

**Surrey Community Council Meeting Minutes
December 4, 2008**

As there was no quorum present at the meeting these Minutes are presented for Information only.

Present: Coreen Windbiel Marie Sabine
Jane Moon Sandra Cottingham
Larry Shareski

Regrets: Connie Hulley Renee Marlatt
Cheryl-Anne Hendy Rachhpal Sidhu
Maddie Addison

CLBC Staff: Sharon Rose, Surrey CPD Office Manager
Josefina Marchetti, recorder

Guests: Alana Robson and Sue Whittemore, from MCFD

Call to Order

The Chair called the meeting to order at 6:43pm and welcomed the guests and the Council members.

Agenda

There was no quorum so the agenda could not be approved.

Minutes of the September and October 2008 Meetings

The minutes of the September 18 and October 23, 2008 were not approved as there was no quorum.

Presentation by Alana Robson and Sue - MCFD

Alana and Sue Whittemore are working together with the managers in the transitioning process to transfer the children's services back to MCFD. They presented an update on the process and how MCFD is working to have a smooth transition. It was also informed that MCFD is still working on how the service delivery model will look like but will do its best to avoid families the frustration that could be caused by a new transition process and will keep the good things that are currently on place; there will be no re-process for families. MCFD will also try to keep the staff that is currently dealing with families. Some questions from the Council members were answered. The Council thanked Alana Robson and Sue Whittemore for the presentation.

Report on Strategic Plan Session with Bobbi Noble (Document was circulated)

The Vice-Chair, Marie Sabine, presented a report on the community consultation session that took place on November 6, 2008. The session was organized by Brian Salisbury, Director of Strategic Plan, and Bobbi Noble, Consultant hired by CLBC. As per this report, 25 persons attended the consultation meeting including CLBC staff, Council

members and self-advocates and their families. The feedback from families was valuable and the consultant, Bobbi Noble, showed to be skilled at listening to families, capturing the issues and relating the feedback to the strategic plan.

Manager's Report

Consumer Service Satisfaction Survey (Document was circulated)

Sharon Rose, Surrey CPD manager, presented the Consumer Service Satisfaction Survey results for the Surrey/Delta/Richmond region. The results show improvement compared to the 2006 survey results. Where the result was less than the 70%, managers will have to develop a plan to support improvement. Sharon Rose circulated the draft of a plan for each identified question and asked the Council members for their feedback or comments.

Employee Satisfaction Survey (Document was circulated)

For this survey, managers have been asked to pay attention to results that show less than 50% satisfaction for the combined total of "agree" and "strongly agree". One of the main questions are about "My Manager" but the Surrey/Delta/Richmond region results show over 50% for all the questions in this area.

Establishment of Recruitment – Nominations Committee

This item will be included in the January 22, 2009 meeting agenda.

Feedback from Survey Calls

This item will be included in the January 22, 2009 meeting agenda.

Action Plan – What Next?

This item will be included in the January 22, 2009 meeting agenda.

Information Items

Lower Mainland Community Council Chairs Meeting

Budget Confirmation

Both items above will be included in the January 22, 2009 meeting agenda.

Next Meeting

The next Community Council meeting will be held on Thursday, January 22, 2009 at 6:30 pm.

Adjournment

There being no further items to discuss, the Chair adjourned the meeting at 8:35 pm.