

Neighbourhood Support

Led by: Director of Community Strategies

Service 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.

Service Updates

Highlights

Sixteen Community Associations received funding in 2023 to date from the Inspiring Neighbourhoods Grant (ING) for community community-led projects and initiatives. These include gathering spaces, community gardens, recreational programming, and community engagement. This grant has an annual budgeted allocation of \$150,000.

The Community Social Work (CSW) program received a grant from the Government of Alberta to support a Home-Based Business Network and employ additional Community Connectors working with CSWs. This added resource will help to leverage existing supports to continue to offer residents ways to develop their capacity, build their social connections and increase their economic participation.

Challenges

Economic factors and issues continue to impact residents' and groups' ability to fully participate in the development of their communities. Insufficient incomes from either low paid employment or inadequate income replacement programs make it difficult for people to meet their basic needs. Difficulties in meeting basic needs (including pressures of time and family obligations), limits residents' capacity to volunteer in the animation of more inclusive neighbourhoods.

There is also a lack of operating dollars for community groups to cover rising operational costs such as utilities, insurance, and required audits.



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

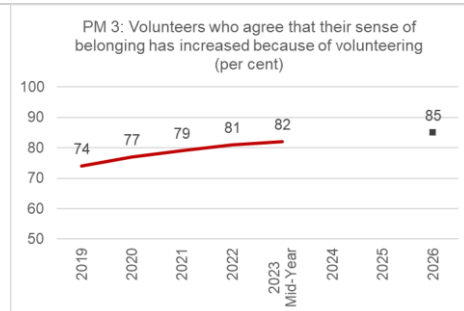
➡ Progressing as planned

⬅ Not progressing as planned

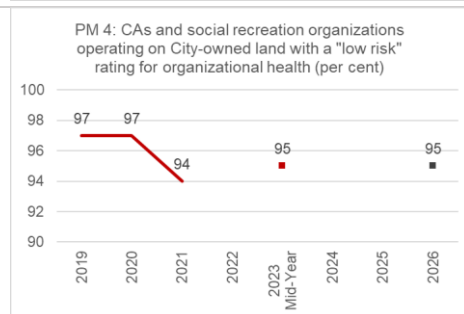
Performance Measures

Story behind the numbers

Status



Since 2019, the percentage of volunteers who agree that their sense of belonging has increased, has been rising steadily, even though the actual number of volunteers had declined during the pandemic. This illustrates the social inclusion benefits that volunteering can offer. Although Community Social Work program volunteers are only surveyed once a year, 2022-year end information, along with a greater number of volunteer program participants in the first half of 2023, suggests an upward trend for this performance measure.



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. The negative financial and organizational impacts of the pandemic on these groups was evident in the 2020 and 2021 audit data, however, the trend has now reversed, and we anticipate the recovery to continue.



Note: Not all performance measures were reported on for this report. To see the 2022 data for performance measures, please visit [Service plans and budgets \(calgary.ca\)](https://www.calgary.ca/service-plans-and-budgets). Additional measures that will be included in the 2023 year-end performance report include:

PM 1: Community Social Work partners who agree that community social workers effectively address social issues in their neighbourhood (per cent)

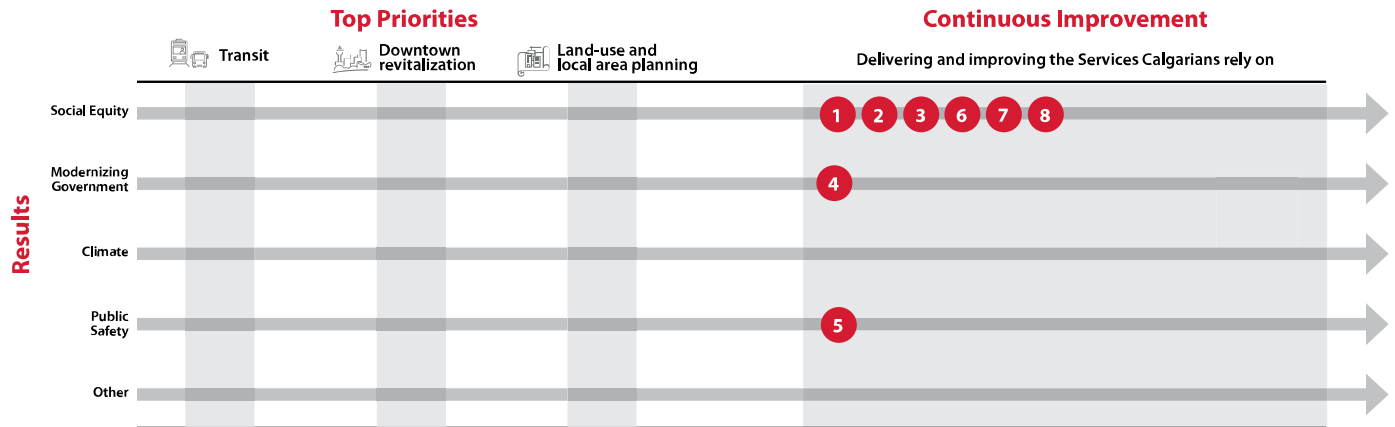
PM 2: CAs and social recreation organizations who feel neighbourhood partnership coordinators positively impact their overall level of functioning (per cent)

PM 5: Calgarians who agree that 'I am regularly involved in neighbourhood and local community events' (per cent)



Progress on Service Delivery

Alignment with Council Refined Priorities and Result Areas



Legend



Completed



Progressing as planned







Not progressing as planned



Initiative number

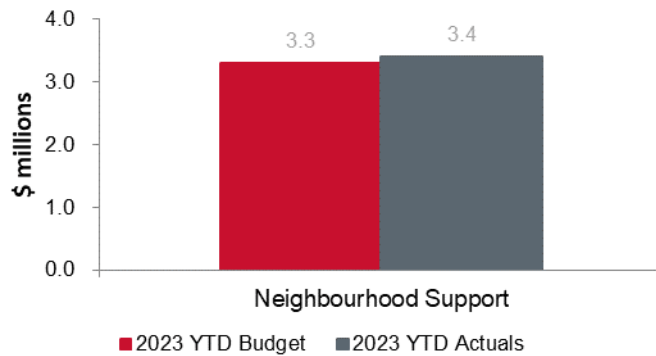
Initiative	Initiative Update	Status
1 Increase the social inclusion and economic participation of residents in neighbourhoods experiencing high levels of inequity through intentional community development including neighbourhood assessments and community-led initiatives.	A community assessment was completed in Southwood and one is underway in Glamorgan, Glenbrook, and Glendale to inform resourcing of a community social worker in these areas. In response to a Notice of Motion, Asset-Based Community Development was explored as an approach to complement existing community development work provided by Neighbourhood Supports. The service received a grant from Government of Alberta to support a Home-Based Business Network and employ additional community connectors working with community social workers.	
2 Foster vibrant and connected communities by strategically investing in community-based organizations and projects through micro-grants and the Inspiring Neighbourhoods Grant.	The Neighbourhood Partnership Coordinator Program supported community associations through the Inspiring Neighbourhoods Grant. A new decision matrix to respond to requests for over 50 per cent of project costs is being piloted. The Community Social Work Program provided community grants to residents with projects addressing social inclusion, economic participation, or reconciliation. The grant advisory committees are comprised of residents.	
3 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.	The Neighbourhood Partnership Coordination Program continued to connect internally with different business units to gather and share information with Community Associations. Collaboration was improved for some processes with different business units, for example, on the Naming Rights and Sponsorship policy, the maintenance of community entrance signs, and special event permits to support community associations better.	
4 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.	Post realignment, we are leveraging knowledge across the Partnerships Business Unit on capital processes to improve support to partners while also supporting Facility Management to deliver the Capital Conservation Grant program to address maintenance of aging community infrastructure. In the first half of 2023, we also further modernized and rolled out business planning tools for community associations.	

Initiative	Initiative Update	Status
5 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.	To date, the Inspiring Neighbourhoods Grant has supported 16 community associations with over \$70,000 in funding for community-led projects and initiatives. These include gathering spaces, community gardens, recreational programming, and community engagement. Seven of the sixteen projects were specifically placemaking and beautification initiatives. Neighbourhood partnership coordinators work closely with community associations and with Facility Management to support access to the Capital Conservation Grant to address building safety issues.	
6 Increase a sense of belonging for local residents, particularly those experiencing vulnerabilities, by creating opportunities for them to connect through community hubs.	The Community Social Work Program, through the Community Hub initiative, implemented the Affordable Hardware Access program at the Village Square, Bob Bahan, and the North of McKnight Hubs as part of the City's Digital Equity Strategy. The Matched Savings youth program was run as a joint initiative with the United Way and the Community Social Work Program. This program teaches youth money management skills to build their financial capacity. Another cohort is scheduled for the fall.	
7 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.	Efforts are underway to develop processes for the integration of community information and issues into policy development, implementation, and evaluation on community wellbeing related issues. Community social workers continue to act as subject matter experts on City policies and strategies, and work with residents to frame individual experiences of marginalization within a broader structural context.	
8 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.	Neighbourhood Support staff have been assigned in liaison roles with City and community policies and strategies, including the Community Action on Mental Health & Addictions Strategy and Age-Friendly Calgary.	



Service Updates on Financial Performance

**Net Operating Budget and Actuals
as of June 30, 2023**



Operating Budget Updates - 2023 YTD net operating budget vs actuals:

Neighbourhood Support is on budget and has an unfavorable variance of \$114 thousand mainly attributed to pending budget adjustments that will be corrected in Q3 2023.

Capital Budget Updates - 2023 total capital budget vs 2023 YTD spend:

Neighbourhood Support does not have a Capital budget.