

DATE: April 29, 2021

TO: MAYOR AND COUNCIL

NAME AND TITLE: Ian Wells, Acting Deputy City Manager

SUBJECT: Community Recreation, Social Health & Well-being Service Delivery Plan

ATTACHMENT(S):

1. Community Recreation, Social Health & Well-being Service Delivery Plan
2. PowerPoint presentation

RECOMMENDATION(S):

That Council RECEIVES FOR INFORMATION the report dated April 29, 2021, from the Acting Deputy City Manager, titled “Community Recreation, Social Health & Well-being Service Delivery Plan”.

PURPOSE:

To advance Council’s focus on Social Health and Well-being priorities, and with external funding, LevelUp Planning and Consulting was engaged in May of 2020 to develop a Social Health and Well-being Program Service Delivery Plan for the City of Prince George. The purpose of this report is to introduce members of the LevelUp Planning and Consulting team who will be providing Council with an overview of the Plan. The proposed recommendations are intended to inform a broader review and potential reorganization of the City’s overall recreation/well-being service delivery model. Council is asked to receive the report for information.

BACKGROUND:

Following a competitive bid process, LevelUp Planning and Consulting was awarded a contract to develop a Social Health and Well-being Service Delivery Plan that focused on non-profit program/service delivery (including Community Associations) that is, or could be, supported by the City of Prince George. Specifically, the consultant was asked to:

- Assess current service delivery in relation to trends, emerging need, best practices, comparator cities, demographics, as well as shifts in societal volunteerism;
- Assess methods utilized by the City to enable the delivery of social health and well-being program and services through non-profits and City partners (like the Prince George Public Library) including a thorough review of mechanisms the City utilizes to support third party service delivery like funding (service agreements, grants, and property tax exemptions), facilitation, coordination, communication, registration, and in some cases, operational services;
- Consider an “in-house” consulting service that would equitably support non-profit delivery of social health and well-being programs and services (i.e. a service hub that supports the

initiation and maintenance of non-profit relationships that enable diverse and responsive program and service delivery);

- Consult to identify emerging needs, interests, and considerations and;
- Review related City plans, strategies and research to foster alignment.

The Plan outlines six key focus areas, with associated actions and timelines. Those focus areas include coordination; partnerships & collaboration; communication, promotion, and engagement; sustainability; equity; and performance monitoring. The recommendations for action reflect the experience, input, and priorities of community service providers, volunteers, City staff, and the public.

It is important to note that service delivery through non-profits is one subset of the City's overall recreation/well-being delivery system. As such, recommendations comprising the Community Recreation, Social Health & Well-being Delivery Plan will inform a broader review of the City's overall delivery system that will be undertaken in 2021.

STRATEGIC PRIORITIES:

In the area of social health and well-being, Council has identified a number of related focus areas including "support and promote initiatives that facilitate healthy and active living" and "make Prince George accessible and enjoyable for everyone, regardless of their age or ability". The enhancement and expansion of the current community service program delivery model to be more responsive, innovative, and equitably supported is a work plan priority.

SUMMARY AND CONCLUSION:

To address Council's social health and well-being focus areas, a review of the current non-profit program/service delivery (including Community Associations) that is, or could be, supported by the City of Prince George was undertaken by LevelUp Planning and Consulting. Recommendations in six areas with associated actions and timelines, are included in the Community Recreation and Social Well-being Delivery Plan that Council is asked to receive for information. This plan is intended to inform a broader review and potential reorganization of the City's overall recreation and well-being service delivery model.

RESPECTFULLY SUBMITTED:

Ian Wells, Acting Deputy City Manager

PREPARED BY: Chris Bone, Senior Manager – Strategic Initiatives & Partnerships

APPROVED:

Walter Babicz, Acting City Manager

Meeting Date: 2021/5/31