

Core Area – Informed Response

September 2018



What's Happening?



We are seeing an increase in street-involved activity and the City is concerned for the well-being and safety of all.



- Windsor
- Vancouver
- Ottawa
- Kitchener
- Toronto
- Winnipeg
- Guelph
- Hamilton
- Calgary

London is not alone. Other communities are experiencing similar challenges.



Across Canada



FCM NEWS | September 10, 2018



Mayors press for opioid treatment to help end crisis



In London

- Increased risks from drug use
- Untreated mental illness
- Homelessness
- Pressures on the supports and treatment options available

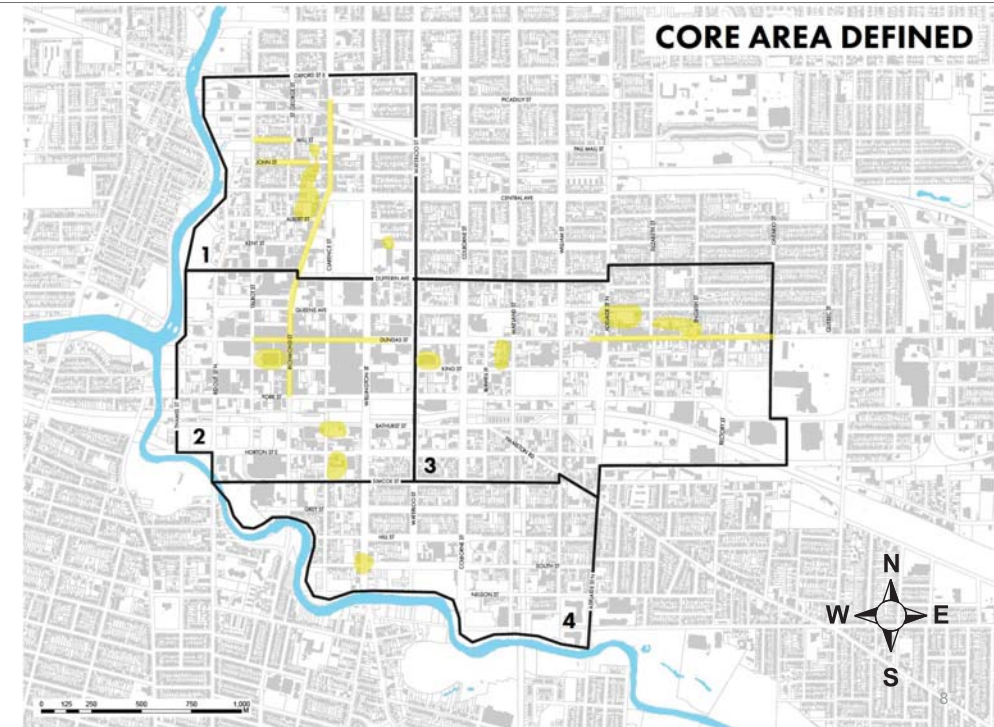


Challenges

- Drug induced, unpredictable and disruptive behaviours
- Vandalism and excessive garbage
- Disruption to and trespassing in businesses
- Urban camping



Where Is This Happening In London?



What is London Already Doing?



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Collaboration

- Proactive relationships with the BIAs
- Collaboration among city service areas and community organizations
- Centralized call centre for complaints
- Strong response to all issues by staff
- Strategic plan and other plans in place that have resulted from community consultation

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Safety and Outreach

- Downtown London Police Service foot patrol is in place
- London Cares provides 24/7 outreach
- Community Oriented Response Unit operating within London Police Service
- UN Safe Cities Initiative

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Cleaning and Maintenance

- Strong attempt to keep London's streets clean
- Municipal property is kept clean
- Stationary needle bins are in place
- Our system identifies street cleaning or other issues that need to be addressed, beyond regular maintenance

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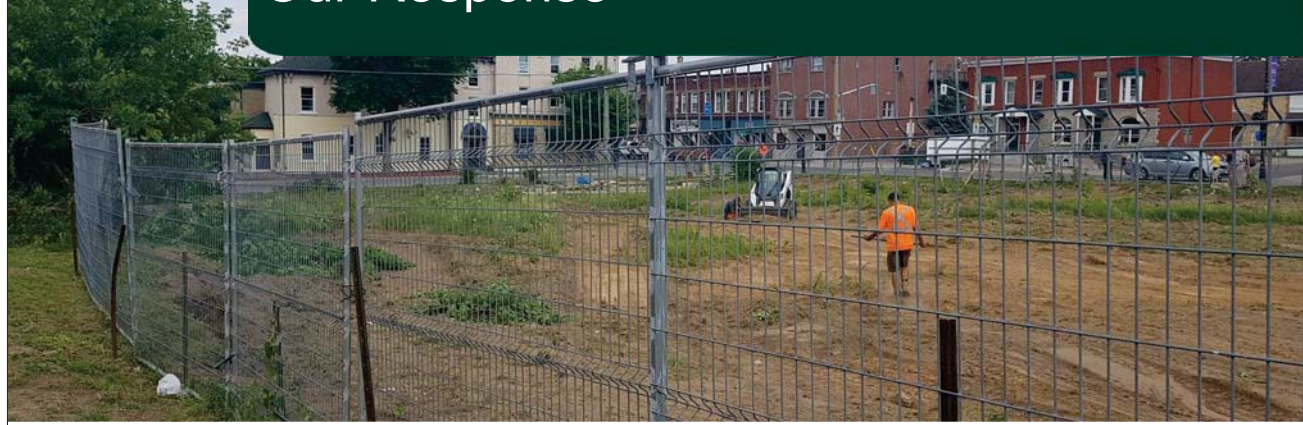


Homeless Prevention

- Five Housing First programs focused on rapidly housing individuals and families experiencing chronic homelessness
- London Cares street outreach operating 24/7
- Emergency shelters/crash beds operating at full capacity



Our Response



Principles

- 1 We will work collaboratively across all services areas and with other groups.
- 2 We will learn from other communities and employ focused solutions.
- 3 We will assess the effectiveness of our actions and use the results to make evidence-informed decisions.
- 4 We will embed harm reduction pillars in our work.
- 5 We will be a caring and compassionate community.
- 6 We will build on infrastructure and services that currently exist.



Pillars

- 1 **Prevention** – Strategies that help prevent the issues being experienced.
- 2 **Treatment** – Strategies that improve the lives of individuals.
- 3 **Harm Reduction** – Strategies that reduce harm to individuals and the community.
- 4 **Enforcement** – Strategies that enforce public order and safety.



Strategies

- Provide caring and compassionate response and enhance services available.
- Work collaboratively to solve homelessness through a housing first approach.
- Maintain the safety and cleanliness of private and public spaces.
- Protect and promote the well being and safety of all Londoners.
- Invest in collaborative work practices and infrastructure.



Our Response

- Is part of an informed response
- Is focused on an immediate response
- Addresses the issues causing public concern
- Focuses on enforcement and prevention in the short-term
- Is not a comprehensive community plan
- Does not focus on long-term solutions
- Does not solve the issues causing public concern
- Does not focus on harm reduction and treatment in the short-term

Informed Response

SHORT-TERM

MEDIUM-TERM

LONG-TERM

STRATEGIES

- Work collaboratively to solve homelessness through a Housing First approach.
- Maintain the safety and cleanliness of private and public spaces.
- Protect and promote the safety of Londoners.
- Provide caring and compassionate response and enhance services available.
- Invest in collaborative work practices to support the effective implementation of this informed response.

- Increase street outreach by London Cares.
- Continue to collaborate with Bylaw, London Police Service, London Cares.
- Implement the urban camping plan.
- Increase frequency of cleaning - laneways, streets, parks and parking lots.
- Advance the drug use equipment recovery strategy.
- Increase private security monitoring.
- Increase pro-active Bylaw enforcement.
- Increase police patrol.
- Collect data and manage the Informed Response Team in a focused way.

- Engage community organizations to determine immediate interventions such as additional crash beds, drop-ins, etc.
- Increase public education about drug use equipment recovery on private and public property.
- Increase the capacity to recover drug use equipment on private property.
- Continue to focus on improved coordination with the Southwest LHIN, Mobile Mental Health Crisis Response Unit, Middlesex London Health Unit Outreach Team and London Cares.
- Improve shared practice, data collection and reporting.

- Increase LPS presence in the core.
- Invest in new equipment to improve video surveillance.
- Develop and implement a coordinated plan to respond to the disruptive and violent behaviours of street-involved people.



Why Now?





Why now?

- There is a continued increase in street-involved activities.
- There is a cost if we don't enhance our responses – social and economic.
- We have an opportunity to learn more through the data we collect and build informed responses that will help us into the future.

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Expected Short-Term Results

- Reduced health risks
- Increased feeling of safety
- Decreased unpredictable and disruptive behaviour
- Increased response to urban campsites
- Decreased destruction and vandalism
- Decreased criminal or nuisance activity
- Increased cleanliness of public and private property
- Improved appearance of London's core
- Improved data

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In Conclusion



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