



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Recreation Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	April 4, 2019
SUBJECT/REPORT NO:	Renewal of Beasley Community Centre Operating Agreement (CS13018(c)) (Ward 2)
WARD(S) AFFECTED:	Ward 2
PREPARED BY:	Laura Kerr (905) 546-2424 Ext. 5015
SUBMITTED BY:	Chris Herstek Director, Recreation Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That the Operating Agreement between the City of Hamilton and Wesley Urban Ministries for the operation of the Beasley Community Centres from October 1, 2015 to September 30, 2018 be renewed for an additional three years until December 31, 2021 with an option for one two-year extension; and,
- (b) That the General Manager of Healthy and Safe Communities Department or his designate be authorized and directed to execute the renewal of the Operating Agreement between the City of Hamilton and Wesley Urban Ministries for the operation of Beasley Community Centres, in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

Effective December 1, 2015, the City of Hamilton signed a second term Operating Agreement with Wesley Urban Ministries (WUM) permitting WUM to operate Beasley Community Centres on behalf of the City of Hamilton. The third-party operation of the Beasley Community Centres is achieving the desired community benefits, including greater flexibility to partner with residents and organizations to deliver services, offering programs at free or low cost outside of Council approved user fees, and providing alternative means for communication or program planning.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Since October 2015, WUM has continued to increase the amount of program hours and partnership programs, with increased community and access and visits. In 2018, 4,774 hours of programming were delivered directly by WUM for preschoolers, children, teens, adults, seniors, and newcomers. They also facilitated access for nine partner programs for an additional 1,033 hours of programming. In addition, free space was also provided for another 11 community organizations for 179.5 hours of community meetings (increased from 55 hours of community meetings in 2017).

It is recommended that the Operating Agreement with WUM be renewed for an additional three years, with an option for another two-year extension, so that WUM can continue to build on successes achieved and maintain service stability and consistency for the community.

Alternatives for Consideration –Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The Recreation Division provides funding in the amount of \$44,620 to support staff on site to open/close the building will be issued through Children's Services and Neighbourhood Development (CSND) as per the "Funding Agreement for EarlyON Child and Family Centres".

Staffing: There are no staffing implications associated with Report CS13018(c).

Legal: Legal Services staff has advised that it is appropriate to update the Operating Agreement and terms.

HISTORICAL BACKGROUND

In 2004, the City of Hamilton and Hamilton Wentworth District School Board (HWDSB) determined the most effective way to service the Beasley community was to build a new community centre in conjunction with the proposed Dr. Davey School and attach the two sites. The outcome of the City/HWDSB partnership was an integrated building design which allowed the community centre and parts of the new school to be accessed at different times of the day, including during school hours. The design included a dedicated space in the new community centre for the Beasley Child & Family Centre operated by WUM.

Due to resourcing and community specific concerns (i.e. need for alternative hours, free programming, shared partnership program delivery, and different means of communication for programming) it was determined that those requirements would be

better met if a third-party community partner was engaged to operate the community centre.

The benefits to third party provision of services for the centre include:

- Cost avoidance to the City as non-profit organizations can leverage additional funding sources to expand programs, services and staffing at no additional cost to the net levy;
- Opportunity to bundle programs and services offered at the Beasley Community Centre through one primary service provider; and,
- A more flexible and community-based approach to identifying recreational needs and opportunities and translate those into practical programs and services.

WUM was selected as the third-party operator on a single source basis given its unique experience with delivering programs and services in the Beasley neighbourhood. The provider was approved by Council (Reports CS13018(a) and CS13018(b)) and subsequently the Recreation Division entered into two agreements with WUM to operate the centres commencing in 2013 through 2018.

As per the terms of the existing agreement, WUM has submitted quarterly reports on the activities, participation, and partnerships at the Beasley Community Centre. Management staff from both WUM and the Recreation Division meet regularly to review centre activities and concerns and to monitor achievement of objectives and outcomes as outlined in the service plan. As of 2018, WUM has achieved all short, medium, and long-range goals identified as part of the service plan.

The budget to operate the centre annually was provided from the Recreation Division's operation budget. However, the budget to operate the centre was combined with the funding received to operate the Child and Family Centre (EarlyON) also on site and transferred to the Children's Services and Neighbourhood Development Division to issue funds together. Funding will continue to be issued through the Children's Services and Neighbourhood Development Division and funding amounts and payment schedule removed from future iterations of the Operating Agreement.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None

RELEVANT CONSULTATION

Discussions with WUM have occurred on a regular basis related to the ongoing delivery of the agreement terms. They have indicated that they are supportive of renewing the agreement.

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The Ward 2 Councillor has been briefed on the results achieved from this agreement term and is in support of staff recommendations to renew the Operating agreement.

WUM has continued to lead the Beasley Community Centre Advisory Team and participate as a member of the Beasley Neighbourhood Association. During the operation of the last agreement, staff were involved with addressing identified community concerns about the operation of the centre; specifically, the locked centre door, access to gym and specialty spaces in the school, procedural requirements for renting space, and lack of opportunities for residents to host private rentals. Staff will continue to support WUM in addressing concerns and leveraging relationships with the school board to reduce access barriers whenever possible. Resident requests to host rentals at Simone Hall will be addressed through updated goals in the service plan.

Legal Services staff has advised that, if the extension of this agreement is approved, it is appropriate to update the terms.

ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)

Since assuming responsibility for operating the Beasley Community Centres, WUM has maintained consistent, professional communication with the Recreation Division, including submitting quarterly program and activity reports. WUM has achieved growth in all core service areas, and have expanded programs, partnerships, and operating hours beyond the core service levels originally agreed upon. WUM has also achieved all short, medium, and long-range program service goals identified in the agreement and have communicated plans for building upon service goals to achieve even greater success of the centre.

Notable results achieved in 2018 include:

- Over 5,800 hours of programming offered by WUM and community partners
- Programming was offered for all ages, including expanded programs for adults and seniors
- Child and Family Centre at Beasley had 11,432 visits by children and their caregivers
- Senior's Multicultural Outreach programs had over 1,800 visits to fitness, art, kitchen, and falls prevention programs offered at Beasley
- Processes were solidified to support private rentals of the newly renovated Simone Hall and Community Kitchen starting in 2019
- Increased community and service provider engagement demonstrated through new program partnerships, regular service provider collaborative meetings and attendance, and greater requests to book for community meetings and information sessions

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Renewal of the agreement will allow the City and WUM to work together in partnership with the Beasley community to build on the successes already achieved. Continuation of the partnership will provide the following benefits:

- Consistency in the service provider for the community;
- Achieving the recommendation identified in the Early Years Community Plan for one early years service provider on site;
- Predictability in the services and programs being offered; and
- Continued opportunity for the City and WUM to leverage the partnerships and relationships already developed.

ALTERNATIVES FOR CONSIDERATION

If the agreement is not renewed, we would need to conduct RFP process to select a new service provider or operate the centre with Recreation Division staff.

Pros:

- Provides opportunity to identify another potential community operator through a competitive process.
- Provides greater degree of transparency and fairness amongst other not-for-profit organizations in the community who could potentially be interested in operating the community centre.

Cons:

- Consistency and predictability of services provided to the community will be jeopardized;
- Will not meet best practice guidelines set by Early Years Community Plan for a single operator of early years programs on a single site;
- City will be unable to continue leveraging successes already achieved by WUM if they are not selected through RFP or choose not to submit bid;
- City may have to reassume responsibility for operating Beasley Community Centre if another service provider cannot be identified through RFP process, resulting in a budgetary pressure which would exceed the funding provided annually to operate the centre.

Financial Implications: If the Operating Agreement was not renewed, Recreation Division staff would assume operations of the centre in the interim RFP process. During this time, Recreation Division would incur unbudgeted staffing costs to operate the building in excess of the funding that would be retracted from CSND. The RFP process may also result in an Operator who requests greater funding than the \$44,615 allocated annually to WUM.

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Staffing Implications: Recreation Division would be required to assign full time and part time staff resources to operate the building until the RFP process is complete with a new operator.

Legal Implications: Legal Services would be required to prepare a new funding and operating agreement, with new negotiated terms with a service provider.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement and Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

None