



Community Safety and Well-Being Plan

What We Heard Report – Priority Setting Engagement Summary

September 2020

Emergency and Protective Services



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Executive Summary

In accordance with the direction of City Council, the City of Ottawa’s Community Safety and Well-Being team is tasked with coordinating a Community Safety and Well-Being (CSWB) Plan for our municipality, as required under the Province’s *Safer Ontario Act, 2018*. This work is occurring with the guidance and collaboration of the Advisory Committee, which consists of the Crime Prevention Ottawa’s (CPO) Board of Directors. While City Council will have the approval authority for the Plan, 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 residents and stakeholders throughout the first engagement period of the project, which began on March 3, 2020 and closed on June 30, 2020.



- ✓ Over **490** residents engaged on CSWB website
- ✓ **245** online surveys completed
- ✓ Residents shared **156** stories on CSWB website
- ✓ Over **165** people joined virtual and in-person consultations
- ✓ **21** residents contributed ideas through Community Toolkits
- ✓ Written submissions from over **50** people
- ✓ Over **1820** newsletter subscribers



In light of recent events in both the U.S. and as a First Nations individual, I believe it would be incredibly beneficial for our city to put more funding into community services. This includes affordable housing, easy access mental health services, homeless shelters, and others to support those in need. These services, additionally, should be culture-specific to provide the best support possible.

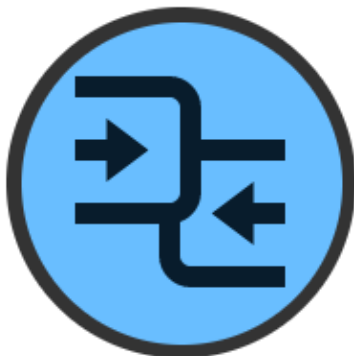
-Resident





Top safety and well-being priorities

- ✓ Housing
- ✓ Discrimination, Marginalization, and Racism
- ✓ Mental Health
- ✓ Systems Change and Systems Security
- ✓ Financial Security



Key themes we heard

- ✓ Improve access to programs and supports
- ✓ Stronger collaboration between services, and with the community
- ✓ Help to find services – one stop shop
- ✓ Enhance communications and community consulting

Due to the COVID-19 pandemic, some in-person consultation sessions were cancelled. We held virtual engagement sessions, where possible, to get community feedback. In addition, the online survey deadline was extended until the end of May and a story feature was added to the CSWB website so that residents and stakeholders could provide input. Thank you to all residents and stakeholders that took the time to provide valuable feedback.





Background

The City of Ottawa is in the process of developing Ottawa's first CSWB Plan, which will enhance how we collaborate with community partners, strengthen relationships and coordinate services on issues related to safety and well-being.

The *Safer Ontario Act, 2018*, requires that Ontario's single-tier and regional municipalities prepare and adopt a community safety and well-being plan. 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. At the time of writing, no new date has been provided by the Solicitor General.

The City of Ottawa is the lead coordinating body for the Plan, but everyone has a role to play in the safety and well-being of our city. City Council approved the [Community Safety and Well-Being Plan Roadmap](#) on October 23, 2019 which will serve to guide us in meeting all statutory requirements.

For Ottawa, the process includes stakeholder and program mapping, ongoing data collection and analysis, resident/stakeholder engagement as well as goal setting and performance measurement. Staff will be working collaboratively across sectors to identify local priorities, with a focus on social development, prevention, risk intervention and incident response. Additionally, staff are required to consult with a multi-sectoral community safety and well-being advisory committee, which is the Crime Prevention Ottawa (CPO) Board of Directors.

In order that the Plan is reflective of the needs and voices of our community, the City will be consulting extensively and at different touch points throughout the project prior to outlining strategies and actions going forward. 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 - Priority setting engagement period

The purpose of this report is to provide a summary of ‘what we heard’ from residents and stakeholders throughout the first engagement period of the project, which began on March 3, 2020 and closed on June 30, 2020. The aim of this first engagement was to:

- Raise awareness amongst residents and stakeholders of Ottawa’s CSWB Plan
- Inform residents and stakeholders of their role in the planning process
- Obtain feedback on views and feelings towards community safety and well-being, guided by a list of topics for consideration (see Appendix A).

The City captured feedback on what issues are important to residents and stakeholders, as well as opportunities for change and bridging gaps in the system of services and supports that need to be addressed collectively. All feedback from this consultation period is included in this analysis.

How we engaged

Mixed engagement techniques were used including online, in-person and virtual methods to make it as easy as possible for residents and stakeholders to participate. An effort was made to reach out to a diversity of stakeholders, including those with lived experience.

In late February, we advertised our engagement activities to a large city-wide distribution list of local service providers and organizations as well as elected officials. They, in turn, added our information to their stakeholder newsletters, email messages and webpages. Additionally, we advertised through our corporate channels, such as social media, news releases and posters at all City community centres, client service centres and libraries.

The City began consulting on the priorities at the beginning of March both through online and in person sessions. We worked with the City for All Women Initiative (CAWI) to host sessions in the community and made a community toolkit available so residents and groups could host their own sessions. Due to the COVID-19 pandemic, some of the in-person sessions were cancelled, but we held virtual sessions to obtain feedback, extended our online survey until the end of May and added a story feature to our CSWB project website.



Table 1: Engagement activities

Activity	Date(s)	Number of sessions held	Number of participants
Online Survey (see Appendix B for survey questions)	March 3 to May 31	N/A	245 surveys received
Online Story feature	April 23 to June 30	N/A	156 stories shared
In-person consultation (Residents) (see Appendix C for consultation questions)	March 10 and 11	4 sessions planned but due to COVID-19 only 2 sessions occurred	23 participants
In-person consultation (Stakeholders) (see Appendix C for consultation questions)	March 3 and 5	4 sessions planned but due to COVID-19 only 2 sessions occurred	21 participants
CAWI consultation	March 6 and June 24	18 sessions planned but due to COVID-19 only 2 sessions occurred.	23 participants





Activity	Date(s)	Number of sessions held	Number of participants
Virtual consultations (Residents and Stakeholders)	June and July	7 sessions	165 participants
Community Toolkit (see Appendix D for questions)	February 18 to June 30	21 Toolkits were requested by local groups	3 completed (21 participants in total) (due to COVID-19, most participants could not gather in-person to complete)
Written submissions	March to June	N/A	Over 50 submissions received
Meetings with City Councillors	January to June	14 Members of Council provided ward specific feedback	N/A

Highlighted participant groups

At the City, we strive to ensure all residents have a voice and have opportunities to participate and receive services in an equitable and barrier-free way. The CSWB project team applied the City’s [Equity and Inclusion Lens](#) when designing our engagement strategy and outreach activities for the Plan. Both advertising and engagement opportunities were multi-channeled, inclusive and accessible. For Ottawa’s CSWB Plan to be successful, a variety of diverse groups and sectors must be involved in the planning process.



Indigenous people and City of Ottawa Equity and Inclusion Lens groups

- 2SLGBTQ+ people
- First Nations, Inuit, Métis
- Francophones
- Immigrants and Refugees
- Older Adults
- People with disabilities
- People living in poverty
- People living in rural areas
- People living in suburban areas
- People living in urban areas
- Racialized people
- Women
- Youth

In addition to the groups listed above, the City connected with a large distribution list of diverse stakeholders to inform them of the project, and to establish their interest in engagement. The City of Ottawa *Public Engagement Strategy: Guidelines and Toolkit* defines a Stakeholder as, “An individual, organization or group that has an interest in an issue, will be or is likely to be affected, or has the ability to affect a decision or outcome. Organizations can include non-governmental organizations, government, institutions and businesses, community associations, etc.” The City reached out to as many stakeholder representatives as possible including the following key participant groups.

Key participant groups

- Academic institutions
- Advocacy organizations
- City departments and staff
- Community Associations
- CSWB Advisory Committee
- City Council
- Faith groups
- General public
- Justice sector (reparation and restoration)
- Local boards and Business Improvement Areas (BIAs)
- Organizations supporting Equity and Inclusion Lens groups
- Organizations supporting Indigenous groups
- Organizations supporting youth
- Organizations supporting racialized groups
- Ottawa Police
- Upper tier level of government – political

Additionally, the City worked closely with the City for All Women Initiative (CAWI), who applied principles of equity and inclusion in their work, to host and facilitate multiple community conversations on our behalf at the grassroots level in diverse





neighbourhoods. The City of Ottawa recognizes that trusted community facilitators are an excellent way to reach out to the community and gain valuable feedback as the relationship is already formed.

Data collection and analysis

Methodology

The City has documented and coded all feedback received during this engagement period and all participation is given equal weight in terms of the analysis. The themes have been summarized and categorized to align, where possible, with the Council approved topics for consideration (Appendix A). Once summarized, the highest counts will indicate a general theme of interest for this data set. The analysis also identifies other priorities and comments that were shared and are meaningful to some residents. These priorities may not be mentioned as frequently as the predominate themes but help us better understand the intersectionality and interconnectedness of issues raised and the impacts on different groups of people.

Text data from the consultations, survey, story feature and written submissions were coded based on the sentiments and comments made in those responses. These codes were compiled and assigned a theme to better allow for the contents to be analyzed. Each word, sentence and paragraph was reviewed and coded then fed into an analytics tool. This tool allows us to compare sentiments and content from all data sources, along with priorities and demographic data we received from participants.

The data presentation to follow will contextualize the chosen priorities with the sentiments and comments made by individuals, overlaid with the variables of those who self-identified within the Indigenous people and Equity and Inclusion Lens group categories.

Overview of demographic information

Basic identifying information is requested when participants register with the City's online platform, Engage Ottawa, and registrants have the option to select 'prefer not to answer' as a field. We collect this information for our public consultation program to help inform decision-making.



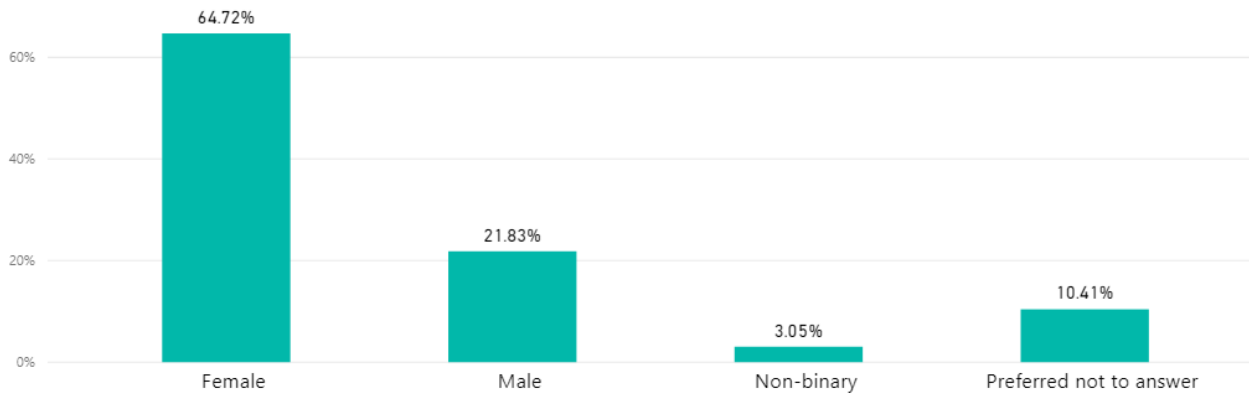
The data presented in this report includes demographic variables which registrants self-selected to identify through the online survey and be used for analysis purposes. For some variables such as Indigenous people and Equity and Inclusion Lens groups, registrants could select more than one option, resulting in some graphs adding up to more than 100.

The City did not collect demographic data for the in-person and virtual sessions, written submissions or the community toolkit. The following bar charts represent participation of the online demographics.

The breakdown of responses in terms of gender identity, age, geographic distribution of participants, as well as self-identified declaration as Indigenous people and Equity and Inclusion Lens groups are depicted in Figure 1 to Figure 4 as follows.

The majority of respondents who participated, self-identified as female (65%), followed by male (22%), non-binary (3%) and some preferred not to answer (10%). (Figure 1)

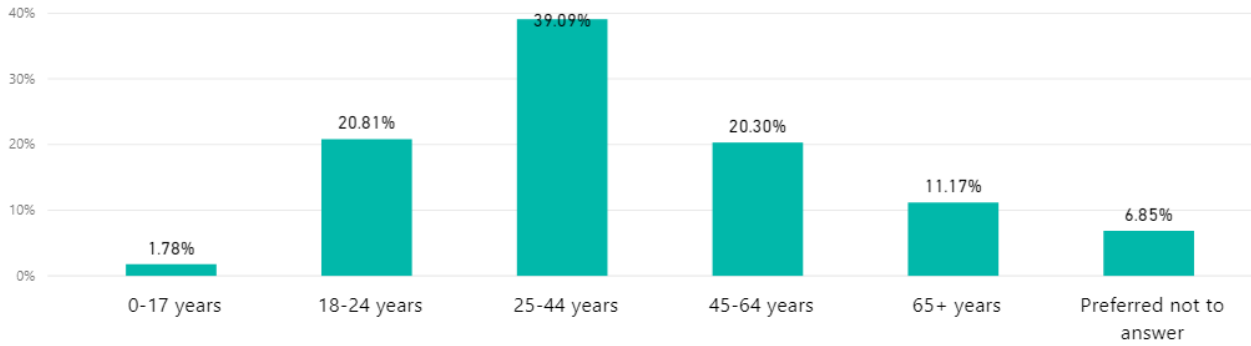
Figure 1: Gender identity demographics



Individuals belonging to the 25 – 44 years of age bracket accounted for 39% of responses, followed by 18 – 24 years (21%), 45 – 64 years (20%), 65+ (11%), preferred not to answer (7%), and 0 – 17 years (2%). (Figure 2)

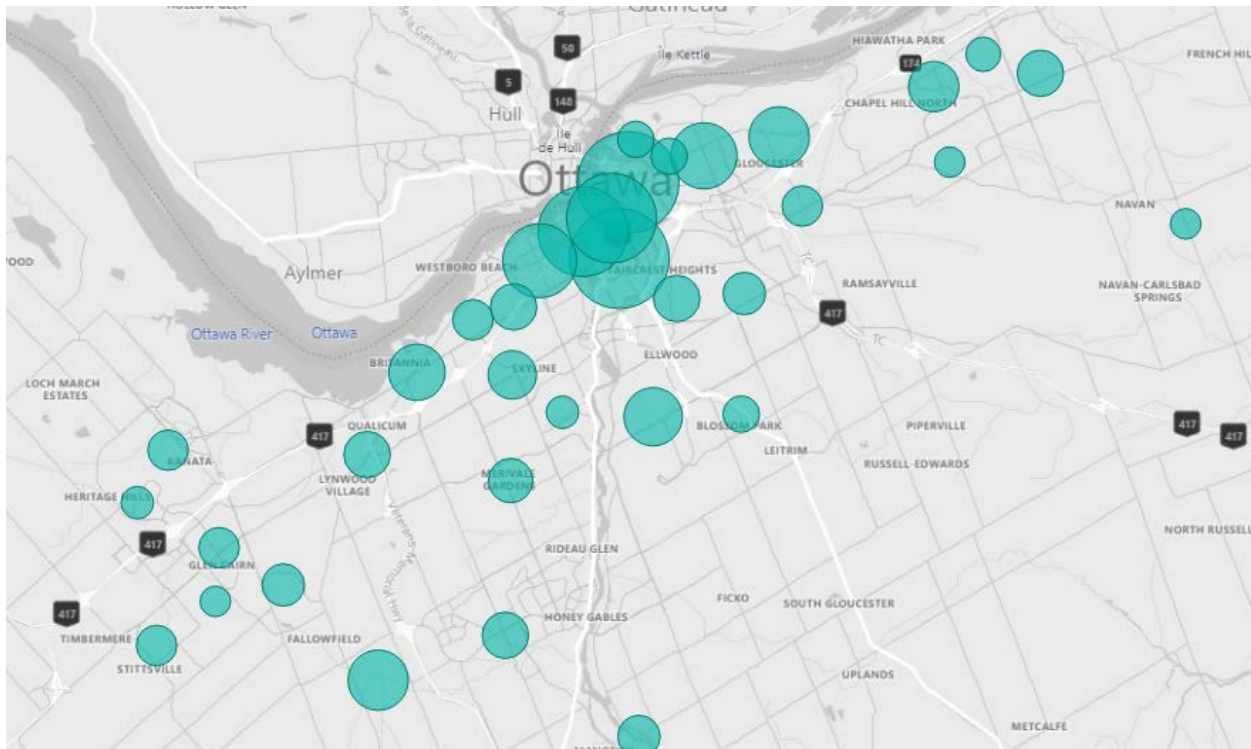


Figure 2: Age demographics



Respondents participated from all City wards, and Somerset represented 16% of all ward responses followed by Rideau-Vanier (12%), and Capital (10%). (Figure 3).

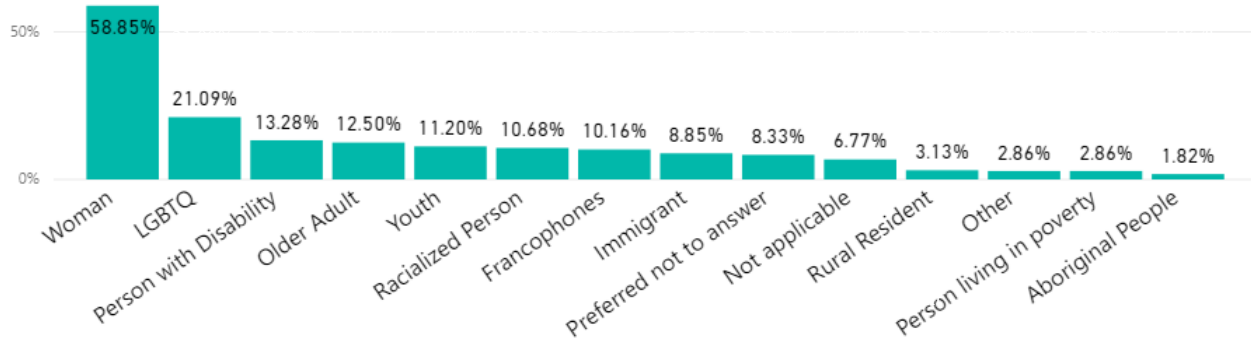
Figure 3: Geographic distribution of participants



Of all respondents who self-identified as Indigenous people and/or Equity and Inclusion Lens groups, 59% identified as women and 21% as LGBTQ, followed by those who identify as a person with a disability (13%), older adults (13%), youth (11%) and racialized persons (11%). (Figure 4).



Figure 4: Indigenous people and Equity and Inclusion Lens groups demographics



What We Heard





Summary of what we heard

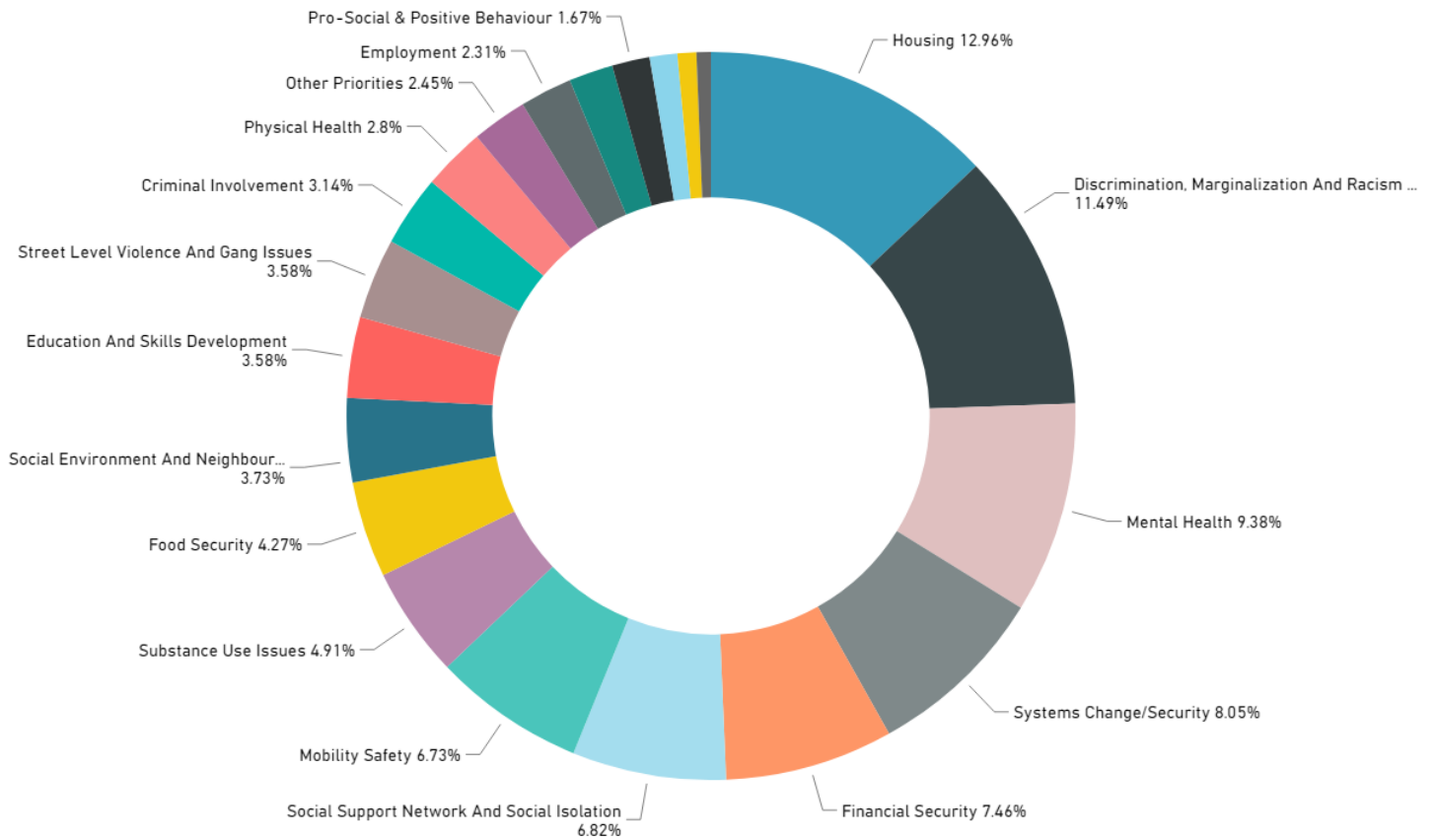
Participants were encouraged to choose up to five safety and well-being priorities when completing the online survey or participating in one of the facilitated consultation discussions. The top priorities identified from all engagement methods are as follows:

1. Housing (12.96%)
2. Discrimination, Marginalization and Racism (11.49%)
3. Mental Health (9.38%)
4. Systems Change/Security (8.05%)
5. Financial Security (7.46%)
6. Social Support Network and Social Isolation (6.82%)
7. Mobility Safety (6.73%)
8. Substance Use Issues (4.91%)
9. Food Security (4.27%)
10. Social Environment and Neighbourhood (3.73%)
11. Education and Skills Development (3.58%)
12. Street Level Violence and Gang Issues (3.58%)
13. Criminal Involvement (3.14%)
14. Physical Health (2.8%)
15. Other (2.45%) - see breakdown on page 46
16. Employment (2.31%)
17. Victimization (1.96%)
18. Pro-Social and Positive Behaviour (1.67%)
19. Family Support (1.23%)
20. Emotional Violence (<1%)
21. Settlement Issues (<1%)



Figure 5 depicts the percentage of resident and stakeholder sentiment on all priorities identified for consideration in the CSWB Plan.

Figure 5: Percentage of respondent sentiment on CSWB priorities



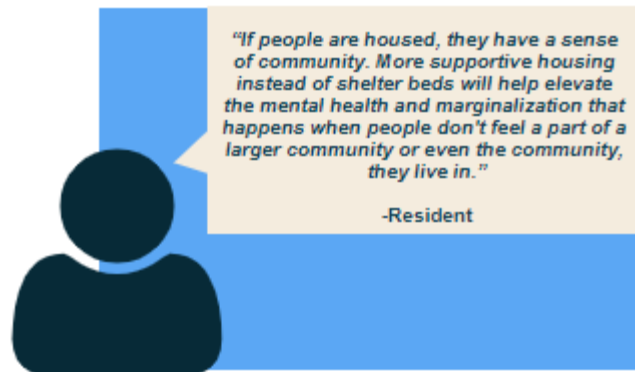


Safety and well-being ranked priorities

The following is a detailed analysis of the 10 top rated community safety and well-being priorities resulting from engagement activities. Each element is presented in the order of how respondents prioritized them and based on the methodology described above. The demographic data represented in the following figures is from the online engagement activities as demographic data was not provided by participants at in-person or virtual activities.

Housing

Based on feedback from all engagement activity sources, 12.96% of participants selected Housing as a priority for CSWB.



What we heard

The majority of responses from respondents who said housing was a priority also mentioned accessibility and affordability. Additional concurrent themes include alternate transportation, improving infrastructure, and homelessness. Some other notable issues included: access to greenspace, “15-minute neighborhoods” and community consulting, which were often used in conjunction with access to housing and affordable housing.

Demographic breakdown

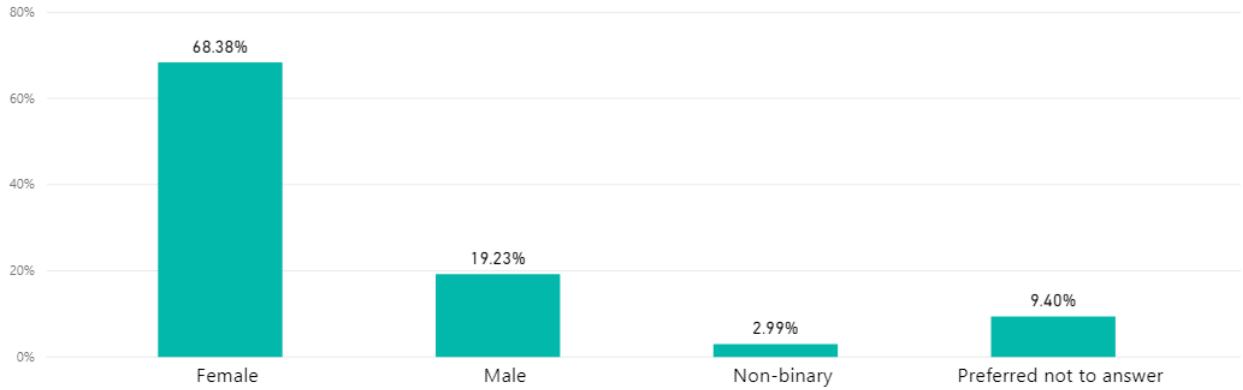
Gender identity

Individuals who self-identified as women (68%) predominantly selected housing as a high priority for CSWB. (Figure 6)





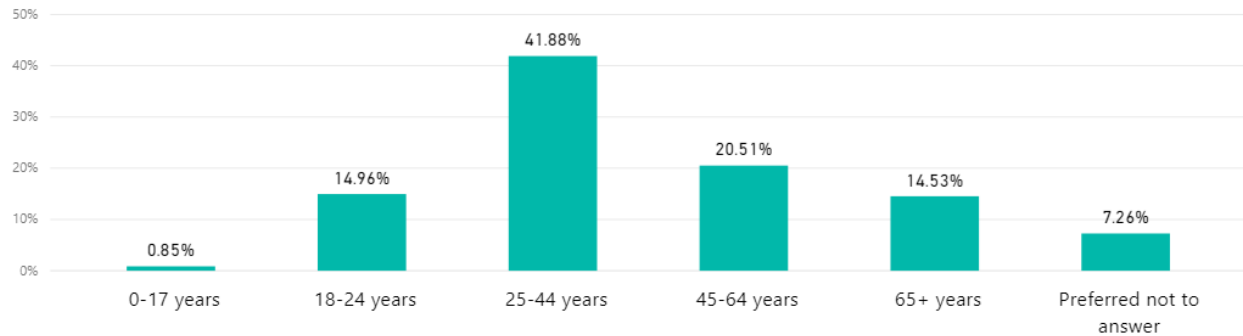
Figure 6: Housing priority by gender identity



Age range

Individuals within the ages of 25 – 44 years (42%) were found to select housing as a top priority twice that of the next age range of 45 – 64 years (21%). (Figure 7)

Figure 7: Housing priority by age

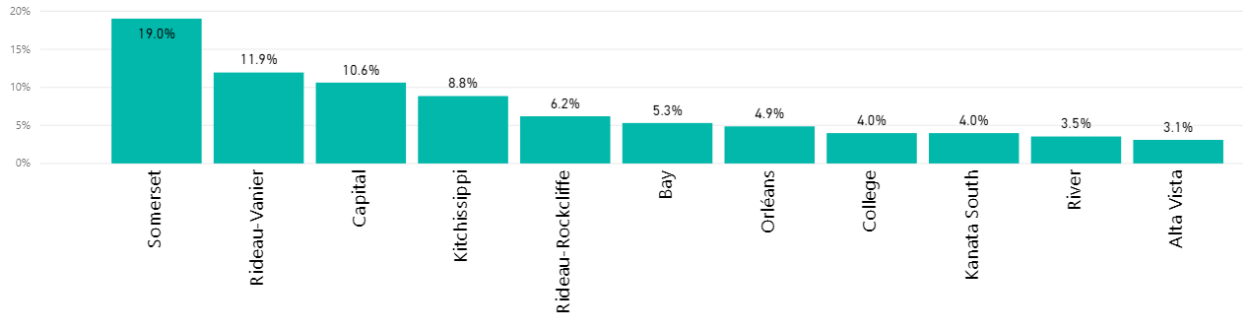


Ward response

Respondents from Somerset Ward (19%) most often identified housing as a top priority compared to respondents from other wards. (Figure 8)



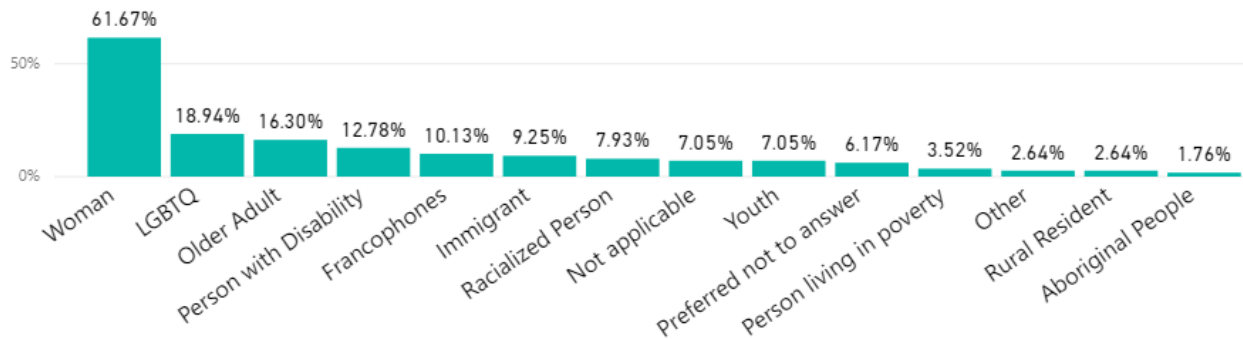
Figure 8: Housing priorities by ward



Indigenous people and Equity and Inclusion Lens groups


Of the Indigenous and self-identified Equity and Inclusion Lens groups, women (62%), most often identified found housing to be a top priority. (Figure 9)

Figure 9: Housing priority by Indigenous people and Equity and Inclusion Lens groups



Discrimination, Marginalization and Racism

Based on feedback from all engagement activities, 11.49% of participants selected discrimination, marginalization and racism as a priority for CSWB.

"Addressing the root causes of violence and discrimination are key to increasing the well-being and safety of people living diverse communities. Many living in marginalized communities do not want or need more cameras, policing, and prisons to feel safe. Instead they desire community connections, respect, and the ability to support one another."

-Stakeholder

What we heard

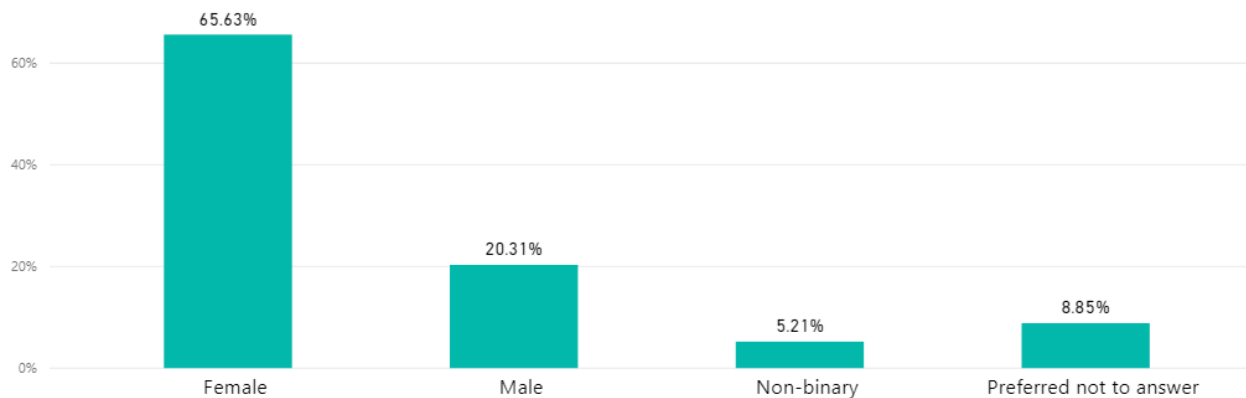
When respondents said discrimination, marginalization and racism was a top priority for CSWB, they often also spoke about the themes of racism, vulnerability, and systemic racism. Other notable themes include personal safety, poverty, access to resources and reaching out to marginalized groups/community consulting.

Demographic breakdown

Gender identity

Women (66%) identified discrimination, marginalization and racism as a top priority for CSWB, at least three times higher than any other gender. (Figure 10)

Figure 10: Discrimination, marginalization and racism priority by gender identity

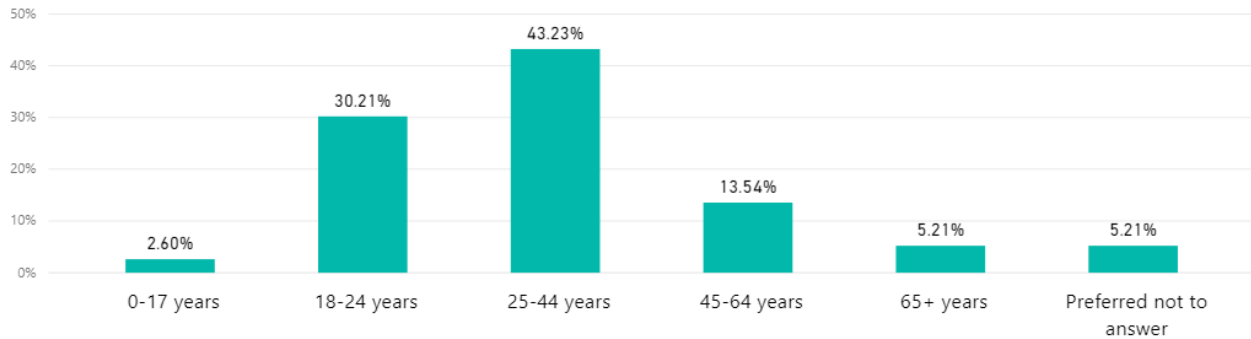




Age range

Those aged between 25 – 44 years (43%) said discrimination, marginalization and racism was a top priority. Individuals aged between 18 – 24 years (30%) found this element as one of their top priorities. (Figure 11)

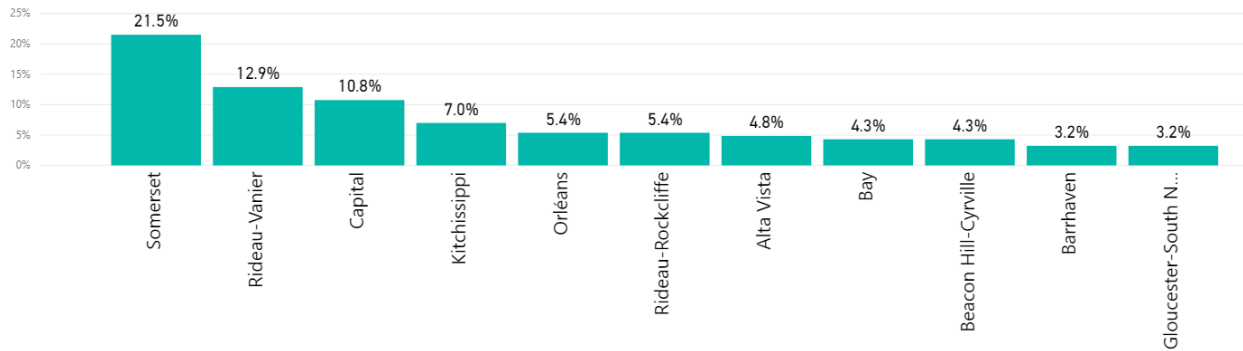
Figure 11: Discrimination, marginalization and racism priority by age



Ward response

Of all respondents, those living within Somerset Ward (22%) said discrimination, marginalization and racism is a top priority. (Figure 12)

Figure 12: Discrimination, marginalization and racism priority by ward



Indigenous people and Equity and Inclusion Lens groups

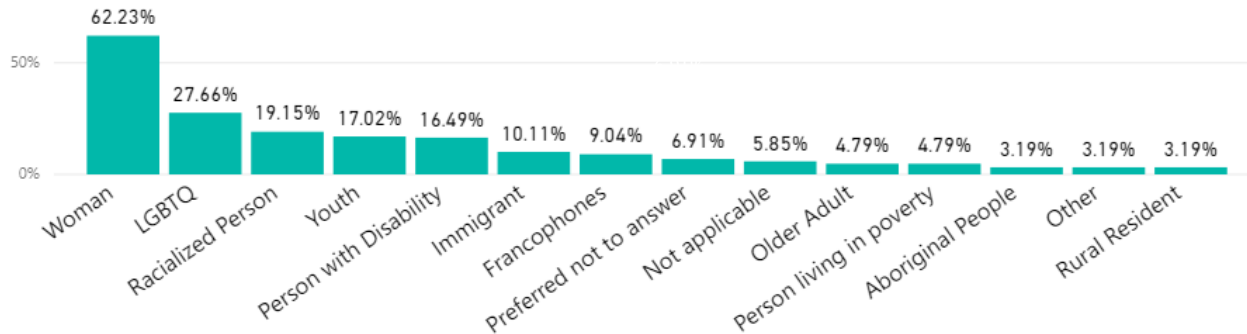
For Indigenous and self-identified Equity and Inclusion Lens groups, Figure 13 shows women (62%) identified discrimination, marginalization and racism as a top priority for CSWB, followed by those who identify as LGBTQ (28%). Racialized persons (19%) and youth (17%), represent a large portion of those who selected discrimination,





marginalization and racism as a priority, second only to system change/security. (Figure 13)

Figure 13: Discrimination, marginalization and racism priority by Indigenous people and Equity and Inclusion Lens groups



Mental Health and Cognitive Functioning

From all sources, 9.38% identified mental health as a top priority for CSWB.

“When I was younger, I was struggling with an eating disorder. I needed help badly, however there were so few spots in the mental health department at CHEO...While waiting months for a consultation, and then several more until spots opened, my condition worsened. I was only able to get in so fast (by fast, I mean 5 months wait time) because I had previously been inpatient for mental health issues to the ER, and I’m privileged enough to afford therapists who actively contacted CHEO and advocated for me.”

-Resident

What we heard

Mental health was a recurring theme heard throughout the consultations. While it’s an important priority on its own, we also saw it mentioned alongside nearly all other priorities. When respondents selected mental health as one of their top priorities, accessibility and availability of supports were some of the most concurrent mentions. Respondents also mentioned wait lists and funding being barriers to seeking aide for their mental health. Feedback reflected the desire to see access to better supports for all segments of the population.



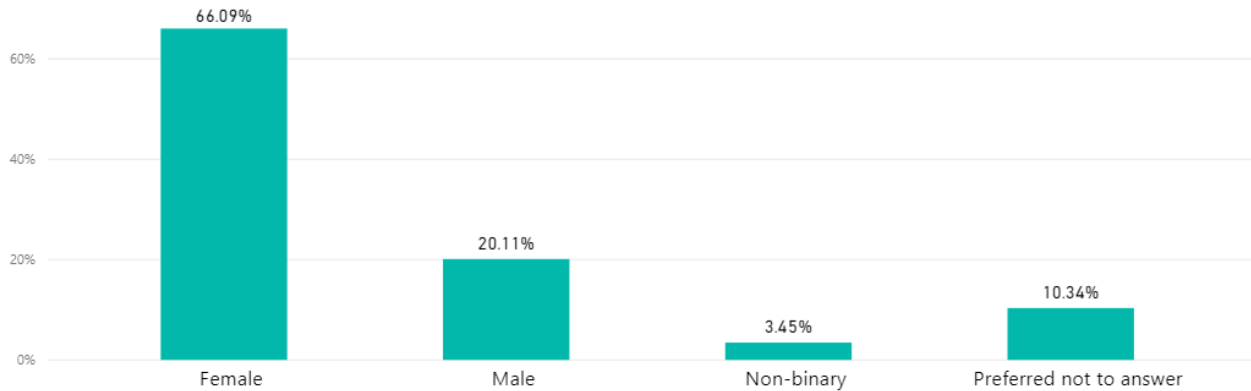


Demographic breakdown

Gender identity

Women (66%) identified mental health as a top priority for CSWB, at least three times higher than any other gender. (Figure 14)

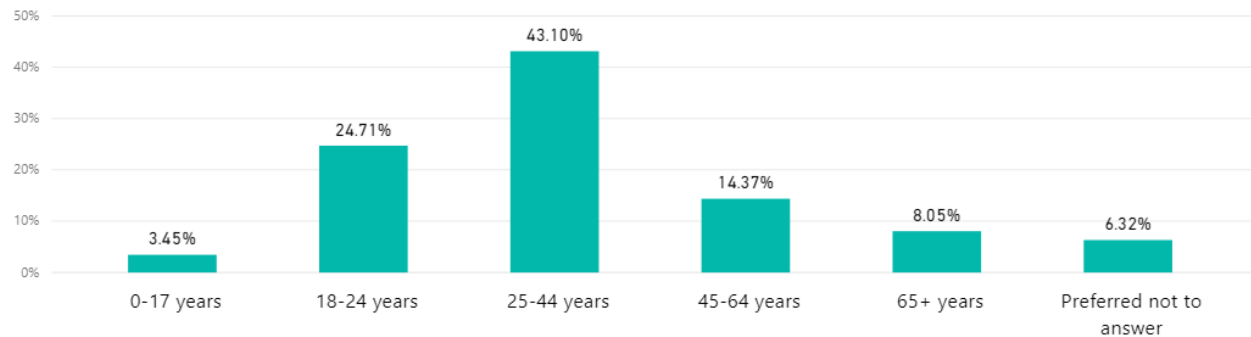
Figure 14: Mental health priority by gender identity



Age range

Those in the 25 – 44 years age range make up nearly half (42%) of those who selected mental health as a high priority for CSWB. (Figure 15)

Figure 15: Mental health priority by age

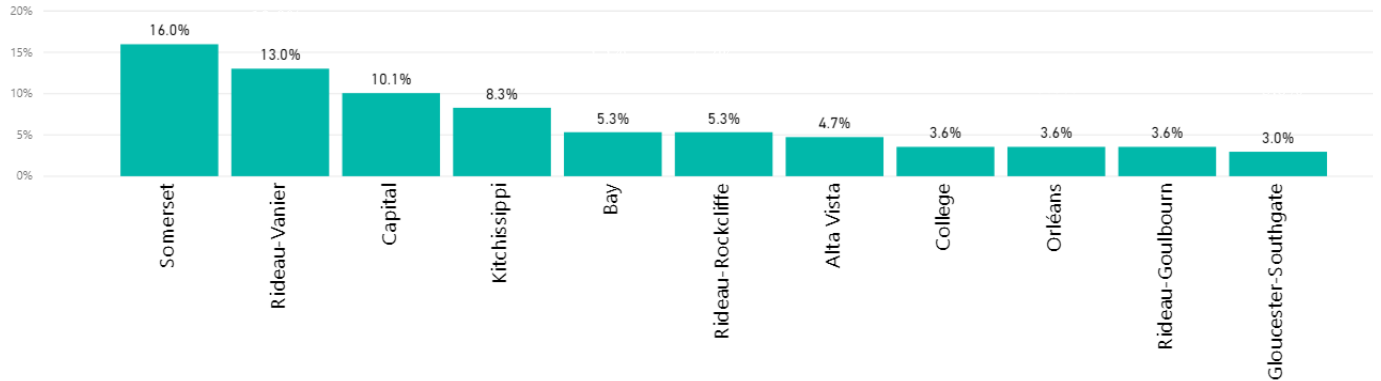


Ward response

Due to the large engagement from Somerset Ward, those participants make up 16% of individuals who selected mental health as a priority for CSWB. (Figure 16)



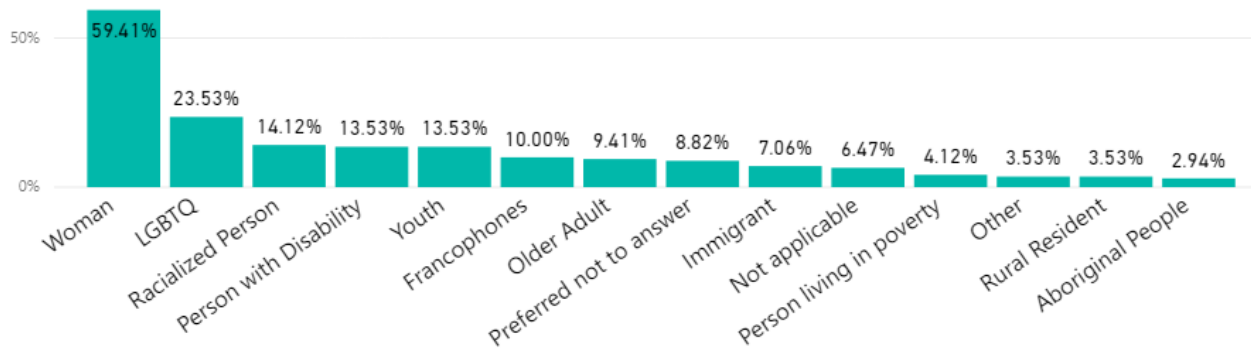
Figure 16: Mental health priority by ward



Indigenous people and Equity and Inclusion Lens groups

Due to the large engagement from participants who identified as women, of all respondents who selected mental health as a priority for CSWB, more than half of those are women (59%) followed by those who identified as LGBTQ (24%). (Figure 17)

Figure 17: Mental health priority by Indigenous people and Equity and Inclusion Lens groups



System Change/Security

Based on feedback from all engagement activity sources, 8.05% said system change/security is a top priority for CSWB. This priority includes stability of funding for programs and services and/or a desired change to existing systems and institutions.



What we heard

When respondents selected system change/security as a priority for CSWB, they also frequently mentioned resources for community teams, community-based policing, neighborhood watch, ineffectiveness of funding and coordination, as well as additional investments and funding for collaboration.

In the latter portion of our engagement activities, we saw an increase in comments referring to the role of police. This feedback coincided with global protests and Anti-Black racism advocacy as a result of George Floyd's death by a police officer in the United States. The predominant themes and sentiments emerging from these responses were trust lost, defunding the police, militarization and victimization.

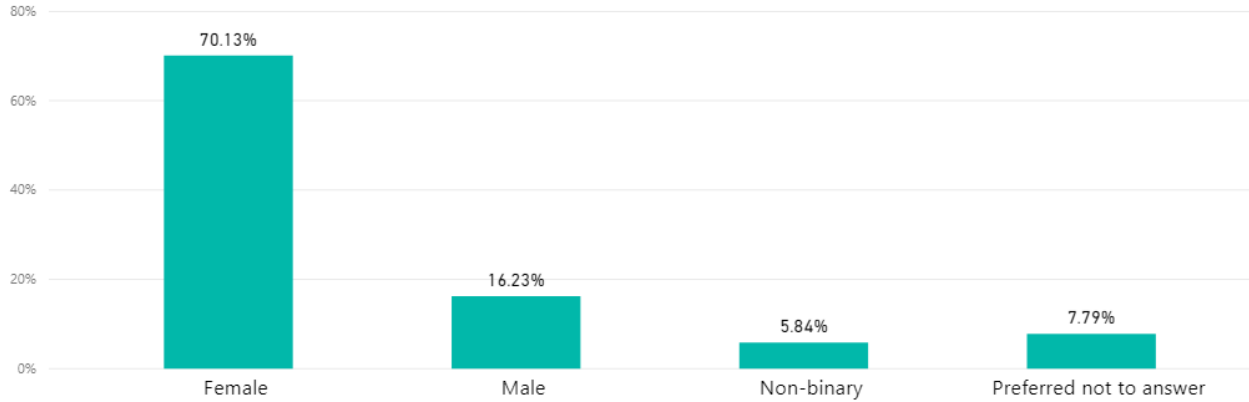
Demographic breakdown

Gender identity

Individuals who self-identified as women (70%) predominantly selected system change/security as a high priority for CSWB. (Figure 18)



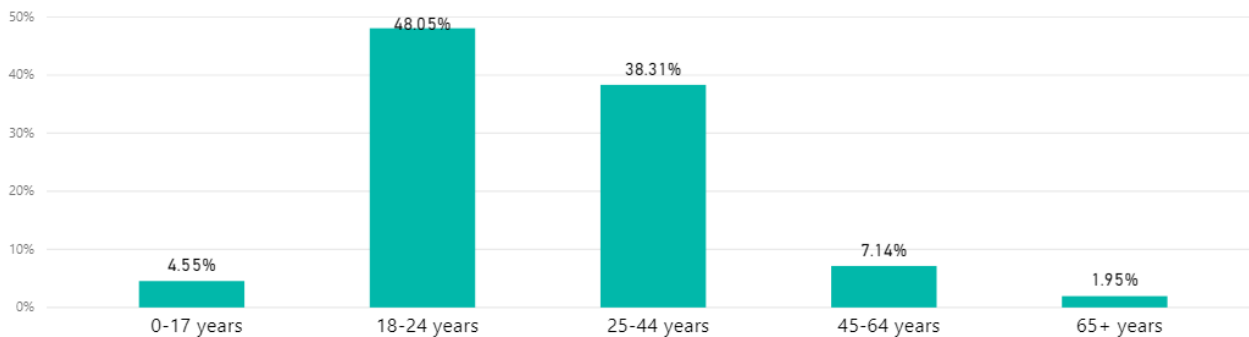
Figure 18: System change/security priority by gender identity



Age range

The data represents a high level of engagement on the system change/security element from individuals within the ages of 18 – 24 years (48%) and 25 – 44 years (38%) who shared stories online and through the online survey. We also see the highest engagement from respondents under 17 years (5%) for this priority. (Figure 19)

Figure 19: System change/security priority by age

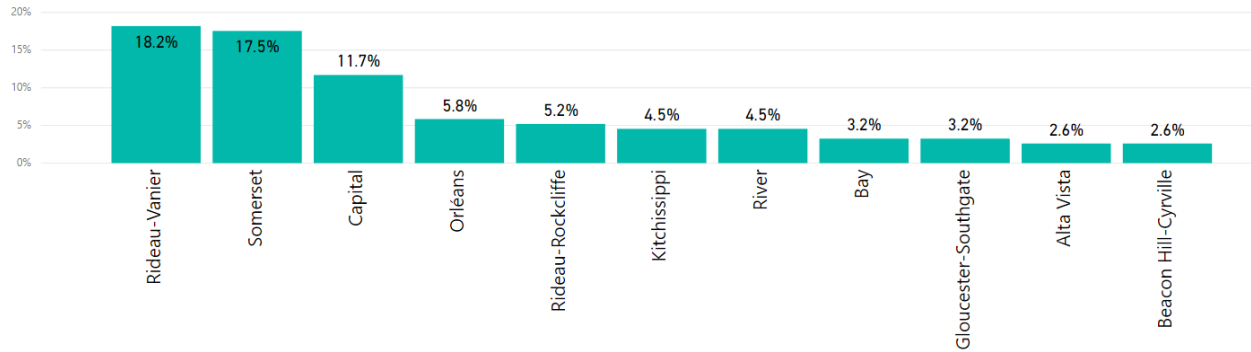


Ward response

The data shows that residents in urban wards chose system change/security as a top priority. Rideau-Vanier (18%), Somerset (18%), and Capital (12%) wards show the highest frequency. (Figure 20)



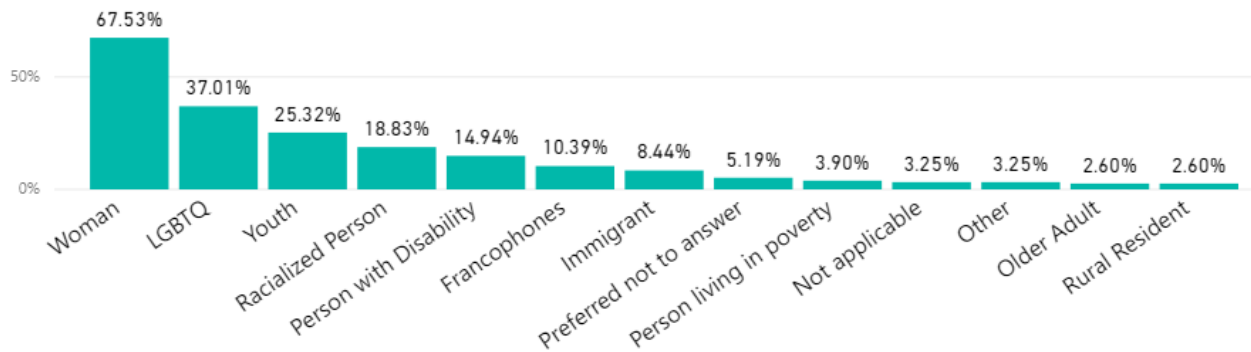
Figure 20: System change/security priority by ward



Indigenous people and Equity and Inclusion Lens groups

In addition to women (68%) and LGBTQ (37%), individuals who have identified themselves as youth (25%), as a racialized person (19%), and a person with a disability (15%) made up a large portion of respondents that believe system change and security is important. For this topic, youth selected this more than any other priority. (Figure 21)

Figure 21: System change/security priority by Indigenous people and Equity and Inclusion Lens groups



Financial Security

From all sources, 7.46% said financial security is a top priority for CSWB.



What we heard

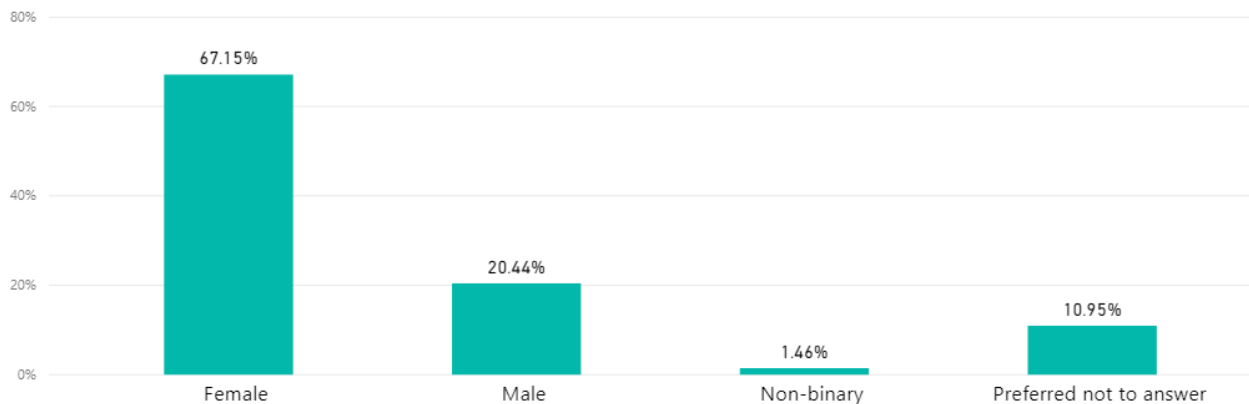
When respondents selected financial security as a top priority for CSWB during in-person and virtual consultations, we heard themes involving stability of income, living wages and poverty. Similar themes were shared through the online platforms, with additional themes of access to housing and homelessness shared.

Demographic breakdown

Gender identity

Those self-identified as female (67%) identified financial security as a priority for CSWB overwhelmingly over other gender identities. (Figure 22)

Figure 22: Financial security priority by gender identity

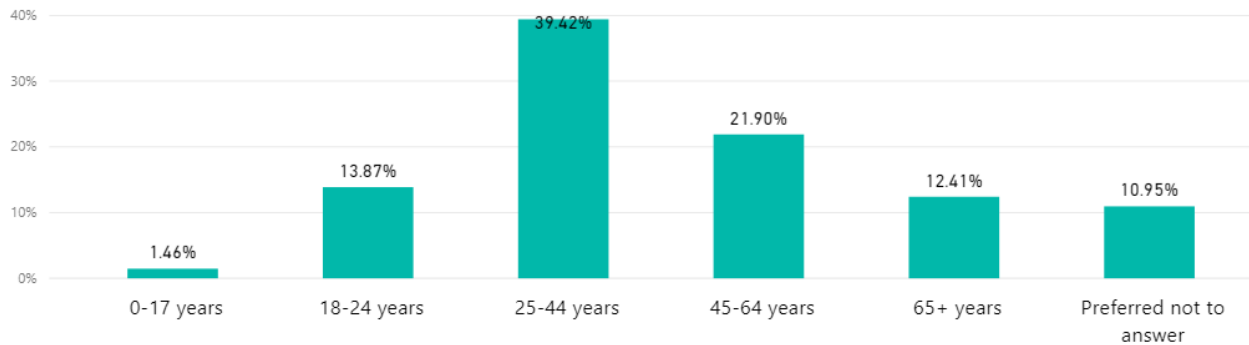




Age range

Participants 25 – 44 years (39%) felt that financial security was a high priority, followed collectively by participants 45 – 64 years (22%), 18 – 24 years (14%) and 65+ (12%). (Figure 23)

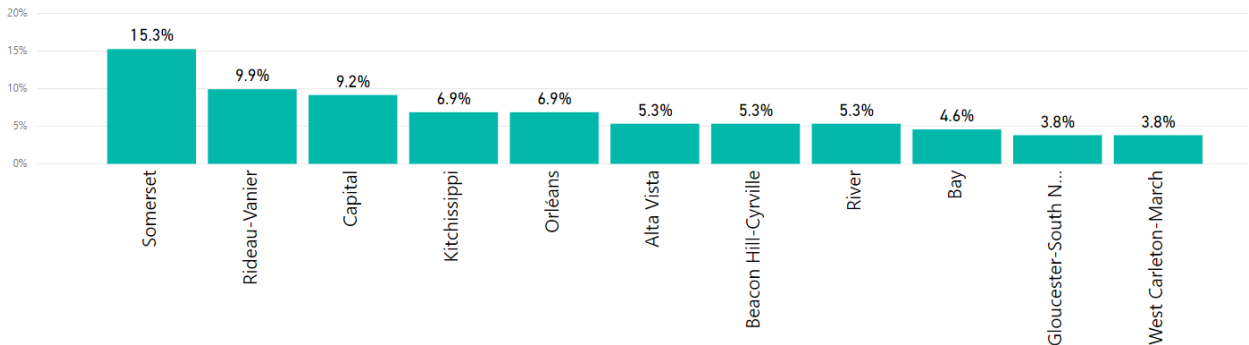
Figure 23: Financial security priority by age



Ward response

Respondents from Somerset Ward (15%) selected financial security as a top priority most often, followed by Rideau-Vanier (10%). Throughout the data to date, Beacon Hill-Cyrville residents did not rank in top 5 priorities until this element. Beacon Hill-Cyrville (5%) chose financial security as one of their top priorities. (Figure 24)

Figure 24: Financial security priority by ward

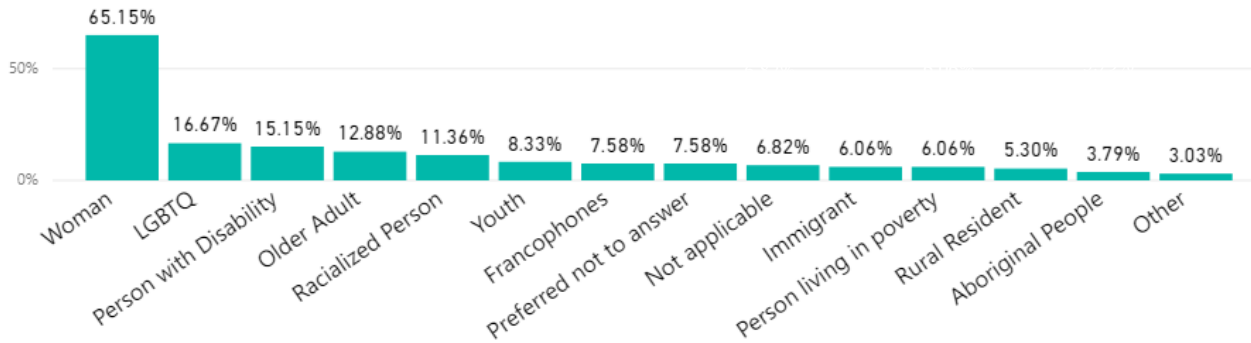


Indigenous people and Equity and Inclusion Lens groups

Those identified as women (65%) overwhelmingly selected financial security as a top priority for CSWB, higher than all other equity groups combined. (Figure 25)



Figure 25: Financial security priority by Indigenous people and Equity and Inclusion Lens groups



Social Support and Social Isolation

From all sources, 6.82% selected social support and social isolation as a top priority for CSWB.

"Building density (with affordable housing) downtown and encouraging more locally owned businesses to open past 5pm and pedestrian/ cycle infrastructure (15min city) can create a vibrant city life, with bustling city streets that deter crime and increase safety. Put pop up food trucks in parks and add washrooms so we can gather (safely) and enjoy our green spaces like most great cities. Moms, elderly, those of us with disabilities, need public facilities that we can use when out enjoying public spaces."

-Resident

What we heard

From our consultations and online submissions, social support and social isolation raised many themes about help needed, assistance and outreach. Common themes and sentiments from our consultations were of availability and accessibility to resources and increasing demand for more social/front-line workers. Similar sentiments were reflected in the online feedback, with the addition of comments related to more community consulting and government responsibility.

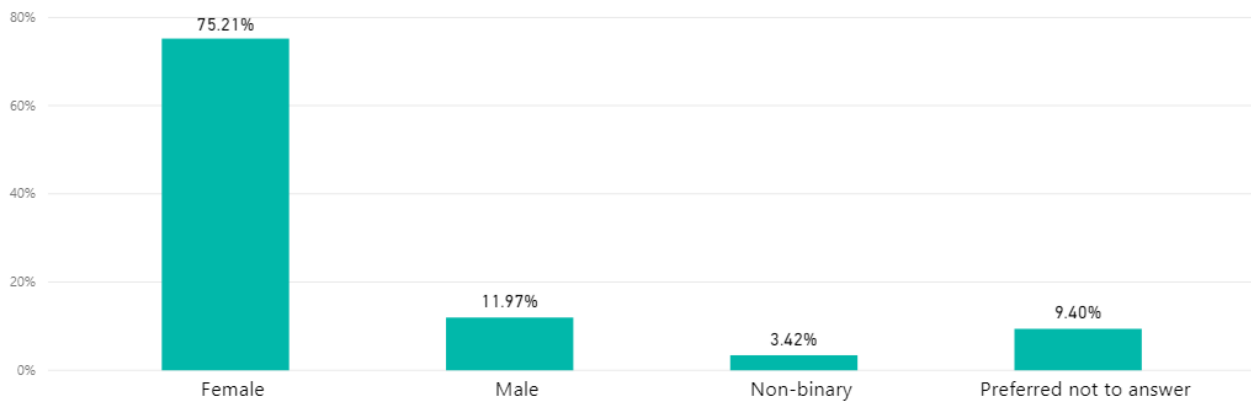


Demographic breakdown

Gender identity

Female respondents (75%) most frequently selected social support as a priority. This is one of the largest differences between female and male responses (63.24% higher than males). (Figure 26)

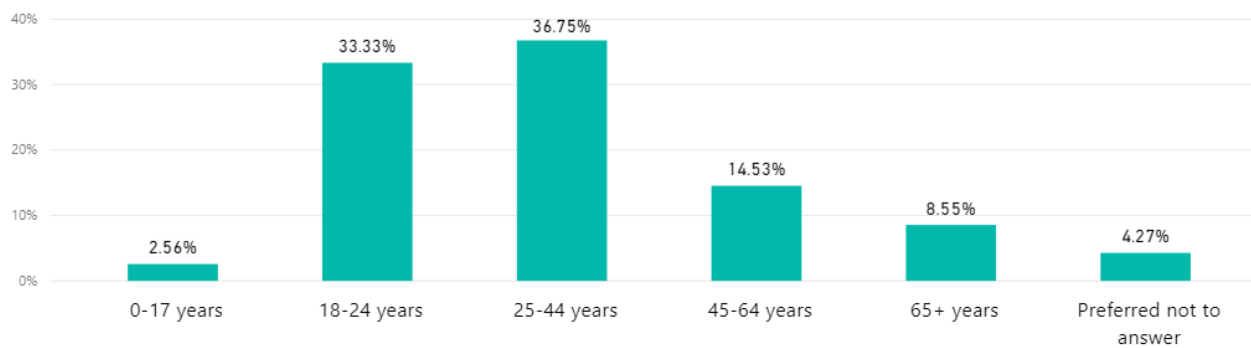
Figure 26: Social support and social isolation priority by gender identity



Age range

Respondents who identified themselves as 18 – 24 years (33%) make up a similar percentage as participants aged 25 – 44 years (37%). This is the closest parity between both age groups throughout the data findings. (Figure 27)

Figure 27: Social support and social isolation priority by age

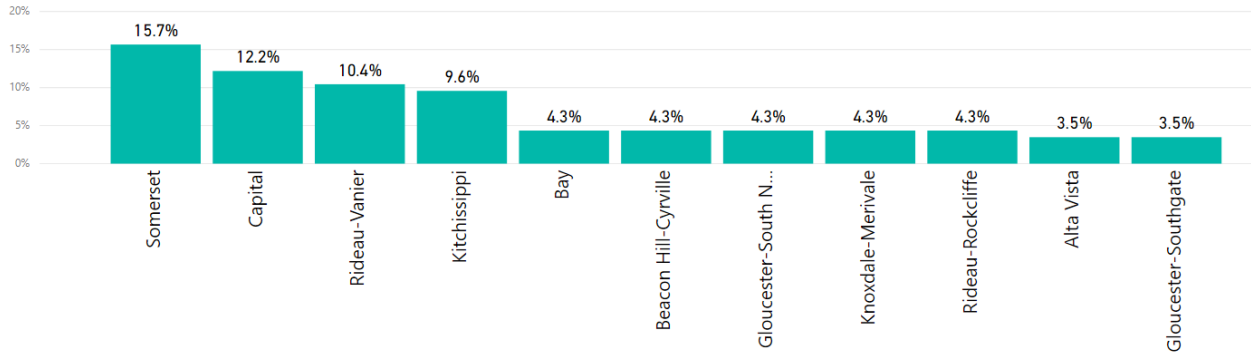




Ward response

Urban wards of Somerset (15%), Capital (12%) and Rideau-Vanier (10%) most frequently identify social support and social isolation as a priority. (Figure 28)

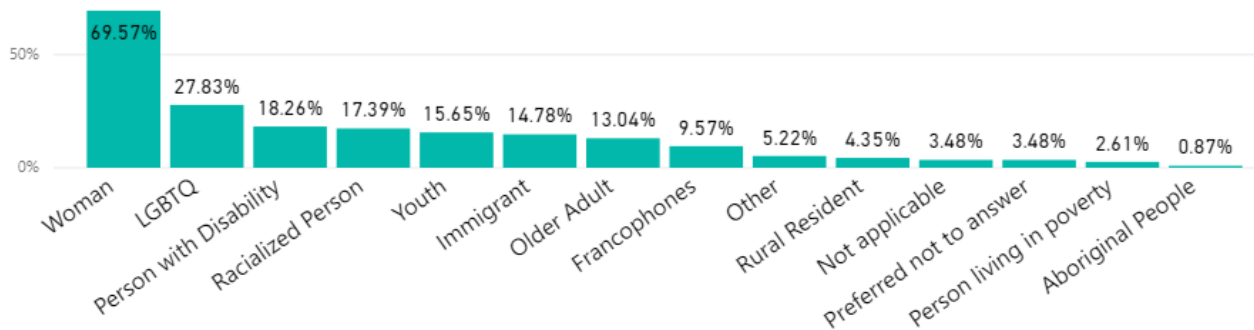
Figure 28: Social support and social isolation priority by ward



Indigenous people and Equity and Inclusion Lens groups

Participants who identified as women (70%) and LGBTQ (28%) identified social support and social isolation as a CSWB priority. (Figure 29)

Figure 29: Social support and social isolation priority by Indigenous people and Equity and Inclusion Lens groups



Mobility Safety

From all sources, 6.73% mentioned mobility safety as a top priority for CSWB.



"Pedestrians feel like second class citizens, and the city is in desperate need of a societal change in thinking and behaviour to better support accessible transit, and not only increase mobility safety but also, encourage healthy transportation."

-Resident

What we heard

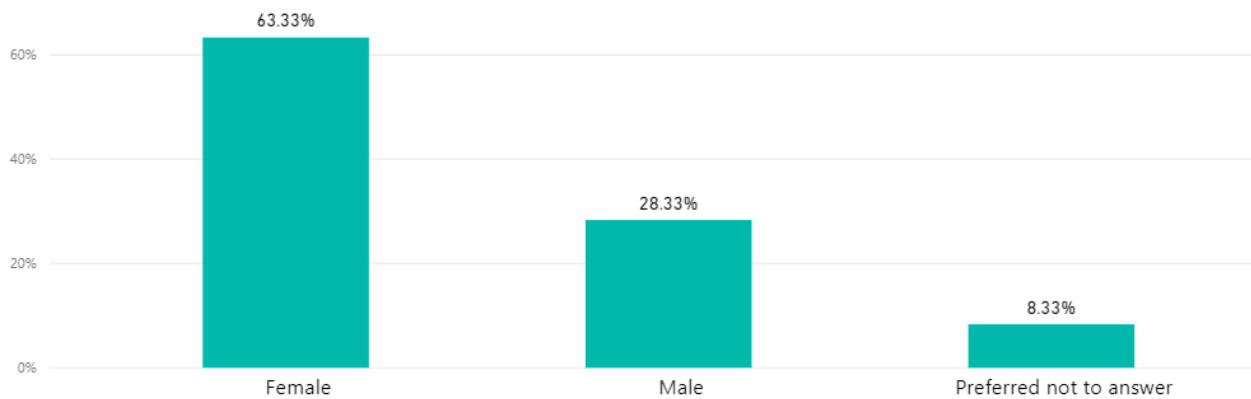
When respondents across all engagement methods mentioned mobility safety as a priority for CSWB, the conversation unanimously spoke about increasing and improving cycling and pedestrian infrastructure.

Demographic breakdown

Gender identity

From online sources, although females (63%) responded more frequently to this priority, those identified as male made up 28% of those who selected mobility safety as important for CSWB. This category contains the highest percentage of male selection in the top 10 priorities. (Figure 30)

Figure 30: Mobility safety priority by gender identity

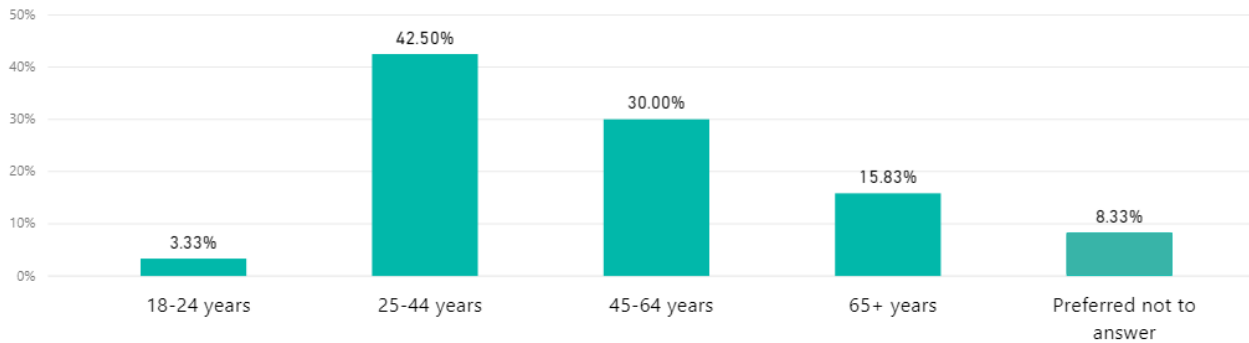




Age range

Respondents over 24 years old tended to select mobility safety as a CSWB priority above younger participants. This is noted by the low number of responses from those under 17 years. The highest numbers were reflected by respondents 25 – 44 years (43%) followed by 45 – 64 years (30%). (Figure 31)

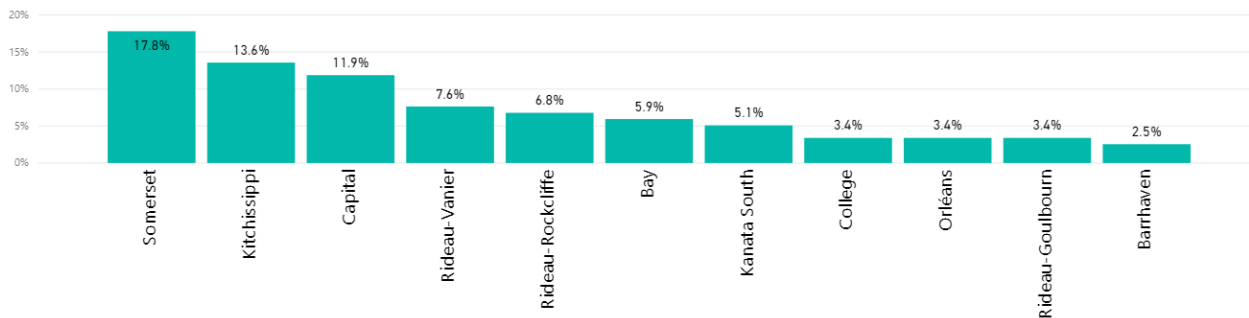
Figure 31: Mobility safety priority by age



Ward response

Mobility safety was chosen frequently as a priority by urban ward residents, with Somerset (18%) leading, followed by Kitchissippi (14%), and Capital (12%). Of note, we also see mobility safety mentioned from suburban representation in Kanata South (5%), Orleans (3%), Barrhaven (3%) and rurally situated Rideau-Goulbourn (3%). (Figure 32)

Figure 32: Mobility safety priority by ward

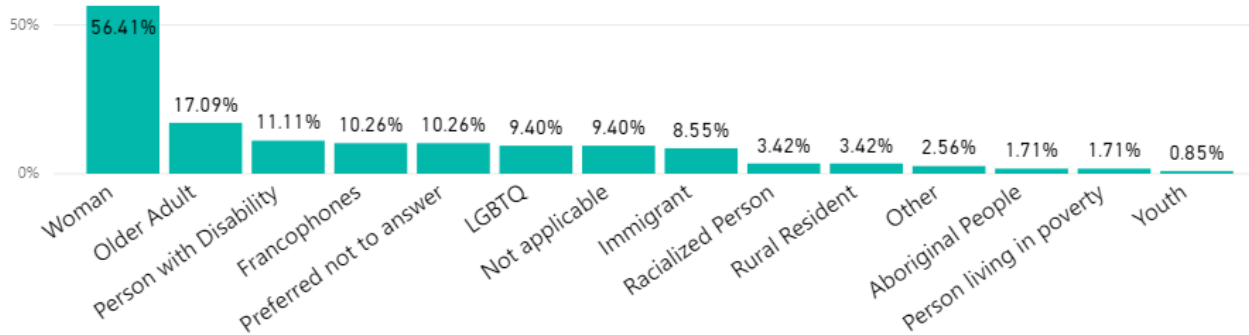


Indigenous people and Equity and Inclusion Lens groups

Of the Indigenous and Equity and Inclusion Lens groups, women (56%) chose mobility safety as a priority. Participants who identified as older adults (17%) selected mobility safety as their second highest priority overall, behind housing. (Figure 33)

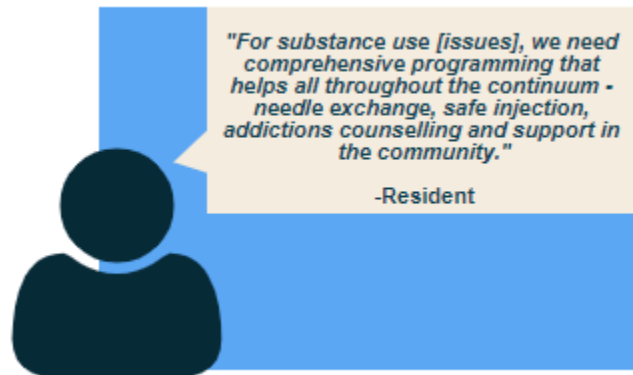


Figure 33: Mobility safety priority by Indigenous people and Equity and Inclusion Lens groups



Substance Use Issues

From all sources, 4.91% of participants said substance use issues was a top priority for CSWB.



What we heard

When individuals identified substance use as a priority for CSWB, safe supply and safe injection sites were common sentiments. Among those comments, personal safety, City taking a leadership role and front-line social work were also commonly mentioned by those participants.

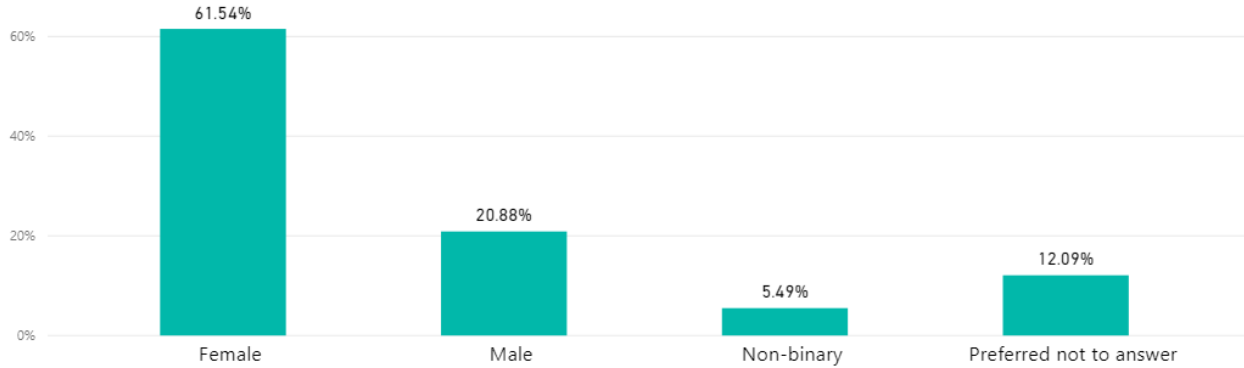
Demographic breakdown

Gender identity

Individuals who self-identified as female (62%) selected substance use issues as a priority for CSWB. (Figure 34)



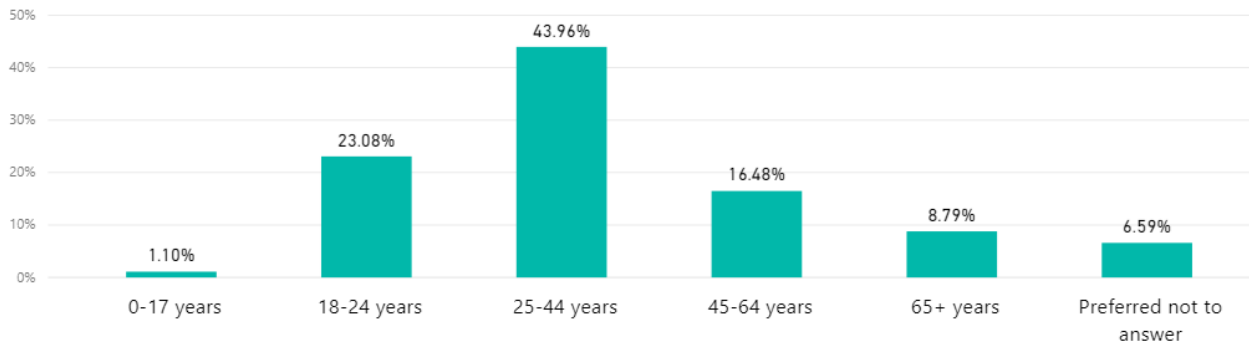
Figure 34: Substance use issues priority by gender identity



Age range

Participants within the age range of 25 – 44 years (44%) identified substance use as a top CSWB priority for them. (Figure 35)

Figure 35: Substance use issues priority by age

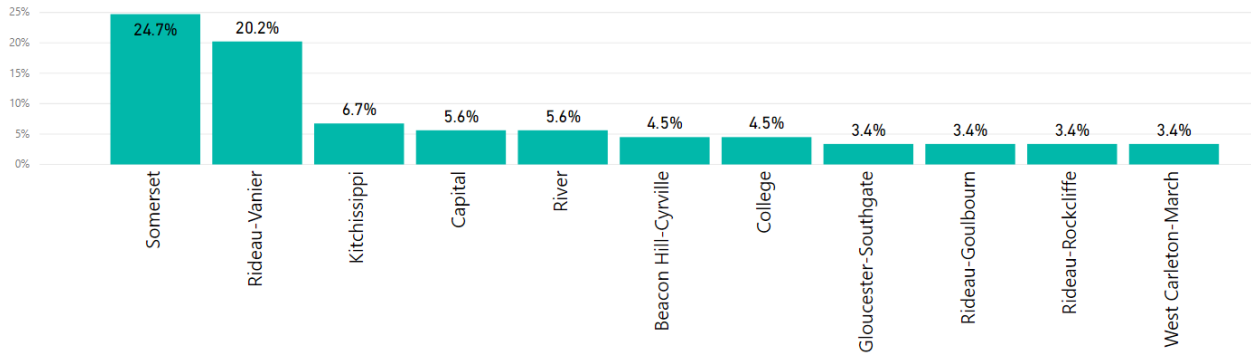


Ward response

Somerset (24%) and Rideau-Vanier (20%) wards combined selected substance use issues seven times more often than the next wards. (Figure 36)



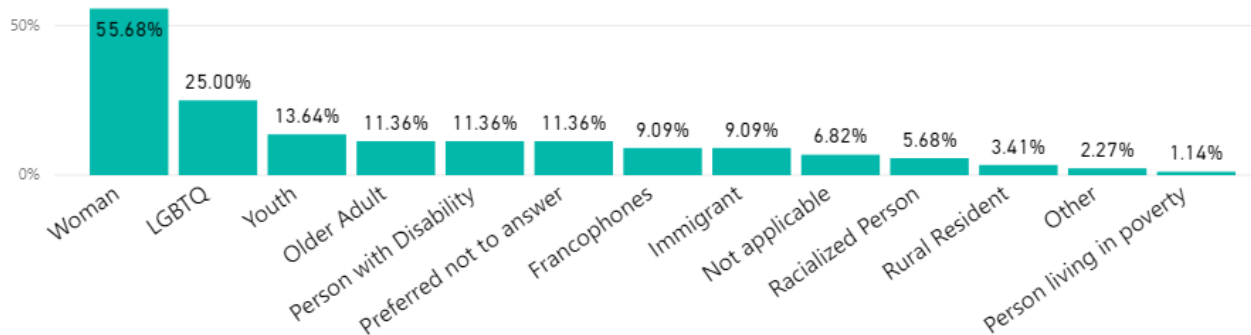
Figure 36: Substance use issues priority by ward



Indigenous people and Equity and Inclusion Lens groups

Those who identified as woman (56%) and/or LGBTQ (25%) selected substance use nearly three times as often as the next groups. (Figure 37)

Figure 37: Substance use issues priority by Indigenous people and Equity and Inclusion Lens groups



Food Security

From all sources, 4.27% said food security is a top priority for CSWB.



What we heard

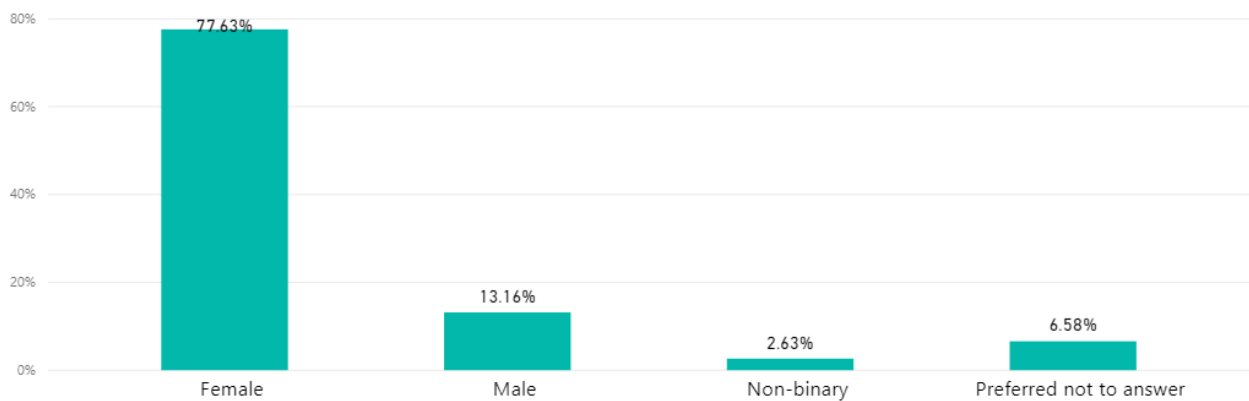
When food security was selected as a priority, common themes and sentiments from respondents were access to quality food, affordability, and community gardens. Concurrent with those comments, respondents also spoke about mobile markets and food bank programs.

Demographic breakdown

Gender identity

Participants who identified as female (78%) selected food security as a top CSWB priority. This is the largest gap between female and male (63.87% higher than males). (Figure 38)

Figure 38: Food security priority by gender identity

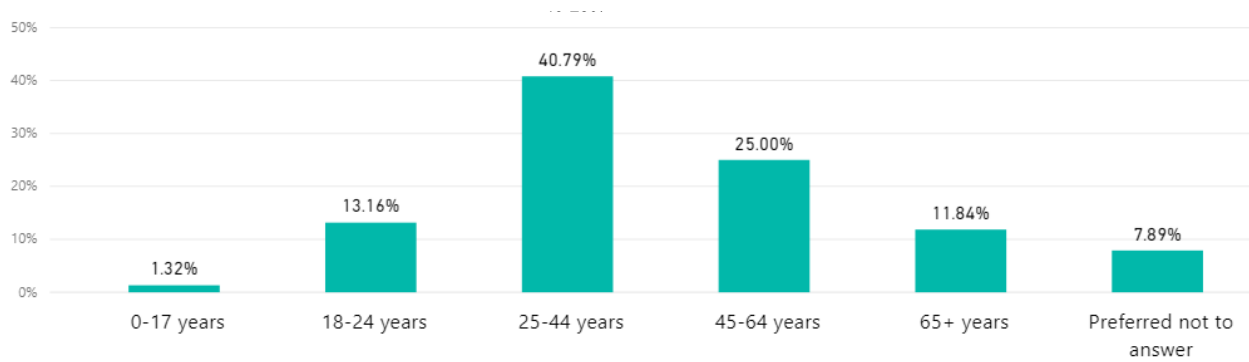




Age range

Respondents older than 24 years made up the majority of participants that selected food security as a top priority. The age group 25 – 44 years (41%) had the highest response rate followed by 45 – 64 years (25%). (Figure 39)

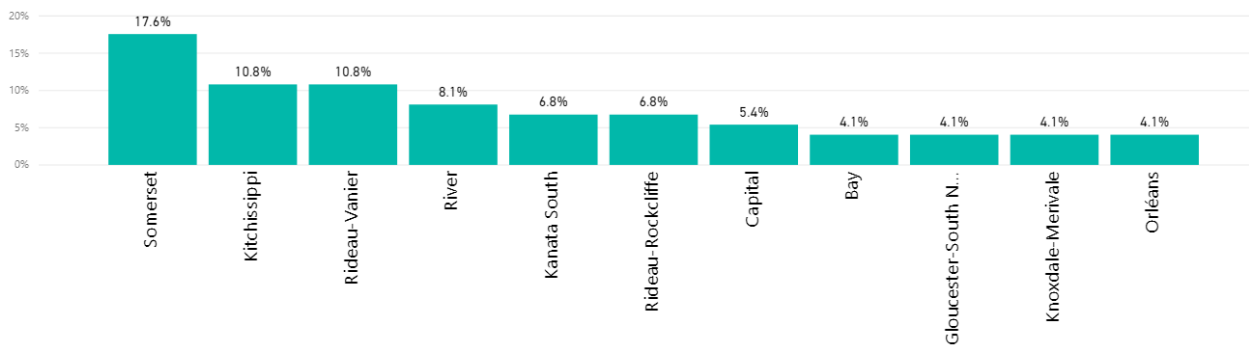
Figure 39: Food security priority by age



Ward response

Urban wards identified food security as a top priority for CSWB, with Somerset (18%), Kitchissippi (11%) and Rideau-Vanier (10%). Kanata South (7%) make up a larger portion of engagement for food security. (Figure 40)

Figure 40: Food security priority by ward



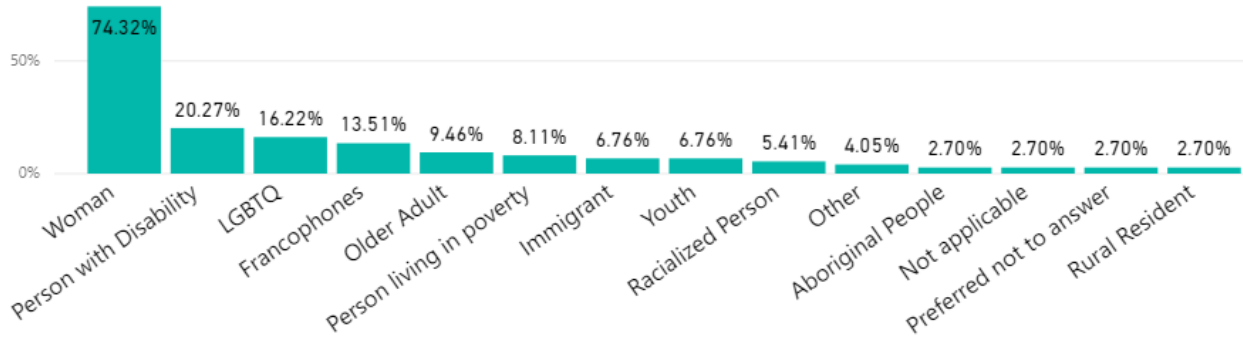
Indigenous people and Equity and Inclusion Lens groups

Individuals who self-identified as women (74%) predominantly selected food security as a high priority. Of interest is to see that persons with disabilities (20%) also ranked food security as important for CSWB. (Figure 41)





Figure 41: Food security priority by Indigenous people and Equity and Inclusion Lens groups



Social Environment and Neighborhood

From all sources, 3.73% identified social environment and neighborhood to be a priority for CSWB.



What we heard

Respondents who identified social environment and neighborhood as a priority for CSWB mentioned greenspace, community consulting, and community space. Concurrent themes and sentiments also include public spaces becoming increasingly private and supporting community associations.

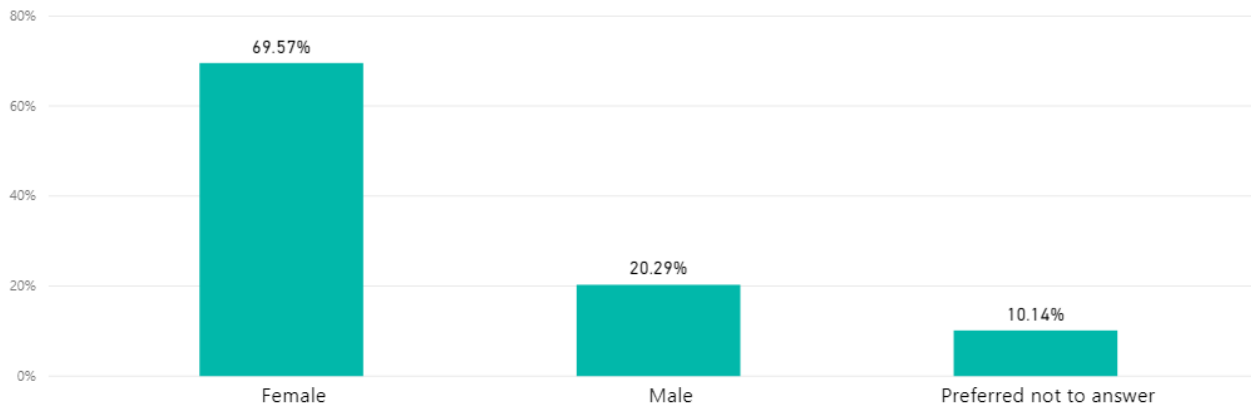


Demographic breakdown

Gender identity

Those who self-identified as female (70%) chose social environment and neighborhood as a top priority. From our sample size, respondents who identified as non-binary did not select social environment and neighborhood as a top priority at all. (Figure 42)

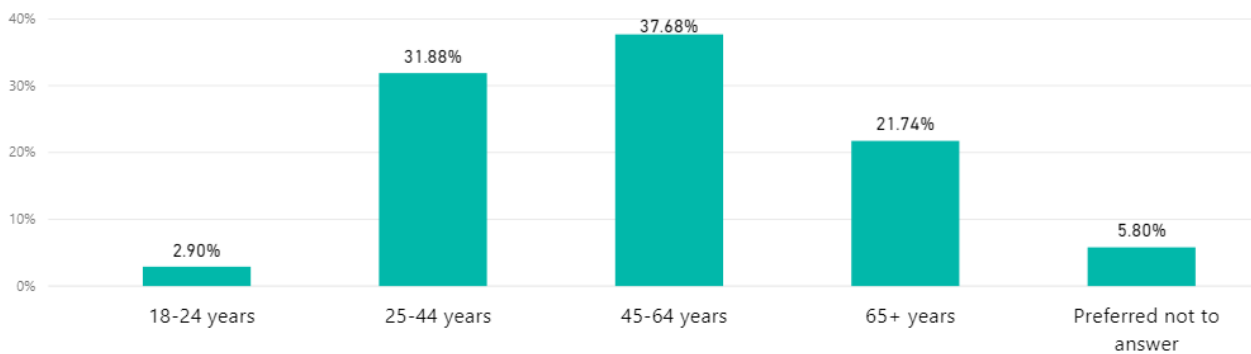
Figure 42: Social environment and neighbourhood priority by gender identity



Age range

Respondents aged 45 – 64 years (38%) make up the largest portion of users who identified social environment and neighborhood as a priority for CSWB. This is the only time this age group lead a category in the top 10 topics for consideration. (Figure 43)

Figure 43: Social environment and neighbourhood priority by age

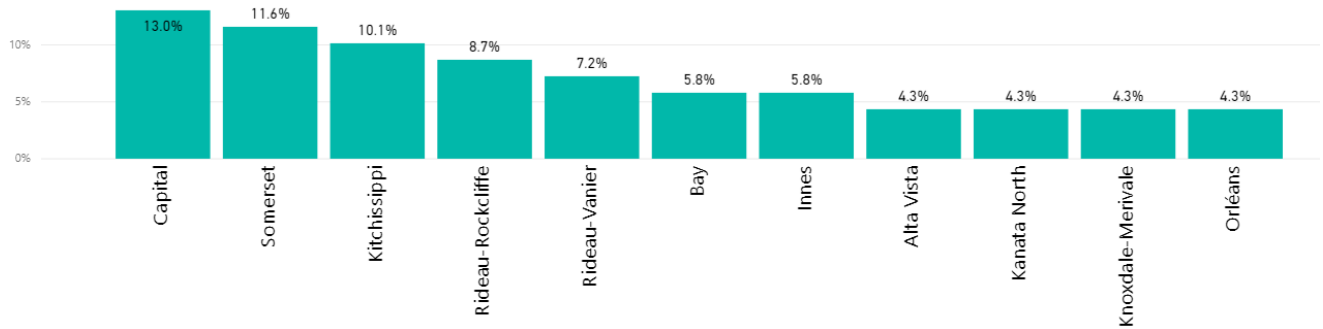




Ward response

Respondents from Capital (13%) lead other wards of individuals who selected social environment and neighborhood as a priority for CSWB. (Figure 44)

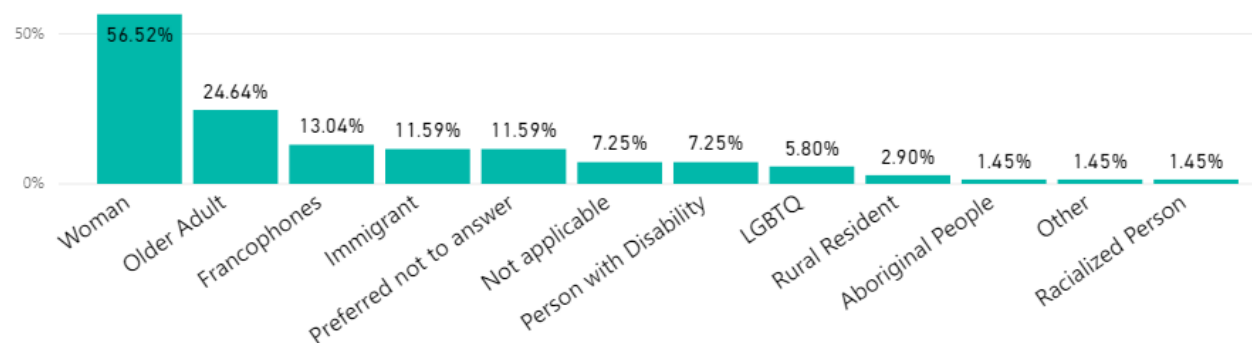
Figure 44: Social environment and neighbourhood priority by ward



Indigenous people and Equity and Inclusion Lens groups

Second to women (57%), those identified as older adults (25%) make up a significant portion of respondents who selected social environment and neighborhood as a priority. The engagement on this element from respondents who self-identified as Francophone (13%) is the highest of all the top priorities. (Figure 45)

Figure 45: Social environment and neighbourhood priority by Indigenous people and Equity and Inclusion Lens groups



Education and Skills Development

From all sources, 3.58% said education and skills development are a priority for CSWB.



What we heard

Respondents of the online survey spoke about education and skills development as a priority for CSWB also talked about improving/expanding education opportunities. In consultations, this feedback was echoed as well as the desire to see improvements to internet accessibility and affordability, open communication and collaboration with school boards and expanding youth education opportunities.

Street Level Violence and Gang Issues

From all sources, 3.58% mentioned street level violence and gang issues as a priority for CSWB.

What we heard

When street level violence and gang issues was selected as a priority for CSWB, respondents spoke about personal safety, and gaps in enforcement. Sentiments included wanting to have safer streets/communities and the fear of walking alone at night on some streets. Respondents to the survey spoke about these topics when asked how different the city would be if we were successful addressing this priority.

Criminal Involvement

From all sources, 3.14% found criminal involvement is a priority for CSWB.

What we heard

When participants spoke about criminal involvement, the themes and sentiments that arose included personal safety, gaps in police enforcement, and increased funding for community services. Concurrent themes used along with the above sentiments included resources for community teams and community-based policing.

Physical Health

From all sources, 2.8% found physical health is a priority for CSWB.

What we heard

When participants said physical health should be a priority for CSWB, we heard them talk about the need for funding for more community health centres and the access and availability to healthcare and childcare. Along with those themes, respondents often





related access to quality foods, mental health and long-term care as important to consider when talking about physical health.

Employment

From all sources, 2.31% of respondents said employment is important to CSWB.

What we heard

From respondents who selected employment as a priority for CSWB, we heard about the need to create and improve employment strategies, youth employment, and education opportunities. Concurrent themes included social support and equity, support including multilingual/easy to use tools and services for new and established immigrants, as well as intergovernmental collaboration.

Victimization

From all sources, 1.96% mentioned victimization is a priority for CSWB.

What we heard

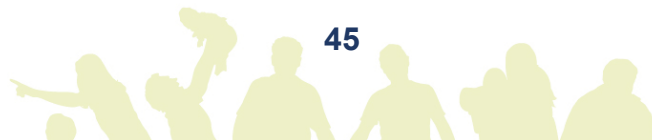
When respondents selected victimization as a priority for CSWB, we heard themes of gender and race-based violence, personal safety, importance of victim service programs and open collaboration with organizations and services. Concurrent themes included social responsibility and domestic violence with a focus on violence against women.

Pro-Social/Positive Behaviour

From all sources, pro-social and positive behaviour was selected as a priority for CSWB 1.67% of the time.

What we heard

When respondents selected pro-social/positive behaviour as a priority for CSWB, they spoke about traffic enforcement and cycling infrastructure. Other common themes included social supports, governmental responsibility and improving transit service. Sentiments among those that selected pro-social/positive behaviours revolved around government accountability and responsibility to people, especially those at risk, and accessibility to alternate modes of transportation.





Family Support

From all sources, 1.22% mentioned family support is a priority for CSWB.

What we heard

When participants said family support was a priority for CSWB, we heard about access to housing, greenspace, support for youth and mental health. Concurrent themes included funding and meeting increasing demand social support and promoting social responsibility, demand for accessible and affordable childcare.

Emotional Violence

From all sources, Emotional Violence was selected as a priority for CSWB <1% of the time.

What we heard

When participants selected emotional violence as a priority for CSWB, common themes included funding and meeting increasing demand social support. Concurrent comments included emotional violence targeted towards women and personal safety. Respondents added reaching out to experts and the need for collaboration between government institutions and organizations.

Settlement Issues

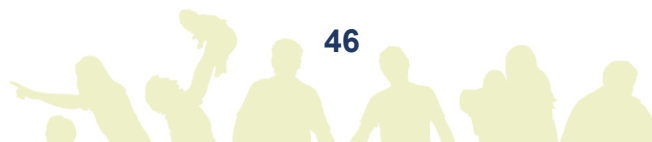
From all sources, settlement issues were mentioned <1% as a priority for CSWB.

What we heard

When participants spoke about settlement issues, common themes included access to housing, improving public transit and a desire to have their views heard. Additionally, individuals spoke about government taking feedback from consultations seriously, reaching out and having conversations with communities directly affected by issues or policies for input and consultation.

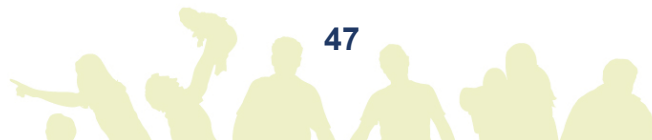
Other priorities

Throughout our consultation process we asked respondents and participants to suggest priorities which may have been overlooked or missed. These identified priorities





together account for 2.45% of the overall percentage and labeled as 'other' on the respondent sentiment for CSWB priorities. (Figure 5) Other priorities include gender priorities, youth and seniors programming and supports, the environment, basic needs, accessibility for people with disabilities, rural issues and business concerns.





Next steps

The analysis in this report presents a snapshot view of one data set throughout the life of this project. All feedback received through the priority setting engagement period will be reviewed and assessed by City staff to inform the recommended priorities for the CSWB Plan that will be presented to the Community and Protective Services Committee and City Council for consideration and approval in October 2020. This direction will guide the next stages of engagement in late 2020 to early 2021 in order to develop the full final Plan for presentation to Council.

In addition to the engagement feedback presented in this report, the following data will be considered in the determination of the CSWB Plan priorities:

- **Ottawa by the Numbers report:** This report will summarize crime statistics, education requirements, health information, mental health information, by-law response information and much more. The report will also provide some basic demographic information about Ottawa. The report provides a snapshot in time for Ottawa.
- **Perception polling:** The [perception polling](#) data from 2019 will be analyzed together with the engagement activities cited in this report.
- **Additional data sources:** Additional data is being collected and analyzed from a variety of sources and will be included in the final analysis to determine the CSWB Plan priorities. The additional data sources will include:
 - Previous engagement activities completed by other City departments (i.e. Homelessness and Housing Strategy, Women and Gender Equity Strategy, etc.)
 - An environmental scan and program mapping to inventory the existing programs and services within the community that support the various aspects of safety and well-being
 - A review of Ontario and Canadian municipalities who have completed a community safety and well-being plan or similar type of plan

We look forward to hearing more from residents and stakeholders around the CSWB Plan as it evolves, and we encourage you to stay engaged. There will be future engagement opportunities which will be advertised and promoted in late 2020 and early 2021.



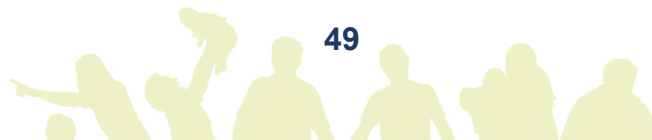
How to stay connected with the City for more information:

Sign up for electronic updates by filling out the [eSubscription form](#) on Ottawa.ca

Web page: www.Ottawa.ca/CSWBP

Email: CSWB/SBEC@ottawa.ca

Tel: 580-2424 ext.42489





Appendix A – Topics for consideration

City Council approved the [Community Safety and Well-Being Plan Roadmap](#) on October 23, 2019, which included the following topics for consideration. For a full list with definitions please visit the [CSWB website](#) at Ottawa.ca/CSWBP.

Note: Demographic information, such as age, gender, sexual orientation, ethnicity, geography, religious and cultural considerations, amongst others, will be considered across all factors.

- Criminal Involvement
- Discrimination, Marginalization and Racism*
- Education and Skills Development
- Employment
- Emotional Violence
- Family Support*
- Financial Security
- Food Security*
- Housing
- Settlement Issues*
- Mental Health and Cognitive Functioning
- Mobility Safety*
- Physical Health
- Pro-social/positive behaviour
- Social Environment and Neighbourhood
- Social Support Network and Social Isolation*
- Street Level Violence and Gang Issues*
- Substance Use Issues
- Systems Security*
- Victimization

* Indicates specific to Ottawa or amended from provincial documents to be reflective of Ottawa



Appendix B – Online engagement questions

Community Safety and Well-Being Plan resident survey

Thank you for your interest in this survey.

The Community Safety and Well-Being Plan is a community plan and every voice matters in this process. The project team would like to hear from you about what is meaningful to your neighbourhood related to community safety and well-being.

It will take up to 15 minutes to complete the survey. Your participation in this survey is voluntary and all responses will be kept anonymous. The results will be summarized in a report to be shared with local stakeholders and posted on our website at Ottawa.ca/CSWBP. The report will not include your open-ended responses or any information that could identify you, certain groups (e.g. certain ethnic groups) or organizations. Open-ended responses (e.g. comments) will not be shared publicly.

If you have any questions about this survey, please contact the project team at CSWB/SBEC@ottawa.ca or 613-580-2424 ext. 42489.

All questions marked with an asterisk (*) require a response.

1. Which of the following best describes you? *
 - I am a resident (I live in the City of Ottawa)
 - I am a representative of a resident group or community association
 - I am a representative of faith community
 - I am a representative of a non-profit service provider
 - I am a representative of a government service provider
 - I am from the business sector
 - I am an employee of the City of Ottawa
 - I am an employee of the Ottawa Police Service
 - I am an employee of a partner agency
 - Other, please specify:
2. Postal Code *
3. Overall, what do you feel are the most important community safety and well-being issues in Ottawa? (choose up to five) ([definitions of terms](#)) *
(allow up to 5 selections only)





- Criminal Involvement
 - Discrimination, Marginalization, and Racism
 - Education and Skills
 - Employment
 - Emotional Violence
 - Family Support
 - Financial Security/Poverty
 - Food Security
 - Housing
 - Settlement Issues
 - Mental Health and Cognitive Functioning
 - Mobility Safety (road, pedestrian and cycling)
 - Physical Health
 - Pro-social/Positive Behaviour
 - Social Environment and Neighbourhood
 - Social Support Network and Social Isolation
 - Street Level violence and Gang Issues
 - Substance Use Issues
 - Systems Security
 - Victimization
 - Other - If you have a priority that is not captured in the list above, please list it here and explain what the priority means to your community.
4. If we are successful at addressing the top safety and well-being issues that you identified above, how would the City of Ottawa be different in the future? *
 5. How can we collectively work together as a community to achieve your top priorities? What should we do?
 6. What are the current opportunities or existing services in your community that can be leveraged to help achieve your top priorities?
 7. What challenges or barriers prevent your top priorities from being successful?



8. What opportunities for collaboration between agencies and organizations should be explored to provide a cohesive approach to address the priorities? *
9. What sector does your agency/organization support?
10. Please share any other ideas or concerns related to community safety and well-being in Ottawa.

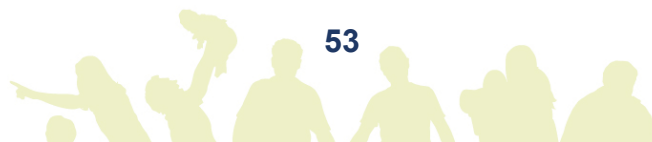
Thank you for your input into the City of Ottawa's Community Safety and Well-Being Plan. If you have any questions about the Community Safety and Well-Being Plan, please contact the project team at CSWB/SBEC@ottawa.ca or 613-580-2424 ext. 42489.

Story Feature

Question:

If we are successful at addressing local priorities through a Community Safety and Well-Being Plan, how would Ottawa be different in the future? Be specific and let us know what would make you and your community feel safer and improve your sense of well-being.

Feel free to upload photos or videos of your experiences, we want to see your great ideas! Your feedback will be included in our analysis, and development of our future priorities.





Appendix C – Resident and stakeholder consultation questions

Prior to the pandemic restrictions for gatherings, the City held two half-day stakeholder and two half-day resident in-person consultation sessions to obtain feedback from area service providers, organizations and advocacy groups. In addition, seven virtual engagement sessions were held with community groups and residents to gather feedback.

In-person resident and stakeholder consultation questions

Question 1: Overall, what community safety and well-being issues do you think should be addressed in the CSWB Plan?

Question 2: Of the issues identified in Question 1, what are the Top 5 issues that should be prioritized in Ottawa’s Community Safety and Well-Being Plan

Question 3: For each of the top 5 issues identified earlier by the group, how can we work together as a community to implement local actions and achieve a positive outcome?

- What current programs and services exist in your community that help support this issue?
- What gaps exist?
- What opportunities for collaboration between agencies and organizations should be explored to provide a cohesive approach?
- What other suggestions do you have?

Virtual consultation questions (1-hour sessions)

Question 1: What community safety and well-being issues are important to your community? (Topics for Consideration document)

Question 2: For each of the top issues identified, what should we do first as a community to address that priority? (gaps)

Final thoughts from participants:

What ideas did you hear today that are interesting / important to the CSWB discussion?

Final thoughts from the group?



Appendix D – Community toolkit questions

Question 1

Overall, what community safety and well-being issues do you think should be addressed in the CSWB Plan?

Question 2

Of the issues discussed in Question 1, what are the Top 5 issues that should be prioritized in Ottawa’s Community Safety and Well-Being Plan?

Question 3

For each of the top 5 issues identified earlier by the group, how can we work together as a community to implement local actions to achieve a positive outcome?

Top 5 Priorities	Priority Name: _____	Priority Name: _____	Priority Name: _____	Priority Name: _____	Priority Name: _____
Current Programs/ Services					
Gaps					
Collaboration Opportunities					
Other Ideas					

Prompt Questions – Optional if time allows:

What has surprised you about this conversation?

What new insights did you gain from this conversation?

What might you do differently after taking part in this process?