



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: December 7, 2006
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TO: Standing Committee on City Services and Budgets
FROM: General Manager of Community Services Group
SUBJECT: Co-ordinated Neighbourhood Response Program - Information Report

RECOMMENDATION

THAT Council receive the Co-ordinated Neighbourhood Response Program final report for information.

GENERAL MANAGER'S COMMENTS

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

COUNCIL POLICY

On July 6, 2004, Council approved \$200,000 in funding for a two year Co-ordinated Neighbourhood Response Program with the initial pilot in the West End.

PURPOSE

The purpose of this report is to provide a final progress report on the initiatives and achievements of the Co-ordinated Neighbourhood Response Program based on a two year pilot project in the West End, called WEINN - the West End Integrated Neighbourhood Network.

The final report is summarized in terms of major WEINN initiatives and achievements, and includes highlights of several key findings from an independent evaluation study.

BACKGROUND

On July 6, 2004, Council endorsed the Co-ordinated Neighbourhood Response Program in response to increasing concerns about disruptive street level activities such as aggressive panhandling, homelessness, public drug use, and other issues in individual neighbourhoods. The West End neighbourhood was chosen by Council as the pilot community to further develop the program over a two year period. Council's endorsement of this program originated from a series of Mayor's forums held in 2004, with input from citizens, neighbourhood groups and businesses, on the impacts of disruptive street behaviours.

The West End Integrated Neighbourhood Network (WEINN) was established in November, 2004, with a diverse membership. By February, 2005, WEINN had completed setting up its main internal committee framework with a set of principles and values, and a set of roles and responsibilities for its members. Other achievements included identifying and prioritizing five key street level issues to form the basis for WEINN's work over the next two years:

1. Homeless people
2. Public drug use and selling
3. Property crime
4. Illegal street behaviour and,
5. Pedestrian and traffic safety

To facilitate action plans to address the above issues, WEINN created working groups for each plan comprised of committee members and the public at large. These working groups proceeded to build networks and partnerships to further assist in the implementation action plans for the key issues.

On October 12, 2005, Council received an interim report on WEINN's progress for the first year of operation. Since that time, WEINN continued to build community awareness and support through its emerging networks and public outreach activities, and through its ability to clarify and broaden its membership base and administrative processes.

DISCUSSION

1. West End Integrated Neighbourhood Network (WEINN)

The goal of WEINN is to facilitate a partnership between community and government that co-ordinates a community-based approach to address street level public order, liveability and safety issues. The thrust of the program is to increase and build the capacity of local community groups already dealing with these issues. The purpose is not to create a new community organization, but rather to focus on co-ordination of the local initiatives and action plans. Wherever possible the Vancouver Agreement provides a vehicle for linking the community with other levels of government to facilitate and support partnerships.

WEINN aims to create a community-based integrated team. It is currently comprised of key agencies and organizations already involved in street level issues. They are mandated to identify local issues and activities already underway and to develop local action plans to further problem-solve these issues with the support of community and government partnerships. WEINN's membership includes fourteen community groups and two networks

that represent a diversity of interests including residents, businesses, government, religious organizations, youth, and seniors (see Appendix A, WEINN membership). A website was created to keep WEINN and the community in touch with each other, www.vancouver.ca/weinn. Through this diverse membership, WEINN builds community capacity to achieve and sustain its on-going work and to create a stronger sense of community and pride for the West End.

2. WEINN Initiatives and Achievements - Action Plans

Three working groups were established to develop action plans addressing the identified issues. Several action plan initiatives were implemented bringing together partnerships between community, business and governments (see Appendix B, WEINN action plans).

A) *Homeless People*

The community has identified working with "Homeless People" as their top priority, and numerous initiatives were piloted to address this.

A.1) Income Assistance Outreach Pilot

During the fall of 2005, WEINN partnered with the city's Housing Centre and the Ministry of Employment and Income Assistance to assist 24 homeless people off the streets, onto income assistance, and into a room on the same day. As of August, 2006, sixteen remained housed. WEINN had four of its members contribute a total of 250 volunteer hours to this initiative. As a result of this project WEINN has established an on-going relationship with the provincial government to continue escorting homeless people in the West End into the local Ministry office to obtain income assistance.

A.2) InterFaith Network

WEINN met with several West End churches to discuss its action plans and to solicit their participation. This had results in ten churches coming together to form the InterFaith Network. This network meets monthly and seeks to support and enhance services and programs that serve the homeless population. Services include meals, sleeping mats and advocacy referrals and assistance. The InterFaith Network has a close working relationship with WEINN - it updates and co-ordinates its activities with WEINN's action plans.

A.3) Homeless People Counts

WEINN participated in two official homeless counts in 2005, and 2006. WEINN uses the count data to further its own action plan objectives, based on direct feedback from homeless people. Knowledge learned can help to shape services and increase access to meals, sleeping mats and health care programs. WEINN contributed over 75 volunteer hours to the 2005 count. In 2006, over 20 WEINN and community volunteers conducted a second count. Data gathered are used to formulate plans for more direct outreach services to the homeless population. Over 200 volunteer hours were contributed to this project. Results of the 2005 and 2006 counts are available on WEINN's website. A very successful initiative has been the development and circulation of WEINN's "Homeless, Needing Help in West End?" pamphlet, available in both English and

French for the homeless population. The pamphlet provides contact information, numbers and addresses for their day to day needs, including day jobs, health care and shelter locations.

A.4) Laneway Clean up Project

The goal of the laneway cleanup project is to build on current working partnerships which WEINN has established. This project brought together local community groups working with City Engineering, Drug Policy unit, other agencies such as ICBC and Vancouver Coastal Health to improve streetscape cleanliness by employing homeless people to clean up laneway, identify appropriate locations for installation of needle boxes etc. This initiative also serves as a team building exercise for WEINN members. Highlights of the laneway cleanup project include: training and hiring homeless people for day jobs, removing graffiti, needles and trash on a regular basis, and the potential for greening and beautification works.

B) *Public Drug Selling and Use, Property Crime and Illegal Street Behaviour*

B.1) Neighbourhood Needle Assessment

WEINN has been instrumental in partnering with Vancouver Coastal Health's needle recovery program to conduct a neighbourhood survey and assessment to expand the program into the West End. WEINN helped to support the initiative at the street level and participated in the site selection for future installation of three boxes. WEINN will continue to work with its partners after the boxes are installed to monitor and evaluate the program from the community's perspective.

B.2) Increased Drug Monitoring and Enforcement at Bute and Davie

WEINN, through its local community police office and working group, has developed a much closer working relation with the police department. The working group actively supports the increased drug enforcement and street patrols at Bute and Davie. This has resulted in a reduction of drug activities in the immediate area.

B.3) Support and Advocacy for Sanity 365

WEINN invites speakers and organizations to its monthly meetings to learn and share information on current trends and issues related to its action plans. Sanity 365 is a daily help book published by a local community organization and distributed to homeless people and persons with drug addictions. WEINN purchased 25 books (\$250.00) for local distribution.

C) *Pedestrian and Traffic Safety*

Another priority issue WEINN identified was pedestrian and traffic safety issues. This includes street and laneway speeding, seniors' safety on sidewalks and noisy motorcycles.

C.1) Workshop Forum

The Pedestrian and Traffic Safety working group held a public workshop on its draft action plan to solicit feedback from the community and establish priorities. Workshop findings show that majority of residents support Engineering changes to local streets in an effort to effect safety; this is to be followed by enforcement, education and encouragement. The group also want to enhance laneways by slowing down speed and creating public arts & greenings in several laneways.

3. Highlights from WEINN's Evaluation Study

WEINN commissioned an independent evaluation study in May, 2006. It appointed an evaluation committee to oversee the study, which included a self assessment survey for each member, past and present, and a separate interview process for key community informants.

A. Three key WEINN successes were identified:

1. Community Outreach Activities:

- soliciting and engaging public feedback on work "to date" at public events, and
- developing an extensive media portfolio, television, radio and newsprint and, creating a neighbourhood pamphlet.

2. Opening Up Communication Channels and Networks:

- establishing the InterFaith Network, and
- advancing the Needle Recovery program, and hosting a public workshop on pedestrian and traffic safety.

3. Developing Comprehensive Neighbourhood Action Plans:

- identifying and developing three local action plans, and
- creating working groups to implement the plans, and soliciting feedback on the plans from partners and community.

B. Three key WEINN challenges were identified:

1. On-going Implementation of Action Plan Objectives:

- WEINN continuously reviews local objectives to re-assess their priority due to the short time period associated with the pilot project and limited resources including committee volunteer time and project funds.

2. Limited Resources for Action Plan Implementation:

- WEINN's main focus is not on acquiring funds, but rather building partnerships with other groups and governments to implement its plans. Social issues are complex to address with investment of major dollars in areas such as homelessness and drug addiction.

3. Inconsistent Committee Attendance:
 - WEINN is a community-based volunteer committee.

- C. Four key recommendations were presented for consideration by WEINN to improve its effectiveness as a diverse community-based committee:
 1. Decision Making Processes: Accountable, Traceable and Transparent:

WEINN will continue to create more effective decision making processes by addressing internal team building and conflict resolution issues. Recent committee improvements include uploading all agendas and minutes on the website in a timely manner and retaining an external consultant to assist in a team building workshop.

 2. Formalizing Communications between Member Groups and Project Coordinator:

WEINN is largely responsible for its committee processes and protocols and will continue to formalize its “on-going” set of Roles and Responsibilities and Guidelines to assist new and existing members to more effectively carry out their duties. These advances will continue to foster greater communication among its diverse member groups.

 3. On-going Funding needed to Implement Action Plan Objectives:

On-going funding is important; however, WEINN is focused primarily on partnership and network development to implement its action plans. Identifying resource gaps and filling them with existing non-funding resources first, like with volunteer help, ensures that projects do not become solely dependent on funds.

 4. Increasing WEINN’s Public Visibility:

WEINN can increase its public visibility through more community outreach activities, but needs to balance off community expectations with that of its ability, as a volunteer community-based network, to deliver on these expectations as it implements its action plans.

NEXT STEPS

This program was piloted in the West End with the intention to learn its applicability to other neighbourhoods. After two years of intensive work with only one staff position it is obvious that the work needs to be supported by an inter-disciplinary staff team due to the complexities of issues related to street disorder. However, the process has proven to be valuable in bringing together the community, supporting the emergence of leadership and having residents and businesses working together for the betterment of their own neighbourhood. At this time, the WEINN group has a successful community-based committee framework in place to further integrate and coordinate its work. The community committee has a diversity of memberships including neighbourhood house, crime prevention office, community centre, residents association, faith based organization, businesses, etc. This network continues to expand and grow the capacity of the West End through working groups to address street level disorder issues. As WEINN enters a transitional phase following the two year pilot, it is now able to draw upon an internal committee framework that is well established and sustainable in many respects. Through contacts and the network already established with a variety of government agencies, the work of WEINN will continue. The

WEINN citizens committee has expressed its intention to continue implementation of their work plan. The City is also committed to maintain our liaison and support with WEINN as well as providing assistance to facilitate participation from the Vancouver Agreement and other senior government agencies as appropriate. Staff is confident that WEINN will continue to play a key role in building and sustaining its overall community capacity for the West End. Staff would like to thank the community participants for their dedicated participation.

One of the key learnings from this project is the complexities of issues related to street disorder, the intensity of the work involved, and the need for time and support to nurture relationships within the community and with other government, particularly Provincial ministries. This obviously is beyond the job of one staff person. Staff has learned that the task of facilitating a partnership between community and government and co-ordination of a community approach to address street level public order, safety and liveability issues requires support of an inter-disciplinary staff team. The work fits better within an official Neighbourhood Planning process with appropriate resources. Therefore the learning from the West End pilot is best being integrated in the upcoming Mount Pleasant Community Planning program which will be a more comprehensive approach to neighbourhood area planning and will include neighbourhood level social issues. This approach integrates the City's recent experience with Community Visions and Neighbourhood Centres, with that of a new social action component similar to that of WEINN. Staff believe that together, this new approach will be more integrated and sustainable in addressing short and long-term street level public disorder issues, while at the same time developing longer term community planning objectives and policies.

FINANCIAL IMPLICATIONS

This final information report does not have any financial implications at this time.

CONCLUSION

The Co-ordinated Neighbourhood Response Program has successfully completed its two year pilot project, WEINN, in the West End. It has built community awareness and support by integrating and co-ordinating groups and organizations already working on street level issues. Through this process WEINN has been able to identify and create comprehensive action plans for implementation in the West End to address safety, liveability and public order issues. WEINN has completed a neighbourhood flyer highlighting some of the following completed projects noted above (see Appendix C, Neighbourhood Flyer). WEINN, and the InterFaith network, are currently working toward a fall/winter schedule to further their co-ordinated efforts and to implement additional action plan objectives in the future. In early 2007, WEINN is planning to review their structure and governance, and elect new executives, as they enter into a new phase after completion of the pilot program. With the support of current and future partners, and its networks, members of WEINN plan to continue their work to build a safe and liveable West End.

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WEINN's Coordinating Committee and the InterFaith Network Membership List

1. WEINN's Community Coordinating Committee
 1. Downtown Vancouver Business Improvement Association
 2. Family Services of Greater Vancouver
 3. Gay Lesbian Transgender Bi Community Centre
 4. Gordon House Youth SEARCH
 5. Gordon Neighbourhood House Association
 6. Ministry of Employment and Income Assistance
 7. Mole Hill Housing Society
 8. St. Paul's Anglican Church
 9. United We Can
 10. West End – Coal Harbour Community Policing Centre
 11. West End Citizens' Action Network
 12. West End Coal Harbour Community Centre Association
 13. West End Residents Association
 14. West End Seniors' Network

2. InterFaith Network
 1. Central Presbyterian
 2. Christ Alive Church
 3. Christ Church Cathedral
 4. City in Focus
 5. Coastal Victory Church
 6. First Baptist Church
 7. Guardian Angels Parish
 8. Jewish Downtown Community
 9. Rainbow Community Church
 10. St. Andrews-Wesley United Church
 11. St. John's United Church
 12. St. Paul's Anglican Church
 13. Street Pet Network

WEINN's Three Draft Action Plans: Completed, Pending and Proposed and the Laneway Cleanup Project

1. Homeless People
2. Public Drug Selling and Use / Property Crime and Illegal Street Behaviour
3. Pedestrian and Traffic Safety
4. Laneway Cleanup - Consolidated Action Plan

Homeless People		
1. Objectives Completed	Objective Overview	Outcomes and Outputs
1.1 Official Homeless Count 2005	Purpose: to conduct a one to one interview survey of homeless people in the West End. Overview: 10 WEINN and neighbourhood volunteers contributed over 90 hours of time to help interview 112 homeless people on March 15, 2005. Results online at www.vancouver.ca/weinn	Data collected helps to explain "why" people are homeless. WEINN uses the information to advocate for greater services and programs in the neighbourhood and to understand the complexity of homelessness. Increased access to employment and income assistance, affordable housing, drug addiction and mental health services are possible outcomes. WEINN partnered with SPARC BC and other volunteers to conduct the count.
1.2 Official Homeless Count 2006	Purpose: to conduct a second survey of homeless people in the West End for comparison reasons. Overview: 21 WEINN and neighbourhood volunteers contributed over 200 hours of time to help interview 97 homeless people on April 11, 2006. Results online at www.vancouver.ca/weinn	WEINN initiated the 2006 Count, covering all project costs \$6,000 consultant fees for training, logistics and data analysis.
1.3 Income Assistance Outreach Project	Purpose: To reduce barriers to income assistance for homeless people wanting to access welfare. Overview: 5 WEINN members worked with staff from MEIA and City housing to assist 24 homeless people off the streets and onto income assistance in the fall of 2005.	For every homeless person that gets off the street, we save on average \$12,000 per year. Homeless people have increased access to even more services and programs while on income assistance. WEINN partnered with MEIA and City Housing on the Terms of Reference and during the operation of the pilot for two weeks. Over 70 volunteer hours donated.
1.4 Homeless Pamphlet	Purpose: Pamphlets offer contact information and directions to homeless people accessing services and programs in the neighbourhood. Overview: Pamphlets are in English and French languages, Spanish to be added. On-line access to printing off the brochure increases its use.	Homeless people can access basic services, including food, employment and shelter and they serve as an initial step to reconnecting people back to society. Thousands of pamphlets have been handed by WEINN members over the last year, largely through its member groups, including the InterFaith network.

1.5 InterFaith Network	<p>Purposes: To network religious organizations to address basic homeless people's needs: food, meals, sleeping, socializing, etc.</p> <p>Overview: Over ten different churches and one temple are working together to address "day to day" needs of the homeless population</p>	<p>Increased awareness of other religious-based neighbours. Reduces proposed services. Networks share volunteers and resources. Network goals statement for 2007. All minutes and agendas are on line.</p>
2. Draft Objectives Pending	Objective Overview	Outcomes and Outputs
2.1 Bottle recycling depot	<p>Purpose: To support and enhance neighbourhood recycling opportunities for homeless people.</p> <p>Overview: WEINN is reviewing possible recycling alternatives: depots, mobile outreach services, and expanding laneway pick ups. Drugs Property Crime and Illegal Street Behaviour Working Group addressing maximum return rates and limited single sales.</p>	<p>To reduce noise and unsightly laneways. Also increases recycling opportunities to general public at large. Employment and training programs to be explored at future operations for the homeless. United We Can searching for possible satellite in Downtown area.</p>
2.2. Street Pet Network	<p>Purpose: To provide for a safe and healthy environment for street pets and their owners.</p> <p>Overview: Explore employment opportunities for dog care, food service, dog walking and grooming services.</p>	<p>Safe site for pet owners to visit to share information, leave their pet while exploring job opportunities, health appointments and so forth. Dog care is often a stepping stone to getting the owner to find housing in the long run. First Baptist testing out shelter provisions for a few dogs in 2006. Cages potentially needed if test is successful.</p>
2.3 Expand Referral Services to Advocacy Office	<p>Purpose: St. Paul's advocacy office requires expansion to meet increase demand, Current operations are limited by funding to pay one staff person, volunteers complete all other operations.</p> <p>Overview: Increased funds and volunteers needed to expand hours and operations.</p>	<p>The advocacy assist low income earners as well as homeless people connect into day to day services. Increased referrals and approval successes enable population to remain housed or to obtain housing, employment and other valuable services.</p>
2.4 Increase access to Public Washrooms	<p>Purpose: Provide safe and clean washrooms for homeless people.</p> <p>Overview: Drugs, Property Crime and Illegal Street Behaviour working group targeting Davie street area for one automated facility as part of city initiatives throughout downtown and eastside.</p>	<p>Reduce public health issues: lack of washrooms and service times result in public use of parks and laneways as washroom facilities. The new service is free. WEINN to monitor the activities and results once installed.</p>

3. Draft Objectives Proposed	Objective Overview	Outcomes and Outputs
3.1 Expand Cold Wet Weather Shelter	Purpose: Provide more sleeping mats and meals services to meet homeless population demands in West End. Overview: First Baptist church only West End facility to offer mats. Expansion is limited by funding levels and facility layout.	More options for where people can sleep locally. Fewer people sleeping out in the cold wet weather as result, and reduces impact to public areas like parks. Increased access to other services and opportunities to obtain housing.
3.2 Expand Extreme Cold Wet Weather Shelter	Purpose: Provide more sleeping mats and meals services to meet homeless population in West End. Overview: facilities need to be less permanent to meet the shorter time line, i.e. a community centre.	More options for where people to sleep in extreme cold weather during the height of winter, Dec to Feb. Short term need in very cold weather.

Drug Selling and Use / Property Crime and Illegal Street Behaviour		
1.Objectives Completed	Objective Overview	Outcomes and Outputs
1.1 Neighbourhood Needle Recovery Program and Assessment	Purpose: To conduct a survey to assess need for a Neighbourhood Needle Recovery Program with Vancouver Coastal Health. Overview: WEINN and local supporters to assess the need for boxes and possible installation this fall, 2006.	WEINN built up community awareness and understanding through outreach information as part of assessment by VCH. Circulated letter to residents and business communities. Future installation for three boxes and sites pre-selected based on findings. Fewer needles in private and public areas as people can discard them in the community boxes.
1.2 Jim Diers's Conference	Purpose: To inform members about other community capacity building models. Overview: City of Seattle model improving safety and liveability in neighbourhoods from the community's respective. WEINN was a co-sponsor.	New insight into community capacity building and potential successes based on real life outcomes and outputs from another city. WEINN to host 2008 spring conference here in Vancouver. WEINN sent a representative to Calgary at the last conference for Safe Streets Safe Cities.
1.3 Sanity 365 Daily help for Sane Living	Purpose: To assist homeless people, and others, with drug addiction to seek help and reconnect back with community. Overview: WEINN has hosted an information session with 365 sanity representatives and purchased 25 books for local distribution (\$250).	WEINN built up information resources on drug addiction issues in the West End. Actively sponsors and supports further enhancements to the 365 initiative, including advertising for their weekly neighbourhood sessions at St. Paul's Church. More people accessing and learning about these drug issues the more likely they will connect back into society for help.

1.4 Increase Drug Monitoring and Enforcement at Bute and Davie.	Purpose: To disrupt open drug use and selling at a neighbourhood intersection. Overview: WEINN encourages and supports police efforts to reduce drug use and selling in the West End. Efforts underway with Trespass legislation to address loitering in the area - persons needing income assistance can now be assisted by WEINN and local provincial office (MLA) to obtain application for income assistance - this removes a previous access barriers.	Reduced drug use and selling in the West End. Closer working relationship between police and community members has been created. Improved relations with provincial government.
1.5 On-going support for Directions Youth Services at 1134 Burrard St.	Purpose: WEINN representative sits on the facilities' advisory committee. Overview: WEINN supported the early initial stages of the project as well and continues to support youth services in the West End.	WEINN has chosen the laneway behind Directions for its first consolidated action plan project called, Laneway Cleanup.
1.6 Dr. B McEwen's Metal Health Project	Purpose: To assist homeless people with mental illnesses. Overview: WEINN with support of province can assist persons with serious mental illness to be assorted to hospital via ambulance as part of the Dr. B. McEwen's project.	WEINN is partnership with the province and police are better able to assist persons with mental illness needing income assistance. Increased coordination between community, police and medical experts.
2. Draft Objectives Pending	Objective Overview	Outcomes and Outputs
2.1 Installation of 3 Neighbourhood Needle Boxes	Purpose: To reduce open disposal of needles in private and public areas. Overview: WEINN is working with Vancouver Coastal Health's Needle Exchange program to integrate and coordinate West End needle recovery issues.	Reduce the amount of drug paraphernalia in public areas, including laneways, parks, school and private areas as well, like hotels and restaurants. Provides a safe disposal option for businesses and residents, as well as drug users, to dispose of needles. No needles are provided at these locations, strictly recovery. Potential for WEINN to reproduce pamphlet of VCH and distribute to local neighbourhood to build further capacity.
2.2 Host city for the Safe Streets Safe Cities conference in 2008.	Purpose: To provide a public forum on capacity building alternatives on safety and liveability issues: Overview: WEINN attended conference in Calgary 2006, and now main advocates for 2008 in Vancouver	Increased awareness and potential for local community capacity building. Increased networking at national and international levels.

2.3 Increase access to Public Washrooms	Purpose: Provide safe and clean washrooms for homeless people and general public. Overview: One automated facility on order for the Davie Village area as part of city wide initiative	Reduces use of private and public open spaces for washroom purposes. To be monitored for local impacts to proposed Davie Street site once installed.
2.4 Drug Awareness and Prevention Network	Purpose: To provide the West End with a network on awareness and prevention. Overview: WEINN has solicited several organizations via letter in the West End - project placed on hold due to previous school strike.	Part of Drug prevention strategy - four pillar approach. To create a network along the lines of the InterFaith Network dealing with drugs.
2.5 Drinking and Driving Counterattack	Purpose: Reinstate Drinking and driving counterattack with ICBC, police in Vancouver Overview: WEINN's working group now working with provincial government to review schedule	Safer streets initiative to reduce drinking and driving in the downtown area generally. Could be linked in with Pedestrian and Traffic safety initiatives - speed radar, etc.
2.6 Information and educational brochures	Purpose: To provide current and factual information to residents and business population on crime issues generally. Overview: Crime prevention association, Board of Trade and other sources provide literature that can be transformed and changed to address West End issues by WEINN	Kids and Crime and other tools kits. What to do about aggressive panhandling, what not to leave in your car and other simple but effective ways of protecting oneself for crime.
3. Draft Objectives Proposed	Objective Overview	Outcomes and Outputs
3.1 Support for the assertive outreach drug assessment and response	Purpose: to provide direct service to people out in the streets during emergency Overview: builds on Dr. McEwen's project noted above to expand in other areas of need, i.e. to follow up with homeless people that have just gotten off to streets and onto income assistance.	Quicker aid and referral for people needing immediate help. Proactive approach often referred to as " case finding". Car 87 and the Dr. McEwen are examples.
3.2 Support anti-graffiti programs and services	Purpose: reduce graffiti	Reduce graffiti
3.3 Reduce urban camping	Purpose: reduce open camping on beaches and in parks, school and other public areas.	Reduce camping. Reduces camp fires, litter and impacts to sleeping residents adjacent to these facilities.
3.4 Discourage aggressive panhandling	Purpose: reduce aggressive behaviours. Literature available to be transformed into neighbourhood flyers specifically for the West End.	Reduce panhandling

3.5 Reduce shoplifting, pick pocketing and theft from persons	Reduce shoplifting, pick pocketing and theft from persons	Reduce shoplifting, pick pocketing and theft from persons
3.6 Reduce theft from autos	Reduce theft from autos	Reduce theft from autos
3.7 Reduce break and enters	Reduce break and enters	Reduce break and enters. Increase Block, Apartment and Park Watch programs

Pedestrian and Traffic Safety		
1. Objectives Completed	Objective Overview	Outcomes and Outputs
1.1 Public Workshop and Information Session on Draft Action Plan	Purpose: To present draft objectives and seek feedback from public on the action plan. Overview: WEINN's Working Group leaders held a three hour workshop, over 25 people attended. Priorities were established for next steps.	Workshop established a set of priority from the community respective. Working group leaders lead the workshop session and assist in review of findings and setting of priorities.
1.2 Pedestrian and Traffic Safety network established	Purpose: To network partners with similar interests and concerns around pedestrian and traffic safety. Overview: the following groups attended and form the initial partnership list: ICBC, SmartGrowth, City Engineering, BEST, Translink, NIST, and West End Coal Harbour CPC office	Workshop findings show that the majority support Engineering changes to local streets to affect safety, followed by Enforcement, Education and Encouragement as the four approaches to improving safety and liveability. The majority of participants support WEINN's approach to solving pedestrian and traffic safety. Feedback received for the following areas: Pedestrians, Laneways and alleys, Sidewalks, Streets, and Traffic circles.
2. Draft Objectives Pending	Objective Overview	Outcomes and Outputs
2.1 Follow up on the findings from the Public Workshop of December, 2005	Purpose: To provide feedback to workshop participants and establish next steps. Overview: Work to start on implementing objectives as listed in the next section: under Proposed.	On-going feedback helps to direct limited resources to areas most important to the community. Assist WEINN to better target future partners and resources.

2.2 Laneway Greening and beautification	Purpose: To enhance laneways by slowing speed and replacing garage with greenings and public art - murals. Country lanes. Overview: Work to start with the WEINN combined Laneway Cleanup Project 2006	Safer and cleaner laneways
3. Draft Objectives Proposed	Objective Overview	Outcomes and Outputs
3.1 Increase speed radar check with local Community Police Centre.	Purpose: Local Community Police Centre has radar equipment and training. Overview: drivers are issued a warning in lieu of a ticket - education and encouragement approaches.	Safer streets
3.2 Reduce or eliminate J-Walking.	Purpose: Increase safety and reduce pedestrian and traffic conflicts. Consider a Mid-Block crossing on a pilot basis.	Reduce personal and vehicle accidents
3.3 Increase media campaign for helmet safety.	The following to be reviewed with Workshop Findings.	
3.4 Increase media campaign for proper use of Traffic Circles.	The following to be reviewed with Workshop Findings.	
3.5 Increase and/or review safety signage around schools and community parks.	The following to be reviewed with Workshop Findings.	
3.6 Install a "zebra" type crosswalk in a high pedestrian area.	The following to be reviewed with Workshop Findings.	
3.7 Consider more "reduced" speed areas in the West End to less than 50 km's.	The following to be reviewed with Workshop Findings.	
3.8 Target aggressive drivers at high impact intersections, and MADD.	The following to be reviewed with Workshop Findings.	
3.9a Encourage car pooling, co-ops and rental sharing. Support taxis and jitney services	The following to be reviewed with Workshop Findings.	

3.9b Advocate for improved bus times, increase neighbourhood routes, and smaller buses	The following to be reviewed with Workshop Findings.	
3.9c Relocate and resign parking arrangements and priorities to improve effectiveness.	The following to be reviewed with Workshop Findings.	

Laneway Clean Up project - <i>In Process as of September 2006</i> Consolidated Action Plan No. 1							
Action Plan Area	Objective / Project Details	WEINN's Partners	Working Group	Action / Owner	Outputs	Outcomes	Status
#1 Homeless People	Increase job training, experience and employment	United We Can; SYJA	Brent Granby Jim Deva	WEINN to review training needs and funding cost to hire "x" homeless people for "x" wks	Number of jobs before, during and after completion.	Increased employment opportunities and job training capacities. Develop and/or strengthen community partnerships.	x
	Reduce binning and recycling impacts on the immediate neighbourhood	United We Can (Binnners' Association); Local BIAs, City Engineering, Pacific Encorps, Common Ground Solutions	Brent Granby Jim Deva	WEINN to review "best practices" of partners in the field operations	Number of complaints before and after from recycling activities. Number of bags of garbage collected before and after.	Increased cleanliness. Reduced noise. Improved streetscape. Developed and/or strengthened community partnerships.	x
#2 Public Drug Selling and Use and Property Crime and Illegal Street Behaviour	Conduct needle sweeps and install sharps boxes	SYJA; Local BIAs; City Drug Policy and Engineering, VCH	Sheryl Williamson-Harms	Vancouver Coastal Health conducting an inventory of neighbourhood to assess need for boxes.	Number of boxes before and after. Number of needles discarded in laneway before and after.	Increased Job Opportunities. Develop and/or strengthen community partnerships.	underway
	Increase enforcement: police and community patrols; block and apartment watch	City Police; West End Coal Harbour CPC;	Sheryl Williamson-Harms	WEINN to review Block and Apartment Watch programs	Number of B&E's before and after. Number of watch programs and number of participants before and after.	Reduced number of Break and Enters. Developed and/or strengthened community partnerships.	x

	Reduce graffiti and maintain "graffiti free"	DVBIA; City Graffiti Management Program; Neighbourhood Matching Fund	Dave Jones	WEINN to review Graffiti Program: paint, and possible artist/community wall murals	Number of tags before and after. Number of murals (artist or community) before and after.	Graffiti artists and community art opportunities to connect - before, during and after. Developed and/or strengthened community partnerships. Developed sense of ownership and stewardship. Developed personal skills.	X
	Reduce laneway trash and reduce theft from autos	Local BIA's, ICBC and WECHCPC	Dave Jones	WEINN to review Cleanscapes (dumpster free zones) and ICBC anti-crime programs	Number of reported TFA before and after.	Developed and/or strengthened community partnerships	X
#3 Pedestrian and Traffic Safety	Increase Traffic calming; greening projects	City Engineering; Local BIA's	Melanie Graham John Whistler	WEINN to review opportunity to "green" and beautify laneways	Number of traffic calming items at start, during and at finish.	Opportunity to connect BIAs and local residential groups. Developed and/or strengthened community partnerships.	X
	Increase Disabled Parking	City Engineering; Local BIAs	Melanie Graham John Whistler	WEINN to review special needs of local residents and businesses	Number of parking spaces at start, during and at finish.		X
#4. WEINN general	Increase community capacity	Community volunteers; Faith Based and Street Pet Networks	Dana Walker	WEINN to promote publicly	Number of volunteers at start, during and at finish. Number of flyers, ads and outreach items before and after.	Increased public awareness. Increased WEINN recognition and value	X
	Increase access to supportive services	Bute Street Clinic, St. Paul's Hospital, Dr. Peter Centre, Three Bridges, MEIA	Dana Walker	WEINN to coordinate outreach and office services. WEINN to expand Homeless Pamphlet with boarder services.	Number of referral to supportive services before and after. Number of new services added to the HP.	Increased access to existing services. Increased number of homeless people receiving income. Increased number entering housing.	
	Increase access to resources and monies	Vancouver Agreement partnership - existing funding programs	Dana Walker	WEINN to research and list out related funding sources	Number of funding partners before and after. Number of programs applied to and approved.		

WEINN

Working together for safety and liveability in the West End



WEINN meetings are held monthly



Volunteers returning from a 5:30 a.m. homeless count



One of four sub-committee Working Groups

Help build the West End's community capacity - become a neighbourhood partner or volunteer!

www.vancouver.ca/weinn

Neighbourhood safety & liveability

The perception of safety and liveability in a neighbourhood is important to the well-being of its citizens. The West End is certainly no exception with the added challenge of being Canada's most populated urban area at 42,120 (2001) people. The West End also has a significant homeless population.

WEINN has identified three main draft Action Plans to address key safety and liveability issues, concerns and opportunities:

1. Homeless People
2. Public Drug Use and Selling and Property Crime & Illegal Street Behaviour
3. Pedestrian and Traffic Safety

WEINN has created a Working Group for each action plan. Draft objectives and goals are further discussed in detail in these groups. Membership is open.

WEINN's co-ordinating committee

So who is WEINN? WEINN is a community-based network representing over a dozen residents, businesses and community organizations that are currently involved in community initiatives including the action plans. Committee membership is open and reviewed monthly at regular WEINN meetings. As of September 1, 2006, WEINN's membership includes 12 groups and 2 networks that in turn network with over 10,000 individuals.

WEINN's networks

As part of WEINN's mandate networks may be formed around specific action plan interests. The InterFaith and Street Pet networks, for example, include over 15 additional groups that

address the basic needs of homeless people, like meals, sleeping mats and advocacy work.



InterFaith and Homeless Street Pet networks

Co-ordinated neighbourhood response program

The West End was chosen as the first neighbourhood in Vancouver to pilot the city's Co-ordinated Neighbourhood Response Program (2004-2006). The community's committee named its specific response program, WEINN.

Community and government partnerships

WEINN works with the Response Program's Steering Committee to develop integrated and co-ordinate partnerships to implement projects, programs and services, based on a shared vision by the West End. Partners could include City Engineering and Vancouver Coastal Health for example.



Public outreach

WEINN is committed to public input and involvement. WEINN attends numerous community events throughout the year to get the word out and to get feedback. Workshops and media coverage are other opportunities.



Public workshops and open houses bring people together

WEINN outcomes & outputs

Official Homeless Count 2005

On March 15, 2005, a homeless survey and interview process was conducted, 8 WEINN members volunteered and here's what they found out:

- 112 people slept out on the street
- 50% report substance abuse
- 30% report mental health issues
- 66% came from somewhere in B.C.

Official Homeless Count 2006

In 2006, on April 11, 21 West End citizens volunteered to conduct the same process, and here's what they found out:

- 97 people slept out on the street
- 50% report substance abuse
- 20% report mental health issues
- 50% came from the Downtown Eastside



3 hour volunteer training session - homeless count

WEINN uses this statistical information to advocate for income, employment and mental health and substance abuse improvements for homeless people. The West End, however, lacks many of these services and programs. So, in the short term WEINN has produced a homeless street pamphlet in English and French that lists out available services. They assist homeless people to access day jobs, health clinics, showers, or to meet new friends and develop on-going connections with service providers. Copies available on line at www.vancouver.ca/weinn.

Income Assistance Outreach Project



community volunteers - briefing at 6 a.m.

In the fall of 2005, WEINN partnered with the Ministry of Employment and Income Assistance and Vancouver's Housing Centre to assist 24 homeless people off the street and into housing in the same day. The first in B.C.! As of August 2006, WEINN is pleased to report that 16 are still in housing - a major step in getting off and staying off the streets. On average each homeless person costs taxpayers about \$12,000 more each year to access additional public services.



Homeless people living out on the streets were targeted first as part of the Income Assistance Outreach project.

Future WEINN Projects

Proposed Laneway Clean-Up Project Cleaning up our laneways while employing the homeless and connecting them into medical and health services is very important - and community volunteering opportunities will be encouraged. Through partnerships with our civic and provincial governments, WEINN is looking to start this fall, in an alleyway soon to be identified.



Improving our laneways -working in partnership with Street Youth Job Action, local businesses and residents.

Action Plans The four draft action plans have many more goals and objectives identified that can be grouped into even larger projects and programs, but we need you and your input to keep things moving.

Volunteer opportunities

InterFaith Network provides meals, lunches, sleeping mats programs and can use more volunteers.

WEINN several projects have already completed; the Official Homeless Count surveys of 2005 and 2006, and the successful Income Assistance Outreach project in the fall of 2005. These all required volunteers to make them happen. For example, WEINN needs its Homeless Pamphlet translated into other languages...want to help us do more?

Yes, I want to get involved!

There are two easy ways...

1. Call 604.871.6780 and speak to our co-ordinator, Dana Walker or
2. Visit www.vancouver.ca/weinn and sign up today.