



Safety And Services

Kensington-Cedar Cottage has a large and very diverse population, with many languages, ethnic backgrounds, and income levels. The population has been growing and becoming more diverse at a faster rate than the city as a whole. These factors create challenges to providing the social, recreational, health, and safety services that people need.



Paying for Services and Facilities

The City pays for the services and facilities involved in policing, recreation, libraries and so forth mainly through property taxes. Some new sources of funds – user charges and Development Cost Levies – are now being pursued by the City. The CityPlan direction on City finances is to continue to be cautious about increasing spending. Generally speaking, new services would need to be paid for by redirecting funds now spent on other items, or in other areas. There are also usually more requests for funding for new facilities than can be funded in any one period, so there is often a waiting period of years before a facility is expanded or rebuilt.

Community Policing Centres

There are 20 neighbourhood safety offices in the city, operating as Community Policing Centres. They are supported by the community and staffed mainly with local volunteers. Every office has a neighbourhood police officer assigned to work with the local population. He or she assists in the enhancement of community health by providing visible and accessible services that are sensitive to the needs of neighbourhood. The offices are governed by an advisory group and receive some financial support from City and Provincial government grants. However, their existence is dependent on community resources.

3. Community Safety



KCC has a higher crime rate than most other local areas in the city. Property crimes, particularly thefts of and from autos, is the fastest growing category of crime. The rate of crimes against persons has remained relatively constant.

For several years, the Vancouver Police Department has been moving in the direction of “community-based policing” that emphasizes partnerships with community residents in crime control. Initiatives include Block Watch (KCC has 40 Block Watch captains), block parents, police visitation programs to community centres, school liaison officers, citizen’s crime watch, and speedwatch.

Crime prevention has been the focus of a lot of community effort in KCC. The Broadway Station Area Community Crime Prevention Office, run by community residents, provides a place where volunteers work to address crime, vandalism, and nuisance behaviour in and around Cedar Cottage.

KCC residents participating in creating this Vision were particularly concerned about drug-related crime — break-ins, drug dealing, street prostitution — that they feel threaten different parts of KCC. Youth gang activities were also a concern.

Approved Vision Direction

3.1 Community Crime Prevention

Community crime prevention efforts should be strengthened, and extended into more areas of KCC. Community Policing Centre(s) should have some ongoing funding to ensure stability. More of the area should participate in the Block Watch program. Other prevention and education programs should be more widely used. There should be more patrols by police on foot and bicycle.

Support %: 94/4/2

Peoples’ ideas...

- citizen patrols, seniors’ home security improvements, parent education about kids’ safety
- more visible police presence in problem areas

4. Community Services and Facilities

Many agencies and groups provide services in KCC. Residents particularly noted that there are so many different services available, in so many places, people often don’t know about them, or can’t get to them easily, or can’t use them.

Services and Facilities that the City Provides

Trout Lake Community Centre and Kensington Community Centre serve KCC, and meet the Park Board goal of one community centre for approximately every 20,000 people. Both Community Centre Associations have identified needs for upgrading and expansion. Kensington Community Centre has recently been allocated funds for some improvements, provided they raise matching funds. Swimming pools and ice rinks serve larger populations than Community Centres, so they are not located at each Centre. Trout Lake Community Centre has an ice rink. Kensington Community Centre has a small indoor pool. Other indoor swimming pools serving the community are located at Britannia Centre, Riley Park Centre (Percy Norman Pool), and Renfrew Centre.

The Vancouver Public Library (VPL) operates Kensington Community Library, a small storefront library on Knight Street near Kingsway. The Library is currently involved in discussions with the developer of the old Safeway site at Knight and Kingsway about putting a new storefront library space in the new development. The area around Victoria and E. 41st is served by the Fraserview Library at Victoria and Argyle. At present, VPL facilities priorities do not include moving the Fraserview branch.

Neighbourhood House

Cedar Cottage Neighbourhood House is operated by a non-profit organization, and provides social and recreational programs for a variety of groups. It mainly serves the area bounded by Broadway, Knight, 41st, and Nanaimo. The City of Vancouver provides some of the funding. The Neighbourhood House has outgrown its current building on Victoria near 23rd Ave.



Clustered services in accessible locations

Non-City Services

Most social services are funded by the Province, and provided either directly by Ministries or through various agencies. The Vancouver/Richmond Health Board is responsible for health and community care services, including many for seniors. KCC is part of two Community Health areas, #3 mainly north of Kingsway and #5 mainly south of Kingsway. The East Health Unit at 10th & Victoria delivers services to the area.

Approved Vision Directions

4.1 Services Easier to See and Get To

Generally, services located in KCC should be clustered, and be in more accessible locations. Specifically:

- have multi-use facilities that offer more than one service
- use schools as service locations to provide outreach
- select locations in shopping areas and along transit lines
- address access problems created by the heavy arterials.

Support %: 78/18/4

4.2 Services Better Known and Coordinated

All service providers should make information about their services easier for the public to get. There should be more funding and support for multilingual communication. There should be more communication among service-providers for better coordination, and so services are targeted to changing needs.

Support %: 71/19/10

4.3 City Hall Services More Available Locally

City services and programs, and lots of City information, should be much more available in the community rather than just at City Hall.

Support %: 70/19/12

People's ideas...

- local community offices or "mini City Halls"
- Council meetings in community

4.4 Drug and Alcohol Services

Dealing with drug and alcohol addiction and its effects on local families and the community should be a high priority for social services in KCC. However, when locating clinics and treatment facilities, care should be taken to avoid problem areas and over-concentration in KCC.

Support %: 75/16/10

People's ideas...

- more education, prevention and rehab services available, especially for youth
- avoid Broadway and Commercial area which already has problems

Special Needs Residential Facilities

The term "Special Needs Residential Facilities" (SNRFs) means various types of group housing for people who need some form of support or assistance in their living place. They include the frail elderly, people with severe physical disabilities, people with mental disabilities, battered women, children in care, and the terminally ill. The City's zoning permits SNRFs in all residential zones. Within KCC there are 21 SNRFs, with 325 beds. This represents 6% of the SNRF beds in the city, lower than the area's share of city population (8%). Fifty percent of the beds are in two seniors' facilities at Porter and Victoria Diversion. There are no Vision directions about SNRFs other than Vision Direction 23.1, regarding seniors' housing.

4.5 Services to Low Income People

Services to low income individuals and families should be a high priority for social services.

Support %: 64/23/13

People's ideas...

- supports to make it possible for people to work, such as child care, language training
- job networks; local job creation and local hiring
- creation of community gardens, sharing of community and private garden produce



Trout Lake Community Centre

4.6 Activities Programming

Activities programming of community centres and parks should be more responsive to needs and wishes of local residents.

Support %: 74/22/3

People's ideas...

- continue community dialogue re: John Hendry Park
- continue "KenPro" initiatives of Kensington Community Centre to expand consultation



Kensington Community Centre



Kensington Community Library

4.7 Trout Lake Community Centre

Trout Lake Community Centre should be improved and expanded.

Support %: 66/25/9

People's ideas...

- more (and upgrading of) multi-purpose rooms; sports courts; beach volleyball



Cedar Cottage Neighbourhood House

4.8 Kensington Community Centre

Kensington Community Centre should be improved and expanded.

Support %: 66/26/8

People's ideas...

- more meeting space; improved signage and exterior lighting; improvements to Gray's park

4.9 Swimming Pools

There should be better access to full swimming pool facilities and programs than now provided by Kensington Community Centre pool and Britannia Centre pool

Support %: 67/23/10

People's ideas...

- new pool in the community
- upgrades of nearby pools
- altered programming or hours at nearby pools
- shuttle from Community Centre to programs at other pools

4.10 Library

Kensington Library should be replaced with a somewhat larger facility, with longer hours. If other library relocations or expansions are needed in future, consider locations in local shopping areas such as Victoria and 41st, or Broadway and Commercial.

Support %: 78/14/8

Other Vision Direction considered but not approved

4.11 Neighbourhood House

Cedar Cottage Neighbourhood House should be expanded.

Uncertain %: 47/39/14

Comments: This direction received a high neutral vote, perhaps because the Neighbourhood House is a smaller and more specialized service than community centres and libraries. However, even though the agree votes are not a majority, they are more than three times as high as the disagree votes, and mapping the responses shows that agree votes are widespread across the community, and especially from renters and people over 50. This direction remains on the table for community priority setting or community initiative.