

Thunder Bay Community Safety and Well-Being (CSWB) Planning

“What We Heard” Report:

Phase 1 CSWB Community Engagement:

Priority Setting

March 2021

“What We Heard” Report

In accordance with the direction of Thunder Bay City Council, the Crime Prevention Council is tasked with coordinating the development of a Community Safety and Well-Being (CSWB) Plan for our municipality, as required under [provincial legislation](#). This work is occurring with the guidance and collaboration of the CSWB Steering Committee, which is comprised of members of the Crime Prevention Council and other community partners. While City Council will have the approval authority for the plan, we all have a role to play in the development of local priorities.

The purpose of this report is to provide a summary of ‘what we heard’ from Thunder Bay residents and stakeholders throughout the first engagement period of the project, which began on January 15, 2020 and closed on March 5, 2020. This engagement data, together with local crime, safety, health and well-being data, helped identify six local priorities upon which the CSWB plan will focus.

Background

Effective Jan. 1, 2019, [new legislation](#) mandates all Ontario municipalities to prepare and adopt a community safety and well-being (CSWB) plan that proactively addresses locally identified priority risks to community safety and well-being. Additional requirements are also outlined in the legislation pertaining to conducting consultations, contents of the plan, and monitoring, evaluating, reporting and publishing the plan.

On March 11, 2019, Thunder Bay City Council appointed the Crime Prevention Council as the Advisory Committee to oversee the development of the CSWB plan for Thunder Bay.

The province has developed a [Framework](#) to guide municipalities in this work, which encourages a deeper understanding of four areas to ensure local plans are efficient and effective in making communities safer and healthier. These include Social Development, Prevention, Risk Intervention and Incident Response.

Figure 1: Provincial Framework for CSWB Planning

The Provincial Framework for CSWB Planning diagram shows four rings with the outer green ring labeled as Social Development with the description as promoting and maintaining community safety and well-being.

The second ring is blue and is labeled as Prevention. It is described as proactively reducing identified risks.

The third ring is yellow and is labeled as Risk Intervention. It is described as mitigating situations of elevated risk.

The fourth ring in the centre is Incident Response and is described as critical and non-critical incident response.

While the original due date for municipal approval of community safety and well-being plans was January 1, 2021, due to the pandemic, on April 14, the provincial government authorized the Solicitor General to delay this deadline. On December 24, 2021, the Solicitor General announced the new deadline for the completion of these plans would be July 1, 2021.

In 2019, the Crime Prevention Council established Working Groups and a Steering Committee to guide plan development. A Work Plan has been developed with timelines to meet the new provincial deadline. The Community Engagement Working Group coordinated and implemented the Phase 1 Community Engagement process, which resulted in identification of the priorities for the CSWB plan and this report. This group is planning for the implementation of Phase 2 Community Engagement.

The Data Working Group conducted a comprehensive local data review, including the selection of ten domains and indicators that help tell the story of community safety and well-being in Thunder Bay. A data report will be made available in the spring of 2021.

The goal throughout the project is to ensure a collaborative approach with different engagement formats to be used throughout the project timeline. Furthermore, the plan will not duplicate any work already underway but rather, will complement, leverage and build on work already occurring.

Objectives of Phase 1 CSWB Engagement

The purpose of Phase 1 was to:

Raise awareness amongst residents and stakeholders of Thunder Bay's CSWB Plan

Inform residents and stakeholders of their role in the planning process

Obtain feedback on concerns and feelings towards community safety and well-being issues in Thunder Bay

Engagement Team

The CSWB Community Engagement Working Group, comprised of members of the Crime Prevention Council, planned for, coordinated, and implemented the Phase 1 Community Engagement process. Through this process, they captured feedback on the issues of greatest concern to residents and stakeholders related to community safety and well-being. Participants also identified what they believed were the root causes of their concerns, and who they believed is made most vulnerable to these issues in our community.

How we Engaged

Methodology

Mixed engagement methods were used, including both online and in-person opportunities, to make it easier for residents and stakeholders to participate and contribute.

Three engagement methods were used:

- Online Community Survey
- Focus Group
- Community Conversations

The Online Community Survey was developed in consultation with community partners and included input from the Canadian Municipal Network on Crime Prevention. The survey was posted on the City of Thunder Bay's Get Involved page, and the link shared through email-lists, social media posts and a media release.

The Crime Prevention Council worked with Kari Chiappetta Consulting, who supported the Phase 1 Community Engagement process. Numerous Focus Groups were planned, with specific efforts being made to reach diverse populations across the city, service

providers representing many different sectors, Indigenous organizations and other equity-seeking groups. See Table 1 for a full list of engagement activities and participants.

A Community Conversations Facilitators' Guide, including background information on CSWB planning and guiding questions, was developed and made available so residents could host their own engagement sessions, and return their feedback to the planning team.

Communications

In January 2020, we developed a page on the City of Thunder Bay's Get Involved Public Engagement Platform. The page included background information on the CSWB plan requirements, and Phase 1 Community Engagement opportunities. This platform was used to develop and deliver the CSWB Online Community Survey.

We also promoted our engagement activities on the City of Thunder Bay and Crime Prevention Council's webpage and social media channels, through newsletters, posters, listservs, email messages and phone calls. We also distributed a media release to inform the community of this process. Efforts were made to reach out to a diversity of stakeholders, including those with lived experience. For Thunder Bay's CSWB Plan to be successful, a variety of diverse groups and sectors must be involved in the planning process.

Engagement Reach:

A total of 779 people participated in engagement activities. Two-hundred-sixteen people completed the Online Community Survey (108 online, 108 paper copies), and 563 people participated in 25 Focus Groups, Public Forums and Community Conversations, which were held with diverse community groups.

Phase 1 Community Engagement Activities and Participants

On January 15, 35 people from the Crime Prevention Council participated in a Forum, representing 10 different sectors.

On January 20, 10 people representing UAAC members, UAAC youth, Ontario Native Women's Association, and Thunder Bay Indigenous Friendship Centre, participated in an Urban Aboriginal Advisory Committee Focus Group.

From January 28 to February 28, 216 people participated in the Online Community Survey.

On January 28, 90 community members participated in a Citizens of Thunder Bay Public Forum.

On January 29, 86 service providers from various sectors participated in a Public Form for Service Providers.

On February 5, 11 participants from Rainy River, Red Lake, Nipigon, Geraldton, and Kenora took part in a Centre of Responsibility (outside of Thunder Bay) Focus Group.

On February 5, eight participants took part in a People Advocating for Change and Empowerment (PACE) Focus Group.

On February 5, six staff from three library sites participated in a Thunder Bay Public Library Focus Group.

On February 10, 65 staff members from Matawa First Nations Management participated in a Staff Forum.

On February 12, five residents who are Shelter House Clients participated in a Focus Group.

On February 13, 15 committee members participated in an Accessibility Advisory Committee Focus Group.

On February 13, 25 residents participated in a Red River Ward Meeting with Councillor Brian McKinnon.

On February 18, 14 people participated in an Elevate Focus Group.

On February 18, eight participants took part in a Muslim Community/Mosque Focus Group.

On February 19, six people participated in a Focus Group for Inquest Partners.

On February 20, three newcomers: one from Bangladesh and two from India participated in a Focus Group for Newcomers.

On February 20, five committee members from People With Lived Experience Advisory Committee participated in a Focus Group.

On February 25, 15 committee members participated in a Coordinating Committee to End Woman Abuse Focus Group.

On February 27, 40 youth from grades nine through 12 participated in a Youth Forum during a youth leadership conference for Lakehead Public Schools

In March 2020, four Lakehead Unitarian Fellowship members participated in a Community Conversation.

In early March, 10 youth participated from Youth Westgate.

Also in early March, eight youth at the Canada Games Complex participated in a Focus Group.

On March 3, eight board members with the Waterfront District BIA participated in a Discussion.

On March 5, 68 seniors took part in a Seniors Forum.

On March 5, 20 residents participated in a Westfort Ward Meeting with Councillor Kristen Oliver.

In November 2020, six Thunder Bay Museum staff participated in a Community Conversation.

All in all, a total of 779 people participated in these engagement activities.

Engagement Results: Summary

Participants in this phase were asked to identify their greatest concerns and priorities related to community safety and well-being when completing the online survey, and/or participating in the other engagement opportunities (i.e., Focus Groups and Public Forums, Community Conversations).

Data from all engagement methods were themed and counted to identify the top concerns and priorities in our community.

Top six local priorities identified:

- Mental Health and Addictions
- Housing
- Racism and Discrimination
- Poverty
- Community violence
- Supports for children, youth and families

These six priorities will be the focus of the CSWB Plan.

It is important to note that the data review also identified other priorities and comments that were shared and are meaningful to some residents. These priorities were not mentioned as frequently as the above themes, but they did help us better understand the intersectionality and interconnectedness of other issues raised, and the impacts on different groups of people.

Participants were also asked to identify the root causes and who is made most vulnerable to these concerns and priorities for community safety and well-being.

Top 10 Root Causes of Community Safety and Well-Being Concerns:

- Poverty-people can't meet their basic needs
- Growing mental health and addiction issues
- Inadequate social, health and treatment services in northern communities (i.e., local systems can't meet demands for services)
- Colonialism, racism and structural violence
- Lack of awareness/education
- Lack of opportunities for youth
- Trauma (including intergenerational trauma), adverse childhood experiences
- Barriers to education
- Barriers to services (inaccessible or inadequate for demand)
- Lack of resources/funding/investments

Top 10 Groups Made Most Vulnerable in Thunder Bay:

- People who are homeless
- People living with untreated mental health conditions
- People with problematic drugs/alcohol conditions
- Indigenous people (especially Indigenous women)
- Newcomers
- Seniors
- 2SLGBTIQ+ community
- Children and youth
- Disabled community
- People in conflict with the law

Thank you to all residents and stakeholders who took the time to provide valuable feedback.

Next Steps:

- Phase 2 Community Engagement will take place between March 2 and March 26, 2021 and will focus on gathering more detailed feedback to inform strategies and actions for each of the six local priorities. We hope you will participate in this process.
- This direction will guide the next stages in order to develop the full final Plan for presentation to Thunder Bay City Council.
- A data report, which identifies the domains and indicators that will be used in the CSWB plan will be released in the spring of 2021.
- We look forward to co-developing a Community Safety and Well-Being Plan that truly reflects the needs and priorities in our community, and improves safety and well-being for all.

Stay connected!

For updates on CSWB planning [subscribe to the Crime Prevention Council newsletter.](#)

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