











Appendix A: Caution and Below Plan Milestones Referred to Community and Protective Services



STRENGTHENING OUR COMMUNITY

Substrategic Areas of Focus	What are we doing?	How are we doing it?	Milestones	Milestone End Date	Milestone Variance	Action Steps
2. Diverse, inclusive and welcoming community	Support immigrants and newcomers to be successful as they settle in our community.	London & Middlesex Local Immigration partnership Strategic Plan (HSSDH)	 Active community engagement to address implementation of Strategic Plan.	9/30/16	Ongoing engagement. Follow up meeting with system partners in November 2016.	Meeting with system partners took place in November 2016. LMLIP Day of Learning: Building a Welcoming Community for immigrants to London & Middlesex to occur March, 2017.
			 Review of London & Middlesex Local Immigration Partnership Terms of Reference.	9/30/16	Governance Working Group of the London and Middlesex Local Immigration Partnership will meet in November, 2016 to finalize terms of reference.	Governance Working Group will meet to finalize terms of reference in February 2017.
	Support all Londoners to feel engaged and involved in our community.	Community Diversity and Inclusion Strategy – new (CMO)	 Complete draft strategy.	12/31/16	Project has been delayed to accommodate a greater scope of engagement. Currently working with community partners to define.	Development of the Strategy is now underway. A call for volunteers was issued in November 2016, and nearly 200 volunteers applied during December 2016. The community meetings and engagement to develop the Strategy are underway. A draft Strategy will be presented by the end of March 2017.
3. Caring and compassionate service	Eliminate barriers for individuals facing poverty, mental health and addictions and help them find pathways to be successful.	Ontario Works Service Plan (HSSDH)	 Complete Circles Bridges Pilot Evaluation Report.	6/30/16	Change in staffing resources caused delay in meeting this target date with a revised target date of October 2016. The completed evaluation report will be released by October 31st, 2016	Bridges out of Poverty/Circles Baseline evaluation report was completed in December 2016. Overview was presented to Goodwill Industries and Social Services Circles Leadership teams. Baseline report will be brought to Council in March 2017. Ongoing evaluation will continue in 2017


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3. Caring and compassionate service	Work with community agencies to help tenants keep their existing affordable housing and avoid homelessness.	London Middlesex Housing Corporation Strategy (HSSDH)	 Review project plan to reflect a revised strategy on how to do this without dedicated funding	12/31/16	New leadership at LMHC recruited in August 2016. Plan to review and revise strategy had not been initiated prior to CEO's start.	LMHC has already begun the strategic planning process and has acquired the consultant for this project. Estimated completion date is March 2017.
	Provide compassionate care for animals.	Expanded Animal Welfare Initiatives Strategy (DCS/EES)	 Begin Renovations of purchased building for Cat Adoption Centre	6/30/16	Revised scope of project due to purchase of surplus property - renovation of property is underway	Tender closed. Construction and site works expected to begin February/March 2017.
			 Finalize plan for Companion Animal Veterinarians Clinic which will focus on providing spay/neuter of feral cats, low income spay/neuter and micro-chipping animals	6/30/16	Continuing negotiations for leased space	Finalizing lease space.
			 Open Companion Animal Veterinarians Clinic	9/30/16	Continuing negotiations for leased space	Finalizing lease space.
			 Open Renovated Cat Adoption Centre to the public	9/30/16	Revised scope of project due to purchase of surplus property - renovation of property is underway	Tender closed. Construction and site works expected to begin February/March 2017.
4. Amazing arts, culture and recreation experiences	Invest in new parks and recreation facilities and pursue innovative models for programs and service delivery.	Parks and Recreation Strategic Master Plan 2009-update (P&R / NCFS)	 Submit Interim Update on Parks and Recreation Strategic Master Plan	6/30/16	Interim Update report to go to Community and Protective Services Committee by January 2017.	Completed January 31, 2017.

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5. Healthy, safe and accessible city	Strengthen Emergency Management through: Public awareness activities and a public notification system, Expanded Emergency Operations Centre capabilities, Emergency management practices included as part of city planning and programming	Emergency Social Services Plan – New (HSSDH)	 Develop a protocol for assisting with and monitoring individual and community recovery once the emergency response ends	9/30/16	Delayed but progressing. Being done in concert with Informal Care Bylaw.	Currently in progress expected to be completed in 2017.
	Improve London's neighbourhoods through proactive enforcement of updated by-laws.	By-law Review (DCS)	 Hold public meetings for Business Licensing By-law review	9/30/16	Council directed individual public participation meetings for business licensing review. meetings scheduled starting Q4 2016	Public Participation Meetings held in January 2017. A schedule of PPMs continue.

BUILDING A SUSTAINABLE CITY

Substrategic Areas of Focus	What are we doing?	How are we doing it?	Milestones	Milestone End Date	Milestone Variance	Action Steps
Beautiful places and spaces	Invest in parks and recreation facilities and amenities	Parks and Recreation Strategic Master Plan 2009 - update (P&R / NCFS)	 Present Interim Update on Parks and Recreation Strategic Master Plan	12/31/16	To be completed March 2017, pending sub-study to be completed end of 2016.	Completed January 31, 2017.

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LEADING IN PUBLIC SERVICE

Substrategic Areas of Focus	What are we doing?	How are we doing it?	Milestones	Milestone End Date	Milestone Variance	Action Steps
Excellent service delivery	Deliver great customer experiences to residents, businesses, and visitors with innovative service delivery models, improved access through web, phone, and in person, and innovative technology	Computerized Maintenance Management System (D&CS)	 Implement new tracking category related to vehicles for hire (taxi/limousines)	6/30/16	In-depth testing of Amanda version upgrade delayed implementation of add-on module.	In progress. Expect to implement folder following the adoption and effective date of the vehicle for hire by-law.
	Deliver great customer experiences to residents, businesses, and visitors with innovative service delivery models, improved access through web, phone, and in person, and innovative technology	Computerized Maintenance Management System (D&CS)	 Implement new tracking category related to building permit folders (excluding subdivision development and signs)	9/30/16	In-depth testing of Amanda version upgrade delayed implementation of add-on module.	Implementation of new Development Charges was successful. Permit for Approved Works and Vacant Building folder were completed.
			 Implement new tracking category related to planning folders (excluding trees and heritage)	9/30/16	In-depth testing of Amanda version upgrade delayed implementation of add-on module.	Site plan consultation process was created and completed. Site plan redesign was completed.
			 Implement new tracking category related to water contamination (backflow prevention devices)	9/30/16	In-depth testing of Amanda version upgrade delayed implementation of add-on module.	Project has commenced.