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Hamilton NEIGHBOURHOOD ACTION STRATEGY

Growing Neighbourhoods

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Hamilton NEIGHBOURHOOD ACTION STRATEGY

Vision

Vibrant, healthy and inclusive neighbourhoods built on opportunity and trust by an engaged community.

Mission

Mobilize, encourage and support Hamilton residents and community partners to work together for positive neighbourhood change.

Principles/Values

Equity Integrity Innovation

Asset-Based Collaborative Inspiring & Fun

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The honourable Mayor Fred Eisenberger and Hamilton City Council

Our Neighbourhood Action Strategy neighbourhoods continue to show impressive growth, solidifying their reputations as wonderful and inclusive places to live. Following the themes of Hamilton's Community Vision, residents are volunteering their time, talents and passions to enact positive change in their neighbourhoods. With the support of the Neighbourhood Action Strategy and thanks to strong partnerships with our community organizations and educational institutions, these neighbourhoods will continue to flourish.

The unique combination of community development and community action planning has proven successful, and we are committed to continuing our support to help residents build resilient communities. I am very proud of the engagement, activities and initiatives that have taken place as a result of the collective contributions of all those dedicated to the Neighbourhood Action Strategy.

Mayor Fred Eisenberger, City of Hamilton



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GROWING PARTNERSHIPS

Among the many activities and actions that drive the success of the Neighbourhood Action Strategy, one of the most important is partnerships. As the Strategy continues to grow, so too do the partnerships that nurture relationships that cut across geographical boundaries, sectors, interests and politics to find common ground in each of the 11 NAS neighbourhoods.

Hamilton Community Foundation, Best Start Network and the City of Hamilton have provided funding for community developers, neighbourhood-based projects and programs and evaluation for the past six years, but our contribution in resources is now surpassed by the many residents, institutions, businesses, philanthropists and other levels of government who support the Strategy. From the Province of Ontario, who provides funding for the Xperience Annex, to the donation from ArcelorMittal Dofasco for the greenhouse that will ensure year-round operation at the McQuesten Urban Farm. From the many residents of GALA and Sherman neighbourhoods that have created and maintain Beautiful Alleyways, to Mohawk College, McMaster University and our school boards, who support the development, education and training of our youth. From Councillors who utilize their discretionary funds for neighbourhood actions, to the number of community leaders emerging in the neighbourhood community planning teams or hubs and supported by the Neighbourhood Leadership Institute. Together, we form a strong web of inter-connected relationships, resources and energy that have enabled the Strategy to move beyond "BBQ's and Balloons" (as one former chairperson of a hub so eloquently stated) to creating and sustaining vibrant inclusive neighbourhoods.

We are proud to be a part of the Neighbourhood Action Strategy and are excited for what the future will bring; increasing numbers of engaged and passionate residents, beautiful art-filled spaces, a skilled and employed workforce, organic healthy food grown within a few kilometers of most of our homes and businesses, and the many events, festivals and celebrations that bring us together in conversations that teach, mentor and create. It is these conversations that will sow the seeds of the new ideas that will bear fruit in ways we may never have imagined, in both the coming year and beyond.

Your partners in neighbourhood action,

Suzanne Brown, Director Neighbourhood & Community Initiatives City of Hamilton



MGML

Matt Goodman, Vice-President Hamilton Community Foundation



Grace Mater, Director Children & Home Management Services City of Hamilton



FROM THE MANAGER'S DESK



As neighbourhoods explore their action plans and small wins bring about new ideas, neighbourhoods are evolving into places where people want to live and raise their families. Through resident engagement and leadership, collaboration with various stakeholders, City staff wanting to make a difference, and the support from City Council for innovative and creative resident ideas, Hamilton is an excellent example of how community development can build healthy, vibrant communities.

I remain amazed with the commitment of residents to support improvements to their individual neighbourhoods as well as the community partners who step up to support the resident-championed actions. It is also evident that our own City of Hamilton Departments are changing their service delivery methods to meet the needs of the neighbourhoods and without hesitation be there to support residents' actions.

While the McQuesten Farm prepared for the implementation of the McQuesten Neighbourhood Action Plan Goal, led by former chairperson Pat Reid's vision of food security, the Province's Local Poverty Reduction Fund granted money to implement the Xperience Annex to address issues of youth education and sustainable employment as pathways out of poverty. Anti-racism anti-oppression training created environments of inclusivity within our neighbourhoods, while the deLight Festival brought new activity to the Pipeline Trail. It has been a very busy year.

Looking back on the successes of five years of the Neighbourhood Action Strategy, 2016 brought new and creative ideas that were only made possible through the continued collaboration between residents, community partners and the Neighbourhood Action Strategy funders (Hamilton Community Foundation, Best Start Network and City of Hamilton). Looking forward to what the next year will bring to the neighbourhoods.

Al Fletcher, Manager Neighbourhood Action Strategy City of Hamilton



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Community Developer Team Members Back Row, L-R:Laura Ryan, Sunil Angrish, Judy Kloosterman, Brandon Braithwaite **Front Row, L-R:**Matthew Thompson, Renée Wetselaar, Nazia Zeb



SOCIAL PLANNING AND RESEARCH COUNCIL

SPRC provides Community Developer support to the Neighbourhood Action Strategy, in partnership with the Hamilton Community Foundation, Best Start Network and the City of Hamilton. The role of the Community Developer is to engage neighbourhood residents and support efforts to craft and implement their community vision. Through a variety of inclusive activities, informal education, collective action, and organizational development, the community developer works to build relationships within the community. They connect a diverse range of neighbourhood stakeholders including residents, service providers, organizations and institutions.

An important part of their work is to ensure that all voices are heard, conflict is dealt with respectfully and Action Plans reflect the residents' common goals and projected outcomes. CDs facilitate access to resources such as funding, learning opportunities and municipal support. CDs also assist residents working on city-wide initiatives that encourage positive neighbourhood development. Key to this work is the fostering of leadership development for neighbourhood residents. CDs actively contribute to building the capacity of planning teams by brainstorming community development activities, problem-solving and participating in ongoing professional development.

This year, CDs provided innovative community development support for everything from pop-up lemonade stands, sewing groups and free community skill-building networking events to alleyway clean-ups and mural projects and café conversations with newcomers from all over the globe. They've helped plan, facilitate and execute Janes' Walks, 100in1 Day happenings, dialogue on the type and role of services in healthy neighbourhoods, access to free sporting opportunities and many more. They helped to host dozens of kids at the McQuesten Sprout Camp, gave families a chance to get together under the stars for movie nights, helped plan and dig community gardens and facilitated discussions to address affordable housing.

The Small Grant Program allowed for residents to contribute directly with their own ideas, energy and resources to community building. In 2015, 58 grants totalling \$56,000 dollars were awarded to residents across the NAS.

The CDs continue to engage, respond, share, evaluate and adjust to assist residents in making the improvements they'd like to see in their neighbourhoods. Essential to this is ensuring that the voices of residents are at the centre of the work of neighbourhood building.



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Our Vibrant Neighbourhoods

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NLI Graduates

Neighbourhood Action Strategy

It's been another busy and rewarding year in the Neighbourhood Action Strategy!

All NAS partners have been working diligently to jump-start new initiatives, while continuing to provide resources and support to existing projects. We have created more partnerships with residents, emerging neighbourhoods, agencies, anchor institutions and different levels of government that support the goals of the NAS neighbourhoods. Here are just a few examples of some of the wonderful projects we are proud to have been involved in:

NEIGHBOURHOOD LEADERSHIP INSTITUTE (NLI)

The Neighbourhood Leadership Institute builds the leadership capacity of NAS residents through a leadership training process that develops skill by incorporating the development of local project ideas into neighbourhood-enhancing realities. Two recent projects have been incredibly successful in making a difference in their neighbourhoods:

Invest in Yourself at McQuesten

Two McQuesten women, both single moms, had a really transformative experience when they started engaging in fitness and healthy activities. Wanting to share that with other moms, these two women applied to the NLI and created a free 10-week Zumba program opportunity for McQuesten women. In order to remove as many barriers as possible, free childminding was made available to the participants and the children were offered art and fitness activities to further support their mother's wellness goals. Water bottles provided by the Water Division in Public Works allowed for sustainable and free participant hydrating during the classes. Through the generosity of the Y on Wheels program that donated the services of a certified Zumba instructor, this 10-week program ran at capacity during its inaugural offering.

Using fitness as a vehicle to engage other moms in the neighbourhood, these two dynamic women are currently planning Phase 2 for the fall, the development of a series of wellness workshops to support local moms that will be determined based on the participants preferences.

delight Festival

Two Crown Point residents came together to create a cross-cultural art project that was held over a cold week in February. Overcoming language and cultural barriers, a shortened deadline and an ambitious project, these residents created the hugely successful deLight Festival celebrating the Chinese community. Knowing they needed some help, the two organizers turned to their community and held chinese lantern- building parties leading up to the event, which became community-building in itself. Over 400 red chinese lanterns were installed along the Pipeline Trail between Province &

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Graham Streets utilizing the support and technical expertise of local residents. This festival was a great example of how the partners in the NLI worked together, as staff from Tourism, Parks and NAS worked to remove barriers to make this festival possible. Threshold School of Building got involved and built the pergola as a student project, developing new skills in their young students while adding value to the festival. This truly was a universal project.

The deLight Festival will continue with a new theme in 2017, so stay tuned!



Fatima Mesquita deLight Festival

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Xperience Annex

The Xperience Annex, located on the 4th floor of the Hamilton Central Library, opened its doors on June 13, 2016. Funded by a three-year grant through the Local Poverty Reduction Fund, this important initiative is making a difference in how Hamilton youth (18-29) connect to the many employment, education and community service opportunities offered in the city.

The creation of the Xperience Annex was informed by the actions in the Neighbourhood Action Plans that identified the need to support local youth in finding volunteer and job skill building opportunities, education and training, which will ultimately lead to stable employment and obtaining the skills for success. In 2015, a youth-led steering committee comprised of local youth, the Xperience Annex staff and community partners was established. The committee guides the on-going development of the Xperience Annex and explores innovative ways to support youth and connect them to the services they need. By connecting, collaborating and partnering with education, health care and employment providers, the Xperience Annex supports youth in helping them reach their goals. An on-site Youth Navigator understands the challenges youth face and helps them prepare for their future by creating individual pathways to success by accessing community services, education and employment opportunities. Xperience Annex Youth Engagers work directly in the youth community to engage, increase knowledge and spread the word about the Xperience Annex. The Youth Engagers also bring back what they hear from youth and share this with the Xperience Annex Youth Steering Committee.

The Xperience Annex has been visited 267 times by 124 unique individuals in the three-month span between June-August. This shows that youth are coming back to the Xperience Annex and therefore being retained in the program. Retention was raised as an important consideration by youth and the numbers show that the Xperience Annex is successfully engaging with youth, planting their feet firmly on the path to achieving their goals.



The Xperience Annex, located on the 4th floor of the Hamilton Central Library

MCQUESTEN URBAN FARM

The McQuesten neighbourhood planning team had a dream – to find a local solution that would increase food security and create affordable, nutritious and sustainable food sources right in McQuesten's own backyard. They also wanted this solution to offer opportunities for McQuesten residents to volunteer, develop skills that are transferable to the workplace and minimize the stigma of receiving subsidized or free food. The solution became the McQuesten Urban Farm.

Through financial support of \$350,000 from the City of Hamilton and leveraged support of \$130,000 from other funding sources, the McQuesten Urban Farm was realized. Community Build events utilizing volunteer sweat equity from local schools, community groups and residents helped start the growth of the Farm which is well into its inaugural harvest season. Thanks to the creative design by Bienenstock Playgrounds and funded by the Hutton Family through Hamilton Community Foundation, a natural outdoor classroom was created to foster educational opportunities and a place to play. Plan B Organic Farms has been contracted to work with McQuesten residents to operate the Farm, and the plan is that once the Urban Farm is fully established, this ground-breaking initiative will become a registered not-for-profit and a proud local social enterprise.

Community Build Event, June 2016



NEIGHBOURHOOD ACTION STRATEGY Evaluation Update 2016

By Colin McMullan, Manager Performance Planning and Evaluation

Our evaluation partners from McMaster University and the University of Toronto continue to evaluate the ongoing successes, challenges and impacts of the Neighbourhood Action Strategy (NAS). The following pages document some of the key findings to emerge from the evaluation to-date.

Since 2013 researchers at McMaster University's CRUNCH (Collaboratory for Research in Urban Neighbourhoods, Community Health & Housing) team, led by Dr. Jim Dunn, have been surveying residents in six of the 11 NAS priority neighbourhoods (Beasley, Keith, McQuesten, Rolston, Stinson and Stipley – part of the Sherman neighbourhood) to identify the impacts of the NAS. This report presents some of the high-level findings to emerge from (2-year) follow-up surveys of residents in each of the neighbourhoods.

Researchers led by Dr. Sarah Wakefield (University of Toronto) have conducted interviews and focus groups with neighbourhood residents, service providers and City staff this summer. This work highlights successes and challenges associated with the implementation of the Neighbourhood Action Strategy. This report summarizes some of the key findings from this work.

Evaluating the Neighbourhood Action Strategy is an important- though difficult- task, and one that could not have been undertaken without the generous and enthusiastic participation of all partners involved. Findings from the surveys, interviews and focus groups to-date indicate that although many positive changes have taken place as a result of the Neighbourhood Action Strategy , more work is necessary to continue to build upon the successes achieved. The following pages document the main findings of the evaluation efforts and highlight the many successes and challenges associated with the implementation of the Neighbourhood Action Strategy.

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HAMILTON NEIGHBOURHOODS SURVEY

Dr. Jim Dunn, Professor and Chair, Department of Health, Aging and Society, McMaster University

What has Changed?

Overview

Researchers at McMaster University's CRUNCH (Collaboratory for Research on Urban Neighbourhoods, Community Health & Housing) surveyed a sample of approximately 300 residents in six Neighbourhood Action Strategy (NAS) neighbourhoods as part of the Hamilton Neighbourhoods Study (HNS). The HNS investigates how neighbourhoods are changing over time and attempts to identify what changes can be attributed to the implementation of the NAS. The same residents were contacted for a follow-up survey two years later. This report presents selected results from the follow-up surveys.

The selected questions included:

- How satisfied are you with your neighbourhood as a whole?
- How do you feel about your neighbourhood as a place to bring up children (even if you have no children of your own)?
- How much do you agree with the following?
 - My neighbourhood continually looks for solutions to local problems rather than being satisfied with the way things are.
 - Information is readily available to the public on City services and activities that take place in my neighbourhood.
 - Local businesses stay for a long period of time in my neighbourhood.
 - There are job opportunities in my neighbourhood.



A summary of the changes in resident responses between the two surveys (for selected survey questions) are shown below (see Figure 1).

Figure 1: Changes in Resident Perceptions: Selected Survey Questions

Overall, residents reported a mix of positive changes and no changes in their neighbourhoods. In general, all of the neighbourhoods, with the exception of Rolston, experienced some improvement in resident perceptions to the selected questions in the follow-up surveys. Beasley, Keith and Stinson neighbourhoods saw an improvement across four out of six questions while Stipley (part of the Sherman neighbourhood) residents reported improvements across three out of six areas.

(t) Imp	proved	No Change		Got Worse		
Residents Perceptions	Beasley	Keith	Stinson	Rolston	McQuesten	Stipley
Neighbourhood Satisfaction						
Place to Raise a Child		1				igodot
Looks for Solutions						
Information Available to Public	1	•				
Businesses Stay for a Long Time						€
Job Opportunities	1					igodot



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Neighbourhood Concerns

Residents were also asked to report how much of a concern 18 common neighbourhood issues were in their neighbourhood. Response options were: "not a problem", "somewhat of a problem", and "a serious problem". In the original survey, the top three neighbourhood problems across all neighbourhoods were identified as: drug dealing or use (32% of residents rated this as a serious problem), poor air quality (28% serious problem), and vandalism, graffiti or other deliberate damage to property (27% serious problem). Two year follow-up survey responses overwhelmingly showed a decrease in the percentage of residents identifying these issues as "a serious problem" in their neighbourhoods. The percentages of residents that identified the three focus problems as serious after two years were as follows: drug dealing or use (25% serious problem), poor air quality (24% serious problem), and vandalism, graffiti or other deliberate damage to property.

As each neighbourhood is unique, so too are the problems residents may face. Residents identified a unique set of "top three" neighbourhood problems in each of the six study neighbourhoods. Although several of the problems appear as priorities across neighbourhoods, the ranking of these problems in terms of "top three" differs among the study neighbourhoods. The figure on the following page highlights the three highest ranked problems at baseline and follow-up, as well as the percentage improvement after two years, for each of the six study neighbourhoods (see Figure 2). In general, perceptions of the top three neighbourhood problems identified in the baseline survey had improved by the two year follow-up survey.



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Vandalism, Graffiti, etc.



36% 9% Vandalism, Graffiti, etc.

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Conclusion

Two years after the initial survey of resident perceptions, we can see (based on the selected responses) that a number of positive changes are happening within NAS neighbourhoods. It is important to note that the HNS is a large-scale, in-depth survey that provides insights into many other aspects of life within a community. Throughout the reports produced by CRUNCH, it is evident that in most cases, issues that matter most to residents have either remained stable or are improving over time. The findings provided in this summary tell us that information regarding City services is generally being made available to the public; that neighbourhoods are looking for solutions to their problems; and that, on average, the majority of residents are satisfied with their neighbourhoods as a whole. We do see a few instances of things getting worse and of neighbourhoods that have not been as successful in seeing improvements. This is the reality of dealing with complex issues and finding long-term solutions to problems. Change takes time and the fact that residents' perceptions of their neighbourhoods have improved over a number of indicators in the relatively short time span of two years is a very positive indication that the NAS is moving in the right direction.



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EVALUATING THE NEIGHBOURHOOD ACTION STRATEGY University of Toronto/SPRC

Dr. Sarah Wakefield, Associate Professor, University of Toronto and Director of the Health Studies Program

During summer 2016, focus groups tracking progress on Neighbourhood Action Plans took place in 10 of the 11 NAS neighbourhoods, and 70+ interviews were conducted with residents, service providers, city staff and councillors. Some initial key messages from those conversations are described below.

Tracking Update

We asked planning team members to tell us the status of the actions in their plans¹



Status of Neighbourhood Actions

Since last year:

- Active is up from 38% in 2015 to 40% in 2016
- Complete is up from 27% in 2015 to 32% in 2016
- Non-active is down from 34% in 2015 to 28% in 2016

^{1 &}quot;complete" includes: completed, completed but re-occurring; "active" means underway; "non-active" includes: on-hold, not started, or discontinued.

Growing Neighbourhood Pride

Interviews and focus groups suggest that there is an increased sense of place within neighbourhoods and as a result of the presence and work done by planning teams, residents have more awareness of the neighbourhoods they live in.

There appears to be a shift in the perceptions of the neighbourhood among many residents as well, from being embarrassed to associate themselves in a particular neighbourhood to being proud of where they live.

Community newspapers have become a source of pride and effective communication. Although many plans didn't have "create a newspaper" as a formal Action Item, the communication that occurs as a result of the papers keep things moving on the Actions. The newspapers increase the level of engagement in the community and received praise from neighbours who appreciate staying connected to local issues, concerns and activities.

Growing Neighbourhoods Together: Inter-hub Collaboration

Community members told us that they are attending events and meetings outside of their neighbourhoods: the result is a cross-pollination of ideas, resources and energy that allows for one neighbourhood to benefit from the progress of another. The Beautiful Alleyways project is an example of a cross-hub project that extends across neighbourhood boundaries to make Hamilton a more beautiful and safe place to raise a family.

Several planning teams noted they are learning from other teams who have experienced some of the same challenges they have to tackle their own. Sharing resources, information and enthusiasm with other hubs has meant learning from the trial and error processes of neighbourhood organizations outside their community.

We are good at collaborating, bringing in volunteers; we have great partners and people who are really engaged.

-Resident

-Resident

Growing Engagement: Connecting with Neighbours

Many planning team members spoke about the importance of reaching out to include a diverse range of voices. Many planning teams have made efforts to reduce barriers to participation and to make their teams welcoming, including: trying to have their meeting in a physically accessible space, having child minding during meetings, being aware of the kinds of spaces being used for meetings and making sure they are accessible and welcoming to all, and providing a meal at meetings.

Many planning teams expressed interest in doing more outreach and awareness campaigns to make themselves more visible and approachable in their neighbourhoods. Many of the teams are also hoping to do more to be inclusive, such as: printing flyers or inviting people who do not speak English in different languages, not scheduling meetings immediately after work, and reaching out to youth. Teams noted that building personal connections takes time and is the most effective way to get new people on board. Many also mentioned that their neighbourhood' s Community Developer is a key support in bringing new faces to the table and engaging residents.

> Use the assets that you have in your community. Use them well and bring them to the table, so it's a true partnership.

Growing Capacity: Collaborating with other stakeholders

Residents see collaboration as fundamental to the success of their action plans, and have built relationships with service providers, the City of Hamilton, and their Councillors, as well as with other hubs.

For some residents, working with their Ward Councillor has seen energy put behind their important projects, and has put a feedback loop in place letting their Councillor know what is happening in their ward.

Access to small grants was mentioned frequently as something that is not only a resource for the planning team, but also as a way to bring new people in.

Community members would appreciate more clarity on what role the City has to play. They want to be more connected to the staff responsible for the Neighbourhood Action Strategy. Many residents would like to see further relationship-building with local businesses.



Growing Pains

Interviews and focus groups identified several issues that concern them as they move forward:

Increasing Representativeness and Outreach

- While many planning teams have been trying hard to increase their diversity and some progress has been made, there was a sense at many tables that their outreach is not going far enough.
- In interviews, many residents described their own planning teams as predominantly white and/or middle class. Although a wide range of opinions and ideas are represented, the diversity that exists within the neighbourhood in terms of culture, age, education, income, ability, race, citizenship, etc. is not always well-represented on planning teams.
- Neighbourhood groups struggle to learn how to do effective outreach and how to gather enough volunteers to spend the necessary time doing outreach.
- Many also wondered whether different forms of involvement are necessary to create more inclusive participation.

Combatting Gentrification

- Interviews suggested a growing concern about the impacts of gentrification that is, the process of rebuilding that accompanies an influx of middle-class or affluent people into formerly less affluent areas that often displaces poorer residents.
- As neighbourhoods change and their assets become more widely known, there is a danger that existing residents will be forced out. Interviewees expressed a desire to see the Neighbourhood Action Strategy do more to combat resident displacement and to make sure the NAS doesn't become a vehicle that speeds up gentrification.
- This issue connects to creating inclusive planning teams, so that all residents can participate in making decisions that have the potential to reshape their neighbourhoods.
- NAS has been involved in supporting residents to resist coercive displacement and could offer more of this support, as well as encourage all neighbourhoods to think about and plan for similar situations.
- While the most significant policy levers preventing displacement and promoting health equity – those creating and supporting stable, affordable housing and adequate income – are not in the hands of NAS as an initiative, NAS can nonetheless advocate for government and other actors to use policy levers at their disposal to promote revitalization without displacement.

We all want to have thriving businesses and money pouring into our neighbourhood but there's that other side of it and that's a really difficult side. We need to again make sure we include anybody that's negatively affected by that and so if we can do that I think it will help with the housing, displacement, with everything

-Resident

-Resident

Achieving the Full Potential for Growth

- Now that they are becoming more familiar with the inner workings of the Neighbourhood Action Strategy and the bureaucratic structure of Strategy partners, planning teams are eager to see some changes to those structures in order to help them succeed.
- Almost every focus group mentioned a sense of frustration with changes to the "rules" of the Strategy: changes were seen as challenging for some residents to navigate, and planning teams felt that they could have been better informed about changes – and the rationale for changes – in advance. There was also a sense that "rules" – and their interpretation – between neighbourhoods has been inconsistent.
- In some neighbourhoods closer to the downtown core, planning teams feel like their work has been more difficult to negotiate since their actions are viewed as potentially having city-wide impacts.

Overall, the interviews and focus groups highlighted the value of the Neighbourhood Action Strategy. There has been plenty of progress on action items within neighbourhoods, and residents highlight the potential of collaboration and learning across neighbourhoods in facilitating change. Moving forward, the Strategy needs to carefully manage its own success. There needs to be greater attention to the potential that gentrification could displace vulnerable residents rather than improving everyone's quality of life. And now that residents have more experience in moving their action items forward, the City and other partners will need to think about whether there are ways to increase the clarity of the process and to be even more responsive to citizen input.

Be patient. Have a plan but understand it takes time to go where you need to go

17



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54%

City departments have either started

to work on the

action with the

have completed

their role in the

action.

neighbourhood or

City Departmental Tracking

The City of Hamilton is committed to supporting neighbourhoods. Working with resident champions, the Neighbourhood Action Strategy supports the implementation of actions identified in the Neighbourhood Action Plans. To support the implementation, the Neighbourhood Action Strategy also works with City departments to identify their role in supporting the actions as well. The City monitors its contribution in relation to each action and provides an update on its progress status annually.

In 2015, ten of the eleven priority neighbourhoods had completed their Neighbourhood Action Plans, which included 452 actions. City departments reviewed the actions and indicated that there are 382 actions that align with their departmental responsibilities. That accounts for 85% of the total number of actions!

How are we doing?



2015 City of Hamilton Response Progress Status* (n=382)

* Complete: response equal to "completed" or "completed but reoccurring" Active: responses equal to "underway" Non-active: responses equal to "on hold", "not started", "discontinued" or blank progress status

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Departmental tracking is a valuable tool to show how City departments are collaborating in order to provide sensational service to our residents and demonstrating how the corporate culture pillars influence the work of City employees.



9

The number of actions that the four City departments play a role in implementing.

197

The number of actions that involve support from two or more City departments.

Ч3

The number of actions that involve support from three or more City departments.

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Courageous Change: Renewing Kenilworth Avenue in Crown Point

Revitalization has many forms. For Crown Point, the vision of Kenilworth Avenue is that of a meeting place one that is connected, safe, clean and green. In this neighbourhood, residents, city staff and businesses are coming together to bring about change. In 2015, local resident Elizabeth Seidl and members of the CPPT brought art to the street. Using green duct tape, designs were created on street planters along Kenilworth Avenue to deter their misuse as trash receptacles. This action was a catalyst for greater change. Through a partnership between the Arts Education Team at Centre [3], 25 students from Delta Secondary School and staff from Landscape and Architectural Services and Urban Renewal, the concrete containers have been transformed into canvasses for art. The effect: enhanced community engagement and beautification of the street. Building on this momentum, the City's urban renewal team has developed two new incentive programs for Kenilworth, including a rebate program for planning and building fees, to help transform vacant store fronts into vibrant businesses and contribute to the revitalization of this corridor. When residents are able to dream the ideas and staff are able to respond with innovative solutions, Hamilton's neighbourhoods are at the centre of facilitating courageous change.

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Our Vibrant NEIGHBOURHOODS Where all the Growth Takes Place!

Submissions by neighbourhood planning teams – in their own words.

BEASLEY Neighbourhood

Snuggled in between two autobody shops on the corner of a busy downtown intersection is a hidden jewel- a little-known park about the size of a postage stamp. Its size, hidden location and somewhat rough reputation might have led to its neglect in the past but it hasn't deterred the many families and kids that have claimed it through occupation. Eileen White, a former resident of the nearby apartments, remembers it fondly. "McLaren Park was the epicentre of the community for many families that lived there (the apartments). They would gather there to socialize and play, content and secure within the boundary of their beautiful little corner of their chosen neighbourhood, Beasley."

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Recognizing the importance of this little oasis in the parking lot jungle of downtown, the Beasley Neighbourhood Association identified it as a priority in their Neighbourhood Action Plan. Shortly thereafter Ward 2 Councillor Jason Farr allocated discretionary funds towards improvements. City staff partnered with the BNA and hosted a public consultation in the park while the community hosted a BBQ. To ensure that all voices were heard, the BNA engaged the Hamilton Centre for Civic Inclusion to provide interpretation for the many families whose first language is not English.

Those that use the park the most – the local children- were overjoyed with the new mini soccer pitch and play equipment, and were engaged in the redevelopment. As a long time member and past chair of the BNA, Sylvia Nickerson has had a passion for her community and was an advocate
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for the park revitalization. "I think the improvements are great. I've been taking the kids there several times in the past few weeks! The new fence is much better making it feel more like a park and less like a prison. The new splash pad is beautiful and doesn't pool into a garbage- and leaf-filled filled lake like the last one did. The play structures are well conceived and well made. The surface of the playground is also very nice." The McLaren Park has been host to numerous community events such as movie nights, BBQs and the annual McLaren Cup Soccer Tournament. It might not be the biggest, fanciest park in the city but thanks to some determined neighbours, engaged kids and a City willing to try something new, it's a unique, beautiful park in our downtown.





ROMNERONI Neighbourhood

For the Crown Point Community Planning (CPPT) Team 2016 has been a year of building on successes, tackling new initiatives and celebrating accomplishments.

Among the successes are The Point community newspaper and The Pipeline Trail. The Point is delivered every two months to approximately 10,000 homes and has become relevant to the community as a source for local news and information. The Pipeline Trail now has an official master plan to guide its development as an integral greenspace connecting several neighbourhoods along its route. This year the 3rd Pipeline Trail Parade will begin in Crown Point and end at Andrew Warburton Memorial Park in the Homeside neighbourhood. The people-powered parade will feature musicians, floats and participants.

Volunteers with the Crown Point Garden Club continue to maintain the Pipeline Trail pollinator garden and have also planted two new gardens on the boulevard dividing Park Row North. With support from a community-initiated grant, the garden club started the Best Flowers Forward program where residents would go door-to-door offering to plant spring bulbs. Additionally the garden club held the first Green Day which included a plant sale, municipal compost and a rain barrel sale with proceeds going to the CPPT.

ulianna LaChance

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The Kenilworth Action Team continues to build upon successes which include participation in 100in1Day, murals on walls and painting planters to both add colour to the street and differentiate the planters from garbage bins.

Among the most spectacular events held this year was the deLight Festival, resident-led and supported by 75 volunteers during a cold week in February. 430 Chinese lanterns were strung along the Pipeline Trail between Province Street North and Graham Avenue North to honour the Chinese New Year. Every night hundreds of people were attracted to the art work to take photographs or simply wander under the lights to take in the beauty. The organizers secured sponsorships for 200 of the lanterns which allowed for messages of inspiration and remembrance.

2016 will be a tough year to beat.





DAVIS CREEK Neighbourhood

As the Davis Creek Community Planning Team (DCCPT) looks back over the past year, our greatest accomplishment was producing and having installed the Davis Creek road signs and park signs. These signs are welcome signs to, and information signs about, the DCCPT. The welcome signs are located at each of the four entrances to the Davis Creek Community and the information signs are located in all of the parks of the Davis Creek Community. The Planning Team worked with staff from the Hamilton Public Works Department (Traffic Operations) as well as with Ward Five Councillor Chad Collins to design and choose locations for the signs.

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This project has been incredibly successful as these signs not only serve as a welcome to our community but also as a great awareness tool. Some local residents didn't even realize they lived in the community of Davis Creek and this has led to discussions at many of our events on what the DCCPT does and how residents can get involved. Thanks to this engagement, many new residents have joined the Planning Team and monthly meeting attendance has doubled over the past year since the installation of the signs. These new members have brought along their concerns, ideas and imagination. For example, we have a new member who has volunteered to be the lead in planting more trees in Davis Creek. A local youth, who came to us as a result of seeing the signs, is applying for a grant to hold a basketball tournament for youth in the Community.

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We also have residents who don't attend the meetings but do volunteer for specific events or projects. The DCCPT values every one of our volunteers whether they give us five minutes, five hours or five years.

Although they may just be signs, we are incredibly proud of how these signs have brought residents of Davis Creek closer together, sharing their thoughts and ideas for the better of our neighbourhood.







Neighbourhood

Arguably our greatest accomplishment and most rewarding success has been seeing more residents at our planning table. Most importantly, we see them coming back again and again. We believe that these residents will inevitably find their value and passion within our team and become engaged in making GALA a better place to live, work and play. This has been part of the positive development that we, the Community Organizing Group (COG), have made a priority: to cultivate a warm, welcoming and inclusive environment.

Growth involves change. For us it has meant leaving the welcoming environment of our Barton Street Library that was home to our meetings for over three years. We were fortunate to be offered space to grow even more- a new, welcoming home at the Wentworth Baptist Church located at the corner of Wentworth and Cannon Street.

Change also happens at the planning table and there have been members who have left us for a variety of reasons. We would love to re-engage those residents. For those who have experienced injustice in the past, we are asking them to give us another chance to correct past wrongs, to make new impressions, and to move forward together.

GALA is home to a diverse population of over six thousand people. We would love the opportunity to meet, interact with, and to sit next to all of our neighbours. There is room at our table for

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everyone's voice and everyone's ideas. Our goal is to keep our mission, vision, and values at the forefront of meetings, to honour our community partners, and to be grateful for our support from Neighbourhood Action Strategy, Hamilton Community Foundation, and the Social Planning and Research Council. Our mandate is to ensure that everyone has an equal voice at the table so that we can equally share the future that we envision for our neighbourhood.





JANESVILLE Neighbourhood

Over the past year the Jamesville Hub has spent a lot of time and energy contemplating how to update their community plan, making sure they were being inclusive and trying everything they could to engage with people that haven't been involved in the past. Terri Wallis, co-chair of the JHub explains "Engagement is extremely important to all hubs and neighborhood associations, but becomes less effective if you are constantly engaging the same groups or individuals. If you fail to identify and engage those who have previously been overlooked or undiscovered your information and conclusions are incomplete and inaccurate."

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ES RESTAURAN

Reaching out to McMaster Professor Sarah Glen started the ball rolling on what is now being called the Co-researcher Project. Four students took on the arduous task of developing a process that was respectful and safe while also being incredibly informative. "Our goal was to identify, train and create Champions (Co-researchers) within these newly discovered communities. These Champions would then go out and interview others who are part of their community in a way that is both comfortable and appropriate for them." The whole process was a huge success; four members of the community received training and performed interviews with neighbours and friends. Findings were then submitted back to the Hub in the form of a report and infographic. Connections were made between both teams and a plan is being created to carry the project forward. Randy, one of

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the community Co-researchers was happy with his experience "I was interested in finding out what prevents people from getting involved. I also wanted to gain a new skill in doing research. For me my highlight was the interaction with the people that I was questioning with the survey. I found it amazing the answers I was getting and just doing the interviews made it all worth it."



GRASSROOTS COMMUNITY



Residents fear that they will not be taken **seriously** at neighbourhood gatherings —they **worry** that they will be **dismissed**, even though they know their communities **best**.

they envision a community where... people can share ideas and everyone's thoughts are heard

IN ORDER TO "TAKE RESIDENTS SERIOUSLY", WE MUST RECOGNIZE THE HARD WORK RESIDENTS ALREADY DO IN BUILDING COMMUNITIES⁴



JAMESVILLE Community Hub

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KEITHULL

We feel our greatest accomplishment this year was The HUB working as a team. We worked though many issues and overcame barriers that made our work a little bit more challenging. We needed to complete our goals that we felt had to be done to finish the work we started.

The thing that makes us most proud, even though our community is financially challenged, is how we gathered together many times over the last year to help each other. Free programs, movie nights, BBQs, pop-ups, surveys on what the community would like and senior day trips were all offered for free. We look at the needs of our community and try to fill that need. We brought many groups together and talked about how best to serve our community, then moved forward to do that.

Our community has various groups that work separately and within each other at the same time. Don't tell us we can't do it; show us how to do it. Our community service team is the best. They come from all different organizations in the city of Hamilton...they are our eyes and ears on the information that is relevant to us.

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We feel our success starts from the team. We work as a team, we decide as a team and we play as a team. We have built strong bonds and relationships over the many years we have been doing this. Our community residents have helped us many times to successfully complete our common goals. Although not all residents come to our monthly meetings, we know we can count on them at our events and programs.

Looking back at last year's challenges, we are grateful for what we accomplished and we are looking forward to new beginnings in 2017.





McOUESTEN Neighbourhood

2016 has been an incredible year in McQuesten! This is the year that the dream, the vision, and the hard work developing the McQuesten Urban Farm was finally realized. The farm started as a dream between 2 residents many years back. They started community gardens as a small scale urban gardening project, but they wanted that farm. They had visions of all of that fresh food, a market, community members choosing seeds, planting, weeding, picking, cooking and eating together. They imagined that many folks would come and volunteer their time, bringing and sharing their cultivation skills with other neighbours who were just learning. They also knew that this farm needed to be a real business that trained McQuesten neighbours with marketable skills, and paid them too.

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Well, they did it! There are simply not enough hands to applause, or voices to cheer, for the tremendous efforts of the neighbours, the City of Hamilton, Plan B Organic Farm, the Social Planning and Research Council, the Hamilton Wentworth Catholic District School Board, and Bienenstock Playgrounds/Nature's Instruments. Although the fields were turned and the irrigation pond dug last fall, this summer saw 400+ volunteers come out to complete the final carpentry installation, laying sod, and planting our pollinator meadow. The irrigation system was installed, including a windmill to power it! Most folks on the farm team would agree that the most exciting success has been paid employment for several neighbours. With the support of farm team members, and the skills of job developers at Ontario Works, more than six people have been employed. There were

secondary- and post-secondary students working at Sprouts Camp, adults working in the fields, others have been working at the McQuesten Farm Fresh Market onsite, more at the Ottawa Street Market, and a new farm administrator has started and is learning how to be the bookkeeper.

Along with these wonderful new opportunities at the farm, McQuesten Community Planning Team has seen additional growth in their volunteer base in other key projects and initiatives. We have a brand new newspaper editor for the McQuesten Connection who has produced our very first broadsheet edition. The Clothing Closet continues to recruit skilled and dedicated volunteers that sort, clean, and merchandise donated fashions made available free to community members. The Bistro, our coffee house that runs concurrently to the hours of the local foodbank, has many new volunteers that are welcoming neighbours and visitors, serving coffee and preparing food. During the harvest season, the Urban Farm workers begin their day very early in the morning. They are able to stock the Bistro with fresh food that is distributed to foodbank customers so that they can prepare meals with fresh, healthy, local organic produce for themselves and their families. These projects are extremely important for the health and dignity of our neighbours, but have also been integral to building and deepening relationships among our residents and volunteers.



RIVERDALE Neighbourhood

Riverdale is very proud of the increased number of residents getting involved in our events this year. The youth Basketball tournament attracted a significant number of Riverdale youth, providing an excellent opportunity for youth to not only play basketball but also socialize with their peers. Our family games night and movie night brought out over 200 residents. Our housing blitz with Ward 5 Councillor Chad Collins was a great success that resulted in fixing safety issues in the neighbourhood as well as a neighbourhood cleanup.

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The overall increased availability of programs for youth and families of diverse cultural backgrounds have resulted in more resident engagement. Having offered Inclusion training we have seen more inclusive approaches in dealing with residents of different cultural backgrounds. This Inclusion training has made a big difference in allowing us to communicate better with our neighbours.

The Conversation Café in the Riverdale neighbourhood has been very successful in bringing more understanding amongst newcomers and long-term residents while allowing newcomers to improve their English communication skills. The Tenant Assembly, co-organized by our Housing Sub-Committee and the Hamilton Tenant Solidarity Network, brought over 200 residents together for workshops on tenants' rights and a community BBQ.

The Riverdale Planning Team is very excited for the increased involvement of residents in so many of the Riverdale Planning Team's activities. We are proud of the fact that our activities are more inclusive and represent the true demographics of Riverdale. Our planning team continues to reach

out to people from diverse cultural backgrounds, and we have seen increased participation at our planning team meetings with so many great ideas to make our community better for all.

We are still working with our Safety committee to help with bullying issues in our neighbourhood, and we hope to work in partnership with our local elementary schools to combat this issue in our neighbourhood. We will need more support to have the planning team's information translated into different languages that will help us reach out to more resident volunteers to get involved.

We have to thank Jesse Williamson from the Recreation division for the great youth programming that he has brought to our community. He has been instrumental in the continuation of the youth focus group which has brought resources for youth in Riverdale. The youth focus group has played a crucial role in bringing youth out of their shells and encouraging them to not only work and play together but to also become positive role models.

Our Eggstravaganza was a great success we were able to engage residents of various cultural backgrounds to one event and have them all share in the fun. We were also able to donate to our local Ronald McDonald House and to McMaster Sick Kids Hospital, showing our community support with these wonderful groups in our city.

Since engaging with Lake Avenue School, we've noticed a huge difference in terms of their support and attendance at our events. We are able to advertise our events through their communication channels, and they are incorporating our beautiful Community Garden into their hands-on learning curriculum.





ROLSTON Neighbourhood

The Rolston Neighbourhood Planning Team is moving quickly on improving community space in Rolston. One year into becoming an officially formed team, plans are already in place to make the neighbourhood's largest park and its forest into a more welcoming environment for neighbours.

Community engagement about this initiative began in 2013-14 when Rolston's Community Developer, Laura Ryan and Public Health Nurse Sharon MacKinnon, had the opportunity to hear from 150+ young persons living and playing in the Rolston neighbourhood. They created 3 photo research projects with 50 children, many of whom mentioned that they loved the forest at Captain Cornelius Park, but for various reasons they did not use it.

Throughout the summer of 2015, residents from the planning team engaged their neighbours at various community spaces and events, including the planning team's first annual AGM, to ask about Rolston residents' vision for their neighbourhood. The Captain Cornelius Park forest again became a theme that emerged in response to the question "What would you like to protect?"

In June 2016 Janet Loebach, a consultant working with Bienenstock Playgrounds, talked to over 100 neighbourhood students about their experiences with and dreams for the park. Also in June, dozens of neighbours came to the park for a brainstorming event facilitated by Cambium Consulting and Engineering to share their concerns about this park and their passion for protecting what was

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there. Several residents who attended that event have lived in Rolston for over 45 years. They shared that at one time there were plans to remove the Captain Cornelius Park forest and build on the site. Thankfully their advocacy to the City protected that forest and this park, and we now have this remarkable urban forest with heritage trees, indigenous plants, and the lime ridge popping up as rock outcroppings along the way.

In response to this overwhelming feedback, the planning team now seeks to implement what residents want to see: natural paths, indigenous plants and heritage trees protected. Some also want to be able to learn more about the history of the plants and trees. Others want to be able to access that space with a wheelchair or other mobility device. Everyone wants to feel safe, and enjoy feeling like they are deep in the woods, even while they are deep in the city. All of the ideas have been collected by consultants working with Bienenstock Playgrounds who will prepare a plan for that forest, including opportunities for future improvements to the park. We will let you know when the plans are ready so that you can come to see them and let us know what you think! Don't expect any changes to the site before next spring, when we will be back in the park tidying up trash built up over the winter (and possibly working with the Hamilton Naturalists to replace invasive species with indigenous ones).

All of these plans and this work have been made possible in part by funding from the Healthy Kids Community Challenge and The City of Hamilton Public Health Services.





SHERMAN Neighbourhood

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LUCY DAY

John Howard

The strong relationship between a neighbourhood and a park is what is growing in Sherman in 2016. Lucy Day Park is a neighbourhood park. Neighbourhood parks are important because they are places where parents can just send their kids and neighbours meet on a day-to-day level.

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Lucy Day Park is changing because people are working towards a better park. Residents like Heather Clarke are making that change. So are important gatherings like the Lucy Day Social, investment from the City, and the Councillor's office in the Extreme Park Makeover are all part of that change as well. That change will continue with the vision and asset mapping opportunity at the upcoming Lucy Day Fall Corn Roast, to help capture ideas and turn them into actions. In 2016, Lucy Day Park has momentum.

Patti Encinas is the co-chair of the Sherman Hub. She lives just down from Lucy Day Park. Patti works towards a stronger neighbourhood and Lucy Day Park is part of that work. As Patti states, "Lucy Day Park is changing. When I moved in, I avoided it. The kids were not comfortable there. It felt isolated. Now, there is always someone in the park. And I think I know half the people in the park. Kids are in the park without their parents but with their neighbours. It's almost nostalgic, like the old days: kids play in the park, and people know each other. Parents, kids, babies, dogs, everyone mixed in together. It looked like a Norman Rockwell scene."

Patti then spoke about the largest change she has seen. "10pm at night and people are comfortable and safe in the park, talking in the dark. It feels cleaner and safer. It feels like a community space." She then emphasized how Lucy Day Park fits into a larger vision. "All the neighbourhood parks matter, no matter how small or isolated, they are all anchors for the community."

Heather Clarke is a resident with strong involvement in the park. She lives beside the park, in Lucy Day's old home. Heather is seeing positive change in the park: "With a little bit of pop and colour, you see people coming and staying. People who walk their dogs through the park now sit and spend time in the park".

Heather also sees that community events in the park have a wider impact and focus. "What Councillor Green noticed is that we had people from different hubs and neighbourhoods at our events. We even have people from the mountain come out to this neighbourhood park."

Lucy Day Park is changing because of investment from the neighbours, from the Hub, from organizations and from the City. There is a process that can be learned here, as Heather states. "It's how Lucy Day described it- families need parks nearby. It's all part of a learning experience in the neighbourhood."





STINSON Neighbourhood

This last year was a big year for our community spaces in the Stinson Community. In the Fall of 2015, Stinson celebrated the opening of the beautifully redeveloped Carter Park, an action plan priority. The process involved a dedicated group of residents and City staff deciding the details before implementation. At the opening ceremony, over fifty people huddled in the rain to celebrate the park opening and enjoyed cake under the new gazebo.

This summer a beautiful public art piece by Bryce Huffman went up along the Claremont Access in Carter Park. The piece is bright and beautiful, and turns a space that divides the neighbourhood in half into an incredible and proud welcome sign. People walk into the park to get a closer look. We celebrated this summer with an event that brought the artist to share his piece. Activities brought people to utilize all corners of the park with art, games, grilling, swings, Y on Wheels activities and a basketball tournament.

In addition to this, Stinson finally received a Dog Park! The dog park idea was something spoken about in Stinson for years and was the focus of a resident Neighbourhood Leadership Institute project. Attention to the underutilized land was brought through a Stinson 100in1Day project, Fireflies in the Night, where the rail trail was illuminated with hundreds of lanterns after sunset.

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On top of that Songs from the Bishop, a free summer music series in in the cozy Bishop Park, went into its fifth year. People sit in the park, on their lawns and on their balconies to enjoy the quality Hamilton-made music. For 100in1Day Stinson took over some streets to bring attention to street safety needs—including a Slow Down Snail mural and a Stop and Smell the Flowers stop sign





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OUTWARD BOUND CANADA

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