

Surrey Police  
Service  
Community  
Consultation:  
Findings from  
Interviews and  
Focus Group  
Sessions with  
Community  
Stakeholders

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# The Community Consultation

Provide the foundation for the development of a community policing model of service delivery for Surrey.

Inform the strategic planning process.

Solicit input from a broad range of community stakeholders.

- **Understand the lived experience of stakeholders**
- **Views on challenges and opportunities in Surrey**
- **Suggestions for improving security, developing/enhancing partnerships with the police**

Beginning of an ongoing dialogue with the community.

# Components of the Consultation

Survey of 1,000 Surrey residents.

Interviews with 100+ community stakeholders.

Twelve focus groups with representatives from stakeholder groups.

The affiliations of persons interviewed and a list of organizations participating in the focus group sessions are contained in the appendices of the final report.

Two reports were prepared, one on the findings from the interviews and focus groups and interviews and the other on the findings from the online survey.

# The Focus Groups

- Included a variety of stakeholder groups
  - Private sector
  - Seniors
  - Community associations
  - The differentially abled
  - Advocacy groups
  - The LGBTQ2S+ community
  - NGOs providing a broad range of services and programs

# Selected Findings and Recommendations from the Interviews and Focus Group Sessions

There is among a broad range of community stakeholders a strong interest in developing partnerships and collaborating with SPS to respond to the challenges of a growing, diverse city and to improve the quality of life for all residents.

For community stakeholders, a community policing model means that SPS listens to the community, is engaged in an ongoing dialogue with the community, and works to develop and enhance partnerships and collaborative arrangements.

## Findings and Recommendations (con't)

- There is strong and broad-based support for:
  - The City of Surrey developing a Community Safety and Wellness Plan that would provide a framework for multi-sector collaboration in addressing the current and future needs of the community.
  - SPS officers being equipped with body-worn cameras.
  - An SPS school resource officer program informed by best practice programs in other jurisdictions and tailored to the needs of Surrey schools and students.
  - The deployment of Neighbourhood Partnership Officers attached to police offices in the districts.
  - The creation of a meaningful (not token) Diversity Advisory Committee

## Findings and Recommendations (con't)

The deployment of a Gang Crime Unit that would have, as part of its mandate, high visibility and proactive participation in the Bar/Restaurant Watch program.

The creation of an SPS Diversity Relations Unit and, potentially, other specialized liaison units, e.g. Indigenous Liaison Unit, LGBTQ2S+ Liaison Unit.

SPS participating in multi-sector initiatives to respond to the needs of vulnerable/marginal/at-risk persons.

The development of a youth strategy and the creation of an SPS youth section to address the needs of at-risk youth and to facilitate partnerships and collaborative initiatives with community service organizations and provincial agencies.

## Findings and Recommendations (con't)

The SPS workforce should reflect the diversity of Surrey while ensuring that all officers have the requisite competencies to be effective in a community policing model of service delivery.

SPS can gain the trust of the community by being present, being visible, being proactive, and being a good partner.

SPS should develop a holistic, multi-faceted communication strategy to facilitate and sustain partnerships with stakeholder groups, ensure transparency, and to keep the community apprised of its priorities, activities, and outcomes.

# Findings and Recommendations

It is important that SPS officers have the requisite skill sets and competencies to effectively interact with community residents, including communities of diversity, Indigenous persons, and newcomers.

All SPS officers and Community Service Officers/Special Municipal Constables should be trained in the principles and application of trauma-informed policing and procedural justice policing.

SPS should build on existing relationships/partnerships/initiatives that currently exist with community stakeholders and the RCMP, with the view that these are evidence-based and grounded in best practices.

Police services will most effectively be delivered in a decentralized, localized model.