

Six-month Progress Report

July to December 2006



SOUTH-EAST OTTAWA CENTRE
FOR A HEALTHY COMMUNITY



CENTRE DU SUD-EST D'OTTAWA
POUR UNE COMMUNAUTÉ EN SANTÉ

Canada

Ottawa

Ontario

Ministry of Community Safety and
Correctional Services



The National Crime Prevention Centre's funding of the *No Community Left Behind* program ended on July 30, 2006. Nevertheless, partners on the steering committee decided to continue and expand the program to three other neighbouring communities in Heatherington, Confederation Court and Russell Heights. Program activities continued in the Banff Avenue Community, where the pilot phase greatly transformed the community. The following report summarizes the progress made during the past six months.

No Community Left Behind Phase II Launched

On August 3, 2005 the NCLB steering committee met for the first time to launch the pilot phase of the *No Community Left Behind* initiative at the Banff Avenue community.

On August 1, 2006, Phase II of the project was launched and activities were expanded to three neighbouring communities. Community Houses and tenants' associations (TA) — two in Heatherington and one each in Confederation Court and Russell Heights — are the front-line partners.

◆ **Introductory meetings in the communities**

The expansion phase began after the steering committee's decision, reached during its June 27, 2006 meeting. Introductory meetings were held with the elected members of all four tenants' associations, who subsequently helped to organize "safety meetings" with the community to introduce the *No Community Left Behind's* approach and promote dialogue with the concerned Ottawa Police Service and Ottawa Community Housing security staff.

An introductory meeting to *No Community Left Behind* was held at Confederation Court House on August 16, 2006. The community was feeling increasingly unsafe. Community leaders were demanding a meeting to discuss safety and security issues. The meeting was attended by the Ottawa Police Service, staff from Ottawa Community Housing and the South East Ottawa Centre for a Healthy Community. This became a natural evolution of the NCLB's expansion phase.

We have divided the Heatherington community into two blocs to effectively implement the program's activities: one bloc is the community houses on both sides of Heatherington Road, and the other is the high-rise building at 1455 Heatherington Road.



“In the past there was no TA because people were scared. There were [threats and] intimidation. There were some other people from outs and threats. But now we are a strong TA and the community trust us and trust also the police officer. We all work together and we have a good relationship.”

— Cherlyne Elias,
President of the TA



“Sine this program started, many changes have happened. The community, the police and other partners, all work together. No body is scarred. We have this dinner and we meet each other and everybody is safer now and not scared like before.”

— Suzanne Tahan,
Secretary of the TA

During the expansion phase the tenants' association at 1455 Heatherington Road did an amazing job of completing the required number of community safety survey forms within a couple of weeks. Members of this TA continue to do an amazing job. They serve the community during a daily coffee and tea session from 8 to 11 am. About 14 community members drop in regularly from Monday through Friday.

The TA at 1455 Heatherington Road has a large facility available for meetings and activities, including a well-furnished and well-equipped kitchen. Other than the morning drop-ins, the TA is performing a range of activities, including crafts on Wednesdays from 2-4 pm, a clothing cupboard on Thursdays from 9 am-3 pm, and occasional cooking classes. Other parties for Halloween, Remembrance Day and Christmas are planned.

Other community meetings took place on:

- October 10, 2006- Confederation Court
- October 18, 2006- Russell Heights
- October 26, 2006- Heatherington community
- October 28, 2006- TA members from 1455 Heatherington Rd. [1]

◆ Preliminary community health and safety surveys

A successful meeting was held with the tenants' association on August 1, 2006, and another community level meeting took place on August 10, 2006. All credit for putting together the tenants' association's meeting at Confederation Court goes to Melanie O'Rourke from Ottawa Community Housing. Although the TA was in the very early stages of its establishment, TA members took the responsibility for outreach to complete the preliminary community assessment survey.

TAs from Russell Heights, 1455 Heatherington Rd. and the community houses at Heatherington committed themselves equally to completing the initial phase of community assessment, which becomes the basis for planning and evaluation in the NCLB process. A meeting with the tenants' association at 1455 Heatherington Rd. was held on August 4, 2006. The executive body was introduced to the concept of NCLB and assumed

responsibility for conducting a preliminary survey, completing the job within two weeks.

Initial assessment surveys were completed in all communities by September 15, 2006. The communities were also given the opportunity to complete the surveys online. Special notices were posted on computers in the Community Houses to encourage community members to complete online survey forms.

The results of the surveys are available online . [2]

◆ **Prioritization and planning**

Necessary steps for Phase II (prioritization and strategic planning) were undertaken during September and October, 2006. After the planning cycle's completion, a detailed social mobilization activity plan, attached to this report, was approved by the steering committee on October 31, 2006 for a period of six months, from November 1, 2006 to April 30, 2007.

Several planning meetings were held during the planning phase, including the following:

- NCLB's working group met on October 17, 2006 at the Banff Avenue Community House to discuss the program's expansion, the identified needs, the required response and activities. The youth component of the *No Community Left Behind* initiative remained a major focus of the discussion.
- The community house directors from Banff, Confederation Court and Russell Heights met on October 19, 2006 at the Confederation Court community house to discuss future plans and related administrative issues.
- The community house's directors met with the Executive Director of the Boys' and Girls' Club at the Banff Community House on October 24, 2006.
- A follow-up meeting to the October 24 meeting was held on December 8, 2006.
- Based on the conclusions reached during the above



“The No community Left Behind Initiative is an excellent example of the concepts and theories behind crime prevention through social development being operationalized at the ground level. The Ottawa Police Service is extremely pleased with the success of this initiative and have seen a sound return on our investment in the resources for this initiative. And the results and the successes are around the increase in reporting of incidents in that community and also the re-building of the trust between the officers and the residents of the community. The No community Left Behind initiative is a success because of the commitment and dedication of the partners that have come to the table to deal with these issues in a holistic approach. More importantly is the success around the engagement of the residents of this community who are truly committed to effecting the change for the positive.”

— Superintendent
Charles Bordeleau, OPS



“Being a member of the council I can tell you that nothing to this extent happened during my entire term of office. It is truly remarkable. It is exceptional and it is truly one of those opportunities which you don’t see very often, where all partners come together for one big area. It is very valuable to do that. It obviously saves money and resources because we are not stretching ourselves too thin. We are not duplicating resources. But the most important thing is that it keeps us focused. ...I am very very proud to be part of the No Community Left Behind Team. It was actually an hour for me to be invited to be part of that team. ... We have true police presence in that community and the statistics show that its working. So without saying, I would support any kind of enhancement to this program .. When you look at the true participatory value of this program, its outstanding, it’s a role model for other communities across the city and its something that can be easily replicated across the province.”

— Maria McRae,
City Councillor, River Ward.

mentioned meetings, a concept paper [3] was prepared to effectively coordinate youth programs. The concept paper was presented at the steering committee meeting on October 31, 2006.

As a result of the strategic planning process, a detailed activity plan was finalized and approved at the October 31 Steering Committee meeting for implementation over the next six months (Nov. 1, 2006 to April 30, 2007). The social mobilization schedule for the next six months is available here. [4]

COMMUNITY ACTIVITIES

The communities undertook several social mobilisation activities, bringing communities and partner agencies together. Some of these activities are:

- ★ **Community trip to Mont Cascades.** The Banff Avenue Community Tenants' Association (TA) organized a day-long trip for families to the water park at Mont Cascades on August 14, 2006. A total of 75 community members participated in the event. The Tenants' Association's credibility has now been established. Members of the Tenants' Association feel confident enough now to undertake and organize community development activities on their own.
- ★ The tenants' association organized a **Community Day** at **Confederation Court** on August 25, 2006. [5]
- ★ The tenants' association organized a **Community Day** at **Heatherington** on August 30, 2006. Food was served to all the community members and games were organized for children of all ages. [6]
- ★ The Banff Avenue community took its first steps toward establishing a neighborhood watch. [7] Neighborhood watch officials met with residents, who started a campaign to register at least 50% of the

residents in the program.

- ★ The Banff Avenue community's Eid Day celebrations took place on November 3, 2006 and Christmas party on December 21, 2006.

PROGRESS

► Crime Prevention Through Environmental Design (CPTED) audit and implementation of its recommendations

- On September 19, 2006 Councillor Maria McRae, OPS Superintendent Charles Bordereau, Boys' and Girls' Club ED, Ottawa Community Housing Security Chief, Director of the Banff Community House, President of the Tenants' Association and others toured the community to go through the CPTED audit. Maria McRae closely followed up with all the concerned departments to implement the study's recommendations.
- Councillor Maria McRae met with the CEO of Ottawa Community Housing Corporation (OCHC), Ron Larkin, on September 21, 2006 to discuss this audit and her expectations that OCHC immediately implement as many of the recommendations as possible. Mr. Larkin assured Ms. McRae that he would review the audit document and provide appropriate direction to his staff. Ms. McRae also provided her feedback to Mr. Larkin regarding some of the observations that she made during the tour regarding garbage, etc.
- Furthermore, Ms. McRae asked Mr. Larkin, Superintendent Bordeleau, the Deputy City Managers of the City of Ottawa's Public Works and Services and Community and Protective Services Departments and the Premier's Office, as a liaison with Hydro One, to formally review the audit document and to provide her with written comments regarding their organization's role in implementing the recommendations.
- On October 3, 2006 Hydro One inspected the Banff Avenue OCHC property and agreed to work closely with



"The NCLB program is very very successful. We are finding that people who were isolated and were scared to come out of their homes are now feeling like they are very safe in their community. They are willing to join different programming and to get involved in their community. We are seeing a very very positive change in the community."

— Sue Skinner, Ottawa Legal Clinic.



"I have been part of the No Community Left Behind Project for a year now. We had the unique opportunity to work on both the outreach aspect of community policing as well as the enforcement. We have been able to see a huge difference in the community, particularly in Ledbury Banff community [from] where we would approach and people would go inside their homes, not want to talk to the police officers to where children are running up in the street, welcoming us, calling us by name, as well as community members coming and discussing topics without any fear of retaliation. This project shows us that social mobilisation works when you bring all your social partners together."

— Cst. Lisa Briggs, OPS



"I have been with No community Left Behind project for the past year and I have seen a transition in the Ledbury Banff Community from where there was no communication and trust between the residents and OPS, to where are we now where we are approached, given information, asked for advice, asked for assistance with family problems. We are regularly invited to community events and when we are not at these community events, we are asked for our lack of attendance. So this is a very strong cooperation, where trust has been established and cooperation between the community and police is very strong. I am happy to be part of this initiative."

Cst. Mario Bergeron, OPS

the police and the OCHC. Ms. McRae's office was in direct communication with their office in Toronto, and with the inspectors who carried out implementation of CPTED recommendations.

- Ms. McRae informed the steering committee members on October 3, 2006, "Further to my e-mail of September 25, 2006, attached herein, I am pleased to advise you that I have received positive confirmation from the Ottawa Police Service, Ottawa Community Housing Corporation, City of Ottawa Community & Protective Services and Public Works Departments and Hydro One that they will work with me to begin to implement the recommendations of the CPTED audit. This means that everyone who I contacted is committed to working on this issue as a team."
- On October 6, 2006 Constable Len Vaz met onsite at Banff-Ledbury with representatives from Hydro One and OCHC to address the CPTED audit recommendation regarding the dense foliage bordering Hydro One's and OCHC's property.
- To date, almost all recommendations of the CPTED study have been completed. Hydro One has removed thick foliage from its property by trimming trees and cutting down shrubs. This will immediately impact the area by opening up the sight lines and creating defensible space. Hydro One has also agreed to provide "No Trespassing" signs. Similar studies will be conducted in other communities to which the project has been recently extended.

► **Presentation to Ottawa Police Service's executives.** A

presentation on the NCLB approach and progress was made to the executives of the Ottawa Police Service meeting on October 2, 2006.

- **A presentation** on NCLB's approach and progress was made to the **Ottawa Lower Town Security Committee** on September 7, 2006, when NCLB's experience and lessons learned were shared with the members. The more the NCLB partners meet other interested organizations and make presentations to them, the more their questions make them realize and understand different aspects of the NCLB and the ways it can be replicated

elsewhere. The potential for this program to spread is strong. Fine-tuning of the NCLB's approach, and coordinating support, can help many interested communities address similar problems in different settings.

- ▶ A **sub-group of NCLB** partners meets regularly to assess the community safety situation in the **Confederation Court Community**. A member of the South Ottawa Legal Clinic, police officers, the NCLB coordinator and OCHC and security staff have met three times: October 3, November 1 and December 6, 2006. These groups are due to meet again on February 6, 2007. The idea of this working group arose in October 2006 in response to the deteriorating safety and security situation in the Confederation Court community. Drug dealing in the open, dog fights, racial tensions and vandalism were the main issues. Since then the police have made several arrests. Cases are pending with the housing tribunal against some residents, and some other residents have been forced to sign off their leases. The safety and security situation has been improved significantly due to the partners' concerted efforts and collaborative work.
- ▶ Implementation of the **NCLB activity plan** (Nov. 2006 to April 30, 2007) is in progress in all four communities.
- ▶ **The two police officers originally assigned to the NCLB have been replaced by two new police officers.** These officers are being introduced in the communities and partner organizations.
- ▶ **Steering committee meetings** occur regularly and partners are coming up with new ideas and approaches to address problems falling under various components of the NCLB initiative. The steering committee has met twice since July 2006 and its next meeting is set for January 9, 2007. Minutes of the last two meetings are attached to this report.
- ▶ We are considering **necessary updates to the evaluation matrix** to monitor progress, evaluate results and gauge impact in a more effective way in the future.
- ▶ **Two audio-video presentations** have been developed as part of



“I have had the pleasure to see first hand the impact the No Community Left Behind Project has made to this community. It has made an enormous impact on making a stronger community. The community neighbours are now taking back their neighbourhood. They are responding to issues. They are addressing issues. And most importantly they are discussing issues... Another area of success is how all the partners come together to support this initiative. Through the key partnerships, they are addressing problems in all areas, specifically mobilizing the parents. ... Partnerships and community mobilization has made this project a success.”

— Sylvie Manser,
Direct, Banff Community House



“No Community Left Behind is an innovative program that started in Ledbury Banff Community. It is an innovative partnership between several stakeholders within the City of Ottawa helping to promote safety within the community and engaging that live there. Ledbury Banff has had its CPTED done in conjunction with all the partners and amazing results have come about as a result of this partnership and its is expanding to several other Ottawa Housing communities. And we are hoping to see wonderful results happening in Ledbury Banff community to be happening in other communities.”

— Melanie O'Rourke,
Ottawa Community Housing

the information sharing and dissemination of the lessons learned so far. Both are available on the NCLB's website at these links: http://www.nocommunityleftbehind.ca/nclb_presentation.htm and http://www.nocommunityleftbehind.ca/nclb_as_viewed-by_others.htm.

- ▶ As described earlier, youth programs in South East Ottawa are being closely examined from a crime prevention perspective in order to mobilize the youth and address risk factors by leveraging resources and fine-tuning the existing activities in a way that gives the police partners a chance to build relationships with youth to build confidence and trust. As a first step, information about all youth programs offered in South East Ottawa will be compiled and put on this site (http://www.nocommunityleftbehind.ca/youth_prog.htm) so that youth may look at all available opportunities in a glance.

Notes:

- [1] See details about 1455 Heatherington at: <http://www.nocommunityleftbehind.ca/1455.htm>
- [2] See URL: http://www.nocommunityleftbehind.ca/assessment_surveys.php
- [3] The Concept Papers highlighting the needs of coordinated youth activities is available at: http://www.nocommunityleftbehind.ca/youth_concept_paper.htm
- [4] Please see the activity schedule at: http://www.nocommunityleftbehind.ca/activity_schedule.htm
- [5] For details about Confederation Court Community Day, please see URL: <http://www.nocommunityleftbehind.ca/confedcd.htm>
- [6] For details of the Community Day at Heatherington, please refer to URL: <http://www.nocommunityleftbehind.ca/heatheringtoncd.htm>
- [7] See news report at: http://www.nocommunityleftbehind.ca/newsnov3_2006.htm

Annexes

1. Six-month activity plan
2. Minutes of the Steering Committee meeting September 19, 2006
3. Minutes of the Steering Committee meeting October 31, 2006.

Annex 1

Detailed Activity Plan

Nov 1, 2006 – April 30, 2007

Social Mobilization

Activities	Objective/ rationale	Success indicator	Partners/Roles responsibilities
<p>Activities against anti-social behavior.</p> <p>Sharing a multi-cultural meal, to include informal presentations on these key themes (Saturday evening 6 pm)</p>	<ul style="list-style-type: none"> - Provide opportunity to different cultural groups to meet and interact. - To stabilize pattern of interaction between different social groups. 	<ul style="list-style-type: none"> - Number of persons attending multi-cultural dinner - Number of information sharing session by police and other partners in the multicultural dinner and chat activity. - Reduction in the number of criminal activities 	<p>TA Ensuring continued participation</p> <p>SEOCHC Financial administration of budget Data collection Monitoring, evaluation and reporting</p> <p>Community Houses Providing access to the community house Accounting</p> <p>Other partners Providing support to the meetings by dropping in for informal chat and information sharing.</p>
<p>TA Regular Monthly Meetings</p>	<ul style="list-style-type: none"> - To strengthen TA - To build capacity of its members - Regularly plan and monitor all activities including activities under No Community Left Behind project. - provide opportunity to service providers and other partners to drop in and update themselves about the progress in the community. - Increase capacity for sound decision-making. 	<ul style="list-style-type: none"> - Number of initiatives proposed, planned and undertaken by the community - Capacity of the TA members in record keeping, accounting and management of community events 	<p>OCH Financial support for the TAs A staff person attending TA monthly meetings</p> <p>SEOCHC providing capacity building support staff person attending monthly meetings Monitoring and reporting</p> <p>TA Making sure the meetings take place in time. Taking minutes and keep records Ensuring participation of community members</p>
<p>Developing Promotional materials, information flyers.</p>	<ul style="list-style-type: none"> - To share available information about community's safety and security with every household. 	<ul style="list-style-type: none"> Increased participation in all CD-related activities Increased in feedback/reporting to Ottawa Police Services 	<p>SEOCHC Assistance in production and procurement of relevant information. TA Dissemination of the available information to the community</p>

Prevention and Empowerment

Activities	Objective/ rationale	Success indicator	Partners/Roles responsibilities
<p>Youth Mobilization and awareness</p> <p>Homework clubs for Youth mobilization and awareness?</p> <p>Age group?</p>	<p>Provide youth an opportunity to get engaged in positive activities.</p> <p>Mobilize the youth for participation in community activities.</p> <p>Provide homework opportunities to an age group that is not having the opportunity otherwise.</p> <p>Prevent crime</p>	<p>- Participation in the tutoring classes.</p> <p>- Frequency of interaction with their parents.</p>	<p>Partners</p> <p>COORDINATING AGENCY</p> <p>Financial administration of budget</p> <p>Contracts</p> <p>Data collection</p> <p>Monitoring, evaluation and reporting</p> <p>(To be finalized in the first quarter of 2007)</p>
<p>Youth drop ins</p> <p>Linking mobilization of Youth through tutoring to activities of the Youth Council for Safety and youth-image-building with the following activities:</p>	<p>To engaged the mobilized youth through tutoring classes with the senior youth for mentoring and joint activities.</p>	<p>- Number of joint activities of the younger youth with their older counterparts.</p>	<p>Partners</p> <p>.</p> <p>.</p> <p>.</p> <p>COORDINATING AGENCY</p> <p>.</p> <p>.</p> <p>.</p> <p>Community Houses</p> <p>.</p> <p>.</p> <p>(To be finalized in the first quarter of 2007)</p>
<p>a) Youth Mentorship: Older youth will organize different activities for positively engaging younger youth.</p>	<p>To guide youth and engage them in positive activities</p>	<p>- Number of after school, sports, groups, homework and other activities.</p>	<p>Partner</p> <p>.</p> <p>.</p> <p>.</p> <p>Community Houses</p> <p>.</p> <p>COORDINATING AGENCY</p> <p>Financial administration of budget</p> <p>Contracts</p> <p>Data collection</p> <p>Monitoring, evaluation and reporting</p> <p>(To be finalized in the first quarter of 2007)</p>

Neighborhood Restoration

Activities	Objective/ rationale	Success indicator	Partners/Roles responsibilities
Producing community Newsletter every two months.	<ul style="list-style-type: none"> - To keep the community at large informed of the ongoing activities. - To generate interest of non-participating community members in the ongoing activities. - To promote positive image of the community. 	<ul style="list-style-type: none"> - Feedback from the community about the Newsletter. - Increased participation of the community in the program activities 	<p>TA To gather success stories and activities descriptions. Distribute the newspaper</p> <p>SEOCHC Provide formatting and photocopying assistance</p> <p>Community Houses To provide success stories, news about the upcoming events.</p>
Activities for on the job training, job search, job readiness, and resume development	Provide youth opportunity to get ready for employment.	Number of youth benefiting from job readiness activities	Community Houses . . .

Law Enforcement

Activities	Objective/ rationale	Success indicator	Partners/Roles responsibilities
Education on effective, safe procedures for community members to share information, report crimes, and make complaints.	<ul style="list-style-type: none"> - To remove misconceptions about crime, safety and approach of Ottawa Police service, - Provide the much needed information for safety and security. 	<ul style="list-style-type: none"> - Increase in sharing crime-related information with the police. - Number of community initiative for safety and security 	<p>TA</p> <p>Ottawa Police Services</p>
Assigning dedicated staff to the community and to this project; and ensuring access to resources available through the community police station.	<ul style="list-style-type: none"> - To provide more effective and focused services. - Provide opportunity for interaction between the Police Services and the community. 	<ul style="list-style-type: none"> - Police drops in the TA and other community meetings - Reduction in crime rates. 	
Community's informal meetings with the police and routine contacts in neighborhood.	Build community's trust for collaboration and cooperation	Feedback attesting to improved working relationships with police services.	

Annex 2

Minutes of the 9th Steering Committee Meeting

September 19, 2005, 1:00 – 02:30 pm
Banff Avenue Community

Present:

Mike Justinich, Crime Prevention Ottawa
Bonnie Conlon, Councillor Maria McRae's Office
Robert Beauchemin, member Banff Ave. Community House Board
Cherlyne Elias, Banff Tenants' Association President
Kevin Shantz, City of Ottawa
James Williams, Board member SEOCHC (Chairman)
Rey Francis, Councillor Maria McRae's Office
Mohamoud Abdulle, Youth Services Bureau
Melanie O'Rourke, Tenant and Community Worker, Ottawa Community Housing
Leslie McDiarmid, Manager BBBF and Community Services
Constable Mario Bergeron, Ottawa Police Services
Constable Lisa Briggs, Ottawa Police Services
Constable Lenworth Vaz, Ottawa Police Services
Abid Jan, Project Coordinator, *No community Left Behind* Project, SEOCHC
Sylvie Manser, Banff Ave. Community House Director
Sue Skinner, South Ottawa Community Legal Clinic
Scott Bradford, Executive Director, Boys and Girls Club of Ottawa
Rose Wakeham, Russell Heights Community House Director

Regrets:

Andrew Sparling, Osgoode Veterinary Clinic
Eileen Dooley, Vice President, Community Services, United Way
Andrea Thompson, Confederation Court Community House Director

1. APPROVAL OF THE AGENDA

James Williams invited a motion for the adoption of the Agenda. Agenda was approved as presented.

2. APPROVAL OF THE MINUTES FROM JUNE 27, 2006 MEETING

Minutes from June 27, 2006 meeting were approved as circulated.

3. NCLB PROGRESS REPORT

Abid Jan presented progress on the activities since June 27, 2006. A summary of the progress is as follows:

- a) Banff Community Tenants' Association (TA) has successfully undertaken two community events on their own. On July 20, 2006 they successfully organized a community day and on August 14, 2006 they took 75 community members to Mont Cascades for a day long trip.
- b) Other mobilization activities such as the weekly dinners at Banff are going well.
- c) As of August 1, 2006, the expansion phase of the project has been launched in Heatherington, Confederation Court and Russell Heights.
- d) A dedicated TA is in place in Confederation Court, which helped organize a successful Community Day on August 25, 2006.
- e) The Tenants' Association at Confederation Court also helped in completing the Community Health and Safety Survey within a week.
- f) A meeting to introduce the *No Community Left Behind* initiative was organized in Confederation Court on August 16, 2006. The Chief of Ottawa Community Housing

- security and a police officer assigned to the project attended the meeting.
- g) In the expansion phase, the Tenants' Association at 1455 Heatherington did an amazing job of completing the required number of surveys within a couple of weeks. There is huge potential to utilise the TA and facilities at 1455 Heatherington for addressing crime and drug related issues.
 - h) The Tenants' Association in the housing units, where the *Better Beginnings Better Futures* family house exists, is re-organising after many ups and downs they are trying to get organized. The TA organized a community day on August 30, 2006. They were provided with \$1630 from both OCH and the Mayor.
 - i) Progress of the expansion phase is slower in the Russell Heights community where the TA and the House Board are passing through a transition phase. Alternative arrangements are being made to complete the survey before September 30, 2006 and to go into the planning process.
 - j) A new system has been put in place to scientifically extract and analyse the data from the community surveys. Communities will soon be offered an on-line survey and measures will be taken to prevent any challenges with this tool.
 - k) NCLB's web-site is being updated. Information about the changes to the web-site will be shared with the Steering Committee members before the end of September 30, 2006. The new changes will include a password protected section for Steering Committee meetings, minutes and other related matters.
 - l) In the expansion phase, NCLB is also going through a period of analysis. Some comments and suggestions from the surveys have been extracted and shared with the Boys and Girls Club and YSB for the use of program planning in these communities. This analysis phase will last until the end of September. The process will then enter the strategic planning phase with the Community Houses and TAs in all communities within the first three weeks of October.
 - m) A detailed activity plan will be presented for approval by the Steering Committee at the next Steering Committee meeting towards the end of October 2006.
 - n) A meeting with the Lowertown Security Committee was held on September 7, 2006 to share *No Community Left Behind's* experiences and lessons learned. The meeting was productive as it connected us with other interested people in the city who asked questions which will help us to realize and understand our initiative from different perspectives and look at ways in which it can be replicated elsewhere. With some fine tuning to our approach and coordination, there is the potential to help many interested communities address similar problems in different settings.
 - o) On October 2, 2006, OPS representatives and the NCLB Coordinator will be making a presentation to the executive committee/board of Ottawa Police Services about *No Community Left Behind's* progress.

4. Partner's Reports

Ottawa Police Services

- a) Constable Lisa Briggs and Mario Bergeron gave an update on their activities since the last meeting, which included law enforcement as well as meetings with youth and other community members in the four communities: Heatherington, Banff, Confederation Court and Russell Heights.
- b) Police Officers patrolling in these areas are getting regular briefings about the progress. Both plain-clothed and uniformed officers have increased patrol in these communities.
- c) Drug-related arrests were made at a community event in Confederation Court, which sent the message that law enforcement is strong in this community.
- d) The assigned police officers are now well-known and welcomed in all concerned communities, particularly in Banff Avenue community.
- e) Youth are increasingly approaching the police officers. They ask for suggestions and inform them about their needs, such as the need for Dempsey Community Centre to be readily accessible to youth in Russell Heights.
- f) Progress is good at Confederation Court. The community is meeting and giving sug-

gestions.

- g) Banff Avenue community is ready for establishing a neighbourhood watch.
- h) CPTED report has been finalized and all major partners will have a walk through in the Banff community today (Sept. 19, 2006) to discuss recommendations of the report.
- i) An exceptionally good relationship has been established with Ottawa Community Housing Security staff. Information is being shared on a regular basis and they are participating in joint operations.
- j) Meetings and workshops with youth during the summer have been a success.
- k) The community's perception about OPS has considerably improved in all communities. Police presence is welcomed. Community members are less likely to crowd around the police officers if they are talking to someone in the community. Community members are not just simply walking away when they see police officers in the community.
- l) The community dinner activity is a superb idea for OPS and their interaction with the community. It would be great if similar activities are undertaken in other communities as well.
- m) The Steering Committee acts as a forum and it is really making a difference in building partnerships.

Ottawa Community Housing

Melanie O'Rourke reported that:

- a) OCH is thankful to the partners for the success of the Tenants' Association and related progress in Banff community.
- b) Confederation Court is coming along. The Tenants' Association is in place and they have organized a number of activities such as a BBQ, garage sale, as well as meetings regarding safety and garbage related issues.
- c) OCH is addressing issues with the problematic tenants in Confederation Court and other communities.
- d) The TAs in all the communities are working to integrate their activities with *No Community Left Behind* in order to take maximum advantage of the funding provided by OCH.
- e) A Community Day event was scheduled on July 11, 2006 in Confederation Court Community.
- f) Work on establishing a House Board at Russell Heights is underway.
- g) Banff Avenue community remains stable without any serious incidents reported.
- h) The TA in Russell Heights is due for elections.
- i) Security situation is improving as OCH is getting positive reports.

Boys and Girls Club

Scott Bradford from Boys and Girls Club presented the following summary of the progress since the last meeting:

- a) B&G Club is in the process of planning how to most effectively use their resources. The B & G Club will have to go through an environmental scan to see what services and programs are available in the communities and how they can fill the gaps and offer further support.
- b) B&G Club is planning to put some funding into homework club activities.

Banff Avenue Community House

- a) Sylvie Manser emphasised the success of the TA in the Banff Avenue Community. She has never seen the community mobilize to this extent in the many years she has been working in Banff. The TA has been a great support in working with the community.
- b) Sylvie informed the committee that due to the new renovations of the basement in the House, there is now increased space for activities. She thanked Ottawa Community Housing, Maria McRae, and the Community Foundation for their support.

- c) Funding is a problem and it is hard to sustain good youth workers. There is a need to mobilize and involve youth (14-16 years of age).
- d) Bob Beauchemin added that Banff community is suffering from the stigma attached to Ledbury due to the negative portrayal in the media. He suggested to the committee members to use the term Banff Avenue Community, rather than Ledbury/Banff or Banff/Ledbury.

Russell Heights

- a) Rose Wakeham reported great progress in terms of youth activities during the summer months.
- b) She appreciated the support from Ottawa Police Services, Ottawa Community Housing and OCH Security.
- c) The House is presently gearing up for winter activities.
- d) The House Board was introduced to the *No community Left Behind* initiative and the TA is working to complete the community health and safety survey.

Youth Services Bureau

Mohamoud Abdulle from Youth Services Bureau highlighted the importance of the Youth Safety Network, which is being run in partnership with YMCA and B&G Club. He informed the committee that the Youth Council in the Banff Community is launching United Way's supported Reading Club activities next week. As a result of the leadership training workshops and camping activities, the group has gained a lot of confidence and are becoming role models in the community for other kids.

5. Funding Update

Leslie McDiarmid updated the committee about the funding situation in the community. Due to the delay in the process of National Crime Prevention Centre's funding allocation, the earliest we would be able to receive that funding is April 2007. The previous funding came to an end in July 2006. To bridge this gap, the City of Ottawa has provided financial support and SEOCHC has dipped into its reserves. We are still short about \$ 3-5000. A limited funding application has been submitted to Community Foundation. Possibilities of other funding options are being discussed with United Way. A letter of intent has been submitted to the Youth Justice Renewal Fund through the Department of Justice Canada.

6. Funding football coaching

Cst. Lenworth Vaz shared with the committee the idea of City Ball, which intends to involve any child who wants to play football. Kids should not be denied the opportunity due to lack of funding. The reality is that there is no real push for kids to play football and there is often no practice field for them. Since the City has purchase land on Ledbury Avenue for a sports field, it would be worthwhile to obtain further information through Councillor Maria McRae with regards to progress of the sports field and future plans for the field so that Lenworth Vaz could do follow up on the football promotion idea with concerned partners.

6. Adjournment:

The meeting was adjourned at 2:30 p.m. CPTED Survey recommendations were shared during a walk through in the community from 3-5 pm. The following people participated in the activity:

Superintendent Charles Bordeleau, OPS.
 Councillor Maria McRae
 Jean Dube, Chief OCH Security
 Cst Lisa Briggs, OPS
 Cst. Mario Bergeron, OPS
 Scott Bradford, ED, Boys and Girls Club
 Cst. Lenworth Vaz, OPS
 Sylvie Manser, Director Banff Ave Community Housing
 Melanie O'Rourke, OCH
 Cherlyne Elias, President TA
 Abid Jan, SEOCHC

Next Meeting: October 31, 2006

1 p.m.

Location:

Banff Avenue Community House.

Annex 3

Minutes of the 10th Steering Committee Meeting

October 31, 2006 1:00 – 02:30 pm
Banff Avenue Community House

Present:

1. Mike Justinich, Crime Prevention Ottawa
2. Peggy Austen, United Way
3. Florence Brake, Ottawa Community Housing
4. Matt Perkins, City of Ottawa
5. James Tanguay, Boys and girls Club
6. Maria McRae, City Councillor
7. Nick Zeis, City of Ottawa, Parks and Recreation.
8. Bonnie Conlon, Councillor Maria McRae's Office
9. Kevin Shantz, City of Ottawa
10. James Williams, Board member SEOCHC (Chairman)
11. Mohamoud Abdulle, Youth Services Bureau
12. Melanie O'Rourke, Tenant and Community Worker, Ottawa Community Housing
13. Leslie McDiarmid, Manager BBBF and Community Services
14. Constable Mario Bergeron, Ottawa Police Services
15. Constable Lisa Briggs, Ottawa Police Services
16. Abid Jan, Project Coordinator, No community Left Behind Project, SEOCHC
17. Sylvie Manser, Banff Ave. Community House Director
18. Sue Skinner, South Ottawa Community Legal Clinic
19. Scott Bradford, Executive Director, Boys and Girls Club of Ottawa
20. Andrea Thompson, Confederation Court Community House Director
21. Superintendent Charles Bordeleau, OPS.

Regrets:

1. APPROVAL OF THE AGENDA

Agenda was approved as presented. Moved by James Williams.

2. APPROVAL OF THE MINUTES FROM September 19, 2006 MEETING

Minutes from September 19, 2006 meeting were approved as circulated.

3. NCLB PROGRESS REPORT

Abid Jan presented progress on the activities of the community assessment and planning phase since September 19, 2006. A summary of the progress is as follows:

- a) Community health and safety surveys were completed in all the three new communities to which the program has been extended.
- b) Several community meetings were held to come up with work plans for the next six months. The main meetings were held at Confederation Court on October 10, Russell Heights on October 18 and Heatherington on October 26, 2006.
- c) During the planning phase, partner organizations also met several times in small working groups as follows:
 - i. The NCLB Steering Committee's working group met on October 17, 2006 at Banff.
 - ii. Meeting of the Community House directors from Banff, Confederation Court and Russell Heights on October 19, 2006 at Confederation Court Community House.
 - iii. Meeting of the Community House directors with Executive Director of the Boys and Girls Club at Banff Community House on October 24, 2006.
- d) Work plan of activities from November 1, 2006 to April 30, 2007 was finalised.
- e) Other mobilization activities such as the weekly dinners at Banff were going well.

4. Partner's Reports

Ottawa Police Services

- a) Superintendent Charles Bordeleau reported that a presentation on the approach and progress of the No Community Left Behind was made on October 2, 2006 to the executive of Ottawa Police Service. It was highly appreciated.
- b) Superintendent Charles Bordeleau also thanked all partners and the City Councillor, Maria McRae, for coming out to the community for personally visiting and observing recommendation of CPTED audit on September 19, 2006.
- c) Mr. Bordeleau also informed the committee that Constable Mario Bergeron and Constable Lisa Briggs would be moving on to other units. He assured the committee of the continued commitment to the initiative and said that two new officers will soon be assigned to carry on the process of interaction and relationship building with the concerned communities. He reiterated that there will be no loss in service or quality of the OPS commitment to the NCLB.
- d) Constable Mario Bergeron added that he and his partners had been receiving information from the community. There were major issues at Confederation Court and Russell Heights but the situation has improved. He expressed satisfaction with the meeting with the Tenants' Association and safety situation at 1455 Heatherington.
- e) Regarding the Banff Avenue Community, Mr. Bergeron said that the community has gone beyond meetings and is now set for establishing a neighbourhood watch. He informed the committee that a meeting on this issue was scheduled with the community for November 2, 2006.
- f) Constable Lisa Briggs added that despite not being directly involved with the NCLB initiative, she will maintain her connection with the community and expressed satisfaction that the replacing officers will do a great job.
- g) The chair thanked Superintendent Charles Bordeleau on behalf of the Committee for the OPS cooperation and, in particular, for the able services rendered by Cst. Mario Bergeron and Cst. Lisa Briggs who had made a great contribution to the overall progress achieved under the Project as regards improving police/community relations and personal safety in the Banff Ledbury community. He also wished Mr. Bergeron and Ms. Briggs continued success in their careers.

City Councillor, Maria McRae

- a) Maria McRae reported progress on the recommendation of a CPTED audit. She said that the City is committed to making sure that every single recommendation of the report is fulfilled. She had followed up with the CEO of Ottawa Community Housing so that the progress is sustained. Fence repairs and chopping down of trees in the affected areas have been completed. Maria McRae met other departments, such as City Community and Protection Services, Public Works department and also Hydro One.
- b) Maria McRae added that the City will cut garbage bins to lower their size so that convenient garbage is not an issue for the residents.
- c) Maria McRae also informed the community that a pilot project for the Banff Avenue community was in the offing. She would like the NCLB Steering Committee to oversee the project so that it remains a one stop shopping and continue to produce best results for replication elsewhere in the City. She promised to announce the project after the Municipal elections on November 13, 2006.
- d) Maria McRae also emphasized the OCH commitment to strengthening the role of the Tenants' Associations. She said the CEO of OCH is fully committed to funding and closely watching the progress made by the TAs.

Ottawa Community Housing

- a) Florence Brake thanked the community houses for being so supportive of the Tenants' Associations.
- b) Florence Brake reported that Ottawa Community Housing was implementing all relevant recommendations of the CPTED audit. She thanked the partners for their continued commitment.

- c) Florence Brake updated the committee about the safety and security meeting that took place in the confederation Court Community House. She thanked OPS for their cooperation with Ottawa Community Housing security. She said Ottawa Community Housing security has increased patrolling in the community.
- d) Mrs. Brake informed the members about the upcoming Tenants' Associated election which were scheduled for November 14, 2006.
- e) Florence Brake appreciated the work of SEOCHC and South Ottawa Legal Clinic in providing capacity building support to the Tenants' Association at Confederation court through Anita James and Sue Skinner respectively.

Boys and Girls Club

According to Scott Bradford:

- a) Boys and Girls Club is going through the budget development phase covering the next years. They are wrestling with different issues and competing priorities.
- b) Mr. Bradford told the committee that by the end of November 2006, he will be in a better position to inform the committee about future commitments of his organization vis-à-vis four communities in South East Ottawa.
- c) He informed the members that with the help of Maria McRae, they raised \$28,000 for the Banff community.
- d) Boys and Girls Club is still involved in doing Homework Clubs for children in the Banff community and also started this activity in Heatherington.
- e) Boys and Girls club is now taking 30 kids from two communities on Saturday afternoons for swimming lessons.

Banff Avenue Community House

- a) Sylvie Manser, director Banff Ave Community House, explained the engagement of families from different communities through outing trips with the help of Home Town Tours.
- b) Andrea Thompson, director Confederation Court Community House, informed the members about the funding which the House received for belly dancing, hip-hop, ice-skating and tubing.
- c) Andrea Thompson also talked about the Day of Caring celebration in Confederation Court on October 25, 2006. About 70 volunteers joined the community in landscaping, repairs and neighbourhood restoration in many different ways.
- d) Regarding safety and security in the community, Mrs. Thompson added that OPS officers really made a difference.

Russell Heights

- a) Rose Wakeham reported great progress in terms of youth activities during the summer months.
- b) She appreciated the support from Ottawa Police Services, Ottawa Community Housing and OCH Security.
- c) The House is presently gearing up for winter activities.
- d) The House Board was introduced to the *No community Left Behind* initiative and the TA is working to complete the community health and safety survey.

5. Approval of the work plan.

A detailed work plan and activity schedule was presented to the committee for approval. After discussion on various aspects of the plan from November 1, 2006 to April 30, 2007, it was unanimously approved.

6. NCLB Youth Coordination Model

Abid Jan shared the draft concept paper of a youth coordination model in South East Ottawa region. He gave detailed background of how various partners went through a series of assessment and consultation processes and came to the conclusion that there is a need for increased coordination in youth activities. The objective is to minimize duplication and to fill in the gaps.

Youth engagement and mobilization is one of the core components of the *No Community Left Behind* initiative for crime prevention through social development. During the year 2005-2006, a few activities were planned to have interactive and informal ice-breaking and information sharing

session with youth at Banff Avenue Community.

The general perception in the communities is that youth are the main source of gang and drug-related problems. The communities identified lack of activities as one of the root causes for youth engagement in negative activities. Nevertheless, an inventory of programs and resources suggests that activities are being provided by various service providers and agencies to these communities in varying degrees. To reach to the crux of the problem, a number of meetings were held by the House Directors and partner agencies in the assessment and planning phase of the *No Community Left Behind*. The summary of the findings presented by Abid Jan was as follows:

- Keeping an eye on the bigger picture of how we want to engage youth from crime prevention through social development perspective in these communities is of paramount importance. Keeping a broader objective of all youth related interventions is, thus, crucial.
- In the light of a broader objective of youth development for crime prevention and community safety, youth engagement through various strategies is necessary across all youth age groups.
- There are ways to engage even youth who are considered beyond rehabilitation.
- Various agencies are funding youth programs in these communities with specific objectives, but these activities are taking place in isolation from each other and lack focus on the bigger picture.
- Isolated activities with isolated segments of youth in these communities make less of an impact.

Based on these findings, it was suggested that there is a need for an independent coordinator to work closely with all the four community houses and provide the missing links.

Scott Bradford, Executive Director of Boys and Girls Club said he would look into the concept paper's recommendations, discuss it with his staff and board and come up with a decision shortly.

6. Adjournment:

The meeting was adjourned at 3:00 p.m.

**Next Meeting: January 9, 2007
1 p.m.
Location: Banff Avenue Community House.**