

# Neighbourhood Support

Led by: Director of Community Strategies

## Description

Neighbourhood Support builds the capacity of Calgarians to create neighbourhoods that foster social inclusion, economic participation, and sense of belonging. We work to understand and meet the specific needs of neighbourhoods so that no resident or neighbourhood is left behind. We support community associations and social recreation organizations by contributing funding to activate local spaces and support a variety of local programming to develop social connections among neighbours. By supporting residents and community leaders in navigating and aligning City resources, we increase the social wellbeing of Calgarians.

## Value and benefits

Socially resilient, safe, inclusive and inspiring neighbourhoods where residents enjoy a high quality of life are essential to a great city. Calgarians, especially those experiencing vulnerability, need opportunities to participate in their neighbourhood which in turn builds their capacity and confidence to contribute to civic life. When residents are actively involved, they are likely to feel more connected. We reduce barriers to civic participation and improve access to City resources for community organizations to support their efforts to be more accessible and reflective of residents. We deliver neighbourhood-level leadership and programming by providing community associations and social recreation organizations with funding and support to effectively manage assets on City-owned land, increase organizational capacity and sustainability and build a sense of belonging.

## Customers

Neighbourhood Support provides services to Calgarians with a focus on local communities, community associations, social recreation organizations, and other community groups. Our customers include residents, community and organizational leaders who, in turn, deliver programs and services directly to residents.

## What we deliver

We work with our customers and partners to deliver resources, advocacy and opportunities for residents to increase social inclusion and economic participation. We support community-led groups by helping to connect them to the resources they need, and build stronger and more skilled community organizations resulting in increased organizational health, programming and community representation.

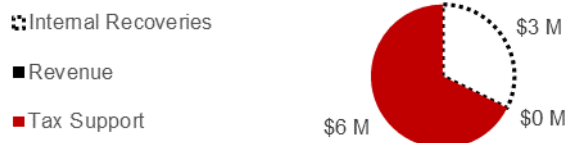
## Partners

We work in partnership with a variety of community groups including community associations, social recreation organizations, other grassroots-based neighbourhood organizations, residents for community development work, the Federation of Calgary Communities, and the United Way of Calgary and area to support the delivery of programs and services that meet the needs in local neighbourhoods.

153	Community associations
\$9.5M+	COVID relief funding allocated
84%	Proud to live in their neighbourhood
21	Priority neighbourhoods

## Neighbourhood Support

2022 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)\*



\* Gross operating budget may include internal recoveries that are also included in other services' gross operating cost.

Note: Internal recoveries is how The City accounts for the costs of goods or services between services

## Key assets

N/A - Neighbourhood Support does not own or manage their own assets.

## What we have heard & what we are watching

### What we have heard

Engagement with Calgarians (2021 Fall Survey of Calgarians) shows 93 per cent agree Neighbourhood Support is an important service, 84 per cent agree they are satisfied with Neighbourhood Support, and 94 per cent agree The City should invest more or the same amount in the service. Calgarians ranked the most important value metrics for the service as equity and connectivity. Engagement with our direct customers (2021) has shown 91 per cent of community partners agree community social workers understand the unique social issues of neighbourhoods and 87 per cent agree they effectively address the social issues. 89 per cent of community associations and social recreation organizations “often” or “always” connect with The City through their neighbourhood partnership coordinators. 79 per cent of residents who volunteer agree that their sense of belonging has increased because of volunteering.

### What Council has directed

Neighbourhood Support contributes to Council's foundational goal of social resilience by working with residents and community groups to build capacity to increase social inclusion, economic participation, and an increased sense of belonging at the neighbourhood level. We engage equitably and meaningfully with residents and act as a vital and efficient conduit between residents and The City. We support efforts towards social equity through our Community Social Work Program which seeks to remove barriers to participation for residents experiencing vulnerabilities, through strategies such as the Community Hubs initiative and the focus of priority neighbourhoods. Our Neighbourhood Partnership Coordinators recognize the significance of the partnership role that community associations and social recreation organizations play in building strong communities. We support these groups by helping them navigate and align City resources, and build healthy and sustainable organizations.

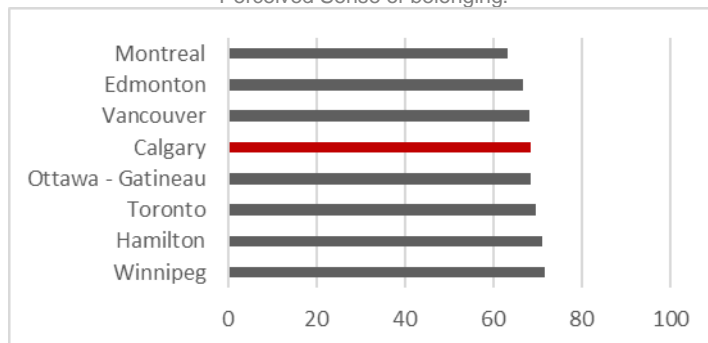
### What we are watching

The complexity of social issues as well as the number of people and neighbourhoods experiencing vulnerabilities continues to increase in Calgary. Neighbourhood support uses evidence-based tools such as the Calgary Equity Index which identifies neighbourhoods experiencing different levels of social determinants of health. Examples include socioeconomic disparity, civic engagement, access to physical amenities, and healthy lives.

We continue to watch and respond to areas of growth including populations of newcomers, seniors and Indigenous people and the diversity of their needs, as well as community growth resulting in new community associations and social recreation organizations in development stages.

We continue to monitor a variety of factors of organizational health of community organizations so that we can help them mitigate risks to their operations and sustainability. Factors include asset life-cycle, programming, financial health, staffing, and business planning.

Perceived Sense of belonging.



Statistics Canada. Table 13-10-0805-01

### Comparing our service

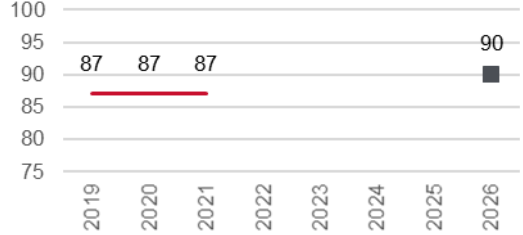
In Calgary, for the 2019/2020 survey period, 68 per cent of households reported that their sense of belonging to their local community was very strong or somewhat strong, which is lower compared to the Canadian average (70 per cent). Compared with eight other similar Canadian cities by population size, Calgary placed fifth in the proportion of households who perceived their sense of belonging as strong or somewhat strong, scoring lower than Winnipeg, Hamilton, Toronto, and Ottawa. However, Calgary performed better than Vancouver, Edmonton, Montreal and Quebec.

# Measuring performance & where we want to go

For Council Approval

— Actuals    ■ Expected Future Performance

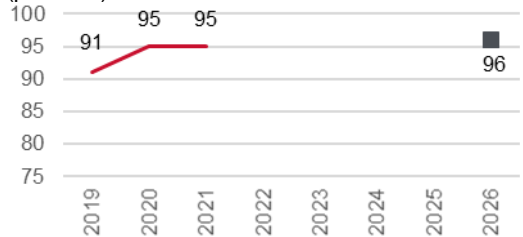
**PM1: Community Social Work partners who agree that community social workers effectively address social issues in their neighbourhood (per cent)**



## Story behind the curve

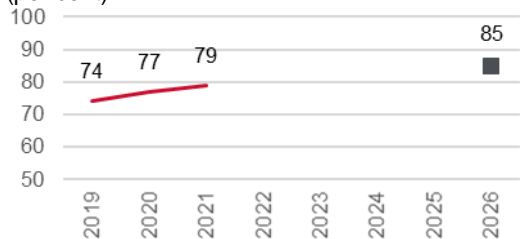
Community social workers build strong relationships with residents and community partners. This measure focuses on the quality of that relationship to achieve the outcome of effectively addressing social issues in a neighbourhood. We see a consistently high result of 87 per cent for the last three years which demonstrates our strong commitment to these relationships. Setting the expected future performance for 2026 at 90 per cent satisfaction reflects our commitment towards continuous improvement.

**PM2: CAs and social recreation organizations who feel neighbourhood partnership coordinators positively impact their overall level of functioning (per cent)**



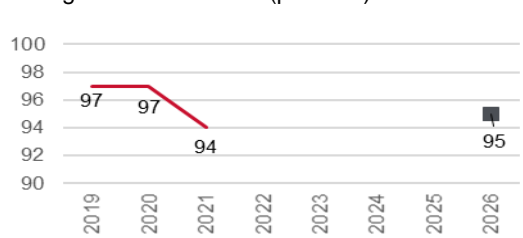
Neighbourhood Support builds capacity among community groups with 95 per cent of community associations and social recreation organizations stating that their neighbourhood partnership coordinator positively impacts their overall level of functioning. This level of performance is a product of significant investment in supporting these groups and developing business plans in recent years. Setting the expected future performance at 96 per cent satisfaction reflects our commitment towards continuous improvement while recognizing that these organizations are already scoring the impact as high.

**PM3: Volunteers who agree that their sense of belonging has increased because of volunteering (per cent)**



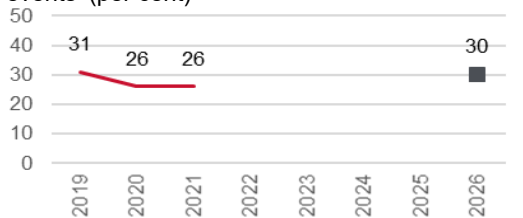
Creating an increased sense of belonging is an essential goal for the Community Social Work Program. The percentage of volunteers who agreed that their sense of belonging increased has been rising steadily by two to three per cent since 2019. As more volunteers experience the social inclusion benefits that volunteering can offer and continue on as repeat volunteers, they may shift from saying their sense of belonging has increased to saying it has stayed the same. An expected value of 85 per cent by 2026 represents continued growth, which may be achieved before 2026, and then can be maintained.

**PM4: CAs and social recreation organizations operating on City-owned land with a "low risk" rating for organizational health (per cent)**



Measuring organizational health is part of an annual review process for community associations and social recreation organizations that operate on City-owned land, to evaluate the overall wellness of community-led organizations supported by neighbourhood partnership coordinators. From this assessment we see the majority of groups receive a "low risk rating", however the number of organizations at a low risk rating did decrease during the pandemic. We continue to see a slow recovery and it may take until 2026 to reach the expected future value of 95 per cent.

**PM5: Calgarians who agree that 'I am regularly involved in neighbourhood and local community events' (per cent)**



This measure is part of the annual corporate research on Calgarians' perceptions and opinions of the services The City delivers. It measures the general perceptions of Calgarians of having a sense of belonging in their neighbourhood through the involvement in community events. These events may be offered through local organizations or City services. Results in 2020 and 2021 dipped by five per cent, most likely due to the impact of the pandemic. The expected future performance for 2026 is set at 30 per cent, which represents a goal to return to pre-pandemic numbers.

## What we plan to do

### Result for 2023-2026

We focus on strengthening social connections at the neighbourhood level. We establish effective relationships, strengthen social resiliency, build neighbourhood capacity and align community assets and leverage investments to help create a sense of community pride.

### How we are going to get there

Increase the social inclusion and economic participation of residents in neighbourhoods experiencing high levels of inequity through intentional community development including neighbourhood assessments and community-led initiatives.

Foster vibrant and connected communities by strategically investing in community-based organizations and projects through micro-grants and the Inspiring Neighbourhoods Grant.

Engage with community partners to help address and meet the changing needs of their residents by providing information, advice, and support in navigating City and community resources.

Increase the financial health and organizational resilience of community associations and social recreation organizations by providing in-depth and tailored guidance to strengthen their structure and processes, as well as overseeing compliance of the conditions within the lease or license of occupation.

Improve a sense of community belonging and safety by supporting and advocating the activation of safe and inclusive spaces in collaboration with community residents, and internal and external partners.

Increase a sense of belonging for local residents, particularly those experiencing vulnerabilities, by creating opportunities for them to connect through community hubs.

Increase social inclusion of populations experiencing vulnerabilities by engaging with and facilitating the input of residents and other community groups into the development and implementation of strategies and practices that contribute to social well-being.

Support the social resilience of Calgarians by implementing social wellbeing strategies at the local level such as poverty reduction and Calgary's Mental Health and Addiction Strategy, and through the consideration and inclusion of the needs of diverse populations such as Indigenous and Racialized people.

# Operating budget needed to achieve results

For Council Approval

## Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	6,295		6,295		6,295		6,295	
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		-		-		-		-
Revenue Changes	-	-	-	-	-	-	-	-
Internal Recoveries Changes	-	-	-	-	-	-	-	-
Inflation	-	-	-	-	-	-	-	-
Operating Impact of Previously Approved Capital	-	-	-	-	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-	-	-	-	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	-	250	-	250	-	250	-	250
<b>Total net budget</b>	<b>6,295</b>	<b>250</b>	<b>6,295</b>	<b>250</b>	<b>6,295</b>	<b>250</b>	<b>6,295</b>	<b>250</b>

## Operating Grants to Civic Partners (\$000s)

Civic Partner	Budget as of April 30, 2022	2023	2024	2025	2026
Federation of Calgary Communities*	216	475	483	491	500

\* Includes one-time budget of \$250 thousand annually in 2023 - 2016.

Note: Additional total base funding of \$140 thousand (not included in the table above) is provided annually from Development Approvals (\$70 thousand) and City Planning & Policy service lines (\$70 thousand).

## Total Operating Budget (\$000s) for Approval

	2022 Budget	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditures	9,296	9,296	250	9,546	9,296	250	9,546	9,296	250	9,546	9,296	250	9,546
Recoveries	(3,001)	(3,001)	-	(3,001)	(3,001)	-	(3,001)	(3,001)	-	(3,001)	(3,001)	-	(3,001)
Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net</b>	<b>6,294</b>	<b>6,294</b>	<b>250</b>	<b>6,544</b>	<b>6,294</b>	<b>250</b>	<b>6,544</b>	<b>6,294</b>	<b>250</b>	<b>6,544</b>	<b>6,294</b>	<b>250</b>	<b>6,544</b>

Note: Figures may not add up due to rounding