



March  
2019

# London's Core Area Informed Response

## A Report on the First 90 Days

London's Response to Street Involved Activity Including Unpredictable, Disruptive Behaviours, Urban Camping, and Sleeping Rough.



## Homeless Prevention and Housing



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## Challenges



- Substance abuse and addiction
- Untreated mental illness
- Homelessness
- Pressures on the services and supports available

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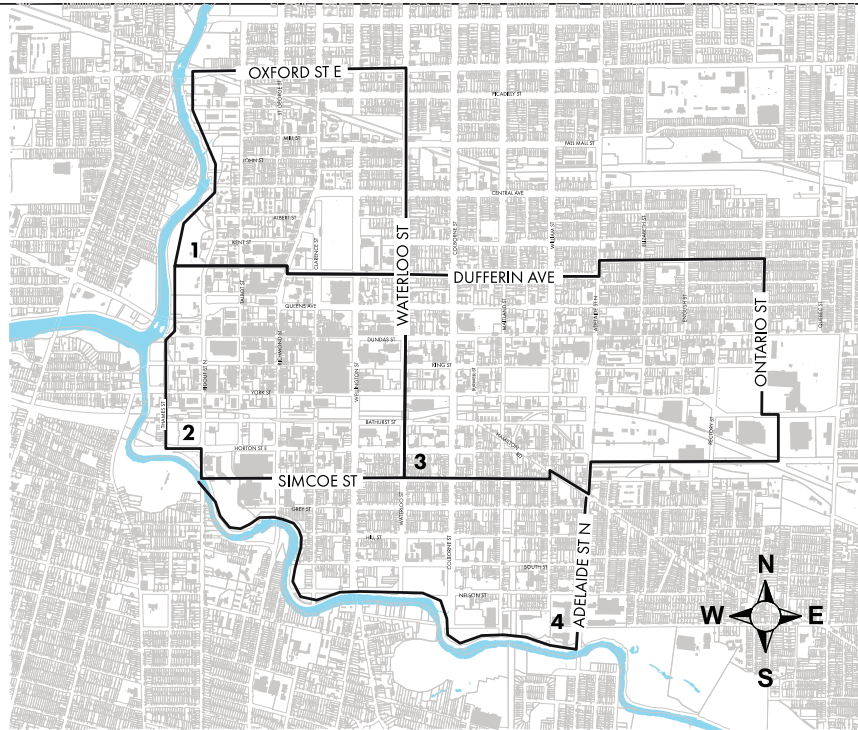
London is not alone.  
Other communities are  
experiencing similar  
challenges.

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

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## The Pilot - September to December

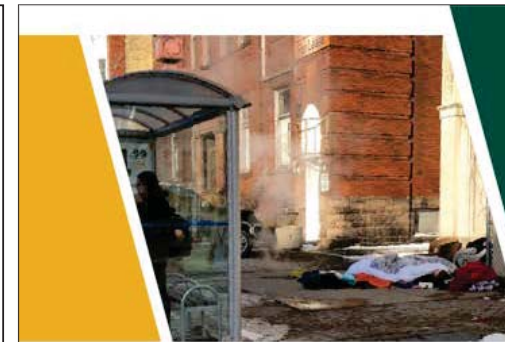
- Determined new ways to coordinate with City services and community organizations and services
- Piloted the short-term actions
- Provided an immediate proactive response to address the issues causing public concern
- Learned more about what was happening in London
- Collected data to strengthen the Core Area Informed Response
- Funded activities from within existing budgets

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### What did we do during the Core Area Informed Response pilot?

During the Core Area Informed Response pilot, the City of London and its partners collaboratively worked to:

#### Solve Homelessness

**196** instances of sleeping rough were addressed

**85** referrals were made to emergency shelter

**49** housing viewings were attended with individuals

**94** urban camps were removed

**93** individuals were provided with housing search support

**13** individuals were housed

#### Clean Up Public and Private Spaces

**132,945** syringes were recovered from needle bins in the core area

**401** instances of debris in public spaces were cleaned up

**1,997** syringes were recovered from urban camps and sleeping rough locations

**84** bins of garbage were picked up from urban camps and sleeping rough locations

#### Protect the Well-Being of Londoners

**509** instances of loitering were addressed

**22** instances of criminal behavior were addressed

**61** instances of unpredictable, disruptive behavior were addressed

**6** instances of destruction or vandalism were addressed

#### Provide Caring and Compassionate Services

**32** referrals were made to social services

**29** referrals were made to justice services

**20** referrals were made to food services

**30** referrals were made to housing services

**28** referrals were made to health services



**What did we learn from the community?**

27% of the 124 respondents said the core area looked cleaner

19% of the 123 respondents said they felt safer in the core area

16% of the 123 respondents said there were fewer people sleeping outside or in urban camps

Community members told us that...

**They noticed a difference.**

"Overall, a huge improvement. Thank you."

"From our little corner of the world, we have seen much improvement. So little steps... I think there is some progress that is noticeable."

**This is a community issue, not just a City issue.**

"Would like to see property owners be held responsible for keeping their frontage in good repair."

"The difference was noticeable, but not dramatically so. Tough to stay on top of the issue without complete community participation."

**There is still more work to be done.**

"It will take time. Keep trying. Good start."

"I expect that, though efforts may have been mounted, the crises we are seeing are on the rise and we are not keeping up."

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## What will we achieve in 2019?

Goal	Outcomes
Caring and Compassionate Proactive Response	
Focus on Solving Homelessness	
Determine Specialized Housing Response	

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- ## What are the next steps?
- Build on the coordination of the response for 2019
  - Introduce a city wide program
  - Fund 2019 activities from existing budgets and reserve fund (estimate \$1.2 million)
  - Bring a business case forward as part of the 2020-2023 Multi-Year Budget process
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