders to facilitate a proactive dialogue towards understanding and determining a continuum of programs and services:</i></p> <ul style="list-style-type: none"> <li>• <i>For youth – addiction treatment and reintegration of affected individuals as productive members of the community so that all gaps are addressed;</i></li> <li>• <i>For adults – effective programs and regulations for support recovery houses to assist affected adults in achieving recovery and reintegration as productive members of the community;</i></li> <li>• <i>Prenatal education and support programs for at-risk women; and</i></li> <li>• <i>Outreach and support programs for adults at risk of addiction or currently suffering from addiction</i></li> </ul> <p><i>Provide support as required based on the results of the round table discussions</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Maxxine Wright Centre opened in 2010/2011. It provides transitional housing, health and child care services to pregnant and parenting women who have been impacted by violence and/or substance use.</li> <li>• Quibble Creek Health and Phoenix Transition Housing Centre opened in 2012. It includes a health clinic, sobering assessment unit, short-term recovery beds and transitional housing units. The City contributed the land and waived development fees/charges to support the development of this new addictions centre.</li> <li>• Since 2007, the City has convened an inter-governmental committee to facilitate solutions to the issue of the lack of regulation of recovery houses. In 2009, the Ministry of Social Development introduced a new program that is providing funding to recovery house operators that meet provincial criteria. In 2013, the Ministry of Health introduced an Assisted Living registration process for substance use residences.</li> </ul>

**GENERAL RECOMMENDATION**

Recommendations	Status
<p><i>Develop an Annual Report to Council on the implementation of the Action Plan in order to communicate what has been achieved and to seek Council endorsement or direction on specific future actions on the implementation of the Plan</i></p>	<p>ON-GOING</p> <ul style="list-style-type: none"> <li>• Reports have been prepared for: 2006-2007, 2007-2008, 2008-2009, 2010, 2011 and 2012-2014. The reports are available on the City’s website (<a href="http://www.surrey.ca/social-planning">www.surrey.ca/social-planning</a>).</li> </ul>

Note:

- CRS – Crime Reduction Strategy
- ENG - Engineering
- HR - Human Resources
- SP – Social Planning
- SPL – Surrey Public Library
- PRC – Parks, Recreation and Culture

Status:

- On-going: a program/initiative that is in place and will remain as long as social plan annual budget is available
- In-progress: program/initiative/policy under-development
- Completed: recommendation has been completed