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DATE 6 September 2000

TO/DEST. Co-ordinator, Community Services Committee

FROM/EXP. Commissioner, Social Services

SUBJECT/OBJET **SOUTH NEPEAN NEEDS ASSESSMENT**

DEPARTMENTAL RECOMMENDATION

That the Community Services Committee receive this report for information.

BACKGROUND

South Nepean is a rapidly growing residential community. It is projected that this community will grow by 35% in the next 5 years, with the population more than doubling over the next 20 years. Service providers, residents and local politicians have identified concerns that the necessary community based supports are not in place to support this population growth. The Regional Health Department, Youth Services Bureau, Nepean Community Resource Centre and other service providers have been seeking facilities and opportunities to offer programs and services in South Nepean. In addition, the Region of Ottawa-Carleton has approved capital funds in the amount of \$600,000 for City View Daycare to relocate and expand child care services into South Nepean. City View Daycare could work in partnership with the above mentioned agencies to provide a variety of community based services.

DISCUSSION

The results of this needs assessment documents both a need for services and opportunities for delivering services through a “community hub model” and building on partnerships. The assessment identified five main issues: they are; child care, youth, family resources and supports, seniors and mental health and counselling. Results of a survey of community organizations indicated a willingness of many service providers to expand or add services in South Nepean. South Nepean residents (69% surveyed) indicated a strong support for a “community service hub” model offering accessible and co-ordinated services.

Services such as: information, assessment, referral, counselling, outreach, child care, family resources, health education and promotion, support groups and drop-ins for youth, seniors and parents could be provided in this model.

The recommendations in the needs assessment report outlines the next steps and key stakeholders required to develop an action plan to achieve a co-ordinated service delivery hub model in South Nepean. The recommendations are as follows:

1. That this needs assessment be a tool for planners in determining service priorities and facility requirements for health and social services in South Nepean.
2. That emphasis be placed on addressing the identified priority issues:
 - Child care
 - Youth
 - Family Resources and Supports
 - Seniors
 - Mental Health and Counselling
3. That the findings concerning primary health care needs in South Nepean be shared with relevant health organizations.
4. That a formalized structure and terms of reference for an advisory committee be established to give strength and co-ordination to the initiatives currently underway. Linking to the activities presently being led by Cityview Daycare makes sense in the short term. A long term plan for management and co-ordination needs to be developed.
5. That planning involve representatives from across the priority issues sectors, government funders and potential private sector partners.
6. That existing collaborative arrangements across the region between hospitals, community health and resource centres, schools, recreation and the private sector be researched as potential models for application in South Nepean.
7. That discussions regarding facility requirements include school boards, existing community-based facilities (e.g. Child care centres, recreation centres, corporate sites), developers, local businesses and relevant planners from the new city structure and from other potential funders. Other co-location models (in Ottawa and elsewhere in the province) could be examples to explore.
8. That linkages to current regional initiatives (e.g. Healthy Babies/Healthy Children, Success by Six, First Words, Youth Friendly Ottawa and Youth on the Move) be explored.
9. That the capacity of the Nepean Community Resource Centre to deliver services to South Nepean from its current location and within its current resources, without jeopardising services being offered in other communities, be reviewed. Opportunities for partnering to share the workload and to support existing NCRC services needs further exploration.

Next Steps

The Nepean Community Resource Centre has agreed to lead the development of an Implementation Plan. This plan will describe the service and facility requirements for a range of co-ordinated and accessible community health, social and child care services in South Nepean. Also included will be the activities, responsibility centres and resources required to achieve the plan. The Nepean Community Resource Centre will form the recommended advisory committee to assist with the plan. Committee members will include Cityview Daycare, Regional government, Youth Services Bureau, the 2 neighbouring Community Resource Centres (Goulbourn, Kanata, West Carleton and Pinecrest-Queensway) and other partners as identified. Pinecrest-Queensway and Goulbourn, Kanata and West Carleton Community Resource Centres currently work in partnership with Nepean Community Resource Centre to provide services, where needed, across their geographic boundaries.

CONSULTATION

Community residents, organizations, local politicians and Regional staff were consulted during the development of the needs assessment. Interviews, surveys, focus groups and a forum were used.

FINANCIAL IMPLICATIONS

Regional Social Services will provide a grant to the Nepean Community Resource Centre for the development of the Implementation Plan. Funds are available within Social Services' current budget.

CONCLUSIONS

The recent needs assessment of South Nepean indicates a growing community with growing service needs, particularly in the areas of child care, youth, family resources, seniors and mental health and counselling. The community supports a "community service hub" offering accessible and co-ordinated services. A number of service providers are interested in expanding or adding services in South Nepean.

The Nepean Community Resource Centre will work with a community advisory committee to develop an Implementation Plan to outline the next steps in the development of the "community service hub".

*Approved by
Garry Armstrong*