

SURREY'S NEW SETTLEMENT SERVICES MAP

A comprehensive new service mapping project shows that Surrey is home to an impressive range of immigrant services, but also some deficiencies.

More than 6,000 immigrants and refugees arrive in Surrey every year. Meanwhile, services to help them settle and integrate have multiplied rapidly, but there have been questions about their adequacy.

Some of the Questions Being Asked

Can appropriate services be easily identified and accessed by those who need them?

Have disparate agencies and organizations concentrated on some services at the expense of others?

Are neighbourhoods within the city equally well served?

In light of its rapid growth, does Surrey have an appropriate complement of services?

For the first time many of these questions are being answered. Contracted in late 2014 to the **Social Planning and Research Council of British Columbia (SPARC BC)**, the **Surrey Local Immigration Partnership's Service Mapping Project** debuted online in April 2015.

The main objective is to identify key trends, strengths and opportunities related to the service system for newcomers in Surrey in order to establish consistent, innovative and coordinated service delivery and improve accessibility of services to newcomers.

The project turned up an impressive **235** unique, no cost services offered through **30** agencies and organizations, including **11** funded by Citizenship and Immigration Canada and directed purely at immigrants and refugees. But it also revealed that awareness of available services is not uniformly high and that some types of service are lacking. For more see reverse.

Use The New Surrey LIP Service Map

Identifies 235 unique, no cost services

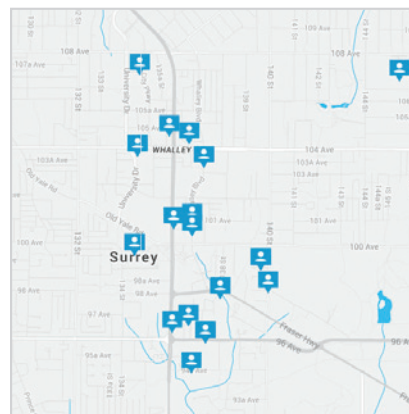
Draws from 30 agencies and organizations

Divided into 6 major categories:

- 1 Settlement + Refugee Services
- 2 Health + Nutrition Services
- 3 English Language Services
- 4 Employment + Education Support Services
- 5 Community Integration Services
- 6 Individual + Family Support Services

Further divided into 29 subcategories

Easily searchable



Find it at www.surreylip.ca/service-map

SETTLEMENT SERVICES IN SURREY

The Surrey LIP service mapping project identified several areas of critical need.

In addition to identifying and classifying Surrey's services for immigrants, the service mapping project sought to assess the adequacy of services. This was accomplished via a questionnaire completed by **25** leaders within Surrey's social services sector. The results portray a community with inadequacies in several areas.

Of **29** service types, **22** were deemed inadequate by at least **50%** of respondents who had an opinion. These are the services identified most often as inadequate, along with the percentage identifying them as such:

Emerging Issues

Respondents were also asked to identify emerging issues related to supporting immigrants and refugees:

1. Employment and Education needs
2. Health and Nutrition services.
3. Individual and Family Support services
4. Community integration services
5. English language needs

What Next?

The authors of the Services Map came to three overarching conclusions:

1. There are many strong and active services and supports in Surrey available to immigrants and refugees.
2. The current service infrastructure in Surrey is perceived by service providers to be mostly inadequate to effectively support the integration and settlement process for immigrants and refugees new to the community.
3. Many service leaders are either unaware of the adequacy of the services or unaware what is available to support the immigration and settlement process.

They further proposed **11** Considerations for Strategy Development. These conclusions and considerations will form part of the basis for the Surrey Local Immigration Partnership as it begins to formulate its Surrey Immigrant and Refugee Settlement Strategy and annual Action Plans.

A Neighbourhood Left Out?

For the most part services are located in the areas with the highest concentration of newcomers, such as Newton, Guildford and North Surrey. However, one neighbourhood, Fleetwood, stood out as having a high concentration of immigrants but few services. Fortunately, most areas of Fleetwood are fairly well served by public transit, with connections to neighbourhoods where services are located.



100%
Mental Health
Services



94%
Alcohol and Drug
and Addiction
Services



92%
Disability
Services



92%
Legal
Services



90%
LGBTQ
Services



83%
Transportation
Services



77%
Family
Counselling Services



76%
Youth
Services



75%
Women's
Services



75%
Housing
Support Services



As well, more than one-third of responses were "No Opinion," suggesting a lack of awareness of many services.

ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP Established in 2014, Surrey LIP is led by the City of Surrey and governed by a committee drawn from 30 community organizations.