

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.

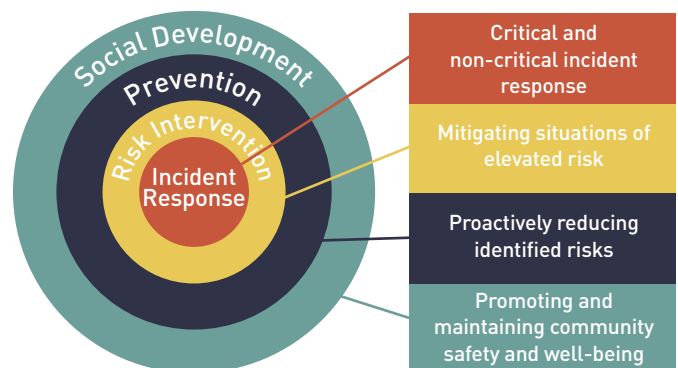
## BACKGROUND

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



While the original deadline 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:

1. Online Community Survey
2. Focus Group
3. 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, including service providers representing many different sectors, Indigenous organizations, other equity-seeking groups, and people with lived and living experience. 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. For Thunder Bay's CSWB Plan to be successful, diverse groups and sectors must be involved in the planning process.

## Engagement Reach:

- 216 people completed the Online Community Survey (108 online, 108 paper copies)
  - 563 people participated 25 Focus Groups, Public Forums and Community Conversations, which were held with diverse community groups
- Total of 779 people were engaged.**

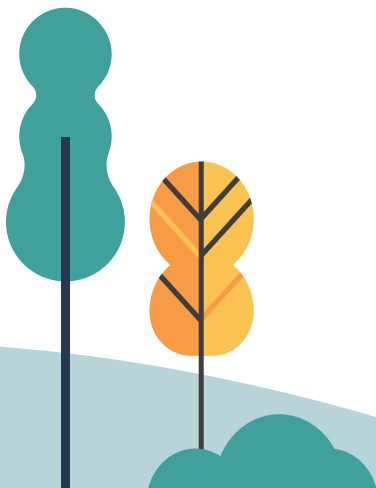


Table 1 Phase 1 Community Engagement Activities and Participants

Activity	Date	Participants
<b>Online Community Survey</b>	Jan 28-Feb28	216 participants
<b>Forum</b> Crime Prevention Council	Jan 15	35 participants, representing 10 sectors
<b>Focus Group</b> Urban Aboriginal Advisory Committee (UAAC)	Jan 20	10 participants, UAAC members, UAAC-Youth, Ontario Native Women's Association, Thunder Bay Indigenous Friendship Centre
<b>Public Forum</b> Citizens of Thunder Bay	Jan 28	90 community members
<b>Public Forum</b> Service Providers	Jan 29	86 service providers from across sectors
<b>Focus Group</b> Centre of Responsibility (Outside of Thunder Bay)	Feb 5	11 participants (members from Rainy River, Red Lake, Nipigon, Geraldton, Kenora)
<b>Focus Group</b> People Advocating for Change and Empowerment (PACE)	Feb 5	8 participants
<b>Focus Group</b> Thunder Bay Public Library	Feb 5	6 staff from 3 library sites
<b>Staff Forum</b> Staff from Matawa First Nations Management	Feb 10	65 staff
<b>Focus Group</b> Shelter House Clients	Feb 12	5 residents
<b>Focus Group</b> Accessibility Advisory Committee	Feb 13	15 participants, committee members
<b>Red River Ward Meeting</b> Councillor McKinnon	Feb 13	25 participants, residents
<b>Focus Group</b> Elevate	Feb 18	14 participants
<b>Focus Group</b> Muslim Community/Mosque	Feb 18	8 participants
<b>Focus Group</b> Inquest Partners	Feb 19	6 participants
<b>Focus Group</b> Newcomers	Feb 20	3 newcomers: 1 from Bangladesh, two from India
<b>Focus Group</b> People With Lived Experience Advisory Committee	Feb 20	5 committee members
<b>Focus Group</b> TBD Coordinating Committee to End Woman Abuse	Feb 25	15 committee members
<b>Youth Forum</b> Youth leadership conference for Lakehead Public Schools	Feb 27	40 youth, grades 9-12
<b>Focus Group</b> Youth Westgate	Early March	10 youth
<b>Focus Group</b> Youth-at Canada Games Complex	Early March	8 youth
<b>Discussion</b> Waterfront District BIA	Mar 3	(8 board members)
<b>Seniors Forum</b>	Mar 5	68 seniors
<b>Westfort Ward Meeting</b> Councillor Oliver	Mar 5	20 residents
<b>Community Conversation</b> Lakehead Unitarian Fellowship	Mar 2020	4 members
<b>Community Conversation</b> Thunder Bay Museum	Nov 2020	6 staff

Total: 779 people engaged

## 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, Public Forums and 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:

1. Mental Well-Being
2. Housing
3. Racism and Discrimination
4. Poverty Reduction and Financial Empowerment
5. Community Violence, with a Focus on Gender-based Violence
6. 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:

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



## Top 10 Groups Made Most Vulnerable in Thunder Bay:

1. People who are homeless
2. People living with untreated mental health conditions
3. People with problematic substance misuse conditions
4. Indigenous people (especially Indigenous women)
5. Newcomers
6. Seniors
7. 2SLGBTIQ+ community
8. Children and youth
9. Disabled community
10. 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.
- This input 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!

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