



Butler Business Solutions Ltd.

## Neighbourhood Empowerment Team (NET) Transition Decision Process and Evaluative Metrics

Prepared for February 23, 2011 Edmonton Police Commission Meeting

### Project Summary:

NET has contracted with Butler Business Solutions Ltd., (BBS) to assist the NET Partners (Community Services, EPS, the Family Centre and United Way Capital Region) with the development of decision-making processes for when and how NET enters a Neighbourhood and when and how they leave it. The examination of quantitative and qualitative metrics will guide these processes. In addition there is a need to evaluate and report on the success of the NET Teams and the overall success of the NET program. As a result an evaluative framework is being developed concurrently with the decision processes and metrics.

### Goals:

Through a consultative process with BBS the NET Governance Group, Management Team and Key Stakeholders will develop:

1. A process framework that outlines when and how NET enters a Neighbourhood and when and how they leave it. The transition portions (entrance and exit) of the process will include an evaluation of quantitative and qualitative metrics.
2. Metrics that will guide the transition decision-making process as well as allow for evaluations as to the success of the NET team.
3. A framework for the evaluation of individual NET teams that can be rolled up to an overall evaluation of the NET program.

### Process:

**Completed as of February 22<sup>nd</sup>, 2011:**

1. Existing NET documents including organizational charts, presentations, community action plans, year-end reports, evaluations, strategic direction, entrance and exit strategies etc. were examined by BBS and a summary report provided to the Governance Group.
2. Individual meetings were held with NET Partner members of Community Services, EPS, The Family Centre and the United Way Capital Region. The purpose of the meetings was to:

- a. Develop an understanding as to the current transition decision process and metrics as well as capture an indication as to the level of satisfaction with the current process and metrics.
  - b. Collect indications of what qualitative and quantitative metrics are of value to each organization. These will assist with the framing of the process as well as the development of the metrics. Note – specific information around what progress in each of NET's 3 Key Strategic Goals looks like was collected.
  - c. Gather information as to what "sustainable" NET results look like and how to measure them.
3. Meetings were held with the REACH Edmonton Council and EPS's Office of Strategy Management. Similar questions were asked of these two stakeholders and responses collected.

**Next Steps:**

4. We are requesting a meeting with a representative of the Edmonton Police Commission to collect your responses to the questions asked of the other stakeholders.
5. A draft high-level transition decision-process will be developed including a summary of all suggested metrics. This will be distributed to all members of the Governance Group and Management Team. Feedback will be gathered.
6. BBS will facilitate a joint brain storming session with all members of the Governance Group and Management Team. The purpose will be to finalize the outline for the transition decision process and to narrow down and prioritize the metrics in each of the following **Three Key Areas of Focus**:
  - Crime Statistics,
  - Neighbourhood Vulnerability,
  - Community Engagement / Involvement.
7. Based on the above BBS will develop an evaluative framework that:
  - a. Is accepted by the key stakeholder group
  - b. Provides guidelines for completion of the evaluation
  - c. Assigns responsibility for completion of the various aspects of the evaluation where possible
  - d. Is a true indicator of success for NET.



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# FACT SHEET

## BRITANNIA YOUNGSTOWN CELEBRATES SUCCESSES

### KEY FACTS:

- A N.E.T. team has been working in the neighbourhood of Britannia Youngstown since 2006.
- The N.E.T. team will be relocating from Britannia Youngstown to the neighbourhood of Inglewood effective April 1, 2011.
- Resources exist to support Britannia Youngstown and sustain the many positive initiatives developed in partnership with community.
- Crime in Britannia Youngstown decreased by 35 percent in 2010, compared to 18 percent city wide—from 2007 to 2010 the decrease in crime in Britannia Youngstown was 32 percent.
- The residents of Britannia Youngstown have the tools, knowledge and support to move forward without N.E.T.

Neighbourhood Empowerment Teams (N.E.T.) work with residents, businesses, and organizations to reduce and prevent crime. A police officer and social worker, supported by a youth capacity building team, are assigned to a neighbourhood for two to four years. Leaving the community stronger and safer than when they entered, the team relocates to another neighbourhood.

After almost five years in the neighbourhood of Britannia Youngstown, the N.E.T. team is relocating to Inglewood. Resources to support and sustain the good work in Britannia Youngstown are in place:

- Dedicated police resources are in place to serve Britannia Youngstown—the Stony Plain Road Beat team has recently been expanded from two to four police members.
- A Community Sergeant and Community Liaison Constable (CLC) are available to support crime prevention efforts and address concerns from residents and community partners.

- A 32 percent reduction in crime from 2007 to 2010 has made Britannia Youngstown a safer place to live, work and play.
- City of Edmonton Community Building Social Worker, Community Recreation Coordinator (CRC), and many other agencies continue to serve Britannia Youngstown.
- The Jasper Place Revitalization project offers a number of ways for citizens to participate, and their Feeling Safe in Our Community Working Group is focused on crime prevention activities.
- A committed group of residents in the Youngstown Capital Region Housing Complex meet regularly and are actively engaged in improving their area.
- Many crime prevention initiatives put in place by N.E.T. are sustained by residents, businesses, organizations and other community partners.

- more -

Neighbourhood Empowerment Team is a partnership with:  
*City of Edmonton Community Services, Edmonton Police Service,  
The Family Center and United Way of the Alberta Capital Region.*



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- The Stony Plain Road Community Clean-up has been very popular with residents, and enthusiastic partners have expressed interest in making it an annual event.
- Schools in Britannia Youngstown continue to deliver components from bullying prevention programs introduced by N.E.T., while referrals to other N.E.T. youth programs will continue to be supported.
- The Jasper Place Revitalization working group has expressed interest in delivering their "Spirit of Stony" Crime Prevention & Resource Calendar again next year—15,000 calendars were delivered to households in the Stony Plain Road area in 2010.
- A traffic safety project implemented in partnership with area schools to address speeding has dramatically reduced complaints—the schools are now aware of how to react if the problem arises again.
- The Auto Whisk Away initiative removed derelict vehicles and educated residents about options for storing or disposing of problem vehicles—apartment managers know how to deal with the problem should it arise again.
- Many managers of the approximately 35 apartment buildings in Britannia Youngstown have implemented all or some of N.E.T.'s Apartment Safe program and are openly communicating with police.
- Crime prevention information and education delivered to the community by N.E.T. will continue through the many strong police partnerships developed over the past five years—residents, businesses, schools, churches and other organizations are more familiar with the role of police and how it works for them.