



Community Safety Unit Review

Item 6

June 25, 2024

Board of Directors

Report: TCHC:2024-43

To: Board of Directors (the "Board")

From: Executive Director,
Social Development, Finance and Administration
City of Toronto

Date: June 17, 2024

PURPOSE:

The purpose of this report is to provide an update to the Board on the work being undertaken to support the Community Safety Unit Review.

RECOMMENDATION:

It is recommended that the Board receive the presentation that is Attachment 1 to this report.

REASON FOR RECOMMENDATION

The attached presentation provides an update to the Board of Directors on the work being undertaken to support the Community Safety Unit Review, as directed by City Council.

SIGNATURES:

"Denise Andrea Campbell"

Denise Andrea Campbell
Executive Director, Social Development, Finance and Administration
City of Toronto

STAFF CONTACTS:

Executive Director
Social Development, Finance & Administration
City of Toronto
deniseandrea.campbell@toronto.ca

Imara Rolston, Social Development, Finance & Administration
City of Toronto
imara.rolston@toronto.ca

ATTACHMENT

1. Community Safety Unit Review Presentation

Community Safety Unit Review

Presented to:
TCHC Board Meeting
June 25th, 2024



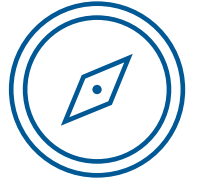
Agenda

TCHC Community Safety Advisory Sub-Committee | June 3, 2024

Community Safety Unit (CSU) Review Updates:

1. Mandate
2. Context
3. Overview
4. Progress
5. Phase 1 Engagement
6. Phase 2 Engagement
7. Next Steps

CSU Review Mandate



“TCHC and the City will collaborate to define the terms of reference for an independent review of the TCHC Community Safety Unit, with a focus on outcomes. The City will lead the independent review.”

2021 Mandate Direction Document for Toronto Community Housing Corporation, adopted by Toronto City Council

- In 2021, the **Community Safety Advisory Subcommittee (CSAC)** was created by the TCHC Board of Directors as a sub-committee of the Tenant Services Committee.
- CSAC’s Charter includes, as part of their role, **“advice and recommendations to the Tenant Services Committee on the design, implementation, and reporting of policies, strategies and initiatives by Management on community safety and the Community Safety Unit”**
- The CSU Review process including scope and focus was developed into an initial work plan

CSU Review Principles



The TCHC Board identified key principles that will guide the City of Toronto's approach to the Community Safety Unit Review. The principles are meant to be living guides that shape decision making and overall approach the review:



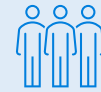
Courageous:

Encourage courageous, transparent, and open conversations amongst stakeholders.



Holistic:

Synthesize diverse insights and data to provide holistic recommendations.



Systemic:

Applies systems and systemic approach to analysis of insights and data.



Collaborative:

Bring together key and invested stakeholders to process insights and share feedback.



Reflexive:

Create space for reflection on past practice, approaches, and institutional change.



Tenant Centred:

Centre tenant live-experience and perspectives in the review.



Reconciliation, Confronting Anti-Black Racism and Equity:

Grounded in commitment to centering Reconciliation, Confronting Anti-Black Racism, and equity in all components of the review.

CSU Review Context



The CSU Review is being advanced in the context of the following:

- Toronto Police Service data release highlighting disproportionate use of force on racialized residents, especially Black residents
- City Council's 36 decisions aimed at advancing police reform passed in June 2020 and their adoption of SafeTO: Toronto's Community Safety and Well-Being Plan in July 2021
- The efforts of Social Development, Finance and Administration to advance alternative approaches to safety and well-being, including the Toronto Community Crisis Service
- Toronto Community Housing Corporations establishment of the Centre for Advance the Interests of Black Peoples and their work to advance actions related to the CSU

CSU Mandate Review Overview

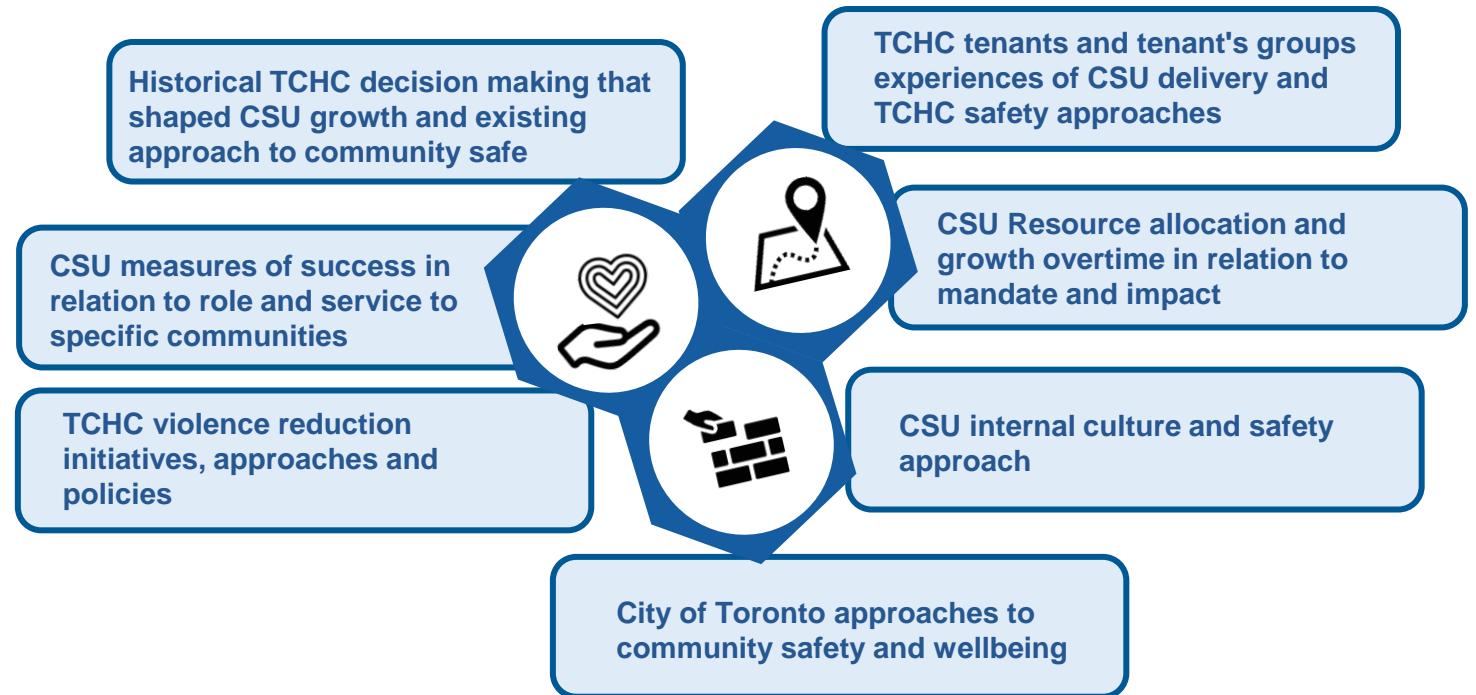


Through an initial document and policy review and 15 key informant interviews with TCHC staff, ConveneTO developed the CSU Review Workplan reviewed and approved by the CSU Advisory Circle in November 2023.

The workplan outlines the following areas of focus in detail:

- **People and Voices:** Key informants and focus groups discussions with TCHC, TCHC partners and service providers, City of Toronto and TPS staff.
- **Data:** Information guiding strategies, policies, procedures, materials; and key data sets such as reports etc
- **Promising Practices:** Relevant models and local, national, and global community safety models in social housing

The scope of the work plan may expand as the review unfolds and new data sets, key actors, and or best practices emerge.



Black CSU Employee Review Overview



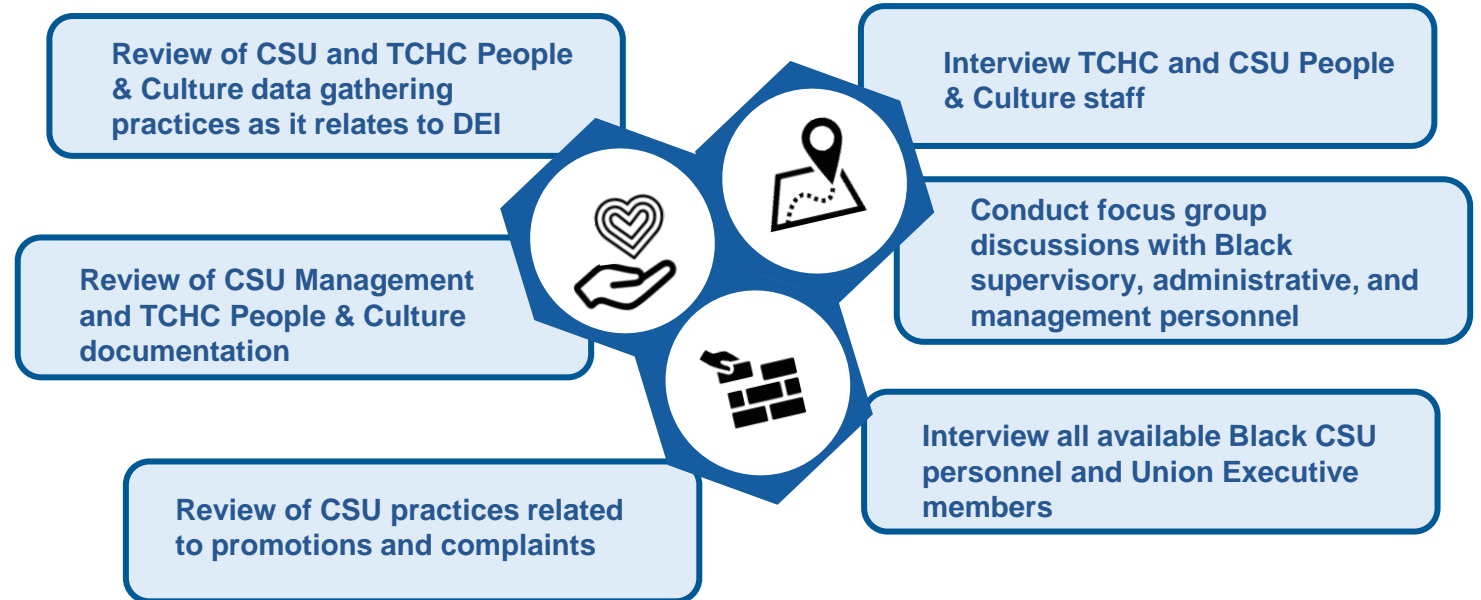
BLACK CSU EMPLOYEE FOCUS

In November 2023, the City of Toronto agreed to integrate the **Black CSU Employee Review being led by TCHC Centre for the Advancement of Black Peoples Interests** into the broader CSU Review

The Black CSU employee review focus on the following areas of the Black CSU experience:

- **Identification of key barriers and challenges** of Black CSU staff
- Develop an **understanding of CSU culture** vis-a-vis broader TCHC commitments to addressing Anti-Black racism

The Black CSU Employee review will be advanced through a shared leadership model between TCHC and the City of Toronto.



CSU Review Progress



Work Underway- January to July 2024

- Focus group discussions with TCHC tenants
- Initial review and data analysis shared by the CSU
- Focused engagement with all levels of CSU Staff
- Preliminary insight presented at CSAC Meeting (June 3)
- Initiation of the Black CSU Employee component of the CSU Review

Work Ahead- August to November 2024

- Develop insights and recommendations through discussions with ConveneTO
- Final ConveneTO Report delivered October 2024
- City of Toronto develops and delivers CSU Review report Fall 2024

OBJECTIVE: Conduct an independent review and analysis of the CSU operations, approaches and growth trajectories within the context of the City's new and expanding commitments for community safety and well-being under SafeTO, the City's 10-year Community Safety and Wellbeing Plan.

CSU Review Phase 1 Engagement



Overview of CSU Review interviews, focus groups and data sets/reports/materials so far:



38 interviews

External Agencies

Mental health providers, community development workers, TTC Etc.

TCHC

Tenants
Board Members
Staff
Etc.

City of Toronto

Social Development Division
Housing Secretariat
Etc.



4 focus group discussions

+2SLGBTQI tenants

Black residents (parents)

People with disabilities

CSU Review Phase 2 Engagement



Overview of CSU Review interviews, focus groups and data sets/reports/materials so far:



Ongoing Interviews

TCHC
Black Staff
CSU Staff
Frontline Staff
Etc.

**Toronto Police
Service**



Ongoing focus group
discussions

**TCHC Tenant
Groups**

**Black Youth
Seniors**



CSU data analysis

**Call Volumes &
Types**

**Dispatch Stats
Dispatch
Protocols
Etc.**

CSU Review - Timelines



June – October 2024: Ongoing Update Meetings & Briefings with key TCHC and City of Toronto Stakeholders



October 2024: ConveneTO submits final CSU Review Report to the City of Toronto



Fall 2024: City of Toronto final report submitted to TCH Board/City Council (TBD)

CSU Review



Denise Andrea Campbell

Executive Director

Social Development, Finance & Administration

City of Toronto

deniseandrea.campbell@toronto.ca

Imara Rolston

Project Manager

Social Development, Finance & Administration

City of Toronto

imara.rolston@toronto.ca