



# Meaningful Community Consultations

Sandy Woodhouse  
Housing Services Policy Analyst

Rebecca Morgan Quin  
Housing Services Manager







# Purpose

1. Have people in Peterborough share their views on:
  - What is needed for successful housing;
  - Local challenges to finding and keeping housing in our community;
  - Meaningful housing priorities;
  - Innovative housing solutions and approaches.
2. Help the Service Manager refresh the 10-year Housing and Homelessness Plan
3. Provide relevant work plan material to the Housing and Homelessness Plan Steering Committee and Working Groups



# The Survey

- Mostly open-ended questions
- Straightforward language
- Priority population checklist attached





# Pop Up Events

- Community BBQ's
- Food Banks (including townships)
- Pride in the Park
- Shelters
- Indigenous Friendship Centre





# Method

## Organically Grown

- “Come to us, don’t invite us to meetings”
- Prioritized people
  - Who were missed in the 2013 consultation
  - Who wouldn’t otherwise attend meetings
  - Would face barriers in formal consultation formats
  - Wanted extra time to speak about concerns





# Other Methods

- Webpage with online Survey
- Group Sessions
  - Housing Roundtable
  - Social Services Staff Meeting
  - Township Management Meeting
  - Accessibility Advisory Committee
- Community Wellbeing Plan Feedback





# We Also Tried



## Reaching out to Townships

- Went to them if they requested
- Online surveys
- Invites to larger sessions

## Support worker assistance with clients

- Shelters
- New Canadian Centre
- Social Services Staff

# Listening to Many Voices

- Check sheet given to participants at general sessions
- Option online
- Alternative to trying to target certain groups
- Privacy considerations

## Have Your Say!



We want to make sure that we gather information from people with many different experiences in housing and homelessness.

If you are comfortable doing so, please check all of the boxes that apply to you. This sheet and any information gathered will be removed from any names or contact information provided so that it will not be able to be linked to you.

- Having a low income
- Struggling with the costs of housing
- Indigenous, Metis or Inuit
- Fleeing domestic violence or human trafficking (or would like to)
- A senior (over age 65)
- A youth (under age 25)
- A veteran
- A Francophone (ie. French Canadian)
- Someone who has been released from a hospital stay in the last 3 months
- Someone in the LGBTQ2S community
- A person with a mental health concern
- A person who struggles with substance use/ addictions
- An immigrant or refugee
- A person with physical disabilities
- A student
- Being homeless (now or in the past)
- Someone who was discharged from jail in the last 3 months
- Other (please list)

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Please return to the person who shared it with you or:

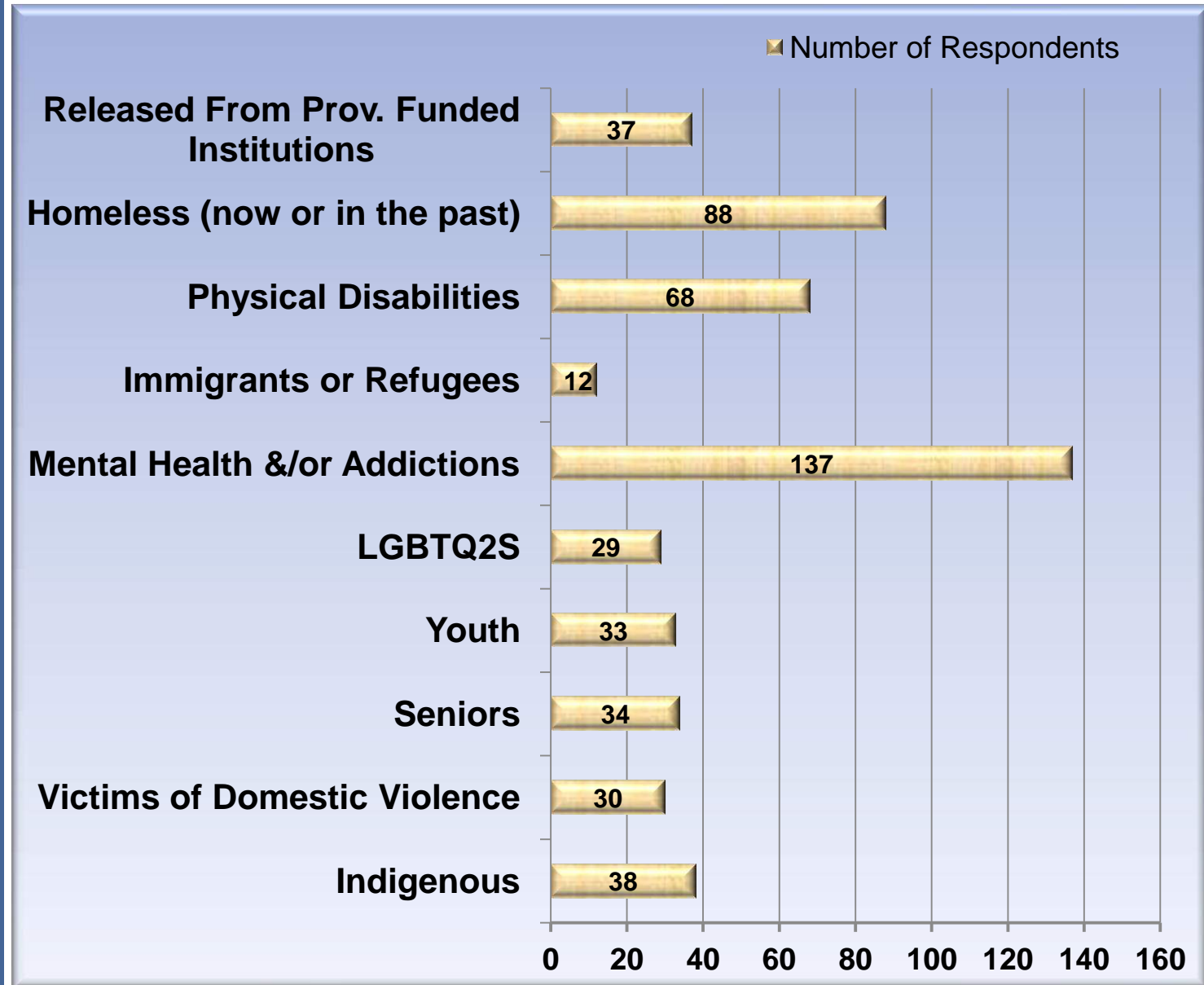
Stephanie McBride, Social Services, 178 Charlotte Street  
Or Housing Services, City Hall, 500 George Street North



# Listening to Many Voices

- Not final numbers- 97% entered
- About 180 completed in total

## People who self-identify as:



# Group Consultation sessions

- After all smaller sessions complete
- 1 full day, 1 shortened evening session
- Mix of interactive activities and presentations
- Presented preliminary results of smaller sessions
- Asked participants to add their own feedback to work plans of working groups







# Total Numbers

We have talked to over  
**500** people so far.

This isn't the end –  
but it's a foundation  
for moving forward.





# Meaningful Community Consultations: Lessons Learned

Tap into voices missed in original  
plan

Hear voices first hand rather than in  
a rolled up report





# What Worked

Meeting people where they were at:

- Pop-up consultations
- Community BBQs, events, team meetings, food banks

Discussion-style survey format

- Self-identification
- Answered questions we didn't think to ask



# What didn't work

## One size doesn't fit all

- Town Hall-style meeting vs. opportunities for real dialogue
- Space for listening vs. space for speaking
- Immediate crisis vs. big-picture planning
- Evidence vs. experience



**KEEP  
CALM  
AND  
READ THE  
ROOM**





## The impact

- Listening is powerful
- Don't underestimate the power of your presence
- The stories are what sticks







“

It means so much to me that you're here.

That the City is listening”





# Committee Structure Supporting Housing and Homelessness Planning

## Housing and Homelessness Steering Committee

Staff Chair . City & County Councillors . Representatives . Working Group  
Co- Chairs . People With Lived Experience . Community Members

### Emergency Housing Responses

#### Homelessness

- Homelessness prevention and diversion
- Emergency shelters
- Street outreach
- Coordinated entry system
- By-name list

#### Emergency Shelters

### Housing Subsidies & Support Services

#### Housing Stability

- Social housing
- Housing stability
- Landlord engagement
- Needs-based support services

#### Social & Supportive Housing

### Building Housing Affordability

#### Affordable Rental Housing

- Affordable housing capital funding
- Home Ownership down payment assistance
- Low-income home owner repair and rehabilitation funding

#### Affordable Home Ownership

### Our Values:

- Committed to inclusiveness
- Evidence based
- Housing focussed
- Committed to service excellence
- Engaging people with lived experience
- People centred service

# DRAFT

Now What?  
A new conversation

# Thank you

Sandy Woodhouse, Housing Services Policy Analyst

City of Peterborough

[swoodhouse@peterborough.ca](mailto:swoodhouse@peterborough.ca)

Rebecca Morgan Quin, Housing Services Manager

City of Peterborough

[rmorgan-quin@peterborough.ca](mailto:rmorgan-quin@peterborough.ca)