

BePART

Lawrence Heights & Neptune Research Collaboration

Toronto CBR Network

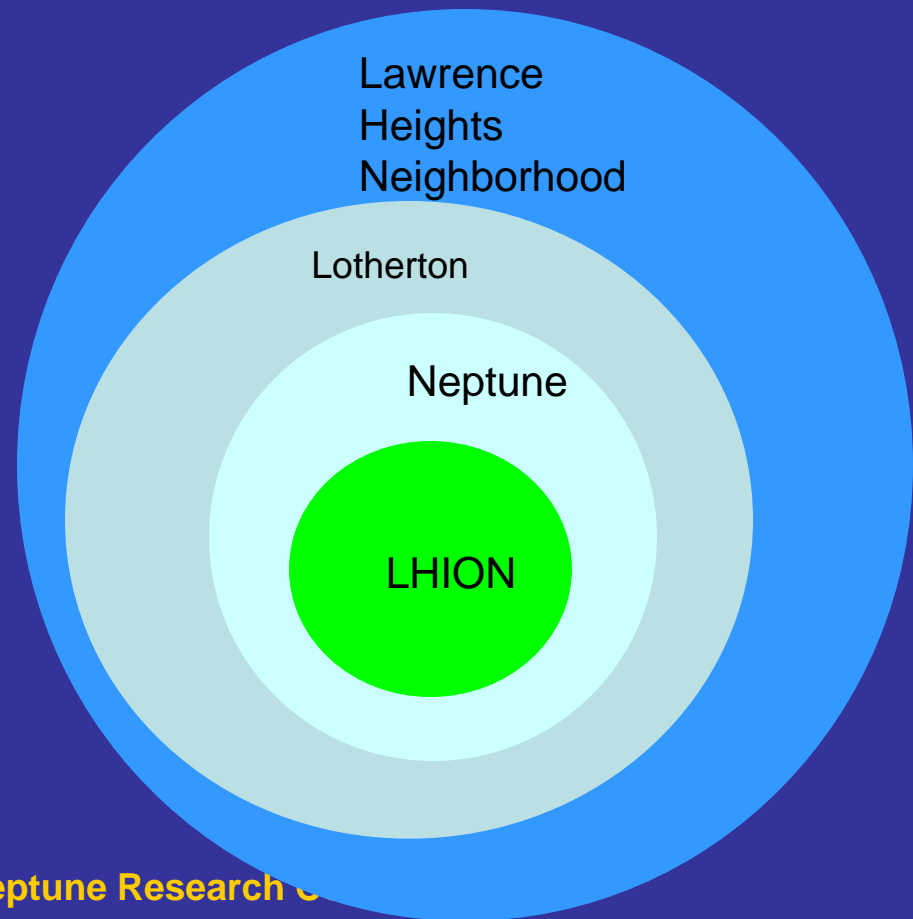
May 6, 2010

What is BePART?

- **BePART is a group of residents and agency staff who are working together on researching the experience and concerns of people living in our community.**
- **BePART is open to anyone who lives in Lawrence Heights and Neptune.**
- **Who's here today...**

What is BePART?

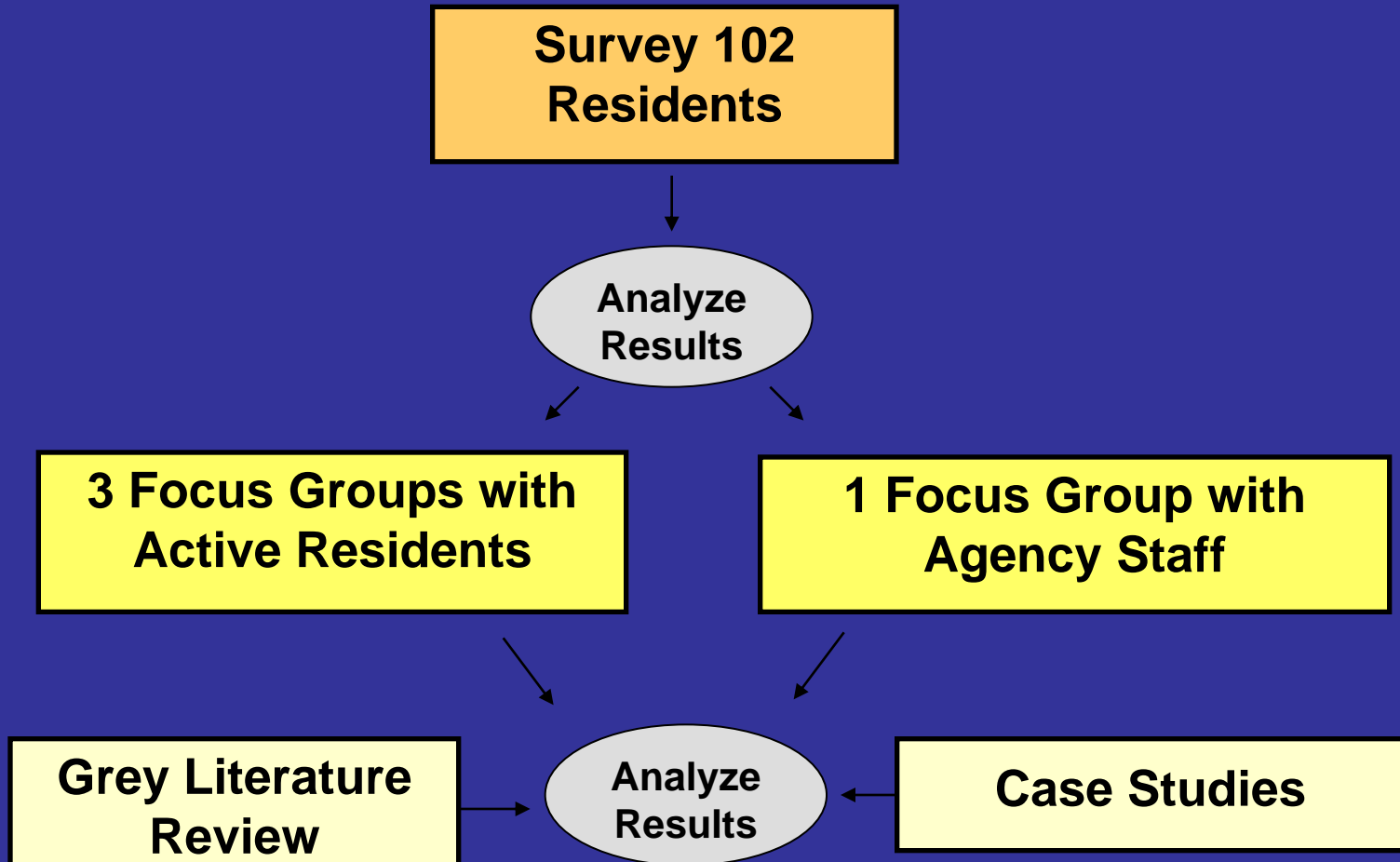
- It is about networking and connections, bonds and interactions between people.
- It is about building trust, learning and working together.
- It is about connecting neighbors and forming a shared vision.



Who has supported BePART:

- **Lawrence Heights & Neptune Residents**
- **City of Toronto**
- **Family Services Toronto**
- **New Heights CHCs**
- **North York Community House**
- **Toronto Community Housing**
- **Wellesley Institute**

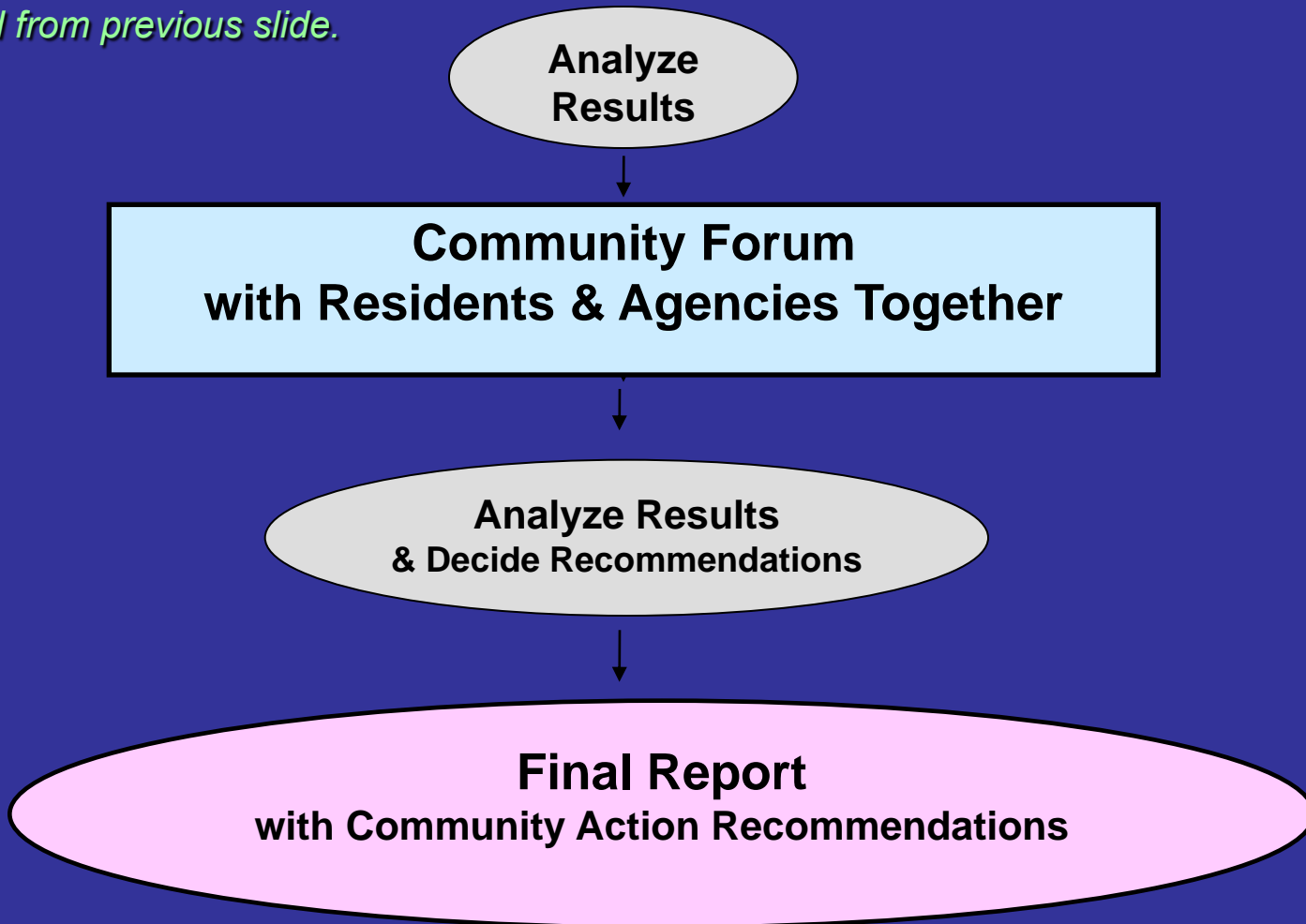
Our Research Project



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Our Research Project

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Movie TIME!

BePart Community Forum
January 15, 2010

.... a documentary...

What made programs effective

Respondents were asked about things that made programs and services effective. Key themes include:

- Helpfulness of staff
- Respect & Kindness
- Quality of services & programs
- Good maintenance of program
- Clean and pleasant physical spaces

What can be done to better serve residents

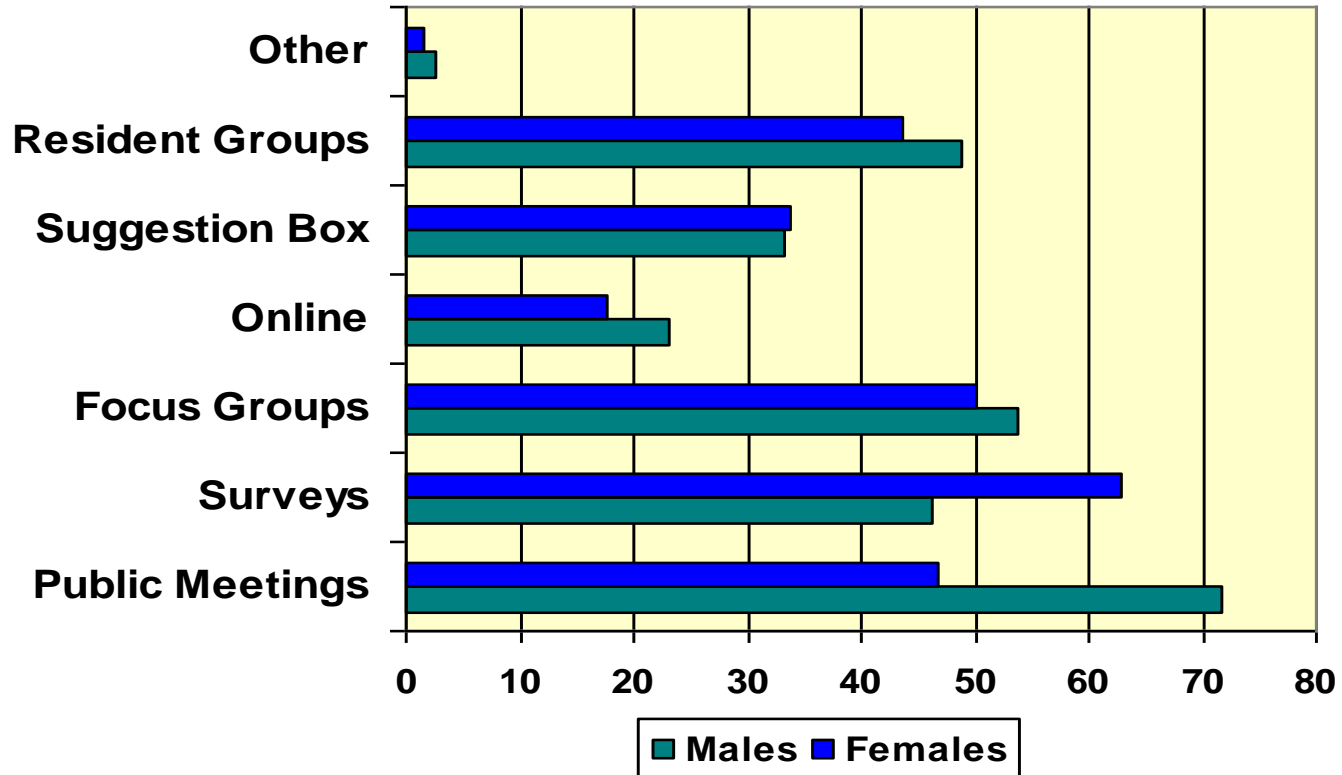
- **More Safety/Police/Peace & Security**
- **More information about services and programs**
- **More access to programs and services**
- **More youth programs**
- **Make things available 24/7**
- **More diversity of staff**
- **Collaboration**
- **Better attitude towards clients**

Have you had opportunities to share concerns

- We also asked about whether respondents had opportunity to share their views and concerns.
- 30% said that they had participated in agency or community consultations.
- Men were more likely than women to have taken part.

Bepart Survey

How to Share Views and Concerns

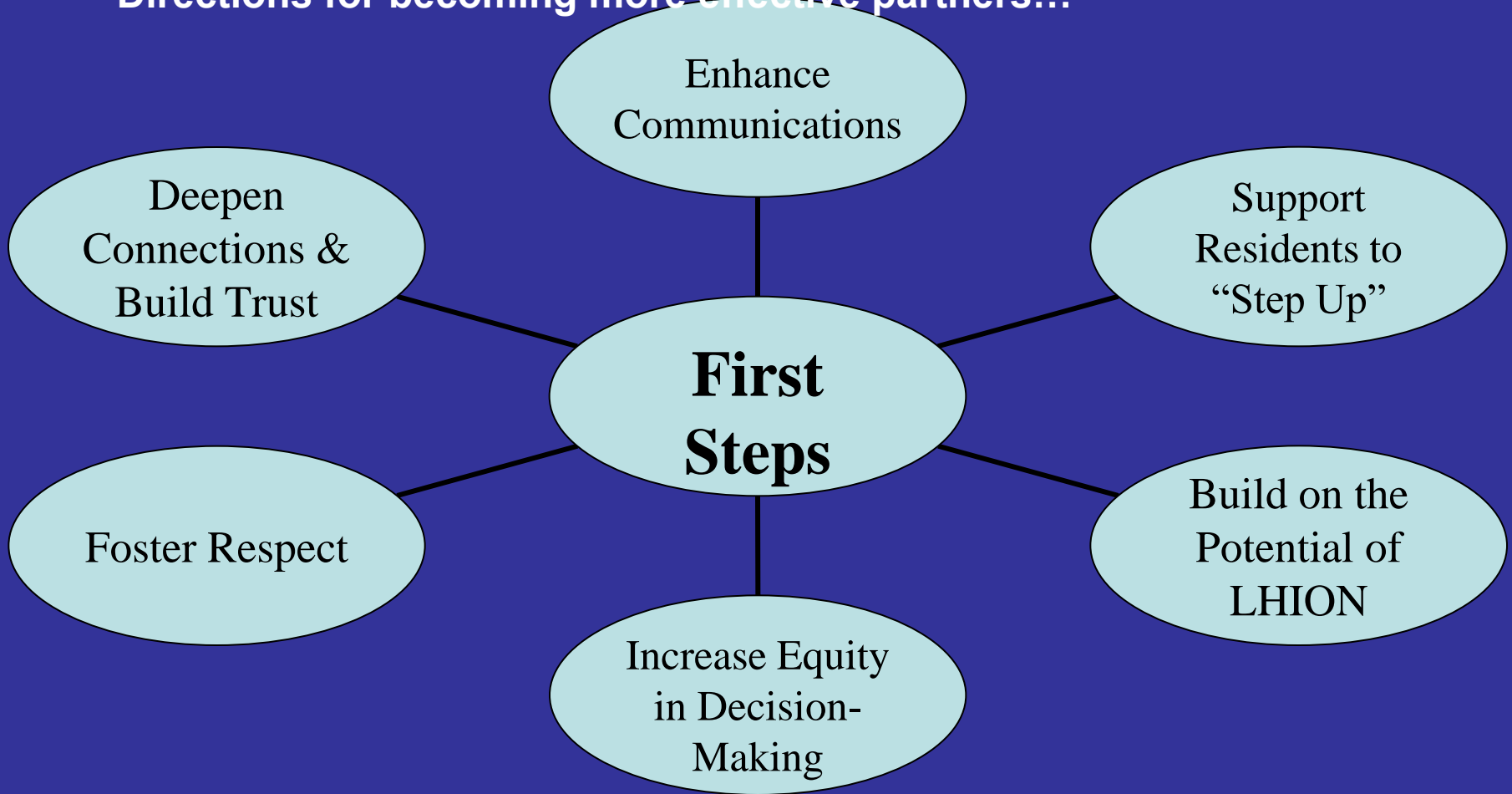


Overview of Focus Groups

- **Conducted in November 2009.**
- **3 Focus Groups with residents (who have been active in the community)**
- **1 Focus Group with staff from local agencies.**
- **The Focus Groups reviewed the results of the survey and discussed how to create more effective partnerships to address the needs of Lawrence Heights & Neptune residents.**

Focus Group Results

Directions for becoming more effective partners...



Recommendations

- **Recommendations were made and will be shared with:**
 - **Residents**
 - **Agencies**
 - **Funders**

Accomplishments

- **Capacity building of residents as well as agency staff:**
 - Mobilizing for cooperative partnerships
 - Connecting across the community – city staff and other stakeholders
 - CBR experience
- **A final report for sharing with stakeholders and partners**

*We've come a long way
and have a long way to go.*

What's Next? – Future Direction

- **Dissemination of report to stakeholders:**
 - **Agencies e.g. LHION**
 - **Libraries**
 - **Community Action Team**

What's Next? – Future Direction

- **Evaluation Report discussion**
 - members' ideas were brought out
 - It was suggested that collaboration be stepped up
 - Now we need to outline plans and seek resources
- **Residents want to develop an organization or framework to enhance connection**

What's Next? – Future Direction

- **Enhancing our progress in community collaboration**
- **Prioritizing our actions on recommendations**
- **Future research**

Challenges

- **Building trust**
- **Residents time commitment**
- **Residents have multiple interests**
- **Agencies have multiple interests**
- **Funding**
- **Building partnerships e.g with academic institution**

Now that you've heard about BePart,
Help Us Brainstorm!

1. Who should we connect with?

- other neighbourhoods
- academics
- funders

2. What models might work?

****Please share your ideas****