Appendix A

City of Peterborough

To:	**Members of the Committee of the Whole**
From:	**Ken Doherty, Director of Community Services**
Meeting Date:	**June 19, 2017**
Subject:	**Report CSSS17-004** **Community Wellbeing Plan Process**

Purpose

A report to inform Council about the Community Wellbeing Plan process.

Recommendation

That Council approve the recommendation outlined in Report CSSS17-004 dated June 19, 2017, of the Director of Community Services, as follows:

That the development of a Community Wellbeing Plan as outlined in the report be received for information.

Budget and Financial Implications

There is no budget or financial implications arising from the receipt of this report. The 2017 budget has an approved $50,000 draw from reserve to cover costs related to the Community Wellbeing planning process including the corporate community engagement training and meeting costs related to consultation events. Grants will continue to be pursued to provide additional support to this planning process.

Background

"Community wellbeing is the combination of social, economic, environmental, cultural, and political conditions identified by individuals and their communities as essential for them to flourish and fulfill their potential." (Wiseman and Brasher)

Municipalities are already active in the area of community wellbeing. As the Consolidated Municipal Service Manager for Ontario Works, Children's Services, and Housing and Homelessness for the City and County of Peterborough, the Social Services Division is required to develop service plans in these areas. Locally, municipal governments including the City have also taken an active role in Age-Friendly Peterborough, Sustainable Peterborough and Accessibility plans all of which contribute to community wellbeing.

The existing Municipal Social Plan is outdated; and there are other social issues that are not addressed through it or any of the other above plans. A municipal Community Wellbeing plan will build on these existing plans and support the strategic directions in the areas where there may be gaps related to issues like safe and thriving neighbourhoods, retention of youth through education and jobs, vibrant neighbourhoods, and inclusive community design.

There are many organizations and committees across the Peterborough area also working on community wellbeing. They are looking to connect with each other and to work more efficiently together. The goal is to make the Peterborough area a place for residents to live, grow, and thrive. The question is how and toward what priorities. There seems to be a desire for a shared vision, evidence based approaches and systems to track progress but there is no clear coordinating entity yet.

Nor are we clear to what extent the municipalities should be involved in supporting a range of various social supports. Meeting the needs of the people of Peterborough cannot be in isolation or solely the responsibility of municipalities. A cross section of stakeholders from the public sector, the not for profit sector, and the business sector must collaborate for the community wellbeing to be maximized. Now is the time for the City and County of Peterborough to take a lead role to help further this development.

We know a lot about the community vision based on a number of other strategic planning processes. This plan is about action and making the vision a reality. The questions to the community now are about how to make the vision a reality. Is someone already doing this (other plans)? If not, should the municipality take a role and what should that role be?

Goals of the Community Wellbeing Planning Process

1. Set municipal priorities to improve the quality of life for Peterborough City and County residents.
2. Provide a framework for progress reports and outcome measurement of wellbeing.
3. Continue to improve the depth and breadth of community engagement between residents and local government.

Project Governance structure

The Community Wellbeing Plan will cover the geographic area of the City and County of Peterborough. To coordinate the planning process, including City staff, County staff, townships, community agencies, businesses and the residents, a governance structure has been established to allow for effective and efficient planning.

The project operations will be coordinated by a project team, consisting of a variety of City staff, including Police representation. The project leader and the project team will make day-to-day/operational level decisions about the project and coordinate the community engagement and data gathering.

The Community Advisory Network is a broader group of representatives from community organizations to provide input, advice and support to the development and implementation of the plan. This group involves representatives from:

Community Foundation
E3C
Electric City Culture Council
Employment Planning Council
Family Health Teams
Kawartha Pine Ridge Board of Education
Ministry of Sport, Culture and Tourism
New Canadian Centre
Nourish
Ontario Provincial Police
Peterborough Chamber of Commerce
Peterborough County
Peterborough CVN Board of Education
Peterborough Economic Development
Peterborough GreenUp
Peterborough Health Unit
Peterborough Police Services
Peterborough Poverty Reduction Network
P.V.N.C Catholic District School Board
Sustainable Peterborough
The Faith Community
United Way

The Advisory Network is responsible to the Steering Committee who oversees the scope, resources, budget, timeline and deliverables of the project. The Project Steering Committee includes:

Community Services Director
Corporate Service Director
Planning Directors for both the City and the County
Chair of the Advisory Network (Larry Stinson, Peterborough Public Health)

Social Services Division Manager
The Project team, Advisory Network and Steering Committee had their initial meetings in April and the next set of meetings is scheduled for June.

There are discussions planned to determine the extent to which Hiawatha and Curve Lake First Nations and Indigenous organizations in the community would be interested in being involved in this planning process. Project goals and committee composition may be revised accordingly.

Since the project minimally covers City and the County, the Project Steering Committee will provide updates to the Joint Services Steering Committee on a regular basis.

Canadian Index of Wellbeing as the Measurement Framework

A comprehensive set of measures and indicators will help ensure concrete actions are set, and success of the Wellbeing plan can be measured and reported over time. A variety of methodologies were investigated as possible measurement frameworks. The Canadian Index of Wellbeing, developed at the University of Waterloo, and used across Canada at federal, provincial and municipal levels has been selected as the tool to support Peterborough's Community Wellbeing Plan. The Canadian Index of Wellbeing is based on 8 domains or areas as follows:

Community Vitality - what is happening in our neighbourhoods, how safe we feel, and whether or not we are engaged in community activities or becoming socially isolated.

Democratic Engagement - citizens freely participate in political activities, express their political views, and share political knowledge; where governments build relationships, trust, and encourage citizen participation; and, where democratic values are promoted by citizens, civic organizations, and all levels of government.

Education - focuses on school-based learning and education rather than informal learning. Societies that thrive encourage a thirst for knowledge at every age and stage, so includes both traditional indicators of educational achievement along with some less conventional indicators of education across the life span.

Environment - explores natural assets available to Canadians, the flow of these resources over time, and some of the impacts of human activity on the environment.

Healthy Population – assess whether different aspects of our health are improving or deteriorating.

Leisure and Culture - participation and engagement with the arts, culture, and recreation. Participation in these activities can be highly beneficial to wellbeing by contributing to better physical and mental health, and creating opportunities for socializing, relaxation, and learning new things.

Living Standards - the level and distribution of Canadians' income and wealth by monitoring poverty rates, income fluctuations, labour market security and job quality. It also considers basic necessities such as food security and affordable housing.

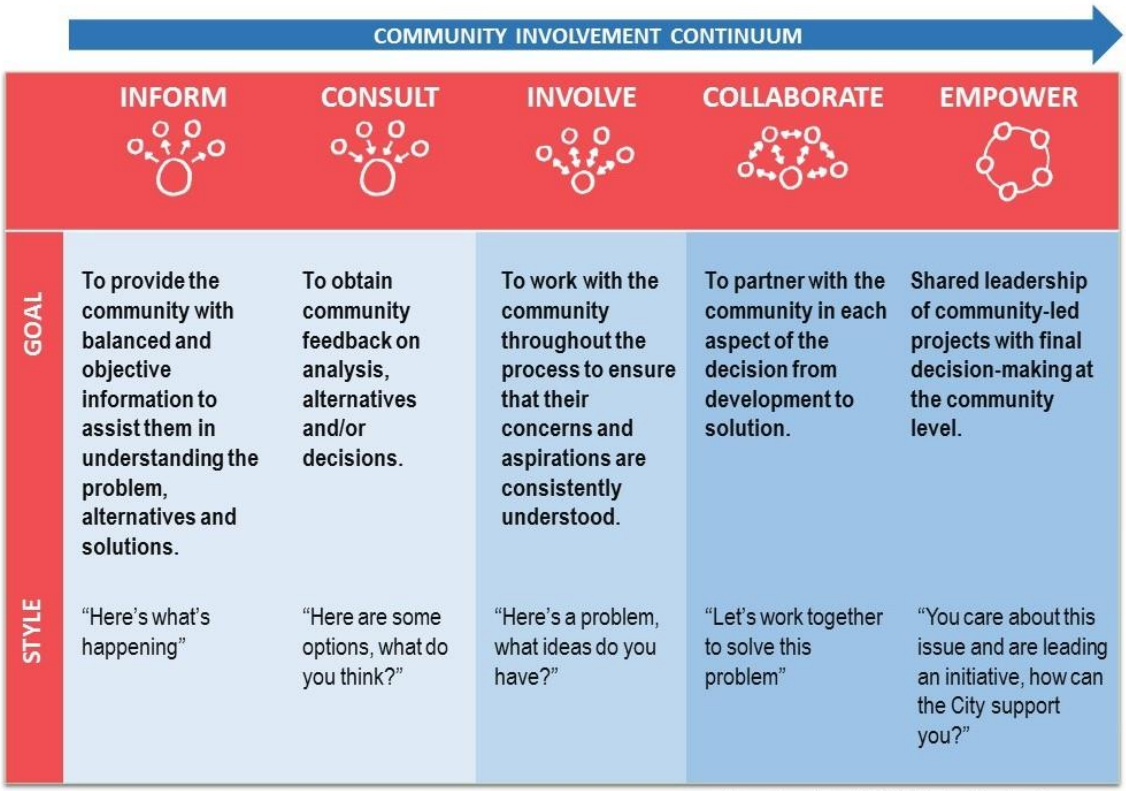
Time Use - how Canadians spend their time, how we experience time, what factors control our time use, and how time use affects our wellbeing.

Each domain has 8 indicators. The domains and indicators are based on Canadian values related to the quality of life. Together these indicators with local data will help determine the areas for municipal priorities and measure over time the success of achieving the priority actions.

Corporate Community Engagement Training

Evidence based decision making is important in the planning process but our local community input is also needed. The Community Wellbeing planning process will require robust community engagement. To support this planning process, as well as other corporate processes, a corporate community engagement training plan was established to include a community engagement framework and guidelines.

The engagement framework is based on International Association for Public Participation (IAP2) and has been used to establish the training curriculum and it will be used to establish the future community engagement guidelines.



Adaptation of the IAP2 Public Participation Spectrum

The curriculum outcomes include:

1. Participants understand the Community Engagement Continuum and knows how it applies to their work

2. Participants understand the process of planning, implementing and evaluating a community engagement project

3. Participants are equipped to communicate the community engagement guidelines to other staff at the City of Peterborough

In April, 25 City and County staff from 16 different divisions attended the first 1.5 day "train the trainer" sessions. There will be training opportunities for additional City, County and Health Unit staff beginning in June 2017. In this way there is increased corporate and community capacity for community engagement and the potential to share resources and knowledge across these organizations to support numerous consultations beyond the Community Wellbeing planning process.

Next Steps

The next round of Community Engagement training will be completed in June and the next round of meetings with the Advisory network and Steering Committee are also scheduled for June 2017.

These June meetings will provide an opportunity for input on the engagement strategy as well as initial fact sheets related to the domains of the Canadian Index of Wellbeing. From late June through to late fall 2017, the focus will be on gathering feedback from the community.

It is anticipated that an interim report will be available for Council in the spring of 2018.

This report was presented to the Joint Service Steering Committee on June 8, 2017 as Report Number CSSSJSSC17-004 and the recommendations were endorsed.

Summary

The ground work is set to start the Community Wellbeing Planning Process. The governance structure has been established, the initial research is underway and staff training to increase the capacity for Community engagement has begun. This plan will identify municipal priorities related to Community Wellbeing and a few clear action items to move towards those priorities. It will also provide an engagement framework and guidelines as well as tools to measure the success of the plan through the Canadian Index of Wellbeing.

Submitted by,

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Director of Community Services

Linda Mitchelson
Social Services Division Manager

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Attachments:
Appendix A – IAP2 Community Engagement Guiding Principles
Appendix B – Joint Services Steering Committee PowerPoint Presentation

Appendix A

International Association for Public Participation (IAP2)

Guiding Principles for Community Engagement Processes

1) Demonstrate integrity, trust and transparency
    - The levels of community influence and process for engagement must be clearly communicated from the start.
    - Consultation and higher forms of engagement must be genuinely purposeful and not tokenistic.

2) Show respect
    - Value all contributions made and the time given.
    - Timely feedback on the results of specific consultation is a critical part of the process.

3) Be inclusive
    - Ensure a diverse and representative range of stakeholders is engaged.
    - Offer a range of accessible engagement opportunities to ensure that all people who may be affected by, or interested in, the outcome can participate.

4) Educate
    - Information provided should be clear, consistent and use common language wherever possible.
    - Always educate the community on the relevant legislative, strategic and local context to allow them to make informed decisions.

5) Work together
    - The goal is to ‘do with’ the community rather than ‘do for’ the community
    - Foster relationships with partners and the community by developing a solid understanding of mutual obligations and reciprocal responsibilities and benefits.

6) Plan well
    - Strive to select a project scope that is aligned with what the community wants.
    - Engagement requires informed judgment and planning in its approach and implementation to be effective, practical and suitably resourced.
    - Make it simple and convenient for the community to engage in the project. Engagement does not need to be complex but does need to achieve the identified engagement objectives.

live • grow • thrive

Peterborough

Community Wellbeing Plan

Peterborough Community Wellbeing Plan

"Community wellbeing is the combination of social, economic, environmental, cultural, and political conditions identified by individuals and their communities as essential for them to flourish and fulfill their potential."

Wiseman and Brasher

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Looking back

- 1998 – Formation of the Consolidated Municipal Service Manager (CMSM)
- 2002 – First Municipal Social Plan
- 2009 – Senior Planning Table formed
- 2013 – 10 year Housing and Homelessness Plan
- 2014 – Age Friendly Plan development begins
- 2016 – Beginning of the Community Wellbeing Plan

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Municipal mandates and areas of interest

Strategic Directions

Goals

1. Set municipal priorities to improve the quality of life for Peterborough City and County residents.
2. Provide a framework for progress reports and outcome measurement of wellbeing.
3. Improve community engagement between residents and local government.

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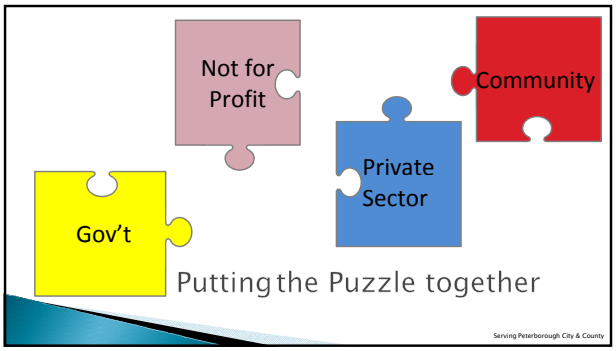

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https://uwaterloo.ca/canadian-index-wellbeing/what-we-do/domains-and-indicators

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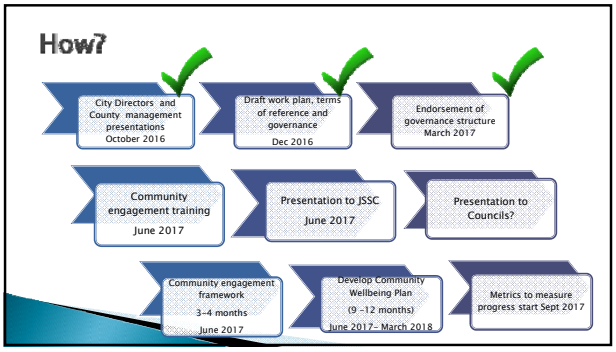

Engagement Training

- **25** City and County staff from **16** different Divisions attended the first 1.5 days of training
- Next training scheduled for late June and includes addition staff from the City, County, Police, Health Unit and community agencies.

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Governance structure to support the plan

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Steering Committee

Duties:

- Oversee and approve scope, resources, timelines, and deliverables of the project
- Approve any variance to budget
- Provide resources required to complete project
- Make decisions regarding issues raised on the project
- Accountable to JSSC

- Members:
- Chair of the Community Advisory Network
- Ken Doherty
- Jeffery Humble
- Brian Weir
- Sandra Clancy
- Linda Mitchelson
- Project manager

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Project Team

Duties:

- Facilitates the project and makes day-to-day/operational level decisions about the project
- Develop project documents
- Assign tasks
- Identify and develop solutions for issues encountered during project
- Complete project tasks as assigned
- Lead/coordinate project work groups – thinking about consulting in focus areas but concerned we will miss the gaps

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Community Advisory Network

Duties:

- An advisory network to the Community Wellbeing Steering Committee.
- Represent the interest related to the wellbeing of the community
- 2 year term with review at end of this period
- Commit in-kind (e.g. time)

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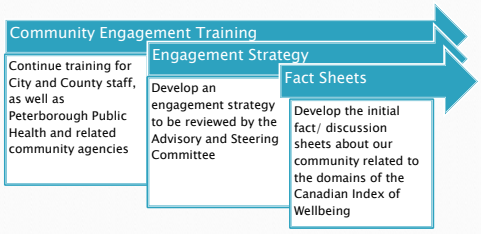
Next steps



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Questions

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