

No community Left Behind

Community Safety Survey
Banff Ledbury



South East Ottawa Centre for a Healthy Community



Introduction

In a number of consultations with the Tenants' Association and informal gatherings with community members, it became apparent that safety and security is a significant concern for members of the Banff/Ledbury community. The 118 units operated by Ottawa Community Housing, bounded by Ledbury Avenue to the south and Banff Avenue dissecting it through the middle, were therefore selected for a safety survey.

As easy as it may be to identify safety as a concern, adequately addressing potential solutions present a more formidable challenge. To face this challenge, this report is an analysis of the initial safety survey conducted in the community to provide baseline data for the social development and crime prevention projects in the area. The survey covers 43 households out of the 118 - a sample size of 36% of households. Community leaders were separately interviewed for clarifying the collected information. Additional sources of information included one-on-one interviews and Tenants' Association meetings, where these issues are discussed on a regularly basis.

While the sample size of interviewing households (36%) prevents generalizations about the impact of criminal activities and other conclusions about the Banff/Ledbury community, the data stands on its own within the parameters of a safety audit of a "neighborhood", as well as providing the starting point for further research and focused intervention.

The main methodological concern was the measurement of perceptions, the accu-



Banff Community House: One of the partners for the Project

racy of safety and crime-related beliefs and the technicalities relating to some issues such as definitions and perceptions of the term *gang*. However, this survey was designed and conducted with confidence, keeping in mind that people's belief about crime, safety and security tends to bear a close relation to the material reality of the areas in which they live. (Jones, T., Maclean, B. and Young, T. (1986) *The Islington Crime Survey*. Aldershot, Gower.)

Two key issues identified by residents living in and around Banff community are:

1. How can the safety and security problems be addressed in the face of social and economic hardships and the stigma attached to the community's name due to highly publicized incidents of gang activity in the past; and
2. How can the community be effectively involved in a local development and revitalization campaign?

The first issue was the subject of our community safety and security survey, needs assessment and analysis.

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Methodology

Two approaches were selected to determine the nature and severity of crime related problems and safety in the vicinity of Banff Ledbury.

The first approach was to survey local residents and solicit their perceptions of crime-related problems and safety in their area, and identify trends among these responses.

The second approach was to seek specific crime data from the Ottawa Police Services as a means of determining frequencies of certain types of crime in Banff Ledbury, if possible. A comparative analysis will be prepared upon availability of the data.

While data gleaned from incident reports will prove useful in identifying prob-





Banff Community Park

lem areas and frequently committed crimes, the survey of residents' perceptions of crimes will enable us to target those crimes and priority concerns that have the greatest impact on the community and its members' daily lives.

Surveys were administered to randomly selected units of Ottawa Community Housing in Ledbury and Banff, according to residents' availability and willingness to share information.

The principal focus of the surveys was to identify crime and safety issues among residents, such as which crimes they were most concerned about, what time of day they felt most at risk, and the locations of particularly problematic areas in the neighborhood. Respondents were also asked whether they had been a victim of a crime within the community, and, if so, to indicate the type of crime

and where the incident occurred.

Finally, respondents were polled regarding their involvement in the Banff Community Tenants' Association. Respondents who were not involved in the TA were asked whether they would be interesting in joining, and whether or not this would in fact make them feel safer.

Survey results, as well as other available supporting data, are depicted in both tabular and graphic form in the following *Data Analysis and Findings* section. Each question from the survey (excluding those which asked for a free response of either a crime location or concern) carries responses both in absolute numbers of positive responses, as well as a percentage of the total survey population.

Challenges and Obstacles

The principal focus of the surveys was to identify crime and safety issues among residents, such as which crimes they were most concerned about, what time of day they felt most at risk, and the locations of particularly problematic areas in the neighborhood.

Generally, the problems encountered throughout the study have related to community safety.

We set about examining crime and community safety in the study area with the goal of learning more about the nature of the problem both statistically and according to the perception of local residents.

One of the challenges related to obtaining crime statistics and other related on this particular neighborhood – data that was not readily accessible. Representatives of Ottawa Police Services, who are project partners in the *No Community Left Behind* initiative, will assist to identify pertinent data for this project

for both planning and evaluation purposes.

A further challenge was obtaining information directly from community members, some of whom expressed lack of interest due to a generalized experience of alienation and lack of confidence that their participation in the project would translate into some practical, effective action.

In addition, it has been suggested that the results of these surveys may be affected by residents' hesitancy to disclose information due to privacy concerns, as survey takers included members/neighbors in the Banff/Ledbury community.

Community Safety Data Analysis and Findings

Survey Results

A total of 43 surveys were completed by residents of the Banff Community. The questions were designed to gather information in a qualitative and quantitative fashion. Specifically, we wanted to know which violent and quality of life crimes residents are most concerned about, the time of day they are most concerned about crime, and the places within their neighborhood that were most affected.

In addition, we wanted to know whether they have been the victim of a crime (along with the type and location of crime); whether they are involved in the Tenants Association (and if not, whether they would join and participate in its activities); and whether community initiatives would make them feel safer. We have included the raw number of responses as well as the percentage score for each question answered affirmatively. A sample copy of the survey is available in the Appendix 1.

Age and Gender of Community Members Surveyed

Table 1. below shows breakdown of the 43 residents from 43 households (out of 118) surveyed in target community study area

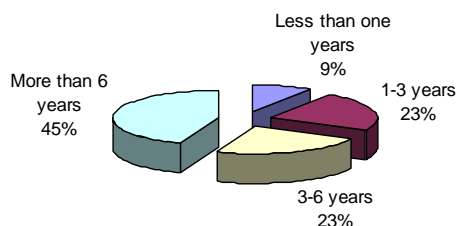
	16-20 yrs		21-40 yrs		41-65 yrs		65 up		Total	
	M	F	M	F	M	F	M	F	M	F
Number Surveyed	6	4	4	15	6	6	1	1	17	26

Most respondents had a good knowledge of present and past community life.

Length of Residence in the Community

Forty five percent of the respondents have lived in the community for more than 6 years. Twenty three percent of the respondents have lived in the community for more than three years. Together they form 65 percent of the respondents – respondents who have a good knowledge of present and past community life.

Stay in the community



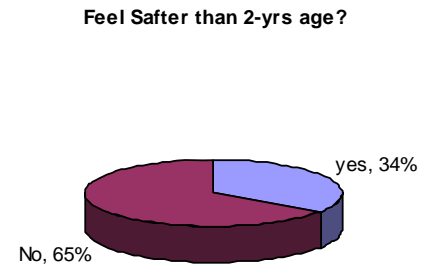
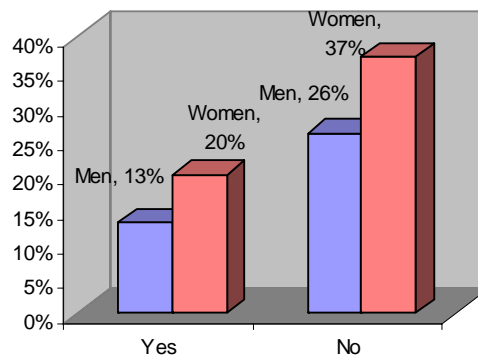
Legend: Less than one years, 1-3 years, 3-6 years, More than 6 years

Community Members' Perception of Safety (Q # 4 & 5)

Assessing perception of safety was given priority in the survey. According to our findings, 50 percent of respondents feel safe in the community as compared to forty eight percent who feel unsafe. We find almost the same proportions among those who feel very safe (16%) and very unsafe (18%).

However, in response to the next question, asking if the respondents felt safer now than two years ago, sixty five percent responded 'No.'

This indicates a shift in perception when community members are asked to consider their beliefs about safety over a specific period of time. Interestingly, the number of women who feel safe and very much safer is twice the number of men. Whereas the number of men and women, feeling unsafe and very unsafe, is almost in the same ratio.



Seventy two percent considered drug dealing in their community as their prime concern.

Priority Concerns of Community Members (Q # 6)

The following Table 2 discloses the results to Question 6 on the survey whereby residents were asked to select their top three concerns from a list that ranged from violent crime to graffiti. Seventy two percent considered drug dealing in their community as their prime concern followed by gang activity (43%) and graffiti (37%).

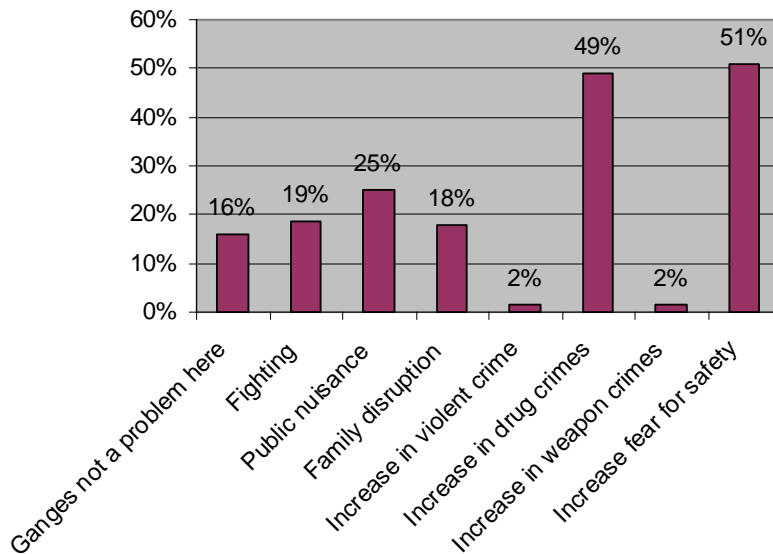
Among the choices selected, the overwhelming concern among all surveyed residents is drugs. According to knowledgeable sources in the community, who also participated in this study, drug trafficking is not an indicator of drug use, but undertaken as a means to make money. Drugs-related crime appears to be the source of greatest apprehension for residents because of their common belief that the drug problem is correlated with safety and security and quality of life.

Table 2. Respondents had to pick the top three concerns they had about your community, if there were any.

	Total	%	M	F	16-20 yrs	21-40 yrs	41-65 yrs	65 up
Violent crime	3	9%	1	2		5%	8%	
Racial slurs/comments	1	2%		1		5%		
Vandalism	6	14%	3	3		36%	8%	
Loud Music	7	16%	5	2	1%	15%	25%	
Domestic violence	5	11%		5		21%	8%	
Insufficient street lighting	8	19%	5	3	2%	15%	25%	
Drug dealing	31	72%	1	20	80%	68%	66%	100%
Burglary or robbery	8	19%	4	4	2%	26%	8%	
Gang activity	24	43%	9	15	60%	42%	75%	50%
Graffiti	16	37%	5	11	60%	32%	25%	50%

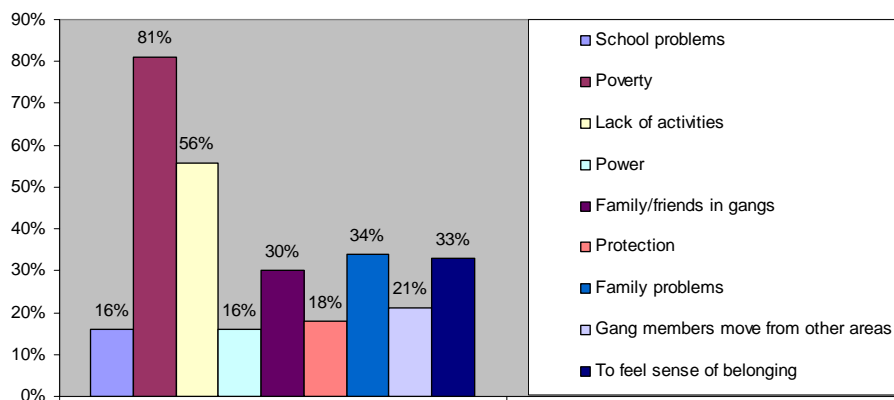
Problems Created When Gangs Exist (Q # 7)

Question 7 asked participants to pick three reasons why they believe that gangs are a problem. Responses varied from a majority (51%) saying due to gang activity there is an increased fear for safety, to 49 percent saying it leads to increase in drug crimes, to 25 percent considering it a source of public nuisance.



Why Community Members Believe that Gangs Exist (Q # 8)

Question (#8) asked respondents to find out the possible reasons for gang related activity. The participants were asked to pick three reasons why they believe gang activity exists in their community. Eighty one percent believed it is due to poverty. Fifty percent believed it is due to lack of activities for youth. Thirty four percent selected family problems. Thirty percent indicated that the involvement of family or friends in gangs was a factor. Eighteen percent indicated that the need for protection was a factor.



According to knowledgeable sources in the community, who also participated in this study, drug trafficking is not an indicator of drug use, but undertaken as a means to make money.

Time of Day that is of Greatest Concern (Q # 10)

The fear of violent crime in the study area was identified as late night, garnering a 42

percent score. However, 28 per cent of respondents selected day time/working hours, supporting anecdotal accounts of drug activity occurring in broad daylight .

	Total	Percent
Morning		
Working Hour	12	28%
Evening	13	30%
Late night	18	42%

Types of Crimes Community Members are Concerned About (Q # 12)

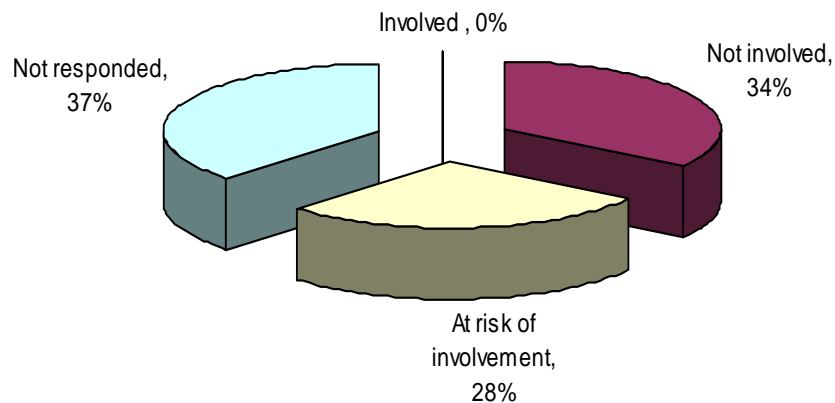
Question 12 of the Survey focused on the quality of life related crimes, listed in Table 4 below. Residents were asked to pick three. Noise was selected as the biggest concern (65%), followed by public drunkenness (60%) and loitering (23%).

	Total	%	M	F	16-20	21-40	41-65	65 up
Prostitution	22	51%	8	14	60%	42%	50%	100%
Loitering	23	53%	7	16	70%	42%	50%	100%
Public Drunkenness	26	60%	9	17	80%	42%	66%	100%
Noise	28	65%	11	17	70%	63%	58%	100%
Vandalism	11	25%	3	8	1%	26%	41%	
Burglary	11	25%	4	7	30%	32%	8%	50%
Car Theft	16	37%	6	10	1%	36%	50%	100%

Twenty eight percent believed that their child(ren) is at risk of getting involved.

At Risk of Involvement in Gangs (Q # 13)

In question 13, respondents were asked if they believed that their children were in a gang, at risk of being in a gang or not involved. Thirty four percent of respondents stated that their children are not involved with a gang. Twenty eight percent believed that their child(ren) is at risk of getting involved. 16 respondents (37 %) of respondents did not respond to this question. In this group, 10 were in the age group between 16-20 years. Out of the 33 respondents above the age of 20, thirty six percent believe that their kids are at risk of being involved in gang activity.

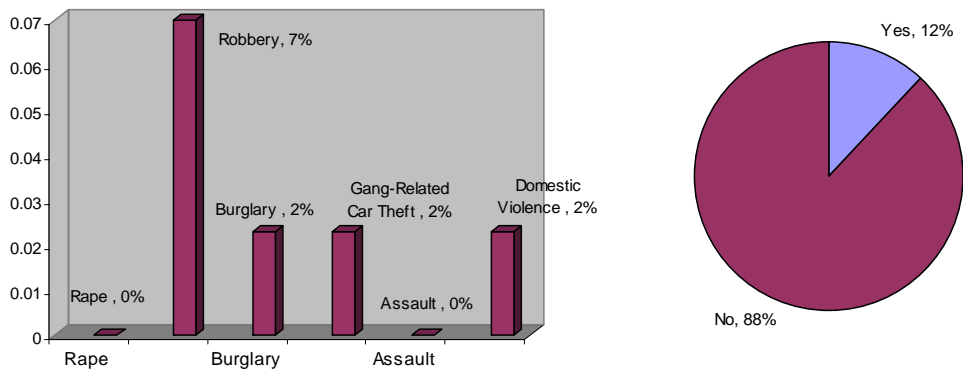


Dangerous Areas and Why Are They Dangerous (Q # 14)

In a follow up question, respondents identified exact locations for their concerns. They identified drug related activity and prostitution as reasons for these dangerous locations.

Violent Crime in Banff Ledbury Community (Q # 15)

Twelve percent of the respondents said that they had actually been the victim of a crime within the confines of the study area. These crimes consisted of robberies, burglaries, car theft, and domestic violence. What is most striking about these answers is the fact that not so many residents are directly affected by a variety of Index offenses (Listed in Question 15-b: rape, murder, robbery, domestic violence, drugs, assault, car jacking, and gang-related crimes) within their neighborhoods. Seven percent were victims of robbery and two percent each of Burglary and gang-related car theft.



Three-quarters of the residents who are non-involved in Tenants' Association say that they would like to be involved in such a program.

Participation in Community Tenants' Association (Q # 16, 17)

Only 25 % of surveyed residents were involved in the Tenants' Association. Three-quarters of the non-involved residents said that they would like to be involved in such a program. Most of the residents surveyed felt that community initiatives and open dialogue with the police and security officials would make them feel safer.

Q: Are you involved with Tenants Association?								
	Total	%	M	F	16-20 yrs	21-40 yrs	41-65 yrs	65 up
yes	11	25%	5	6	10%	36%	16%	50%
No	32	74%	12	20	90%	63%	93%	50%
Q: If not, would you like to be in the Tenants Association or a similar group for community safety, security and social development?								
yes	32	74%	8	24	100%	63%	66%	100%
No	8	18%		8		36%	8%	

Additional Feedback Received From Community Members

From these results and the results of the Banff Community Leaders survey it is clear that the residents would welcome mechanisms to increase safety and community wellbeing.

Survey takers reported a general belief on the part of respondents that complaints and communications with police put them in trouble, rather than alleviating their problems. Respondents expressed frustration about their inability to provide satisfactory evidence of the crime that would compel the police to take action. Some community members surveyed believed that they should be silent to avoid personal consequences. They believed that bolted doors and keeping to oneself was the best policy. These views strongly suggest the need for community awareness, mobilization and confidence building measures for community capacity building.

Recommendations

Effective community-oriented social development and crime prevention strategies will not be successfully implemented by Ottawa Police Services and other community/social/health agencies in isolation from community members. Community members, supported by a broad range of service providers and informal helping networks, must be given leadership roles to rally support for neighborhood restoration and crime prevention initiatives. To meet these ends the following recommendations are proposed -

1. Empower the Tenant's Association and other community leaders to act as partners in planning, implementing, evaluating, and sustaining crime prevention and social development strategies.
2. Develop and implement an effective communication strategy, including but not limited to newsletters, fliers, telephone trees, and information-sharing meetings to inform all residents about existing programs and services, as well as new developments focusing on crime prevention and neighborhood restoration.
3. Work to regain the confidence and trust of residents through relationship building with external service providers – a necessary preliminary step before working collaboratively to plan activities and community development initiatives in a holistic manner.
4. Support activities/celebrations to foster a sense of community, reduce the community's sense of alienation, and challenge established stereotypical characterizations of the neighborhood.
5. Strengthen outreach to residents to inform and invite their participation in the existing programs and activities (homework clubs, outreach nursing, community nutrition, etc.) offered to young children, youth and adults, to address the common perception is that there is a lack of activities and resources, particularly for youth.

There is a need to empower the Tenant's Association to act as partners in planning, implementing, evaluating, and sustaining crime prevention and social development strategies.

Community Leaders Survey

Total number of persons interviewed for this part of the study is 6. Most of these are executive of the Tenants' Association and those who have attended Leadership Training under *Taking Back Communities* Project.

1. Do you believe gangs and other crimes are a problem in your community?

Yes	6	100%
No	0	
Do Not Know	0	
No Response	0	

If so, what kinds of problems does the present situation pose in your community? Please choose your top three problems.

<input type="checkbox"/> Increase in property crime	0	0
<input type="checkbox"/> Increase in vandalism/graffiti	5	83%
<input type="checkbox"/> Increased fear in community what is the fear?	6	100%

*It is regarding our youth/kids;
they cannot go outside;
they are threatened if they don't join their company;
don't feel safe from neighbors who are dealing in drugs*

<input type="checkbox"/> School disruption	0	
<input type="checkbox"/> Increase in drug crimes	0	
<input type="checkbox"/> Public nuisance	0	
<input type="checkbox"/> Family disruption	0	
<input type="checkbox"/> Increases violent crime against persons	0	
<input type="checkbox"/> Increased weapon crimes	0	
<input type="checkbox"/> Increased fear for safety	6	100%
<input type="checkbox"/> Other, please specify _____		

After the discussion on the community's perception of gangs in the Steering Committee Meeting, when the community leaders were asked to elaborate what do they consider as a gang, their concept was of the youth hanging together, with criminal intents including drug deal, robberies and assault. Although there have been no cases of assault in Banff Community, there is a factor of fear associated with the gangs.

2. Why do you believe there are these criminal activities in your community? Please choose your top three reasons.

<input type="checkbox"/> Poverty	6	100%
<input type="checkbox"/> School problems		
<input type="checkbox"/> Gang members move to community from other places	6	100%
<input type="checkbox"/> Boredom		
<input type="checkbox"/> Family problems		
<input type="checkbox"/> Power		
<input type="checkbox"/> Protection	4	66%
<input type="checkbox"/> Lack of activities	2	33% (<i>When asked that other residents have identified lack of activities, the leaders said that activities are there but kids you either do not participate or their parents don't know about these activities.</i>)
<input type="checkbox"/> Prejudice		
<input type="checkbox"/> Family/friends in gangs		
<input type="checkbox"/> To feel sense of belonging		
<input type="checkbox"/> Other, please specify _____		

3. What is the general community response to safety and security issues by

The police

Note: Community responses are in the quotes in the following description.

Police attitude was described by the respondents as that of “wait and see.” The police “demand evidence,” whereas “we cannot produce evidence” unless we are trained and told “how to collect evidence.” The common perception is: “the police doesn’t take action.” It “waits for catching the big fish,” in the meanwhile “we pay the price.” They claim that the “police know the criminals.” The respondents claimed that there is no protection.” That’s why “people don’t come forward.” If you talk, you put yourself in trouble. One respondent went to the extent of claiming that “if you complain about the police, they book your car.”

Ottawa Community Housing security

Views of the respondents are given below:

OCH doesn’t care.

Doesn’t take strong action against problematic tenants.

OCH helpless to deal with the criminals.

Even if the trouble makers are thrown out from one OCH units, they end up in another.

Ottawa community Housing should come up with a solution to dealing with units where there is too frequent visits from outside. The problem is so obvious. For example where prostitution is a problem, you see a new face every-day. Where drugs is a problem, there are too many visitors to some units on daily basis.

The Community House

No complain and no suggestion

Parents

Most parents are busy at work and worried about making both ends meet that they neglect needs of their kids.

No one cares about collective action.

They have given up on outside help

Some believe they don’t care as long as they keep themselves isolated

School other community leaders

Racial tensions were indicated by some respondents. Such as if locals are incharge of some activity, migrants stay away and if migrants are leading an activity, locals would stay away.

They had nothing in particular to share about school.

4. What should be done to reduce the gang/crime/safety and security problem in the community? Please choose your top three choices.

___ Jobs and job training	5	83% of the respondents were more about jobs for youth. In this case image of the community was cited as the biggest hurdle.
___ Tutoring		
___ Mentoring		
___ Recreation programs	4	66%
___ School programs		
___ Greater police presence	6	100% of the respondents pointed out that mere presence would not solve the problem, the problem is of action. The police need to take action to remove the few bad apples.
___ More parental involvement	2	33% Suggested that there should be some activities that could bring parents together for discussion and planning things together.

___ Other, please specify _____

5. In your experience, has anything been helpful so far? What has helped?

The respondents had nothing in particular to share, except a couple who said empowering the community would help, which means if the TA has its own funds and opportunity to plan activities, it would mobilize the community.

6. Have you had any personal experiences with a gang/crime/safety and security issue? Are you comfortable talking about this? Please specify.

One respondent shared here experience of watching drug deals from her window. The way a plain clothed police officer harassed her son for nothing while looking for information about their neighbor who was actually involved with drugs. But Despite that no action has been taken against the problem neighbor. She said her kids also facing harassment by the youth who are part of the drug dealing ring. As a result they have to stay home, even when they want and need to go out for play and recreation.

Another shard her experience of how her backyard was vandalized when she complained publicly about the gang and drug activities.

7. How can you help to improve the community's response to these problems (e.g. assisting Tenants' Association)?

The general response was, "we have volunteered but thee is no assistance from out side."

No Community Left Behind

Community Safety Survey Form

Ledbury and Banff Community Residents

This survey is not to collect any personal information. Data will be kept anonymous. It is solely designed to provide local residents' feedback to SEOCHC's ongoing revitalization efforts in Ledbury and Banff area within South East Ottawa. SEOCHC believes that with sufficient community input and involvement, Ledbury and Banff can function as an important focal point for neighborhood redevelopment and community safety and security. SEOCHC would like to get community feedback on criminal activity and safety issues. Your input on places of criminal activity and types of crime will be helpful in designing community strategies to enhance safety and security. All information is strictly confidential and we would be grateful for your participation. As per SEOCHC's Privacy Act, the information collected through this form will not be used in a way to disclose the associated person without his/her prior consent.

1. Respondent
 - Male Female

2. Age Group
 - 16-20 21-40 years
 - 41-65 years 65 and above

3. How long you have been living in this community?
 - Less than one year 1-3 years
 - 3-6 years More than 6 years

4. How much safe do you feel in your community?
 - Very much Safe Safe
 - unsafe Very unsafe

5. Do you feel safer in your community than you did 2 years ago?
 - Yes No
 - If yes, why?: _____

6. Please pick up the top three concerns that you have about your community, if there are any.
 - Violent crime Racial slurs/comments Vandalism
 - Loud Music Domestic violence Insufficient street lighting
 - Drug dealing Burglary or robbery Gang activity
 - Graffiti Other _____ *If you have specific crime concerns, please explain: (ex: types of crimes, crime locations, etc.)*

7. Please pick three problems, if any, that gangs present to the community, if you believe that gangs are a problem.
 - Ganges not a problem here Fighting
 - Public nuisance Family disruption
 - Increase in violent crime Increase in drug crimes
 - Increase in weapon crimes Increase fear for safety Other: _____

8. Please pick three reasons why you believe gang activity exists in your community?
 - School problems Poverty Lack of activities
 - Power Family/friends in gangs Protection
 - Family problems Gang members move from other areas
 - To feel love/sense of belonging Other: _____

9. Is there a particular street or block you prefer to avoid when traveling to and from the community? (Please provide specific location)

10. At what time of the day or evening are you most concerned about violent crime?

- Working hours (day time)
- Evening
- late night
- Early morning

11. What type of violent crime are you most concerned about?

- Murder
- Robbery
- Domestic Violence
- Drugs
- Assault
- Car Jacking
- Gang-Related
- Rape

12. What type of other quality of life crime are you most concerned about?

- Loitering
- Public Drunkenness
- Noise
- Prostitution
- Vandalism
- Burglary
- Car Theft
- Other _____

13. Do you think your child(ren) is in a gang or at risk of being in a gang?

- Involved
- Not involved
- At risk of involvement
- Not sure

14. If you think there are dangerous areas in your community, where are they?

Why are they dangerous? _____

15. Have you ever been the victim of a crime in this neighborhood?

- Yes
- No

a. If you answered yes to question 5, what type of crime were you the victim of? (Check all that apply)

- Rape
- Robbery
- Burglary
- Gang-Related Car Theft
- Assault
- Domestic Violence

B. Are you comfortable with describing what happened?

Where did this crime occur? _____

16. Are you involved with Tenants Association?

- Yes
- No

17. If not, would you like to be in the Tenants Association or a similar group for community safety, security and social development?

- Yes
- No

18. What types of recreation programs, and family-oriented activities, or other activities would you like to see in the community? (e.g.: concerts, festivals, etc.)

Questions for parents of gang members:

Why do you think your child joined a gang?

What concerns or problems has your child faced since joining a gang?

What effect has your child's gang membership had on you?

'No Community Left Behind' and

Community Leaders' Survey Form Ledbury and Banff

1. Do you believe gangs and other crimes are a problem in your community?

- Yes
- No
- Do Not Know
- No Response

If so, what kinds of problems does the present situation pose in your community? Please choose your top three problems.

- Increase in property crime
- Increase in vandalism/graffiti
- Increased fear in community
what is the fear? _____
- School disruption
- Increase in drug crimes
- Public nuisance
- Family disruption
- Increase in violent crime against persons
- Increase in weapon crimes
- Increased fear for safety
- Other, please specify _____

2. Why do you believe there are these criminal activities in your community? Please choose your top three reasons.

- Poverty
- School problems
- Gang members move to community from other places
- Boredom
- Family problems
- Power
- Protection
- Lack of activities
- Prejudice
- Family/friends in gangs
- To feel sense of belonging
- Other, please specify _____

3. What is the general community response to safety and security issues by

The police

Ottawa Community Housing security

The Community House

Parents

School other community leaders

4. What should be done to reduce the gang/crime/safety and security problem in the community? Please choose your top three choices.

- Jobs and job training
- Tutoring
- Mentoring
- Recreation programs
- School programs
- Greater police presence
- More parental involvement
- Other, please specify _____

5. In your experience, has anything been helpful so far? What has helped?

6. Have you had any personal experiences with a gang/crime/safety and security issue? Are you comfortable talking about this? Please specify.

7. How can you help to improve the community's response to these problems (e.g. assisting Tenants' Association)?

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