



SURREY COMMUNITY COUNCIL ANNUAL REPORT 2008

CHAIR SUMMARY

Surrey Community Council members share the stated goal to be a productive and effective council. Each council member is committed to increasing awareness of and access to services for CLBC service recipients and their families. To that end, we have worked at educating ourselves and understanding how we can work towards meeting and exceeding our strategic plan's goals and objectives.

Highlights:

2008

- Council determination of theme areas for future research on community need
- Development of survey for CLBC Surrey/White Rock community
- Preparation and mail-out of community survey (950 surveys)
- PHASE I: Survey intake and data collection
- PHASE II: Survey follow-up... "Community Conversations"
- Link and dialogue with other LML Councils (Chairs & Vice-chairs)

2009 so far...

- Council membership replenishment; formation of recruitment sub committee
- Development of an action plan to formulate a recommendation to CLBC re: Planning and prioritization for those with aging parents
- PHASE III: Identification of target initiatives based on PHASE I + II Survey data
- PHASE IV: Establishment of sub-committees to lead / participate in community focus groups as follows:
 1. Transportation Services Improvement
 2. Task Force on creating meaningful connections through dedicated planning for *Life-Long Learning, Employment and Recreation Opportunities*
- The council's vision is to oversee an inclusive, thoughtful, and positive process in which community stakeholders are engaged in dialogue for the purpose of taking constructive steps towards positive social change. We hope to continue to approach this using an Appreciative Inquiry model of strengths based planning.

KEY INITIATIVES

BUILDING WELCOMING COMMUNITIES

Our work is ongoing in responding to and educating ourselves in order to uphold the vision to support “Good lives in welcoming communities”.

Future plans are to invite key community stakeholders to participate in follow-up focus groups or to ensure council representation in existing community forums to address those areas identified as critical for residents. As we move forward to the coming year, we will continue to involve community in a coordinated response to several key areas in the following ways:

1. Transportation Services in the Surrey Region...

Council members are in the process of determining what groups and community initiatives are underway. We will ensure that informed members become involved as a way of ensuring the CLBC community has a voice as concerns are heard and decisions are made at community tables.

2. Creating meaningful connections through dedicated planning for Life-Long Learning, Employment and Recreation Opportunities...

Isolation, lack of fulfillment and loneliness were common themes in our survey results and community conversations. Also dominating the conversations was a belief that engagement in life-long learning, employment and recreation and leisure activities are key opportunities for creating meaningful connections and life-enhancing friendships and social networks. The first steps of this action plan involve building an inventory of existing opportunities and initiatives within Surrey, with the intention of inviting key individuals and stakeholders to form a council-led task force to initiate specific action (to be determined) in this area.

3. Responding to the issue of CLBC eligible citizens affected by the challenges of their aging parents as their caregivers...

Once all research and consultation is complete, the council will work together to formulate a recommendation for CLBC on this issue.

ISSUES AND CHALLENGES

News of changes about children’s services was an issue we needed to address. In response to any concerns raised about children’s services going back to MCFD, council invited MCFD representatives to make a presentation at the December meeting.

An ongoing council challenge is how to connect with community and fulfill our commitment to being the voice of the Surrey/White Rock community. In response, surveys were developed and sent to all CLBC Surrey services consumers (950) to identify community issues. Phone follow-up engaged respondents to further tell us about their areas of concern.

ACCOUNTABILITY

- January 2009 – Website post of community survey results for
 - a) *self-advocate respondents*
 - b) *supporting adult respondents*
- February 2009 – Website post of the council’s plan of action to address the Survey results
- February 2009 – Website post of the Strategic Plan
- Spring 2009 – Maintain website information to provide up to date information about council action plans, etc.

At the upcoming March meeting, each council member will be assigned 1 or 2 action plans (14 out of 35 are still in progress), which they will monitor for progress and report to council from time to time.

ISSUES AND CHALLENGES

We meet as a council once a month for 2-3 hours. We are continually challenged to meet our own goals, while also tending to the regular “CLBC” business of council.

FINANCIAL DECISION-MAKING

Council receives a monthly report from Sharon Rose, Community Planning & Development Manager. Information from the Quality Service Manager has been made available upon request.

ISSUES AND CHALLENGES

Council members recognize that input into financial decision-making demands a level of knowledge and understanding that continues to be a challenge. As we grow in our confidence that we understand the needs of the various regions within the city of Surrey, we believe that our input into the prioritization of resources will be a vital and important function of the community council.

COMMUNITY OUTREACH

With focus on our strategic plan and working towards the deliverables, the shared leadership with Surrey Community Council and CLBC staff is making a difference in the community.

- Alana Robson & Sue Whittemore - transfer of children’s services (Dec 2008)
- Bobbie Noble - Consultant engaged by CLBC re Strategic Plan (October 2008)
- CLBC Board and Community Councils (May 2008)
- Soheila Ghodsieh – Quality Service Manager (March 2008)
- Shawn Boey – Regional Financial Manager (March 2008)

As well, throughout the year, there have been several opportunities for Chair and Vice Chair to network and communicate with other Councils throughout the province. For example, Kelowna Council was contacted regarding community surveying tools that they had talked about developing. Chair and Vice Chair attended a joint meeting with Board and Provincial Chairs and Vice Chairs in May 2008.

COUNCIL MEMBERSHIP

NAME	COMMUNITY	MEMBERSHIP
Larry Shareski	South Surrey	Self-Advocate
Connie Hulley	South Surrey	Self-Advocate
Coreen Windbiel	Cloverdale	Service Provider
Sandra Cottingham (Chairperson)	Newton	Community Member
Marie Sabine (Vice Chairperson)	White Rock	Family Member
Cheryl-Anne Hendy	Cloverdale	Service Provider
Jane Moon	Guildford	Parent
Madeleine Addison	Cloverdale	Community Member
Sheila Palmer	South Surrey/White Rock	Parent