

Centre for Community
Learning & Development
Strong Communities Together

Immigrant Women Integration Program (IWIP2013-2014)

ST. James Town community Resource and Survey Analyse Report

----Based on 176 questionnaires



Presented by Xinghe Wei

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Building strong communities is a part of the social development in Toronto. It is very important for measuring well-being in Toronto. It is about constantly improving the quality of life of residents which is also essential for building strong communities. St. James Town is the largest high-rise community and representative of multiculturalism in Canada. This report is merely based on the analysis of 176 questionnaires of residents living in St. James Town.

Chapter 1

Introduction

1.1 Overview of the current study

1.1.1 About measuring wellbeing Toronto

Wellbeing Toronto (WT) is in accordance with the design of Canadian Wellbeing Index (CWI). WT is the City's newest interactive internet application that leverages the latest visualization mapping technology, into a tool that provides one-stop access to information about Toronto's diverse neighbourhoods. WT specifically provides a wide range of wellness indicators across a host of ten "domains" relevant to the 140 neighbourhood planning areas within the city. It is designed to raise awareness of the different neighbourhoods that comprise the city. It is also a support tool for Toronto City Council, City staff, and the community in the development of policies and programs that require a place-based perspective. Ten indicators of WT are: housing, environment, health, safety, education, civics, transport, recreation, culture, and economics.

WT was designed based on the experiences from the City's partnership with the

private sector, other orders of government and non-profit organizations on the development of a place-based measurement tool. Leadership has influenced the recognition across sectors of the importance of broadening the range of indicators to include all areas of operation (not just human services), and to create a common fact base for all neighbourhoods, not just those at risk.

The residents' satisfaction on daily life is WT. The quality of people's experience of their lives is everyone to-day life: the various ways individuals are able to develop their potential, work productively and creatively, build strong and positive relationships with others, and contribute to community.

1.1.2 Research about theory of Community and Neighborhood.

What is community? In 1887, Ferdinand Tonnies published "community and society" first used "community". Then, scholars have given many definitions from the different angles of view since the last 20th century. Some of them are still working on the interpretation. Now it is the general viewpoint that community is a social group of any size whose members reside in a specific locality, share government, and often have a common cultural and historical heritage.

What is the neighbourhood? Definition of neighborhood in English: a district, especially one forming a community within a town or city. In other words, resident's feeling or conduct, the area surrounding a particular place, person, or object.

The Social Development Finance & Administration Division, Social Policy Analysis & Research Section created a report called "City of Toronto Wellbeing Toronto", United Way of Greater Toronto created one entitled "A neighbourhood Vitality Index :an approach to measuring neighbourhood wellbeing".

The current study is an integral part of the Immigrant Women Integration Program (IWIP) offered by Toronto Centre for Community Learning & Development.

March 10, 2014, it was reported that the new measures were developed in conjunction with researchers at St. Michael's Hospital's Centre for Research on Inner City Health and are adapted from work done by the World Health Organization. The new rankings are likely to set off a lively debate about the city's role in providing social services, and what areas of the city are most deserving of extra funding and attention – all against the backdrop of the fall civic election. Toronto neighbourhoods were ranked by a new 'equity score': A new measure is being used to rank Toronto's neighbourhoods – the “neighbourhood equity score”, which combines ratings for economic opportunity, social development, and health, participation in decision-making and physical surroundings.

“Staff report for action on the Toronto Strong Neighbourhoods Strategy 2020” said that all scores are out of a maximum 100 points: the lower the Score, the higher the level of total overall inequities faced by a particular neighbourhood. Neighbourhoods with scores lower than the neighborhood equity benchmark of 42.89 face serious inequities that require immediate action.¹

The below chart showed St. James Town ranked in 140 neighborhoods on Toronto. It scored 47.55 and ranked 39 of 140 neighborhoods. It is more 26.17 score than last ranked Black Creek community and less 44.40 score than first ranked Lawrence park North community.

Chart 1: Toronto neighborhoods ranked by new equity score²

1	Black Creek	21.38
39	North St.James Town	47.55
140	Lawrence Park North	92.05

All research results are important and very usefully for my report.

1.2 Objective

1.2.1 One goal is to neighbourhood.

Neighbourhood matter is where life of the city, and the lives of its individual residents, plays them out. Because of them, a lot of community resource and needed be measuring. Time is passing, and community resources and resident needed is in changing, too. Public government and public police making need know resident's changing desired through survey or polls. Canadian Wellbeing index and Wellbeing Toronto needed support with many communities survey. The survey and analysis is very necessary.

1.2.2 Other goal is to trainees.

The Immigrant Women's Integration Program (IWIP) focused on community engagement and leadership development. Surveys were designed and social investigations are learning process and a channel of know society for every IWIP trainee. All of course is individuals' comprehensive quality detection.

1.3 The definition of core concepts

1.3.1 The quality of people's experience of their lives.

In generally, we could understand this sentence from two aspects. One hand, the quality of people's experience of their lives is closer relation with infrastructures.

More public services, higher lives quality. More individuals needed be satisfied, higher lives quality. On the other hand, the quality of life is personal feeling, its gap in everyone.

There are eight parts of 64 questions in the Survey. It reflects the main experience of life and not all for residents.

Structure of Survey “The Quality of people’s Experience of their Lives”

Index		Court
Demographics	Q.1-Q.12	12
Community Strength	Q13-Q.17	17(Include three small questions)
Safety	Q18-20	3(Include four small questions)
Living Standards	Q.21-Q.32	12(Include twelve questions)
Personal Health and Wellbeing	Q33-Q.35	3
Civil Engagement	Q.36-Q.38	3(Include four small questions)
Volunteering	Q.39-Q.41	3
Community Participation	Q.42-Q.43	2
Total questions		64

1.3.2 Community resources and community needed.

Community resources are injected a lot of services by government departments at all level and various social organizations. (Other word is “third sections”). They are other of form: financial support, human resources training, and special project cooperation, etc.

Community resource is needed of resident day to day life It is various, include safety, health, public school, public transportation, child take care, and etc. Strong community should be proved better services for resident. There are 140 neighbourhoods in Toronto. Every resident are living in their self. Every community

has characteristic and needed otherness. It has been identified as one of 13 economically deprived neighborhoods within Toronto. So, every community gains social capital on different ways and methods.

1.4 The question design, data sources and methods of investigation method

1.4.1 Survey design.

The questionnaire is based on the Canadian Wellbeing Index and 2012 community resources and needed survey, IWIP trainee discussion after amending certain. It is more concise than before one. It would take 15 minutes to complete. It is a process to study for every trainee.

1.4.2 The distribution and collection of questionnaires.

The Survey was distributed to the residents using a paper-based and an electronic version. The questionnaires were distributed among residents in ST. James Town. Bookmarks were created and given to those who were willing to fill the questionnaires using the electronic version. The paper-based questionnaires and bookmarks were distributed to the different community program participants,

The survey was conducted within limited time period with limited human resources. This impacted the ability to cover all areas and all levels of respondents in the neighbourhood. Additionally, some of the respondents were not willing to give real figure of income, support taking by social safety nets. Though it was observed some of the respondents are in the social safety net but they did not choose to mention it.

1.4.3 Others resource comes ways.

The main is to observation. The manifestations of the community infrastructures

and resident's voice, such as, public library, public school, community center, Park and health centre, etc.

The methods of literature retrieval are used in this report. Convenient rich internet information is an important channel for the report data sources.

Chapter 2

Survey Analysis

2011's census data on neighbourhoods of Toronto shows that there are 17, 810 residents living on St .James Town in 2011. ³174 residents had done this survey, account 1.7 % of total population. Some did not finish the survey. Why? We can deeply think about the phenomena. The analysis will develop in the following eight sections of the survey.

2.1 Demographics

From Question.1 to Questions.12 are demographics. This domain of respondent's three characteristics; age, sex, marital status, education level, interest, first language, resident status, and which of the following, etc.

Figure 1: Age of respondents

Description	Count	Percent
Under 20	3	1.72%
20-29	32	18.39%
30-39	69	39.66%

40-49	36	20.69%
50-59	19	10.92%
60 and over	15	8.62%
Total	174	

This table shows the different ages of people living in this neighborhood. Most respondents are in the age group of 20-59 in the St James town Community. Canada is an aging society. But participator's age is not show this feature. Refer to below chart is different.

Figure 2: Age Distribution, word 28⁴ and Toronto, 2013⁵

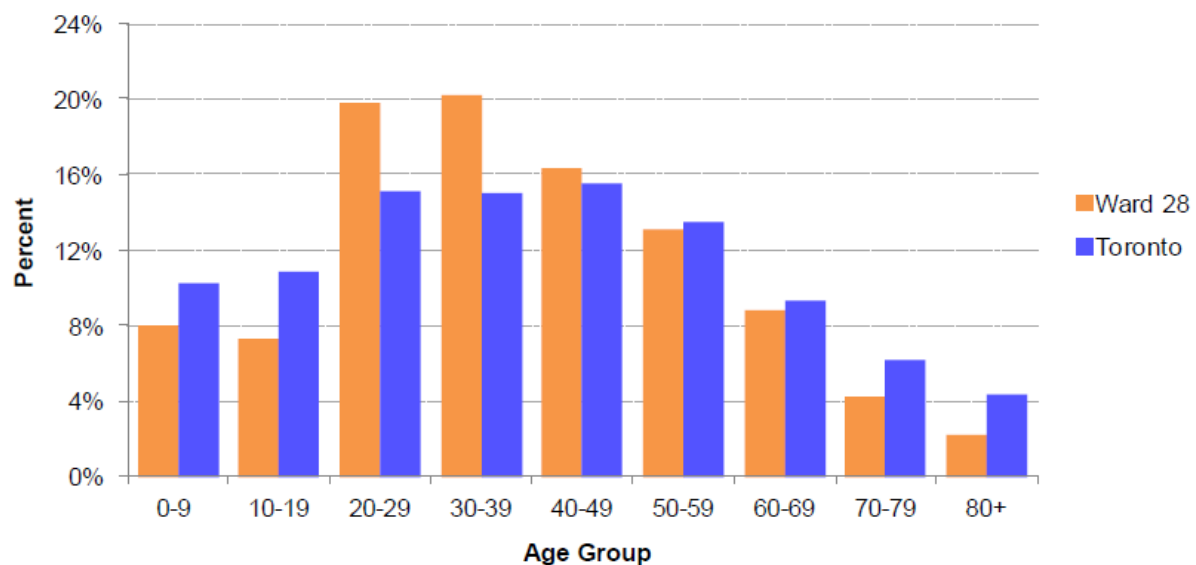
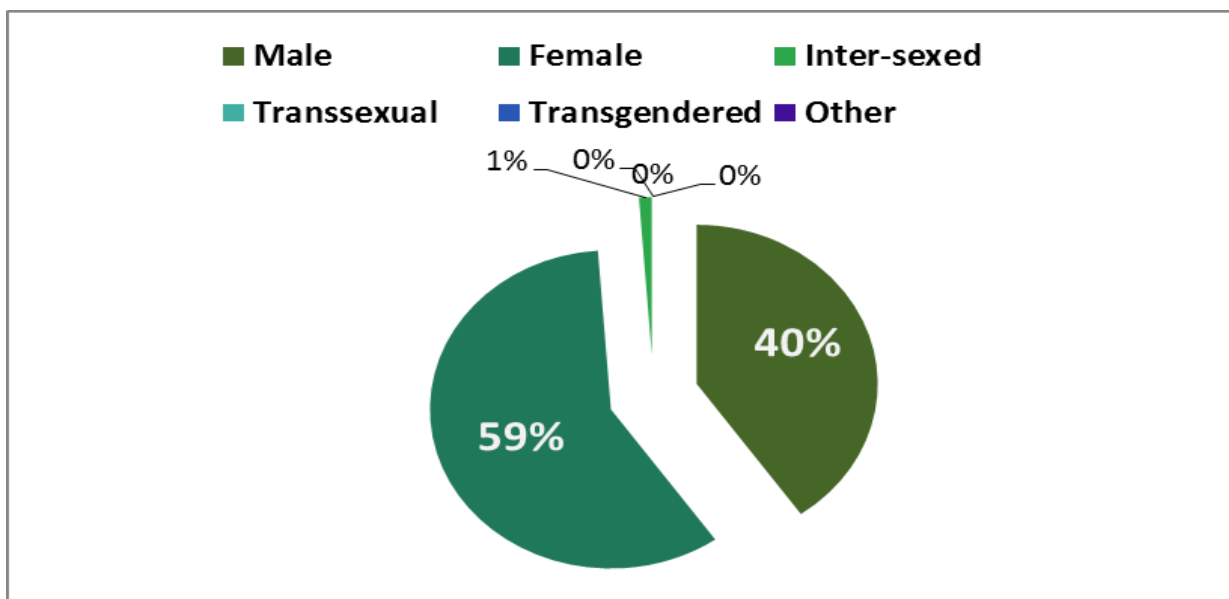
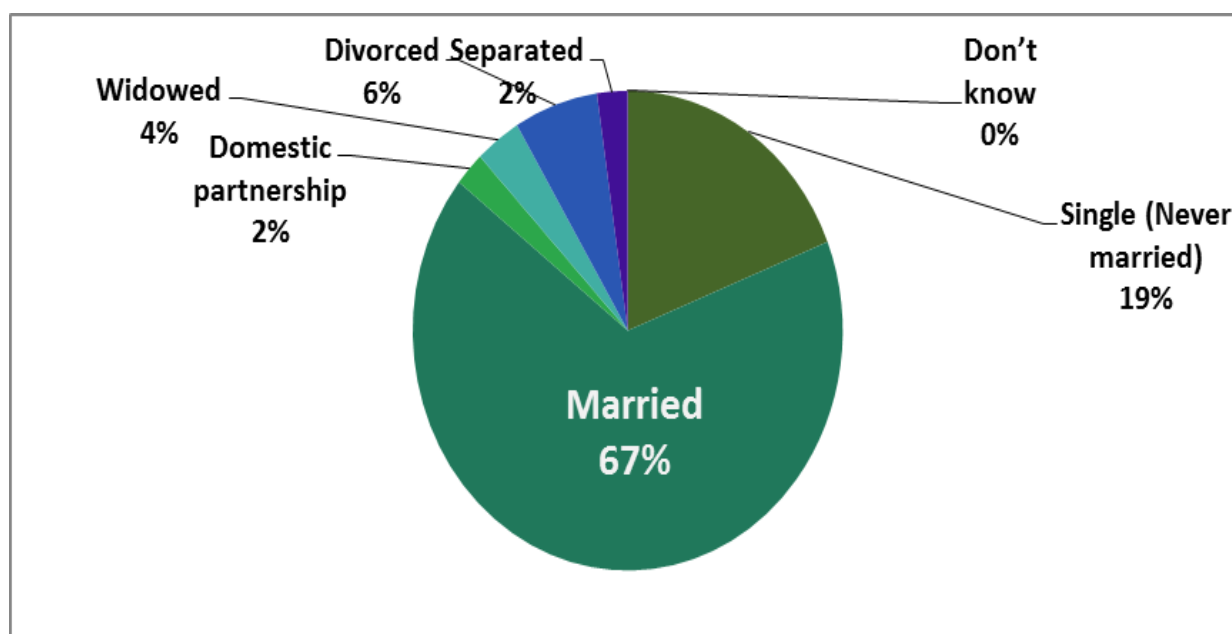


Figure 3: Self-Identify by Gender



This picture shows; 59% of respondents are female, 40% is male. Inter-sexed, transsexual, transgendered, and others are rarely. This may show that males gain more opportunity than female, and that more woman are housewives in this community.

Figure4: Marital Status



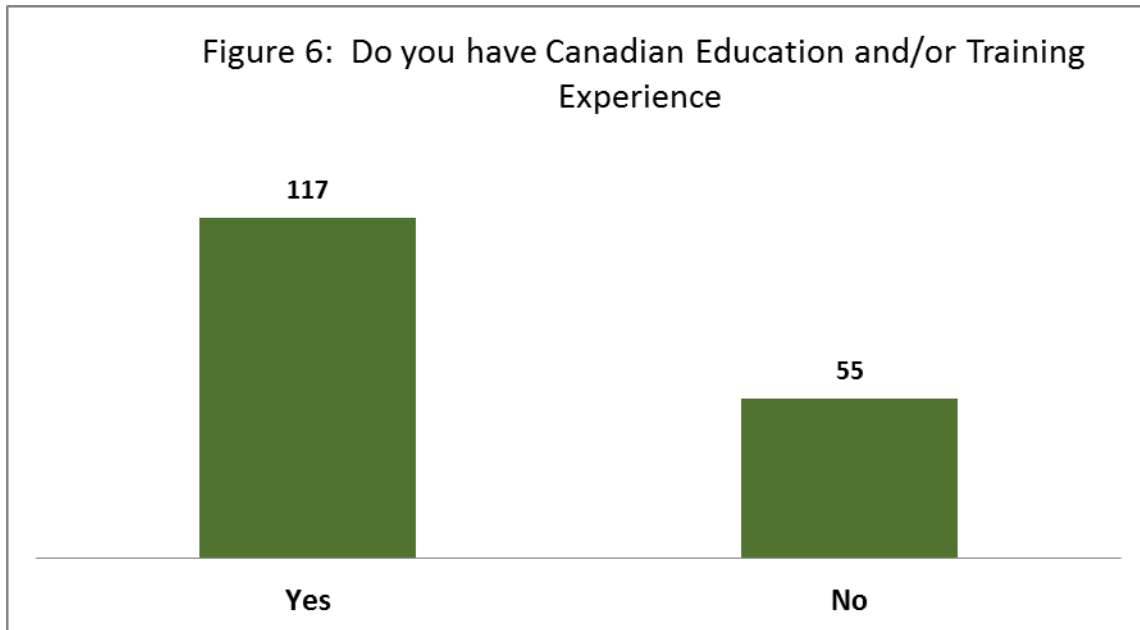
67% of participants are married, 19% single, 6% divorced, 4% widowed, and domestic partnership and separated 2%.

Figure 5: Highest level of completed school

Description	courts	Percent
Less than high school	14	8.05%
High school diploma or GED	22	12.64%
Some college	11	6.32%
College degree	30	17.24%
Trade or technical certificate	4	2.30%
Some university	20	11.49%
University undergraduate degree	17	9.77%
Graduate degree or higher	50	28.74%
Other	6	3.45%

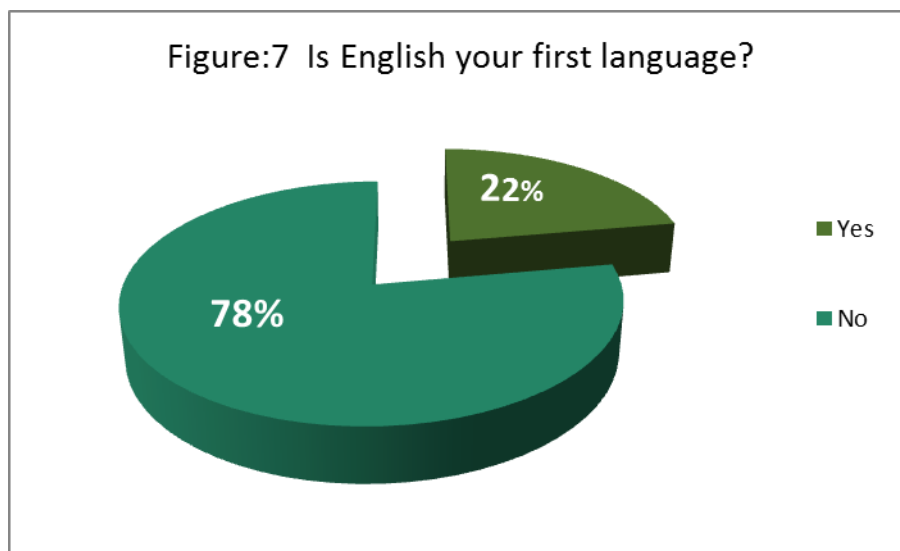
This bar shows that 90% respondents completed more high school education level. 28% graduate degree or higher, 17% university undergraduate degree. This situation is same to all Canada. We should pay attention to: 8.04% respondents less than high school. In Canada it not gap of education level between male and women. I hope this data only by chance.

Figure 6: Do you have Canadian Education and/or Training Experience



It is said that 117 respondents gained Canadian education or training experience, accounted for 68.02%. Participants have not, accounted 31.98%. It's lower. Citizen or immigration hasn't gain Canadian education or training experience, it's hard to look for a good job.

Figure:7 Is English your first language?

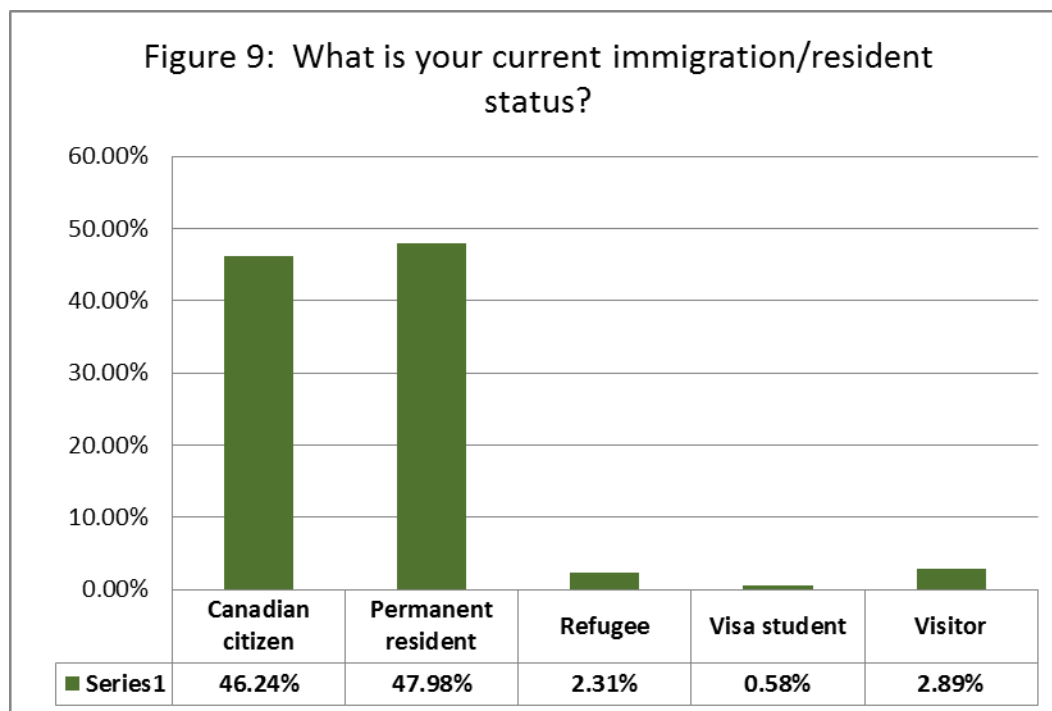


English are 78% respondents' first language, 22% respondents chosen "no". Fluent English is based on live and work in Canada. It is the best barrier for many immigrants. For help newcomer improved English level, Canadian government have spent a lot of money.

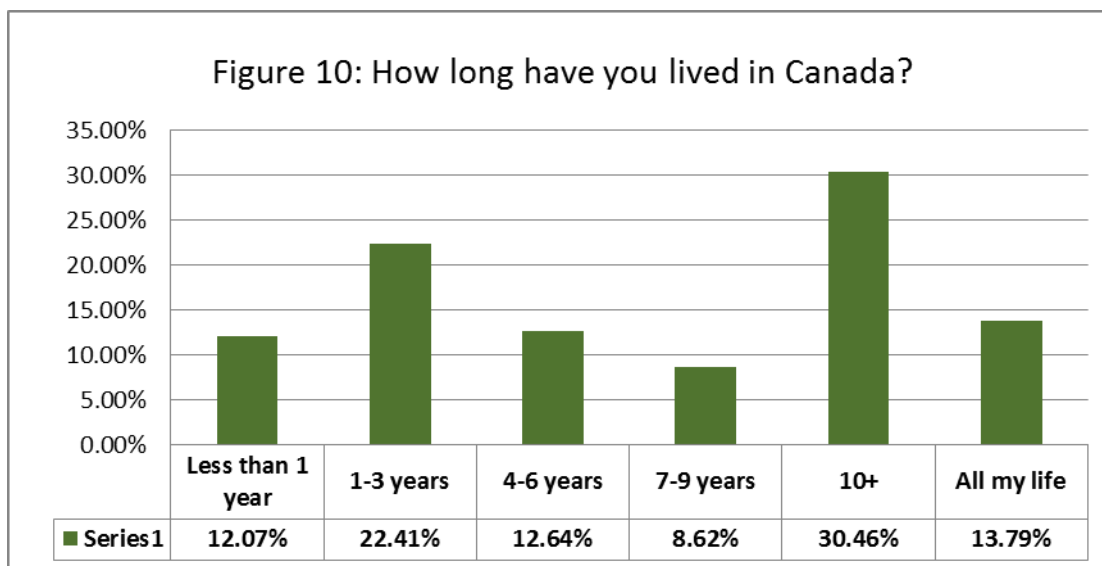
Compare with 2011 census data on Toronto, we can know this area top 5 ethnic origins and top 5 home languages other than English.

Figure 8: Top 5 ethnic origins and top 5 home languages other than English⁶

	Word 28	Toronto
Top 5 ethnic origins	<ol style="list-style-type: none"> 1. Chinese 2. Filipino 3. Canadian 4. East Indian 5. English 	<ol style="list-style-type: none"> 1. Chinese 2. East Indian 3. Italian 4. Canadian 5. Filipino
Top 5 home languages (other than English)	<ol style="list-style-type: none"> 1. Tamil 2. Tagalog 3. Chinese n.o.s. 4. Bengali 5. Mandarin 	<ol style="list-style-type: none"> 1. Chinese n.o.s. 2. Cantonese 3. Tamil 4. Italian 5. Spanish



Most respondents are Canadian citizen and permanent resident. Less 7% is visitor, refugee and visa student.



In general, more long living where, more know around situation. 30.46% living in Canada more 10 years, 22.41% living in 4-6 years, 13.79% all life living in, 8.62% 7-9 years, less than 1 years has 12.7%. More 65% participators have lived the neighbourhood over one year.

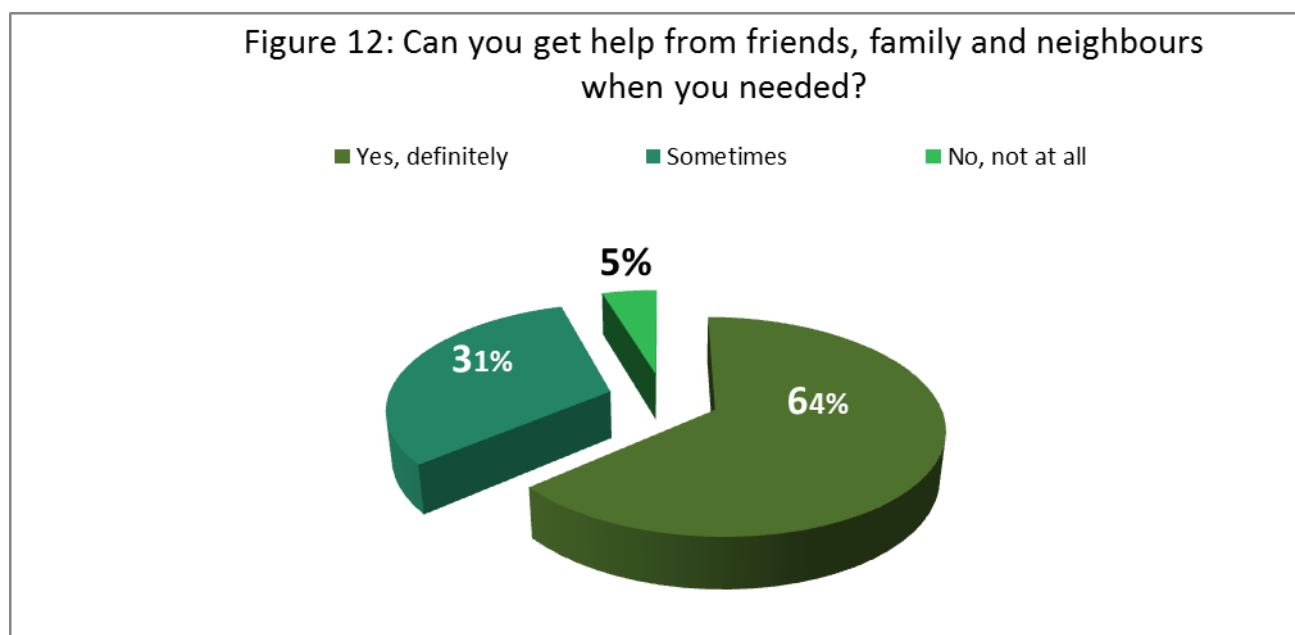
Figure 11: With which of the following do you most closely self-identify

Description	courts	percent
Aboriginal	1	0.57%
African	6	3.41%
Canadian born	24	13.64%
Caribbean	1	0.57%
European	11	6.25%
East Asian	22	12.50%
West Asian	5	2.84%
Southeast Asian	15	8.52%
South Asian	83	47.16%

North American	1	0.57%
South American	2	1.14%
Central American	2	1.14%
Other	3	1.70%
Total	176	

This chart showed, respondents in living St. James Town come from all over the world. St. James Town is often thought as "the world within a block". The Asian people accounted for nearly 80%. South Asians the most 47.16%. Toronto statistical data shows same situation in this neighborhood.

2. 2 Communities Strength



Public resource is community strength. Interpersonal relationship is community resource, too. In general, more community resource, lower residents live in. Health relationship around neighbour is a part of quality life of resident.

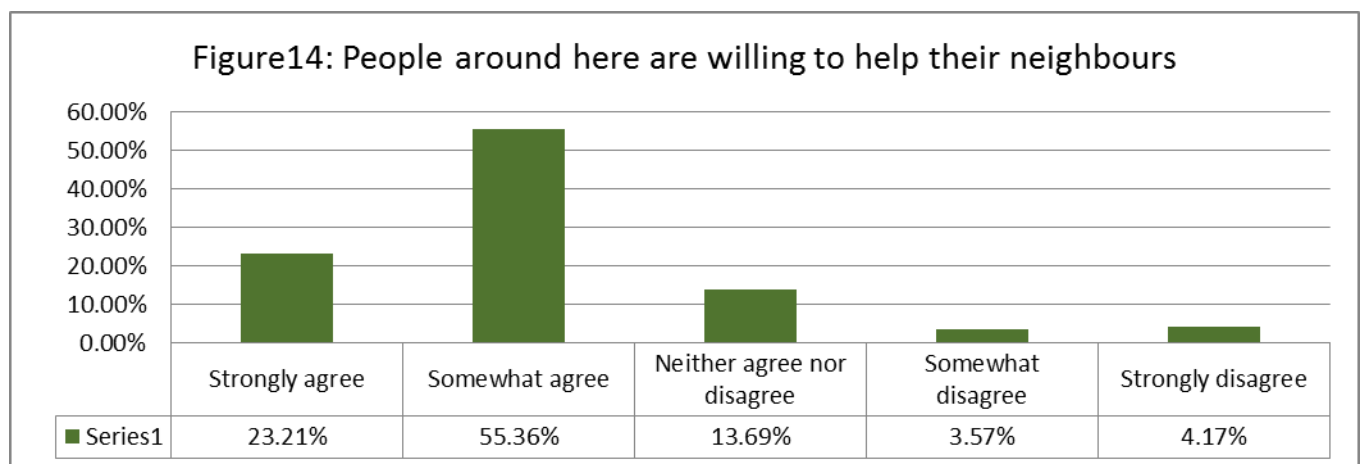
This photo show, 64% participators can get help from friends, family and neighbourhood when they needed. 31% participators can get sometime help. 5%

respondent is not at all.

Figure13...people around here help their neighbours, even if they are from different backgrounds

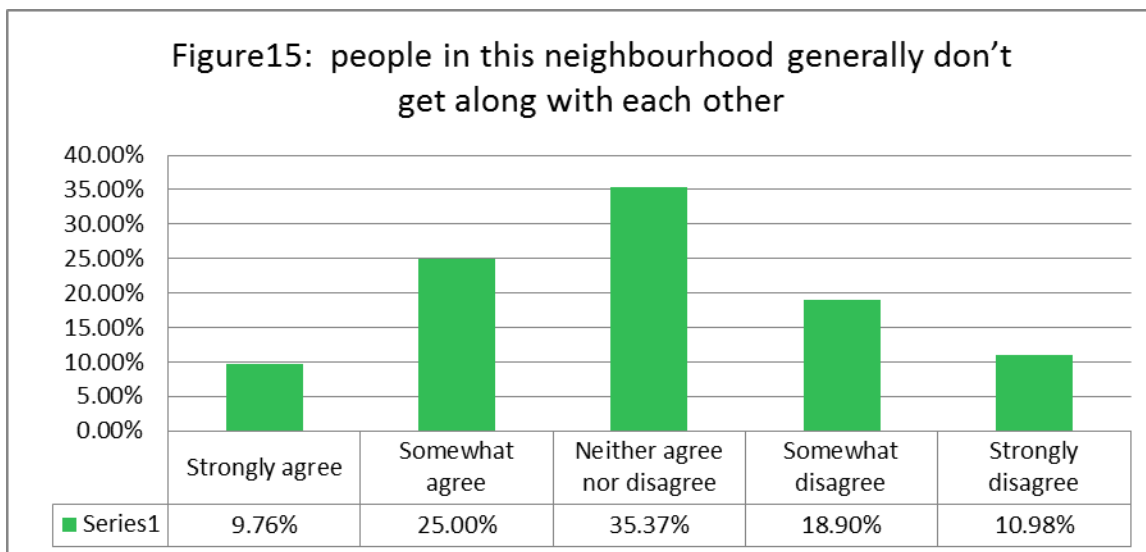
Description	court	percent
Strongly agree	24	14.63%
Somewhat agree	91	55.49%
Neither agree nor disagree	33	20.12%
Somewhat disagree	9	5.49%
Strongly disagree	7	4.27%
Total	164	

During total of 164 participators answer, 14.63% strong agree “people around here help their neighbourhoods, even if they are from different backgrounds”. 55.49% Somewhat agree, 20.12% neither agree nor disagree, 5.49% somewhat disagree, 4.27% strong disagree.



This photo rate same last photo.23.21% responds strongly agree help each other in neighbors, 55.36% responds somewhat agree, 3.57% somewhat disagree, 4.17%

strongly disagree.



This chart showed neighbours get along that is no usually. 35.37% responds neither agree nor disagree, 25% somewhat agree, somewhat disagree and strongly disagree add nearly 30%.

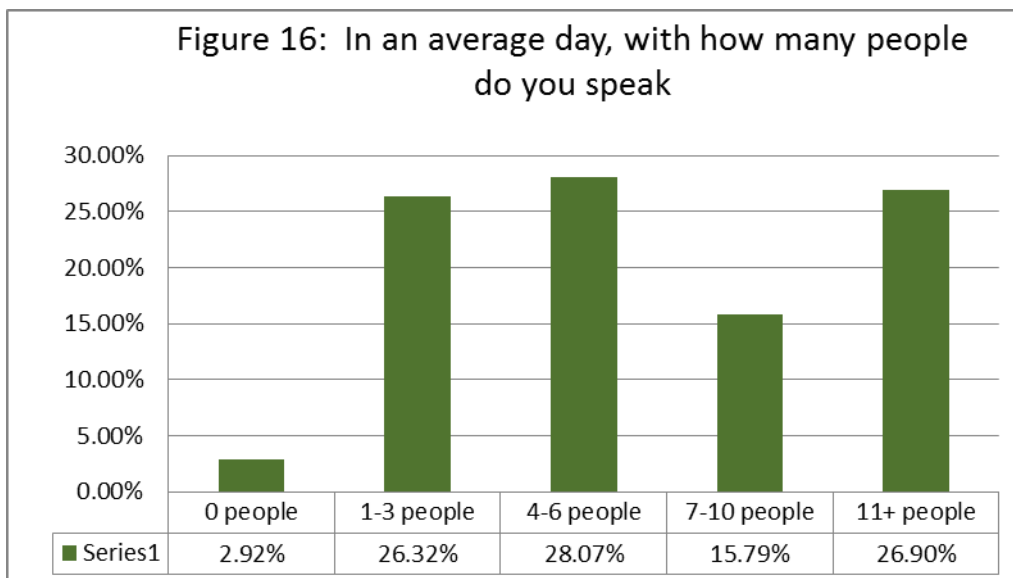
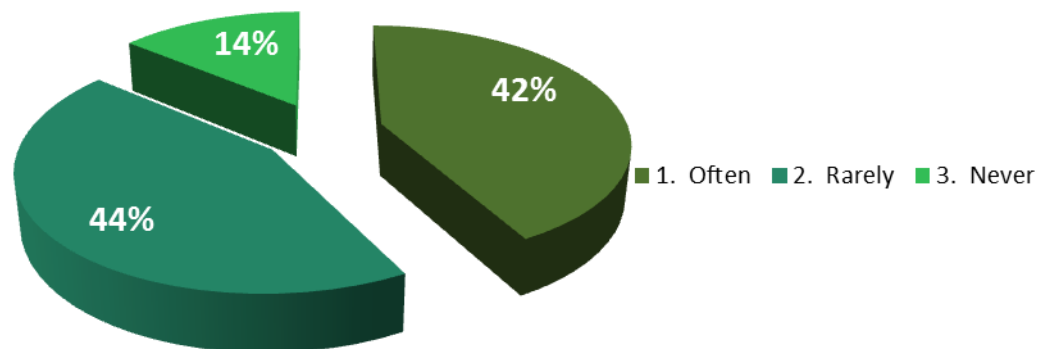


Figure 16 showed, 70.76% participants can talk with 4-11+ people, nearly 26.32% can talk with 1-3 people, 2.92% responds can talk with none. If a person always is keeping silent she (or he) will easily enter a depressed situation. It is no good for health.

Figure 17: In an average week, how often do you and your neighbours visit or stop to chat with each other?

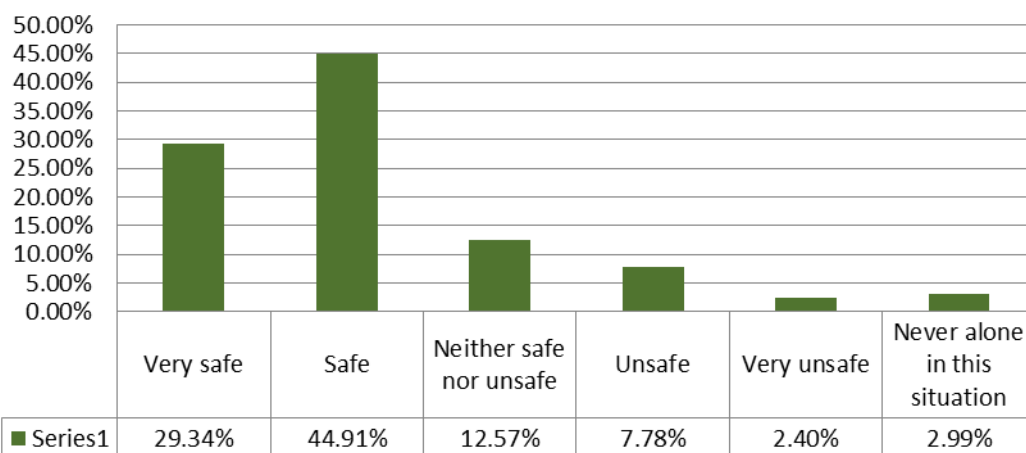


42% responds often chat to neighbours, 44%rarely, 14%never chat to neighbour. Maybe they are very busy, maybe they have language barriers. Maybe they have other reasons.

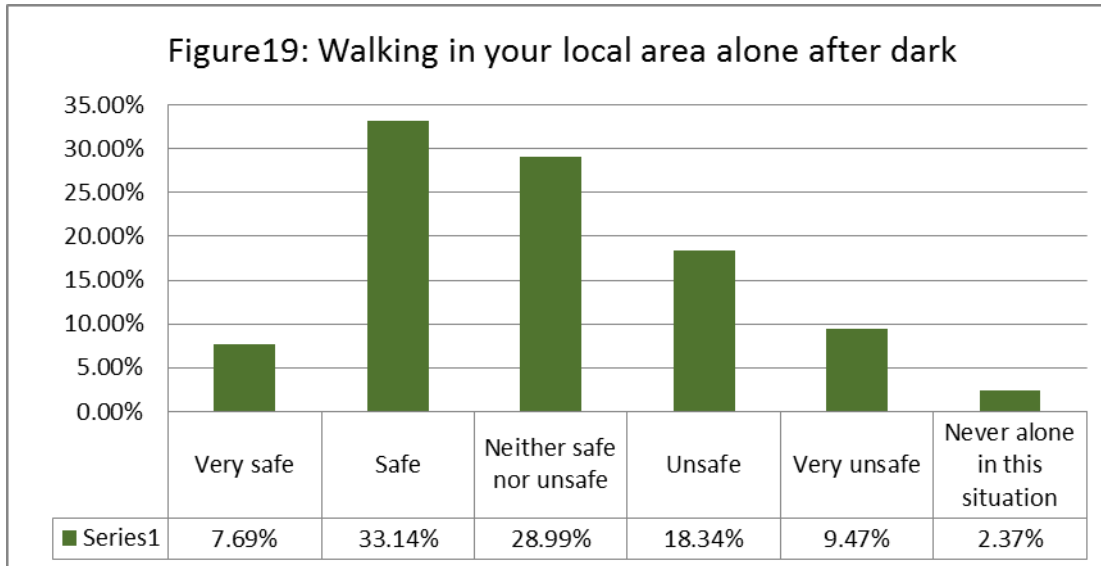
2.3 Safely

This domain refers to a general feeling of personal security and can measuring by things like crime rates, road accidents, and police presence. It is thought that if residents feel safe in their neighbourhoods. They will be more likely to access the opportunities that exist in their area.

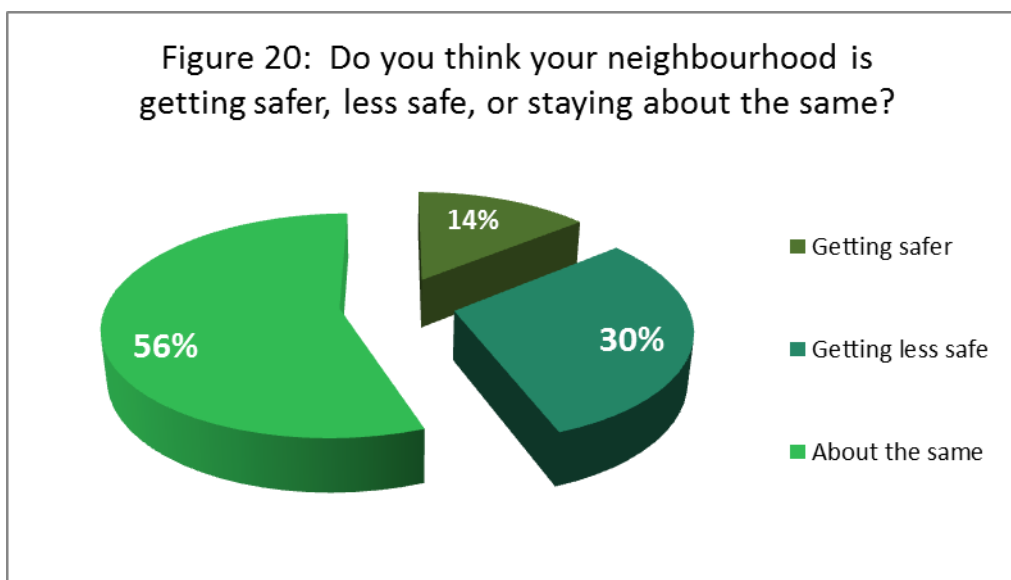
Figure 18: At home by yourself after dark



This chart showed, 29.34% and 44.91% responds think it is very safe and safe at home by their-self after dark, think it is unsafe and very unsafe are 7.78%and 2.4%. So it is safe in this community although occasionally some crime or unsafe event.



After dark, 7.69%and 33.14%r participators think very safe and safe, 28.99%neither safe nor unsafe, 18.34% and 9.47% think unsafe and very safe, 2.37% never alone in this situation.



Based on the experience of the participators in live, 56% think that the area safe is about the safe, 30% think getting less safe, 14% think getting safe.

2.4 Living Standards

This domain refers to Economics, housing situation, and satisfaction survey. Quality life should affordable housing and support daily spending of income. This is basic of quality lifer.

Figure 21: What is your annual household income?

Description	Court	percent
Less than \$5,00	30	18.18%
\$5,001-\$1,0000	8	4.85%
\$10,001-\$20,000	45	27.27%
\$20,001-\$25,000	17	10.30%
\$25,001-\$35,000	23	13.94%
\$35,001-\$45,000	16	9.70%
\$45,001-\$55,000	9	5.45%
\$55,001-\$65,000	4	2.42%
\$65,001-\$75,000	10	6.06%
More than \$75,000	3	1.82%
Total	165	

This chart showed, 18.18%responds income less than \$5000, 27.27%\$1000-\$2000, 74.54%responds below \$35,000, 15.75% income over \$ 45,001.This is less than Toronto resident average income \$52.833.⁷

Figure 22: ...my work and or family life often interfere with each other?

Description	Courts	Percent
Strongly agree	14	8.43%

Agree	42	25.30%
Neither agree nor disagree	43	25.90%
Disagree	53	31.93%
Strongly disagree	14	8.43%
Total	166	

This chart shows how the respondents rate their level of satisfaction with their standard of living. We can see that 52% are somewhat satisfied followed by 23%, 13% and 12% who are satisfied, somewhat dissatisfied and dissatisfied, respectively. 31.93% participator disagree “my work or family life often interfere with each other”, “strongly disagree” and “strongly agree” are same 8.43%. Quarter responder is “neither agree nor disagree”.

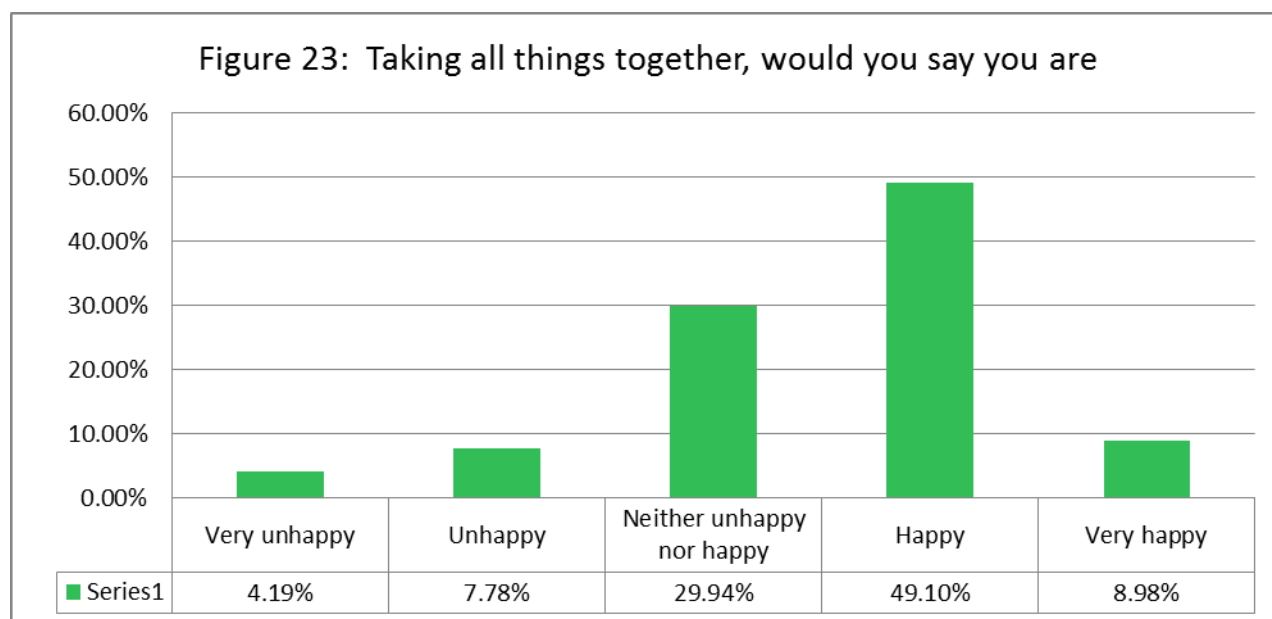
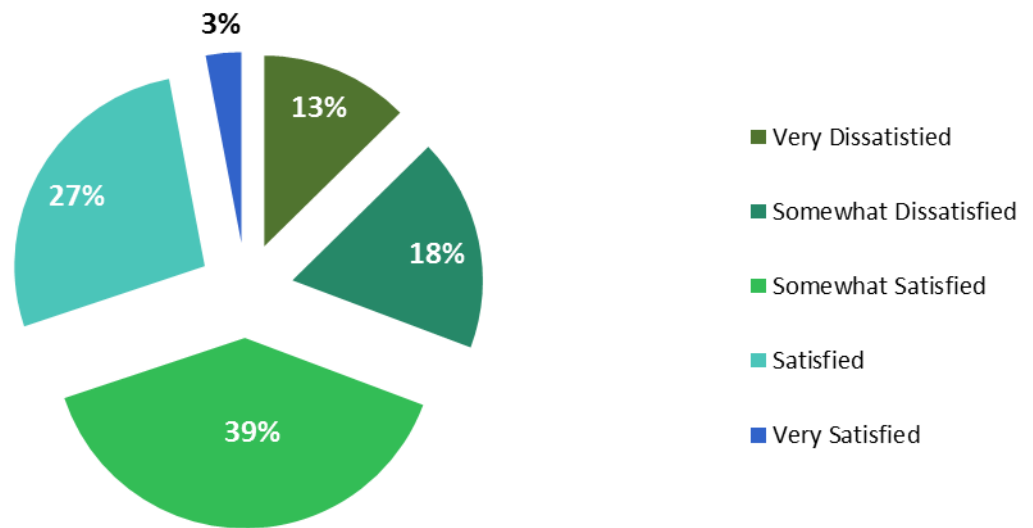


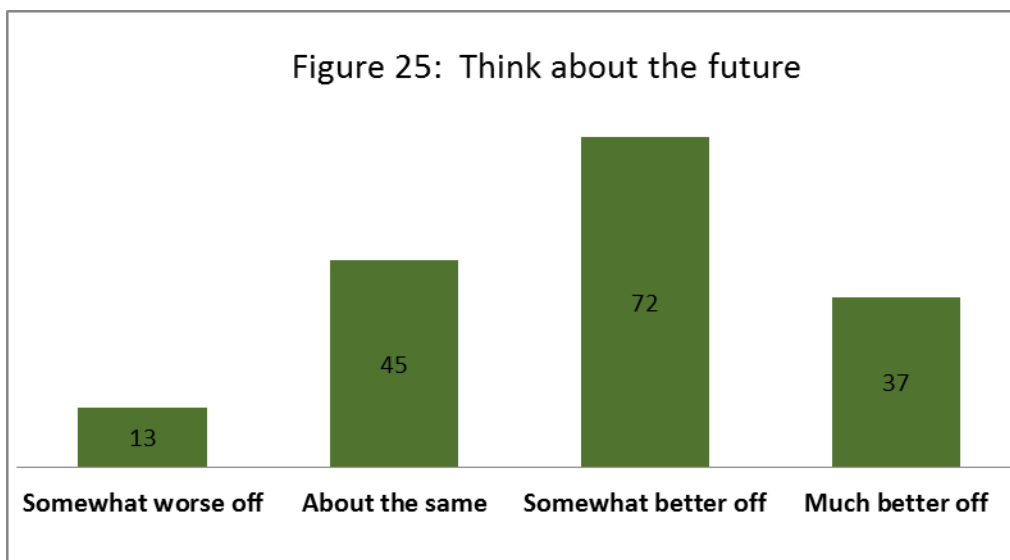
Figure 23 showed, 49.10% participators happy talking all things with neighbours together, 8.98% very happy, 4.19% and unhappy, 7.78% very unhappy, nearly 30% neither unhappy nor happy.

Figure 24: How satisfied households financial situation?



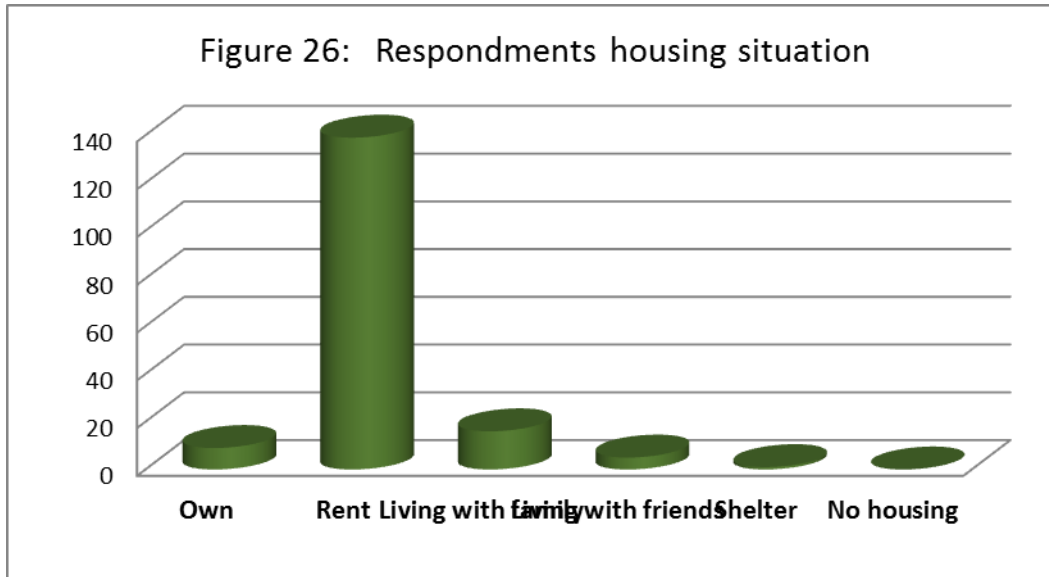
3% responds very satisfied their-self household financial situation, 27% satisfied, 39% somewhat satisfied, 18% somewhat dissatisfied, 13% very dissatisfied their-self household. Language, newcomer, and no Canadian experience, all of factors affect the family or personal income. So somewhat dissatisfied and very dissatisfied.

Figure 25: Think about the future

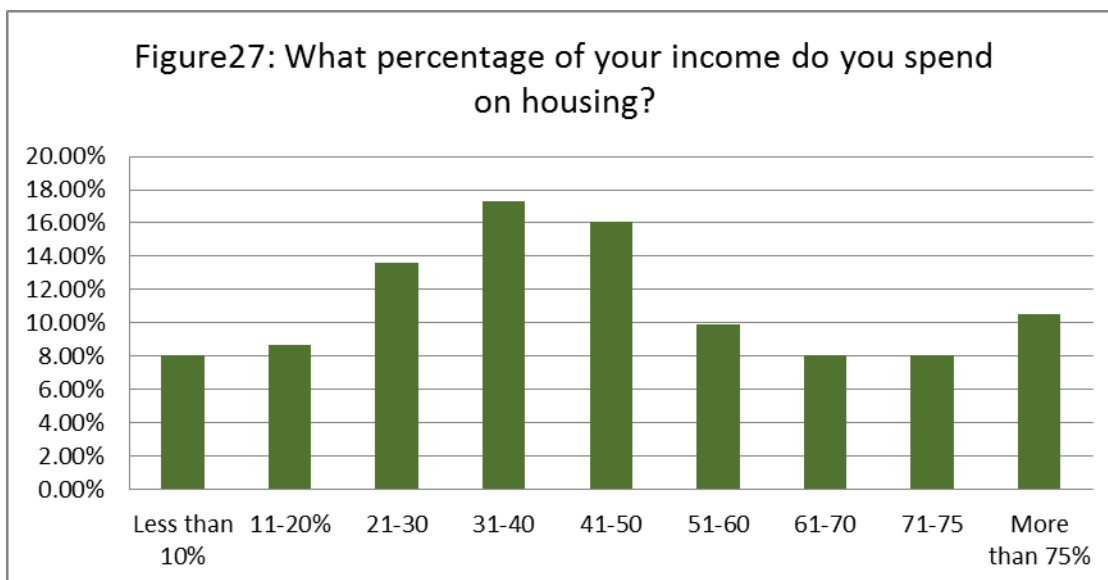


Looking forward to the future, how many people are full of confidence? This is the trust the community. That is sure of his-self abilities. That is very important for a vibrant community. 72 of 167 responds think about the future is somewhat better,

37 responds think about much better off, 45 respondents think about the same, 13 respondents think about somewhat worse off. In general, more respondents are looking forward to the future that living standards are getting better and better.



There are more 19 huge building around St. James Town. Most residents living in rent apartment. Figure26showed, 139 of 170 responds (81.76%) living in rent apartment, 9 of 170 responds (5.29%) own house. This is the area a characteristic.



The chart above shows that 20.24% of residents are spending lower30% of their income for housing, nearly 80% are spending 30%-750% for housing. It is clearly

proves that the resident have low level of income in this community.

2.5 Personal Health and Welling

This domain refers to the level of freedom a person has from disability and illness. Quality life should that have access to health care and medical assistance. These communities are also conducive to health living. Variations in positive and negative health outcomes are strongly influenced by differences in social determinants including income, immigration status, education, employment and others. The effects of income and immigration have been well documented in Toronto. Other factors including personal health practices, biology and the physical environment also play a role.

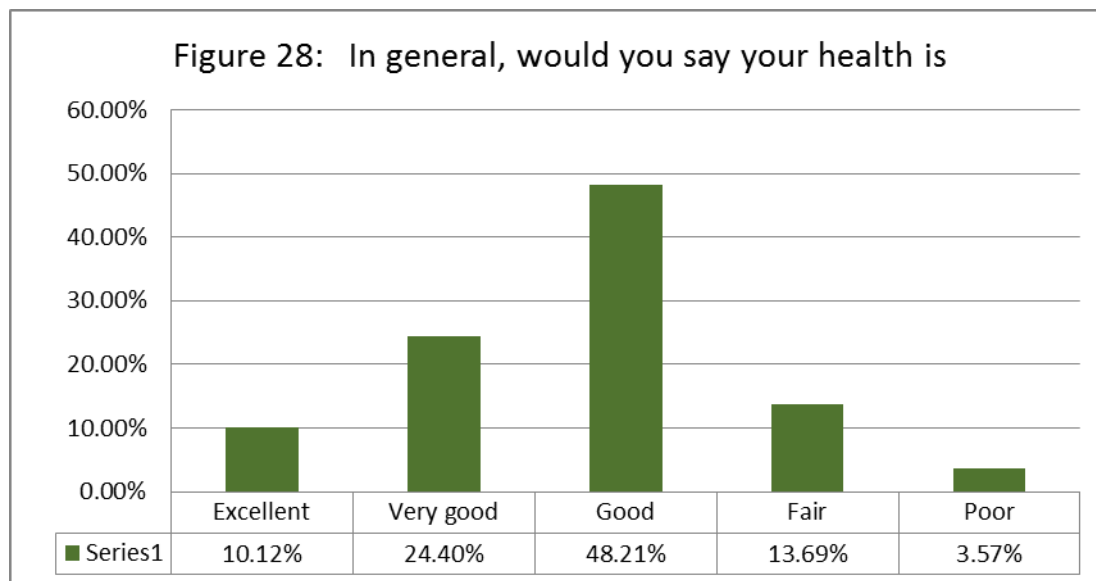
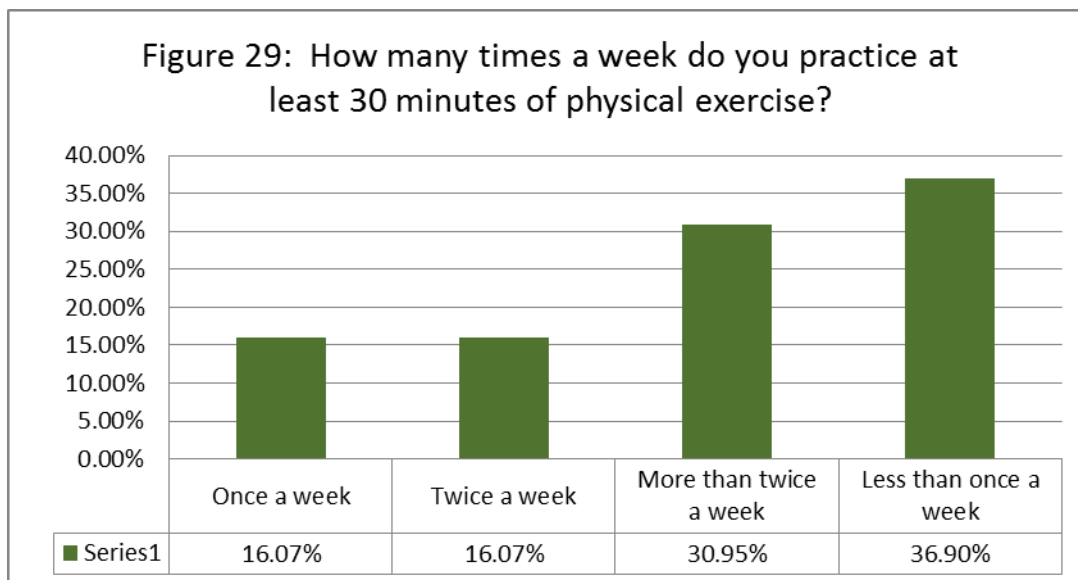


Figure 28 showed, 10.21%responds say self health excellent, 24.4% very good, 48.21% good, 13.69%fair, only 3.57%poor. The indices are the best in this survey.

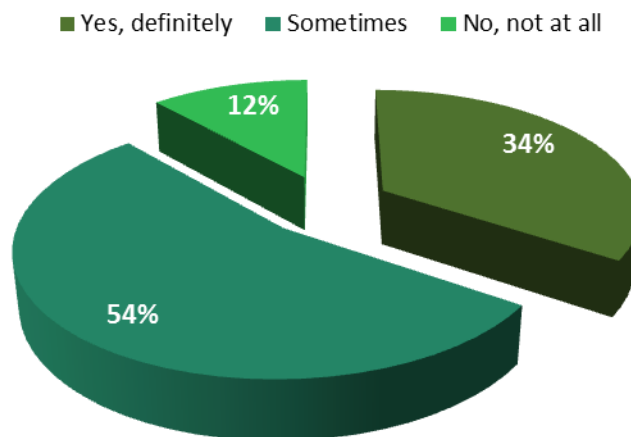


This chart showed, 63.1% responds can often do least 30 minutes of physical exercise. There are a gym, a few middle and small gardens, a swim pool, a tennis playground, a football playground, a bike path on Sherbourne Street is best on downtown around St .James Town. These are convenient for residents do physical exercise.

2.6 Civic Engagement

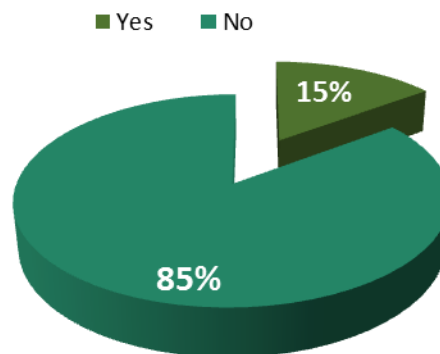
This domain refers to how involved in and connected to their neighbourhood a person feels. Strong neighbourhoods are inclusive and provide opportunities for residents to contribute to decision-making. Residents of strong neighbour feel as if they are part of a large community and that they able to have some influence over the goings-on in their neighbourhood. Civic engagement is a part of live for every resident.

Figure 30: Do you feel there are opportunities to have a real say on issues that are important to you?



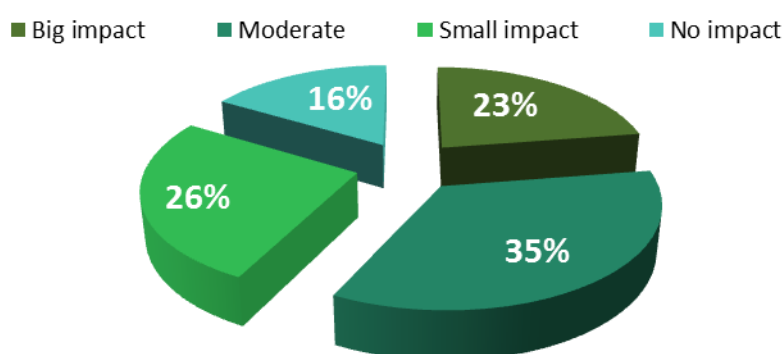
54% participators sure there are opportunities to have real say on issues that are important. 34% sometime, 12% did not at all.

Figure 31: In the last 12 months, met with, call or sent a letter to any local politician?



85% responds did not engage any local politician, 15% joined local affairs, maybe met with officer or councillor, maybe call or sent a letter to city hall, etc.

Figure32: Your Impact in your community

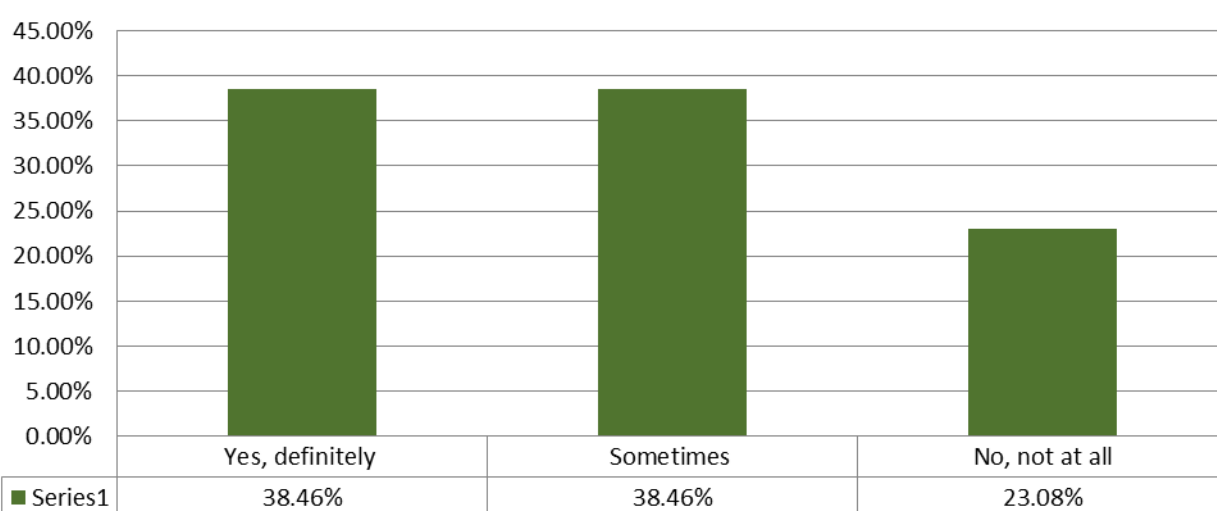


35% responds think his-self moderate impact in community, 26%small impact, 23%big impact, 16%no impact. This indices are examining the effectiveness of the resident participation.

2.7 Volunteering

Doing a Volunteer is a way of involve society and community. A lot of Public affairs need a lot of volunteers. Doing a volunteer is an action of improved a sense of belonging and reduces feels of isolation.

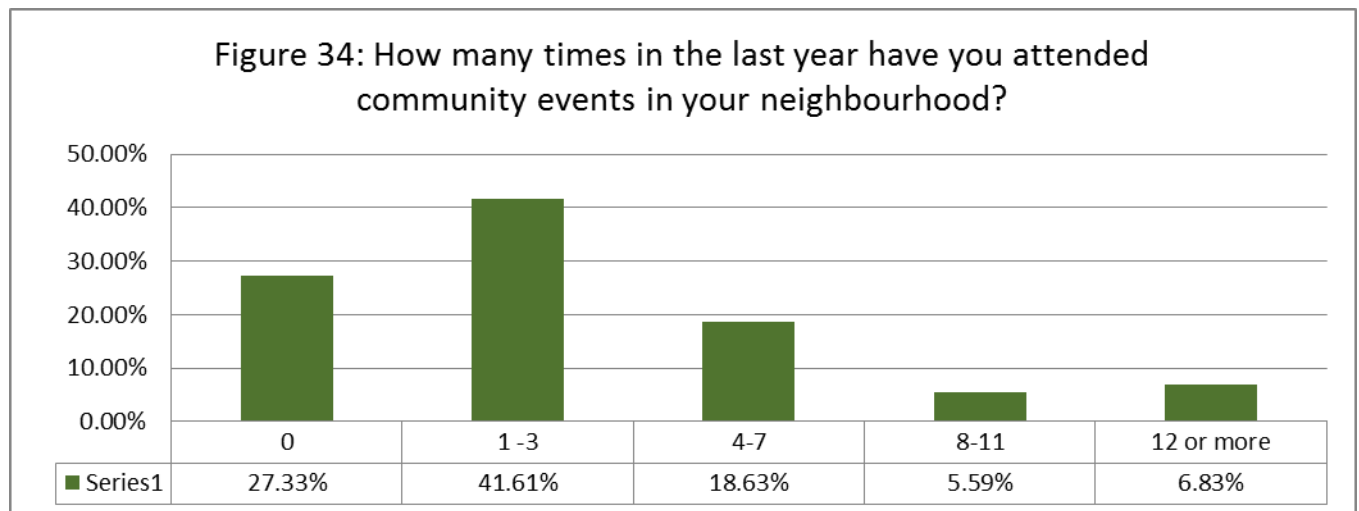
Figure33: Do you help as a volunteer?



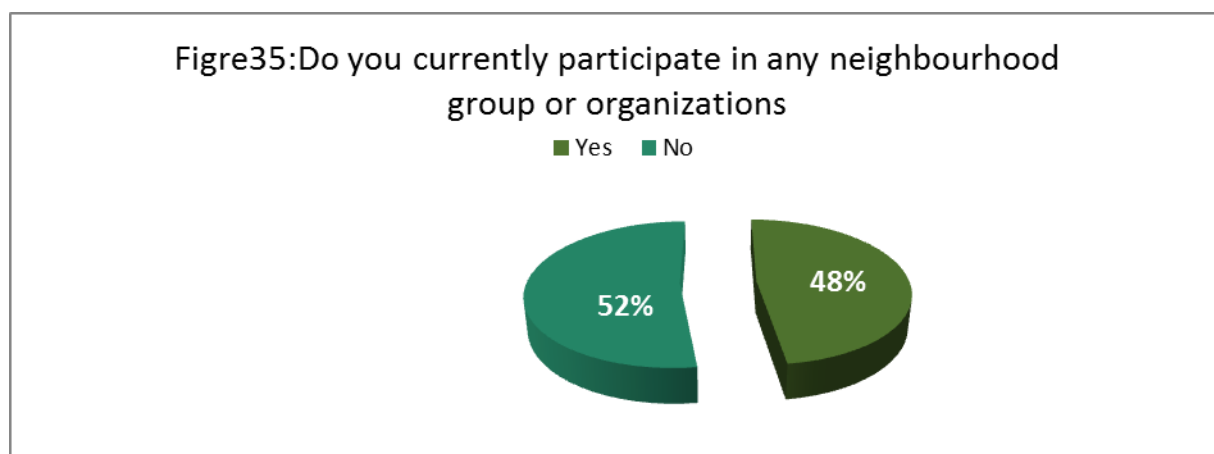
38.46% responds very definitely do a volunteer, 38.46%sometimes, 23.08% did not at all. Building strong community and increase quality life need everybody involves.

2.8 Communities Participation

Community wellbeing depends on people having a say on important issues of choice or control over their lives. In a democratic community, people participate in decision making via local organizations and or civil bodies.



78 responds currently participate in neighbourhood group or organization, 85 responds did not do. From figure 34, 27.33% never join community active, 41.61% join 1-3 times, 31.05% join in over 4 times.



52% respondents have participated neighbourhood group or organization in the last year. 41.61% of them took part in 1-3 times, 18.36% did 4-7 times, 6.85% did 8-11 times, 6.83% did 12 or more. Overall, community participation is not high. We found, women, youth, and senior took part in more than other population. Just the

opposite, male civil Engagement is more interested in .

Chapter 3

Conclusion and Discussion

3.1 What we found and Conclusion

Although the survey sample is very small, we can found interesting results through the compare with. It summaries below:

- Respondents include different populations, from age, gender, race, language, education level, marital status, experience, etc. It represents this community population structure and current status.
- The relationship of neighbour is harmonious in this community. Most participators willing to help their neighbours, even if they are from different backgrounds. More than 60% have often communication with their neighbours. But only less half of participators can special visit or stop to chat with neighbours.
- Some respondents are satisfied with the basic safety. Some are not. But 30% of respondents worried about the neighbourhood getting less safe. This survey result reflected different person experience in the community. We found, female think less safe more than male.
- Most of participators are Low income or unemployed. Most is renter and cost rent fee too more. So quality of their lives is not high. More respondents are looking forward to the future that living standards are getting better and better.

- More 80% of respondents are satisfied with their-self health. More 60% can often practice of physical exercise.
- More half respondents think they have opportunities to speak the important issue about community. But they did not agree whit made big impact, so civic engagement behavior frequency is no high. Its characteristic is strong willingness and less action, such as volunteering, community participation.
- Language as a barrier to community engagement and conversation. This is a fundamental to newcomer and influence of the residents' quality of life.

3.2 Discussions

- Community agency is mediation of absorbing social resources to provide services for residents. Community agency is a bridge among the resident, government and society.
- Are ways of work of community agency need updated current? Efficiency of community agency is not satisfied sometimes. Some Project or grogram incomes enter but outcomes less or empty. Resources always are scarce, needed are shortage. Innovation is the way out.
- Financial Support community agency is very importance. Is it rationality of Governments cut community financial support for reduced budget?
- More and more are worried with community safe. How do remove safety concerns of resident that needs a new answer. Otherwise quality of life of resident of self value will fall.
- 100% civic engagement is idealization. The staffs of communities agency profession level and skill need improved. Between profession and civic

engagement should have a balance, where is that? Relation of democracy and efficiency is a part of community resources and needed.

Chapter 4

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Chapter 5

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⁴ From districting, St. James community is belongs to word.28.

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