



To: Community Safety Committee
From: Lauren Melville
Manager, Policy & Research
Re: Neighbourhood Services - Home Safe Program

Date: April 3, 2002
File: -

Staff Recommendation

That this report regarding the Neighbourhood Services – Home Safe Program dated April 3, 2002 be received for information.

Lauren Melville
Manager, Policy & Research

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| CONCURRENCE OF GENERAL MANAGER |
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Staff Report

Origin

As outlined in the *Corporate Renewal Program – Learning from the Past/Shaping the Future*, it is the City's vision to make Richmond the most appealing, liveable and well-managed community in Canada. The Neighbourhood Services Program is a new corporate initiative aimed at moving the City closer to achieving the "liveable" part of the vision.

On November 5, 2001 staff presented to General Purposes Committee the work completed to date on the Neighbourhood Services Program concept. Committee directed staff to continue developing the program concept, and to conduct a pilot study to test the program before it is launched Citywide.

On April 9, 2002, staff will be presenting the Home Safe Program as the first component of the Neighbourhood Services Program to Community Safety Committee of Council. The intent of the presentation is to update Committee on the progress of the program and to receive any feedback prior to conducting the pilot study. The presentation will include:

- a) What the "Home Safe" component of the Neighbourhood Services Program is intended to accomplish;
- b) How the process will work to deliver the program, and
- c) What will be presented and who will be involved.

The purpose of this report is to provide background information on the Neighbourhood Services-Home Safe Program.

Analysis

The Neighbourhood Services Program is aimed at finding new ways to strengthen neighbourhoods as Richmond continues to grow and diversify by utilizing the delivery of City services as a vehicle to connect people to people. It is also intended to improve the delivery and co-ordination of existing services to residents as their life styles become busier and as a result their expectations for more responsive and convenient services increases. Thus, the Neighbourhood Services Program is targeted at serving the broader community who rather the City come to their neighbourhood to deliver key services rather than them having to come to the City. The desired outcomes of the program include:

- a more proactive rather than reactive service delivery model;
- more convenient and responsive customer service;
- a co-ordinated and equitable approach to the delivery of services, and
- more attractive, safer and socially connected neighbourhoods.

Based on the comments from General Purposes Committee on November 5, 2001, staff are proposing that the Neighbourhood Services Program be launched incrementally with the first phase in 2002 being the Home Safe Program. The second component, the Beautiful Yard Program is envisioned as the second phase of the Neighbourhood Services Program.

The Home Safe Program is aimed at improving residents' sense of personal and property safety by helping to connect neighbours and by providing information and assistance so that they are better prepared. With the assistance of staff facilitators, staff from Fire-Rescue, RCMP, Emergency Preparedness, Recreation and Building Approvals will deliver the Home Safe Program. This incremental approach with the Home Safe Program being the first component launched of the overall Neighbourhood Services Program also supports the recent findings of the Community Safety Plan focus group sessions whereby participants acknowledged that they have a role to play in their own safety, but would like more information and assistance as to what they can do.

Financial Impact

As the Neighbourhood Services – Home Safe Program will result in a more effective delivery of existing services, it is not anticipated that there will be any significant costs associated with its implementation.

Conclusion

This report provides background for the presentation on April 9, 2002 to the Community Safety Committee on the Neighbourhood Services - Home Safe Program. As previously requested, staff will also report back to Council the results of the pilot study and any recommended enhancements before launching the program Citywide.



Lauren Melville
Manager, Policy & Research

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