

Neighbourhood, Children & Fire Services

Community & Protective Services Committee
December 16th, 2014



NCFS Mandate

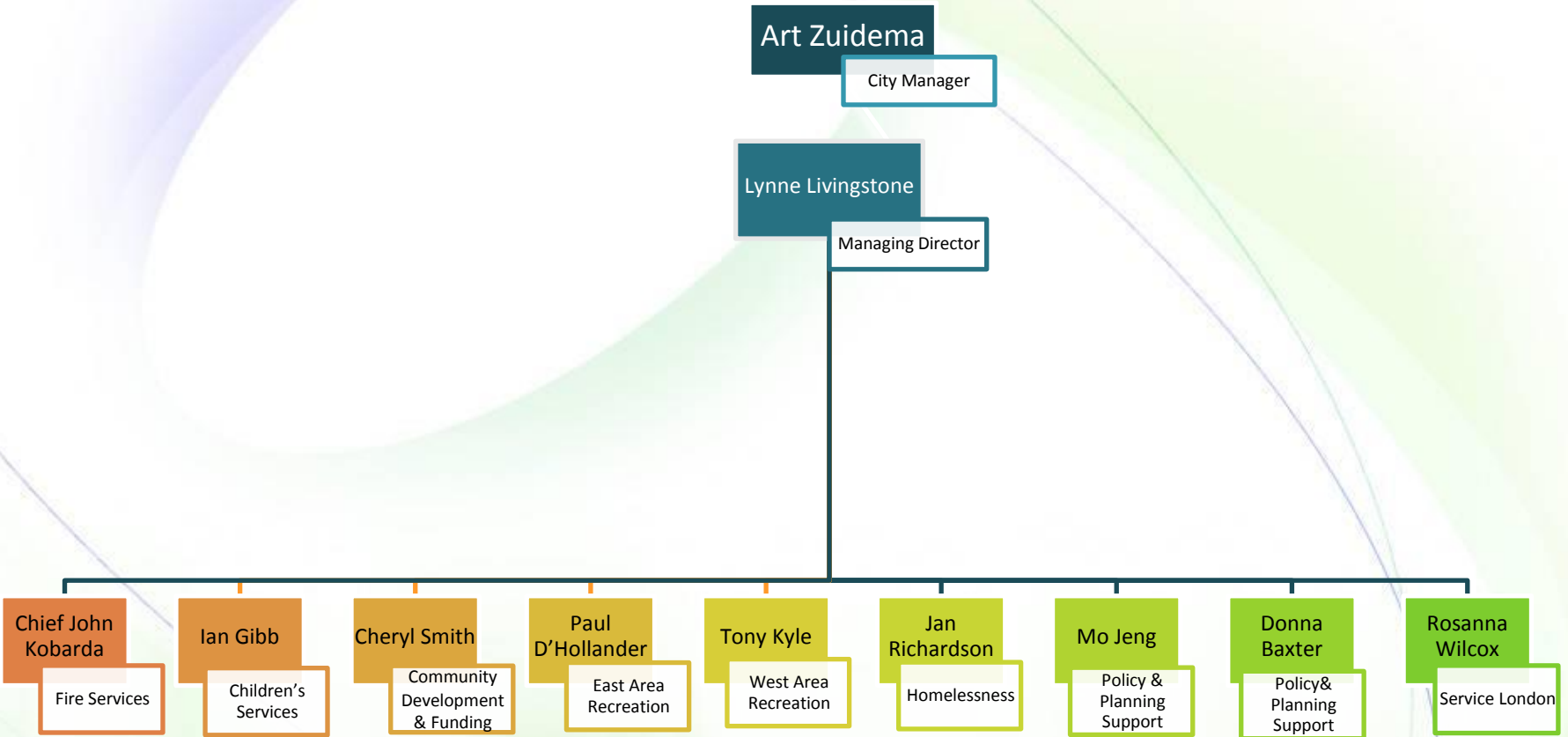
**Working together to
strengthen Londoners'
quality of life...**

community-wide...

**neighbourhood by
neighbourhood**



Neighbourhood, Children & Fire Services



Children's Services

- **Consolidated Municipal Service Manager for Child Care**
 - Assist over 2,800 London families per month with responsible access to child care and early learning programs;
 - Support a viable child care and early learning service delivery system, supporting over 11,000 licensed Child Care spaces provided by more than 60 Operators;
- Facilitate **London's Child and Youth Network** made up of over 170 agencies and organizations

Children's Services

● Watch for... in 2015

- Child and Youth Network
 - White Oaks Family Centre Grand Opening (January)
 - Progress Report (February)
 - Healthy Kids Community Challenge
- Update on the City's role as the Consolidated Municipal Service Manager (April)
 - Expanded system coordination mandate



Community Development & Funding

● Neighbourhood Building

- Support and encourage more than 35 neighbourhood projects and initiatives
- Facilitate coalitions and networks of community organizations and agencies
- Youth mentorship/leadership programs reaching over 1,300 youth

● Community Granting

- Identify funding needs, prioritize and provide \$2.3M in grants to community agencies/groups (pressure to increase grants)
- Collaborate and support community partners and connect neighbourhood resources

Community Development & Funding

● Watch for... in 2015

- SPARKS! and the launch of the new Tree Neighbourhood Matching Fund (January)
- Launch of London Strengthening Neighbourhoods 2016 to 2020 Plan (March)
- London Community Gardens Program Strategic Plan (March)
- Update on the multi year Strategic Funding Framework (April)



Area Recreation Services

● Spectrum Programs

- Several hundred casual program staff
- Seasonal Spectrum of programs for all ages:
 - over 27,000 individuals registered per year
 - over 1.1 million hours of non-registered participation per year
 - Programs include: fitness, sports, arts/crafts performance, dance, youth leadership, free summer playgrounds, summer camp programs for children/youth



● Community Centres

- 14 Community Centres, 2 Seniors Community Centres and 4 Senior Satellite Locations
- Social/information hubs, rental opportunities, mix of registered, drop-in, partnership programs
- Over 2 million visits to Community Centres annually

Area Recreation Services

● Community Development:

- Backbone support for Age Friendly London Network and 8 Working Groups
- Support Middlesex-London *in motion*TM
- Volunteer opportunities (e.g. volunteer operated outdoor ice rinks)
- Participation in planning (e.g. park design, facilities, skateparks etc.)
- Support neighbourhood activities (e.g. festivals, Senior's Neighbourhood Advisory Councils programs, etc.)



Area Recreation Services

● Watch for... in 2015

- Age Friendly London Network Overview (February)
- RZone Update (respectful and responsible behaviour at recreation facilities) (March)
- Healthy Kids Community Challenge with the Child and Youth Network (March)
- Parks & Recreation Master Plan Update (Spring)
- South London Community Centre upgrades
- ***in motion***[™] Challenge (October)
- Development of New Southwest Multi-purpose Recreation Facility with Parks and Recreation, Parks and Facilities Service Areas (2015-2018)



Fire Services



● **Fire Education** (1st Line of Defense)

- Delivery of a variety of fire safety education programs – from children to seniors
- Award winning fire safety marketing including targeted neighbourhood campaigns
- In-service fire safety program - annual smoke alarm program and *After the Fire* program
- Community partnerships to deliver fire safety education/material



● **Fire Prevention** (2nd Line of Defense)

- Fire Code inspections, including enforcement of Ontario Fire Code, plans examination and fire investigations

Fire Services



- **Fire & Rescue** (3rd Line of Defense)

- **Suppression**

- Currently approximately 340 fire fighters assigned to 4 platoons (85 per) responding from 14 strategically located fire stations
- Dual trained firefighters staff 3 specialized frontline teams - Hazmat, Technical Rescue and Water/Ice Rescue plus Backup Communication Operators

- **Communications**

- Receive and dispatch emergency calls plus handle non-emergency calls/inquiries

- **Apparatus Division**

- Maintenance of diesel fleet (29 vehicles), passenger car fleet (34 vehicles), 3 rescue boats, self contained breathing apparatus (SCBA) & bottles and extrication equipment

Fire Services



● Watch for... in 2015

- Full update and overview of the Fire Services Area (January)
 - focused/enhanced education and prevention
 - redeployment strategy
- Driver Simulator (February)
- Update “Continue and Regulate a Fire Department By-Law” (April - May)
- Purchase of life cycle replacement fire vehicles: 2 new engines and 1 aerial truck (April - May)
- Approval to award tender to relocate Station 11 (May – June)



Homeless Prevention

- The London Homeless Prevention System Implementation Plan, approved by the community and all orders of government. All funding is aligned to The Plan and aimed at ending homelessness through housing with support. Actions include:



- London CARES – offers 24 hr. outreach and housing stability for individuals experiencing chronic homelessness – 2014 Pillar Award for Collaboration
- Housing Stability Bank – provides loans and grants to low income Londoners for rent assistance and in an emergency utility crisis
- Emergency Shelters offer 330 per diem beds – efforts focus on shelter diversion
- Housing First Model for Veterans Experiencing Homelessness – London led a two year research and evaluation pilot across Canada

Homelessness

● Watch for... in 2015

- Detailed update on Homelessness (January)
- Annual Report (March)
- Community Plan regarding women engaged in street involved sex work
- Centralized intake for emergency shelters
- Integrated database to follow individuals through their service use
- Update to the Housing Stability Bank



Policy & Planning Support

- Support 3 service areas: NCFS, Housing and Social Services, and Parks & Recreation
- Provide key evidence-based information for decisions on operations, programs and policy matters
- Access to data and statistics
 - Community Data Consortium – access to statistics
 - FCM Quality of Life Indicators
 - Labour market and workforce dev.
- Recreation Planning – Master Plan update, facility development, evaluations



Service London



- Focused on improving customer experience for residents, businesses and visitors
- Placing customers at the centre of how we plan and design our services – no wrong door
- Delivering services that are simple, seamless, personalized and accountable
- Improving access to City services through modernization of customer service channels (phone, online, in-person)
- Working in partnership with other service providers to serve our business customers in the most effective way possible
- Business Connector – providing navigation support and guidance to business customers

Service London

● Watch for... in 2015

- Full update to Strategic Priorities and Policy Committee (March 9)



Thank You!