



City of Brampton
**DRAFT COMMUNITY
SAFETY ACTION
PLAN**

2022-2025





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Land Acknowledgment

We would like to acknowledge that the community safety and well-being measures we undertake, including those initiatives outlined in this *City of Brampton Community Safety Action Plan*, has us gathered on the Treaty Territory of the Mississaugas of the Credit First Nation, and before them, the traditional territory of the Haudenosaunee, Huron-Wendat. We also acknowledge the many First Nations, Metis, Inuit and other global Indigenous people that now call Brampton their home. We are honoured to live, work and enjoy this land.

Acknowledgements

The Brampton Community Safety & Well-Being Office would like to thank all members of Council from the 2018 –2022 Term of Council for their dedication and commitment to community safety in the City of Brampton. Council’s decision to establish the Brampton Community Safety Advisory Committee for a second term has proven to be an asset to the development of the Action Plan. We would like to acknowledge that Council has contributed to a safer and healthier Brampton through the development of the Community and Well-Being Office.



The *City of Brampton Community Safety Action Plan* is an initiative of the Community Safety & Well-Being Office, a division within the City of Brampton Community Services department. This Action Plan is an intergovernmental priority from the 2018-2022 Term of Council, supporting the strategic direction that Brampton is a Healthy and Safe City.

The Action Plan is authored by the Brampton Community Safety & Well-Being Office, with support and guidance from the Commissioner of the Community Services department. Further, valuable input and feedback from all City of Brampton municipal departments was provided to inform the data presented in this document.

The authors would also like to recognize our municipal peers from the Town of Caledon, City of Mississauga, Region of Peel, and Peel Regional Police, who provided insight and expertise in shaping this Action Plan. Our community support agencies were equally valuable resources in developing our strategies.

A special thank you to the Brampton residents who participated in the Citizen Advisory Committee strategy session and the Nurturing Neighbourhoods Program, providing valued responses in the *Neighbourhood survey* and *Online Mapping Tool*. We appreciate your time and level of engagement in helping to shape the future of our neighbourhoods.

Finally, we extend our appreciation to Kennedy Consulting, who provided the Community Safety & Well-Being Office with engagement and facilitation expertise during the development phases of the Action Plan, including the design and implementation of the Community Safety & Well-Being Internal Engagement Workshop, a session for City of Brampton staff across all departments to provide input and feedback on how we deliver community safety and well-being services to Brampton residents. The consulting team analyzed the workshop content and outcomes, and prepared a summary report to inform this Action Plan.

Author: City of Brampton Community Safety & Well-Being Office, a division of the Community Services Department.

Design: City of Brampton Strategic Communications, Culture & Events Division, Corporate Support Services Department

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Message from the Mayor and Members of Council

The City of Brampton is committed to providing a healthy and safe community for those who live, work, learn, play, and visit our city. We are dedicated to increasing community safety, and encouraging active and healthy lifestyles.

The Community Safety and Well-Being Office facilitates collaboration, builds capacity amongst service providers, advises and advocates for inclusivity, and builds relationships through engagement with stakeholders.

We are pleased to share Brampton's first *Community Safety Action Plan (2022-2025)*. This Action Plan supports the Term of Council priority, Brampton is a Healthy and Safe City. It will involve several phases, with this being the first phase outlining our guiding strategy and work plan for how we implement community safety in Brampton moving forward. You will learn about specific areas of focus as well as their assigned tactics.



The Action Plan offers new solutions for implementing community safety and well-being at the lower-tier municipal level, with specific focus areas for neighbourhood-level initiatives. These focus areas have been directly identified by our residents through numerous engagements throughout the term. We are incorporating the ideals discovered through our consultations to provide big city solutions, with small-town values.

We are committed to ensuring our community is a healthy and safe city for all of us in Brampton, and value your input.

Safely forward together,

Mayor and Members of Council
City of Brampton



Message from the Commissioner, Community Services

I'm very excited to share the City of Brampton's first *Community Safety Action Plan (2022-2025)* (the Action Plan). The Action Plan was developed by the Community Safety & Well-Being Office (CSWO) and fulfils a Term of Council Focused Priority for 2018-2022. The plan is aligned with the strategic direction that Brampton is a Healthy and Safe City and focuses on achieving an empowered and connected community, where everyone feels safe, has a sense of belonging, and has their needs met in Brampton.

This Action Plan is the first of its kind in our municipality; it includes findings from our robust engagement process, a commitment to take collective action, and a clear description of the actions we are undertaking over the coming years through three Areas of Focus: Safety, Awareness, and Empowerment. The Action Plan offers new solutions for implementing community safety and well-being at the lower-tier municipal level. The focus is primarily at the neighbourhood level to address safety concerns, connect resources to those in need, and enhance the sense of belonging in the community.



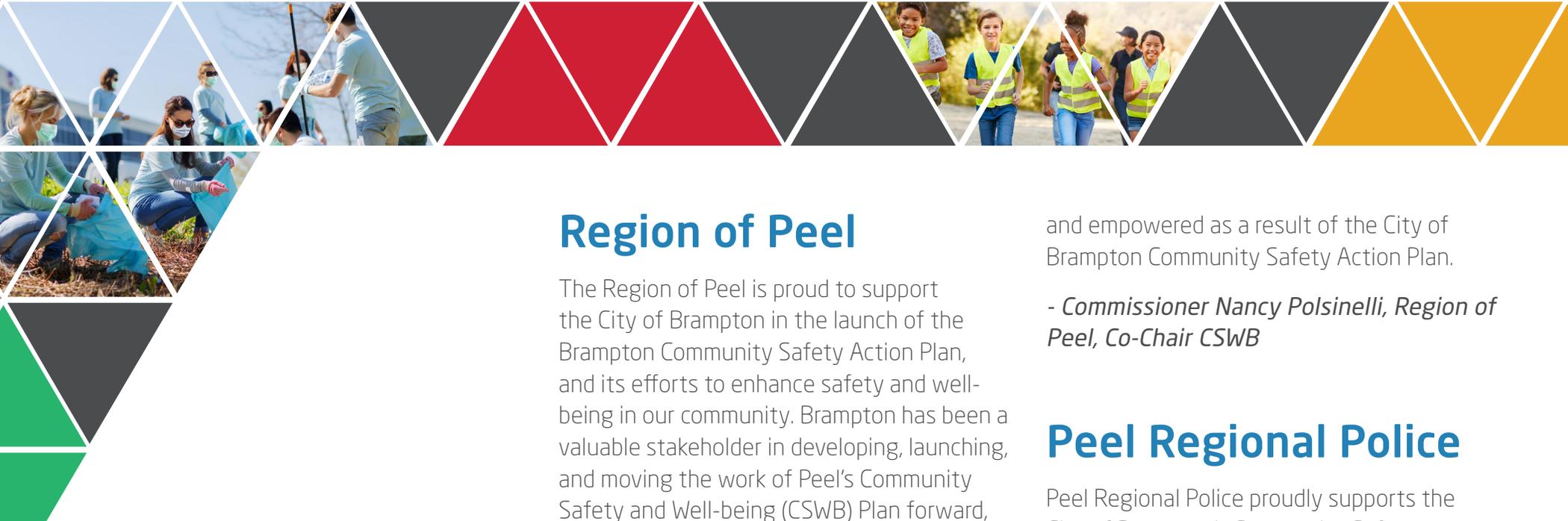
Safety and well-being is a collective responsibility. CSWO recognizes its important role as both a leader and a partner, and understands we are on this journey together. CSWO is committed to working closely with residents, other City staff, the Region of Peel, and our community partners to build relationships, share information, and drive meaningful action. The Action Plan will continue to evolve over time and revisions will be made to meet our community's changing needs.

Brampton is a vibrant, healthy, and safe city. We value your ideas, action, and passion. We look forward to hearing from and working alongside you.

Yours in partnership,

Marlon Kallideen

Marlon Kallideen
Commissioner, Community Services



Statements of Support

Region of Peel

The Region of Peel is proud to support the City of Brampton in the launch of the Brampton Community Safety Action Plan, and its efforts to enhance safety and well-being in our community. Brampton has been a valuable stakeholder in developing, launching, and moving the work of Peel's Community Safety and Well-being (CSWB) Plan forward, through various engagements, exercises, and participation in implementation. Building on Peel's CSWB Plan, Brampton's Action Plan will put community and neighbourhoods at the forefront, with safety, awareness, and empowerment initiatives leading the focus of this work. With emphasis on social development and prevention initiatives, the municipality will become better informed and able to address perceptions of safety, equip residents with appropriate information and resources, and enhance the sense of belonging within the community. The outcomes of this work equate to progress for Brampton, Peel, and most importantly, for our residents, who will be safer, connected,

and empowered as a result of the City of Brampton Community Safety Action Plan.

- Commissioner Nancy Polsinelli, Region of Peel, Co-Chair CSWB

Peel Regional Police

Peel Regional Police proudly supports the City of Brampton's Community Safety Action Plan and its focus on place-based strategies to foster safe communities, build capacity and create awareness of programs and services. The Action Plan aligns with the adoption of the Community Safety and Well-Being (CSWB) framework as a core foundation of our police service. Through continued partnership with the City of Brampton, we look forward to opportunities to support the implementation of the Action Plan and neighbourhood interventions that achieve a safer community together.

- Chief Nishan Duraiappah, Peel Regional Police, Co-Chair CSWB



Executive Summary

The City of Brampton Community Safety & Well-Being Office (CSWO) collaborates with partners and stakeholders across multiple levels and sectors to address safety, raise awareness, and build capacity to stimulate action and advocate for community safety and well-being (CSWB). The Ontario Ministry of Solicitor General defines CSWB as:

The ideal state of a sustainable community where everyone is safe, has a sense of belonging, and opportunities to participate; where individuals and families can meet their needs for education, health care, food, housing, income, and social and cultural expression.

Reaching this ideal state requires collective efforts as everyone has a role in safety. At the upper tier, the Region of Peel has led the development of Peel's Community Safety and Well-being Plan. The collective vision guides the work of all partners to make Peel a safer, more inclusive and connected community where all residents thrive. The identified focus areas, family violence, mental health and addictions, and systemic discrimination, allow partners to collaborate and identify system-level changes. As a partner, this Action Plan works to support Peel's CSWB Plan through complimentary neighbourhood level tactics, which help the required system-level changes.



The Action Plan was developed with consultations and feedback from various stakeholders over multiple years to address issues and concerns related to safety and well-being in Brampton. These engagements include input through town hall meetings, resident meetings, the Citizen Advisory Committee strategy session, City Council interviews, staff and external partner engagement, and data from 1,800+ residents through the Nurturing Neighbourhoods Program. The projected outcome of this Action Plan is to achieve and sustain the vision for CSWO:

An empowered and connected Brampton where everyone feels safe, has a sense of belonging, and has their needs met.

An empowered, connected, and safe community is reached utilizing the principles from the Ontario Community Safety and Well-Being Planning Framework:

Social development

Promoting and maintaining safety and well-being

Prevention

Proactively reducing identified risks

Risk intervention

Mitigating situations of elevated risk

Incident response

Critical and non-critical incident response

CSWO focuses on the social development and prevention phases of the Planning Framework to leverage systems and to create new opportunities for promoting and maintaining safety and well-being in our community. This will be through developing and implementing programs and tactics to allow for productive and meaningful activities, while minimizing risk factors.

CSWO collaborated with partners and stakeholders across multiple levels and sectors to develop this Action Plan, which provides place-based solutions at the neighbourhood level, and tactics for:

- Addressing safety-related concerns identified by neighbourhoods
- Connecting resources to those in need
- Increasing one's sense of belonging within the community

The Action Plan outlines three areas of focus: Safety, Awareness, and Empowerment, each with specific tactics for action, and reflects findings from the various consultations and engagements over several years. Results have shown that feeling safe, being connected, and taking action are important to our community. The Action Plan tactics for meeting these needs are highlighted on the following page, to be delivered from 2022-2025.



Safety

CSWO will work alongside residents to become aware of and address safety concerns through the following tactics:

- Annual Community Safety & Well-Being Office Survey
- Neighbourhood Chit-Chat Opportunities
- Home and Property Crime Prevention Guide
- Crime Prevention through Environmental Design (CPTED) Audit – Checklist and Street Walks
- Specialized Training
- Hoarding Coalition Support
- Referral Model Expansion

Awareness

CSWO will work to create awareness of community information and resources through the following tactics:

- Online Presence for Community Safety & Well-Being Office
- Community Safety & Well-Being Newsletter
- GeoHub Neighbourhood Profiles
- Community Safety & Well-Being Recognition Week
- Neighbourhood Association Guide

Empowerment

CSWO will work to empower residents and build capacity to take action towards enhancing safety and well-being in their neighbourhoods, through the following tactics:

- Advance Brampton Fund: Community Safety Sub-Priority
- Community Safety Quadrant Coordinator
- Enabler for Community Projects
- Nurturing Neighbourhoods Program (2022)
- Focused Neighbourhood Development and Engagement
- Community-Wide Special Events + Public Education
- Community-Wide Garage Sale Weekend
- Friends of Community Safety & Well-Being Office
- Community Safety & Well-Being Office Volunteer Program



CSWO is committed to leveraging intergovernmental support and tracking outcomes and progress for each tactic within the three areas of focus. Through these strategies, residents will be equipped with tools and resources to address and overcome safety concerns; will be connected to information, community networks, and service providers; and will build capacity for taking the lead in shaping the safety and well-being of their neighbourhoods.

Everyone has a role to play in safety, and there are many ways to get involved! Residents can participate in community safety and well-being initiatives by:

- Participating in neighbourhood audits through the Nurturing Neighbourhoods Program
- Participating in resident surveys
- Participating in City of Brampton Advisory Committees
- Forming and participating in neighbourhood associations
- Participating in City-led events
- Subscribing to City newsletters
- Following along on social media

To stay informed on the status of the Action Plan, visit www.brampton.ca/communitysafety or email CSWO@brampton.ca. We look forward to hearing from you!



1 Introduction

As one of the fastest-growing cities in Canada, Brampton is home to nearly 700,000 people and 75,000 businesses. People are at the heart of everything we do. We are energized by our diverse communities, we attract investment, and we are embarking on a journey to lead technological and environmental innovation. We partner for progress to build a healthy city that is safe, sustainable and successful.



This Action Plan was developed for the City of Brampton in response to several factors, including updated legislation related to community safety and well-being, focused priorities for the 2018-2022 Term of Council, and most importantly, community concerns identified directly by residents seeking change and action. These topics are explored further in the following sections.

A. About this Action Plan

The safety and well-being of our residents are top priorities for Brampton. The City is committed to working closely with community partners to build relationships and share information, understanding that safety and well-being is a collective responsibility between agencies and members of the community. By working together, we can more effectively and efficiently foster a Brampton that is safe and enjoyable for all who live, work, play, and learn here. With these goals in mind, the Community Safety and Well-Being Office at the City of Brampton has developed the first Community Safety Action Plan for Brampton. This Action Plan outlines how we can achieve an empowered and connected community where everyone feels safe, has a sense of belonging, and has their needs met.

B. Legislative Foundation for Action

To modernize and enhance community safety in Ontario, effective January 1, 2019, the *Police Services Act, R.S.O 1990, C P.15* requires municipalities to prepare and adopt a community safety and well-being plan¹. Municipalities are permitted to prepare these plans individually or jointly. In adherence to the legislation, the City of Brampton has adopted [Peel's Community Safety and Well-being Plan 2020-2024](#). This Action Plan was prepared by the upper-tier Regional Municipality of Peel, in consultation with over 25 organizations, including the City of Brampton, Town of Caledon, City of Mississauga, emergency services, school boards, social service providers, and cultural organizations.

In addition to the legislated requirements outlined in the *Police Services Act*, the Province of Ontario Community Safety and Well-Being (CSWB) Planning Framework outlines community safety and well-being as the ideal state of a sustainable community where everyone is safe, has a sense of belonging, opportunities to participate, and where individuals are able to meet their needs for education, health care, food, housing, income, and social and cultural expression².

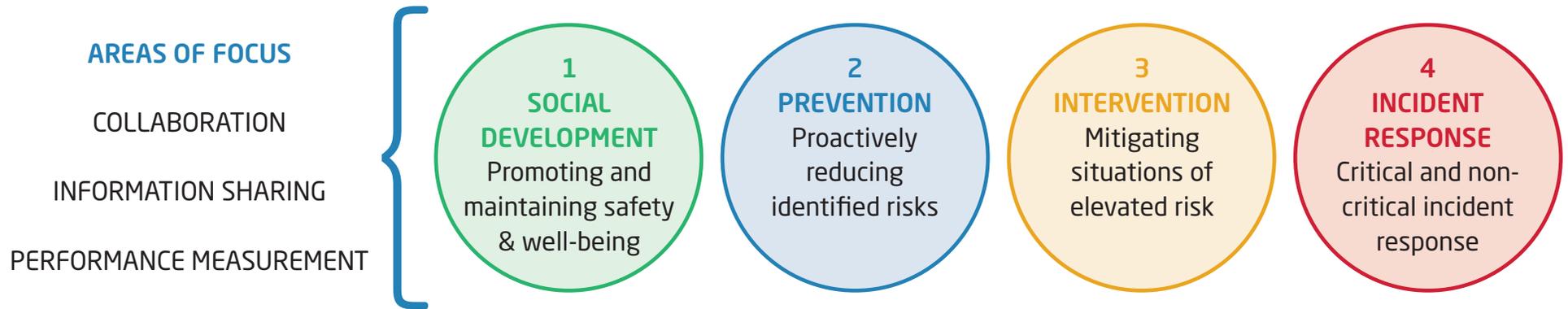
¹ Police Services Act

² Community Safety and Well-Being Planning Framework: Booklet 3 - A Shared Commitment in Ontario



The CSWB Planning Framework has four areas of focus to ensure local plans can make communities safer and healthier:

FIGURE 1
Ontario Community Safety and Well-Being Planning Framework



C. Collaborative Response

At the lower tier municipal level, the most significant emphasis of work related to community safety and well-being is on two levels of intervention: social development and prevention. These two focus areas promote and maintain safety and well-being and proactively reduce identified risks. With multi-sectoral partners, CSWO is also involved in risk intervention and incident response to mitigate elevated risk situations and respond to critical and non-critical incidents. Each of these levels of intervention requires working collaboratively with partners and stakeholders to share and collect

information between organizations and reflect on the work in these areas to continuously improve to create positive impacts.

Through consultations with partners and stakeholders, CSWO has heard that feeling safe, being connected to resources, and having a sense of belonging, are areas that are important in creating positive impacts on a community that is safe and well. As such, these areas have prominence as focus areas for implementing this Action Plan.

The focus areas in Peel’s Community Safety and Well-being Plan use upstream approaches to tackle systems-level challenges: family violence, mental health and addictions, and systemic discrimination.



The Action Plan supports Peel’s plan and aligns with the Ontario CSWB Planning Framework to address issues specific to Brampton and those we can act on within our municipal jurisdiction.

In reference to the Ontario CSWB Planning Framework, acting on community safety and well-being issues and concerns within the municipal jurisdiction includes the following for the City of Brampton:

- Adopting a holistic approach to CSWB planning
- Collaborating with multiple sectors to address complex issues
- Utilizing upstream interventions to reduce downstream demand for emergency and crisis response
- Using risk-driven and evidence-based data
- Leveraging partners to meet community needs effectively
- Ensuring awareness of and access to services and resources in the community

In summary, CSWO is focused on separate, yet complementary and related actions, to Peel’s CSWB Plan. The comparisons are outlined below:

	Brampton Community Safety Action Plan	Peel’s Community Safety and Well-being Plan
Vision	An empowered and connected Brampton where everyone feels safe, has a sense of belonging, and has their needs met.	Peel is a safe, inclusive and connected community where all residents thrive.
Areas of Focus	Safety Awareness Empowerment	Family violence Mental health and addictions Systemic discrimination
Role	Using targeted <i>neighbourhood-level</i> responses to address safety concerns, ensure access to resources, and enhance one’s sense of belonging in the community.	Using upstream approaches to tackle <i>systems-level</i> challenges.



2 Community Safety & Well-Being in Brampton

In addition to collaborating on the development of Peel's CSWB Plan, the City of Brampton has highlighted a healthy and safe City as one of the five Term of Council Priorities (2018-2022), focusing on community safety, improving mental health support, and encouraging active and healthy lifestyles.



At the midpoint of the 2018-2022 Term of Council, the Term of Council Priorities were re-assessed to ensure the City continued investing in projects and initiatives that move Brampton forward, while honouring our commitment to residents. During the refresh, 16 Council-approved initiatives were identified to continue our long-term City and community-building efforts. Of these 16 refocused priorities, two specific *Brampton is a Healthy and Safe City* priorities were identified related to community safety: those being:

Brampton Community Safety Action Plan

Intergovernmental Priority



Develop a Community Safety Action Plan aligned with the Province's Community Safety and Well-Being Planning Framework, and the Region's Community Safety and Well-being Plan to leverage intergovernmental support.

Community Safety Office

City Mandated Priority



Design and implement a Community Safety Office to support the safety and well-being of residents through a community-based approach to address root causes of complex social issues.

In early 2021, CSWO, a new division in the Community Services department at the City of Brampton, was designed and implemented. The establishment of CSWO was directly related to the refreshed Term of Council Priorities.

CSWO is responsible for supporting safe and healthy communities through a community-based approach to addressing root causes of complex social issues. Through internal and external collaboration, CSWO works within the municipality's jurisdiction to lead, support, and participate in initiatives that achieve sustainable communities where everyone feels safe, has a sense of belonging, opportunities to participate, and where individuals and families can have their needs met. In instances where higher levels of government are needed to move initiatives forward, the role of CSWO is to advocate to provincial and federal levels to gain support and resources.

A. Guiding Principles

CSWO follows the Vision and Mission identified below through all work identified in this Action Plan.

Vision

An empowered and connected Brampton where everyone feels safe, has a sense of belonging, and has their needs met.

Mission

Collaborating with multi-level partners to address and overcome community concerns.



Several principles guide CSWO, including:

Collaboration

CSWO works in partnership with safety stakeholders to build on the strengths, skills, and capacities of our community, and help to bridge gaps to solve problems. Community safety is everyone's responsibility.

Commitment

CSWO believes the creation of a safe, inclusive, and welcoming community takes time, determination, and perseverance; and is committed to sustainability and long-term success.

Compassion

CSWO recognizes that people have different challenges, circumstances, and risks. CSWO values dignity, equity, and respect and supports others without judgement.

Equity, Diversity and Inclusion

CSWO engages with, and includes diverse voices, experiences, and approaches throughout its initiatives; these efforts will help the community thrive. Diversity is a source of strength and resilience.

Evidence-based

CSWO works with stakeholders to collect metrics and find solutions to collect Brampton-specific data related to community safety and well-being.

Responsibilities of CSWO are to:

- Implement the community safety and well-being tactics identified in this Action Plan
- Remain flexible, adaptable, and responsive to emerging issues, concerns, and/or trends related to community safety and well-being that may require actions outside of those identified in this Community Safety Action Plan
- Provide support and advice to the Brampton Community Safety Advisory Committee
- Partner in the implementation of Peel's Community Safety and Well-being Plan initiatives within the jurisdiction of the City of Brampton

B. Equity, Diversity, and Inclusion

CSWO is committed to supporting marginalized communities in the City of Brampton. CSWO will apply an equitable approach when serving under-represented and equity-deserving groups or persons who fall under intersecting systems of oppression. CSWO recognizes the systematic barriers that prevent persons and groups from accessing services and is committed to mitigating these oppressions and creating inclusivity in our programming. To accomplish this, CSWO will work collaboratively with the City of Brampton Equity Office to ensure equity, diversity, inclusion, and anti-racism approaches are applied to all the tactics identified in this Action Plan, thereby advancing a safe, accessible, anti-racist, harassment-free, discrimination-free, inclusive environment where individuals can optimize their potential and thrive. Everyone has a role to play in safety, and CSWO recognizes the value of having equity-seeking groups participate freely in opportunities and believes this creates a more vibrant city.

C. Areas of Focus

The Action Plan identifies three areas of focus for addressing issues and implementing solutions to enhance safety and well-being in our community. Each of these areas has been established as the outcome of various consultations that have taken place in recent years,

including Nurturing Neighbourhoods Program engagements, resident town halls and neighbourhood events, one-on-one interviews with members of Council, City staff engagement workshop, Citizen Advisory Committee strategy session with citizen members, and lessons learned from the COVID-19 pandemic. Findings from these opportunities have shown that feeling safe, being connected, and building capacity are important to our community. As such, the three areas of focus established for this Action Plan are **safety, awareness, and empowerment.**

i. Safety

What We Heard	Residents have expressed the need to have their safety concerns heard and actioned.
Intent	Through the tactics implemented in this Action Plan, CSWO will work alongside residents to become aware of and address safety concerns.
Outcomes	<ul style="list-style-type: none"> Residents gain access to municipal supports through CSWO Residents are equipped with tools and resources to address and overcome safety concerns Resources are in place to address acutely elevated risk
Goal	Residents are safer.



ii. Awareness

What We Heard	Residents have expressed the need to know more about safety and well-being information and resources.
Intent	Through the tactics implemented in this Action Plan, CSWO will work to create awareness of community information and resources.
Outcomes	<ul style="list-style-type: none"> • Residents are equipped with information and resources for supports related to community safety and well-being • Residents are connected to community networks and service providers • Residents gain additional tools and platforms to access municipal services
Goal	Residents are more connected.

Working within our municipal jurisdiction, implementation will take place over a phased period, where each year releases a new phase of delivery. The first phase, which unfolds in 2022, will include the release of this Action Plan, as well as the development and delivery of multiple tactics within each Area of Focus. The subsequent phases will follow each year until 2025, releasing the implementation of new

iii. Empowerment

What We Heard	Residents have expressed an interest in learning more about taking action within the community.
Intent	Through the tactics implemented in this Action Plan, CSWO will work to empower residents and build capacity to take action towards enhancing safety and well-being in their neighbourhoods.
Outcomes	<ul style="list-style-type: none"> • Residents gain access to municipal staff through CSWO • Residents can take the lead in shaping the safety and well-being of their neighbourhoods • Residents have increased opportunities to participate and connect within the community
Goal	Residents have an increased sense of belonging.

tactics, while the previous tactics will continue to move forward as well.

Each of the Areas of Focus, and corresponding tactics will be addressed in the upcoming sections. Additional and summarized tactics are captured in *Appendices A-D*.



3 Engagement Process & Key Findings

This section describes the process to develop the Action Plan, including key lessons learned from staff and community-based engagement and a recognition of how COVID-19 impacted the process. The key findings that helped frame the actions are included in **Section 4**.



A. Engagement Process

The process to develop this Action Plan was designed to be purposefully open and inclusive. The Community Safety & Well-Being Office has been on a journey of understanding and co-designing. CSWO researched best practices and theory, analyzed existing data, and worked alongside community members, staff, and partners to craft a series of responsive and inclusive actions that were developed from the ground-up.

The engagement and development process for this Action Plan, is outlined below:

2017

- Work began in the Brampton Emergency Management Office with one contract position to prepare to align with the new legislation from the *Police Services Act*
- Council established the Brampton Community Safety Advisory Committee

2018-2019

- Involved in various initiatives, including: alcohol in parks, cannabis, food security, gun-related matters, human trafficking, and missing persons
- Engaged with the community through Town Hall meetings, resident meetings
- Engaged with Brampton-serving organizations to initiate relationship building
- Council re-established the Brampton Community Safety Advisory Committee

2020

- Involved in response to COVID-19 pandemic
- Council committed a Term of Council focused priority to establish Community Safety & Well-Being Office
- Council committed a Term of Council focused priority to develop a Community Safety Action Plan

2021

- Established Community Safety & Well-Being Office
- Initiated staff resourcing for CSWO
- Led engagement, research, and analysis in preparation for the Action Plan*

2022

- Presentation to Council for approval of Action Plan in principle, and to initiate community consultations
- Analyze and incorporate feedback into the Action Plan, and present to Council for final approval to implement
- Maintain situational awareness of trends, best practices, issues and opportunities

2023-2024

- Implementation and delivery of tactics
- Maintain situational awareness of trends, best practices, issues and opportunities

2025+

- Implementation and delivery of tactics
- Review and evaluate Action Plan



*Community engagement, research and analysis for the development of the Action Plan included the following activities:

<p>Data collection and analysis</p>	<ul style="list-style-type: none"> • Including from Service Brampton, Enforcement & By-Law Services, Security Services, Brampton Fire and Emergency Services, etc. • Data tracking for issues/concerns related to cleanliness, graffiti, vandalism, illegal use of residence, crimes against person and property, quality of life incidents
<p>Targeted engagement</p>	<ul style="list-style-type: none"> • Targeted survey questions through the Nurturing Neighbourhoods Program • Internal Engagement Workshop with City staff • Citizen Advisory Committee Strategy Session
<p>Partner collaboration and information sharing</p>	<ul style="list-style-type: none"> • Through Region of Peel, Peel Regional Police, municipal partners, and several collaborative tables and networks

B. Key Findings: Resident Engagement

This section highlights key findings from community-based engagement, including:

- Residents that describe knowing most or some of their neighbours also stated feeling safe in their neighbourhood. Similarly, a high number of residents reported a lower perception of safety when knowing none of their neighbours.
- Residents have varied preferred means of communication with the City, including social media and direct mail.
- Most Brampton residents like or love their neighbourhood.
- Not many residents are aware of, or participated in, neighbourhood groups or organizations.
- Respondents that strongly dislike or dislike their neighbourhood also reported a very low sense of belonging.

The actions included in **Section 4** were developed in direct response to the key findings.



One of the primary sources of community-based engagement for this Action Plan was the City of Brampton Nurturing Neighbourhoods Program (NNP). NNP is an existing engagement mechanism that provides an innovative way to engage Brampton residents and encourage civic community building. It allows residents to have the opportunity to play an active role and even take the lead in shaping the future of their neighbourhood. This program supports the 2018-2022 Term of Council Priority that Brampton is a Mosaic, collecting feedback from our diverse community and connecting residents with resources that meet varied needs. Through this model, residents can become empowered to play an active role in enhancing their neighbourhood through the support of the City.

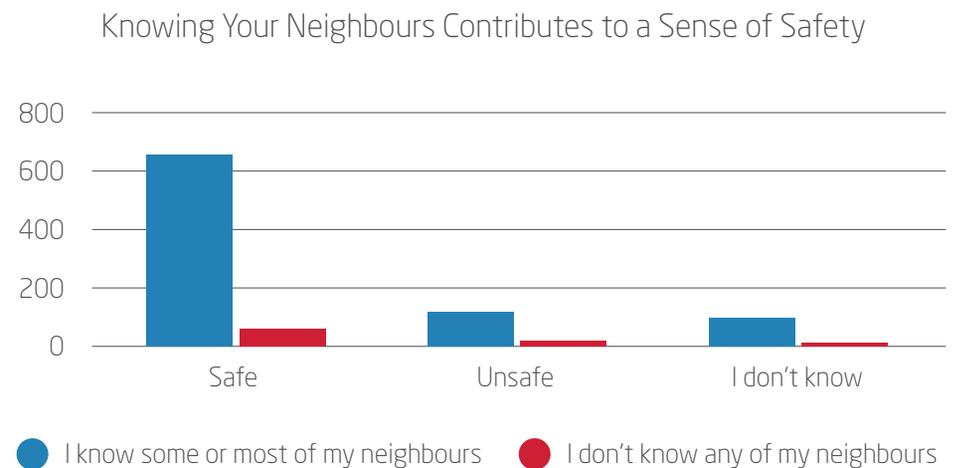
NNP has been delivered through in-person walks and workshops, and virtual walk videos as an adaptation to the COVID-19 emergency. Residents have been able to take part and share their comments through an interactive online mapping activity and by taking the online neighbourhood survey. Resident feedback gathered in 2021 as part of NNP was foundational to the development of the three areas of focus for this Action Plan.

i. Safety

Individual sense of well-being and community is linked to residents' perception of safety and familiarity with their neighbours. Residents that describe knowing most or some of their neighbours (Figure 2)

also stated feeling safe in their neighbourhood (76%). Similarly, a high number of residents reported a lower perception of safety when knowing none of their neighbours. The tactics that will be implemented through this Action Plan intend to provide varied options and avenues for residents to become more acquainted with one another in inclusive and equitable ways to share concerns and address safety.

FIGURE 2
NNP survey results (2021) - Safety





ii. Awareness

The NNP survey results strengthened CSWO’s understanding of how residents communicate with and receive information from the City. Additionally, the results provide insight into the preferred methods of communication by resident age. Residents identified social media as the most used method for obtaining information about City-led events across all age ranges (Figure 3). Additionally, direct mail was the preferred method for directly communicating with residents (Figure 4).

FIGURE 3
NNP survey results (2021) - Awareness

Most Popular Ways of Informing Residents According to Age

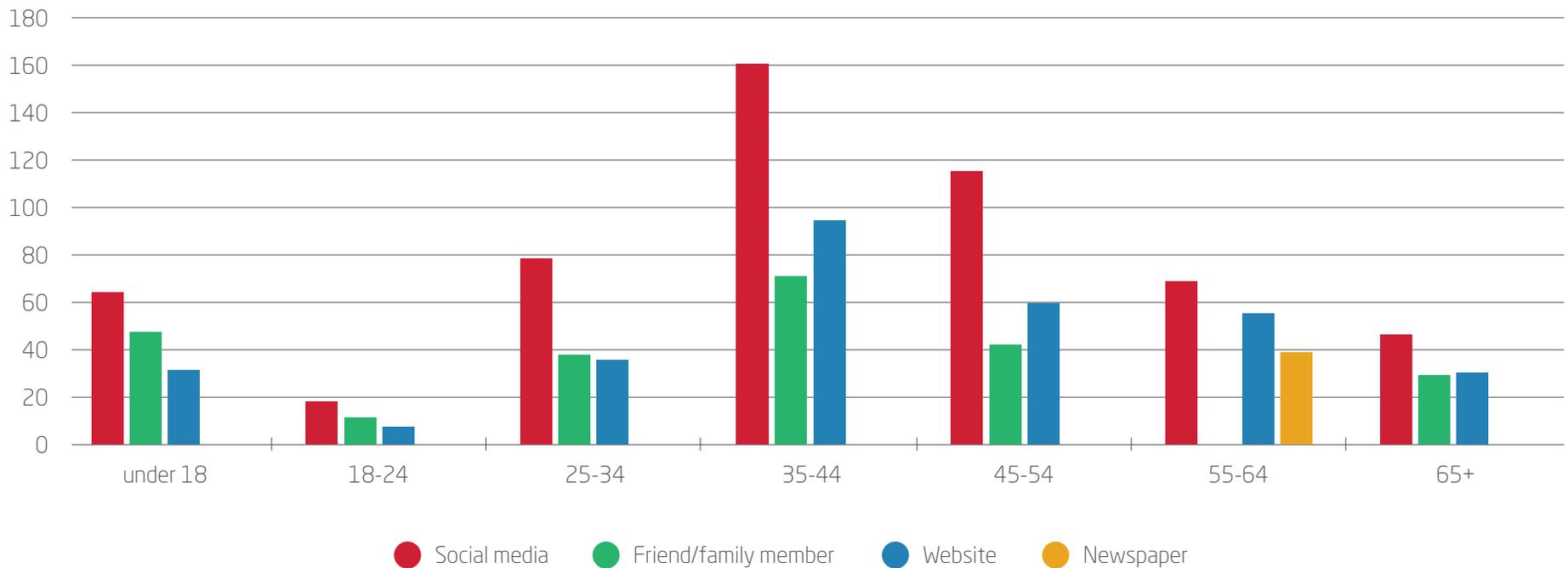
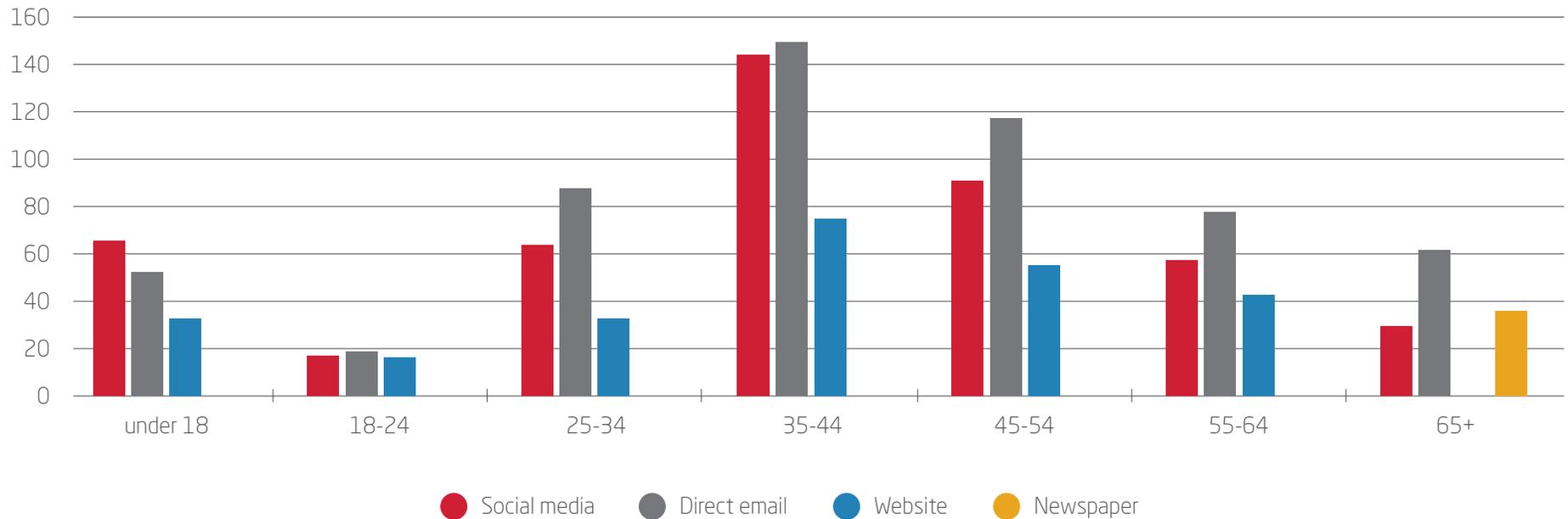




FIGURE 4
NNP survey results (2021) - Awareness

Best Ways to Communicate With Residents According to Age



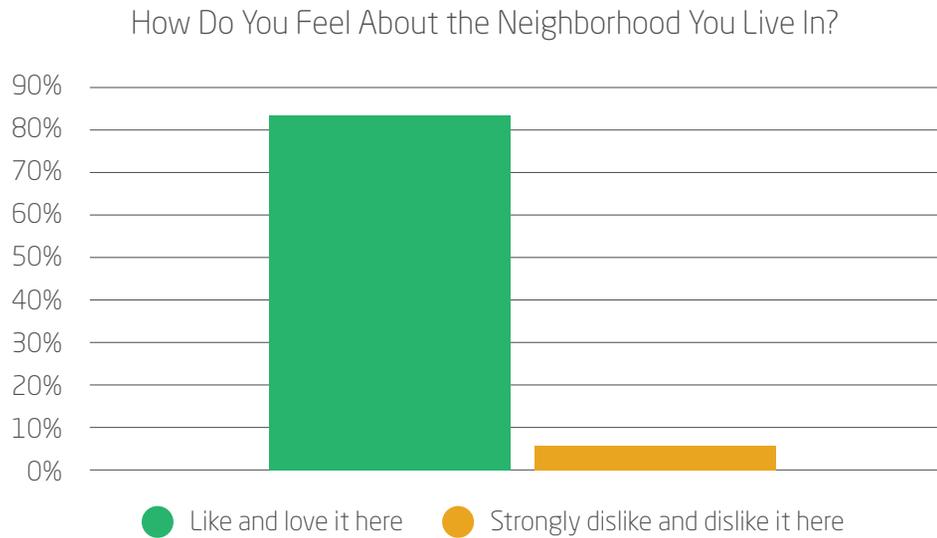
iii. Empowerment

Empowerment strategies aim to build resident-level confidence to identify areas of improvement, connect to the best resources and solve neighbourhood concerns with the support of CSWO. NNP survey results indicate that 83% of Brampton residents like/love

their neighbourhood, however, fewer reported active participation and awareness of neighbourhood groups or organizations. Active participation and knowledge of neighbourhood groups/organization are used as key indicators to employ the tactics of this Action Plan.

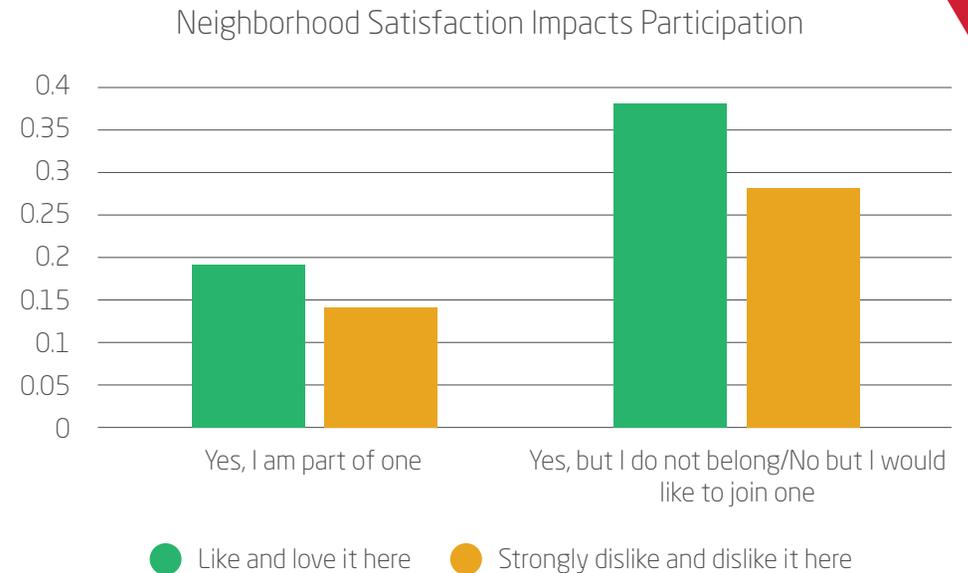


FIGURE 5
NNP survey results (2021) - Empowerment



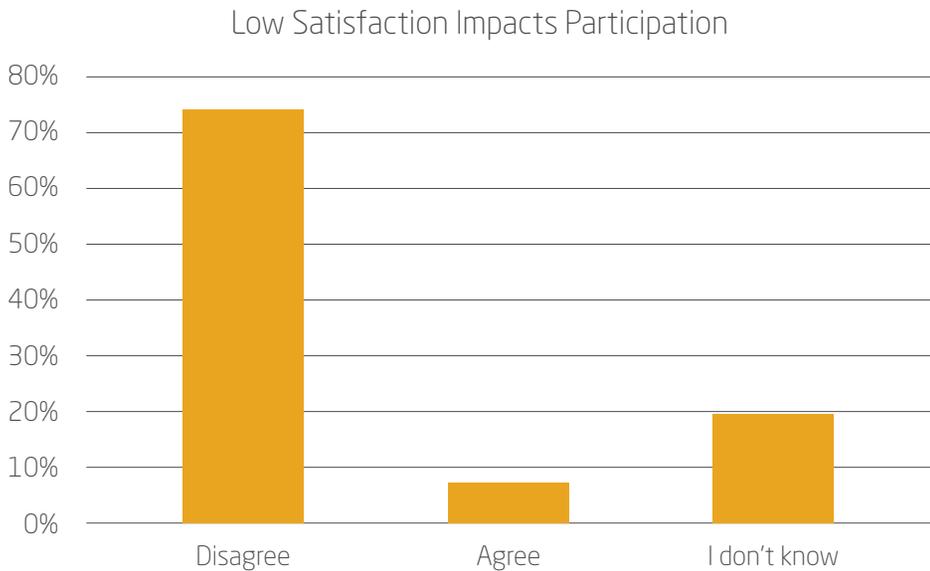
Residents that like/love their neighbourhood are more likely to actively participate in neighbourhood groups or organizations. These same residents also express more interest in gaining awareness about opportunities or joining a neighbourhood level group and/or organization. Through focused engagement, CSWO aims to better understand the disconnect described in these figures to narrow the gap between individual interest and active civic participation.

FIGURE 6
NNP survey results (2021) - Empowerment



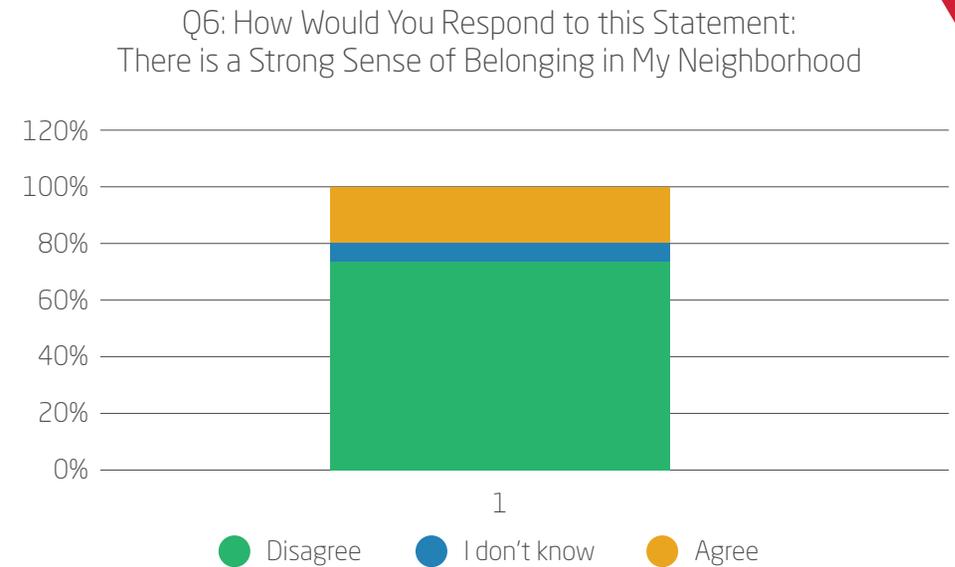
Additional results show 6%, or 57 residents, responded that they strongly dislike or dislike their neighbourhood. With further analysis, these individuals also reported a very low sense of belonging (74%) and interest in participating or learning more about a neighbourhood-level group or association (58%).

FIGURE 7
NNP survey results (2021) - Empowerment



To ensure that these experiences and differing opinions are captured by effective communication, we will respect residents that do not want to be engaged at this time, while maintaining avenues to provide access and support.

FIGURE 8
NNP survey results (2021) - Empowerment



The tactics developed in response to resident engagements are meant to work in parallel to achieve a community that is safe, connected, and empowered. The information gathered from the NNP have proven to be invaluable, and CSWO is committed to continuing this knowledge sharing process through the *Annual CSWO Survey*.



C. Key Findings: Staff Engagement

This section highlights key findings from engagement with Brampton staff, including:

- Community-based concerns include homelessness, littering, traffic, and illegal use of residences.
- Ongoing staff and partner-led safety and well-being-related initiatives are underway in Brampton.
- Many aspects of municipal responsibility intersect with the mandate of CSWO.

The actions included in **Section 4** were developed in direct response to the key findings.

To understand the needs of the community from the perspective of City of Brampton employees and their experiences and interactions with the public, CSWO led a Community Safety & Well-Being Internal Engagement Workshop with staff to reflect upon the issues, concerns, and feedback received directly from residents to each City department.

The workshop was facilitated by *Kennedy Consulting* and was highly participatory with information sharing and brainstorming between departments. Small groups were assigned at random to discuss key elements regarding safety and well-being, with the goal of informing the development of the Action Plan. The session was organized into several breakout groups where staff were asked to discuss:

- What is happening at the neighbourhood level?
- What things are being done at the City level to improve safety?
- How can we strengthen partnerships?

The responses were wide-ranging with prominently discussed concerns such as: homelessness, littering, traffic, and illegal use of residences. Each of these topics were themed out into general sections, listed on page 34, and have correlations to the Areas of Focus identified in this Action Plan: Safety, Awareness, and Empowerment.

Building upon the themes of the Community Safety & Well-Being Internal Engagement Workshop, additional information that was collected was in relation to initiatives already underway at the City to address safety concerns in the community. Further details can be found in *Appendix D*.



i. Community Connection & Social Support

To foster community connection and social support, several tactics have been ongoing at the City of Brampton, as identified through the Staff Engagement Community Safety & Well-Being Workshop.

The tactics identified below support the **Safety** and **Empowerment** Areas of Focus and align with the **Social Development** and **Risk Intervention** levels of the Provincial CSWB Framework. These include:

- **Active Assist**

ActiveAssist is a fee subsidy program offered by the City of Brampton, designed to help low-income families and individuals in Brampton participate in Recreation Programs. ([ActiveAssist](#))

- **Upstream Recreation Programming**

Recreational programming for youth providing the opportunity to engage in pro-social activities and develop leadership skills through volunteer and employment opportunities. This includes initiatives such as youth hubs, activity kits, and job fairs.

- **Welcoming Streets Pilot Program**

The Welcoming Streets Pilot Program supports the downtown community in creating a safer space for all. Working with businesses, residents and vulnerable people in Downtown Brampton, the Welcoming Streets Leaders will provide support in situations that do not require police intervention and engage with members of the

community to ensure they relate to the services they need. ([Welcoming Streets Pilot](#))

ii. Environment & Climate Change

To address environment and climate change, several tactics have been ongoing at the City of Brampton, as identified through the Staff Engagement Community Safety & Well-Being Workshop.

The tactics identified below support the **Safety** and **Empowerment** Areas of Focus and align with the **Prevention** level of the Provincial CSWB Framework. These include:

- **Backyard Garden Program**

Facilitated by the City's Parks Maintenance and Forestry division, this program launched in April 2020 as the first of its kind in Canada in response to COVID-19. It is an extension of the City's existing Community Gardens program. This program provided food resources for the Mayor's COVID-19 Social Support Task Force, which facilitates necessary social supports for communities disproportionately impacted by the pandemic. ([Backyard Garden Program](#))

- **One Million Trees Program**

The Brampton 2040 Vision calls for the planting of one million trees by 2040 to grow the urban forest, mitigate and adapt to climate change, and foster the delivery of ecosystem services. We all have an important role to play in helping Brampton achieve its one million



new tree goal, whether through planting on our own properties, participating in the tree planting events, spreading the word about the importance of planting trees, and the Brampton One Million Tree program, and/or donating resources to support tree planting across the city. ([One Million Trees Program](#))

- ***Sustainable Neighbourhood Action Plans (SNAPs)***

SNAPs are partnership initiatives between the City of Brampton, [Toronto and Region Conservation Authority \(TRCA\)](#), [Credit Valley Conservation \(CVC\)](#), and the [Region of Peel](#). SNAPs focus on environmental improvements and urban renewal of existing neighbourhoods, and promote widespread adoption of sustainable technologies, practices, and lifestyle in the community. ([Greening Existing Communities](#))

- ***Urban Forest Management Plan (UFMP)***

The City of Brampton has developed its first Urban Forest Management Plan. The UFMP provides strategic guidance intended to maximize the environmental, social, economic, and health benefits that trees provide to the community. The UFMP is part of Brampton's Grow Green Environmental Master Plan. ([Urban Forest Management Plan](#))

iii. Housing

To address housing, several tactics have been ongoing at the City of Brampton, as identified through the Staff Engagement Community Safety & Well-Being Workshop.

The tactics identified below support the **Safety** Area of Focus and aligns with the **Prevention** level of the Provincial CSWB Framework. These include:

- ***Housing Brampton***

Housing Brampton is Brampton's comprehensive Housing Strategy and Action Plan that will help us to improve housing affordability, add more diverse types of housing to our housing stock and use innovative approaches to address our housing needs. ([Housing Brampton](#))

iv. Mobility and Transportation

To address mobility and transportation, several tactics have been ongoing at the City of Brampton, as identified through the Staff Engagement Community Safety & Well-Being Workshop.

The tactics identified below support the **Safety** and **Awareness** Areas of Focus and align with the **Social Development** and **Prevention** levels of the Provincial CSWB Framework. These include:

- ***Active Transportation Master Plan***

Through developing an integrated, attractive, and accessible system of sidewalks, cycling facilities and trails, Brampton will be a liveable city where all members of the community can safely and conveniently access places, goods and services and connect to transit using active modes of transportation. ([Active Transportation Master Plan](#))



- *Development of Brampton's first Parking Plan*

As the city of Brampton rapidly grows, the way people move throughout the city continues to change. To help improve infrastructure planning, manage parking resources, and support the future needs of residents and businesses, the City of Brampton is conducting its first-ever citywide parking review. Parking requirements have an impact on affordable housing, development costs and land use planning. This plan will help to better align with the needs of residents and businesses to develop complete, healthy, walkable communities that ensure the needs and safety of all road users are considered and appropriately accommodated. ([Parking Plan](#))

- *Automated Speed Enforcement*

Automated Speed Enforcement (ASE), an automated system that uses a camera and a speed measurement device to enforce speed limits, is a speed enforcement tool utilizing technology to help make roads safer for all users. ASE is designed to work in tandem with other road safety measures, such as traffic calming, community safety zones, speed display boards, education initiatives, and police enforcement, to help improve safety for people of all ages by:

- Increasing speed compliance
- Altering driver behaviour
- Increasing public awareness about the critical need to slow down. ([Automated Speed Enforcement](#))

- *Vision Zero*

The City of Brampton is participating in the Region of Peel's Vision Zero Program, and is committed to enhancing road safety through engineering, education, enforcement, and empathy. ([Peel Vision Zero Road Safety](#))

v. Public Safety and Cleanliness

To address public safety and cleanliness, several tactics have been ongoing at the City of Brampton, as identified through the Staff Engagement Community Safety & Well-Being Workshop.

The tactics identified below support the **Safety** and **Empowerment** Areas of Focus and align with the **Social Development** and **Risk Intervention** levels of the Provincial CSWB Framework. These include:

- *Parks Cleanup Program*

Each year families, friends, community organizations, businesses, and school groups participate in the Parks Cleanup Program by helping keep Brampton clean and green. The program helps remove litter that has accumulated, promotes community engagement, and creates healthy vibrant spaces. ([Parks Cleanup](#))

- *Proper Disposal of Sharps*

In collaboration with Peel Public Health, receptacles are provided in Downtown Brampton for the safe disposal of sharps, including items



such as needles, scalpels, lancets, razor blades, scissors, metal wire, retractors, clamps, pins, staples, cutters, and glass items. Essentially, any item that can cut the skin can be considered a “sharp.” These items can be found in our communities, private, or public properties, roads, and/or parks. To reduce the risk of exposure to such items, proper disposal is recommended. ([Region of Peel - Syringe and Injectors](#))

- *Downtown Brampton Business Improvement Area (DBBIA)*

The City of Brampton is collaborating with DBBIA on beautification efforts to help foster a downtown that is safe and enjoyable for business, residents, and visitors.

vi. Urban Design

To address urban design, the tactic that has been ongoing at the City of Brampton, as identified through the Staff Engagement Community Safety & Well-Being Workshop.

The tactic identified below supports the **Safety** Area of Focus and align with the Social Development and **Prevention** levels of the Provincial CSWB Framework. This includes:

- *Riverwalk Area Urban Design Master Plan*

An open space master plan that will develop concepts for:

- o The open space system along the valley

- o The treatment of the flood infrastructure
- o The integration of active transportation, sustainability, resilience, and public health
- o Programming of public spaces ([Riverwalk Area Urban Design Master Plan](#))

D. Key Findings: Impacts of COVID-19

The process to develop the Action Plan coincided with the COVID-19 pandemic. This brought forth coordinated action to keep Brampton safe, along with unforeseen conditions and unprecedented challenges.

i. Coordinating the Municipal Response

Throughout the pandemic, the City has been dedicated to protecting the health and safety of staff and residents and supporting the local economy and disproportionately impacted communities. In March 2020, the City announced four COVID-19 support task forces to coordinate effective responses to COVID-19:

- The Mayor’s COVID-19 Social Support Task Force
- The Mayor’s COVID-19 Seniors Support Task Force



- The Mayor's COVID-19 Youth Support Task Force
- The Mayor's COVID-19 Economic Support Task Force

On March 24, 2022, two years after declaring a State of Emergency in response to the COVID-19 pandemic, Mayor Patrick Brown terminated the City of Brampton's declared emergency on behalf of City Council and on the recommendation of the City's Emergency Management team. With the termination of the State of Emergency, the City has transitioned the task forces, with support continuing to be provided to the community through City service delivery and via community social support networks.

ii. Increasing Social Supports

As it relates to community safety, the Mayor's COVID-19 Social Support Task Force was created as an emergency response to ensure resident had access to basic human services such as food and emergency shelters. Through the Social Support Task Force, the City of Brampton worked with local organizations to ensure residents had adequate food support to meet their needs during this unprecedented time. Through these partnerships, we were able to provide groceries, prepared meals, and essential household items to Brampton residents. All the items that were provided to the residents were generously donated to partners, local businesses, organizations, and residents.

To serve the community's emergency shelter needs, the Mayor's COVID-19 Social Support Task Force also worked with Peel Outreach Services to respond to encampments and worked with local community agencies to offer support to people living in temporary accommodations, according to their individual needs. The City of Brampton collaborated with the Region of Peel to create the Region of Peel Drop-In Program, a shelter support service managed by Regeneration and located in Downtown Brampton to provide a warm place to keep out of the cold during the day and into the evening hours; and to provide light refreshments, system navigation, computers with internet access, telephones, and washrooms, for those in need.

Even though food and housing insecurity are challenges that existed in our community prior to the onset of COVID-19, they have been amplified by the pandemic. The concerns that were identified and addressed by the Mayor's COVID-19 Social Support Task Force will continue through the Brampton Community Safety & Well-Being Office, as resolving these issues is key to ensuring our community remains a healthy and safe place for all.

iii. Increasing Senior Supports

To support well-being of the elderly community in Brampton during the pandemic, the Mayor's COVID-19 Seniors Support Task Force provided critical support to seniors who were experiencing isolation



because of pandemic safety measures such as physical distancing and stay-at-home orders. This included helping with grocery and medication pickup, referrals to existing services offered by local community agencies and other levels of government, and ongoing stakeholder and community engagement. Highlights of the Seniors Support Task Force include development of a grocery management program, volunteer coordination, community engagement, and providing community well-being and mental health supports for seniors in Brampton.

iv. Increasing Youth Supports

Another specific age demographic that was addressed through the formation of COVID-19 response Task Forces, was youth. The pandemic highlighted challenges for youth, locally, and beyond. To address these challenges, the Mayor's COVID-19 Youth Support Task Force collaborated and connected with over 40 youth serving organizations within Brampton. As a group, the Youth Support Task Force worked collectively to create strong relationships in creating effective programming and supports for young people in Brampton. Highlights from the Youth Support Task Force include connecting youth to support resources related to mental health, education, social supports and activities; implementing youth-specific programming; and celebrating National Youth Week with specific activities and programming to engage with young people in safe and healthy ways.

v. Increasing Economic Supports

The final response to highlight is related to economic challenges faced by local businesses. In response to the pandemic, the Mayor's COVID-19 Economic Support Task Force consulted with numerous businesses in Brampton, to assist and advocate for supports and resources. This Task Force worked collaboratively with various businesses across sectors to provide the Brampton business community with opportunities to learn and share through various platforms, including tele-town hall meetings and webinars. The Economic Support Task Force also developed an Economic Recovery Strategy, as a framework for restarting the local economy; and successfully advocated upper tier governments (Provincial and Federal) for financial relief programs for businesses.

The work of each respective Task Force demonstrates the wide-ranging impacts that were faced by the community during the COVID-19 pandemic. Another stream for providing support to community organizations was through participation at the Region of Peel at various response tables. Peel's COVID-19 Regional Community Response Table was established to: (1) help local agencies to support vulnerable and at-risk populations in identifying and responding to emerging needs during the pandemic; and (2) to support coordination, information sharing, problem solving, and collaboration among Peel Region's not-for-profit and community sector during the pandemic. The support offered to organizations through this Table is a valuable resource for the community.



vi. Growing Social Isolation

As social isolation has also been widely identified because of the pandemic, one of the goals of the Action Plan, is to overcome isolation, by promoting connectedness, and enhancing one's sense of belonging within the Brampton community. The areas of focus established through this Action Plan, will address this in further detail.

The socio-economic impact of the global pandemic has allowed an opportunity for systems to learn, reflect and apply necessary measures to ensure societies, economies, and vulnerable groups are supported beyond the pandemic response. Lessons from the COVID-19 pandemic have also led to the development of Areas of Focus for this Action Plan, which are further elaborated upon in the following sections.



4 Action Plan

This section includes twenty-one actions grouped under three areas of focus: Safety, Awareness, and Empowerment.



Safety

TACTIC	2022	2023	2024	2025
Annual Community Safety & Well-Being Office Survey		•	•	•
Neighbourhood Chit-Chat Opportunities		•	•	•
Home and Property Crime Prevention Guide		•	•	•
CPTED Audit – Checklist and Street Walks			•	•
Specialized Training			•	•
Hoarding Coalition Support	•	•	•	•
Referral Model Expansion		•	•	•

Awareness

TACTIC	2022	2023	2024	2025
Online Presence for Community Safety & Well-Being Office	•	•	•	•
Community Safety & Well-Being Office Newsletter		•	•	•
GeoHub Neighbourhood Profiles		•	•	•
Community Safety & Well-Being Recognition Week			•	•
Neighbourhood Association Guide		•	•	•

Empowerment

TACTIC	2022	2023	2024	2025
Advance Brampton Fund: Community Safety Sub-Priority	•	•	•	•
Community Safety Quadrant Coordinator	•	•	•	•
Enabler for Community Projects	•	•	•	•
Nurturing Neighbourhoods Program (2022)	•	•	•	•
Focused Neighbourhood Development and Engagement	•	•	•	•
Community-Wide Special Events + Public Education		•	•	•
Community-Wide Garage Sale Weekend			•	•
Friends of Community Safety & Well-Being Office		•	•	•
Community Safety & Well-Being Office Volunteer Program			•	•

These actions were derived from community and staff-based engagement, lessons learned, and research, as outlined in Section 3.

A. Safety

CSWO conducted various consultations with stakeholders ranging from internal resources, including City of Brampton staff across all departments, to external partners, such as Peel Regional Police, the Region of Peel, municipal counterparts, and service providers in the community. The general community was engaged through the Nurturing Neighbourhoods Program survey from 2018-2021. This provided an opportunity to hear from residents about their feedback on the neighbourhoods where they live. Each of these engagements and consultations had inquiries regarding safety. This included identifying safety issues that are concerning; as well as identifying and understanding what type of solutions are currently in place or could be implemented to address and overcome these concerns.

The results of these engagements have led to the implementation of **Safety** as an Area of Focus for this Action Plan.

The identified goal for this area of focus is to: **Address community safety** concerns related to crime prevention and accessing resources. This will be achieved through the following new tactics, led by CSWO:

Social Development

i. Annual Community Safety & Well-Being Office Survey 2023 Implementation

Intergovernmental Connection	The tactic of the Annual Community Safety & Well-Being Survey falls under the Social Development level of intervention in the Provincial Framework, providing the opportunity for residents to share information with the City, and help shape the future of their neighbourhoods.
Tactic	<p>To maintain awareness of community safety & well-being concerns and issues throughout Brampton, this annual survey will be used as an engagement tool. This survey will be used to inform the work of CSWO, especially as it relates to the development and implementation of tactics for each of the Focus Areas. The results will also help inform community trends for partners, such as the Region of Peel, in support of Peel's CSWB Plan.</p> <p>Residents will have the opportunity to participate in the CSWO annual survey, both electronically and via hardcopy versions which will be available online via the CSWO website and social media channels, and at special events or other meeting opportunities.</p> <p>CSWO will work with Strategic Communications to develop a communication plan for residents and stakeholders, including but not limited to digital and print assets, social media posts and web updates.</p>
Expected Outcome	Resident input provided in the survey will be explored and analyzed, and through the findings, CSWO will ensure residents gain access to municipal supports, and are equipped with tools, resources, and systems to address and overcome safety concerns.

ii. Neighbourhood Chit-Chat Opportunities 2023 Implementation

Intergovernmental Connection	The tactic of Neighbourhood Chit-Chat Opportunities falls under the Social Development level of intervention in the Provincial Framework, connecting residents to City staff for information, resources, and access.
Tactic	CSWO will implement recurring “Chit-Chat” meetings in neighbourhoods to learn about and listen to concerns and provide updates on initiatives and upcoming events and programs. These Chit-Chats will be organized and led by CSWO (i.e. Community Safety Quadrant Coordinators) and will include relevant stakeholders when applicable. The intention of the conversational format is to provide an opportunity with safe spaces that are informal and free from barriers. These opportunities will be fluid and recurring on a basis that is determined by the need of the residents/neighbourhoods. Chit-Chat opportunities will take place at conveniently located areas such as recreation centres or may be offered virtually and allow residents the opportunity to connect with CSWO staff on important issues.
Expected Outcome	Through multiple interactions and inquiries from residents, this tactic will ensure residents gain access to municipal supports, and are equipped with tools, resources, and systems to address and overcome safety concerns.

Prevention

iii. Home and Property Crime Prevention Guide 2023 Implementation

Intergovernmental Connection	The tactic of the Home and Property Crime Prevention Guide falls under the Prevention level of intervention in the Provincial Framework, providing residents with tools, information, and resources for property protection and safety concerns.
Tactic	<p>The Home and Property Crime Prevention Guide will be an information guide of tools and resources to assist residents with information and materials related to home and property protection will be developed. This guide will include Crime Prevention through Environmental Design (CPTED) tactics and a self-audit worksheet for resident homes or small business properties. Information, education, and awareness materials will be developed by CSWO, in partnership and collaboration with stakeholders, such as the Region of Peel and Peel Regional Police.</p> <p>CSWO will work with Strategic Communications to develop a communication plan for residents and stakeholders, including but not limited to digital and print assets, social media posts and web updates.</p>
Expected Outcome	Residents who utilize the Home and Property Crime Prevention Guide are equipped with tools, resources, and information to address and overcome safety concerns.



iv. CPTED Audit - Checklist and Street Walks 2024 Implementation

Intergovernmental Connection	The tactic of the CPTED Audit - Checklist and Street Walks falls under the Prevention level of intervention in the Provincial Framework, providing residents with resources for addressing crime prevention through environmental design.
Tactic	<p>The CPTED Audit Checklist and Street Walks will be a resource for auditing properties or streets for crime prevention solutions related to environmental design. Residents can work through a checklist of items related to the environmental design of a physical space for consideration when protecting against or preventing crime such as trimming shrubs to improve sightlines, enhancing lighting, etc.</p> <p>CSWO will work with Strategic Communications to develop a communication plan for residents and stakeholders, including but not limited to digital and print assets, social media posts and web updates.</p> <p>Residents can use the CPTED Audit Checklist on their own, with neighbours, or through audits in each quadrant of the city with the help of Community Safety Quadrant Coordinators, who are assigned to each quadrant of the City as a point-person for such initiatives. Community Safety Quadrant Coordinators will take part in CPTED Audit Street Walks with residents, as requested.</p>
Expected Outcome	Resident participation in CPTED Audits allows access to municipal supports through CSWO; and residents are equipped with tools, resources, and systems to address and overcome safety concerns.

v. Specialized Training 2024 Implementation

Intergovernmental Connection	The tactic of the Specialized Training falls under the Prevention level of intervention in the Provincial Framework, providing residents with tools and resources for addressing safety with various training opportunities.
Tactic	Specialized training is a strategy for implementing various types of training for residents, particularly for Neighbourhood Associations, CSWO volunteers, or City of Brampton staff, to learn more about safety-related tools and resources and empower residents to apply tactics in their neighbourhoods. Training opportunities include, but are not limited to, First Aid and CPR, human trafficking, de-escalation, and other related topics. These examples were suggested and validated by the Brampton Community Safety Advisory Committee and Citizen Advisory Committee Action Plan strategy session.
Expected Outcome	Through training opportunities, residents gain access to municipal supports through CSWO, and are equipped with tools, resources, and systems to address and overcome safety concerns.

Risk Intervention

vi. Hoarding Coalition Support 2022 Implementation

Intergovernmental Connection	<p>The Hoarding Coalition Support tactic falls under the Risk Intervention level of intervention in the Provincial Framework, allowing for the quick referral of cases of acutely elevated risk to the appropriate services and resources.</p>
Tactic	<p>CSWO will assist Brampton Fire and Emergency Services (BFES) in their efforts to re-initiate the Hoarding Coalition, with the objective being to address and find solutions for the relationship between hoarding and mental health for Brampton residents. This work will include collaboration with the Peel Situation Table, potential additional local organizations, and is aligned with Peel's CSWB Plan through the Mental Health and Addictions Action Table. Goals of this tactic include:</p> <ul style="list-style-type: none"> • Advocate for sustainable funding and resources to address hoarding. • Build a collective understanding and response strategy for what type of interventions and incident response solutions are in place. • Bring together necessary partners and stakeholders.
Expected Outcome	<p>The initiatives delivered through this tactic will ensure resources are in place to address acutely elevated risk.</p>

vii. Referral Model Expansion 2023 Implementation

Intergovernmental Connection	<p>The tactic of the Referral Model Expansion falls under the Risk Intervention level of intervention in the Provincial Framework, allowing for the quick referral of cases of acutely elevated risk to the appropriate services and resources.</p>
Tactic	<p>Using the Peel Situation Table internal referral model that has been implemented between the CSWO and BFES, CSWO will expand the process to include referrals from other municipal divisions, such as Enforcement & By-Law Services, Recreation, Parks, Transit, Animal Services, the Brampton Library, and any other front-facing services that interact with residents, who may come across situations of Acutely Elevated Risk.</p>
Expected Outcome	<p>Through an increased number of referral opportunities, resources are in place to address acutely elevated risk.</p>

B. Awareness

The key action for this focus area is to connect residents to information, tools, and resources. Through public education and awareness campaigns, it is the goal of CSWO to educate residents on the correct resources and services to connect with prior to facing crisis, during times of crisis, and in response to crisis, related to being healthy, safe, and well.

CSWO will assist partners in sharing information about services, tools, and resources available to residents who are at risk or vulnerable across City of Brampton platforms.

The identified goal for **Awareness** is **Residents are more connected.**

This will be achieved through the following tactics, led by the CSWO:

Social Development

i. Online Presence for Community Safety & Well-Being Office 2022 Implementation

Intergovernmental Connection	The tactic of CSWO Online Presence falls under the Social Development level of intervention in the Provincial Framework, providing residents with a new method of connecting with CSWO, and a platform for current information, news, happenings, tools and resources related to community safety and well-being.
Tactic	<p>CSWO will establish an online presence on www.brampton.ca. Content will relate to, but not limited to:</p> <ul style="list-style-type: none"> • Community safety & well-being general awareness information (i.e. resources, tools, services, opportunities) • Upcoming events (i.e. Community Garage Sale Weekend) • Upcoming meetings (i.e. Neighbourhood Chit-Chats) • Tools/resources/opportunities for forming Neighbourhood Associations/ Neighbourhood Groups • Incidents, response, updates, and current and relevant information related to safety • Awareness campaigns (i.e. Family and Intimate Partner Violence, Human Trafficking Awareness) • Partner information sharing (i.e. events, resources, missing persons, Amber alerts) • Nurturing Neighbourhood Program updates (i.e. events, walks, surveys, opportunities)
Expected Outcome	Through online resources, residents gain access to information and resources for supports related to community safety and well-being, and are connected to systems and service providers.

ii. Community Safety & Well-Being Office Newsletter 2023 Implementation

Intergovernmental Connection	The tactic of CSWO Newsletter falls under the Social Development level of intervention in the Provincial Framework, providing residents with current information, news, happenings, tools and resources related to community safety and well-being.
Tactic	<p>Community newsletters will keep residents informed on community safety and well-being matters at the City of Brampton and partner agencies. This is a mechanism for aligning with the Regional CSWB Plan, as the City of Brampton will ensure information is shared with Brampton residents regarding CSWB initiatives and campaigns and will promote the work of the Peel Action Tables.</p> <p>CSWO will work with Strategic Communications to develop a communication plan for residents and stakeholders, including but not limited to digital and print assets, social media posts and web updates.</p>
Expected Outcome	Resident subscription and review of the newsletter will ensure they are equipped with information and resources for supports related to community safety and well-being.

iii. GeoHub Neighbourhood Profiles 2023 Implementation

Intergovernmental Connection	The tactic of the GeoHub Neighbourhood Profiles falls under the social development level of intervention in the Provincial Framework, whereby profiles of neighbourhoods are uploaded onto the GeoHub platform, to showcase pertinent information related to safety and well-being in the community.
Tactic	<p>The GeoHub is a tool for residents that makes data available to everyone. Data includes maps and graphs, feature stories, and actions the City is undertaking. Related links provide more context on what the City is doing to influence measures, day-to-day services, programs, maps, plans and studies.</p> <p>GeoHub Neighbourhood Profiles will provide residents with an overview of the data collected through the Nurturing Neighbourhoods Program. The data will be collected over the term and displayed by neighbourhoods.</p>
Expected Outcome	Through GeoHub, residents are equipped with information and resources for supports related to neighbourhood safety and well-being, and gain additional tools and platforms to access municipal services.



iv. **Community Safety and Well-Being** *Recognition Week 2024 Implementation*

Intergovernmental Connection	The tactic of CSWB Recognition Week falls under the Social Development level of intervention in the Provincial Framework, providing residents with tools, tips, resources, and awareness of community safety and well-being matters.
Tactic	CSWO will lead Community Safety & Well-Being Week, a new recognition week, to promote and create awareness of the CSWB framework, initiatives, and partners who engage in this work. CSWO will endeavor to bring in partners and stakeholders to broaden the reach of this week to amplify our voice in sharing messages of safety and well-being.
Expected Outcome	Through a variety of programs that are developed for CSWB Recognition Week, residents are equipped with information and resources for supports related to community safety and well-being.



v. Neighbourhood Association Guide 2023 Implementation

Intergovernmental Connection	<p>The tactic of the Neighbourhood Association Guide falls under the prevention level of intervention in the Provincial Framework, whereby residents will be provided tools and information to guide them in establishing a network of neighbours to support working as a collective to address and overcome safety concerns in their neighbourhoods.</p>
Tactic	<p>The Neighbourhood Association Guide provides residents with a framework for capacity building. Capacity building may take the form of establishing neighbourhood groups or associations, with a focus on neighbourhood safety and well-being; and involves networks, participation, civic engagement, equity, diversity, and inclusion. Each of these factors work together to cultivate connectedness and empowerment.</p> <p>The City of Brampton is committed to providing opportunities for neighbourhoods to flourish. The Neighbourhood Association Guide aims to support individuals or groups of residents, non-profits, and/or community groups governed by volunteers or persons with a vested interest in improving the well-being of Brampton residents. The Guide will provide information on:</p> <ul style="list-style-type: none"> • Reducing barriers and increasing access • Identifying and/or validating gaps • Data collection • Making connections • Navigating systems and services • Program design • Participation in events <p>CSWO will work with Strategic Communications to develop a communication plan for residents and stakeholders, including but not limited to, digital and print assets, social media posts and web updates.</p>
Expected Outcome	<p>The opportunity to build social capital through Neighbourhood Associations is an avenue for neighbourhood voices to be heard, for residents to become aware, empowered, and supported in personalized and constructive ways. Residents can take the lead in shaping the safety and well-being of their neighbourhoods and have increased opportunities to participate and connect within the community.</p>

C. Empowerment

Everyone has a role to play in ensuring safety, individually and collectively. Each of us can take steps to create safer spaces. “Empowerment is the process by which people can gain control over factors and decisions that shape their lives,” as defined by the World Health Organization (WHO). In relation to safety, communities should be enabled with building capacity, access, partners, networks, and a voice in community matters that imply ownership of their control. Thus, neighbourhoods or communities, in general, become empowered when they can act, and have a voice in matters that pertain to the areas in which they live, including safety.

The identified goal for **Empowerment** is to: *Empower residents to build capacity and take action.*

This will be achieved through the following tactics, supported and/or led by CSWO:

Social Development

i. Advance Brampton Fund: Community Safety Sub-Priority 2022 Implementation

Intergovernmental Connection	<p>The tactic of the Advance Brampton Fund falls under the Social Development level of intervention in the Provincial Framework, allowing opportunities for non-profits and registered charities to apply for grant funding and create impact in community safety and well-being.</p>
Tactic	<p>The City of Brampton recognizes the unique and valuable role that the non-profit sector can play in delivering projects to meet community needs, complement City services, and contribute to advancing Term of Council Priorities. As such, the City provides funding opportunities through the Advance Brampton Fund (ABF) granting program. ABF offers three streams of funding: Emerging stream; Developing stream; and Amplifying stream. Within each of the funding streams, the applicants must impact a Term of Council Priority in the following areas: Brampton is a Mosaic; Brampton is a Healthy and Safe City; Brampton is a Green City.</p> <p>In alignment with the Term of Council Priority that Brampton is a Healthy and Safe City, ABF has a newly approved Community Safety sub-priority. The Community Safety sub-priority considers projects with outcomes that promote neighbourhood level interventions and solutions, social connectedness, civic engagement, and collaboration.</p>
Expected Outcome	<p>Organizations that receive grants through the community safety sub-priority of ABF can take the lead in shaping the safety and well-being of their neighbourhoods and have increased opportunities to participate and connect with the community.</p>



ii. Community Safety Quadrant Coordinator 2022 Implementation

Intergovernmental Connection	The tactic of Community Safety Quadrant Coordinators falls under the Social Development level of intervention in the Provincial Framework, connecting residents to City staff, for information, resources, and access.
Tactic	CSWO will divide the City into four quadrants to address community safety concerns: northwest, northeast, southwest, and southeast. Each quadrant will have a dedicated staff resource (i.e. Community Safety Quadrant Coordinator) who will serve as a point-person for the in-take of concerns and issues, listening to residents, providing updates and information, and organizing community initiative events. Community Safety Quadrant Coordinators will be both proactive and reactive in their approach to support residents with community safety and well-being matters.
Expected Outcome	Through the Community Safety Quadrant Coordinator model, residents gain access to municipal supports through CSWO, and have increased opportunities to participate and connect within their neighbourhoods.

iii. Enabler for Community Projects 2022 Implementation

Intergovernmental Connection	Projects fall under the Social Development level of intervention in the Provincial Framework, allowing community groups to access a City resource for quick navigation and support for initiatives.
Tactic	<p>CSWO is a resource for community projects. As a result of working closely with the community, enabling community projects has naturally formed into a regular function for CSWO. Through this tactic, a formalized process will be developed to provide support and consultation to non-profit organizations, resident groups, residents, and partners by way of the following, when feasible:</p> <ul style="list-style-type: none"> • Reducing barriers and providing access • Navigating systems and services • Identifying and/or validating gaps • Support with program design • Support with data collection • Participating in events • Making connections
Expected Outcome	This tactic allows residents and community organizations to gain access to municipal supports through CSWO.



iv. Nurturing Neighbourhoods Program (2022) 2022 Implementation

Intergovernmental Connection	The tactic of Nurturing Neighbourhoods Program (2022) falls under the Social Development level of intervention in the Provincial Framework, empowering residents to have a say in the future of their neighbourhoods.
Tactic	<p>The Nurturing Neighbourhoods Program will be once again delivered in 2022, featuring visits to 15 pre-identified neighbourhoods across the ten wards in Brampton that have not been visited through the program in previous years (2018-2021). For each ward pairing, the format of NNP in 2022 will feature:</p> <ul style="list-style-type: none"> • A virtual walk and online engagement • In-person walk and workshop engagement • In-person engagement in collaboration with partners
Expected Outcome	Through this program, residents gain access to municipal supports, and have opportunities to participate in the NNP survey, online mapping activity, workshops, and community dialogue to help shape the safety and well-being of their neighbourhoods.

v. Focused Neighbourhood Development and Engagement 2022 Implementation

Intergovernmental Connection	The tactic of Focused Neighbourhood Development and Engagement falls under the Social Development level of intervention in the Provincial Framework, where CSWO participates in community development and community engagement.
Tactic	The CSWO participates in neighbourhood development and engagement through focused opportunities involving the planning of new or revitalized neighbourhoods. This involves meaningful community engagements, such as surveys and/or direct interactions, to better understand resident needs and desires. CSWO can bridge the information gap by providing resources and information, and actively participating in dialogue to help the community define itself. Information on demographics of neighbourhoods has been collected over several years through the NNP and adds value in the development and engagement process for planning for new and revitalized communities and neighbourhoods.
Expected Outcome	Residents may have opportunities through CSWO focused neighbourhood development and engagement to take the lead in shaping the safety and well-being of their neighbourhoods, and to participate and connect within the community.



vi. Community-Wide Special Events + Public Education *2023 Implementation*

Intergovernmental Connection	The tactic of Community-Wide Special Events + Public Education falls under the Social Development level of intervention in the Provincial Framework, providing residents with opportunities to connect with other residents and enhance their sense of belonging within the community.
Tactic	<p>Special events are intended to foster and strengthen one’s sense of community and belonging. Residents can participate in special events hosted by the City of Brampton. These opportunities will enhance connectedness amongst neighbours and neighbourhoods. Special events may include public education events, or additional opportunities that have been suggested and validated through engagement opportunities with residents such as:</p> <ul style="list-style-type: none"> • Street parties • Street barbeques • Neighbourhood/street scavenger hunts <p>CSWO participation in community-wide special events or public education opportunities will be planned and delivered by Community Safety Quadrant Coordinators, in collaboration and consultation with appropriate municipal partners; and will be supported by Neighbourhood Associations or residents, as applicable.</p>
Expected Outcome	Participation in community-wide special events and public education, residents gain access to municipal staff through CSWO, and have increased opportunities to connect within the community.

vii. Community-Wide Garage Sale Weekend *2024 Implementation*

Intergovernmental Connection	The tactic of Community-Wide Garage Sale Weekend falls under the Social Development level of intervention in the Provincial Framework, providing residents with a weekend-long event to connect with other residents, enhance their sense of belonging within the community, and to sell previously loved items using the method of hosting a garage sale.
Tactic	<p>Residents can participate in a weekend-long event organized and hosted by CSWO. This event is intended to foster and strengthen one’s sense of community, and one’s sense of belonging.</p> <p>The Garage Sale Weekend will be a City-wide event, where residents host garage sales on their property on the same day and timeline.</p>
Expected Outcome	Participation in the community-wide garage sale weekend allows residents to have opportunities to connect within their neighbourhoods..



Prevention

viii. Friends of Community Safety & Well-Being Office 2023 Implementation

Intergovernmental Connection	<p>The tactic of Friends of CSWO falls under the prevention level of intervention in the Provincial Framework, whereby residents establish a direct connection to the CSWO, a municipal service, and can work together to address and overcome safety concerns in their neighbourhoods.</p>
Tactic	<p>Becoming friends of the Community Safety & Well-Being Office encourages community participation and increased civic engagement for residents. Residents who are seeking local opportunities to participate in the community, or in their neighborhoods, for the purpose of safety and/or wellness promotion and creating new initiatives can become friends of CSWO. Together, Friends of CSWO would encourage the implementation of creative solutions tailored to the needs of the neighbourhood.</p> <p>Friends of CSWO may participate in the following ways:</p> <ul style="list-style-type: none"> • Agree to receive the CSWO Newsletter, to stay connected via email on community safety and well-being initiatives and matters • Work with the City and within neighbourhoods to develop civic engagement programs with information on how communities can access information and participate in decision-making • Support Neighbourhood Asset Mapping through awareness of what programs and services exist within the neighbourhood • Provide insight into what programs and services residents want from the City • Report on neighbourhood safety concerns, and work with the City to organize “town hall” style events to hear from residents about issues and solutions
Expected Outcome	<p>Becoming Friends of CSWO allows residents to gain access to municipal staff through CSWO and provides increased opportunities to connect within the community.</p>



**ix. Community Safety & Well-Being
Office Volunteer Program
2024 Implementation**

<p>Intergovernmental Connection</p>	<p>The tactic of the CSWO Volunteer Program falls under the prevention level of intervention in the Provincial Framework, whereby volunteers are organized to work together to address and overcome safety concerns in their neighbourhoods.</p>
<p>Tactic</p>	<p>CSWO Volunteers would be representatives in neighbourhoods who team up with Community Safety Quadrant Coordinators to conduct safety walks, neighbourhood audits, and share information with residents about safety and well-being events and initiatives.</p>
<p>Expected Outcome</p>	<p>Participation in the CSWO Volunteer Program allows residents to have increased opportunities to participate and connect within the community, and to take the lead in shaping the safety and well-being of their neighbourhoods.</p>



5 Partnerships & Collaborative Work

CSWO engages in ongoing work, new initiatives, and participation at various tables and networks with partners, including the Region of Peel, Peel Regional Police, neighbouring municipalities, non-profits, community groups, and resident groups.



In collaboration with partners, CSWO works to collectively shift the lens of community safety towards an understanding that upstream initiatives will lead to more equitable responses to emerging issues, and will reduce the need for crisis response, and ultimately lead to long-term change.³ The following sections will detail additional components of collaborative work with partners.

A. Brampton Community Safety Advisory Committee

The Brampton Community Safety Advisory Committee (BCSAC) reports to Council through the Community Services Section of Committee of Council. BCSAC aims to raise awareness, advise, and stimulate action to serve as a resource to Council on matters pertaining to community safety and well-being in the City of Brampton.

BCSAC recognizes the Region of Peel’s CSWB System Leadership Table as a partner working in parallel to create a safer community for all. To ensure an integrated approach and streamlined operations, efforts of BCSAC shall complement regional efforts, which include tackling systemic discrimination and other social factors that contribute to crime, victimization, addiction, drug overdose, and suicide. These areas and others are addressed through the work of the BCSAC sub-committees.

B. Brampton Community Safety & Well-Being Working Group

The *Brampton Community Safety & Well-Being Working Group*, to be established with the launch of this Action Plan, will bring together a group of internal City of Brampton staff in a participatory capacity to partake in the planning and design of community safety and well-being initiatives being implemented in Brampton. The purpose of this working group is to support CSWO in ensuring projects align with the objectives of the provincial CSWB Planning Framework, share progress, identify opportunities, and problem solve. Members of the working group will be internal champions for CSWO to contribute to and help advance initiatives forward when feasible.

³ Peel’s Community Safety and Well-being Plan (2020-2024)



C. Ongoing Partnerships

i. Region of Peel

The Region of Peel has developed and implemented Peel’s CSWB Plan which will help to address the challenges that families and youth face in our community related to family violence, mental health and addictions issues, and systemic discrimination.

Peel’s CSWB Plan sets out how partners across different sectors can work together to make Peel a safer, more inclusive and connected community where all residents thrive. Various organizations including the City of Brampton and other agencies representing emergency services, education, health and social service providers and governments came together to develop Peel’s Plan.

While the plan recognizes there are many topics that impact community safety and well-being, three areas of focus have been identified: (1) family violence; (2) mental health and addictions; and (3) systemic discrimination. The City of Brampton continues to collaborate with the Region of Peel on addressing these important issues in our community through participation at various Action Tables and through shared awareness campaigns for the public.

ii. Peel Regional Police

Peel Regional Police (PRP) is committed to the safety and well-being of the community it serves. At the core of their commitment, PRP

engages in multi-sectoral collaborative partnerships, and has implemented a Community Safety & Well-Being Services (CSWB) Bureau. The Bureau works with PRP members and partners to meet the needs of priority populations, respond to individuals who are experiencing a mental health crisis, prevent crime and keep Peel’s roads safe with a focus on proactive strategies and initiatives. This includes a new Divisional Mobilization Unit (DMU) that connects people experiencing issues like mental health, addiction and homelessness to community supports to reduce involvement with police and improve quality of life.

PRP has established CSWB Hubs within each of its divisions to address a wide range of issues that require coordination between areas of the service and with community partners. This can include strategies to address local crime trends and coordinating efforts in response to issues that impact the safety and well-being of individuals and communities.

There is an opportunity for CSWO to leverage the PRP CSWB Hubs as a resource and to identify situations of vulnerability and risk in Brampton, in addition to other tools in the community such as the Peel Situation Table.

In addition to opportunities for collaboration between PRP’s CSWB Bureau and CSWO, there are several additional connection points the City of Brampton has with PRP. These include work in the following areas:

- Fire and Emergency Services
- Emergency Management Office
- Traffic Services
- Security Services
- Enforcement & By-Law Services

iii. Peel Situation Table

On December 4, 2019, through the referral of the Brampton Community Safety Advisory Committee, Committee of Council received a presentation and report highlighting the benefits of participating in the re-established Peel Situation Table. The City of Brampton is now a participating member of the Peel Situation Table which identifies individuals, families, groups, or places where there is a high likelihood of harm or victimization taking place. Through the Situation Table, these individuals can access support and work to reduce instances of harm and victimization leading to an emergency response.

To enhance our participation in connecting those who are facing harm or victimization to the appropriate resources, the CSWO has initiated a pilot program with Brampton Fire and Emergency Services' Community Risk Reduction division to develop a residential FAQ to address situations (post-fire response) where there may be a case of Acutely

Elevated Risk (AER). In AER situations, Fire personnel will refer the case to CSWO who will conduct an initial assessment of the situation and potentially refer the case to the Peel Situation Table for access to additional resources and services.

Acutely Elevated Risk

Any situation negatively affecting the health or safety of an individual, family, or specific group of people where circumstances indicate an extremely high probability of the occurrence of harm or victimization.

D. Collaborative Tables & Networks

The City of Brampton participates in several municipal tables and networks across the Region of Peel related to community safety and well-being. These tables and networks are valuable for informing on available community resources, services, and updates on areas including food security, poverty reduction, and age-friendliness. Participation in these tables allows for information sharing, problem-solving, situational awareness of current projects, initiatives, issues, concerns, and events, and alignment with Peel's CSWB Plan.



6 Advocacy

Advocacy provides opportunities for the City of Brampton to leverage intergovernmental support and identify opportunities, coordinate initiatives, and implement programming related to community safety and well-being for our community.



Intergovernmental advocacy provides opportunities for the City of Brampton to leverage support from higher levels of government and identify opportunities, coordinate initiatives, and implement programming related to community safety and well-being for Brampton. Advocating through the Federation of Canadian Municipalities (FCM) and the Association of Municipalities of Ontario (AMO) on an annual basis is a mechanism that is already in place for gaining access to resources and funding. CSWO works closely with Government Relations staff to leverage existing relationships and to ensure the City is part of an ongoing dialogue and exchange of vital information.

Through intergovernmental advocacy work and collaboration with municipal sector associations such as FCM and AMO, community safety and well-being are integral parts of the overall key priorities for the City of Brampton. Our asks typically fall within the social development and prevention levels of the provincial CSWB Planning Framework; to best be able to make a shift towards improving the social determinants of health, reducing the probability of harm and victimization, and to provide community-based supports and resources for Brampton residents.

The City of Brampton is committed to enhancing community resilience through cross-sector engagement, collaboration, and advocacy. This work requires:

- Enhanced sharing of Brampton-specific information between higher levels of government, agencies, and sectors to make informed, data-driven plans and decisions.
- Fair-share funding allocation to reflect the local community needs, population growth, and equity and inclusion, especially regarding health and safety.
- Increased mental health supports and programming, especially for children and youth, considering the growing challenges faced by this demographic during the pandemic.
- Increased collaboration and engagement among all levels of government to enable a holistic approach and identify new and existing resources for community safety and well-being.

Through advocacy efforts that include the above principles, municipalities can leverage a range of tools and resources to drive deliberate actions and create pathways to well-being, security, and stability for individuals, families, and communities. This approach is further enabled by policy choices that make life more sustainably affordable and promote opportunities that support residents' safety, connectedness, and sense of belonging.



7 Next Steps

This Action Plan is the first iteration of a formal community safety and well-being strategy for the City of Brampton. In subsequent years, new iterations of this Action Plan will be developed and published, incorporating input and feedback from Brampton residents, service organizations in our community, internal staff, and City of Brampton Council members.

Towards the latter years of this Action Plan implementation (i.e. 2024-2025), a process for review, evaluation, and planning for the next iteration of the Action Plan (i.e. 2026+) will be implemented. In the short term, a Community Safety & Well-Being Office progress report will be prepared by CSWO to share updates on implementing this Action Plan.



8 Conclusion

Brampton is a healthy and safe city. The various initiatives outlined in this plan, both new and ongoing, are related to the focus areas of Safety, Awareness, and Empowerment. Understanding that safety and well-being is a collective responsibility, the tactics in this Action Plan highlight our commitment to working closely with residents, City staff, and community partners to enhance safety, share information, and take action.

By working together, we can more effectively and efficiently foster a city that is safe and enjoyable for all who live, work, play, and learn here. With these goals in mind, Brampton's first Community Safety Action Plan will work towards achieving an empowered and connected Brampton, where everyone feels safe, has a sense of belonging, and have their needs met.



9 Acronyms

ABF	Advance Brampton Fund	CSWO	City of Brampton Community Safety & Well-Being Office
AER	Acutely Elevated Risk	DBBIA	Downtown Brampton Business Improvement Area
AMO	Association of Municipalities Ontario	FCM	Federation of Canadian Municipalities
BCSAC	Brampton Community Safety Advisory Committee	NNP	Nurturing Neighbourhoods Program
BFES	Brampton Fire and Emergency Services	PRP	Peel Regional Police
CPTED	Crime Prevention Through Environmental Design	SNAPs	Sustainable Neighbourhood Action Plans
CSWB	Community Safety and Well-Being		



10 Appendices

Legend



City of Brampton is leading initiative/program/project



City of Brampton is partnering or collaborating with an external agency/organization



Initiative/program/project to be initiated



Design and development of new tactic



Continued delivery of tactic from previous year(s)

A. Summary of Action Plan Phase 1: 2022 - New Tactics from the Community Safety & Well-Being Office

Area of Focus x Level of Intervention	Safety Address community safety concerns	Awareness Create awareness of community information and tools	Empowerment Empower residents to build capacity and take action
PHASE 1: 2022 Delivery			
Social Development Promoting and maintaining safety & well-being	 <i>Design and development of 2023 tactics:</i> <ul style="list-style-type: none"> Community Safety & Well-Being Office Annual Survey Neighbourhood Chit-Chat Opportunities 	 Community Safety & Well-Being Office Online Presence  <i>Design and development of 2023 tactics:</i> <ul style="list-style-type: none"> Community Safety & Well-Being Office Newsletter GeoHub Neighbourhood Profiles 	 Advance Brampton Fund: Community Safety Sub-Priority  Community Safety Quadrant Coordinators  Enabler for Community Projects  Nurturing Neighbourhoods Program (2022)  Focused Neighbourhood Development and Engagement  <i>Design and development of 2023 tactics:</i> <ul style="list-style-type: none"> Community-Wide Special Events + Public Education



Area of Focus x Level of Intervention	Safety Address community safety concerns	Awareness Create awareness of community information and tools	Empowerment Empower residents to build capacity and take action
Prevention Proactively reducing identified risks	 <i>Design and development of 2023 tactics:</i> <ul style="list-style-type: none"> • Home and Property Crime Prevention Guide 	 <i>Design and development of 2023 tactics:</i> <ul style="list-style-type: none"> • Neighbourhood Association Guide 	 <i>Design and development of 2023 tactics:</i> <ul style="list-style-type: none"> • Friends of Community Safety & Well-Being Office
Intervention Mitigating situations of elevated risk	 Hoarding Coalition Support  <i>Design and development of 2023 tactics:</i> Referral Model Expansion		

B. Summary of Action Plan Phase 2: 2023 - New Tactics from the Community Safety & Well-Being Office

Area of Focus x Level of Intervention	Safety Address community safety concerns	Awareness Create awareness of community information and tools	Empowerment Empower residents to build capacity and take action
PHASE 2: 2023 Delivery			
Social Development Promoting and maintaining safety & well-being	 Community Safety & Well-Being Office Annual Survey  Neighbourhood Chit-Chat Opportunities	 GeoHub Neighbourhood Profiles  <i>Continued Delivery of Tactic(s) from 2022:</i> <ul style="list-style-type: none"> Community Safety & Well-Being Office Online Presence  <i>Design and development of 2024 tactics:</i> <ul style="list-style-type: none"> Community Safety & Well-Being Recognition Week 	 Community-Wide Special Events + Public Education  <i>Continued Delivery of Tactic(s) from 2022:</i> <ul style="list-style-type: none"> Advance Brampton Fund: Community Safety Sub-Priority Community Safety Quadrant Coordinators Enabler for Community Projects Nurturing Neighbourhoods Program (2022) Focused Neighbourhood Development and Engagement  <i>Design and development of 2024 tactics:</i> <ul style="list-style-type: none"> Community-Wide Garage Sale Weekend



Area of Focus x Level of Intervention	Safety Address community safety concerns	Awareness Create awareness of community information and tools	Empowerment Empower residents to build capacity and take action
Prevention Proactively reducing identified risks	 Home and Property Crime Prevention Guide <i>Design and development of 2024 tactics:</i> <ul style="list-style-type: none"> • CPTED Audits – Checklist and Street Walks • Specialized Training 	 Neighbourhood Association Guide	 Friends of Community Safety & Well-Being Office  <i>Design and development of 2024 tactics:</i> <ul style="list-style-type: none"> • CSWO Volunteer Program
Intervention Mitigating situations of elevated risk	 Referral Model Expansion  <i>Continued Delivery of Tactic(s) from 2022:</i> <ul style="list-style-type: none"> • Hoarding Coalition Support 		

C. Summary of Action Plan Phases 3 & 4: 2024-2025 - New Tactics from the Community Safety & Well-Being Office

Area of Focus x Level of Intervention	Safety Address community safety concerns	Awareness Create awareness of community information and tools	Empowerment Empower residents to build capacity and take action
PHASE 2: 2023 Delivery			
Social Development Promoting and maintaining safety & well-being	 <p><i>Continued Delivery of Tactics from 2022 + 2023:</i></p> <ul style="list-style-type: none"> • Community Safety & Well-Being Office Annual Survey • Neighbourhood Chit-Chat Opportunities 	 <p>Community Safety & Well-Being Recognition Week</p>  <p><i>Continued Delivery of Tactics from 2022 + 2023:</i></p> <ul style="list-style-type: none"> • Community Safety & Well-Being Office Online Presence • Community Safety & Well-Being Office Newsletter • GeoHub Neighbourhood Profiles 	 <p>Community-Wide Garage Sale Weekend</p>  <p><i>Continued Delivery of Tactics from 2022 + 2023:</i></p> <ul style="list-style-type: none"> • Advance Brampton Fund: Community Safety Sub-Priority • Community Safety Quadrant Coordinators • Enabler for Community Projects • Nurturing Neighbourhoods Program (2022) • Focused Neighbourhood Development and Engagement • Community-Wide Special Events + Public Education



Area of Focus x Level of Intervention	Safety Address community safety concerns	Awareness Create awareness of community information and tools	Empowerment Empower residents to build capacity and take action
Prevention Proactively reducing identified risks	 Specialized Training  <i>Continued Delivery of Tactic(s) from 2022 + 2023:</i> <ul style="list-style-type: none"> • Home and Property Crime Prevention Guide • CPTED Audits – Checklist and Street Walks 	 <i>Continued Delivery of Tactics from 2023:</i> <ul style="list-style-type: none"> • Neighbourhood Association Guide 	 CSWO Volunteer Program  <i>Continued Delivery of Tactic(s) from 2022:</i> <ul style="list-style-type: none"> • Friends of Community Safety & Well-Being Office
Intervention Mitigating situations of elevated risk	 <i>Continued Delivery of Tactic(s) from 2022 + 2023:</i> <ul style="list-style-type: none"> • Hoarding Coalition Support • Referral Model Expansion 		

D. Community Safety Action Plan - Summary of Ongoing Tactics from the City of Brampton

Area of Focus x Level of Intervention	Safety <i>Action:</i> Address community safety concerns	Awareness <i>Action:</i> Create awareness of community information and tools	Empowerment <i>Action:</i> Empower residents to build capacity and take action
Social Development Promoting and maintaining safety & well-being	 Advocacy Initiatives Advocating through the Federation of Canadian Municipalities (FCM) and Association of Municipalities Ontario (AMO), and similar avenues, by equipping Brampton leaders with the necessary tools and information they need to appeal to higher levels of government for resources and funding to implement initiatives and programming to enhance community safety in Brampton.	 Age-Friendly Strategy and Action Plan A strategy that aims to make Brampton a community that meets the needs of residents of every age and ability. (Age-Friendly Strategy and Action Plan)	 Parks and Recreation Master Plan The Parks and Recreation Master Plan is the blueprint that guides the City's planning and provision of parks, recreation facilities, and the programs that take place within them. This including themes of: inclusivity for parks, facilities, programs and services; developing parks and facilities to be flexible and multi-use; and balancing needs of neighbourhoods, with the City as a whole. (Parks and Recreation Master Plan)
	 Active Transportation Master Plan Through developing an integrated, attractive, and accessible system of sidewalks, cycling facilities and trails, Brampton will be a liveable city where all members of the community can safely and conveniently access places, goods and services and connect to transit using active modes of transportation. (Active Transportation Master Plan)	 Seniors Resource Directory The City of Brampton has launched a new online resource to help further Brampton's age-friendly vision and strengthen community connections. The new seniors' resource directory is an online tool to help increase access to resources and services for seniors and caregivers. Resources available in the directory include: home and social supports; transportation; health and wellbeing; financial and accessibility supports; mental health; and newcomer supports. (Seniors Resource Directory)	 Upstream Recreational Programming Recreational programming for youth providing the opportunity to engage in pro-social activities and develop leadership skills through volunteer and employment opportunities. This includes initiatives such as youth hubs, activity kits, and job fairs.



Area of Focus x Level of Intervention	Safety <i>Action:</i> Address community safety concerns	Awareness <i>Action:</i> Create awareness of community information and tools	Empowerment <i>Action:</i> Empower residents to build capacity and take action
Social Development Promoting and maintaining safety & well-being	 Fire Master Plan The Fire Master Plan outlines a strategy for Brampton Fire and Emergency Services to follow from 2021-2025, so that it can continue providing effective and efficient fire protection services. Several areas of focus have been identified through the Master Plan, including community safety. (Fire Master Plan)	 CityDashboard The updated CityDashboard provides residents with a snapshot of City services, financial measures and community indicators. Along with a status and graph, each measure features a story that talks about why it matters, how it gets measured, and the progress the City is making. Related links provide more context on what the City is doing to influence measures, day-to-day services, programs, maps, plans and studies. (CityDashboard)	 Upstream Library Programming Brampton Library plays a significant role in community engagement and development through various educational opportunities and the provision of programming for all ages. The free and inclusive programs allow residents to gather, discuss, and build. In addition, Brampton libraries act as a community hub as they connect residents with existing services. Future plans include exploring partnerships with social service agencies to directly serve vulnerable community members, such as a pilot program with the Canadian Mental Health Association to provide on-site mobile services during specific hours.
		 Partners in the Brampton Food Network The City of Brampton has partnered with the Brampton Food Network, with an aim to increase the supply of local and sustainable food into the Brampton District, to increase composting and to encourage and support local people to grow their own food.	 Brampton's Culture Master Plan The production and presentation of public art is a key priority of Brampton's Culture Master Plan, and a vehicle for facilitating meaningful exchange between diverse creators and their community. Community building, social cohesion, and connection to place, each contributes to the creation of a unique and distinctive identity for Brampton. (Culture Master Plan)



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Social Development Promoting and maintaining safety & well-being			 Performing Arts Strategic Plan Currently in development, the Performing Arts Strategic Plan aims to advance the vision of Brampton as a rich mosaic of cultures and lifestyles, coexisting with social responsibility, respect, enjoyment, and justice. (Performing Arts)
			 Free Transit Rides for Brampton Seniors Brampton senior residents ride Transit for free with a senior identification card and a PRESTO card loaded with an annual free pass. (Brampton Senior Residents Ride for Free)



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Prevention Proactively reducing identified risks	 Backyard Garden Program Facilitated by the City's Parks Maintenance and Forestry division, this program launched in April 2020, as the first of its kind in Canada in response to COVID-19. It is an extension of the City's existing Community Gardens program. This program provided food resources for the Mayor's COVID-19 Social Support Task Force, which facilitates necessary social supports for communities disproportionately impacted by the pandemic. (Backyard Garden Program)	 Family and Intimate Partner Violence Annual Campaign In partnership with the Region of Peel, a campaign to raise awareness and visibility of this specific type of violence occurring in our community, and to identify resources available to victims and bystanders. (Region of Peel - Family and Intimate Partner Violence)	 One Million Trees Program The Brampton 2040 Vision calls for the planting of one million trees by 2040 to grow the urban forest, mitigate and adapt to climate change, and foster the delivery of ecosystem services. We all have an important role to play in helping Brampton achieve its one million new tree goal, whether through planting on our own properties, participating in the tree planting events, spreading the word about the importance of planting trees, and the Brampton One Million Tree program, and/or donating resources to support tree planting across the city. (One Million Trees Program)



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Prevention Proactively reducing identified risks	 Town & Gown Committee A group focused on addressing risks and concerns related to housing and accommodations (including landlord relations and safety), safe and affordable student housing, linking students and graduates with employment opportunities, food security, and general health, safety, and well-being.	 Development of Brampton's first Parking Plan As the city of Brampton rapidly grows, the way people move throughout the city continues to change. To help improve infrastructure planning, manage parking resources, and support the future needs of residents and businesses, the City of Brampton is conducting its first-ever citywide parking review. Parking requirements have an impact on affordable housing, development costs and land use planning. This plan will help to better align with the needs of residents and businesses to develop complete, healthy, walkable communities that ensure the needs and safety of all road users are considered and appropriately accommodated. (Parking Plan)	 ActiveAssist ActiveAssist is a fee subsidy program offered by the City of Brampton, designed to help low-income families and individuals in Brampton participate in Recreation Programs. (ActiveAssist)



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Prevention Proactively reducing identified risks	 Housing Brampton Housing Brampton is Brampton’s comprehensive Housing Strategy and Action Plan that will help us to improve housing affordability, add more diverse types of housing to our housing stock and use innovative approaches to address our housing needs. (Housing Brampton)	 Service Brampton Pop-up Counters Launched in 2021, new Service Brampton in-person pop-up counters are available at various recreation centres, providing an easy-access approach to information and City services for Brampton residents. Residents are able to conveniently visit Service Brampton locations across the city to request services and complete many different transactions, including: recreation registration, parking ticket payments, and non-cash tax payments. The temporary expansion of the new Service Brampton pop-up counters will be in places until the end of 2022. Following this, staff will review if there is need to expand locations permanently. (311 Service Requests)	 Parks Cleanup Program Each year families, friends, community organizations, businesses, and school groups participate in the Parks Cleanup Program by helping keep Brampton clean and green. The Program helps remove litter that has accumulated, promotes community engagement, and creates healthy vibrant spaces. (Parks Cleanup)



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Prevention Proactively reducing identified risks	 Automated Speed Enforcement Automated Speed Enforcement (ASE), an automated system that uses a camera and a speed measurement device to enforce speed limits, is a speed enforcement tool that uses technology to help make roads safer for all users. ASE is designed to work in tandem with other road safety measures, such as traffic calming, community safety zones, speed display boards, education initiatives, and police enforcement, to help improve safety for people of all ages by: <ul style="list-style-type: none"> • Increasing speed compliance • Altering driver behaviour • Increasing public awareness about the critical need to slow down. (Automated Speed Enforcement) 		 Sustainable Neighbourhood Action Plans (SNAPs) SNAPs are partnership initiatives between the City of Brampton, Toronto and Region Conservation Authority (TRCA) , Credit Valley Conservation (CVC) , and the Region of Peel . SNAPs focus on environmental improvements and urban renewal of existing neighbourhoods, and promote widespread adoption of sustainable technologies, practices, and lifestyle in the community. (Greening Existing Communities)
	 Traffic Streetlight Retrofitting The City's LED retrofit program is currently underway. Streets with older HPS lights will be converted to LED in future years. Retrofitting of traffic streetlights to LED lights along roads and park pathways is in progress. New sub-divisions and new parks will be fitted with LED lights at the onset of development.		 Brampton Eco Park Strategy Brampton Eco Park is a place that reflects Brampton's identity, provides unique social services, builds community cohesion, protects and supports City infrastructure while conserving, enhancing, and celebrating Brampton's natural landscapes. (Brampton Eco Park Strategy)



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Prevention Proactively reducing identified risks	 Community Safety Zones Community Safety Zones are sections of roadway where public safety is of special concern. Community Safety Zones may include roadways near schools, day care centres, playgrounds, parks, hospitals, senior citizen residences, and may also be used for collision prone areas within a community. (Community Safety Zones)		
	 Riverwalk Area Urban Design Master Plan An open space master plan that will develop concepts for: <ul style="list-style-type: none"> • The open space system along the valley • The treatment of the flood infrastructure • The integration of active transportation, sustainability, resilience, and public health • Programming of public spaces (Riverwalk Area Urban Design Master Plan) 		



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Prevention Proactively reducing identified risks	 Urban Forest Management Plan (UFMP) The City of Brampton has developed its first Urban Forest Management Plan. The UFMP provides strategic guidance intended to maximize the environmental, social, economic, and health benefits that trees provide to the community. The UFMP is part of Brampton’s Grow Green Environmental Master Plan. (Urban Forest Management Plan)		
	 Partners in the Region of Peel Vision Zero Program The City of Brampton is participating in the Region of Peel’s Vision Zero Program, and is committed to enhancing road safety through engineering, education, enforcement, and empathy. (Region of Peel - Vision Zero Road Safety)		



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Prevention Proactively reducing identified risks	 Partners in the Peel Regional Police Safe Place Program The City of Brampton has partnered with Peel Regional Police to support this program, to assist victims of hate-motivated crime and incidents in the LGBTQ+ community. It provides a secure location for victims to report a hate-motivated crime and to get the assistance they need, with compassion and dignity. (Peel Regional Police - Safe Place Program)		



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Intervention Mitigating situations of elevated risk	 Welcoming Streets Pilot Program In partnership with the Region of Peel, the Welcoming Streets Pilot Program supports the downtown community in creating a safer space for all. Working with businesses, residents and vulnerable people in Downtown Brampton, the Welcoming Streets Leaders will provide support in situations that do not require police intervention and engage with members of the community to ensure they are connected with the services they need. (Welcoming Streets Pilot)	 14 Nelson Street Drop-in Program (February-December, 2021) In partnership with the Region of Peel, this program offered a warm place to stay for those who are at-risk or are experiencing homelessness. Some of the services and supports offered at this drop-in site include: <ul style="list-style-type: none"> • Healthcare and harm reduction services • Referral to income, employment, and housing supports The Drop-In Program closed on December 31, 2021, however similar services are offered in Brampton and more broadly in the Region of Peel through regional shelters, mobile nursing services, the Peel Harm Reduction Program, and housing supports through the Region of Peel's Housing Services Division. As well, Regeneration continues to offer hot meals.	



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Intervention Mitigating situations of elevated risk	 Parks Security Working Group Recurring meetings between City of Brampton Parks, Maintenance & Forestry, Security Services, Enforcement and By-Law Services, Community Safety & Well-Being Office, Peel Regional Police, and Region of Peel Outreach Services, to address security concerns and solutions at City of Brampton parks.		
	 Second Unit Task Force The Second Unit Task Force was launched to assist with the investigation of illegal dwelling units in multi-unit houses and lodging houses, in order to ensure by-laws and relevant codes are followed. The goal of this effort is to ensure safety standards are met, as well as the well-being of residents in these homes. (Property Standards)		



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Intervention Mitigating situations of elevated risk	 Peel Situation Table The City of Brampton is a participating member of the Peel Regional Police Peel Situation Table, to help identify individuals, families, groups, or places where there is a high likelihood of harm or victimization taking place. Through the Situation Table, these individuals are able to access support and work to work to reduce instances of harm and victimization.		
	 Proper Disposal of Sharps In collaboration with Peel Public Health, receptacles are provided in Downtown Brampton for the safe disposal of sharps, including items such as needles, scalpels, lancets, razor blades, scissors, metal wire, retractors, clamps, pins, staples, cutters, and glass items. Essentially, any item that is able to cut the skin can be considered a “sharp.” These items can be found in our communities, private, or public properties, roads, and/or parks. To reduce the risk of exposure to such items, proper disposal is recommended. (Region of Peel - Syringe and Injectors)		



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Incident Response Critical and non-critical incident response	 Partners with the Region of Peel Outreach Services The Mayor's COVID-19 Social Support Task Force also works with Peel Outreach Services to respond to encampments, and works with local community agencies to offer support to people living in temporary accommodations, according to their individual needs. (Region of Peel - Winter Housing and Homeless Support)	 The Mayor's COVID-19 Task Forces Established Task Forces to engage in specific areas to provide resources and supports during the pandemic related to: <ul style="list-style-type: none"> • Economic Support • Seniors Support • Social Support • Youth Support 	
		 Animal Services Emergency Pet Food Pantry The Emergency Pet Food Pantry aims to support pet owners with anywhere from one week to one month of pet supplies at a time, depending on demand and donations. (Brampton Animal Services)	

