

Co-ordinated Neighbourhood Response Program

First Pilot: West End Neighbourhood Co-ordinating Committee

1. Introduction

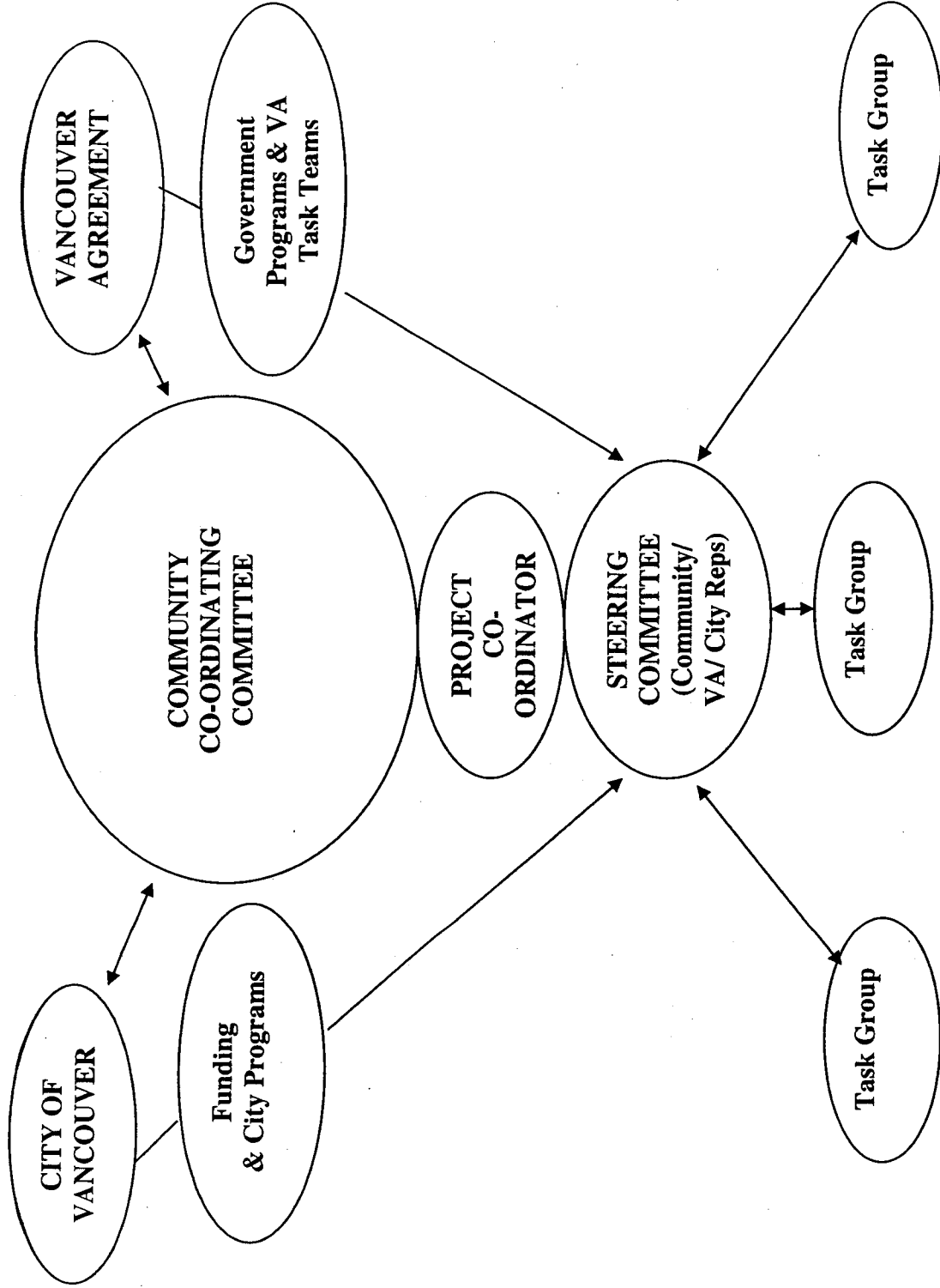
The City of Vancouver seeks to establish a Neighbourhood Co-ordinating Committee to support the implementation of its Co-ordinated Neighbourhood Response Program. The first pilot for this program is the West End neighbourhood. The Co-ordinated Neighbourhood Response Program was established as a result of several community forums held in early 2004. At these forums, and in response to increasing concern about disruptive street behaviour and feelings of being unsafe, residents recommended to Vancouver City Council that it create a program that involved residents in working toward improvements in neighbourhood liveability and safety. City staff recommended the establishment of a Co-ordinated Neighbourhood Response Program.

A key element of a Co-ordinated Neighbourhood Response Program is the establishment of a Neighbourhood Co-ordinating Committee. The Neighbourhood Co-ordinating Committee will be a community-based, integrated team of existing agencies and organizations that are already involved in liveability and safety issues in their communities. This Draft Terms of Reference outlines how this Committee will be organized and how it might function as the first pilot in the West End. This and other pilots will be evaluated over approximately one year to determine what changes, if any, are required to expand this program to other neighbourhoods.

2. Mandate of the Neighbourhood Co-ordinating Committee

The purpose of this program is to respond to street level issues, etc. in individual neighbourhoods through a co-ordinated effort of community groups and three levels of government. This program relies on the expertise of existing community groups who are already working on street level issues. The project will include a project co-ordinator who will provide linkages to appropriate City services and liaison with Provincial and Federal ministries and Vancouver Coastal Health. This co-ordinated effort will be undertaken under the umbrella of the Vancouver Agreement, which already has related linkages and programs established, and is co-managed by the City with Provincial and Federal representatives. Recommended funding of \$200,000.00 for these pilot programs, (over a two-year period), will be recommended to City Council.

The first pilot project will be in the West End neighbourhood. The West End Neighbourhood Co-ordinating Committee (WENCC) will be responsible for the implementation "on the ground" of activities designed to improve neighbourhood liveability and safety. The WENCC will work with Vancouver City Staff and, through the Vancouver Agreement, other levels of government and their agencies to identify priority areas and develop strategies.



COMMUNITY CO-ORDINATED RESPONSE TEAM

3. Goal

The goal of this pilot project is to facilitate partnerships between the community and government that address street-level public order, livability and safety issues in neighbourhoods.

4. Objectives

- a) Focus on problem-solving street level issues currently impacting the West End community.
- b) Create tangible and achievable solutions in concert with existing initiatives and organizations where possible and that meet the needs of concerned residents.
- c) Ensure appropriate and diverse groups and agencies are represented and their concerns are taken into account. It should be noted that although the WENCC will be composed of up to 14 members, the objective is to ensure that as many voices of West End are heard as is possible.
- d) When WENCC proposes action programs, include input from those impacted by any program in the decision-making process.
- e) Ensure adequate and appropriate consultation back to represented groups and to the community at large, as required.
- f) Create interim solutions and provide community input to public policy discussion.

5. Organization

- a) The WENCC will have from 10-14 members.
- b) There will be a balance of membership on WENCC that will represent West End service, business, community and resident organizations.
- c) Each member of the WENCC will be a representative of an existing organization or agency that is successfully delivering "on the ground" community services and programs or is representative of residents' concerns.
- d) The WENCC may establish a process for ensuring the voices of West End residents not on the WENCC are represented.
- e) The Chair and one other representative of the WENCC sit on the program Steering Committee.
- f) Within the framework of successfully delivering "on the ground" community services and programs, membership should reflect the diversity of the West End Neighbourhood. The WENCC will meet regularly to review and assess its activities. Meetings will be at the discretion of the members with at least one meeting a month.
- g) Meetings may be open to neighbourhood residents. Participation in the meetings is at the discretion of the WENCC.
- h) Through a Project Co-ordinator, the WENCC will work with Vancouver City staff, and the Vancouver Agreement partners.
- h) The WENCC will be chaired by a West End resident selected in consultation with the Steering Committee.
- i) The WENCC may establish task groups to address specific issues.

- k) The Steering Committee will include:
 - 1. The Chair and one other representative of each Neighbourhood Co-ordinating Committee
 - 2. Project Co-ordinator (s)
 - 3. City of Vancouver representatives
 - 4. Vancouver Agreement representative

6. Responsibilities

It is expected that the Co-ordinating Committee will work toward rounded, sustainable solutions considering community needs and program impacts.

The WENCC shall be responsible for:

- a) Developing principle and value statements and an agreement on how the members will work together.
- b) Identifying neighbourhood concerns about street level liveability and safety and prioritizing these concerns in a manner that includes the broadest range of the diverse voices of the West End.
- c) Developing a strategy and implementation and work plans to address liveability and safety concerns in the West End based on its understanding of the priorities of the community.
- d) Implementing its action plans through:
 - i. Mobilizing the members and supporters of organizations to help define problems, develop action plans, and support the implementation activities.
 - ii. Working with the Vancouver Agreement partners and other agencies to co-ordinate actions.
 - iii. Creating and implementing a monitoring and evaluation process.
- e) Communicating regularly to the membership of each agency, volunteers, other NGOs, local residents and others about: the need for local support, the activities of the WENCC, and the specific programs the WENCC is implementing.
- f) The Chair of the WENCC will be the principle spokesperson.

7. Term

The WENCC will have an initial term of six months with an open extension determined after the initial report to Council at the end of this period.

8. Reporting

The WENCC will report to Vancouver City Council and the Vancouver Agreement Management Committee.

9. Meetings and Minutes

Members will attend a minimum of one meeting per month, or as decided by the Committee. Members may be replaced if three consecutive meetings are missed without notification to the Project Co-ordinator or the Chair.

10. Evaluation

With the assistance of the Project Coordinator:

- a) The WENCC will develop an evaluation program prior to any activities being undertaken.
- b) An evaluation of the WENCC will be reported every six months.

Note: The WENCC should consider the Evaluation Framework for the Vancouver Agreement as the base for its evaluation program, which is attached for information.

11. Support

- a) The City of Vancouver in consultation with the WENCC will hire a Project Co-ordinator for the project. The Project Co-ordinator will be responsible for co-ordinating and facilitating the development of strategic, practical, neighbourhood level solutions, ensuring full community representation, assisting with the prioritization of issues, accessing the appropriate government staff and resources, facilitating community leadership and capacity, leading the City staff team and liaising with current initiatives such as the Four Pillars strategy, VPD city-wide enforcement plan, health agencies and other VA initiatives.
- b) At the discretion of City Council, the City will provide additional financial support to the WENCC, based on a 6-month plan established by the WENCC for such things as community meetings, information and communication needs.
- c) The Project Co-ordinator will co-ordinate and facilitate responses to all media inquiries about this project.
- d) The Project Co-ordinator will initially work with the WENCC with the possibility of expanding into other neighbourhood.

12. Organizational Meeting

The City of Vancouver will organize a meeting to establish the West End Neighbourhood Co-ordinating Committee. The agenda for the meeting is to:

- Develop principle and value statements and an agreement on how the members will work together.
- Identify and prioritize the social and economic sustainability issues for the West End that can be addressed by local community action.
- Provide input into the job description and hiring process of a Project Co-ordinator.

13. Representation

This meeting will include, among others:

David Jones – Downtown Vancouver BIA
Nancy Chiavario – West End Seniors' Network
Sheryl Williamsen-Harm – WECAN
Peter Toppings – The Centre
Lyn Hellyar – Davie Village BIA
Jim Deva – Davie Street CPC
John Lucas – Gordon House
Elena Boldea – King George High School PAC
Ken Lyotier – United We Can
Lori Dick – West End Community Centre Association
Renata Albi – Family Services of Greater Vancouver

Representatives from:

First Nations Group
Resident Group
Property Owners
Faith Communities

Attachment: Re: 10(d): Vancouver Agreement Evaluation Framework

VANCOUVER AGREEMENT INTEGRATED STRATEGIC PLAN – DRAFT EVALUATION PLAN

INPUTS	INITIAL STRATEGIES	LONGER TERM OUTCOMES and INDICATORS
<ul style="list-style-type: none"> • Statutory authority • Political support • Expertise • Funding • Staff • Facilities and equipment • Partnerships • Community support • Public support 	<p style="text-align: center;">Revitalize Hastings Street Corridor</p> <hr/> <p style="text-align: center;">Dismantle the Open Drug Scene</p> <hr/> <p style="text-align: center;">Turn Problem Hotels into Contributory Hotels</p> <hr/> <p style="text-align: center;">Make the Community Safer & Healthier for the Most Vulnerable</p>	<p>A. Increased economic activity in the DTES</p> <ol style="list-style-type: none"> 1. Employment rate in DTES compared to Vancouver 2. Median employment income in DTES compared to Vancouver 3. Property sales transactions in DTES compared to Vancouver 4. Rate of vacant storefront in DTES compared to Vancouver 5. Employment demand in DTES <p>B. Improved living conditions in the DTES.</p> <p><i>Income:</i></p> <ol style="list-style-type: none"> 1. Median household income in DTES compared to Vancouver 2. Percentage of DTES residents on long term income assistance compared to rest of Vancouver 3. Percentage of DTES residents living below low income cut-off compared to Vancouver <p><i>Housing:</i></p> <ol style="list-style-type: none"> 4. Percentage of households in DTES spending >30% of monthly income on housing compared to Vancouver 5. Rate of conversion of SRO hotels in DTES to higher-end market housing or other uses 6. Rate of homelessness in DTES <p><i>Crime:</i></p> <ol style="list-style-type: none"> 7. Rate of theft in DTES compared to Vancouver 8. Rate of property crime in DTES compared to Vancouver 9. Rate of violent crime in DTES compared to Vancouver <p>C. Decreased preventable deaths, injuries, illnesses in the DTES</p> <ol style="list-style-type: none"> 1. Life expectancy for DTES residents compared to Vancouver 2. Potential years of life lost by cause for DTES residents compared to Vancouver 3. Rate of mortality by cause for DTES residents compared to Vancouver 4. Rates of HIV, Hepatitis C, TB, STDs, pneumonia and influenza in DTES compared to Vancouver 5. Rate of low birth weight in DTES compared to Vancouver 6. Rate of emergency hospital admissions for DTES residents compared to Vancouver 7. Proportion DTES residents receiving primary health care