

Toronto Community Housing Corporation
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Briefing Note: For Information

To: Tenant Services Committee (“TSC”)

From: Nadia Gouveia, Acting Chief Operating Officer

Date: May 11, 2023

Re: Tenant Services Committee Meeting of March 28, 2023 – Program Previously known as ‘Participatory Budgeting’ [TSC:2021-34] (Public Action Item #1.2)

Purpose

At its March 28, 2023 meeting, the Tenant Services Committee (“TSC”), the Committee directed that Management report back to the TSC with the overarching plan to review the program formerly known as Participatory Budgeting and the anticipated timelines to bring a report to the TSC in that regard.

Background

Due to the COVID-19 pandemic's impact on TCHC's ability to engage with tenants in person, the Participatory Budgeting ("PB") program was paused in early 2020.

In 2022, Toronto Community Housing (“TCHC”) announced plans to extend the pause on the program to allow for a comprehensive program review. Specifically, the review would evaluate aspects of the program to improve service delivery, develop an improved accountability framework with enhanced procedural controls, and adjust the program to be reflective of the new Operational structure implemented in recent years.

The TSC received an update at its February 9, 2022 meeting on the proposed review and implementation of the PB program ([Report TSC:2022-08](#)). During the subsequent TSC meeting on March 29, 2022, Committee members were presented with a [briefing note](#) that provided details and a timeline for the program's reform.

The 'Participatory Budgeting Reform Work Plan' was developed to provide a guideline on the reform. The work plan included several objective:.

- The first objective aimed to ensure higher accountability by strengthening the program's control mechanism.
- The second objective was to review all critical areas of implementation in accordance with other TCHC Procurement, Finance, and Tenant Engagement policies.
- The third objective focused on ensuring consultations were done with key stakeholders to develop and update program policy and procedure.
- The fourth objective involved revising the program and its language to align with the new Service model.
- The fifth objective was to provide a timeline for when implementation would occur.
- And lastly, the sixth objective aimed to change the program's title to reflect the state of the newly developed program accurately.

The review was scheduled to commence in 2022, with the findings set to be implemented in 2023. However, due to the severity and nature of the Swansea Mews response, key staff members were seconded to provide support at Swansea. As a result, the review process was paused. The program has been on hold for approximately three years as a result.

NEXT STEPS:

Upcoming Review 'Participatory Budgeting' Program in 2023

TCHC plans to conduct a review of what was previously known as the "Participatory Budgeting" program.

The review is expected to commence in Q3 of 2023, with a focus on consulting with key stakeholders to ensure their perspectives and concerns are considered in the process. Following the consultation phase, findings from the consultation will be presented to the TSC for feedback. This will include a proposed program format and name change.

Subject to TSC feedback, the final report is anticipated to be presented for Board approval by Q1 2024. Program implementation is scheduled to occur between Q2 to Q4 2024, subject to approval by the Board.

SIGNATURE:

“Nadia Gouveia”

Nadia Gouveia
Acting Chief Operating Officer

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