

CITY OF VANCOUVER  
ADMINISTRATIVE REPORT

Date: June 14, 2005  
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TO: Vancouver City Council  
FROM: Co-ordinator Neighbourhood Response Program  
SUBJECT: Co-ordinated Neighbourhood Response Program  
West End Pilot Progress Update No. 1

**RECOMMENDATIONS**

THAT Council receive the West End Co-ordinated Neighbourhood Response Program progress report for information.

**GENERAL MANAGER OF COMMUNITY SERVICES GROUP COMMENTS**

The General Manager of Community Services recommends that Council receive this report for information.

**PURPOSE AND SUMMARY**

This report is the first update on the Co-ordinated Neighbourhood Response Program. The Program was initiated six months ago with the first pilot project starting in the West End neighbourhood. The community has named this project the "West End Integrated Neighbourhood Network - WEINN".

In summary, WEINN is a community-based committee consisting of representatives from eleven different community, resident and business organizations. The committee has prepared four draft action plans to address street level disorder issues that are impacting safety and liveability in the West End.

Local community networks continue to be developed between WEINN and other community partners with similar goals and objectives. These local networks enhance and support community awareness for the four draft action plans. The community has taken ownership of local issues and are working to implement strategies to address them. WEINN, with the support of its growing community-based networks, is now ready to begin a broader public involvement and implementation phase. This important phase was initiated with the Official Launch and Open House celebrations held on June 11, 2005.

## **BACKGROUND**

On March 9, 2004, Council received a report from the Mayor's Forum held on Neighbourhood Safety and Liveability in 2003. It recommended that the city develop a co-ordinated neighbourhood response program to address street level safety and liveability issues.

On July 26, 2004, Council endorsed the Co-ordinated Neighbourhood Response Program. The West End neighbourhood was selected as the first pilot project. The newly formed WEINN group came together, identified and prioritized four street level disorder issues affecting safety and liveability in the West End:

1. Homeless People (assistance and support)
2. Public Drug Selling and Use
3. Property Crime and Illegal Street Behaviour
4. Unsafe Traffic and Pedestrian Intersections

At the same time, WEINN established many of the administrative protocols for its committee and working groups. These include a set of working principles and values for managing committee meetings and for internal and external communications. These protocols are also applicable to future public involvement and implementation processes (see Appendix A: WEINN Principles and Values).

By November 8, 2004, WEINN completed all of its pre-project development work and hired a Program co-ordinator, in conjunction with city staff. By December, a working framework for local action planning was established with time frame and evaluation criteria.

On February 9, 2005, Mayor and Council received a memorandum update on the WEINN progress as well as its preliminary draft Action Plan for Homeless People.

## **DISCUSSION**

### **WEINN Local Action Plans**

The goal of the Co-ordinated Neighbourhood Response program is to facilitate a partnership between community and government that integrates a community based approach to address street level public order, safety and liveability issues in the neighbourhood.

Since February, 2005, the WEINN group has worked hard on developing four draft action plans. Each plan outlines specific local goals and objectives, and explores implementation strategies in partnerships between local community and government partners (see Appendix B: Action Plan Objectives).

These plans seek to build community connections and to work within the existing neighbourhood capacity to develop and implement the action plans. Each plan summarizes existing and potential community partners. The plan is a living document and is expected to be refined along with its implementation.

Each draft action plan will be presented to the larger West End neighbourhood over the next six months to expand public involvement in the implementation phase. This will run from June to November. In preparation, WEINN is developing a network of local community groups and agencies, with common interests and resources, to better increase awareness and support for the action plans. For example, the Faith-Based Network, made up of nine local churches, is reviewing program objectives for a meal, mat (sleeping bed) and shower program for homeless people. Other local networks are being considered or have formed (see Appendix C: West End Neighbourhood Networks).

WEINN has identified an approach to make the plans as effective as possible: that is to say, WEINN wants to make every "contact" with a homeless person, drug user, shop-lifter and so on, count. Also, to treat every encounter as an opportunity to "Respond, Assess and Refer" the person onto other services and programs that meet their needs and that can help them move into a more stable live-style. Whether a homeless person attends a meal or shower program, uses a sleeping mat service, or comes into another point of contact, the goal is to make every encounter count.

### **Action Plan Objectives - Overview**

The following objectives were researched and developed by the WEINN committee:

#### *1. Homeless People: Action Plan #1*

- Consider a new recycling bottle depot in the West End for binners.
- Identify a site for a mobile meal program, and a shower and a mat (sleeping bed) program for homeless people.
- Expand and/or establish a second St. Paul's Anglican Church advocacy office to assist with income assistance and medical referrals.
- Open up existing, or improve service times to public washrooms.

#### *2. Public Drug Selling and Use: Action Plan #2*

- Establish a local drug awareness and prevention program with the local schools, the neighbourhood house and the two community centres.
- Explore employment opportunities for drug users and recovered addicts with local BIAs and public service agencies. Expand Street Youth Services job contacts.
- Expand the needle (syringe) retrieval program throughout the West End.
- Reduce open drug selling/use through the city's 4 pillar approach.

#### *3. Property Crime and Illegal Street Behaviour: Action Plan #3*

- Support and consolidate the network of anti-graffiti programs and services based in the West End.
- Discourage urban camping in public areas through a network of public agencies.
- Reduce theft from autos by increasing public, business and tourist awareness.
- Develop information networks for anti-break and enter programs and services with the Building Managers Association.

#### *4. Unsafe Traffic and Pedestrian Intersections: Action Plan #4*

- Media campaign to inform cyclists, bladders and skateboarders to use the streets: sidewalks are for people.

- Media campaign to improve driving habitats by discouraging aggressive driving.
- Consider options for a pilot arterial street mid block crosswalk to reduce J-Walking.
- Consider more traffic calming measures on streets adjacent to schools and parks including signing 30 KPH speed limits.

## Community Participation and Networks

WEINN is a community-based committee. It is currently comprised of eleven different community, resident and business organizations. All meetings are public and interested guests and other community groups are encouraged to participate at the committee meetings or to join working groups. WEINN sets all meeting agendas as established by the chair in consultation with the Program co-ordinator and other committee members. Guest speakers and presenters from other community groups and knowledgeable residents discuss related topics, see Appendix D: Committee Members and Agencies.

WEINN members play key leadership roles. Two committee members generally head up each working group and have a set of roles and responsibilities to follow. Working group leaders plan site visits and present to stakeholder groups. Over the next six months members will have the opportunity to present to the general public as well.

A series of local open houses, local panel discussions and working group meetings will create an active environment for local citizens to learn about and to assist in the implementation of the draft action plans. The WEINN group will focus on community partnership building through its emerging local networks as the program reaches out to all West End residents and community groups. The WEINN group will also seek to enhance its own respective memberships as well.

## Community Capacity Building

The WEINN project builds neighbourhood connections and capacity. Since the formation of the community committee, different committee members are actively engaging in other community group forums. Business Improvement Association members are meeting directly with Residential Associations for the first time to discuss common community issues and relations. As a result a trend in local networking, by individuals and groups, is developing in both a formal and informal manner.

WEINN members also participated in the March 15, 2005, National Homeless Count in the West End. This personal insight and skill training experience that they obtained is another example of capacity building - one which will assist in future out reach initiatives. Community capacity building is a core principle within the WEINN group and will be encouraged, supported and expanded over the six months out into the larger community.

## Communications and Public Involvement

There are several strategies that WEINN is looking at to encourage, support and expand community capacity building in the West End. A community webpage provides background and current information on the Program and the pilot project at

[www.vancouver.ca/weinn](http://www.vancouver.ca/weinn). Citizen's can join a membership list, become a volunteer or participate on a working group. All monthly community committee meetings are open to the public and average about six visitors per meetings. These visitors are interested persons with related backgrounds to the issues and feel compassionate enough to participate at this point.

The overall public involvement trend is increasing and is expected to continue as the Program goes out to the community over the next six months. A WEINN volunteer drive is planned for this spring as action plans become more defined and resource gaps are identified.

### **Official Launch and Open House - June 11**

An official program launch and open house was held on June 11, to publicly announce the Co-ordinated program and its first pilot project in the West End. Draft overviews of the four action plans were presented at the open house, along with a series of displays from each of the WEINN community member groups. These individual displays enabled the existing groups to network and expand their own memberships while remaining integrated around the four action plans as the WEINN group. Over two hundred citizens attended the three hour event. A questionnaire was circulated and its findings will be posted shortly and will be available for the June 28, 2005 Council meeting.

### **Government Participation and Networks**

The Co-ordinated Neighbourhood Response Program has a steering committee. The committee is comprised of senior Vancouver city and Vancouver Agreement staff, and three members from community committee, which always includes the WEINN chair.

Through the Program's steering committee, the WEINN action plans will be linked into various Vancouver Agreement task forces and other senior government ministries. Individual one-on-one meetings have already occurred with the Ministry of Human Resources and the Vancouver Coastal Health authorities and WEINN. As the Vancouver Agreement already has in place appropriate task forces to address related issues of the West End, the WEINN project will continue to network through this well established process, see Appendix E: Government and Community processes.

The city's NIST program is another important network for WEINN's action plans. A NIST representative sits on the community committee, the steering committee and the West End NIST group itself. WEINN meetings with the West End NIST's group have begun and will continue to as more detail objectives are developed.

### **FINANCIAL IMPLICATIONS**

Funding for this initiative was approved on July 28, 2004. This progress report does not have any financial implications at this time.

## CONCLUSION

This report is the first progress update on the Co-ordinated Neighbourhood Response Program. WEINN has prepared four draft action plans to address street level disorder issues that are impacting safety and liveability in the West End. Local community networks are forming between WEINN and other community partners with similar goals and objectives. WEINN, with the support of its community-based networks, is now ready to begin the public involvement and implementation phase starting this summer, 2005.

A final report on the Program's achievements and financial statements is expected for later this year in November. Council, at that time, may want to have a discussion on the potential of extending the Neighbourhood Response Program to other neighbourhoods that could also benefit from it.

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## APPENDIX A

### *WEINN Principles and Values* Roles and Responsibilities

## 1. WEINN Principles and Values

(established by WEINN - November 10, 2004)

- Diversity
- Inclusiveness
- Openness/Transparency
- Cooperativeness
- Commitment
- Relationships
- Learning
- Participation

## 2. WEINN Roles and Responsibilities

### A. The WEINN Community Co-ordinating Committee

#### *ROLES and RESPONSIBILITIES*

1. Identify local issues and actions already underway
2. Participate in problem solving
3. Develop action and evaluation plans (evaluation reporting - every 6 month)
4. Contribute to a monitoring process
5. Identify and Develop a community consultation process
6. Develop Principles and Value Statements
7. Participate for an initial 6 months - open extensions
8. Attend at least one meeting per month

### B. The Co-ordinated Neighbourhood Response Program Steering Committee

#### *ROLES and RESPONSIBILITIES*

1. Facilitate, at a senior level, a balanced partnership approach
2. Ensure appropriate community and government involvement and representation

#### *Community Members*

- Community Chair: Brent Granby
- Community Others (Res/Bus:1) Sheryl Williamson-Harms 2) Lyn Hellyar
- Term No. 2 of 4: May 2005 to November 2005

#### *Staff Members*

- General Manager of Community Services: Jacquie Forbes-Roberts
- Drug Policy Coordinator: Donald MacPherson
- Deputy Chief License Inspector: Barb Windsor
- Community Project Manager: Wendy Au
- Executive Director Vancouver Agreement : Isobel Donovan
- VPD District One Commander: Val Harrison
- NIST: Cliff Lemire
- Project Coordinator: Dana Walker

### **C. Project Coordinator**

#### *ROLES and RESPONSIBILITIES*

1. Ensure appropriate community representation
2. Assist in the prioritization of issues
3. Assist in the development of action and monitoring plans
4. Provide linkages between the Coordinating Neighbourhood Team and other levels of governments via the Vancouver Agreement
5. Oversee all community coordinating committee meeting logistics

### **D. Pilot Project's Mandate**

1. Facilitate a partnership between Community and Governments
2. Co-ordinate a community-based approach to address local street level public order, liveability and safety issues
3. Avoid the creation of another organization by supporting and enhancing exiting groups and organizations

### **E. WEINN Community Co-ordinating Committee**

Chair (established by WEINN - November 10, 2004)

#### *ROLES and RESPONSIBILITIES*

1. Chair must be a resident of the West End
2. Chair and Vice-Chair are for 6 month terms
  - Manage the meeting by reviewing the **Purpose** and the **Content** of the meeting
  - Ensure that information and ideas are shared among the committee members
  - Ensure the agenda is followed
  - Ensure records and minutes are taken and distributed
  - Ensure that any actions or decisions are understood and assigned accordingly
  - Develop ground rules for each meeting, including time schedules (Principles and Values statement has been approved)
  - Keep the meeting on track
  - Participate in group discussions as a member when required (your other hat)

Vice Chair (established by WEINN - May 25, 2005)

- Assist the Chair in coordinating and supervising the 4 Working Groups
- Oversee and set priority for the four Action Plans and develop implementation strategies for their respective objectives

### **F. WEINN Working Groups (created by the Community Committee)**

#### *ROLES and RESPONSIBILITIES*

1. Working Group Leader (or co-leaders) to be a member(s) of the Coordinating Committee
2. Participation on the Working Group is open to the public and special guests
3. Schedule for Working Group meetings to be approved by the Coordinating Committee
4. Workshops and open houses to be informal, including brainstorming and questionnaires/comment feedback.



5. Overall Efforts:

- Research background and current issues and related information with Project Coordinator
- Develop detailed local action plans (based on approved framework)
- Identify strategies and formulate recommendations for local actions
- Assist in the implementation of local actions
- Participate in the monitoring and evaluation of each local actions
- Actively recruit/encourage other community members to participate
- Oversees all meeting logistics: minutes and agendas, supplies and equipment.
- Reports all activities directly to the Coordinating Committee for approval and feedback.

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### *Action Plan Objectives*

#### *1. Homeless People: Action Plan #1*

- Consider a new recycling bottle depot in the West End for binners.
- Identify a site for a mobile meal program, and a shower and a mat (sleeping bed) program for homeless people.
- Expand and/or establish a second St. Paul's Anglican Church advocacy office to assist with income assistance and medical referrals.
- Open up existing, or improve service times to public washrooms for homeless people.
- Explore a day care centre for homeless people's street pets.
- Consider outreach programs and services for mentally ill people.
- Seek out local employment opportunities for homeless people.
- Consider support for the Binners' Association.

#### *2. Public Drug Selling and Use: Action Plan #2*

- Establish a local drug awareness and prevention program with the local schools, the neighbourhood house and the two community centres.
- Explore employment opportunities for drug users and recovered addicts with local BIAs and public service agencies. Expand Street Youth Services job contacts.
- Expand the needle (syringe) retrieval program throughout the West End.
- Continue to reduce open drug selling and use through the city's four pillar approach.
- Support and outreach program for harm reduction for drug addicted homeless people.
- Actively participate on the newly forming Burrard Street Integrated Street Youth Centre community advisory committee.
- Support "hard to house" persons in the West End and / or improve referral services to exiting sites.
- Discourage public recreational drug use.
- Support Crystal-METH watch programs.

#### *3. Property Crime and Illegal Street Behaviour: Action Plan #3*

- Support and consolidate the network of anti-graffiti programs and services based in the West End.
- Discourage urban camping in public areas through a network of public agencies.
- Reduce theft from autos by increasing public, business and tourist awareness.
- Develop information networks for anti-break and enter programs and services with the Building Managers Association.
- Develop anti-break and enter programs and services.
- Reduce shoplifting and pick pocketing and theft from persons.
- Reduce garbage in laneways and on streets.

#### *4. Unsafe Traffic and Pedestrian Intersections: Action Plan #4*

- Media campaign to inform cyclists, bladders and skateboarders to use the streets: sidewalks are for people.
- Media campaign to improve driving habitats by discouraging aggressive driving.

- Consider options for a pilot arterial street mid block crosswalk to reduce J-Walking.
- Consider more traffic calming measures on streets adjacent to schools and parks including signing 30 KPH speed limits.
- Seek to reduce neighbourhood impacts caused by recycling activities.
- Expand volunteer speed watch programs.
- Explore laneway greenings and support traffic calming measures.
- Explore bike boxes at arterial streets.
- Explore signal activation times and periods.
- Create and distribute a good Drivers' Code book.
- Encourage pedestrian friendly transportation modes

*end*

## APPENDIX C

### *West End Neighbourhood Networks*

1. **Faith Based** - local network of nine faith-based churches - *Established May, 2005*  
Goal: to coordinate a mobile meal program; to volunteer staff for a shower and a sleeping mat program.
2. **Street Pet Outreach** - local vets and community agencies - *Established May 2005*  
Goal: to coordinate day care services for street pets.
3. **Drug Awareness and Prevention** - local schools, community centres and orgs. - *Draft stage*  
Goal: to coordinate outreach and information
4. **Fresh Food Network** - local food stores and eating establishments - *Proposed*  
Goal: to coordinate food services to community groups and agencies assisting homeless people and people at risk of becoming homeless.
5. **WEINN volunteer network** - *In Process*  
Goal: community volunteer bank. Neighbourhood data collection, Monitoring collection, Fact finding and research, and so on
6. **Drug peer network** for drug users and recovered addicts - *Proposed*  
Goal: harm reduction and supportive services - 4 pillar approach
7. **Building Managers and owners' network** - *Proposed*  
Goal: to coordinate monitoring and information sharing related to crime, C-Meth labs, and Anti B&Es.

Others networks will form as the overall community integration becomes more defined and manageable.

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*List of Committee Members and Agencies*

West End – Coal Harbour Community Policing Centre	<b>Micheal Doucette</b>
Davie Village Business Improvement Association	<b>Jim Deva</b>
Davie Village Business Improvement Association	<b>Lynn Hellyar: Steering Committee Rep</b>
Downtown Vancouver Business Improvement Association	<b>Dave Jones and Paul Kovack</b>
Family Services of Greater Vancouver	<b>Rinata Aebi and Travis Kowalski</b>
Gay Lesbian Transgender Bi Community Centre	<b>Peter Toppings</b>
Gordon Neighbourhood House Association	<b>Elizabeth Storbo: Vice Chair</b>
St. Paul's Anglican Church	<b>Markus Dünzkofer</b>
United We Can	<b>Ken Lyotier</b>
West End Citizen Actions' Network	<b>Sheryl Williamson-Harms: Steering Committee Rep</b>
West End Community Association	<b>Brent Granby: Chair and Steering Committee Rep</b>
West End Resident's Association	<b>John Whistler</b>
West End Resident's Association	<b>Mardel Greenough</b>
West End Resident's Association	<b>Aaron Jasper</b>
West End Seniors Network	<b>Charlene McAllister - Interim</b>

*Steering Committee Members*

Davie Village Business Improvement Association	<b>Jim Deva</b>
Deputy Chief License Inspector- City	<b>Barb Winsdor</b>
Drug Policy Coordinator- City	<b>Donald MacPherson</b>
Executive Director Vancouver Agreement – VA	<b>Isobel Donovan</b>
General Manager Community Services Group- City	<b>Jacque Forbes-Roberts</b>
Inspector Patrol District One – VPD	<b>Steve Schnitzer</b>
Manager Special Projects – City	<b>Wendy Au</b>
Neighbourhood Integrated Service Team – City	<b>Cliff Lemire</b>
Project Coordinator – City	<b>Dana Walker – Chair</b>
West End Community Association	<b>Brent Granby</b>
West End Resident's Association	<b>Aaron Jasper</b>

*Government and Community Process*

