

Refreshed Regent Park Social Development Plan

February 2019



The process of refreshing the Regent Park Social Development Plan (SDP) was initiated and managed by Toronto Community Housing (TCH) in collaboration with the City of Toronto.

This Refreshed SDP is based directly on the feedback and contributions of Regent Park residents who participated in the 10-Year Lessons Learned process in December 2016, and the residents, organizations, City divisions, and social service agencies who participated in various workshops and meetings in 2017 and 2018 to inform the SDP refresh effort.

The Refreshed SDP was written by the team of Swerhun Inc. and the Canadian Urban Institute, including Jeff Evenson, Nicole Swerhun, and Matthew Wheatley.

In the fall of 2018, the City of Toronto hired a dedicated staff person on a one-year contract through a grant provided by Dixon Hall to coordinate implementation of the Refreshed SDP.

Refreshed Regent Park Social Development Plan

Executive Summary

After more than a decade of rapid change brought about by the Revitalization of Regent Park, it was decided that one of its founding documents – the Social Development Plan (SDP) endorsed by the City of Toronto in 2007 – it was decided that the SDP should be refreshed. The original SDP, which accompanied the Physical Development Plan, contained 75 recommendations which would bring about positive social change in the neighbourhood. Basic to these recommendations was the vision that social inclusion and social cohesion were crucial to a healthy and vibrant neighbourhood.

The refreshed document continues to build on this vision of social inclusion and social cohesion, especially now that the neighbourhood is being transformed from an entirely social housing community to a mixed-income community. This vision provides a “mechanism to ensuring the benefits of the revitalization and the success of a mixed-income community.”

Like the original SDP, the Refreshed SDP is based on input and feedback from Regent Park residents, who come from a wide variety of lived experiences. From 2016-18, there were various workshops and meetings at which residents participated, along with representatives from the City of Toronto, TCH, and social service agencies.

Based on resident expertise, four major areas of focus were developed to improve the neighbourhood and contribute to social cohesion and social inclusion. The four focus areas are:

- Safety
- Employment & Economic Development
- Community- Building
- Communication

Residents will be key players in defining specific actions that will emerge from the four priority focus areas. It is a given that there will be some overlap of the issues/actions addressed by each group but this can provide leverage opportunities to maximize a collective effort towards the creation of a cohesive, vibrant and thriving community

To carry out this strategic approach effectively, consistent and coordinated support must be in place to facilitate timely discussion across these four groups whenever similarity of interest and/or intent presents an opportunity for collaboration.

For the success of the social development plan, it is imperative that there be ongoing investment in the Regent Park community. Investment can take the form of funding, staffing, in-kind resources, provision of space, and a strategic commitment to the vision of the social development plan. Such commitment would be sought from a variety of sectors including the City, TCH, partner agencies, institutions, businesses, funders and resource providers.

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Introduction

The Regent Park Social Development Plan (SDP) outlines how to create a thriving community. In other words, it provides a blueprint describing the issues that need to be addressed in order to building a safe and healthy neighbourhood.

Unlike many redevelopment projects, the Revitalization of Regent Park has always involved a two-track approach – a Physical Development Plan, began in 2006, and a Social Development Plan, endorsed by Toronto City Council in 2007. The Physical Development Plan calls for new streets, parks and facilities, along with new residential buildings and townhouses. The Social Development Plan maps out social strategies that will lead to a renewed community. Both physical and social changes are essential to achieving genuine revitalization.



Now, over a decade later, it is time to refresh the original SDP. Much has changed in the intervening years. On the physical side, rebuilding is now in Phase 3 with only Phases 4 and 5 yet to be started. Already, most of the public spaces and facilities have been completed. On the social side, Regent Park, which once consisted entirely of social housing, is now a *mixed-income* neighbourhood, with new market buildings interspersed with new Toronto Community Housing (TCH) buildings. As well, the area has become a *mixed-use* neighbourhood with numerous new businesses.

The Refreshed SDP, like the original SDP, grew out of extensive community engagement. Thus, it reflects the lived experience of residents and the issues which they feel are necessary if they are to build a vibrant mixed-income community. While the refreshed SDP does not invalidate the original document, it does provide a way to move forward. Once this resident input was sorted and categorized, the resulting Refreshed SDP is now organized into a Vision, four Focus Areas, and Suggested Actions.

Vision

The Refreshed SDP follows the same Vision, or guiding principles, as the initial SDP. This Vision centres on the paired ideas of *social inclusion* and *social cohesion*. Social inclusion means that everyone in the neighbourhood is accepted and respected. No one is left out, or left behind. Social cohesion suggests that neighbourhoods are held together through networks of personal relationships that cross such boundaries as

ethnicity, religion, and income, etc. When a neighbourhood is both inclusive and cohesive, it becomes a place that everyone can call home.

“Regent Park is a place where everyone who lives here feels they belong.”

Regent Park Neighbourhood Association

Focus Areas

The many ideas which residents suggested have been grouped into four Focus Areas. This makes these ideas more accessible and useful to the residents, agencies, City departments and TCH staff who will be working together to improve the neighbourhood.

The four Focus Areas are:

1. Safety
2. Employment and Economic Development
3. Community-Building
4. Communication

Goals & Suggested Actions

Each Focus Area has (1) a Goal, and (2) Suggested Actions to support progress towards that goal. Both goals and actions have been identified by residents.

Included with the Goal is a brief statement of its (a) Importance, as well as an indication of (b) Current Progress.

Further, the Suggested Actions are organized according to their intended impact – an impact on (a) Things (e.g. buildings, landscapes), (b) People (e.g. training, opportunities, connections), and (c) Policies (e.g. new policies, changes to current procedures). In other words, the Suggested Actions are grouped by what needs to change: things, people, or policies.

Safety

Goal

Create the reality and the positive image that Regent Park is a safe space for everybody.

Importance

That community members both *are* safe and *feel* safe is the foundation upon which all community engagement and vibrancy must be built.

Current Progress

In 2017, the Community Crisis Response Network initiated a process to create a Regent Park Community Safety Action Plan. In addition, throughout 2017 and 2018, the Regent Park Safety Network formed to develop and guide the implementation of the Regent Park Community Safety Action Plan. In December 2018, one year after the work started, the plan was released to the community.

Please see: The Regent Park Community Safety Action Plan

Suggested Actions

Things

- Install more cameras in TCH building hallways to look out for residents' safety.
- Design spaces with Crime Prevention through Environmental Design (CPTED) elements to deter illegal behaviour.
- Repair door-locks and flooding in a timely manner, especially in TCH buildings.

People

- Train and hire local residents for security jobs in residential buildings.
- Develop resident-led safety programs (e.g. Safety Walks) involving TCH and market residents.
- Train residents to conduct safety audits in their community.
- Evolve the Community Crisis Response Network (CCRN) to have greater community accessibility.
- Strengthen community policing strategies and tactics.
- Increase diversity of police in Regent Park and ensure cross-cultural training.
- Improve the Toronto Police Service (TPS) communication with all residents to ensure more updates and information are shared in a timely manner.
- Create an asset map of safety programs/campaigns to see how changes impact the community.
- Celebrate the achievements and positive things going on in Regent Park to improve residents' sense of safety in the community.

- Create opportunities for parents and families to connect across racial, economic, and social lines.

Policies

- Protect anonymity when residents report crimes.
- Conduct regular safety audits, including Crime Prevention through Environmental Design audits, to assess community safety.
- Create policy commitments to hire locally, including security personnel.

Employment & Economic Development

Goal

Increase sustainable employment rates and entrepreneurial opportunities for local residents.

Importance

Employment gives residents the confidence and financial independence to participate more fully in the community. This Focus Area includes a range of issues such as job readiness, skills training, job search and supports, as well as how to launch one's own business.

Current Progress

Both Dixon Hall and Toronto Employment and Social Services (TESS), along with many others, have been active in the employment area. Recently, the social service agencies launched a collective impact initiative focusing on a wide range of issues related to employment. The TD Centre for Learning and Development, as well as the George Brown Fashion Exchange and others, help with skills training.

Suggested Actions

Things

- Provide spaces for small entrepreneurial activities.

People

- Prioritize the hiring of local residents.
- Hold more job fairs, particularly for adults and newcomers.
- Provide training supports and opportunities for residents to start their own businesses.
- Provide social supports to help residents sustain employment, including childcare, flexible hours and mental health support.
- Develop an Employment Table involving key agencies (e.g. TESS (employment), BIAs (businesses), PFR (parks), TCH (housing), TDSB (public schools), TCDSB (Catholic schools), etc.).
- Improve residents' awareness of job opportunities.
- Have youth facilitate local youth hiring events.

Policies

- Establish a local hiring policy in government agencies and community organizations in the community and the private sector (including, community benefits from the developer)
- Build a local hiring requirement into business or lease agreements.
- Educate about Rent-Geared-to-Income (RGI) policies and employment.

Community-Building

Goal

Create accessible informal and formal spaces, events and groups that bring residents together by removing social and physical barriers and building bridges, particularly between market and TCH residents.

Importance

Bringing residents together is crucial to creating an inclusive and cohesive neighbourhood. This is especially important in a newly mixed-income community and needs to be done promptly before negative attitudes harden across the income divide. It is also important in such a diverse neighbourhood as Regent Park where racial, religious, and other prejudices can create barriers.

Current Progress

The Taste of Regent Park, Sunday in the Park, Winter Skating Party, and The Journey (a musical) are just a few of the creative events that bring the neighbourhood together. Also, grass-roots groups such as the Regent Park Neighbourhood Association (RPNA), Friends of Regent Park (FORP), and Mothers for Peace help residents to know and work with their neighbours.

Suggested Actions

Things

- Allocate accessible meeting space on the ground floor of new buildings to enable resident interaction.
- Install comfortable seating throughout the community and lighting around buildings to allow residents to gather informally.
- Create more community gardens to encourage interaction between residents from different buildings.
- Provide sufficient visitor parking because it plays an essential role in residents' social well-being and the community's vitality.
- Create space for local vendors and different retail uses to attract people and increase foot traffic in the community.

- Animate ‘canyon’ spaces (e.g. stretch of Dundas east of Parliament) and encourage its tenants to spill onto the street instead of being closed off from the community.
- Improve maintenance of TCH buildings so that residents don’t feel disrespected.
- Ensure accessibility in a neighbourhood where many residents live with disabilities.

People

- Involve RPNA and the Tenant Council in shaping the development and land use of Phases 4 and 5 of Regent Park.
- Organize events that encourage TCH and market residents to interact around common interests such as gardening, food, sports, crafts, spring clean-up, etc.
- Continue to fight racism, Islamophobia, and homophobia, etc. through training and special events.

Policies

- Make the application process for booking and accessing space easier, especially for youth groups and residents who do not have agency affiliation.
- Provide spaces that are accessible after regular operating hours and that don’t require an application, so residents have a place to meet and connect.
- Provide priority registration and access to programs for Regent Park residents.

Communication

Goal

Make information easily accessible for everyone in the community.

Importance

Communication is key to enabling neighbours to come together. It must take into account residents’ diverse language abilities and also their various ways of receiving information, including face-to-face, print, telephone, and various computer platforms.

Current Progress

Numerous communication tools are already in use. Among them are the CSI e-newsletter, TCH newsletter, Focus’ programming on Rogers’ channel 991, Radio Regent, agency websites and posters, YSM’s system navigation plans, and the TCH animator program.

Suggested Actions

Things

- Install TV monitors in TCH building lobbies to inform residents of events and news happening in the community.
- Ensure that all residents in TCH buildings have access to Regent Park TV on Rogers' channel 991.

People

- Provide accessible information to residents by means of translation, easily readable material, pictures, and distribution on all platforms.
- Promote existing communication platforms to increase resident awareness of available community information sources through all TCH communications to residents, tenant meetings and other resident gatherings (e.g. Regent Park TV on Rogers' channel 991, Radio Regent, TCH newsletters, CSI newsletters, various agency newsletters, etc.).
- Improve communication to residents by building on existing resources. It could include collaboration between different resources to align funding opportunities and reduce duplication and competition for funding to deliver similar programs.

Policies

- Allow access to TCH, Condo, and Agency buildings to distribute neighbourhood event and services promotions.
- Create information display areas in key neighbourhood sites such as FreshCo, Tim Horton's, and Wendy's.

Implementation

Key to ensuring the implementation of the Refreshed SDP is a strong governance and accountability structure. This structure must incorporate strategic leadership from residents, grassroots groups, agency partners, institutions, government, TCH and the City of Toronto.

In addition to stakeholder commitment, the SDP's success is contingent on co-ordination, resourcing, strategic planning, and monitoring and evaluation. With these commitments in place, we can ensure the SDP remains relevant to the ongoing needs of the community.

Governance Structures

The Governance Structures will include a Refreshed SDP Table, four Focus Area Teams, and an SDP Co-ordinator.

Refreshed SDP Table

- Responsibilities
 - Revises its Terms of Reference in keeping with the Refreshed SDP.

- Oversees the development and implementation of an integrated agenda for all Focus Area Teams.
 - Supports mutually-reinforcing activities across all organizations.
 - Reports to residents and the broader community.
 - Develops shared evaluation systems with metrics that demonstrate change.
 - Coordinates strategic funding of the SDP Table and the four Focus Area Teams.
- Membership
 - The membership should reflect the diverse experience of people living and working in the neighbourhood (including grassroots groups) and should recognize the inherent power dynamics of this diversity. Membership should include key decision-makers at the table.
 - Recommended Composition
 - 2 co-chairs (1 resident, 1 staff)
 - Resident leaders (RPNA, TCH Tenant Council Leaders, etc.)
 - 8 co-chairs of Focus Area Teams
 - City and TCH Representation
 - Organizational decision-makers and/or frontline workers
 - Co-chairs of the Regent Park Executive Directors Network

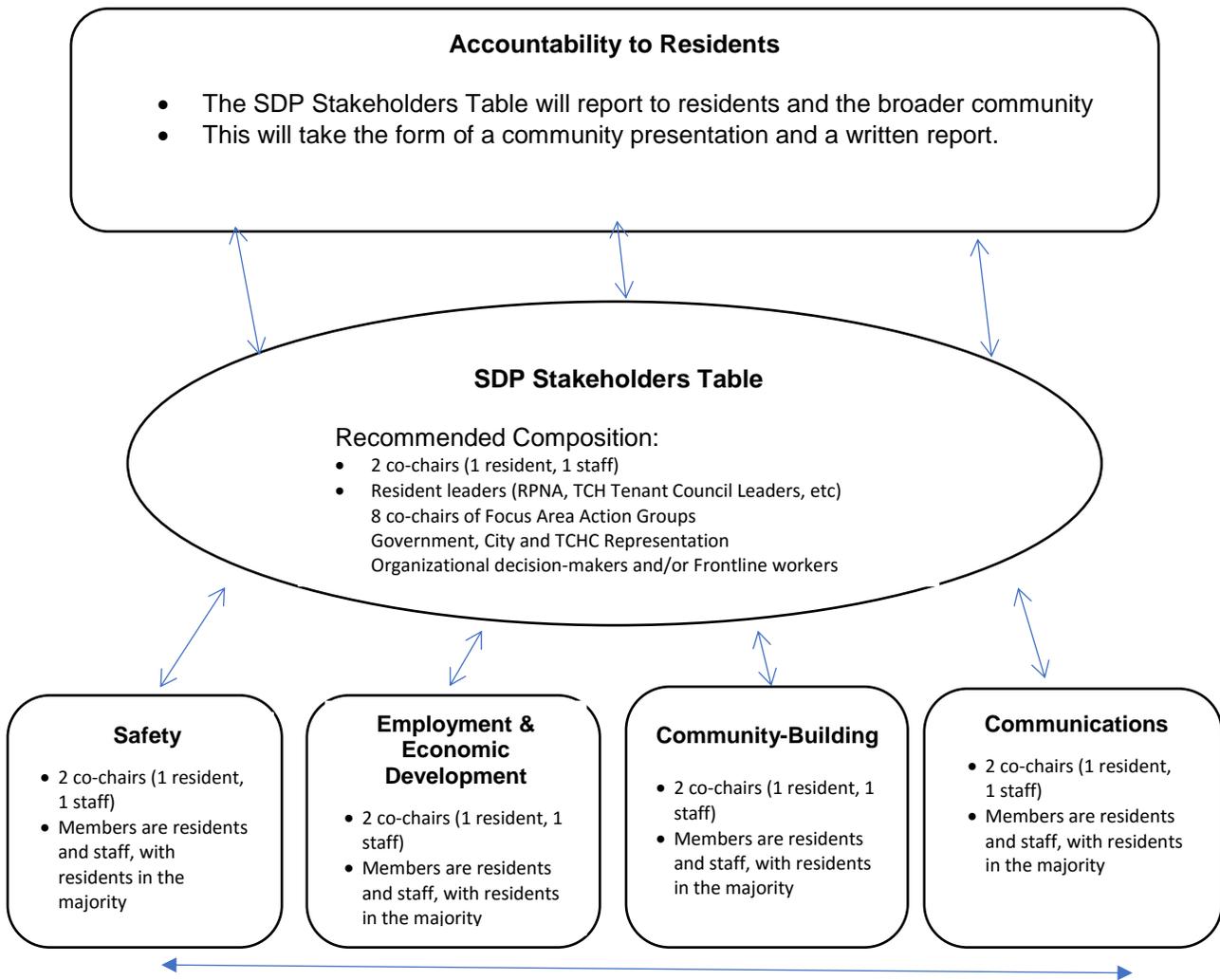
SDP Focus Area Teams

- Responsibilities of each Team
 - Develops its own Terms of Reference.
 - Creates its action plan in keeping with its Focus Area.
 - Works with the SDP Table to source funding and implement its plan.
 - Reports to the SDP Table.
 - Ensures resident engagement and communication
- Membership
 - Co-chaired by a resident and staff member, with regular opportunity for rotation and power-sharing
 - Members are both residents and staff members with residents in the majority
 - Resident members should represent the diversity of the neighbourhood
 - Staff representation should include frontline workers and/or managers

SDP Coordinator

- Responsibilities
 - Supports SDP Stakeholder Table.
 - Oversees Focus Area Teams.
 - Manages reports and evaluations.
 - Facilitates community engagement and communications.
 - Oversees the SDP Stakeholder Table budget.

Diagram of Governance Structures



Reporting and Evaluation

It is suggested that the SDP Stakeholders Table report yearly to residents and to the broader community, including TCH, the City, and the social service agencies serving Regent Park. It is also suggested that the Focus Area Teams report twice yearly to the SDP Stakeholders Table who will include this material in their annual report.

Based upon a three year cycle, the Stakeholders Table, using a shared evaluation system with metrics that demonstrate change, will report to residents and the broader community. Residents will respond to and provide their input into the next three-year stage of planning and implementation necessary to the social development of their community.

Resources and Funding

For the success of the social development plan, it is imperative that there be ongoing investment in the Regent Park community. Investment can take the form of funding, staffing, in-kind resources, provision of space, and a strategic commitment to the vision of the social development plan. Such commitment would be sought from a variety of sectors including the City, TCH, partner agencies, institutions, businesses, funders and resource providers.

Funding Requirements

Structural Funding

Funding is especially critical to ensure one full-time position for an SDP Co-ordinator, along with operational expenses for the SDP Stakeholders Table and its Focus Area Teams. (Please see appendix for job description)

Operational support for the SDP Stakeholder's Table will enable resident contribution through the funding of childcare, translation services, refreshments, honoraria, etc.

Focus Area Funding

As focus area teams develop their plans, activities and initiatives will require funding from a variety of sources. The goal of this funding is to catalyze collaborative change through the implementation of action plans developed by the safety, employment and economic development, community building and communications teams.

Ensuring Sustainable Success of the Regent Park Neighbourhood

While Regent Park is a Neighbourhood Improvement Area, it is also a community that is undergoing a massive and lengthy revitalization, which comes with its own inherent challenges and disruptions. The neighbourhood is adjusting to a newly mixed-income and mixed-use context. As the transformation process evolves, the neighbourhood requires different considerations than typical neighbourhood improvement areas.

While acknowledging the community's unique challenges, we must also appreciate its strong history of neighbourhood advocacy and resident leadership that led to revitalization in the first place. Residents faced challenges in the past and addressed them; they are experts in the challenges of today and are working to address them but they require a strong support to continue moving forward.

Further, as a ground-breaking urban redevelopment that has gained international attention, Regent Park has been the model for revitalization around the world and in Toronto. Therefore, the success of Regent Park reflects the success of the City of Toronto. In this respect, Regent Park's revitalization represents a working model for reducing polarization and increasing social cohesion in our city (Hulchanski, 2007). Therefore, to ensure sustainable success, it is crucial to fund the refreshed SDP.



Appendices

Appendix A – Rationale

Appendix B – The Last 10 Years

Appendix C – Participants in the SDP Refresh Process

Appendix D – A Resident Driven Process

Appendix E- Social Development Coordinator Job Description

Appendix A – Rationale

Why Does the 2007 SDP Need a Refresh?

The Social Development Plan (2007) is more than a decade old. Many residents and service organizations no longer consider it to be a ‘live’ document. Ten years into the revitalization, social conditions have evolved in Regent Park along with the physical changes.

The purpose of the ‘refresh’ is to engage the community and use residents’ lived experiences to refocus the SDP on issues they feel are necessary to continue to build a cohesive and inclusive mixed-income community over the next ten years.

Two Parts to the Regent Park Revitalization

For 50 years Regent Park was a low-income community comprised entirely of social housing physically separated from the neighbourhoods around it. This physical separation was matched by low social outcomes in education, access to employment, good affordable food choices and recreational opportunities. Prospects for social and economic advancement were limited.

To change these physical and social conditions Toronto Community Housing and residents organized themselves to rebuild Regent Park as “a diverse, mixed-income community in an open and integrated neighbourhood”¹ This was called Regent Park Revitalization. It consisted of two parts.



The **physical development plan** called for restoring the grid street pattern to connect to nearby neighbourhoods, adding new streets, facilities and parks and building additional new market housing to attract “a wider range of incomes, professions, skills, relationships and backgrounds to Regent Park.”

The **Social Development Plan** (2007) focused on social inclusion because it is recognized as an “almost indispensable mechanism for ensuring the benefits of revitalization and the success of a mixed-income community” It detailed 75 recommendations for building a successful mixed-income community in Regent Park. In the original SDP the 75 recommendations were grouped into the following themes:

- Social inclusion is central to the mission of renewing Regent Park
- Social inclusion is aided by casual social activities
- Community associations and governance
- Local services and community-based agencies
- Facilities

¹ Regent Park Social Development Plan, Toronto Community Housing, 2007 pg.1

- Funding for community service facilities
- Schools
- Employment and economic development
- Change management

For discussions during the process of refreshing the Social Development Plan the recommendations were grouped into four strategic themes:

- Informal connections and activities
- Building community associations & governance
- The role of community services and facilities in building social inclusion
- Employment opportunities created by redevelopment

Why is a Social Development Plan (SDP) Important?

A Social Development Plan is a roadmap to achieving the benefits and social conditions necessary for building a successful mixed-use community in Regent Park. It is based on the principles of respect, belonging, communication, social inclusion and social cohesion.

When a community **values** and **respects** the needs and priorities of all its members, then it is considered to be **inclusive**. When community members from different backgrounds get to know each other through everyday interactions it creates opportunities for different groups to **relate, engage and communicate**. This is **social cohesion**.

Taken together this creates a sense of **belonging**.

What's the Value of a Refreshed SDP?

A Social Development Plan is a roadmap to help agencies, community organizations, the City and TCH achieve the social conditions and outcomes necessary for building a successful mixed-income community in Regent Park. An inclusive and cohesive mixed-income community is likely to flourish when it is supported by all the organizations, agencies and individuals that are active in the community.

The refreshed SDP recognises the complex array of stakeholders, mandates, funding arrangements and interests at work in Regent Park. Deliberately, it is **not** prescriptive in terms of assigning who-does-what. Rather, it is grounded in a set of suggestions about how to achieve the social conditions and outcomes necessary for building a successful mixed-income community in Regent Park. These suggestions and the process that developed them (described in the following two sections) emerged from residents reflecting on their lived experience with the revitalization to date in Regent Park.

Agencies are encouraged to align their strategic plans to the priorities suggested in the refreshed SDP.

When agencies, community organizations, the City and TCH align their plans and programs to suggestions based on residents' lived experiences, and embrace accountability mechanisms that report back to residents and their governance organizations, the relevance and legitimacy of these plans and programs is created and connected to all the organizations and individuals active in the community.

Appendix B – The Last 10 Years

The last 10 years have seen new investment, new demographics, and new governance models introduced to Regent Park, as well as new pressures.

New Investment

Regent Park has changed to become a neighbourhood that is attractive to residents, new residents and residents of nearby neighbourhoods. This is due in part to new investment in community facilities such as the Aquatic Centre, the new Regent Park with its community gardens and a bake oven; a new Community Centre, the Regent Park Athletic Grounds with a soccer / cricket pitch, the Daniels Spectrum Arts and Culture facility, and a rebuilt and refurbished Nelson Mandela School. New investment from national retailers like Shoppers Drug Mart, FreshCo by Sobeys, Tim Hortons, RBC, and Rogers as well as the catering and restaurant facility, PaintBox, has changed the commercial landscape in Regent Park.

Creating or preserving spaces, like large scale community gardening plots that create opportunities for people of all cultural groups and incomes to be visible to one another, whether it is to actively engage or just to be seen, have been very successful in Regent Park. These spaces include the new central park, the bake oven, a greenhouse, farmers market, dog areas and the running track as well as benches and other places to sit throughout the neighbourhood.

A mix of at least 5,400 units of market housing will be added to the 2,083 rebuilt units to replace the old social housing and RGI units in Regent Park. A return to the original street grid has been part of the physical reconfiguration of Regent Park. Housing now faces the street and walking through the community feels safer and more integrated with nearby neighbourhoods. Phases 1 and 2 of the redevelopment are complete and Phase 3 is underway. Phases 4 and 5 are being planned.

New Demographics

The SDP (2007) noted that this additional new housing would draw in new residents with a wider range of incomes, professions, skills, relationships and backgrounds to Regent Park. These changes would add more economic resources, social networks and contact with decision makers to the current community, providing Regent Park residents with tools to improve both the neighbourhood and the opportunities for the people who live there².

The 2016 Census indicates that management occupations are the largest growing occupation types – an increase from 175 in 2006 to 605 in 2016. This was followed by occupations in social science, education and government service – a 187% increase, and a 130% increase in natural and applied science occupations. Regent Park also saw

² IBID pg.1

an 88% increase in median household income and forty percent fewer people below LICO-AT.³

New Governance

The SDP (2007) said that “Community associations and other governance mechanisms play a critical role in the success of mixed-income communities and should be supported by all stakeholders.”⁴ The Regent Park Neighbourhood Association, the TCH Tenant Council and organizations like the Friends of Regent Park have been a particular success. Elections were held in every building in Regent Park to select delegates to the RPNA and elected tenant council members in a refreshed system.

The community-wide effort led to a leadership team comprised of 50% TCH and 50% condo owners created for the RPNA. At the same time, participation in the Tenant Council was increased fivefold as result of the election of Building Committee members representing TCH buildings across the community. Together these resident-led organizations are the key to ensuring that service providers, landowners and building managers remain accountable to a refreshed SDP.

Other successes include the community’s impact on redevelopment. There are a number of ways in which the redevelopment has changed based on feedback from the community. Some of the most significant changes include:

- Accelerating building of the large central park from the last phase of the revitalization to Phase 2;
- Adjusting the scheduling of relocation to take place over the summer so students don’t have to change schools during the school year;
- Designing and programming the Aquatic Centre to take into account cultural needs;
- Adding facilities which were not in the plan, including: Daniels Spectrum arts and cultural centre; and the Regent Park Athletic Grounds; and
- Introducing engagement initiatives to educate and involve youth in revitalization.

Further, the TCH Community Animators have emerged as an excellent model of outreach. Their role was originally conceived to support the revitalization. At present, the Community Animator model works to support revitalization activities including:

- Community Development related to the SDP;
- Community Updates and Surveying;
- Strategic Partnerships that further the goals of revitalization and the SDP

The expansion of this model as a general communication mechanism in the neighbourhood remains an opportunity for further consideration.

³ LICO-AT was replaced with LIM-AT in subsequent censuses

⁴ IBID pg. 12

New Pressures

Socially, the definition of ‘inside the community; outside the community’ has changed. The range of people accessing community resources (community centre, aquatic centre, cultural facility) and the scope and complexity of their needs and expectations has changed. While Regent Park is now integrated with nearby neighbourhoods – (an important objective of the 2007 SDP), some residents are feeling pressure when it comes to accessing programs, community amenities and facilities.

Despite all the good changes (physical development, public spaces, residential buildings), there are still social pressures for TCH residents that stem from family make-up (more children); cultural background; socio-economic issues (wealth creation, interaction across the class divide.) Having removed the barriers with surrounding neighbourhoods, Regent Park residents are focused on building cohesion and inclusion **within** the Regent Park community.

Changes to the demographic context of Regent Park may have impacts for agencies and organizations delivering services. Overall within Regent Park, the neighbourhood context has been changing over the last decade. There has been a decrease in the number of children 0 - 19 years old and a 25% decrease in households with children. The 2016 census shows a significant increase in the number of young adults – 34% increase in 20 - 24 year old and a 100% increase in 25-29 year old groups. This is a similar profile to young renters in other condo neighbourhoods like the West Waterfront and King Spadina. There has also been a 94% increase in seniors in Regent Park.

Appendix C – A Resident Driven Process

Refreshing the 2007 Social Development Plan was initiated by TCH and the City of Toronto. It began with a two day participatory process (December 9 & 10, 2016) held to celebrate the ten years of redevelopment **and** a forum to discuss what it's like to live in Regent Park today, as well as to develop ideas for the future. The discussions at the forum's workshops referenced the SDP (2007) and focused specifically on **activities people are doing and the spaces they're doing them in** – whether that was casual activities (like community gardening, worshipping, informal gathering/hanging out, playing with kids, etc.), organized/programmed activities, recreation (swimming, playing sports, etc.), or shopping, work, etc.

Both the Social Development Plan (2007) and feedback from the workshops were used to produce a **Lessons Learned** document to contribute to the refreshed SDP, to inform work by TCH on the final two phases of revitalization (Phases 4 and 5), and to help shape a renewed vision for the future.

What the residents said at the forum workshops held on December 10, 2016 was compiled in a report. Residents at the workshop said:

- **We are Regent Park.** Everyone in Regent Park is different but also the same – despite differences in culture, ethnicity and nationality, the community is closely knit and strong.
- **Residents know what they need and should be listened to.** Communication between TCH, the City, local service providers and residents needs to be continuous.
- **Safety for everyone should be a number one priority.** TCH was urged to make safety a top priority.
- **Reserved space and programs at community facilities are required for Regent Park residents.** A clear and transparent process for booking space at community facilities is needed. Non-English speakers need more translation services for programs and registration.
- **Affordable, accessible spaces are needed for seniors and youth.** Seniors need more space that is accessible; youth need more dedicated space to hangout, especially after hours and in the winter.
- **More integration between TCH and condo residents is needed.** More ways to make connections between people living in condos with people living in TCH buildings.
- **Additional employment opportunities and services are needed for all.** More jobs and services to help residents from different groups find jobs, including adults, youth, and newcomers

To develop the **Lessons Learned** report, residents' reflections on their lived experience were used to identify what changes could be considered in the next stages of revitalization. This is what emerged:

1. The design of the complete hierarchy of public spaces in Regent Park from the large park to community garden plots to the placement of benches needs to be continuously assessed to build on the success these components have had at contributing to social inclusion.

2. Investigate opportunities to make affordable, accessible space available for grassroots programs prior to the demolition of buildings currently being used and redevelopment of Phase 5.
3. As walking is a key factor in promoting casual interactions, special attention should be paid to promoting and enhancing pedestrian (including children's) comfort and safety – speed limits on Dundas, safe crossings, the placement of hoarding and construction equipment interactions between cyclists and pedestrians, street trees for shade, publicly accessible washrooms, benches to rest as well as safety on streets and in public spaces.
4. More attention needs to be paid to the allocation of space for dogs and their owners and the interaction between dogs (especially larger dogs) and humans.
5. Because shopping is an important activity for promoting social interaction and inclusion, more attention should be paid to the allocation of commercial retail leases in future phases of redevelopment. For instance, an additional, cost competitive food store or a small mall as well as a variety of smaller, local retail shops at grade in residential buildings have been suggested.
6. Ensure opportunities for discussions in which residents can affect positive change in the Community
7. Improve opportunities for engagement between TCH tenants and condo residents.
8. The City should consider offering more swimming programs (including separate times for Muslim men and women).
9. Investigate ways to ensure that program activities are fairly distributed to Regent Park residents by reserving spaces for low income, vulnerable or marginalized participants.
10. Investigate a method for offering local resident discounts on tickets for events in the neighbourhood.
11. Investigate restoring communal space in the seniors' building, providing access to home care, and scheduling activities at times more convenient to seniors.
12. Investigate using Daniels Spectrum to host BIG EVENTS - community gatherings for events like the Euro Cup, World Cup, TFC Raptors.
13. Investigate opportunities to make affordable, accessible space available for grass root programs prior to the demolition of buildings currently being used and redevelopment of Phase 5.
14. Investigate fast tracking the Regent Park Children and Youth Hub.
15. Investigate how community rec centres can respond to space needs for women's sports and activities.
16. Investigate more local jobs and skills training for youth, particularly for new community facilities, and improving employment services (adult employment opportunities, eligibility, follow ups, inter-agency collaboration for job creation)
17. Investigate how to give residents a say in what new businesses come into Regent Park.

Appendix D – Participants in the SDP Refresh Process

Government & their Agencies	Community Organizations	Residents & their Organizations	Other / Private
<p>City of Toronto Children's Services (TCS) Parks, Forestry & Recreation (PFR) Social Development, Finance & Admin (SDFA) Public Health (TPH) Toronto Employment & Social Services (TESS) City Planning</p> <p>Toronto Community Housing Corporation (TCH) Community Safety Unit Development Operations Resident and Community Services</p> <p>Toronto District School Board & Toronto Catholic District School Board: Lord Dufferin P.S. Nelson Mandela P.S. Sprucecourt P.S. St. Paul Catholic School</p> <p>Toronto Police Services</p>	<p>416 Community Support for Women Art Heart Central Neighbourhood House Centre for Social Innovation (Regent Park) CRC/Regent Park Community Food Centre Council Fire Native Cultural Centre Daniels Spectrum Dixon Hall Neighbourhood Services East York East Toronto Family Resources Farahway Global George Brown College – RX Fashion Exchange Native Women's Resource Centre of Toronto Neighbourhood Information Post Neighbourhood Legal Services Peacebuilders Regent Park Community Health Centre Regent Park Film Festival Regent Park FOCUS Regent Park School of Music Support Enhance Access Service (SEAS) Centre Salvation Army (Corps 614) Sumac Creek Health Centre / Family Health Team South Quadrant Local Immigration Partnership South Riverdale Community Health Centre St. Jude Community House St. Michael's Hospital Street Health Toronto Artscape Toronto Centre for Community Learning & Development Toronto Kiwanis - Boys & Girls Club Toronto Public Library – Parliament Street Branch Yonge Street Mission</p>	<p>Residents</p> <p>Regent Park Neighbourhood Association</p> <p>Friends of Regent Park</p> <p>TCH Tenant Councils and Building Committees (with tenant representatives)</p> <p>Community Reference Group – Regent Park Legacy Fund</p> <p>Condo Boards</p>	<p>Daniels Corp</p>