



Action for Neighbourhood Change

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*BUILDING STRONG NEIGHBOURHOODS TOGETHER*

## **Resident Survey 2009**

# **Summary of Responses from Closed Questions**

Malvern

August 2009

## ANC RESIDENT SURVEY 2009: Malvern

% of residents who agreed to participate in survey (response rate) = UNKNOWN

Total Number of Participants = 248

### DEMOGRAPHICS

Gender	n	%
Female	117	48.1%
Male	126	51.9%
<i>Total</i>	<i>243</i>	<i>100%</i>

Age	n	%
18 to 19	21	8.8%
20 to 29	46	19.2%
30 to 39	49	20.5%
40 to 49	50	20.9%
50 to 59	29	12.1%
60 to 69	32	13.4%
70 to 79	11	4.6%
80 or older	1	0.4%
<i>Total</i>	<i>239</i>	<i>100%</i>

Education	n	%
No formal schooling	3	1.3%
Some elementary school	3	1.3%
Elementary school	2	0.8%
Some secondary school	19	7.9%
Secondary school	61	25.5%
Apprenticeship or trades certification	6	2.5%
College, CEGEP or other non-university certification	78	32.6%
University degree	57	23.8%
Other	10	4.2%
<i>Total</i>	<i>239</i>	<i>100%</i>

Main source of household income	n	%
Employment	137	68.8%
Retirement/Canada Pension	23	11.6%
Social Assistance/ODSP	1	0.5%
No Income	16	8.0%
Other	12	6.0%
<i>Total</i>	<i>199</i>	<i>100%</i>

Total income	n	%
Less than 10,000	4	3.8%
10,000 to 19,000	9	8.7%
20,000 to 29,000	11	10.6%
30,000 to 39,000	18	17.3%
40,000 to 49,000	12	11.5%
50,000 to 59,000	12	11.5%
60,000 to 69,000	13	12.5%
70,000 to 79,000	7	6.7%
80,000 or more	18	17.3%
<i>Total</i>	<i>104</i>	<i>100%</i>

<b>Languages spoken at home</b> <i>(More than one response per person possible)</i>	<b>n</b>	<b>%</b>
English	190	55.2%
Tamil	39	11.3%
Tagalog	24	7.0%
Urdu	19	5.5%
Other	17	4.9%
Hindi	13	3.8%
Chinese	11	3.2%
Punjabi	7	2.0%
French	6	1.7%
Spanish	4	1.2%
<i>Total</i>	<i>N/A</i>	<i>N/A</i>

<b>Ethnic origins</b> <i>(More than one response per person possible)</i>	<b>n</b>	<b>%</b>
Aboriginal	1	0.4%
African	21	8.8%
Canadian	6	2.5%
Chinese	13	5.4%
English	11	4.6%
Filipino	29	12.1%
French	7	2.9%
German	4	1.7%
Greek	3	1.3%
Indian	51	21.3%
Irish	7	2.9%
Italian	2	0.8%
Jamaican	13	5.4%
Pakistani	13	5.4%
Portuguese	2	0.8%
Scottish	4	1.7%
Sri Lankan	14	5.8%
West Indian/Caribbean	28	11.7%
Vietnamese	1	0.4%
Bangladeshi	1	0.4%
Tamil	31	12.9%
Other	18	7.5%
<i>Total</i>	<i>N/A</i>	<i>N/A</i>

<b>Birthplace</b>	<b>n</b>	<b>%</b>
Canada	41	16.9%
United States	4	1.7%
Europe	8	3.3%
South Asia	74	30.6%
East Asia	11	4.5%
Southeast Asia	27	11.2%
Northern Africa	1	0.4%
Central or South America	15	6.2%
Caribbean & Bermuda	35	14.5%
Other	25	10.3%
<i>Total</i>	<i>242</i>	<i>100%</i>

<b>How long have you lived in Canada?</b>	<b>n</b>	<b>%</b>
Less than 5 years	19	9.5%
5-10 years	177	88.5%
More than 10 years	4	2.0%
<i>Total</i>	<i>200</i>	<i>100%</i>

<b>Rent or own</b>	<b>n</b>	<b>%</b>
Rent	65	26.9%
Own	177	73.1%
<i>Total</i>	<i>242</i>	<i>100%</i>

<b>Type of household</b>	<b>n</b>	<b>%</b>
Apartment	31	12.8%
Condominium	38	15.7%
House	121	50.0%
Townhouse	39	16.1%
One Room Rental	1	0.4%
Other	12	5.0%
<i>Total</i>	<i>242</i>	<i>100%</i>

<b>Household composition</b>	<b>n</b>	<b>%</b>
Single individual living alone	13	5.4%
Two or more unrelated individuals living together	5	2.1%
Married or common-law couple with no children	20	8.3%
Married or common law couple with one or more children	143	59.1%
A lone parent with one or more children	16	6.6%
More than one family living together	17	7.0%
Other	28	11.6%
<i>Total</i>	<i>242</i>	<i>100%</i>

## SECTION 1: IDENTIFICATION & SATISFACTION WITH NEIGHBOURHOOD

How long have you lived in this neighbourhood?

Mean = 10.8 years

Range = From 1 month to 46 years

	Changed for the better	Changed for the worse	Stayed about the same	DK/NR
In the past 2 years would you say your neighbourhood has ( <i>Total N = 217</i> )	55	39	117	6
	25.3%	18.0%	53.9%	2.8

<b>Pride &amp; Satisfaction</b>	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
This neighbourhood is a good place to live ( <i>Total N = 248</i> )	6	12	47	150	32	1
	2.4%	4.8%	19.0%	60.5%	12.9%	0.4%
My neighbourhood is a good place to raise children ( <i>Total N = 248</i> )	5	32	44	129	31	7
	2.0%	12.9%	17.7%	52.0%	12.5%	2.8%
I can always get the health services I need in my neighbourhood ( <i>Total N = 247</i> )	3	15	14	160	38	17
	1.2%	6.1%	5.7%	64.8%	15.4%	6.9%
I can always get the community services I need in my neighbourhood ( <i>Total N = 245</i> )	5	15	27	129	29	40
	2.0%	6.1%	11.0%	52.7%	11.8%	16.3%
I can always find the goods and services I need to buy in my neighbourhood ( <i>Total N = 246</i> )	0	18	21	161	43	3
	0	7.3%	8.5%	65.4%	17.5%	1.2%
There are enough recreational services in my neighbourhood to meet my needs ( <i>Total N = 247</i> )	3	49	33	118	26	18
	1.2%	19.8%	13.4%	47.8%	10.5%	7.3%
Public transportation in my neighbourhood is convenient ( <i>Total N = 248</i> )	6	13	7	145	71	4
	2.4%	5.3%	2.8%	58.9%	28.9%	1.6%

<b>Improvements to Neighbourhood</b>	Yes	No	DK/NR
Are you aware that governments and social agencies are currently taking steps to improve the quality of life for residents in your neighbourhood ( <i>Total N = 243</i> )	82	131	30
	33.7%	53.9%	12.3%
Have you noticed any improvement in the quality of life in your neighbourhood during the past two years ( <i>Total N = 152</i> )	62	78	12
	40.8%	51.3%	7.9%

<b>Safety</b>	More safe	Less safe	About the same	DK/NR
Relative to other places in Toronto, do you think this neighbourhood is ( <i>Total N = 248</i> )	49	51	142	6
	19.8%	20.6%	57.3%	2.4
Over the last few years do you think the neighbourhood has been getting ( <i>Total N = 229</i> )	73	36	112	8
	31.9%	15.7%	48.9%	3.5%

<b>Safety</b>	Very unsafe	Somewhat unsafe	Neither unsafe or safe	Somewhat safe	Very safe	DK/NR
How safe do you feel walking alone at night? ( <i>Total N = 247</i> )	30	50	30	81	35	21
	12.1%	20.2%	12.1%	32.8%	14.2%	8.5%

<b>Expected Tenure</b>	Will move as soon as possible	Will stay for 1-3 more years	Will stay for many more years	DK/NR
How long do you expect to stay on living in this neighbourhood ( <i>Total N = 245</i> )	26	59	135	25
	10.6%	24.1%	55.1%	10.2%

## SECTION 2: CIVIC PARTICIPATION

<b>Local Initiative</b>	Very unlikely	Somewhat unlikely	Neither unlikely or likely	Somewhat likely	Very likely	DK/NR
How likely do you think it is that your neighbours would do something if they heard that the local school was going to close? ( <i>Total N = 246</i> )	17	53	19	44	73	40
	6.9%	21.5%	7.7%	17.9%	29.7%	16.3%

<b>Civic Engagement:</b> Please tell me whether you have participated in any of these activities in the past 12 months ( <i>Total N = 247</i> )	Yes	%
Attended a city committee meeting or city council meeting	30	12.1%
Participated in a neighbourhood association or group	41	16.6%
Contacted a public official (i.e. politician) either by phone, mail or in person	65	26.3%
Participated in a neighbourhood safety or neighbourhood watch club	30	12.1%
Participated on a board or committee of any local agency	23	9.3%
Volunteered for any local agency or group	63	25.5%
Attended a school council meeting (or PTA meeting)	83	33.6%
Attended a community event in your neighbourhood	114	46.2%
Participated in any plans or projects to improve your neighbourhood	43	17.4%
Is there any other way you have participated in your local community? <u>Most common examples:</u> Residents participated in faith-based activities, organized community clean-ups, library activities and through the Malvern Family Resource Center (MFRC). Residents also participated in the Malvern Walking Group and events through their children's school.	61	24.7%

<b>Community Involvement</b>	Increased	Decreased	Stayed the same
In the past 2 years, would you say your involvement in your community has ( <i>Total N = 213</i> )	41	17	155
	19.2%	8.0%	72.8%

<b>Involvement in Decision-making</b>	Yes	No	DK/NR
Would you like to become more involved in decision-making and planning in your community? ( <i>Total N = 244</i> )	134	92	18
	54.9%	37.7%	7.4%

What would make it easier for you to become more involved in community decision-making? ( <i>Total N = 137</i> )	Yes	%
Accessible meeting times	67	48.6%
Better publicity of meetings & events)	74	54.0%
Child care	31	22.6%
Higher income	18	13.1%
More free time	51	37.2%
Reduced or no cost	17	12.4%
Transit	36	26.3%
Other	16	11.7%

### SECTION 3: CONNECTIONS AMONG RESIDENTS

<b>Talk to Neighbours</b>	Never	Once or twice a year	Once a month	Once a week	Every day or almost every day
Over the past year, how often did you stop and talk with any of your neighbours? ( <i>Total N = 242</i> )	12	6	22	82	120
	5.0%	2.5%	9.1%	33.9%	49.6%

<b>Share with Neighbours</b>	Never	Rarely	Sometimes	Often
How often do you share information or offer advice about things such as parenting or job openings with other people in your neighbourhood? ( <i>Total N = 242</i> )	63	42	86	51
	26.0%	17.4%	35.5%	21.1%

<b>Resident Connections &amp; Youth</b>	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
In this neighbourhood, when someone is not at home, their neighbours will watch over their property ( <i>Total N = 247</i> )	9	31	30	124	36	17
	3.6%	12.6%	12.1%	50.2%	14.6%	6.9%
People around here are willing to help their neighbours ( <i>Total N = 256</i> )	2	12	33	164	29	6
	0.8%	4.9%	13.4%	66.7%	11.8%	2.4%
People around here are willing to help their neighbours even if they are from different backgrounds ( <i>Total N = 247</i> )	1	8	30	156	37	15
	0.4%	3.2%	12.1%	63.2%	15.0%	6.1
People in this neighbourhood generally don't get along with each other ( <i>Total N = 247</i> )	25	153	40	16	2	11
	10.1%	61.9%	16.2%	6.5%	0.8%	4.5%
People in this neighbourhood view the youth as playing an important role in the community ( <i>Total N = 247</i> )	1	28	30	117	22	49
	0.4%	11.3%	12.1%	47.4%	8.9%	19.8%
People view the youth in this neighbourhood in a positive manner ( <i>Total N = 247</i> )	5	36	44	110	12	40
	2.0%	14.6%	17.8%	44.5%	4.9%	16.2%
The youth in this neighbourhood have access to the community services, resources and social supports that they need ( <i>Total N = 246</i> )	2	17	27	112	24	64
	0.8%	6.9%	11.0%	45.5%	9.8%	26.0%

#### SECTION 4: LOCAL LEADERSHIP CAPACITY

<b>Local Leadership</b>	Yes	No	DK/NR
Are there people or organizations in your neighbourhood you can go to for help to solve problems in the community? ( <i>Total N = 246</i> )	112	84	50
	45.5%	34.1%	20.3%

<b>Local Leaders</b> Who are they? Asked to name three	# of times mentioned



Politicians & Elected officials	25
Police & Security	21
Family/Friends/Neighbours	20
Malvern Family Resource Center	16
Superintendent	9
Church/Faith Group	9
Women's Place	9
Service Canada	6
YMCA	4
Community Center	3
Co-op Board of Directors	3

<b>Resident Empowerment</b>	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
If there is a problem in this neighbourhood, people who live here can get it solved ( <i>Total N = 246</i> )	5	46	49	95	5	46
	2.0%	18.7%	19.9%	38.6%	2.0%	18.7%
People feel that efforts to improve this neighbourhood are a waste of time ( <i>Total N = 246</i> )	28	146	32	24	1	15
	11.4%	59.3%	13.0%	9.8%	0.4%	6.1%
The people in this neighbourhood have almost no power over what happens here ( <i>Total N = 245</i> )	10	91	49	57	7	31
	4.1%	37.1%	20.0%	23.3%	2.9%	12.7%



Action for Neighbourhood Change

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*BUILDING STRONG NEIGHBOURHOODS TOGETHER*

## **Resident Survey 2009**

### **Summary of Responses from Open-ended Questions**

Malvern

August 2009

## ANC Resident Survey 2009 Summary of Responses to Open-ended Questions

### NEIGHBOURHOOD CHANGES

	Changed for the better	Changed for the worse	Stayed about the same	DK/NR
In the past 2 years would you say your neighbourhood has ( <i>Total N = 217</i> )	55	39	117	6
	25.3%	18.0%	53.9%	2.8

#### How has the neighbourhood changed for the better?

Roughly 40% of residents that felt the neighbourhood had changed for the better expressed that there had been a drop in crime because of an increase in police presence. Respondents mentioned increases in the availability of community programs and improved connections between community members.

#### How has the neighbourhood changed for the worse?

Over 70% of respondents that felt the neighbourhood had gotten worse, felt that crime had increased in the area, specifically thefts and drug-use. Residents also mentioned that negative media portrayals had a negative effect on the neighbourhood. Close to 20% residents who felt the neighbourhood had changed for the worse thought the physical condition of buildings and public spaces had declined.

#### How has the neighbourhood stayed about the same?

Just over 20% of respondents who thought the neighbourhood had stayed the same expressed that the people in the neighbourhood had stayed the same and that connections between neighbours had been maintained for some time. Many residents felt that the crime rate had remained static (just under 20%) and that there had been little improvement in the physical appearance of the neighbourhood.

### SATISFACTION WITH SERVICES IN NEIGHBOURHOOD

Satisfaction with Services	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
I can always get the <b>health services</b> I need in my neighbourhood ( <i>Total N = 247</i> )	3	15	14	160	38	17
	1.2%	6.1%	5.7%	64.8%	15.4%	6.9%

#### What health services can be improved or are needed in your neighbourhood?

Respondents expressed a need for more walk-in clinics and shorter waiting times. Some residents also felt that existing health services were not easily accessible by public transit.

Satisfaction with Services	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
I can always get the <b>community services</b> I need in my neighbourhood ( <i>Total N = 245</i> )	5	15	27	129	29	40
	2.0%	6.1%	11.0%	52.7%	11.8%	16.3%

**What community services can be improved or are needed in your neighbourhood?**

Residents had a variety of suggestions for improving community services including increasing the availability of programs for children and youth as well as programs specifically geared towards women. Many residents felt a community center would be beneficial to the neighbourhood.

Satisfaction with Services	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
I can always find the <b>goods and services</b> I need to buy in my neighbourhood ( <i>Total N = 246</i> )	0	18	21	161	43	3
	0	7.3%	8.5%	65.4%	17.5%	1.2%

**What businesses or business services are needed in your neighbourhood?**

Many residents mentioned that they would like to see Zeller's return to the area and expressed disappointment that it had closed its doors. Residents felt there was a need for more financial institutions to open branches in the neighbourhood and for another grocery store with a selection of international foods.

Satisfaction with Services	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
There are enough <b>recreational services</b> in my neighbourhood to meet my needs ( <i>Total N = 247</i> )	3	49	33	118	26	18
	1.2%	19.8%	13.4%	47.8%	10.5%	7.3%

**What recreational services can be improved or are needed in your neighbourhood?**

Residents expressed a need for more parks, a swimming pool and an increased number of sports facilities, such as basketball courts and soccer fields. Residents also expressed that the hours these facilities are open needs to be extended and that appropriate lighting should be set up in order to ensure safety of residents at night.

Satisfaction with Services	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
Public transportation in my neighbourhood is convenient ( <i>Total N = 248</i> )	6 2.4%	13 5.3%	7 2.8%	145 58.9%	71 28.9%	4 1.6%

### How can public transportation be improved in your neighbourhood?

Respondents felt there needed to be more bus stops and an increase in the frequency of TTC service in the area.

## NEIGHBOURHOOD IMPROVEMENTS NEEDED

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### Name 2 things needed to improve this neighbourhood

Responses to this question were reviewed and categorized into themes. The themes are described below and are **ordered based on the number of responses within each category starting with the most frequently mentioned type of improvements needed.**

#### 1. General Physical Maintenance

The most common response to this survey item (mentioned roughly 110 times) was in reference to the physical maintenance of the neighbourhood. Residents felt public spaces such as parks, were poorly maintained and that more clean-ups were required in order to address issues with litter. Several residents expressed frustration with the speed at which snow is removed from roads and sidewalks during the winter.

#### 2. More/Improved Services (General)

Many residents (74) had suggestions for improving services in the neighbourhood, the most common being the addition of speed bumps for traffic regulation and improved TTC service.

#### 3. Safety

Many respondents (62) felt that safety and security could be improved in the neighbourhood. Residents believed an increase in police presence, the expansion of a neighbourhood watch program and the addition of more street lights would help achieve this goal.

#### 4. Recreation

Just over 30 residents felt that additional recreational services that served people of all ages were required to improve the neighbourhood. Those mentioned most often were swimming pools and sports facilities.

#### 5. Children and Youth Programs/Services

Just over 30 residents expressed a need for more programs that targeted youth after school hours. Some respondents felt that programs should provide job-related skills training to youth while others felt there was a need for more creative programming, such as dance and arts classes.

**6. Employment/Education/Training**

Just under 15 residents felt that education and training opportunities for adults in the neighbourhood were lacking.

**7. Community Gatherings/Involvement**

Several residents (just under 15) felt that there needed to be more community gatherings in order to establish networks between neighbours, and that there needed to be a more effective and efficient way to communicate information about these events to residents.

**8. Health Services**

Some residents (just under 10) expressed frustration with the number of clinics and felt there should be more health care professionals in the area. Residents also felt that the hours of operation of health care clinics were not always convenient for them.

**IMPROVEMENTS TO QUALITY OF LIFE**

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Improvements to Quality of Life	Yes	No	DK/NR
Have you noticed any improvement in the quality of life in your neighbourhood during the past two years ( <i>Total N = 152</i> )	62	78	12
	40.8%	51.3%	7.9%

**Comments from respondents who said yes:**

Residents who felt there had been an improvement to the quality of life in the neighbourhood most often cited improvements in TTC service and recent renovations to the library. Some residents felt that there had been an increase in police presence and this had resulted in a drop in the crime rate. Other residents felt that the physical appearance of public spaces had improved with the planting of flowers and trees.

**PLANS TO MOVE OR STAY IN NEIGHBOURHOOD**

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Expected Tenure	Will move as soon as possible	Will stay for 1-3 more years	Will stay for many more years	DK/NR
How long do you expect to stay on living in this neighbourhood ( <i>Total N = 245</i> )	26	59	135	25
	10.6%	24.1%	55.1%	10.2%

**Why do you plan on leaving the neighbourhood?**

Residents who were planning to move from the neighbourhood most often cited employment or education related reasons for leaving. Residents felt employment opportunities in the area were limited and parents felt the neighbourhood lacked reputable schools for their children to attend. Many residents also felt that the crime rate was too high and that they were going to move for safety reasons.

**Why do you plan on staying in the neighbourhood?**

Although many residents expressed that their decision to stay in the neighbourhood was related to financial limitations, many others expressed that they were comfortable in the neighbourhood, in close proximity to family, friends and faith communities. Respondents felt the area was convenient and offered them access to required amenities.

**SERVICES NEEDED FOR YOUTH**

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Youth	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	DK/NR
The youth in this neighbourhood have access to the community services, resources and social supports that they need (Total N = 246)	2	17	27	112	24	64
	0.8%	6.9%	11.0%	45.5%	9.8%	26.0%

**What community services or resources do you believe the youth in this neighbourhood are lacking?**

Respondents expressed that although programs for youth were lacking, what was most needed was financial assistance for youth to attend pre-existing programs. Residents felt that existing services and programs were poorly advertised and that youth from low-income situations were unable to use such services due to high users fees. Residents felt additional career-skills development programs were needed for youth in the neighbourhood.