

**COMMUNITY VOICES WITHIN SASKATOON'S
INNER-CITY NEIGHBOURHOODS:
CAPACITY AND NEEDS ASSESSMENT**

**A "LIVE WORKING TOOL" FOR OUR COMMUNITIES TO BEGIN
BUILDING A FOUNDATION**

**STRENGTHENING AND SUPPORTING OUR COMMUNITIES THROUGH
COMMUNITY ENGAGEMENT
AND
COMMUNITY EMPOWERMENT**

December 2004

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Primary Researcher/Written by: Elizabeth Burk, B.A. (Public Admin.)

Supporting Partner: SaskNative Rentals (SNR) Inc.*

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Elizabeth

*This research report does not necessarily reflect the views of the funders or supporting partners of this project. It is a direct reflection of the responses received from the survey and focus group participation.

Executive Summary

The purpose of this study was to identify gaps, barriers, fragmentation and duplication of services in the community as they apply to Aboriginal housing capacity and needs.

More specifically the objectives of this research were to:

- Identify the emerging issues, concerns and strengths of community members
- Assess the level of knowledge and frequency of use of existing agencies and organizations by community members
- Determine reasons preventing citizens from using local services and organizations
- Move research into action

An assessment of the needs of Saskatoon's five core neighbourhoods, Pleasant Hill, King George, Riversdale, Westmount, and Caswell Hill, was conducted, which produced a random sample of agency and service delivery providers working within these communities. The research team also determined the needs and perspectives of 1,000 inner-city residents through a survey conducted by a research team consisting of local residents.

Further analysis came from focus groups. The result was a profile of residents based on population, income, employment, education, housing, health and demand for emergency relief. An index of socio-economic disadvantage was also created.

Data compared Aboriginal and non-Aboriginal perspectives on quality, affordability, need and satisfaction towards housing and the community.

Community members were concerned with personal and community safety. None of the top issues identified addressed health or crisis needs. Housing issues focused on financial constraints and lack of safe and affordable rental units or homes to purchase.

This study revealed that the majority of those surveyed were not fully aware of the existing agencies, organizations and service providers in their community. This is likely the main barrier to their using these services. They repeatedly stressed to the research team that their voice was not being heard or respected.

The recommendations for this capacity and needs assessment, as prioritized by the community, fell into seven themes:

1. Strengthening and supporting children and families
2. Strengthening and supporting youth

3. Supporting Elders and seniors for their guidance
4. Strengthening multiculturalism and diversity
5. Strengthening safety and crime prevention
6. Building collaborative, community partnerships
7. Developing housing strategies (home renovation, bylaw education, tenant rights and responsibilities, home ownership strategies)

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Purpose of the Community Voices: Capacity and Needs Assessment

Purpose of Research

The main purpose of the research project was to capture the emerging needs, issues and concerns of at least 1000 inner-city residents, a minimum of 200 completed surveys for each of the community. Participants were those whose legal domicile was within Saskatoon's inner-city and recognized as a resident by other community members.

Saskatoon, Saskatchewan has numerous organizations, agencies and individuals which provide services for people in four general services areas: a) health and emergency, b) education, c) family and d) community. Collaborative efforts appeared to be lacking among local agencies and organizations in identifying issues and concerns of inner-city residents. Needs assessments conducted by community agencies and organizations are usually very limited or mandate-oriented with too narrow a focus. Residents identified a need to conduct a comprehensive and integrated capacity and needs assessment to identify the emerging issues, concerns and strengths of the inner-city residents and their communities.

Project Research Objectives

The specific objectives of the capacity assessment were to:

1. Identify the emerging issues, concerns and strengths of community members
2. Assess the level of knowledge and frequency of use of existing agencies/organizations by community members
3. Determine reasons preventing citizens from using local services and organizations
4. Move research into action

Partnership

SaskNative Rentals Inc. (SNR) agreed to be the "partnering organization" and also provided in-kind resources to support the project's accountability. SNR was extremely supportive, flexible, and willing to meet any problems or issues arising, on behalf of the research project. This required a partnership built on a solid foundation of trust and respect for all involved in the research project.

Saskatoon Police Services provided in-kind assistance for the research project, and assisted with statistical information, photocopying and collating.

The City of Saskatoon also provided in-kind assistance by providing the research team with existing research data and statistical reports that have been completed by them. These data were invaluable, and gave us much to build on.

Background

On July 5, 2004, Elizabeth Burk, in partnership with SaskNative Rentals, applied to and received funding from the Bridges and Foundations Project to complete a community-based, capacity and needs assessment of Saskatoon's five core neighbourhood communities in reference to frustration of the ongoing research of residents being conducted in the Saskatoon inner-city communities. Saskatoon inner-city residents are eager to work with each other and other stakeholders to move from research to action. In order to achieve this, research was needed to identify gaps, barriers, fragmentation and duplication of services currently offered within the community. We need to identify what is working and what is not. The community is working towards building on its collective strengths and this can only be achieved through residents identifying their needs, prioritizing potential outcomes while identifying the partnership roles of others who can help residents achieve these positive outcomes.

On July 19, 2004, Ms. Burk was successful and formalized the partnership agreement with the supporting partners. SaskNative Rentals agreed to act as the research clearinghouse for this project; in addition, the day-to-day project management and responsibility for reports was the primary researcher's responsibility, Ms. Elizabeth Burk. Ms. Burk's eight years as an active member in the community not-for-profit, voluntary sector, her academic background in public administration, research experience, and the trust the community residents had for her support and work, ensured that the project would exceed all previous research expectations.

During July, the researcher developed a framework based upon community consultation. It was proposed that this model should utilize key informant interview data-gathering methodologies through a community-based, community-driven survey, in addition to hosting a variety of focus groups to ensure diverse participation and representation from the five inner-city communities.

The work in progress continued to ensure success in the recruitment of community residents to assist with surveying and focus groups to engage and empower residents from the five inner-city communities in Saskatoon. The researcher provided research team surveyors training and surveyor information workshops. The research surveyors helped the project gain an understanding of the diversity and uniqueness of the communities, assisting in identifying potential project participants as well as focus group participants. This proved to be

extremely successful with the researchers actually receiving “more than enough” data by the number of participants.

Methodology

Research Design

Descriptive research was the design for this capacity assessment. The project was designed to determine the perceived emerging issues and concerns of community citizens that need to be addressed by our communities with support from our local organizations and agencies.

Population and Sample

A steering committee of 12 community members was established during the summer of 2004. The community members represented the diversity of the communities surveyed. The main purpose of the steering committee was to provide direction and support for the needs and capacity assessment. Committee membership consisted of people from throughout the inner city of Saskatoon, from various occupations and ages of citizenship.

In addition, the steering committee of urban residents assisted the researchers with:

1. Writing focus group interview questions
2. Field testing focus groups
3. Selecting focus group participants
4. Designing a community survey
5. Field testing the community survey, and
6. Interpreting and formulating recommendations from the capacity assessment findings.

A series of 10 diverse focus groups of 6-10 residents occurred during the month of September 2004 with a total of 74 participants. The focus groups were conducted keeping in mind the importance of a strategic location, transportation, parking, childcare and time commitment for participants. It is important to note that all residents and non-residents who participated did so in a voluntary manner. Focus groups were recorded and lasted approximately two hours.

A door-to-door survey was the data collection method used for the inner-city communities' capacity and needs assessment. People in the community were informed about the capacity assessment through door-to-door random surveying in the Caswell Hill, King George, Pleasant Hill, Riversdale and Westmount communities. The response from these communities was overwhelmingly

successful with 1004 residential households completing a 16-page survey for the project.

Instrumentation

The research team developed a questioning route for the focus group interviews, consisting of 10 questions. The steering committee assisted in designing, refining, and sequencing focus group questions. The focus groups questions were field tested with the steering committee and 6 community members. Additionally, the field test was used as part of the focus group training for the facilitator and assistant facilitator.

The research team developed a comprehensive survey for individual interviews. The survey was broken into four sections consisting of: Part A - questions about quality of life and your neighbourhood, Part B - questions related to current housing situation, Part C - questions related to services available in the community and the surrounding communities, and Part D - questions about the participant and their family.

The Bridges and Foundations Project Coordinator and Management Committee approved both the individual survey and focus groups questionnaires prior to the commencement of field research.

Data Collection

Focus group interviews were conducted with 10 diverse groups during the month of September 2004. A total of 74 individuals participated in these groups. Over 100 residents were invited through personal telephone contact to participate. As well, all participants in the individual survey process were informed of the focus group process as indicated in the letter to residents (see Appendix 1). Residents wishing to participate contacted the primary researcher to have their name included for potential participation. The research team scheduled the focus groups based on the following: seniors, residents, youth, and Aboriginal representation. Additional focus groups were scheduled for representatives from existing agencies, organizations and service providers operating within the core neighbourhoods. The agency and organization focus groups were poorly attended. This was due to the time frame of the project. In addition to hosting these groups at the Saskatoon Food Bank, a diverse group of individuals participating in programming through the Grassroots Learning Centre, invited the Primary Researcher in to their learning environment to capture their voice.

The door-to-door survey was utilized for the Inner-City Capacity and Needs Assessment. The research team gathered the needs and perspectives of 1004

inner-city residents from the five core neighbourhoods. The primary focus was to capture the “true voice” of the residents.

The primary researcher and steering committee hired and trained 12 inner-city residents to survey in the field. In most cases the researcher surveyed in the community that they resided in. It was felt that this gave the project an edge because more often than not, the researchers were asked at the door “what do you care – you don’t live here”, allowing them to respond honestly that like the potential participant, they resided in the community.

By hiring residents, we didn’t have to worry about educating them on issues of the street. They already are and were aware of what really is going on in their communities – they live with it every day. They knew that there was gang activity. They knew that there were addiction issues. They knew that there were johns on the streets during the day and night. We didn’t have to street proof our surveyors because they already had the built-in capacity.

Data Analysis

Quantitative data from the field test, pilot test, community-wide survey, and focus groups’ demographic questions were analyzed with SPSS for Windows 6.1. Descriptive statistics were used to organize and summarize the data.

Focus group data were analyzed using a qualitative data analysis technique. First, the data were divided into manageable portions for analysis. Then, the researchers arranged the data for regularities and patterns. Two questions were kept in mind by the researchers when reading and reviewing the data: a) which comments were occurring on a regular basis? and b) which comments were similar to each other?

The overwhelming response by participants through the completion of the individual surveys caused the research project analysis phase to take a significant amount of additional time and commitment by the research team and steering committee. The committee and research team identified that it did not wish to lose the opportunity of “finding diamonds in the dirt” – the true community voice and their right to self-determination as a community. Panet-Raymond (1992) noted this conflict in the community development workers’ role.

The Government of Canada in its Tri-Council Policy Statement (2003) affirms: in developing ethical standards and practices, aboriginal peoples have rights and interests, which deserve recognition and respect by the research community. Thus, the research team gathered literature reviews to understand ethical issues and conduct for such research and to indicate good practices that researchers should consider. Ethical principles, standards and procedures were articulated

within the project. With the support of Bridges and Foundations, ethical guidelines, procedures and risk of potential harm were discussed prior to starting the process. As well, "informed consent and the concepts of harm, benefits and confidentiality should be informed by the perspective of the participant group". (Tri-Council, 2003). Research may involve Aboriginal communities when it "focuses on the community, its subgroups or individuals as members".

In many cases, research has been conducted in respectful ways and has contributed to the well-being of communities. However, in many other cases, "inner-city residents have been treated as 'token pawns' or merely sources of data, and have occasionally endangered peoples acting as information-gatherers for our institutions of power. Such conduct has harmed the participant communities and spoiled future research opportunities". (Tri-Council, 2003).

Results of the Community Voices: Capacity and Needs Assessment

Introduction

The purpose of our research project was to provide residents, as well as those working within the human service delivery industry in our communities, a detailed “grassroots” community analysis of the needs, strengths and capacity of our five Saskatoon urban core neighbourhoods. The ultimate goal was to provide a resource tool that may be utilized in assisting our entire Saskatoon community, to work together in a holistic manner through building on the collective strengths of our communities, through residents’ identification of their needs, potential outcomes, strengths and partnership/collaboration.

PART A: Quality of Life and the Neighbourhood

Tenure in the inner city is as wide-spread and diverse as the residents themselves. The range of tenure of participants was as short as 1 month, to a maximum of 75 years for one project participant.

“I lived in Westmount all of my life, attended the school, married and bought my first home here and raised my own children in this community. This is my community.”

Of 247 respondents that identified they had resided in their current location for less than 2 years, 47% identified that they had previously lived in the same or another inner-city community in Saskatoon, 22% identified other west side communities, 17% identified First Nations and other communities throughout Saskatchewan. Two percent of the respondents moved into the inner city from outside of Saskatchewan. Twelve percent of respondents did not identify where they previously resided.

Residents identified that they enjoy the mature trees and parks within their communities. The character homes and location being close to downtown for some was very important. The cultural and ethnic diversity of the communities was also a draw for residents.

Cost of housing was a major factor for many respondents. Rental housing was more readily available in the inner city; in some instances this was all that the family/individual could find or afford. Homeowners identified similar reasons for choosing the communities that they resided in. The purchase prices for housing in the inner city is lower than other areas of Saskatoon. This allowed for some families to afford to purchase their first home sooner than if they would have had chosen another neighbourhood.

Issues and Concerns of the Participants

Through the survey process participants were asked to identify what they felt were the top three concerns that they had in their community. Listed below are the top concerns identified by residents:

- **Crime** was overwhelmingly the number one concern identified by residents from all five neighbourhoods. Participants included comments regarding the level of criminality, violence, gang activity, sexual exploitation, prostitution, vandalism, vehicle theft, murders, home invasions and break and enters as the types of offences that they found to be of great concern for their well-being and safety.
- **Slum rental housing** has become a growing concern. Participants were often eager to point out the run-down slum housing on their block and the overwhelming frustration with the process in attempting to have something done about the problem. Occupants in these houses were quick to inform the researchers of their complaints with their housing situation, expressing frustration with their landlord not addressing health and safety issues, repairs, and the shortage of affordable alternative housing options available to them.
- **Addictions** issues were the third most common complaint within the communities. Participants wrote of their frustration with intoxicated individuals roaming the streets or hanging out in the back alleys, or sleeping in their yard or vehicle.
- **Aging infrastructure** was identified as a major issue within the five communities. Water lines, sewer lines, broken sidewalks, no sidewalks, lack of corner cut away ramps on sidewalks thus limiting accessibility and mobility of residents, garbage pick up, snow removal or lack thereof, dangerous alleys, potential front street garbage pickup, just to name a few of the issues that residents listed as concerns.
- **Bylaw** infractions were identified as a problem. It became more than apparent through the survey and focus group process that there were two groups of complaints here. There are those residents who understand and know what their rights and responsibilities are and their issue is those who don't comply with the City of Saskatoon's Bylaw No. 8175, The Property Maintenance & Nuisance Abatement Bylaw, 2003. Their complaint includes not only those that don't abide but the lack of enforcement by the City. The second group of residents complained adamantly about being harassed by neighbours and Fire Protection Services over issues such as overgrown lawns, garbage in their yards, parked vehicles, or dog feces.
- **Needles** were a concern for the communities. Discarded needles are a health and safety concern in the parks and playgrounds as well as for the residents cleaning their yards and the back alleys. Residents identified a high level of frustration with a service provider distributing needles to reduce health risks to the needle users while increasing the risk to their children, themselves and neighbours.

- **Taxes** were an issue in all five communities. It is important to note that during the time that the surveys were being conducted, many homeowners had recently received their latest market value assessments. Increasing taxes are making the communities less appealing than they previously were when weighed with the issues that they, the residents, have to deal with just to reside in the community, i.e. safety.
- **Parenting/Life Skills** issues were very prevalent. Residents were concerned that there are too many youth roaming the streets, loitering in the parks at night and generally causing mischief. They raised concerns ranging from the lack of parenting skills displayed by families within their communities, to absent parents, relying on the siblings to provide care for the younger children in families.
- **Lack of Business/Commercial Diversity** was raised as an issue. Many residents wanted the option to stay within their community to purchase products and services. In the study area, there are two grocery stores on the perimeters, Safeway on 33rd Street West and Extra Foods on 22nd Street West. Giant Tiger opened on October 30th, 2004, on 22nd Street. These locations, while relatively close, meant that transportation issues created difficulties for some residents in the different communities. Convenience was a major issue as there are less local confectioneries available and they are spread out; for many residents, transportation is still required to make a quick run for necessities.
- **Policing** issues were brought forward by residents, concerns regarding policing being different from crime and safety issues previously noted. Residents were concerned with slow response times, and often were frustrated that there are not quick and easy solutions to their individual issues when they deal with Saskatoon Police Services. Residents also identified an overwhelming sense of frustration with the treatment that they received from the Police. Officers responding to calls need to understand that the residents are valuable assets within the community.
- **Poverty Issues** identified by residents were: families and children without phone service, residents assisting neighbours with food security, dramatic increase in usage of the Saskatoon Food Bank, lack of resources to adequately manage their households (i.e necessary repairs for health and safety), lack of financial resources to adequately meet their children's needs, inadequate housing (i.e., overcrowded, insufficient, decrepit and unsafe), parental stress caused by frustration due to lack of community support, mental health issues, and respite.
- **Race Relations and Stereotypes** were identified as major concerns and issues. Residents like their communities and the ethnic make up of their communities. They appreciate the diversity of cultures within their communities but find that many people from outside the community, including government, are not fostering positive development of this environment. They expressed concern over the negative stereotypes that come along with living in the inner-city communities and wanted the tools to change this long-standing perception.

- **Lack of Affordable Rentals** was identified by many of the participants. The issue of housing varied slightly from community to community. For example, residents in Pleasant Hill expressed a need for more safe, affordable rental units for families as well as singles. Utility costs factored into the equation, as many of the rental properties are old and have poor insulation. It was also expressed that they did not want apartment buildings or high-density housing solutions in their community. Caswell Hill and Riversdale residents expressed concerns for affordable housing for their senior population, so that they may remain in the community.

“Our area is not deemed important by all levels of government”

“If you want to help us, buy a house, live and work with us.”

The Best and the Worst in the Community

In Saskatoon, it is well known that there is a perceived east-west divide. It is interesting that we discovered throughout the individual survey process that there are a great number of perceptions within each community that are comparable to this east-west divide.

Residents were more than happy to share their knowledge of their specific communities and the problem areas as they see it and live with it daily. Several major themes arose from this question. All of the communities identified slum housing as a problem. Each community had specific concerns. For example areas of concern in Caswell Hill overwhelmingly may be categorized into two areas: traffic and slum housing. While in Pleasant Hill the participants' responses were more widespread between the following: unsafe parks, the stroll area, drug houses, brothels, slum housing, and unwanted traffic. Westmount participants identified slum housing, traffic and issues with some of the parks within the community. Riversdale residents identified slum housing, unwanted traffic, and the pawnshops lining 20th Street West. King George residents identified slum housing, municipal expansions and vacant lots.

Overall residents in the five communities stated that each neighbourhood had a perceived best and worst. For example, there is an overall assumption and perception that areas north of 29th Street West and south of 19th Street West are better. But respondents living within this area didn't perceive it to be the absolute worst. This variance in respondents' answers to the above noted questions may simply be that they are comfortable with where they are currently residing and therefore do not perceive it to be the absolute worst area possible within their given community; there is always some place worse.

Slum housing and traffic issues were also very prevalent in the responses the research team received. On the opposite side of the spectrum, respondents also

were quick to point out that many of the older homes, which are owner occupied, are being renovated and upgraded, thus improving the overall appearance of their community.

Safety

Respondents felt relatively safe within their communities during the daylight hours. It was expressed that the level of fear increases after the sun sets. Many respondents stated that they choose to stay indoors in the evenings and at night rather than put themselves at risk of what may or may not be happening outside of their home. Many seniors identified that they do not feel comfortable walking in the evenings in their own communities.

One focus group participant stated “we have given up our streets to the criminal element, whether it is real or not, and only we can fix this.”

Families identified the level of safety one feels in their community in terms of their children’s overall safety in the community. Many parents identified that their children did not play freely outside of their yard without constant supervision. Residents identified the need for a sense that they are safe in their homes, in their yards, walking on the streets, and playing in the parks.

“I’d like to do something as simple as let my daughter walk to school without having a ‘john’ try to pick her up. Or something many take for granted like playing in the park. Try taking your child to a playground where you don’t know how many needles are buried in the sand. Ask yourself this simple question if you are a parent: Do you let your 10 year old child ride his or her bike in front of your house? Do you let them ride to the neighbourhood park or store?”

How do you feel about the ethnic make-up of your community?

This question created some controversy. Overall, participants identified that they are very happy that they live in a community that is diverse. They appreciated the ethnic make-up of their community and the benefits that this mix brings to their own lives and their overall community.

While this question may appear to be leading, or one might think that the answers may not be honest or truthful, the responses received were extremely descriptive by the majority of respondents.

It would be a mistake not to identify that racism does exist within the inner city communities. Less than 2% of all respondents stated that they were unhappy with the ethnic make-up of their community.

As one Aboriginal participant stated: "We all have to find our own way in which to respect ourselves and one another."

While racism does exist in our communities and in our society, the participants have found that for the majority, cultural and ethnic diversity is a strength for these communities and not a weakness. This strength must be built on human social capital.

Business Sector

Residents overwhelmingly expressed a desire to support the existing local community businesses. Many stated that they make a concerted effort to utilize these services. However, residents identified that there are constraints that influence their shopping practices. The number one constraint identified was directly related to income levels. Residents stated that they must leave the community for many purchases in order to maximize their limited income. Identified by many was the need to utilize the larger retailers located outside of their communities in order to receive the best possible pricing for products they required.

Participants also identified limited selection. An example that was identified by participants was the location of many of the larger used clothing shops. They stated that many of these businesses were located in areas that made them inaccessible for their families to utilize. Transportation was the leading cause identified for this limitation.

Laundromats were also identified as a business that is needed in the communities. Currently there are two coin operated laundromats located directly within the inner-city communities. Residents expressed frustration with the additional costs they incur to utilize a service that is necessary for their family.

Food security was also identified. Participants identified that there is a lack of affordable convenience stores located within their communities. They went on to state that they felt a need for localized stores, which offered affordable access to the basic necessities such as milk and bread.

Residents identified several formal and informal business types which detract from our inner city communities. Pawnshops were the most frequently identified business detracting future start-up business from the inner city of Saskatoon. Residents perceived that the number of pawnshops lining the inner city street perpetuates the existing stereotypes and stigma of the inner city.

Informal businesses operating within the inner city of Saskatoon are a definite deterrent to the image of the inner city communities. By informal, we include black market businesses including drug houses, dealers and prostitution, all of which residents identified as definite deterrents for future investment in these communities.

Public Facilities

Residents identified that there is a definite lack of recreational opportunities, recreational facilities, cultural centers, and outdoor activities available within their communities. Community members identified a number of local groups, organizations and schools that provide limited program opportunities for residents. At the same time residents identified that organizations and agencies need to have better cooperation for effective program development and delivery, thus preventing duplication and lack of services required to meet the identified needs of the residents.

While schools serve as a focal point for the five inner-city communities, numerous parents identified that they did not have a direct connection to the schools or (i.e. seniors, singles, specialized educational programs, etc.) and were unaware or did not utilize the programming provided. One of the residents shared their feelings by writing:

"As a white female, I often find most things are heavily weighted toward "Aboriginal" and though I am not prejudiced, it can be "too much of a good thing", and I feel excluded, and often, even unaccepted."

Parks

The five communities had varying responses regarding parks and park space in their communities. However, there was a direct correlation between those whose number one concern is safety as to whether or not they even utilize a park in their community. For example in the Pleasant Hill Community, the top concern raised by questionnaire respondents was the lack of safety; thus, indicating a direct correlation to lack of utilization of parks. Pleasant Hill residents identified concerns such as: safety/crime from residents and non-residents, and "johns" entering the neighbourhood for sexual exploitation of community children. Many parents indicated that an increase in violence, crime, gang activity, drug dealing, and prostitution, were reasons for not attending the local park(s). Residents also cited health and safety concerns such as: broken bottles from drinking, used needles from IV drug users, used condoms with an obvious lack of respect in public areas and parks in relation to identified stroll areas.

Riversdale residents were optimistic about the local improvements with the development of the River Landing Project and the recent skate park facility in Victoria Park. However, a number of questionnaire respondents still cited safety and gang issues in relation to this facility as neighbourhood safety and gang activity increases. "My son and his friends went to the Victoria Skate Park. While having fun, it was when trying to come home was when they were bullied and harassed by other youth. As parents, we have to weigh the safety risk for our children."

Westmount residents identified that they have a large amount of green space within their community. Along with similar issues to those of Riversdale and Pleasant Hill residents, they identified that the parks are just that, large empty unused green space without any true development.

Caswell Hill residents were generally pleased with the park space that they currently have. Safety when utilizing the park space was a major concern for the majority of residents. "Broken glass, bullies, disrespectful youth, these all make it difficult for us to allow our children to play unsupervised in the park."

King George residents identified that safety issues again accounted for the vast majority as the number one concern. Increased gang activity, bullying, broken glass, used needles and condoms discourage many from actively utilizing the park space that is available.

Child Care

Parents participating in the survey process raised concerns over a lack of affordable day care spots. Several of the schools within the inner city offer before and after school programs, which assist working families immensely. During the summer months, families identified that it was difficult to find affordable programs for their children. Caswell Hill had the lowest number of respondents who felt that what was currently available wasn't meeting their current need. Pleasant Hill had the largest expressed desire for more affordable childcare options. There are currently very few government-approved day care centers/homes in the inner city. There is definite need for further development in this area.

Another major theme that families addressed was the need for flexible hours offered by daycare centers and providers. Many stressed that they were encountering difficulties finding adequate placements for their children to accommodate their employment schedule. Shift work, service and hospitality industry workers require childcare that allows for early drop off, or later pick up times. Ultimately, having 24-hour childcare is required for successful employment opportunities for many residents in the inner city, thus allowing shift

workers to have quality and affordable childcare available to meet their families' need.

Respondents for the survey that did not have children identified that the lack of parenting and child supervision was a problem in their community. Many seniors identified that they often see young children left alone, or being supervised by siblings while the parents are not home. Respondents made repeated references to youth and children roaming the streets unsupervised and a perception that this behavior leads to increased criminal activity in their respective communities.

Many families identified frustration with the paperwork process required for subsidized childcare spots. It was expressed that the paperwork worried them, caused them stress and often was simply overwhelming for them to complete. They expressed that they constantly worried that they would make a mistake in the paper work and lose the subsidized spot that they so desperately needed.

Schools

Survey participants with lower socio-economic status perceived the school as meeting their children's educational needs. Overall residents were satisfied with their local public or Catholic school. Many parents commented that they actively participated in school events and programs with their children in the community.

Parents did identify several concerns with relation to schools. Safety issues were brought forward. This was directly related to bullying issues and violence. Accessibility to the Catholic school system was a concern for parents in Caswell Hill, Westmount, Riversdale and King George, as these children must attend in a neighbouring community. While transportation is provided for most of these residents, they felt that travelling to and from school limited their extracurricular activities.

The five communities have existing community schools to service the educational, mental, physical, emotional and spiritual needs of their families. Nine percent of respondents identified that they perceived that their local schools have already maximized their staff and school resources to first and foremost try to meet the overwhelming high needs of some families and students. These respondents expressed concern that so much responsibility has been placed on the schools for the social needs of students and families that the expectations for educational levels are being compromised.

"My son rarely brings home any homework. Yet our friends with children the same age complain that their children bring home too much. Why is the expectation different?"

Five percent of families with children surveyed do not have their children registered in the local community school. A correlation was found between income level and the identified highest level of schooling completed by the participant.

Education, Training and Employment

The City of Saskatoon has many opportunities for individuals to continue their education. In the inner city directly, there are limited opportunities at the local level. Participants identified a need for some basic training courses in the following fields: literacy programming offered in various time frames to accommodate residents, entry level computer software training, entry level secretarial training, hospitality and service industry training, life skills including parenting classes, introductory trades training for youth to introduce them to potential opportunities, and mentorship and tutoring, just to name the top few recommended.

CanSask Career and Employment Centre was most frequently identified by respondents to assist them in securing employment. However, half of the respondents who identified the Centre stated that there were barriers to utilizing their services. The daily expenses for transportation and/or parking costs to daily search job postings from the Centre were seen as barriers for some respondents. Participants also identified the hours of operation as a barrier. Regular business hours did not accommodate some of the respondents' schedules, limiting their access to the services offered.

Localized employment centres offering at the very least access to employment postings was repeatedly noted by participants. Placing accessible centres within each community potentially could overcome some of the barriers that exist.

Public Transportation

Sixty-seven percent of the respondents who utilize the transit system felt that overall the system was adequate in meeting their needs. Of those residents who ranked the service as inadequate or lower (8%) there was a direct correlation to how they felt the system could be improved to better meet their needs. These respondents identified the structure of the routes to be frustrating, as they often had to go downtown to access service to neighbourhoods to the north or south.

Furthermore, our municipality has increased public transportation costs. Respondents identified that the cost of using this service was becoming a major issue. Of the respondents who identified that they use public transportation, 53% identified decreasing cost of the fares would better meet their needs.

Needs

Not surprisingly, when participants were asked to identify their number one need it was safety. A sense that they are safe in their homes, in their yards, walking on the streets, and playing in the parks.

Many parents identified that their children did not play freely outside of their yard without constant supervision.

Criminal activity in the five core neighbourhoods is high. Participants shared many stories about their experiences. They also expressed an overall frustration with the systems and processes to deal with these issues. The Saskatoon Police services do not have the resources to have police walking the beat on every block or in every neighbourhood. Respondents identified a need for community action in response to the criminal activity in their respective communities.

Forty-three percent of residents surveyed made additional comments on their surveys, expressing their concerns as a victim of criminal activity. They expressed their frustration with the lack of tangible results to resolve their personal issue. They felt they were discriminated against because of where they reside. Repeatedly, participants identified that they have been told, "...if you don't like what is happening in your neighbourhood, move", or implied comments of this nature. Encouraging mobility does not increase community stability or begin to resolve the quality of life in the community.

Another need that was identified throughout the survey was a place for the community to come together. In other words, a community center. Residents identified that the inner-city neighbourhoods did not have a central gathering place to host events locally, or a central place where they could go if in need. It was overwhelmingly stressed that it be open and inclusive to all regardless of race, culture or ethnicity. No more segregated programs or facilities, whether implied or true. Residents identified a lack of recreation and cultural centers. Outdoor activities were limited. Seniors felt excluded. They expressed a need and desire for a place where they could gather to socialize and participate while at the same time be safe.

Participants identified the need for a center in the inner city communities. The center must be designed and developed with community residents' participation and input. All programs, services and potential new centres must be socially inclusive so that all members of the community will be welcome regardless of culture. It was identified that the seniors/elders want the opportunity to participate and share their wealth of knowledge with other members of the community. The seniors/elders also identified that they want a place where they

can hold social functions and gatherings, and "...decrease the overwhelming sense of isolation that they experience living in the inner city with the social problems that exist."

Residents identified that "we all live together in the community, and it is time we all come together as a community."

"Our Saskatoon Elders always share in their teachings, that one must know who they are and where they come from in order to move forward in life."

Housing issues were of major concern for many participants. Respondents identified a need for immediate action to address the slum housing in their communities. The overwhelming perception from the surveys was that the current systems in place, by-law enforcement, were not adequate to address this issue. Resident after resident identified that the rundown rentals were fostering an unhealthy environment for families in the communities. The absentee landlords were also identified. Residents stated that these individuals did not show a respect for their communities. They identified a need to address this growing concern.

Home ownership was identified as a need in four of the inner city communities. "As our seniors move out, landlords move in." It was identified that we need a way to encourage people to buy these older homes, invest in the communities, and reside in the communities. Residents stated a need to encourage more home ownership throughout the inner city.

Seniors identified two needs in relation to housing. These participants identified that they were unable to address housing renovations adequately with their limited income. They stated, that a flexible program needs to be developed to assist them to address their necessary renovations to allow them to remain in their own homes. The second need they identified was a project to assist them in retaining their independence in their communities. Examples that they gave may be simply stated as daily living assistance. They cited cost, awareness and availability as being the barriers to access this assistance.

South Downtown Development

Overall the majority of respondents indicated a desire to see positive, family-oriented development that would be inclusive for all residents with access regardless of income. Many respondents identified a diverse range of facilities be included in the development such as: interactive museums, recreational facilities, indoor and outdoor entertainment venues, daycare in south downtown, community rooms for community meetings, housing development for singles, families and seniors, even a paddling pool and spray park. What was very

evident from the vast array of responses was the need for community input. As a resident wrote, "I live just blocks from this development, and this will have a direct impact on my life. All I want is to be heard and my input respected."

Perception of the Community

The negative stereotype associated with the inner city and west side of Saskatoon is extremely frustrating for residents. Ninety-seven percent of respondents felt that the media poorly represented their communities. Many expanded on their responses to include that they felt that the manner in which the media presents inner city issues was negative. While they acknowledge that there are and will be issues of crime in the inner city, the manner in which it is presented is detrimental to the overall perception of their communities. Many felt that this presents a false image for Saskatoon as a whole, that all of the major crime is on the west side while the east side is a relative haven of peace and tranquility.

The overwhelming response to the question on how people react when you tell them where you live was "...oh you live there?" This reaction to where they lived has a direct impact and correlation to how the individual felt about their community. Responses included a desire to move or to simply not tell people where they live exactly; in other words, encouraged a sense of shame.

Your Role?

Overwhelming response to this question was a positive willingness to get involved. Ninety-six percent of respondents stated that they would be willing to play a part in supporting their community and families. The remaining participants indicated that they were feeling an overwhelming sense that they had already done their part and weren't willing to get involved outside of their own current family situation. Respondents identified many potential roles that they could play in supporting their communities. Most respondents identified very straightforward roles such as being a good neighbour and being respectful of others in the community. One participant wrote "We live here and we care!"

Concluding Comments on Quality of Life

Participants were more than willing to write additional comments and concerns with respect to their community and quality of life. The sharing of knowledge is invaluable.

Communities must be valued for their strengths and tremendous amount of capacity. Communities need support and resources to assume responsibility for addressing the social issues in their communities without relying on inflexible

systems with limited mandates. It is important to find new ways in which to engage and empower the communities to begin the processes of reclaiming each community.

Participants repeatedly stated that no one listens to them. Decisions continue to be made on behalf of the community with limited to no input by the residents on issues that affect their quality of life. This lack of voice and choice for those who are labeled, (i.e. poor person, senior, Indian, west side or inner-city resident, etc.) or marginalized and isolated in the community of residence is unfortunate for many inner-city residents.

Dr. Phil Lane Jr., from the University of Lethbridge, validates what community participants stated. He best captures our inner-city residents' paradigm of their community where they live, work and play. "In contrast, where the powers that be have attempted to silence (or simply ignore) the voices of community people (or various parts of the community), the outcomes have been decidedly unpleasant. Depending on the nature of the barriers those in power employ to silence and disempower community people, and also depending on a wide range of cultural, social and economic factors, the consequences have included various combinations of the following:

- a) Withdrawal – Community people turn inward, withdrawing their energy and attention from the community. Outwardly this looks like apathy and passive acceptance of the way things are. People seem unwilling to give their time and energy to efforts to improve human and community conditions.
- b) The Collapse of a Sense of Community – Common oneness based on a shared sense of purpose, on values and on a desired quality of life disappears. The consensus underlying collective life is broken. People no longer feel tied together in a mutual web of shared responsibility.
- c) Splintering, Disunity and Dysfunctional Human Relations – Because their normal creative energy has been blocked and their voices silenced, many people feel hurt, angry, degraded and extremely mistrustful of others (especially those in authority). Dysfunctional patterns such as malicious gossip and backbiting, telling lies, theft, manipulation, power games, abusive behaviours, and addictions cripple positive efforts to improve community conditions. Even within like-minded groups (such as churches), groups splinter off rather than facing the deeper roots of conflict. Very often when money comes into a community for a development project, people are pitted against each other for control of the process and for a share of the benefits.
- d) Violence, Sabotage and Revolt – many people who feel they have no way out, no way to improve a miserable existence, become either self-

destructive (depression, addiction, suicide) or violent toward others. At a very basic level, this violence takes the form of physical or sexual abuse or violent attacks on other people. Sometimes it becomes a somewhat mindless social ritual, as for example when groups of youth trash a school or someone's home. Sometimes it becomes much more calculating and strategic, when, for example, a particular person is attacked (sometimes their property, sometimes their person or their relatives). Finally, all of these levels of rage and violence have been successfully channeled into organized attacks on those in power in order to either force change or actually overthrow the existing system. This later case is usually called civil war." (Lane, 2002).

We do have a tremendous amount of human social capital.

PART B - Housing

Introduction

In each of the inner-city communities, housing was identified as an issue and concern. In this section we were attempting to capture residents' perspectives on their current housing situation and the housing conditions within their respective communities. The following are the results from the results of the key informant interview process.

It became very evident that with the current situation in Saskatoon's inner-city communities, residents are experiencing growing frustration with the levels of crime and safety issues. With this said, overwhelmingly, residents stated that they were satisfied with their present housing situation. Homeowners were more satisfied with their current housing situation than renters. While satisfied, homeowners indicated that the increasing level of taxation was not encouraging them to remain in their current community. One respondent captured this level of frustration "Where is my discount for not being able to enjoy my neighbourhood?"

When respondents were asked if they intend on staying in their current home, many indicated the extremes. 14% of respondents indicated that they definitely plan on leaving the inner city, while 13% indicated that they have no intention of leaving. "I've been here 14 years, and I plan on staying at least another 14 years."

An overwhelming number of participants have experienced difficulties in housing themselves and/or their families, both homeowners and renters. Affordability was the number one factor identified by participants. The limited number of affordable units for sale and/or rent was identified along with the properties that were available were of poor quality and too small. The housing stock in the inner-city of Saskatoon is aging and deteriorating.

Many stories were shared in the surveys regarding discrimination and housing. Culture, economic situation, age and the number of children were the top reasons identified. Seventy-eight percent of renters felt that they had been discriminated against in one form or another while looking for a place to live.

Homeowners

Homeowners identified that the lack of availability of affordable homes to purchase was a difficulty that they had to overcome in finding a home for themselves or their families. Many of the properties that they qualified for and could find were of poor quality and too small for their family size. Homeowners

overwhelmingly identified that the quality of their home was adequate to good, requiring some repairs and minor maintenance.

Homeowners identified two issues, which are hindering their ability to renovate their existing home.

- Lack of financial resources to properly address deficiencies
- Fear: How much money do you spend on your home? By properly addressing the deficiencies, they may spend more on their house renovations than the house is worth in the real estate market. It may be cheaper to sell the house than to address the issues (i.e. crumbling basements, black mold, energy efficiency issues)

Renters

Participants currently renting properties identified that they did not have the required down payments to become homeowners. Eighty-seven percent of renters indicated that the down payment for a home was a problem. Credit issues were listed as barrier for them to overcome.

- 86% of renters interviewed, identified that they would be interested in becoming homeowners.
- 73% of renters did not want to purchase a home in the inner-city community where they are currently residing.

Renters identified a high level of frustration with regards to the maintenance of the properties they were residing in. Tenants did not feel that the landlords were willing to address the deficiencies of the property.

“My house is an old house and it’s moldy. I spoke to my landlord and asked for this to be fixed. He told me that all houses are this way, all old houses have mold. It’s normal.”

Residents identified the number of “slum housing” units in the inner-city as a major problem. Homeowners addressed this issue from the perspective that it negatively impacts their quality of life and the value of their homes, tenants addressed it from the impact it was having directly on their family’s quality of life, health and level of inclusion with neighbours and the community.

Housing Assistance and Support Services

A cross section of respondents identified the need for outside help. Direct correlations could be found for the following: seniors identified that they required assistance with household work, home health assistance and transportation. Families identified that they required safe, affordable child care support services.

Housing Summary

In 1997, the federal, provincial, and territorial governments endorsed the development of a National Children's Agenda (NCA). The NCA can be best described as a "comprehensive strategy to improve the health and well-being of Canada's children." The four goals of the NCA are to promote children's health, safety and security, success at learning, and social engagement and responsibility. Safe, stable, and secure housing is vital to all aspects of children's health and development. Moreover, housing intersects with other factors that bear on good child outcomes. The quality, cost, tenure, and stability of housing, along with the neighbourhoods and communities in which children/families reside, all play a role in the achievement of desired outcomes in the areas of health, safety, education and social engagement. (Cooper, 2001).

For example, income affects the quality and type of housing a family can afford. Inadequate housing directly affects child health and well being, and spending a large or disproportionate amount of income on housing means less money is available for other necessities. Poor housing is usually situated in poor neighbourhoods. Risk factors associated with these neighbourhoods interact with low family socioeconomic status and contribute to unfavorable child outcomes. Inadequate housing, frequent relocation, and financial instability cause parental stress; which can contribute to dysfunctional family relationships. In turn, dysfunctional family relationships can result in domestic violence, separation, divorce, all of which have been identified as among the most common reasons for frequent moves and housing disruptions. (Cooper, 2001)

"Research demonstrates that safe, adequate and reasonably priced housing is vital to child health and safety, educational attainment, and social engagement – goals identified for all children in the NCA vision documents. While housing improvements serve as an effective intervention to prevent and redress certain problems, such improvements are both dependent upon and a step towards the satisfaction of the three enabling conditions for good child outcomes: adequate income, effective parenting, and supportive community environments. It is difficult to achieve these conditions when children are poorly housed. Moreover, the chance that children will be well housed in the absence of these conditions is lower than when these conditions are present". (Cooper, 2001)

PART C: Agencies, Organizations and Service Providers

This section was designed to identify the current level of awareness of participants for services and service providers operating in the five core neighbourhoods. This section was not a complete list of all agencies, organizations or services available in Saskatoon. We attempted to use the name that we felt was generally heard or known by the general public. Surveyors did not provide the participants with any information regarding who or what these providers were. It was not our intention to single out or harm any organization in this process. After careful analysis of this data, and reviewing the concerns raised by a few of these providers, it was determined that we would not release the exact data for each provider listed. Instead we looked at the overall level of awareness of these providers within the community.

Our findings were: less than 10 percent of all respondents were aware of at least 50% of the providers. There is an overwhelming lack of awareness in the inner city communities to what services are provided and available. Surprisingly, even local community associations scored extremely low for awareness within the communities. This lack of awareness must be addressed for healthy community development.

Several themes were identified from this section of the surveys:

1. The affordable rental housing providers such as the Saskatoon Housing Authority, Saskatchewan Housing Corporation, and SaskNative Rentals were well known within the community. There was a direct correlation between those respondents that were aware of these services providers and if the respondent was not a homeowner.
2. All participants very well knew Saskatoon Police Services and the Saskatoon Fire and Protection Services.
3. The Saskatoon Food Bank was very well known throughout all of the communities.
4. Habitat for Humanity was well known. The Habitat Re-Store was repeatedly noted as being a favorite home renovation shopping spot.
5. White Buffalo Youth Lodge was well known within the neighbourhoods, providing a necessary service to the community.
6. CanSask Career and Employment Centre was very widely identified by respondents as being known and used, providing a valuable service to all communities.
7. The Department of Community Resources and Employment (Social Services) was widely recognized by community residents.
8. SIAST and SIIT were widely known and identified by residents that they had utilized their services. The Aboriginal population within the communities better knew of SIIT.

9. Egadz Street Outreach was widely recognized by participants.

Of all of the services, agencies and organizations listed on the survey, it became apparent that there exists a major misunderstanding within the communities as a whole with regards to Egadz Street Outreach. Repeatedly, respondents listed the Egadz needle program as a program that they had an issue with. It is extremely important that we clarify this issue for our communities. Egadz does not run the needle exchange program in Saskatoon. The Saskatoon Regional Health Authority runs the Needle Safe Saskatoon program. A community awareness campaign is needed to clarify this misunderstanding within the community.

Additional comments were made by over 79% of respondents. Their responses may be summarized as follows:

Community residents are seeing systems and agencies meet their own system needs first and then families or the communities' need based on their mandate. Family supports are limited after traditional work hours with limited after-hour resources available. Services for families are mandate-focused versus needs-focused. Services in our communities are fragmented and inaccessible to those who need them. The end result is usually the community residents supporting those in need, with the little they have, as well. With the urban migration of First Nations and Metis people to our Saskatoon urban core neighbourhoods, and inadequate numbers of homeowners, many are also living in poverty. The homeowners, the true stakeholders are frustrated, as their communities and family needs are not being met. Community needs the tools so children and families' needs can be met with positive outcomes. Community will take care of their own if they are given the adequate resources to support their neighbours and friends. Our urban core homeowners are concerned that they will not be able to provide the necessary supports and resources needed for families and neighbours to be socially engaged or included.

PART D – General Background Information

The majority (62%) of respondents were female. Two-thirds of respondents identified their age to be between 30 to 39 years of age. With regard to the question of whether the participant is the head of the household, many male and female respondents made it known that patriarchal values are being replaced by gender equity practices. The research team, when asking this question, intended no offence.

36% of respondents self-identified as being of Aboriginal status, First Nations or Metis. A surprising number of respondents (4%) identified themselves as being Canadian. Language barriers were not experienced in the field surveys or focus groups, although they were anticipated. Only one participant survey was translated from French to English. For ease of participation in the process, the participant answered all questions in French.

Fourteen percent reported less than a high school education and 41% indicated post-high school education levels, some college, certificate or degree.

Over half 55% of the respondents identified that they were employed outside of the home. One third (33%) identified their household income level as being between \$20,000 and \$29,000 per year. 27% identified their household income levels as being lower than \$20,000 per year. 7% identified their income level for their household as being over \$60,000 per year. 12% skipped this question or did not wish to share this information with the research team. The remaining participants household income levels were greater than \$30,000 but less than \$60,000 per year.

41% of respondents identified that they had volunteered their time for a community organization or group. Of these respondents 17% indicated that they have or are experiencing frustration with this participation. 4% indicated that it is time for other community members to come forward and take over for them. They stated that they had done their time. Survey respondents discussed a perceived feeling that they were not always appreciated and/or valued for the work that they do/did on behalf of community.

“I just want to help others in my community. Through volunteering and participating, the personal cost on my family because of my involvement is a big price to pay.”

Capacities, Assets, Strengths Identified Through the Research Process*

[*these were drawn out through qualitative analysis of the data]

There are several reasons why citizen groups, public officials, and agency representatives should secure accurate information about the needs of a community. All communities are in a continual state of change – through births and deaths of citizens, through people moving in and out and through the natural growth and development of each individual citizen over time.

This community capacity and needs assessment provided an excellent example of engaging the citizens to participate in the identification of issues, concerns and the development of potential solutions and goals. There is a tendency for people to resist change. An assessment of this nature provides a process for citizen involvement where people learn more about the situation, and feel that they have had the opportunity to have their voice heard.

Communities must be valued for their strengths and tremendous amount of capacity. The participants from five inner city communities studied for this assessment showed exemplary capacity. Their knowledge of their community and the issues that are affecting the quality of life is invaluable. This is a positive strength, which must be recognized and built on.

Living a “good and productive life” (as one First Nations elder explained) as an individual and being a strong and caring community depends on whether these strengths are used, developed and strengthened. Individuals and communities whose gifts are recognized and valued feel good about them, develop a positive view of them and continue to grow. The key to successful community-building will be to link these strengths in such a way that they multiply their effectiveness.

Our communities share strengths in our individuals, and families. These strengths will provide our communities with the basic building blocks to build upon for true positive sustainable community development.

Our communities expressed a respect for the ethnic diversity of our communities. Respectful relationships that already exist within the community may be built upon and developed further. Communities need to recognize that they have resources and strengths that they already rely on within the community. It is not always necessary for outside intervention to correct issues within a given community. Through the engagement of their residents, and recognition of what strengths they have to build on, issues may be addressed.

Organizations, agencies and service providers must be willing to work with communities in a collaborative and respectful manner. "Collaboration acknowledges that going it alone is no longer acceptable; working together is the only feasible solution. Creating opportunities for people to understand and appreciate their talents and contributions are primary tasks in the collaborative process. Power is not something to be given but something to be discovered." (Barter, 1996)

Concluding Comments from Survey

Community members seem to be more concerned with issues that are closely related to personal and community safety. None of the top issues identified, capture the health or crisis needs emerging in their communities. Housing issues were focused around financial constraints and lack of quality, safe and affordable rental units or homes to purchase.

Findings in this study revealed that the majority of community members are not fully aware of the existing agencies, organizations and service providers in the community. The lack of knowledge is most likely the main barrier preventing citizens from using the local services.

Community members repeatedly stressed to the research team that their voice is not being heard or respected. This obstacle must be addressed in order for healthy and sustainable community development to occur.

The identification of issues, concerns, needs, capacities and strengths should be an on-going process. Programming that brings residents together around common concerns and encourages them to coordinate their efforts to solve community issues contribute the most to strengthening and supporting the community. Community members, working together to lessen the isolation of individuals, assist in developing a respect for others and for property and learning to work together, bridging our differences, will enhance community spirit and a sense of belonging.

There was a growing cynicism expressed by respondents with regard to public consultation and community input. "...There is a renewed emphasis on citizenship, citizenship defines a common relationship to the process of decision-making in democratic society, which in turn defines the "rightness of power" and the legitimacy of both process and decisions. Citizenship in this context raises the question: Can citizenship flourish when the individual cannot make a direct connection between his or her local community or social network and political participation?" (Evans, Scott. 1997)

In this materialistic, fast-paced culture, many children have broken circles, and the fault line usually starts with damaged relationships. Having no bonds to significant adults, they chase counterfeit belongings through gangs, cults, and promiscuous relationships. Some are so alienated that they have abandoned the pursuit of human attachment. Guarded, lonely, and distrustful, they live in despair or strike out in rage. Communities, schools and youth organizations are being challenged to form new tribes or community clans for all our children so there will be no "psychological orphans". (Brokenleg 1990).

The Race Relations Audit, prepared in May 2001, identified; the City of Saskatoon's role in race relations is at a strategic point in its evolution. It notes that, "Engaging the community in the development of a long-term Race Relations Plan is a necessary pre-requisite to any further decisions surrounding the program including funding, the future role of the Advisory Committee, and the role of the City in promoting racial harmony and minimizing racial tension." (City of Saskatoon, Community Services Dept.-Race Relations, February 20, 2002).

The residents from inner city Saskatoon communities have exceptional capacity and are empowered to make social policy change through citizen participation and voice.

Our Saskatoon respondents wish to re-engage and re-empower their neighbours, friends and citizens to assert control of accountability and measurable outcomes over the services being provided for them by our institutions of power (controlling citizens). Roberta Jamieson, Lawyer and Chief of the Six Nations, presents a challenge for our levels of government, including our First Nations brothers and sisters to "thoroughly examine the recommendations of the Royal Commission on Aboriginal People, the Penner Report, the Senate's Watt Report. The 'Cost of Doing Nothing' weighs heavily on us as well as Canada". (Jamieson, 2004)

The participation of consumers in human (social) services offers a promising avenue to explore and have potential for developing a sense of community in areas where this has not previously existed, for increasing the competence and self-image of consumers, and for reducing multi-faced, complex social problems.

It is important for our community to proceed slowly and build on a solid foundation on which the partners will develop a collaborative vision, goals and commitment. Working with the community needs to be inclusive and open communication must be maintained throughout all aspects. In supporting the community, restructuring of work environment (physically and philosophically) partnering mandated agencies and organizations will need to be flexible, open to risk-taking and willing to meet problems head on. This requires all community partnership development to be built on a solid foundation of mutual respect and trust.

RECOMMENDATIONS:

The recommendations for the capacity and needs assessment are in response to the four areas of common concern that were identified by participant surveys and focus groups:

1. Safety and Crime - personal safety and criminal activity.
2. Determinants of Health (identified needs of community residents)
3. Family and Community Resource Centre Model
4. Housing – coordinated, strategic plan individualized with community

These recommendations are also grounded in what the researchers believe characterize what the community said to build a strong community in the inner-city neighbourhoods and Saskatoon as a whole. We believe such communities, community leaders and members work to lessen the isolation of individuals, assist in developing a respect for others and for property, and to work together to enhance community spirit and a sense of belonging. Programming that brings residents together around common concerns, and encourages them to coordinate their efforts to solve community issues, contribute the most to strengthening and supporting the community.

The community prioritized recommendations, which are organized under seven themes:

1. Strengthening and supporting our children and families – “social inclusion, holistic”.
2. Strengthening and supporting our youth – “We need to support our future leaders”.
3. Supporting our elders/seniors for their guidance – “keepers of the knowledge”.
4. Strengthening multiculturalism and diversity – “shared knowledge, shared understanding”.
5. Strengthening safety and crime prevention - “prevention and personal safety”.
6. Building collaborative, community partnerships – “innovation and sustainability”.
7. Housing strategies (home renovation, bylaw education, tenant rights/responsibilities, home ownership – strategies to obtain)

"Issues that affect the lives of children are not easily compartmentalized within one government department. The lives of children are influenced by policies and programs that are cross-jurisdictional as well as cross-departmental. A successful public policy framework must recognize and respond to the life-course of children. The multi-dimensional nature of children's lives needs to drive this policy framework; bureaucratic exigencies can no longer take pride of place over children's needs" (Government of Canada (HRSDC), 1999).

One resident wrote very eloquently in their survey that "it is very unfortunate that in our society, material wealth and assets define who is successful or not, therefore influencing who really matters in our communities".

Many inner-city residents stated that they felt people viewed them as trouble makers, problematic people who are never satisfied. Residents stated that they have been labeled, blamed, and judged on the resident's accountability to the norms and values of those in positions of power as opposed to their professional and creative competencies. The stress, value conflicts, and dilemmas stemming from such judgmental behaviour create tensions for many human service workers. They often find their work is not rewarding or comfortable. Morale becomes an issue, which thus interferes with embracing change. Predominantly all residents discussed their communities in terms of apathy, volunteer burnout, illness, and high mobility in these communities. One mother talked about how seven houses are for sale on her block and that there are no kids left on their block; everyone moved away due to safety and crime issues. She talked about how "...it is always the same people who care and volunteer in the community and as a long-term community volunteer was beginning to question if others don't care, maybe why she should care."

Progressive social change happens best through the direct participation and agency of individual citizens collaborating to envision better ways, and mobilizing to bring our propositions forward to promote vibrant and tolerant communities. The goal of social change is to strengthen the capacity of marginalized people to influence the social and economic and political structures that govern their lives. People like ourselves all around the world bring about social change. It takes courage, hope, and political will to make the world a better place for us all. (Murphy, 2000)

So, where are we at, after all the sectors have restructured a few times, developed individual strategic plans with no vision of collaboration (because that means we have to share and pool our resources or it is not true collaboration). It is time for our governments to come together to develop a cross-jurisdictional,

comprehensive, and long-term strategy to address family and children's housing problems within the context of sustainable, positive outcomes for Canada's children. We know that published research states that by our communities making substantial investments in the early years with children, our communities can reap enormous financial benefits by early interventions.

Programs and services in areas of child health, poverty, homelessness and social well-being have been singled out as national priorities, yet such issues will not be addressed unless children's housing needs have been met. The National Children's Agenda (NCA) identifies priorities as physical and emotional health, safety and security, success at learning, and social engagement and responsibility as its foremost goals for Canada's children. Our government sectors and departments must understand the overall economic security and stability of the entire family, as children do not live by themselves. Albeit, it is of minimal benefit to provide community programs or enhanced educational interventions to children who are hungry and in a constant state of dislocation and or homelessness. If the NCA and Saskatchewan's Action Plan for children's goals are to be achieved for all of Canada's children, we must look at the whole family unit and provide parents and significant adults who must provide for our children. Parents and care giving adults must have the skills and strengths to nurture their children, and the economic means to provide them with adequate food, clothing and shelter. (Cooper, 2001)

Our governments must look at the role of housing in social policy and further, how housing policy must be integrated with other sectors of children's policy and social policies in general. Now is the time with significant public investment in new social housing that if we are to make any sustainable, long-term change, we must address issues of bricks and mortar in conjunction with broader considerations about community development, amenities such as schools, transportation, programs and supports to ensure that social housing does, in fact, reap the desired outcomes for families and children. While community supports are of little value in the absence of housing, the presence of housing alone does not guarantee that all objectives and outcomes will be realized anytime soon.

To date, there have been numerous attempts of intersectoral dialogue and policy development among a select group of decision-makers of all four levels of government and community representatives. Each policy sphere has been making decisions in isolation, without leadership from any sector. Although the Government of Saskatchewan Regional Intersectoral Committee (RIC) plays a dominant role in supporting this collaborative work, no coherent approach has evolved even though stakeholders have stated their commitment to work this way. Governments must look at "The social union framework agreement to set the stage of collaborative, integration of the various policy sectors. Three

principles to govern the direction of social policy are common purpose, citizen focused, and collaboration". (Cooper, 2001, p. 34)

In order to best meet the needs of our communities' children, change must occur at all levels: within ourselves, our organizations, our communities, and our society.

Communities must be valued for their strengths and tremendous amount of capacity. Communities need support and resources to assume responsibility for addressing social issues in their communities without relying overly on inflexible bureaucracies with limited mandates, agendas and resources. Communities must reclaim, meaning to recover and redeem what is lost. It is also an opportunity to respect the importance of process, to engage in collaborative relationships, to be innovative, and to build community and social justice for the common good. (Barter, 1996, p. 10)

A community-building approach renegotiates relationships from the professional bureaucratic paradigm towards the community paradigm. Our bureaucratic environment is governed by rigid policies and procedures, where the power remains with senior bureaucrats isolated from the grass roots. Governments are often reactive and want quick fix and band-aid solutions in an attempt to quiet down any social conscience residents.

Barter (1996) in his research discusses a shift to the client/community paradigm that would make public services and programs more community-based, with communities assuming responsibility for governance based on the goals and priorities they see as important for the well-being of citizens. However, in saying this, such a significant shift in approach and responsibility for major public services and programs means abandoning many past practices and policies. Expectations associated with partnerships, inter-professional teamwork, resident participation and involvement, staff empowerment, user-friendly services, primary prevention and health promotion, community development, coordinated systems of delivery, integrated programs and services, and community decision making and governance dictate different practices and policies. Not only do these expectations fit the resident/community paradigm, they are equally compatible with social work principles and values. Community-based systems, if true to the mission and principles underpinning them, are ideal environments for a profession with the commitment and interest to connect personal troubles and public issues. These are the very systems, which should be embracing community development.

Collaboration, like empowerment is a people process. It is not a quick fix. It is a means to an end and not an end in itself. Collaboration acknowledges that going it alone is no longer acceptable; working together is the only feasible solution.

Creating opportunities for people to understand and appreciate their talents and contributions are primary tasks in collaborative process. Power is not something to be given but something to be discovered.

“It is important to believe in people’s abilities to change and that “People are, and always will be, the experts in themselves, their situation, their relationships, and what they want and need” (Smale, 1995).

For agencies and organizations wanting to work in community, they must be prepared to revisit their values and beliefs. Their work practices must reflect that as professionals they must be supportive of community.

In conclusion, one resident stated “as an aboriginal person, I have been researched many times with no results after it is done, don’t let this research sit on a shelf and collect dust. Let’s work together and be heard.”(survey participant, 2004)

We must congratulate our Saskatoon inner-city residents for taking part in this participatory action research project. Their insight and knowledge of their communities provided the opportunity to identify and acknowledge that a foundation to build upon does exist. Inner-city communities have the capacity and will for positive growth and development.

“Community Voices”.... is the first community-developed, capacity and needs assessment of Saskatoon’s urban core neighbourhoods: Caswell Hill, King George, Riversdale, Pleasant Hill and Westmount. The project was developed by a group of diverse inner-city residents and families (children, youth, adults, and seniors/elders) with a strong desire to bridge our diversity and develop trusting relationships, thus building a strong foundation both within the core communities and throughout the larger community of Saskatoon through engaging residents and hearing their voices. It is the desire and hope of our inner-city residents that we utilize all existing research, knowledge, skills and strengths to move from research into action.

COMMUNITY VOICES

We believe that families can shape the direction of communities, and communities can shape the direction of families.

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List of Appendices

1. General Information Letter
2. Informed Consent Form
3. Individual Survey
4. Focus Group Questionnaires

Appendix 1 – General Information Letter

Community Voices Inner-City Capacity and Needs Assessment
“Building on our resident’s capacities, skills, and strengths from within”
Community Research Project
General Information

August 2004

Dear Saskatoon Inner-City Resident:

A group of **Saskatoon Inner-City Residents/Homeowners** has initiated a Community Research Team and is conducting Participatory Research in our Inner-city communities in Saskatoon, SK. The purpose of this project is to profile the residents’ needs and strengths, while gathering data to support the correlation between housing and community health. The survey is designed to identify the community/housing concerns of residents in your area. **The research will provide a “live working tool” which residents and the broader community of Saskatoon can build upon to support others so all can “live in a community where it is easy to be healthy” (SK. Action Plan for Health, 2001).**

The questionnaire should take about 40 minutes to complete. A Community Resident Researcher will come to your residence to bring a copy of the questionnaire for you to participate or will assist you orally with the completion of the questionnaire. **Researchers will be in your neighbourhood in August 4nd to September 15th 2004.**

An Inner-city resident’s focus group will be held after all the questionnaires are completed. You may be invited to participate in the focus group. The focus group provides an opportunity for residents to discuss in-depth issues relating to housing and how to build on our strengths and needs in our urban (inner-city) communities.

We are required to obtain your consent to conduct the interview. **All information that you provide is disclosed for this research project only; personal information will not be shared outside the “Community Voice” – Research Department.** Consent forms will be stored separately from the completed questionnaires and focus groups. All questionnaires and consent forms will be stored until September 2006. At this time, all sealed information will be shredded. **You have the right to withdraw from this research at any point.**

Your contribution is valued and will be respected by the researchers.

If you would like a copy of the final report please advise the Interviewer or call the Co-ordinator with your mailing information, the telephone number is provided below. If you have any questions or concerns about this project, contact:

Elizabeth Burk, Coordinator
“Community Voice Capacity and Needs Assessment”
Email: b.lizzard@shaw.ca
phone: 249-3187

Thank you for participating in our “Community Capacity and Needs Assessment”

**“We believe that families can shape the direction of communities and
Communities can shape the direction of families”.**

Appendix 2 – Questionnaire Information and Consent Form

Saskatoon's Inner-City Neighbourhoods – "Community Voice"
(Participatory Research undertaken by inner-city residents)
Community Voice - Needs Assessment
of

(Pleasant Hill, King George, Westmont, Riversdale and Caswell and Meadowgreen Urban Core Communities)
Saskatoon's Inner-City Urban Core Neighborhoods'

August 2004

Questionnaire Information and Consent Form

Title of Project:

Community Voice within Saskatoon's Inner-City Neighbourhoods.

Project Description:

The purpose of this research is to profile residents needs and strengths of Saskatoon's inner city neighbourhoods and the gather data to support the correlations between housing and community health, with an overall goal of recommendations for community action. The research will provide a "live working tool" which residents and the broader community can build upon to "live in a community where it is easy to be healthy".

Process:

You are invited to participate in this research project by completing the questionnaire that is provided by a Community Resident Surveyor/Researcher. The survey staff will be wearing Identification Name Tags and will bring one copy of the questionnaire to your home to complete. Your participation in this research is voluntary. You can withdraw from the research at any time.

Risks and Benefits:

There are no known risks to participating in the research. We request 15-20 minutes of your time, either in your home or outside your home. Upon completion of the questionnaire your family name will be entered in our prize box draw. As a token of our appreciation, awesome prizes will be awarded to families. Eg. (Hotel Family Weekend, gift certificates, and much more) who participate? Your contribution is valued and will make a difference in your community and will be respected by our community researchers.

Privacy:

Your signature/initials on this consent form is required for your consent to participate. This consent form will be stored separately from your questionnaire. Any personal information that you provide will be kept confidential; it will not be shared outside the Community Research Team.

Use of Information:

Researchers will review the questionnaire information; findings will be gathered, organized and presented in a final report.

Your signature on this consent form means that you agree to the contents of this form.

If you have any questions or concerns about this community/residential research project, or about your rights as a participant, contact: Elizabeth Burk, Research Project Coordinator, 249-3187 (local).

Keep the top portion of this form for your records.

Title of Project: Community Voice within Saskatoon's Inner-City Neighbourhoods

I have read the information on the research project. I understand that the purpose of this research is to study the needs of residents in the City of Saskatoon, Saskatchewan's Inner City Neighbourhoods and the correlation between housing and the determinants of health. I understand my role as a participant. I understand that my participation in this research is in a volunteer capacity, and that I can withdraw from this research at any point. I understand that my identity will remain anonymous. I understand that the information gathered from the questionnaire will be used in a final report.

Date of Interview: _____, 2004 Interviewee ID# _____

Signature/Initials of Participant

Community Resident/Researcher

Appendix 3 – Individual Survey

**Community Voices Inner-City
Capacity and Needs Assessment**

Participant Questionnaire

Interview Identification Number: _____ Date of Interview: _____

Interviewer Initials: _____

Purpose:

The purpose of this survey is to identify and assess the capacity and needs of the residents in the five core neighbourhoods in Saskatoon, SK. This survey consists of four parts. Part A asks questions about quality of life and your neighbourhood. Part B asks questions related your current housing situation. Part C asks questions related to services available in your community and the surrounding neighbourhoods. Part D asks questions about you and your family.

**All participant information will be kept in confidence.

Time:

This survey should take about 30 minutes to complete.

Part A: Quality of Life and your Neighbourhood (Community _____)

*** All Questions are Optional and Confidential***

1. How long have you been a resident of this community? _____ years
2. If less than 2 years, where did you live previously? _____
3. Why did you choose to reside in this community?
4. All communities have concerns. In your opinion, what are the **top three concerns** that you have in **your community**?
 - 1.
 - 2.
 - 3.
5. Are there specific problem areas (buildings, lots, intersections, etc.) that you feel could be improved upon?
6. In your opinion, which residential areas in your community are in the best condition? (south of..., or certain portions of the community etc.)
7. In your opinion, which residential areas in your community are in the worst condition?
8. Do you feel safe in your community? Why/Why not?
9. How do you feel about the ethnic make-up of your community?

10. Do the commercial areas in your community serve the needs of your community residents? (in terms of banks, grocery stores, pharmacies etc.)

11. Do you or other household member's shop in the local businesses? Is there an adequate selection of businesses in your community? Why/Why not?

12. Is there any type of current business that detracts from your community? What type of business would you like to see in your community?

13. What types of recreation or cultural centres and outdoor activities are available in your community?

- a. museums
- b. community centre
- c. parks
- d. libraries
- e. computer centre
- f. after school program for children or youth
- g. health club
- h. parenting groups
- i. day care centres
- j. cultural groups
- k. sports leagues
- l. other _____

13a Which of the above listed have you accessed or participated in? Why or why not?

14. Are there enough parks in your community? Yes No

15. Which are the best parks? (be specific) _____

16. Which are the worst parks? (be specific) _____

17. What are **your top concerns** regarding parks in your area?

18. Please rank the adequacy of parks/outside recreational facilities for: please circle

	Excellent	Very Good	Good	Fair	Poor
Children 5 – 12 years	5	4	3	2	1
Youth 13 – 18	5	4	3	2	1
Adults 19 – 65	5	4	3	2	1
Seniors	5	4	3	2	1

19. Is the community adequately serviced by: (please circle)

- a. Health Care Services (Doctors, dentists, specialists)
- b. Child care services (subsidized/non-subsidized)
- c. Seniors centres/Services
- d. Schools – elementary and high school
- e. Social services
- f. Laundry services
- g. Public transportation
- h. Cultural activities or groups
- i. Churches, spiritual or religious activities/groups
- j. Community/Citizen organizations
- k. Employment services/training
- l. Libraries/educational facilities
- m. Police or Fire Protection services
- n. Other _____

20. Are these services easy to access in your neighbourhood?

21. Are there currently adequate after-school and day care programs available?

22. What additional after school and day care programs would you like to see and which program would you and your family utilize?

23. Are there concerns for affordability of after school or day care programs?

24. Are you comfortable with your children attending the local school in your neighbourhood? Why/Why not?

25. Are youth health services adequate? (Physicians, addictions, counseling)
26. Are their adequate training and educational opportunities for you and your family? If no, what training or educational programming would you like to be offered in your community?
27. Are there services available in your community to assist with finding jobs or education/training? If you are aware of such a service, have you ever used it? Why/why not?
28. What employment/training services and/or facilities do you think you, your family and neighbourhood residents would use?
29. Do you use public transportation? Yes No
30. How would you rank the public transportation in your area?
- Adequate Inadequate Very Poor Don't know
31. How could transportation services be improved to better meet your needs?
32. What services (such as health, welfare, safety, employment, childcare, seniors' services, legal etc.) do you feel your community is most in need of? List your **top three needs**.
Please explain:

33. Should future development of programs, services and potential new centers be inclusive to all, regardless of race, ethnicity or culture? Why or why not?
34. Would you and your family support more programming sponsored by the community for the community?
35. What would you like to see in the south downtown development? (Hotel, Spa, museums, recreation facilities, entertainment, housing for families, seniors housing, student housing etc.)
36. Do you follow the local news? Daily Weekly occasionally never
37. What is your main source for the local news?
Radio TV Newspaper Saskatoon SUN Other_____
38. How do you feel your community is represented in the media?
39. When you tell people where you live, how do they generally react?
40. Does their reaction influence how you feel about your community and home?
41. What role do you see yourself and/or your family taking to support your community?
42. Do you have any comments or other concerns with respect to your community and your quality of life that you would like to bring to the attention of the research team?

Part B: Current Housing Situation

This section asks questions regarding your current housing situation and needs. *All questions are optional

1. Which best describes the building you live in?
 - a One-family house detached from any other house
 - b Townhouse (one-family house attached to one or more houses)
 - c Duplex, triplex, or four-plex
 - d Mobile or manufactured home on its own lot
 - e Building with 5 - 9 apartments
 - f Building with 10 - 19 apartments
 - g Building with 20 or more apartments
 - h Other (explain)_____

 2. How long do you intend on staying in this home? Why/Why not?

 3. Have you experienced any of the following difficulties in housing yourself or your family?
(Circle all that apply)
 - 1 Shortage of affordable rental housing
 - 2 Limited numbers of affordable homes for sale
 - 3 Available, affordable homes are poor quality or too small
 - 4 Don't have enough money for required downpayment on a home
 - 5 Can't qualify for a mortgage at today's interest rates and home prices
 - 6 Trouble qualifying for home financing because of credit rating
 - 7 Finding housing that is both accessible for my disability and affordable
 - 8 Other, explain _____

 - 3 a. If you circled any of the above, which ONE was the most important problem?

 4. In looking for a place to live, do you think you may have been discriminated against for any reason?
 - 1 No
 - 2 Yes
 - 4a **If yes**, why do you think you may have been discriminated against? (Circle all that apply)
 - 1 Race or ethnic status
 - 2 Income level
 - 3 My children were not welcome
 - 4 I/we are receiving social assistance
 - 5 Because someone in my household/family is disabled
 - 6 Other, explain _____
-
-
-
-
-
-
-
-
-
-
5. Overall, how do you feel about your present housing situation? (circle one)
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Neither satisfied nor dissatisfied
 - 4 Dissatisfied
 - 5 Very dissatisfied

6. For your family, is the size of your home or apartment? (circle one)

- 1 Just right
- 2 A little too small
- 3 A lot too small
- 4 A little too large
- 5 A lot too large

7. Does your home have adequate: (Circle all that apply):

- 1 Cold, piped water
- 2 Hot, piped water
- 3 Flush toilet(s)
- 4 A tub and/or a shower
- 5 Connection to public/city sewer
- 6 Connection to public/city water
- 7 Complete kitchen facilities (range, refrigerator, and sink)
- 8 Washer and dryer
- 9 Yard maintenance equipment (lawn mower, tools)
- 10 Gas furnace

8. Please rate the following aspects of your living environment: (Circle numbers)

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
House structural condition	5	4	3	2	1	0
Exterior appearance of home	5	4	3	2	1	0
Yard/lot size	5	4	3	2	1	0
Adequate heating	5	4	3	2	1	0
Sanitation and safety	5	4	3	2	1	0
Security from crime	5	4	3	2	1	0
Quality of neighborhood	5	4	3	2	1	0
Distance from work	5	4	3	2	1	0
Occupancy costs (utilities)	5	4	3	2	1	0

9. In your opinion, which one best describes the condition of your home? (circle one)

- 1 Excellent, no repairs needed
- 2 Good, only a few minor repairs needed
- 3 Adequate, needs many, but mostly minor repairs
- 4 Poor, needs major repairs
- 5 Very poor, needs to be torn down

10. Does your home have any physical deficiencies?

- 1 No
- 2 Yes, explain _____

10a If yes, are you able to address the deficiencies? Why or why not? (Financial, landlord etc.)

11. Do you agree that this community has any of the following housing problems?	Disagree (Not a Problem)	Agree (Minor Problem)	Definitely Agree (A major Problem)	Don't Know
Enough different dwelling types	1	2	3	4
Enough affordable homes for sale	1	2	3	4
Enough affordable rental units	1	2	3	4
Enough subsidized/assisted housing	1	2	3	4
Enough housing for the elderly	1	2	3	4
Too many poor, dilapidated housing	1	2	3	4
Too many vacant/abandoned housing	1	2	3	4

12. Do you feel that the city and/or government funds should be spent to address the above problems?

- 1 Yes
- 2 No
- 3 Don't know

12a Explain:

13. If housing that better suited your needs was available in one of the core neighbourhoods, how would you feel about moving or selling your home?

- 1 No desire to move/sell
- 2 Would like to move/sell
- 3 Definitely want to move/sell
- 4 Definitely expect to move/sell
- 5 Definitely plan to move/sell

14. During the past year, did you try to find better or more affordable housing?

- 1 No
- 2 Tried, but not very hard
- 3 Tried moderately hard
- 4 Tried very hard

15. How much do you spent on housing and utility costs each month?

IF YOU RENT, please answer these questions:

16. Why do you choose to rent? (Circle all that apply)

- 1 Planning to stay a short time
- 2 Little or no upkeep required
- 3 Can't afford to buy a home
- 4 Other, explain _____

17. Was a security deposit required when you moved into this home?

- 1 Yes, specify the amount \$_____
- 2 No

17a. Have you ever been charged for damages that you did not do when you have moved out of a rental property?

Explain:

18. Are there any health and safety concerns with your current rental property? Yes No
If yes, what are your concerns?

19. Is your landlord willing to address your concerns? Why/Why not?

20. Are you interested in buying a home?

- 1 No
- 2 Yes

If yes,

What is your affordable price range? _____

If yes,

Would a down payment on a home be a problem?

- 1 No
- 2 Yes

If yes,

Would you want to remain in this community?

- 1 No
- 2 Yes

If yes,

Have you heard of or tried to access any home ownership projects in your community or the city of Saskatoon? Please explain.

21. Would you support a housing registry to find adequate housing? Yes No

IF YOU OWN, please answer these questions:

22. Is this house or apartment part of:

- 1 Single family house
- 2 A housing cooperative
- 3 Condominium
- 4 Other _____

23. What is the value of your home? That is, how much do you think your house and lot or condominium unit would sell for if it were for sale?

- 1 Less than \$25,000
- 2 \$25,001 - \$50,000
- 3 \$50,001 - \$75,000
- 4 \$75,001 - \$100,000
- 5 \$100,001 - \$150,000
- 6 \$150,001 - \$200,000
- 7 \$200,001 or more

HOUSING ASSISTANCE AND SUPPORT SERVICE NEEDS

24. Do any of the following conditions interfere with the daily activities of anyone in your household? (Circle all that apply)

- 1 Physical disability
- 2 Developmental disability such as mental retardation
- 3 Mental health/emotional problem
- 4 Alcohol or drug dependence
- 5 HIV or AIDS-related complex
- 6 None of the above
- 7 Other _____

25. Does any adult or child in your home have a physical, mental or other health condition lasting for six months or more that: (Circle all that apply)

- 1 Interferes with ability to care for personal needs (bathing, dressing)
- 2 Makes it difficult to get around inside the house
- 3 Limits the kind or amount of work the person can do at a job
- 4 Prevents this person from working at a job
- 5 Makes it difficult to get in and out of the house
- 6 None of the above
- 7 Other _____

26. In the past year, did anyone in your household need or receive outside help (from non-relatives) with any of the following? (Circle all that apply)

	Needed	Received
Child care services	1	2
Household tasks (such as yardwork or heavy cleaning)	1	2
Personal care (bathing, dressing, etc.)	1	2
Home health assistance	1	2
Meals delivered to your home/groceries delivered	1	2
Transportation services	1	2
Emergency Services-Police/Fire Department/Ambulance	1	2

27. Do you have any additional comments or concerns that you would like to bring to the research teams attention, please write your housing issues and concerns regarding housing.

PART C – SERVICES, ORGANIZATIONS AND AGENCIES - This section looks at current services and service providers operating in the five core neighbourhoods. Please note that this list is a random sample of agencies/organizations/services in Saskatoon. All information will be kept confidential.

Name of Program or Organization	Are you aware of this program/Organization?		If you are aware of it, have you ever used it?		On a Scale of 1-5 Did it meet your needs 1 - Low, 5 - High
	Yes	No	Yes	No	
CHEP - Child Hunger Education Program					
Sexually Exploited Youth speak Out					
City of Saskatoon Accessibility Program					
Community First					
Communities for Children					
Community School Programs					
Local Community Associations					
Core Neighbourhood Youth Co-op					
Crocus Co-op					
Saskatoon Housing Authority					
SaskNative Rentals Inc.					
Saskatoon Housing Coalition					
Cress Housing					
Affordable New Homeowner Program					
Habitat for Humanity					
Saskatchewan Housing Corporation					
Egadz					
White Buffalo Youth Lodge					
STC Family Centre					
Family Healing Circle Lodge					

STC Urban Services					
Family Support Centre					

Name of Program or Organization	Are you aware of this program/Organization?		If you are aware of it, have you ever used it?		On a Scale of 1-5 Did it meet your needs 1 - Low, 5 - High
	Yes	No	Yes	No	
Saskatoon Food Bank					
Kid Sport					
Care and Share					
CUMFI - Central Urban Metis Federation Inc.					
Fire & Protective Services					
Friendship Inn					
Larson House					
Needle Safe Saskatoon					
STC - Safe House					
Bent Nail Tool Co-op					
Westside Community Clinic					
YWCA Berry Ridge					
Pleasant Hill Place					
Saskatoon Crisis Intervention					
King George Restorative Justice					
Rainbow Community Centre					
Male Youth Hostel					
Infinity House					
Salvation Army					
SK Youth in Care & Custody Network					

Calder Centre					
Police Services					
SDH - Community Development Team					
Quint Development Corporation					

Name of Program or Organization	Are you aware of this program/Organization?		If you are aware of it, have you ever used it?		On a Scale of 1-5 Did it meet your needs 1 - Low, 5 - High
	Yes	No	Yes	No	
Elizabeth Fry Society					
Epilepsy Saskatoon					
Equal Justice For All					
Immigrant Women of Saskatchewan					
SIAST					
SIIT					
Spadina Childcare Co-op					
Community Chaplaincy					
CanSask Career and Employment Services					
Department of Community Resources And Employment (Social Services)					
Metis Employment and Training					
Dumont Technical Institute					
READ Saskatoon					
Saskatoon Learning Disabilities Association					
Operation HELP (Police Services)					
Open Door Society					
YWCA					
Radius					
Building a Nation					

WRAP Around Project					
STC - Urban Children's Centre					
Global Gathering Place					
Catholic Family Services					
Gathering Place					

Name of Program or Organization	Are you aware of this program/Organization?		If you are aware of it, have you ever used it?		On a Scale of 1-5 Did it meet your needs 1 - Low, 5 - High
	Yes	No	Yes	No	
John Howard Society					
Interval House					
Adele House					
Crisis Nursery					
Gay, Lesbian, Bi-Sexual Centre					
Sexual Assault Centre					
Public Health Services					

- List the top three existing agencies/organizations/programs that you would like to see enhanced.

- Please add any additional comments regarding organizations, agencies and services available to the residents of the five core neighbourhoods

PART D: General Background Information

This section asks general questions about you. All answers will be kept confidential. Please share only the information that you are comfortable with providing.

1. Gender
 - Female
 - Male

2. Are you considered the head of the household?
 - Yes
 - No, If no, who is the head of the household? _____

3. What ethnic group do you identify with?
(Aboriginal, status FN, Treaty FN, Non-status FN, Metis, Inuit, Other)
Please Specify:

- 3a Do you have a band or reserve affiliation? Please specify: _____

4. What is the primary language spoken in your home?

5. Select your range of age:
 - under 19 years of age
 - between 20 and 29 years of age
 - between 30 and 39 years of age
 - between 40 and 49 years of age
 - between 50 and 59 years of age
 - over 60 years of age

6. How many people live with you in your household, and what is their relationship to you?

8. What is the highest level of schooling you have completed?
 - Less than grade nine
 - Some high school
 - High school diploma
 - Some college of university
 - College graduate (one to two-year program/certificate or diploma)
 - University graduate (three or four program/degree)
 - Post-graduate diploma/certificate/degree

9. Please select your total annual household income range:
- under \$10,000
 - between \$10,000 and \$19,000 per year
 - between \$20,000 and \$29,000 per year
 - between \$30,000 and \$39,000 per year
 - between \$40,000 and \$49,000 per year
 - between \$50,000 and \$59,000 per year
 - over \$60,000 per year
10. If employed, how would you classify your employment type:
- trades/construction
 - service industry
 - hospitality industry
 - government
 - professional/management
 - general labourer
 - Other _____
11. Have you ever volunteered your time for a community organization or group?
12. Often, community associations and organizations require instructors for community programming. Do you have any skills and strengths to offer to your community? (i.e. art, crafters, sports, trades, childcare etc.) List.
13. What role do you see you and/or your family taking in support of your community?

Thank you for sharing your valuable knowledge and time for our Inner-City
Community Capacity and Needs Assessment.
Thank you for participating in this survey.

Appendix 4 – Focus Group questionnaires

**COMMUNITY VOICE WITHIN SASKATOON'S
INNER-CITY NEIGHBOURHOODS CAPACITY AND NEEDS ASSESSMENT
Focus Group Questions - Residents**

2004

Moderator:

Briefly explain the purpose of the survey, how the focus group session will operate and the process during the session. Some highlights of the research completed to date in our communities. The Inner-City Communities of: Caswell, King George, Pleasant Hill, Riversdale and Westmount have overwhelmingly responded to the residential survey. This is due to the grassroots residents' who are delivering the survey and gathering information. Themes from the survey data are emerging with numerous recommendations from the community. The work to date has never been accomplished of this capacity. In addition, the gathering of existing data and resources has been overwhelming due to the number of "human service" providers working in our communities. The capacity and needs assessment is definitely work in progress and will be a "live working tool" of recommendations from the residents who live it everyday.

Briefly address any questions, concerns, or requests for clarification of terms/questions.

Sample Focus Group Questions:

1. What is it like for you living in Saskatoon's Inner-City Neighbourhoods?
2. What is it about living in your community that you like?
3. What do you find frustrating or worrisome about living in your community?
4. What do you see as the main issues and concerns facing your community?
5. What role do you see Inner City Residents taking in addressing these issues and concerns?
6. What role do you see Agencies/Organizations/Governments taking in addressing these issues and concerns?
7. What role do you see yourself playing in addressing these issues and concerns?
8. If you could make any changes you want, what would they be?
9. Have you ever publicly attempted to address issues or concerns in your community? If yes, was your concern/issue addressed in a manner that had successful outcomes?

10. Do you feel that inner-city communities are more culturally sensitive and tolerant versus other communities in Saskatoon? i.e. race relations, cultural diversity and acceptance

The purpose of the questions is to get participants' perceptions and life experiences/stories of the community. It is also the intent to get an idea from participants about what they feel are the main issues and concerns facing the community and what role they see the community associations/agencies/organizations/residents in addressing these concerns and issues.

**COMMUNITY VOICE WITHIN SASKATOON'S
INNER-CITY NEIGHBOURHOODS CAPACITY AND NEEDS ASSESSMENT
Focus Group Questions – Agencies and Organizations
August 2004**

Moderator:

Briefly explain the purpose of the survey, how the focus group session will operate and the process during the session. Some highlights of the research to date: The Inner-City Communities of: Caswell, King George, Pleasant Hill, Riversdale and Westmount have overwhelmingly responded to the residential survey. This is due to the grassroots, and residents who are delivering the survey and gathering information. Themes from the survey data are emerging with numerous recommendations from the community. The work to date has never been accomplished of this capacity. In addition, the gathering of existing data and resources has been overwhelming due to the number of “human service” providers working in our communities. The capacity and needs assessment is definitely work in progress and will be a working tool of recommendations from the residents who live it everyday.

Briefly address any questions, concerns, or requests for clarification of terms/questions.

Sample Focus Group Questions:

1. What are some strategies for assisting residents to obtain “adequate” and “affordable” housing?
2. What are some strategies for assisting community/families to stay in their home and their neighbourhood? For example, advocacy and support.
3. What are some strategies for assisting families to have a better quality of life? For example, a safer neighbourhood, access to all services.
4. What are the gaps in the various affordable housing programs and how could these gaps be filled?
5. What level of involvement should your organization have in improving access to adequate and affordable housing and improving quality of life for all Core Residents?
6. What are the policy implications? At what level of government would these policies be addressed? How are programs and agencies accountable to the community?

The purpose of the questions is to get participants' perceptions and life experiences/stories of Inner-City Community. It is also the intent to get an idea from participants about what they feel are the main issues and concerns facing IC Community and what role they see the community associations/agencies/organizations/residents in addressing these concerns and issues.