

Ombudsman Toronto Enquiry Report

Cold Weather Drop-In Services City of Toronto 2016-17 Winter Season

Date: June 27, 2017

To: City Council

From: Susan E. Opler, Ombudsman

Wards: All

SUMMARY

Ombudsman Toronto recently concluded an Enquiry into the City's Cold Weather Drop-In Services during the 2016-17 winter season. We hereby table the report for information with City Council for its July 2017 session.

RECOMMENDATIONS

The Ombudsman recommends that City Council receive the report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

Section 171(1) of the *City of Toronto Act* empowers the Ombudsman to investigate any decision, recommendation, act or omission made in the course of the administration of the City or many of its agencies, corporations or adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and of the City administration.

An Ombudsman Toronto Enquiry is an informal and flexible process for reviewing and/or addressing complaints and concerns. During an Enquiry, we gather information

and take steps to determine whether we can help to resolve the issue. We also determine whether a formal Investigation is necessary.

In some cases, Ombudsman Toronto will prepare a concise report summarizing an Enquiry. We share Enquiry reports with the parties involved, and may make them public for general information only.

COMMENTS

As a result of its Enquiry, Ombudsman Toronto made 3 recommendations to the City's Shelter, Support and Housing Administration Division ("SSHA") to improve service to the public. SSHA accepted the recommendations, and has or will be implementing them.

Ombudsman Toronto will follow SSHA's planning and execution of cold weather drop-in services for the 2017-18 winter season.

CONTACT

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SIGNATURE

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ATTACHMENTS

Ombudsman Toronto Enquiry Report: Cold Weather Drop-In Services, City of Toronto, 2016-17 Winter Season