Community Needs Assessment Survey Report

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Background:

This survey was carried out from Dec 2015 to Oct 2016 to determine the service needs of communities in Toronto North. The survey questionnaires were self-administered at five locations i.e. Bathurst Finch, Fairview, Flemingdon Park, Thorncliffe Park and Willowdale during different community events. Total 263 survey questionnaires were completed with the highest number in Fairview (54%) followed by Bathurst finch (27%), Willowdale (7.2%), Thorncliffe Park (7.2%) and Flemingdon Park (4.9%).

Demographic information:

Majority of the respondents were female (75%) within the age group of 30-49(55%), 50-65 (25.6%), 66 and over (11%) and 15-29(6.9%).

51% of the respondents had the family size of 3-5 members, 14.4% had a family size of 2, 14% were single, 12.3% had the family size of 6-10 members while 8.4% had family with more than 10 members.

31.6% participants had lived for 4 to 6 years in the community, 22.8% spent 7-10 years, and 20.5% spent 11 years and more, whilst 18.3% had spent less than a year in the community (See Table 1 for details).

Language and Sources of Information for Accessing Services

78.6% survey participants were comfortable to receive services in English, while 10.5% preferred to receive services in Persian. About 40.7% of the respondents used internet as a source to access information about services while 36.1% received information from friends/family, 17.1% from print media and 8.0% through mobile applications (See Table 2 for details).

Need for Services:

Amongst the health services, free/low cost dental services were the most demanded services. About 71.4% respondents need it. The second most needed health service were women health services as stated by 59.4% respondents. The need of other health services are around 40-50%. Please refer to table 3.

Within the settlement services list, 38.5% of the respondents need English language learning classes. A similar proportion needed the community activities, while the proportions of the respondents that needed other settlement services are at a range of 27.8% to 35.4% (Table 4).

The results of the analysis for the need of employment services are given in table 5. It appears that the job search assistance is the most needed employment service (46% of the respondents). Assistance with resume and interview skills development is needed by 40.7% of the respondents. Other findings are presented in the table.

Table 6 represents the results of the need for legal services by the community members. The need of the services fall around 25-39% of the survey participants, with no outliers in that category.

Within the recreational services, sports programs are needed by 55% of the survey participants, social clubs by 51%, information on fee and subsidized programs by 49.2% and camps for children/youth are required by 41.8% (Table 7).

Amongst the food services the food bank appeared as the most demanded food services and it was required by 57% of the respondents. Healthy eating and nutrition services are required by 52.3% of the respondents. While other food services are needed by an average of 41% of the survey participants (Table 8).

The only most demanded service for seniors is the fitness classes, it is required by 33.2 % of the respondents. The community need for other services for seniors are given in table 9.

Table 10 represents the need of services for housing by the community members. Affordable rental housing is required by 51.7%, applications for the subsidized housing by 43.7%, while services for bed bugs and cockroaches are needed by 35.0% of the respondents.

The statistics about the use of services and the barriers to access the services are given in table 11. An estimated 55.2% of the respondents have used the services at least once. The most common barrier for not using the services is the lack of knowledge about the services location.

Table 12 and 13 represents the preferred timings to access to services. Majority of the survey participants intended to receive services on Saturday and Sunday until 5 pm (43.3%) while still a reasonable proportion (28.5%) of the survey respondents wanted to receive services on weekdays and weekends in non-business hours.

Strengths of the Survey:

This is the first type of survey that provides information about the community need of the services and programmes.

This survey has collected information for the need of different type of services cumulatively and is able to provide information to any organization for the planning of any type of programmes and modifications in the services.

Limitations of the Survey:

Since the sample size distribution was not equal among the different neighborhoods where the survey was conducted, so the proportions of need for different types of services are not comparable among the locations.

The number of responses at Flemingdon Park, Thorncliffe Park and Willowdale are quite small so that the results of the survey cannot be considered truly representing the needs of the community there, and we can say that these lack generalizability.

Many of the questionnaires were completed by the respondents of age group of 30-49 years and females, so the true estimates of needs of services related to seniors and related to men, could not be achieved through this data set.

Conclusion:

The results show that health services are the highest needed services in all communities that are surveyed followed by food and recreational services. To be more specific the free/low cost dental services are the most demanded services by community members of all the five neighborhoods followed by the need of food banks, services for women health , physical activity, sports activities, affordable rental housing and social clubs .

This data set shows that around 45% of the survey participants had never used the services. Luckily, the survey captures information related to barriers to access and means to access services which gives an opportunity to design appropriate strategies to increase utilization of community services.

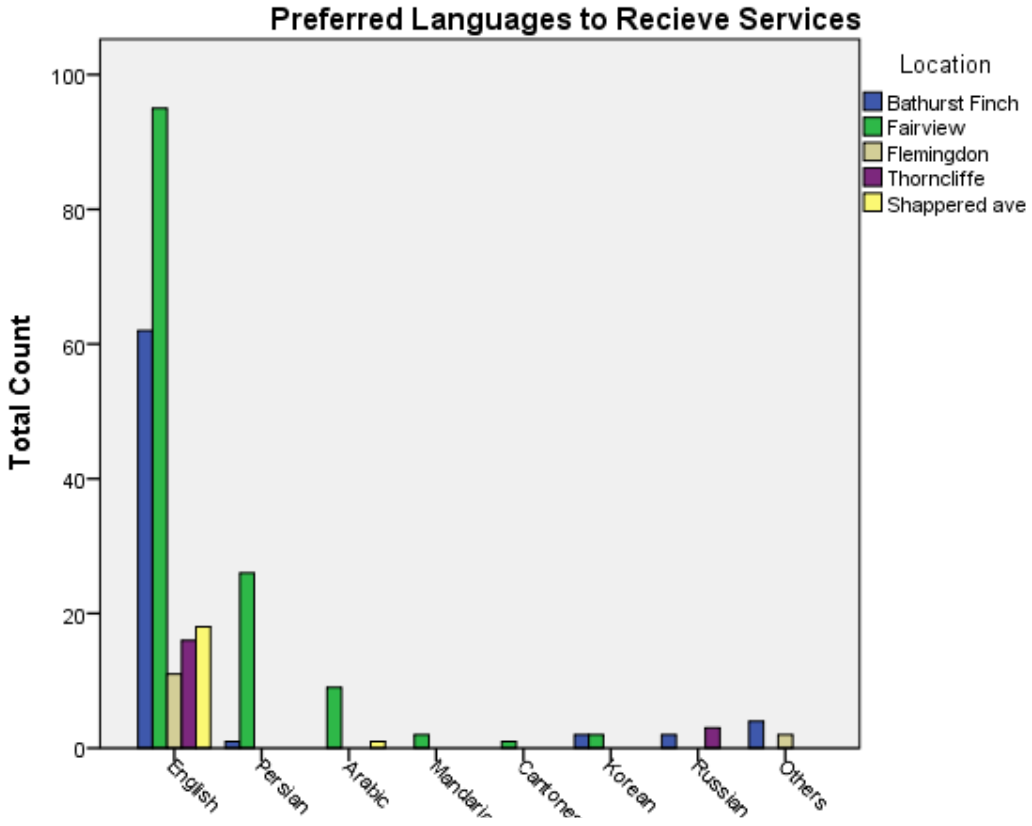
Annexes:

Table 1: Demographic of the survey Participants

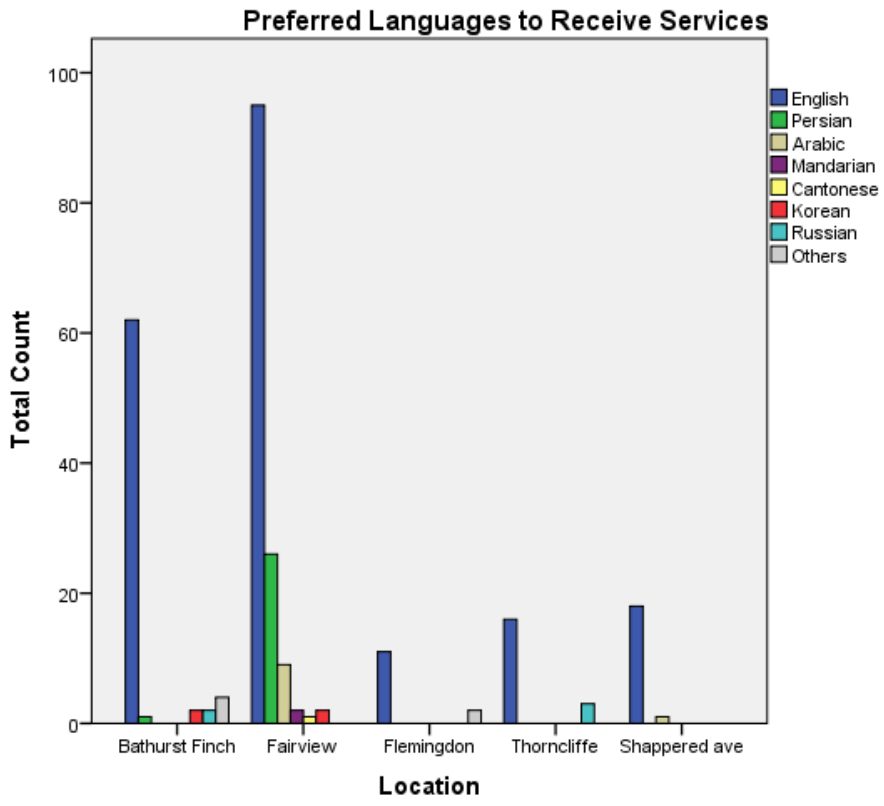
Demographics characteristics	Bathurst Finch	Fairview Area	Flemingdon Park	Thorncliffe Park	Willowdale	Cumulative
Gender						
Male (%)	14(20)	33(23)	4(31)	7 (39)	8 (42)	66 (25)
Female (%)	56(80)	108(77)	9(69)	11(61)	11(58)	195(75)
Total	70(100)	141(100)	13(100)	18(100)	19(100)	261(100)
Age in years (%)						
15-29	2(3.0)	9(6.5)	4(30.8)	3(17.6)	2(10.5)	20(7.9)
30-49	35(52.2)	73(52.9)	8(61.5)	11(64.7)	14(73.7)	141(55.5)
50-65	13(19.4)	45(32.6)	1(7.7)	3(17.6)	3(15.8)	65(25.6)
66 and over	17(25.4)	11(8.0)	0	0	0	28(11.0)
Total	67(100.0)	138(100.0)	13(100.0)	17(100.0)	19(100.0)	254(100.0)
Household size						
Single	9(12.7)	21(14.9)	0	0	7(36.8)	37(14.1)
2	16(22.5)	20(14.2)	11(84.6)	0	2(10.5)	38(14.4)
3-5	33(46.5)	74(52.5)	0	9(47.4)	7(36.8)	134(51.0)
6-10	7(9.9)	19(13.5)	2(15.4)	4(21.1)	0	32(12.2)
More than 10	6(8.5)	7(5.0)	0	6(31.6)	3(15.8)	22(8.4)
Total	71(100)	141(100	13(100)	(100)	19(100)	263(100
Number of years spent in the Community (%)						
Less than a year	7(9.9)	23(16.3)	5(38.5)	2(10.5)	11(57.9)	48(18.3)
1-3	14(19.7)	51(36.2)	6(46.2)	6(31.6)	6(31.6)	83(31.6)
4-6	12(16.9)	41(29.1)	0	7(36.8)	0	60(22.8)
7-10	13(18.3)	3(2.1)	1(7.7)	1(5.3)	0	18(6.8)
11 and over	25(35.2)	23(16.3)	1(7.7)	3(15.8)	2(10.5)	54(20.5)
Total	71(100)	141(100)	13(100)	19(100)	19(100)	263(100)

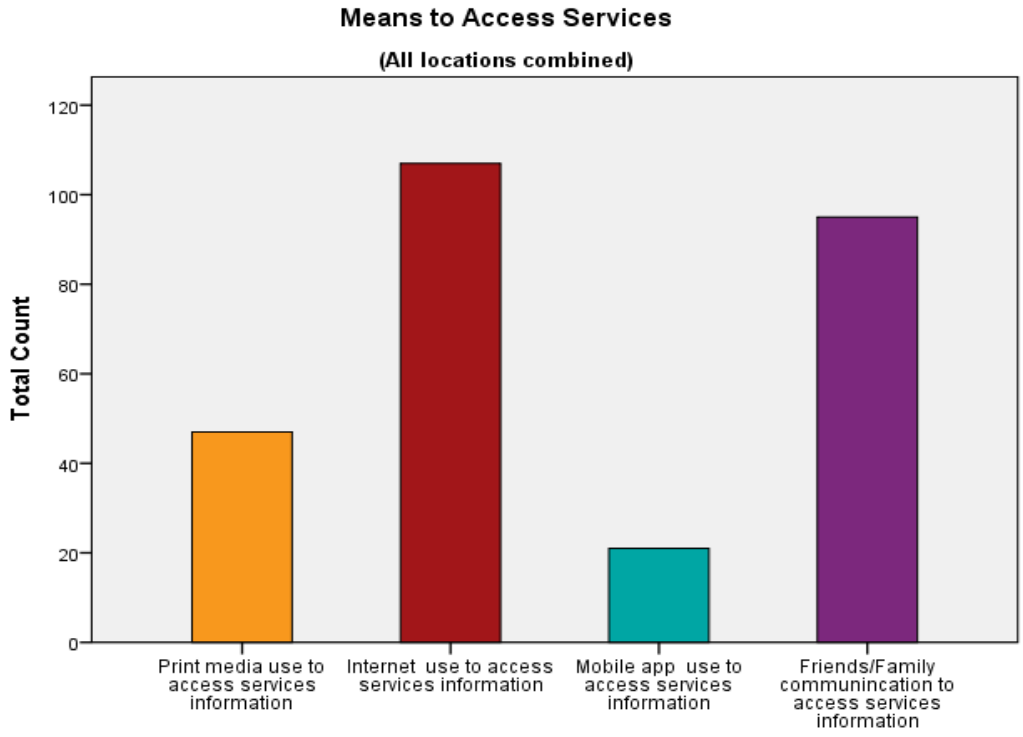
Table 2: Preferred Language and Means to Access Services

Preferences to access the services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Preferred language for services						
English	62(87.3)	95(70.4)	11(84.6)	16(84.2)	18(94.7)	202(78.6)
Farsi	1(1.4)	26(19.3)	0	0	0	27(10.5)
Arabic	0	9(6.7)	0	0	1(5.3)	10(3.9)
Mandarin	0	2(1.5)	0	0	0	2(0.8)
Cantonese	0	1(0.7)	0	0	0	1(0.4)
Korean	2(2.8)	2(1.5)	0	0	0	4(1.6)
Russian	4(5.6)	0	0	3(15.8)	0	5(1.9)
others	02(2.8)	0	2(15.4)	0	0	6(2.3)
Total	71(100)	135(100)	13(100)	19(100)	19(100)	257(100)
Means to access services' information						
Print media	23(32.4)	21(14.9)	1(7.7)	2(10.5)	0	47(17.9)
Mobile applications	6(8.5)	9(6.4)	2(15.4)	1(5.3)	3(15.8)	21(8.0)
Internet	36(50.7)	44(31.2)	7(53.8)	6(31.6)	14(73.7)	107(40.7)
Friend and family	24(33.8)	56(39.7)	4(30.8)	4(21.1)	7(36.8)	95(36.1)



Others include 3 responses for Urdu and 1 for Hindi


Preferred Languages to Receive Services
Total Count
100
80
60
40
20
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location
English
Persian
Arabic
Mandarian
Cantonese
Korean
Russian
Others


Means to Access Services
(All locations combined)
Total Count
120
100
80
60
40
20
0
Print media use to access services information
Internet use to access services information
Mobile app use to access services information
Friends/Family communincation to access services information

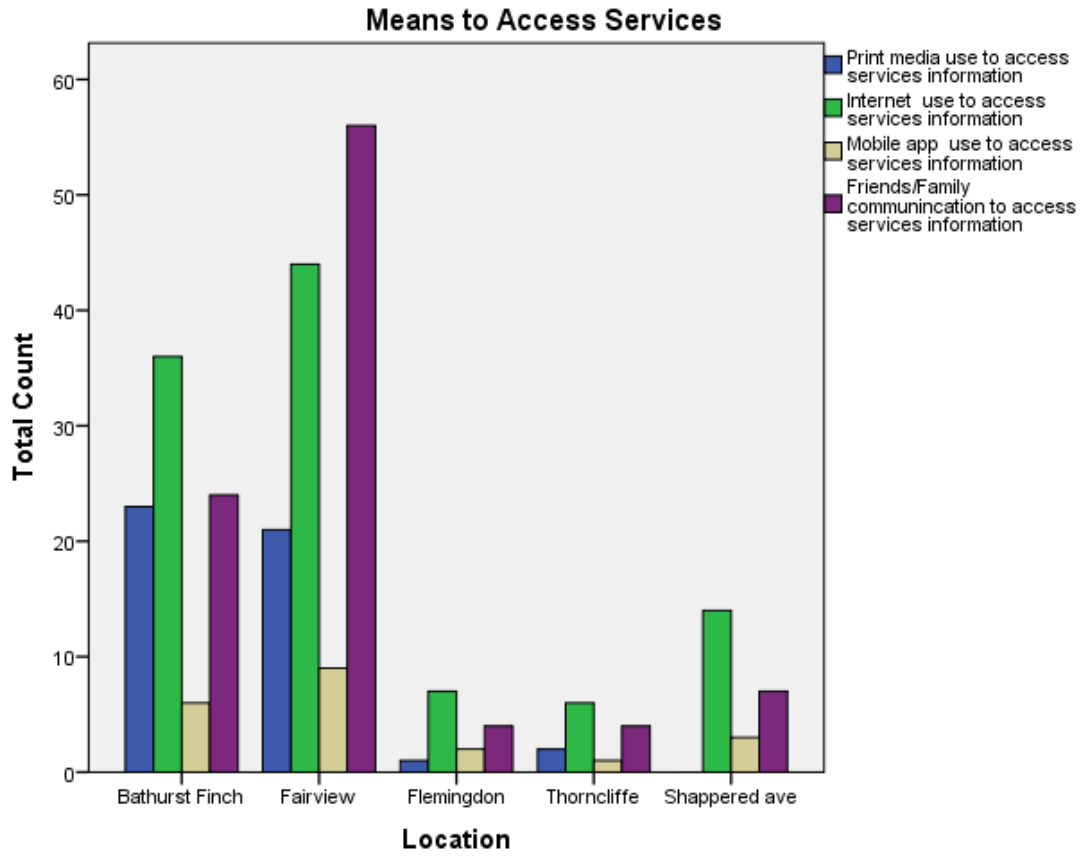
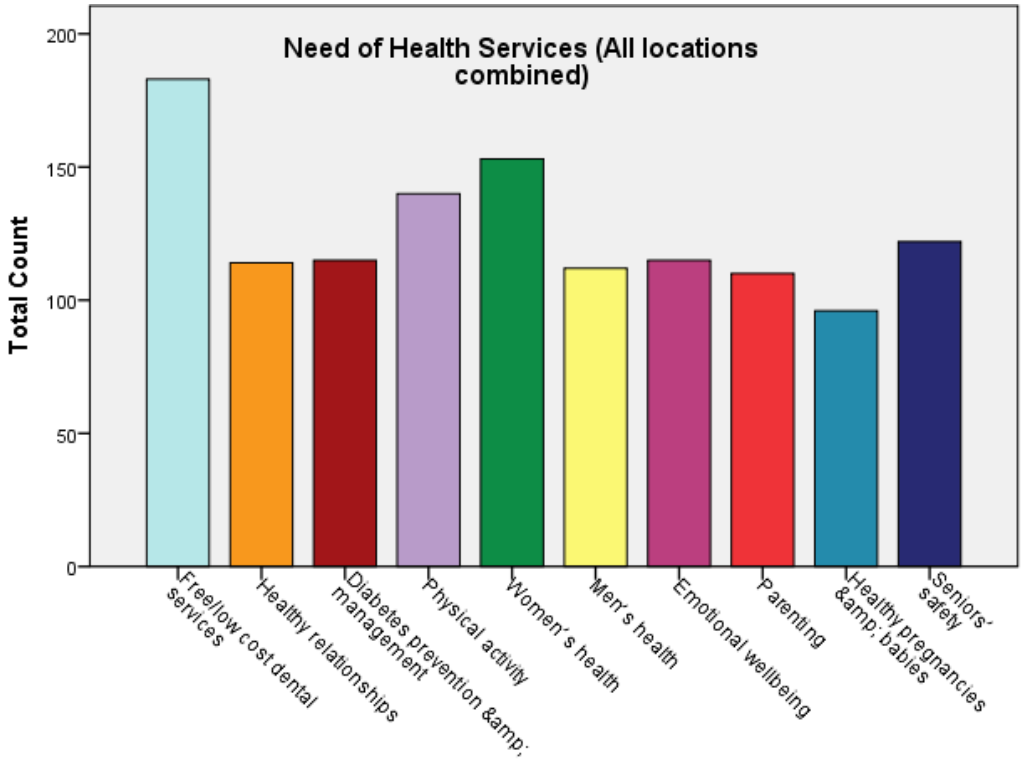


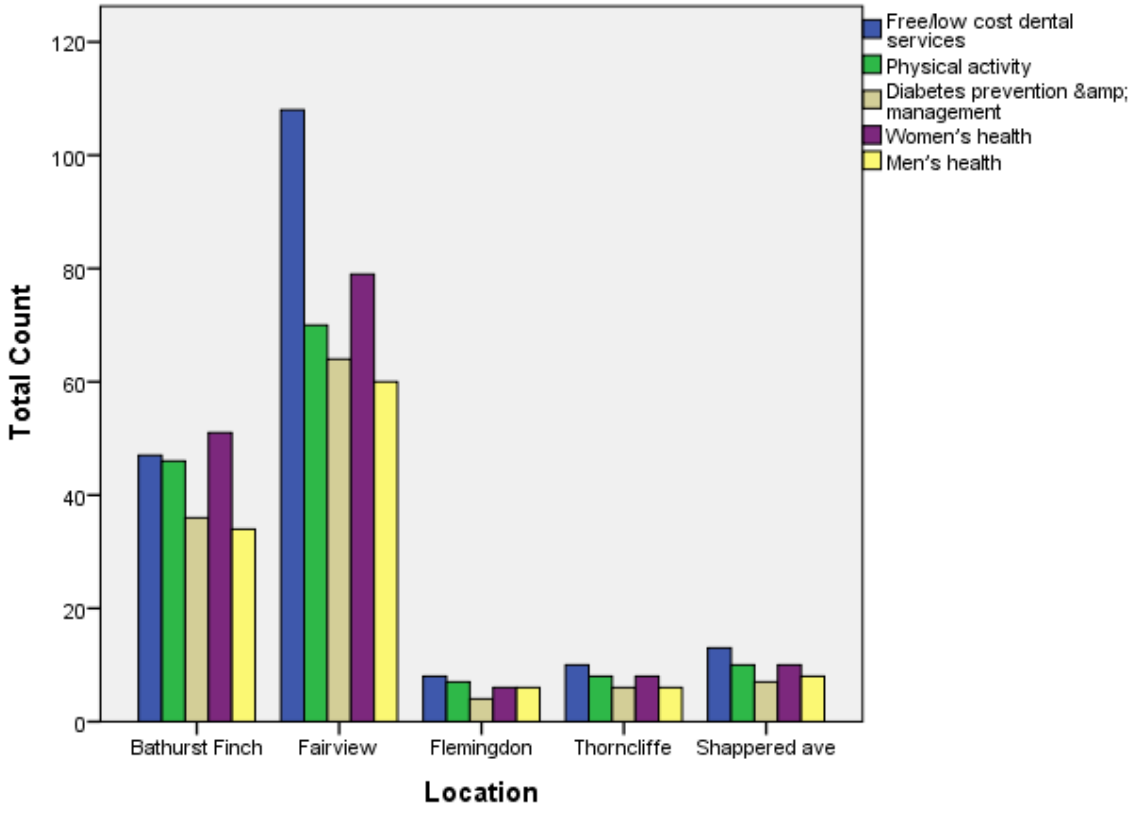
Table 3: Need for Health Services

Health services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Free/low cost dental services	48(67.6)	108(77.1)	8(61.5)	10(52.6)	13(68.4)	187(71.4)
Healthy relationships	34(47.9)	60(42.9)	4(30.8)	7(36.8)	11(57.9)	116(44.3)
Diabetes prevention and amputation management	36(51.4)	64(45.4)	4(30.8)	6(31.6)	7(36.8)	117(44.7)
Physical activity	47(66.2)	71(50.4)	7(53.8)	8(42.1)	10(52.6)	143(54.4)
Women's health	52(73.2)	79(56.8)	6(46.2)	8(42.1)	10(52.6)	155(59.4)
Men's health	35(49.3)	60(42.6)	6(46.2)	6(31.6)	8(42.1)	115(43.7)
Emotional wellbeing	41(57.7)	54(38.3)	3(23.1)	7(36.8)	11(57.9)	116(44.1)
Parenting	33(46.5)	55(39.3)	6(46.2)	9(47.4)	9(47.4)	112(42.7)
Healthy pregnancies and babies	30(42.3)	48(34.5)	5(38.5)	7(36.8)	7(36.8)	97(37.2)
Seniors' safety	43(60.6)	63(45.0)	4(30.8)	9(47.4)	7(36.8)	126(48.1)

Other health services required: Prenatal, treatment pools, eye care, mental health, LGBT



Need of Health Services-1



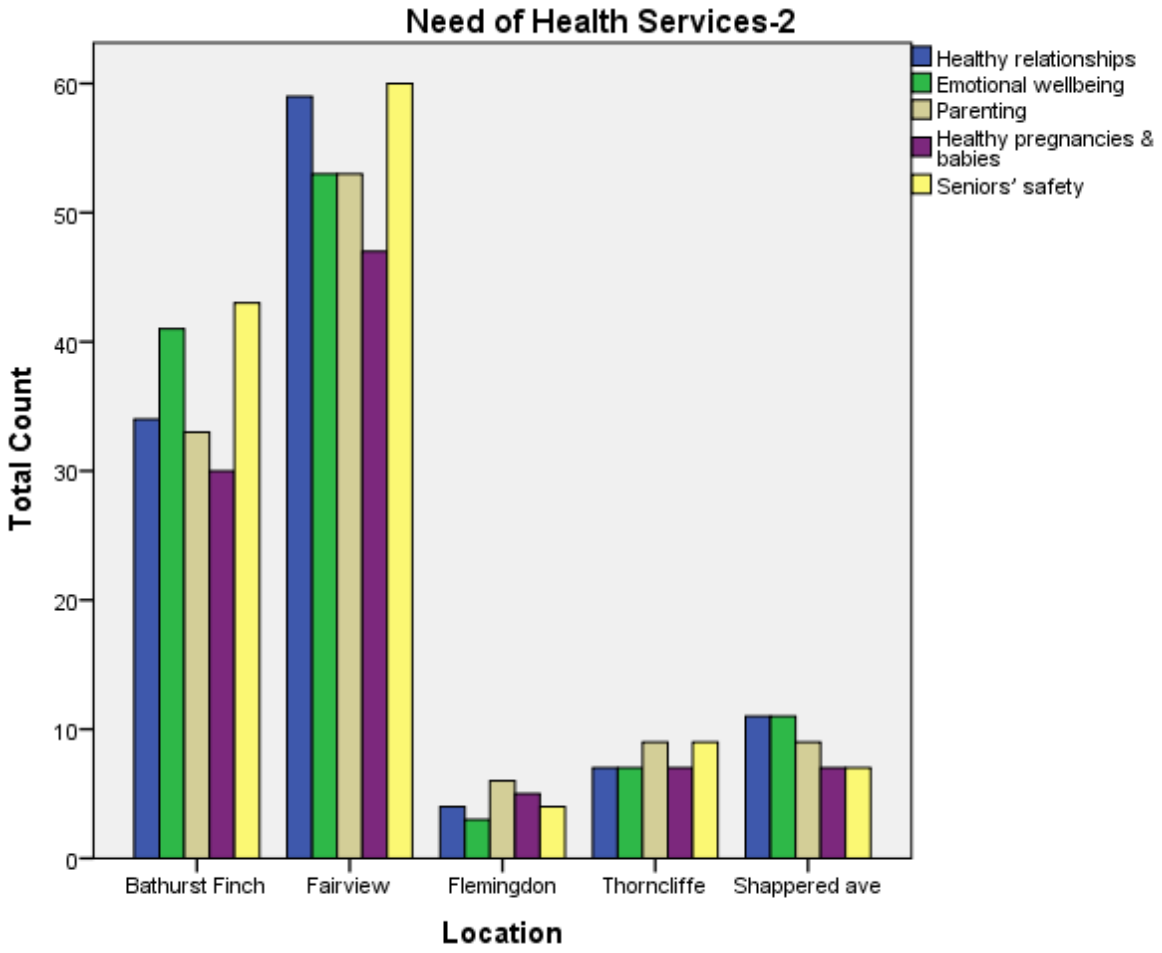
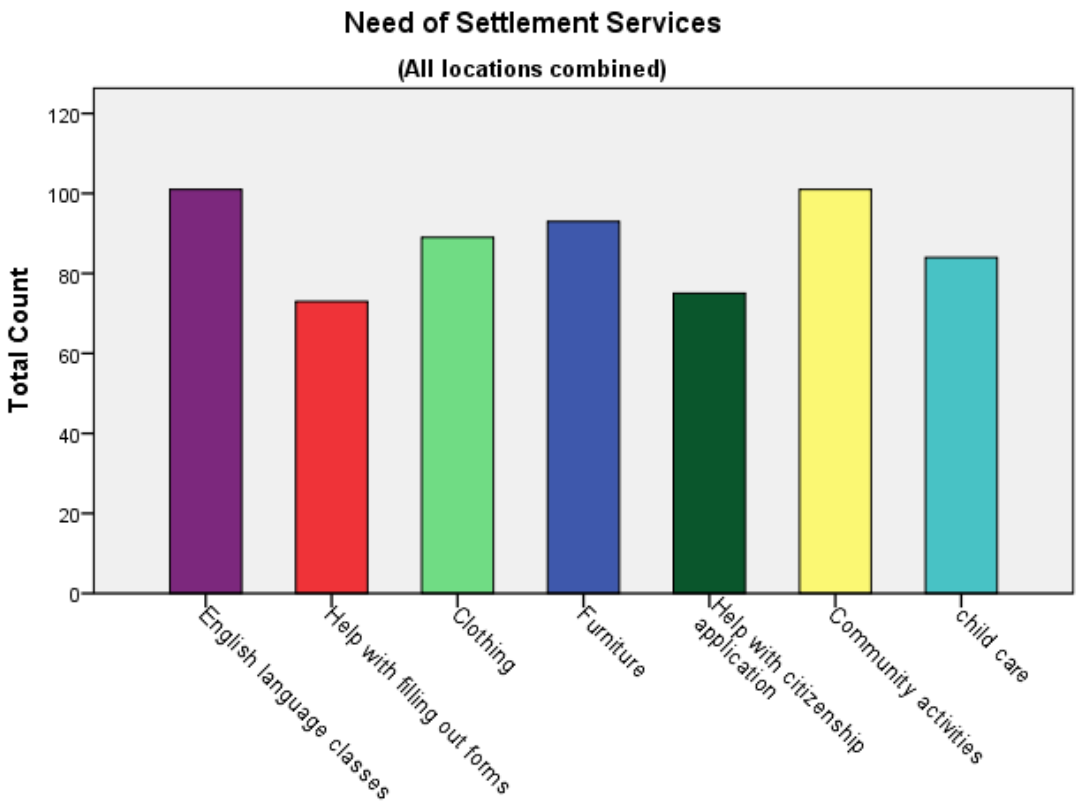
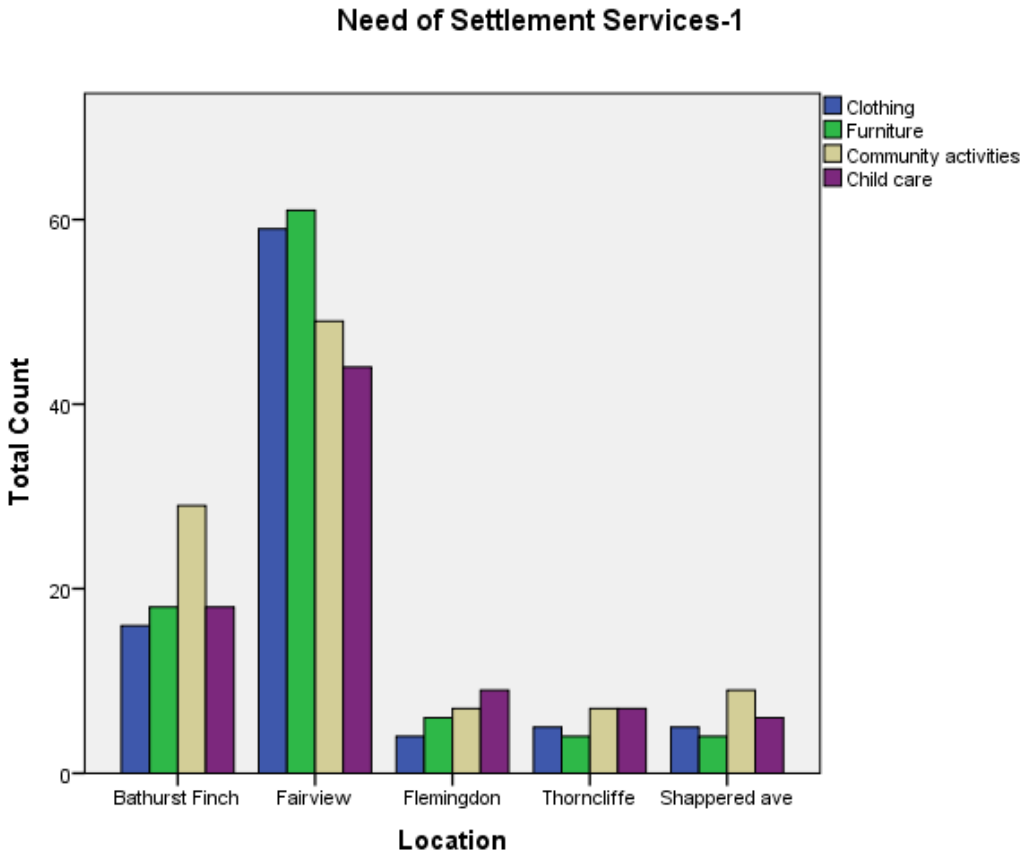


Table 4: Need for Settlement Services:

Settlement services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
English language classes	27(38.6)	50(35.5)	5 (38.5)	7(36.8)	12(63.2)	101(38.5)
Help with filling out the forms	20(28.2)	39(27.7)	4(30.8)	7(36.8)	3(15.8)	73(27.8)
Clothing	16(22.5)	59(41.8)	4(30.8)	5(26.3)	5(26.3)	89(33.8)
Furniture	18(25.4)	61(43.3)	6(46.2)	4(21.1)	4(21.1)	93(35.4)
Help with citizenship application	18(25.4)	40(28.4)	5(38.5)	7(36.8)	5(26.3)	75(28.5)
Community activities	29(40.8)	49(34.8)	7(53.8)	7(36.8)	9(47.4)	101(38.4)
Child care	18(25.4)	44(31.2)	9(69.2)	7(36.8)	6(31.6)	84 (31.9)


Need of Settlement Services
(All locations combined)
Total Count
120
100
80
60
40
20
0
English language classes
Help with filling out forms
Clothing
Furniture
Help with citizenship application
Community activities
child care


Need of Settlement Services-1
Clothing
Furniture
Community activities
Child care
Total Count
60
40
20
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location

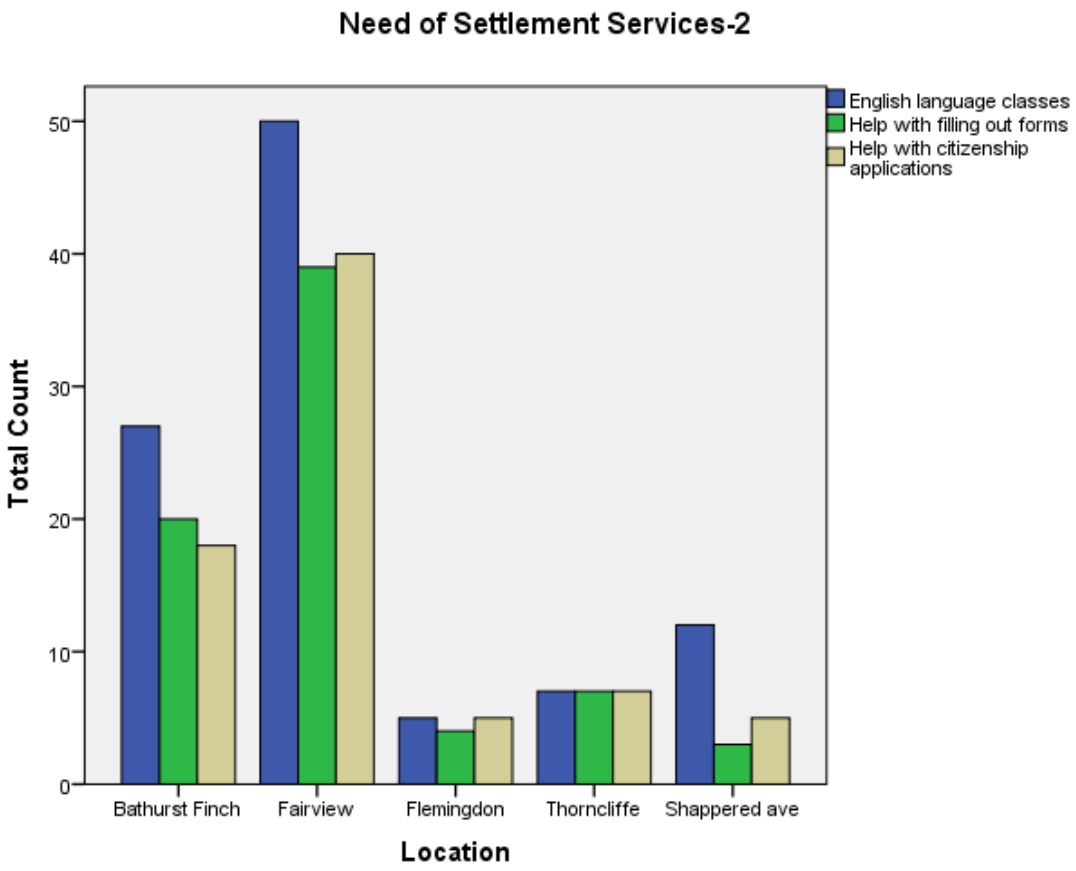
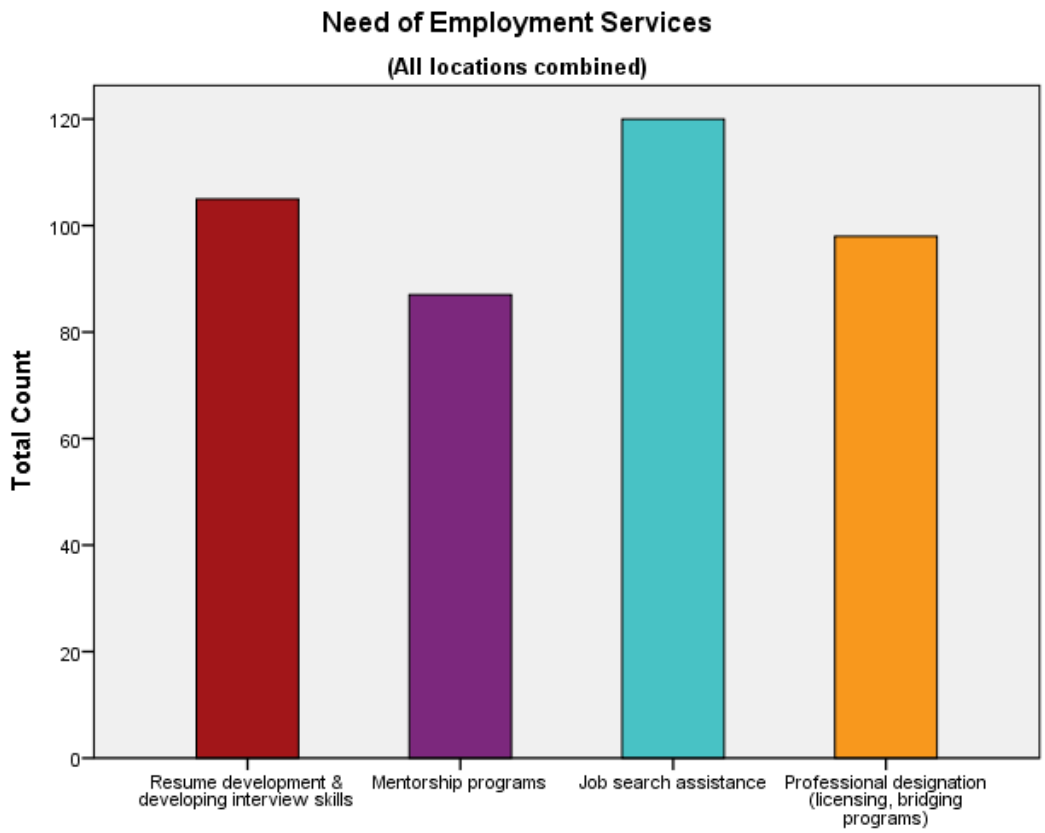


Table 5: Need for Employment Services

Employment services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Resume development & developing interview skills	24(33.8)	61(43.3)	5(38.5)	9(47.4)	8(42.1)	107(40.7)
Mentorship programs	21(29.6)	49(35.3)	4(0.8)	8(42.1)	5 (26.3)	87(33.3)
Job search assistance	26(36.6)	67(47.5)	7(53.8)	9(47.4)	12(63.2)	121(46.0)
Professional designation (licensing, bridging programs)	23(32.4)	54(38.3)	6(46.2)	8(42.1)	8(42.1)	99(37.6)

Other employment services needed: Co-op program. Job matching, minimum CAD 2000 support fee, women training, workplace safety training


Need of Employment Services
(All locations combined)
Total Count
120
100
80
60
40
20
0
Resume development & developing interview skills
Mentorship programs
Job search assistance
Professional designation (licensing, bridging programs)

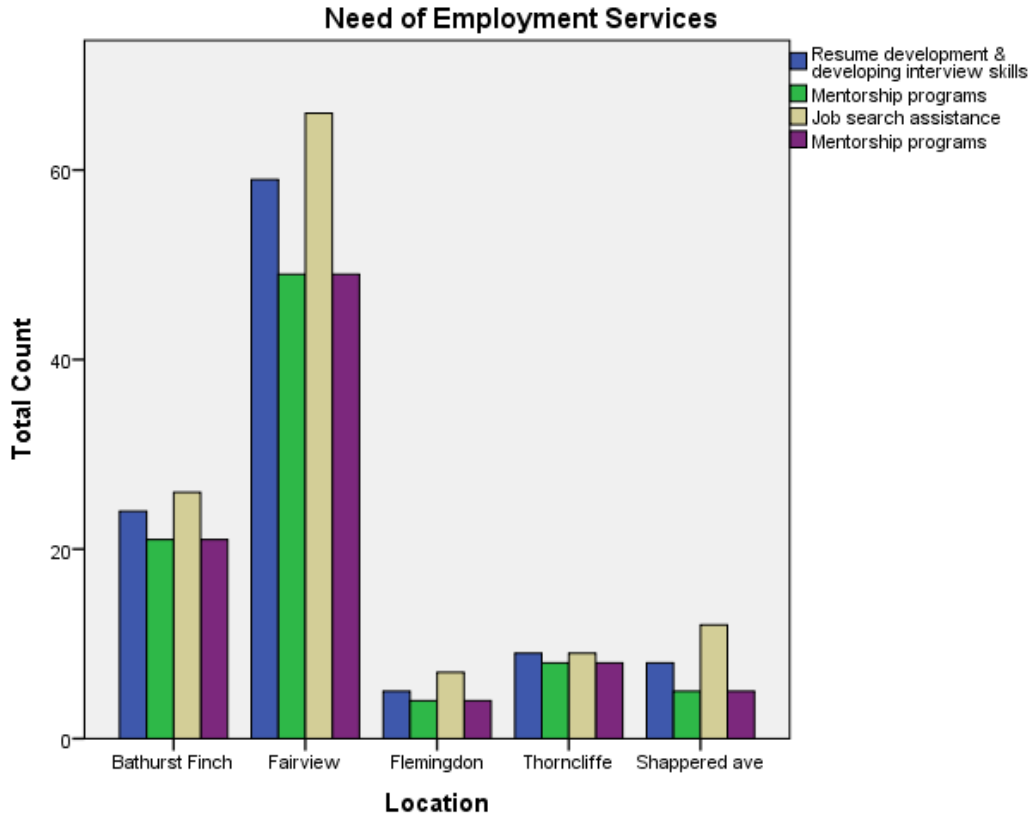
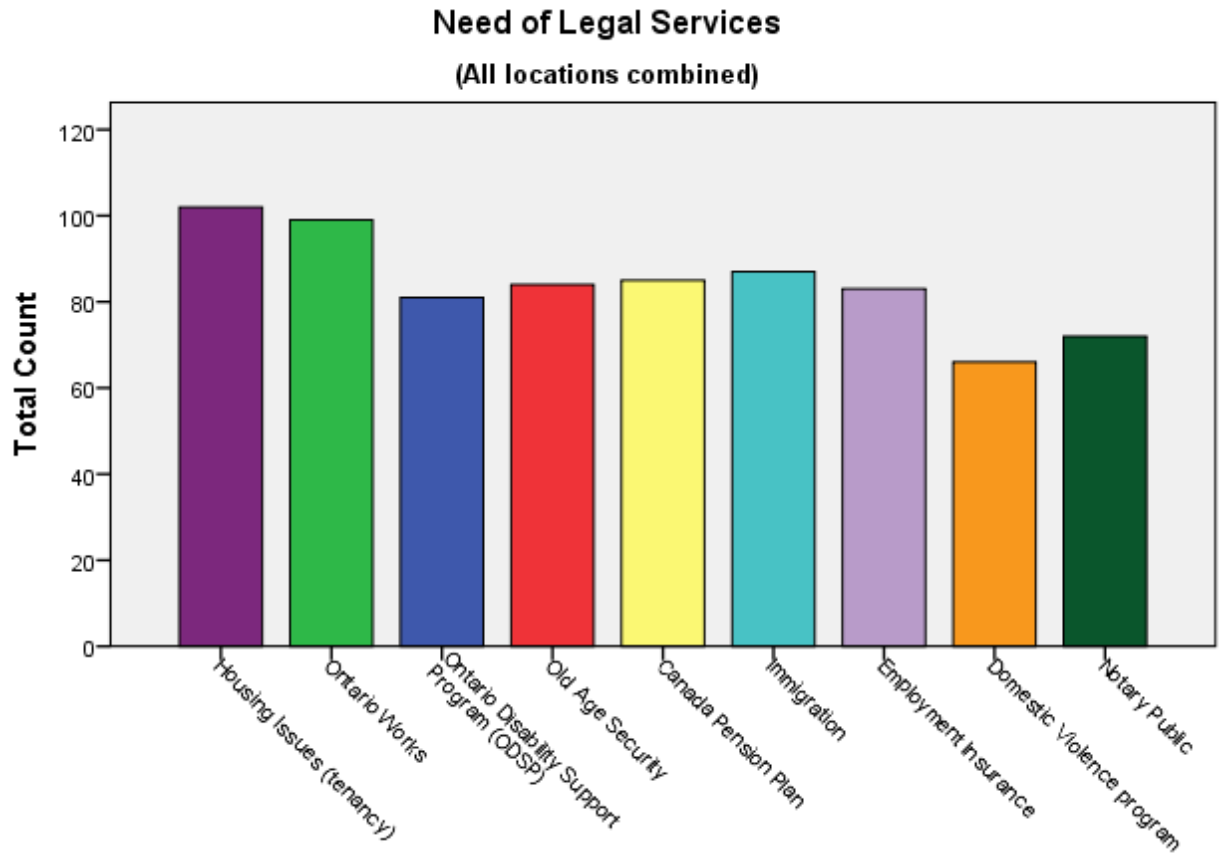
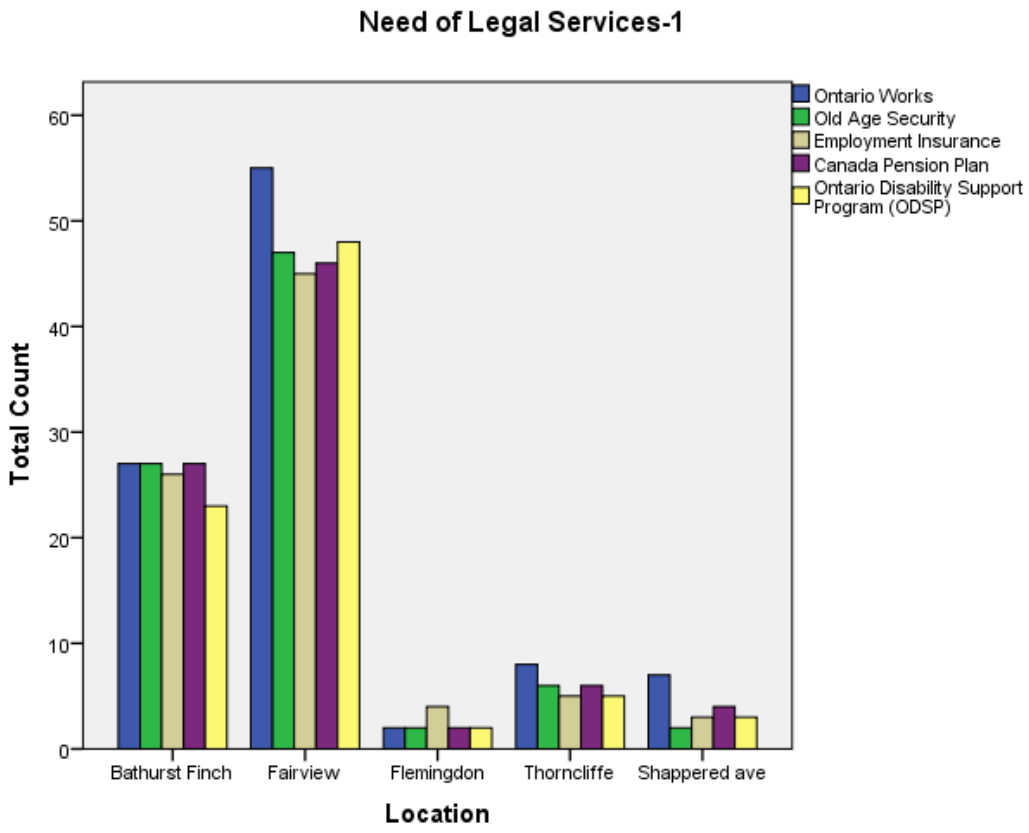

Need of Employment Services
Total Count
60
40
20
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location
Resume development & developing interview skills
Mentorship programs
Job search assistance
Mentorship programs

Table 6: Need for Legal Services:

Legal services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Housing Issues	28(39.4)	56(39.7)	4(30.8)	9(47.4)	5(26.3)	102(38.8)
Ontario Works	27(38.0)	55(39.0)	2(15.4)	8(42.1)	7(36.8)	99(37.6)
Ontario Disability Support Program (ODSP)	23(32.4)	48(34.0)	2(15.4)	5(26.3)	3(15.8)	81(30.8)
Old Age Security	27(38.0)	47(33.3)	2(15.4)	6(31.6)	2(10.5)	84(31.9)
Canada Pension Plan	27(38.0)	46(32.6)	2(15.4)	6(31.6)	4(21.1)	85(32.3)
Immigration	25(35.2)	43(30.5)	4(30.8)	6(31.6)	9(47.4)	87(33.1)
Employment Insurance	26(36.6)	45(32.1)	4(30.8)	5(26.3)	3(15.8)	83(31.7)
Domestic Violence program	22(31.0)	35(24.8)	3(23.1)	5(26.3)	1(5.3)	66(25.1)
Notary Public	26(36.6)	35(24.8)	3(23.1)	6(31.6)	2(10.5)	72(27.4)




Need of Legal Services-1
Total Count
60
50
40
30
20
10
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location
Ontario Works
Old Age Security
Employment Insurance
Canada Pension Plan
Ontario Disability Support Program (ODSP)

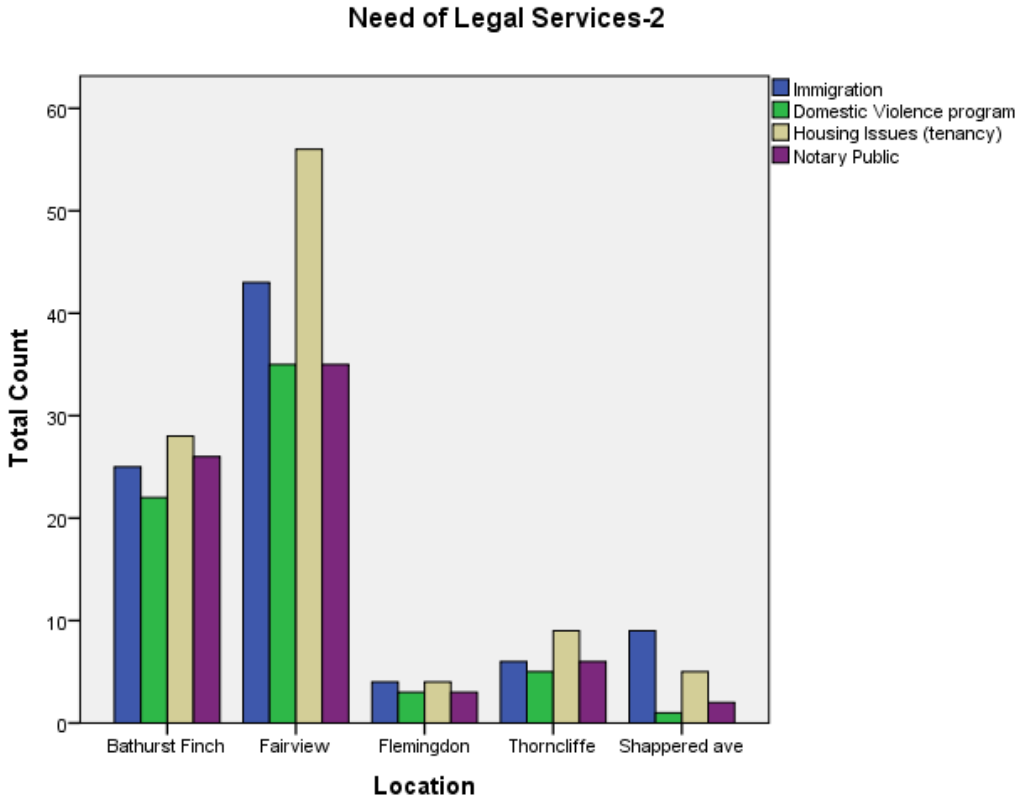
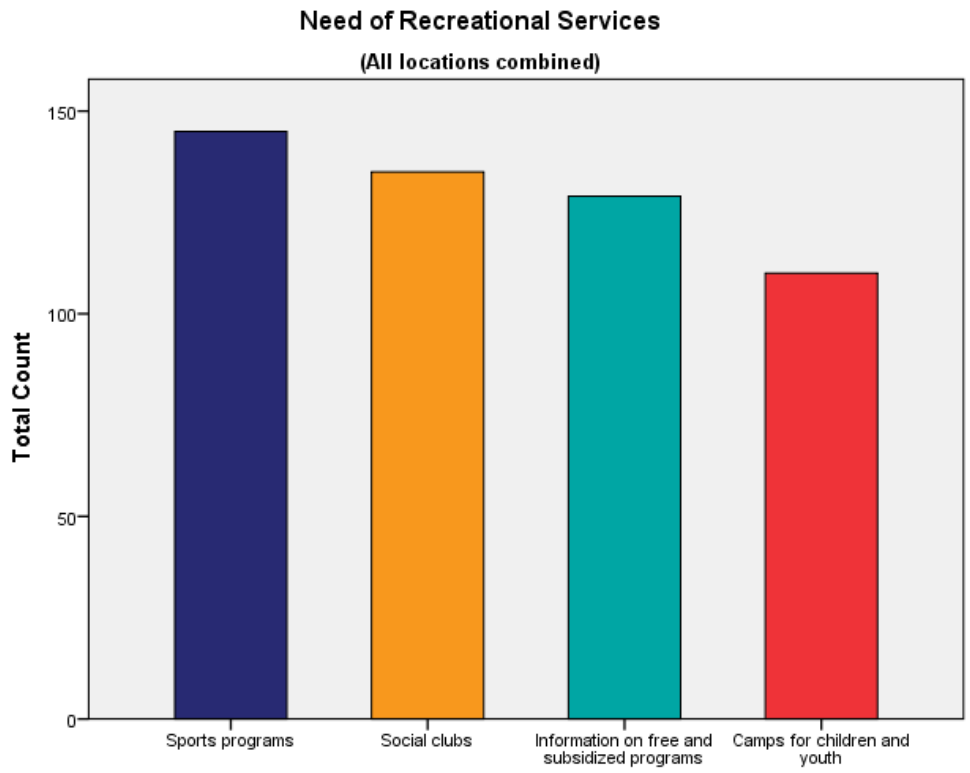

Need of Legal Services-2
Total Count
60
50
40
30
20
10
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location
Immigration
Domestic Violence program
Housing Issues (tenancy)
Notary Public

Table 7: Need for Recreational Services

Recreation activities	Bathurst Finch Frequency (%)	Fairview Frequency (%)	Flemingdon Frequency (%)	Thorncliffe Frequency (%)	Willowdale Frequency (%)	Cumulative Frequency (%)
Sports programs	48(67.6)	69(48.9)	12(92.3)	12(63.2)	4(21.1)	145(55.1)
Social clubs	51(71.8)	60(42.6)	8(61.5)	9 (47.4)	7(36.8)	135(51.3)
Information on free and subsidized programs	39(54.9)	60(42.9)	11(84.6)	10(52.6)	9(47.4)	129(49.2)
Camps for children and youth	33(46.5)	53(37.6)	10(76.9)	9(47.4)	5(26.3)	110(41.8)

Camps for adults, prayer services in Islam, Pre-performing/pre-practice, Zumba, welcome policy



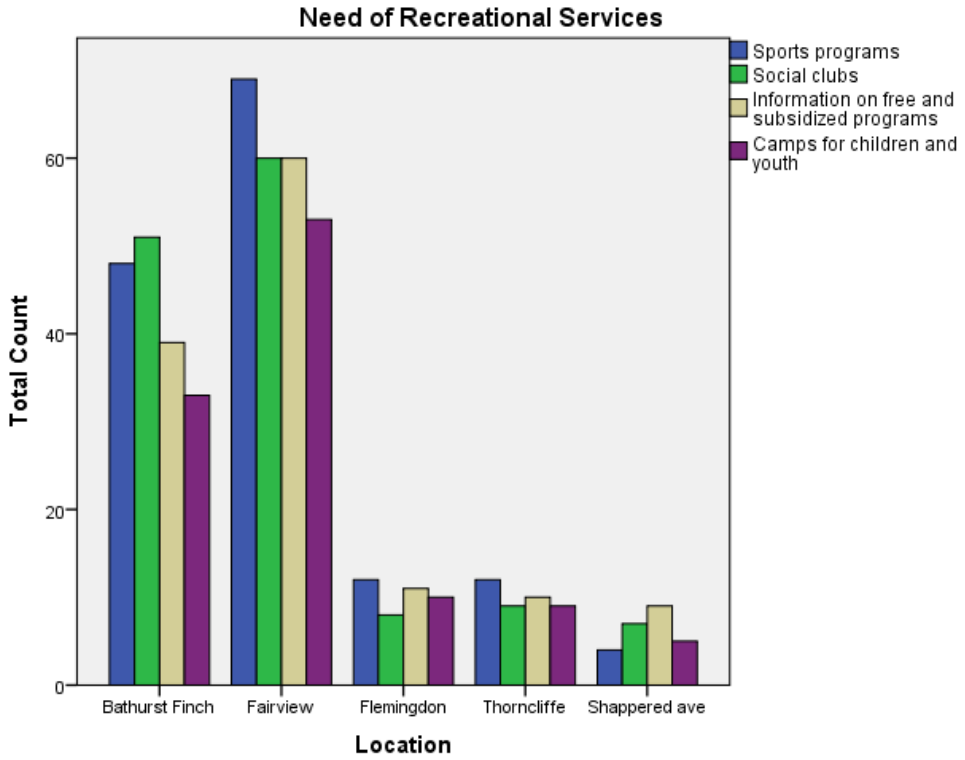
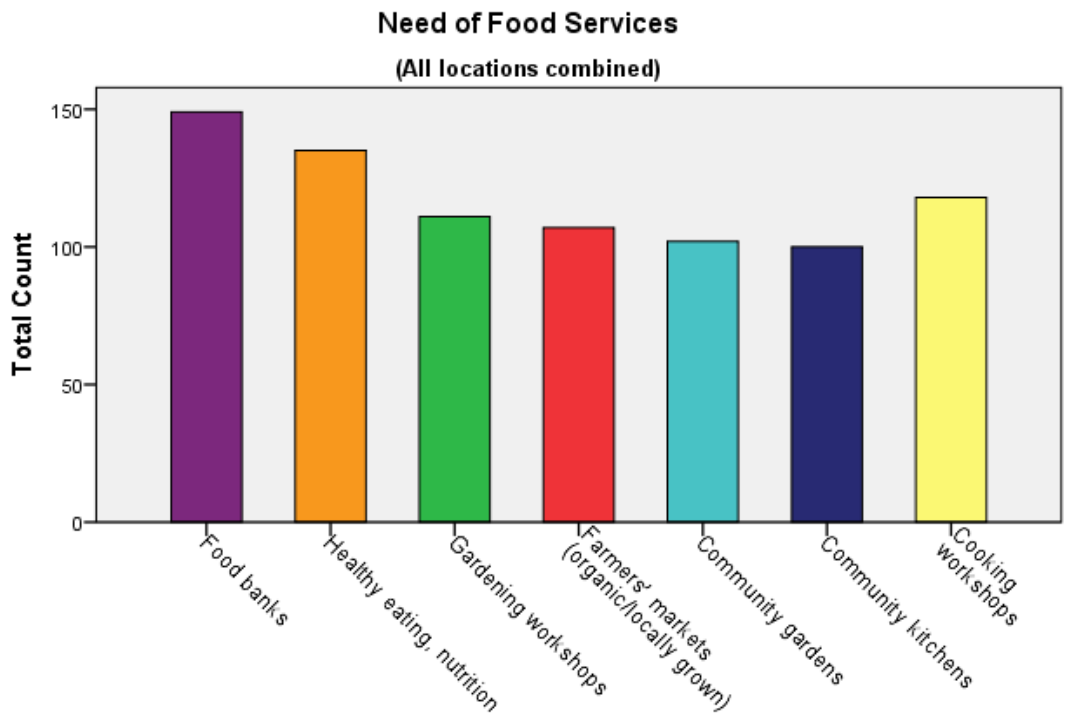
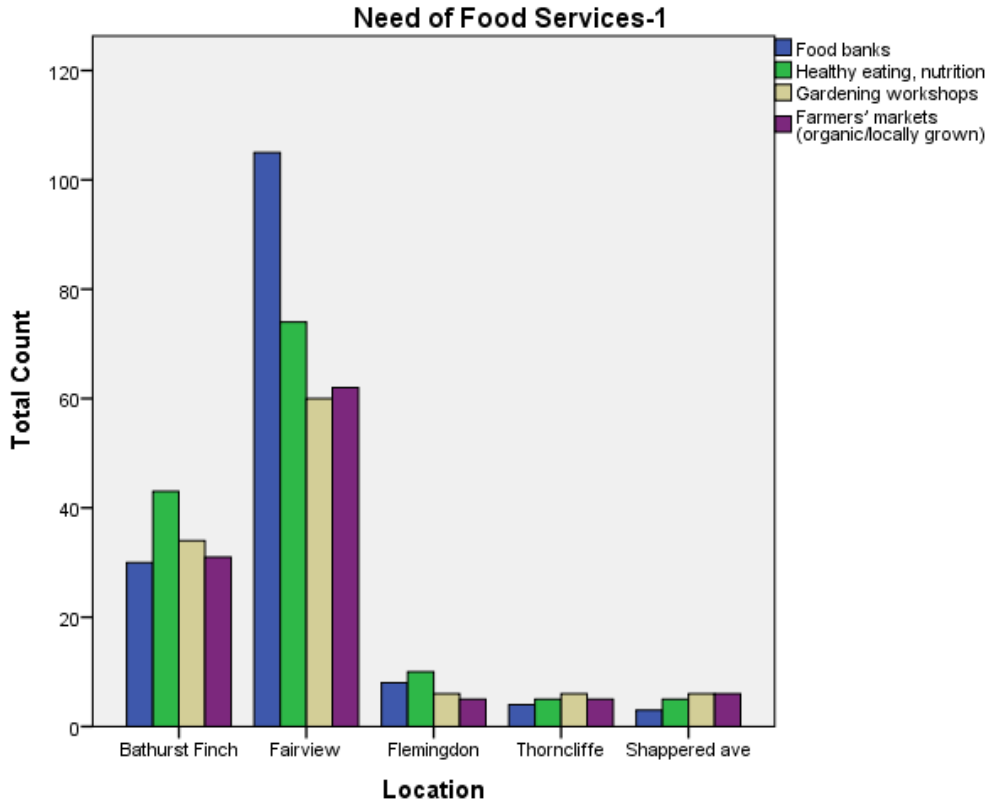


Table 8: Need of Food Services

Food Services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Food banks	30(42.3)	105(74.5)	8(61.5)	4(21.1)	3(15.8)	150(57.0)
Healthy eating, nutrition	43(60.6)	74(52.9)	10 (76.9)	5(26.3)	5(26.3)	137(52.3)
Gardening workshops	34(47.9)	60(42.6)	6(46.2)	6(31.6)	6(31.6)	112(42.6)
Farmers' markets (organic/locally grown)	31(43.7)	62(44.0)	5 (38.5)	5(26.3)	6 (31.6)	109(41.4)
Community gardens	26(36.6)	61(43.3)	6(46.2)	4(21.1)	6(31.6)	103(39.2)
Community kitchens	27(38.0)	59(42.4)	6(46.2)	4(21.1)	4(21.1)	100(38.3)
Cooking workshops	34(47.9)	64(45.7)	9(69.2)	6(31.6)	6(31.6)	119(45.4)


Need of Food Services
(All locations combined)
Total Count
150
100
50
0
Food banks
Healthy eating, nutrition
Gardening workshops
Farmers' markets (organic/locally grown)
Community gardens
Community kitchens
Cooking workshops


Need of Food Services-1
Total Count
120
100
80
60
40
20
0
Food banks
Healthy eating, nutrition
Gardening workshops
Farmers' markets (organic/locally grown)
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location

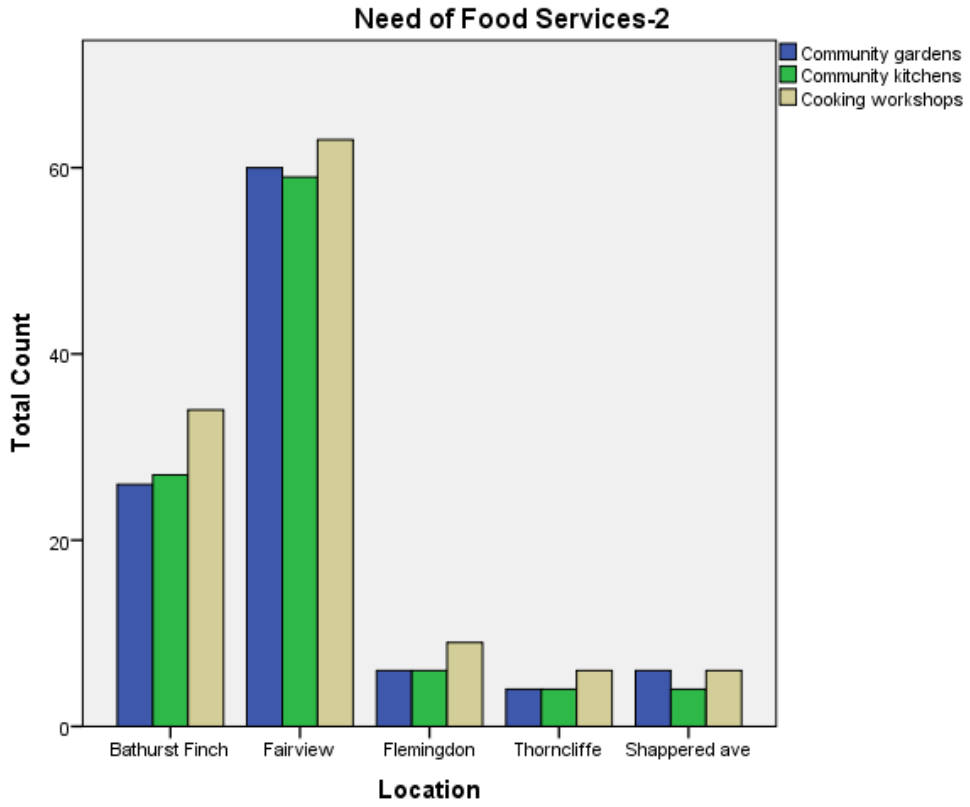
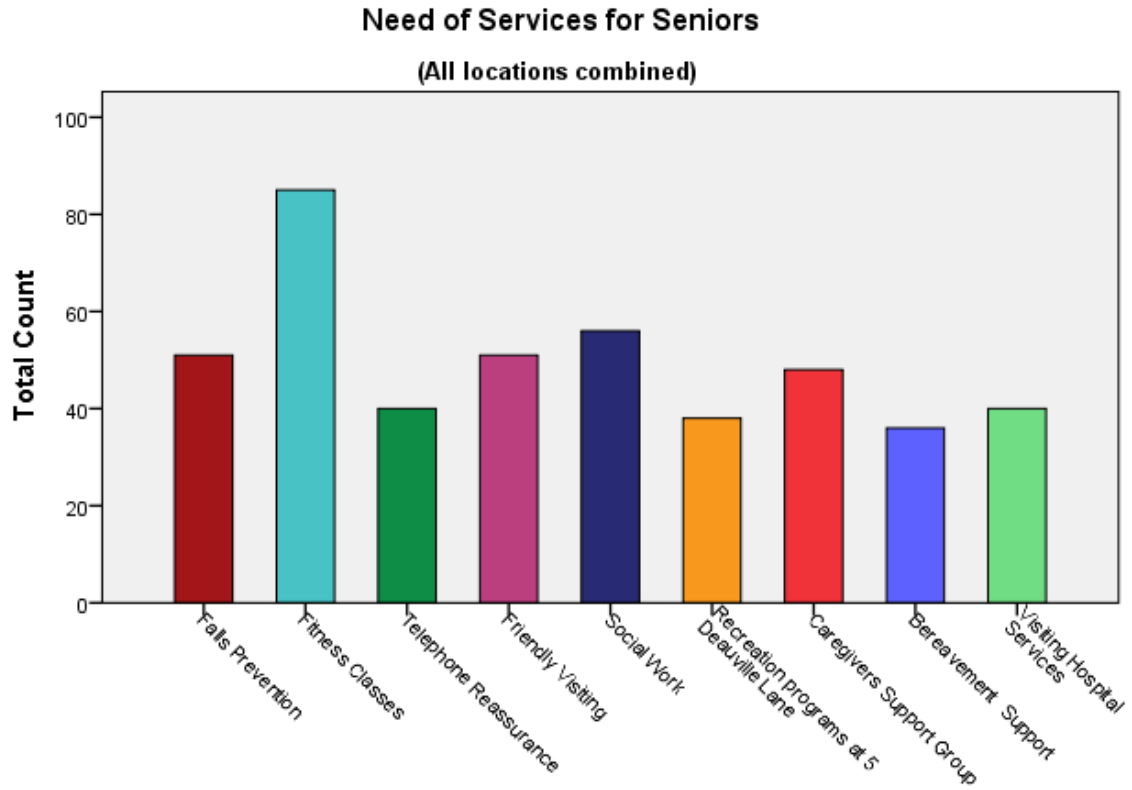
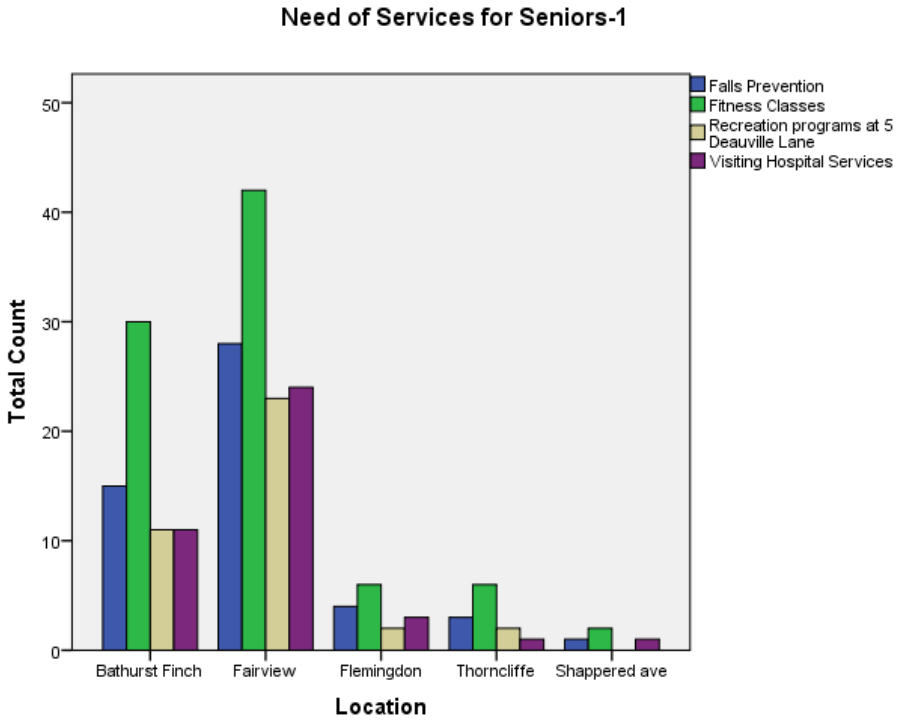


Table 9: Need for Services for Seniors

Services For Seniors	Bathurst Finch Frequency (%)	Fairview Frequency (%)	Flemingdon Frequency (%)	Thorncliffe Frequency (%)	Willowdale Frequency (%)	Cumulative Frequency (%)
Falls Prevention	15(21.1)	28(20.0)	4(30.8)	3(15.8)	1(5.3)	51(19.5)
Fitness Classes	30(42.9)	43(30.5)	6(46.2)	6(31.6)	2(10.5)	87 (33.2)
Telephone Reassurance	12(16.9)	24(17.0)	3(23.1)	1(5.3)	1(5.3)	41(15.6)
Friendly Visiting	17(23.9)	27(19.3)	3(23.1)	2(10.5)	2(10.5)	51(19.5)
Social Work	21(29.6)	29(20.6)	4(30.8)	2(10.5)	2(10.5)	58(22.1)
Recreation programs at 5 Deauville Lane	11(15.5)	24(17.0)	2(15.4)	2(10.5)	0	39(14.8)
Caregivers Support Group	15(21.1)	27(19.1)	5(38.5)	2(10.5)	0	49 (18.6)
Bereavement Support	12(17.1)	21(14.9)	2(15.4)	1(5.3)	0	36(13.7)
Visiting Hospital Services	11(15.5)	24(17.0)	3(23.1)	1(5.3)	1(5.3)	40(15.2)

Other services needed: help with housework; prayers services in Islam


Need of Services for Seniors
(All locations combined)
Total Count
100
80
60
40
20
0
Falls Prevention
Fitness Classes
Telephone Reassurance
Friendly Visiting
Social Work
Recreation programs at 5 Deauville Lane
Caregivers Support Group
Bereavement Support
Visiting Hospital Services


Need of Services for Seniors-1
Total Count
50
40
30
20
10
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location
Falls Prevention
Fitness Classes
Recreation programs at 5 Deauville Lane
Visiting Hospital Services

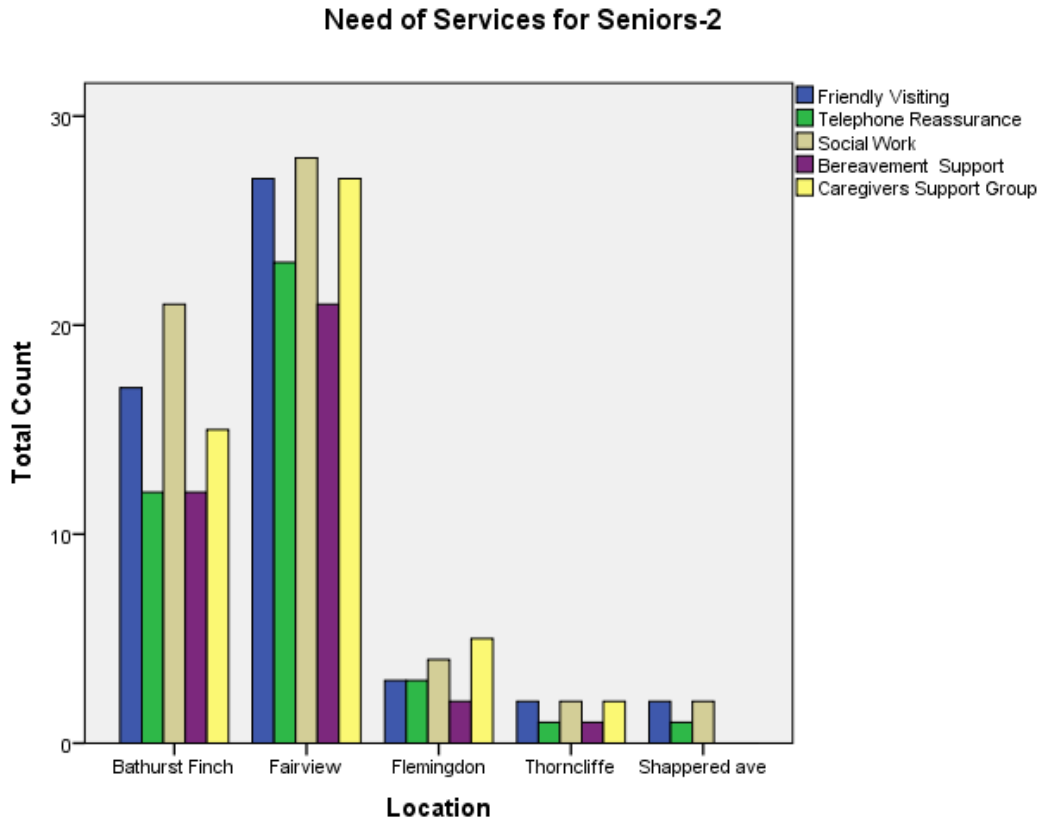
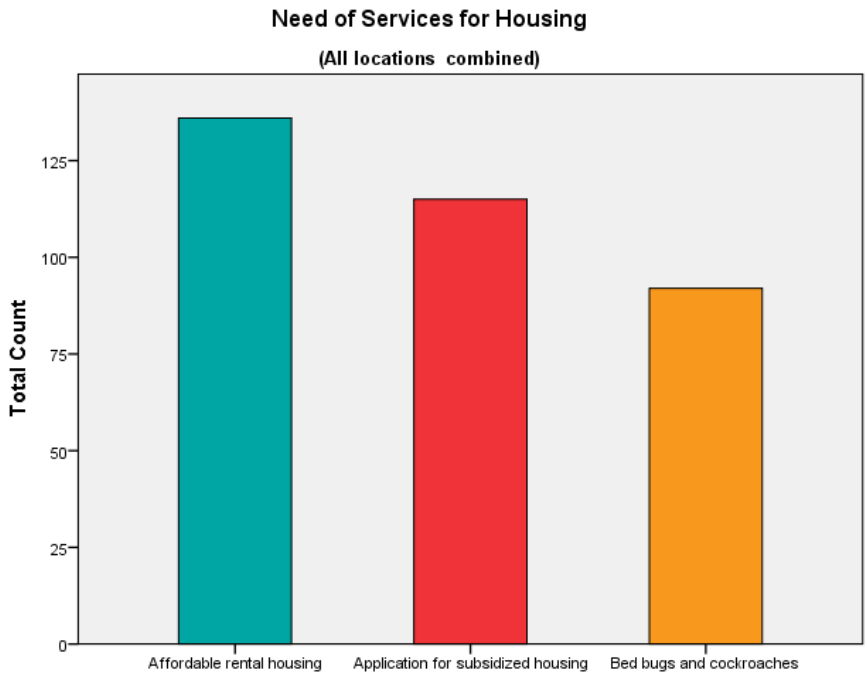


Table 10: Need for Services for Housing

Housing services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Affordable rental housing	34(47.9)	79(56.0)	4(30.8)	7(36.8)	12(63.2)	136(51.7)
Application for subsidized housing	25(35.2)	73(51.8)	2(15.4)	7(36.8)	8(42.1)	115(43.7)
Bed bugs and cockroaches	20(28.2)	57(40.4)	3(23.1)	7(36.8)	5(26.3)	92(35.0)

Other services: sanitation in the bath room/kitchen, town house


Need of Services for Housing
(All locations combined)
Total Count
125
100
75
50
25
0
Affordable rental housing
Application for subsidized housing
Bed bugs and cockroaches

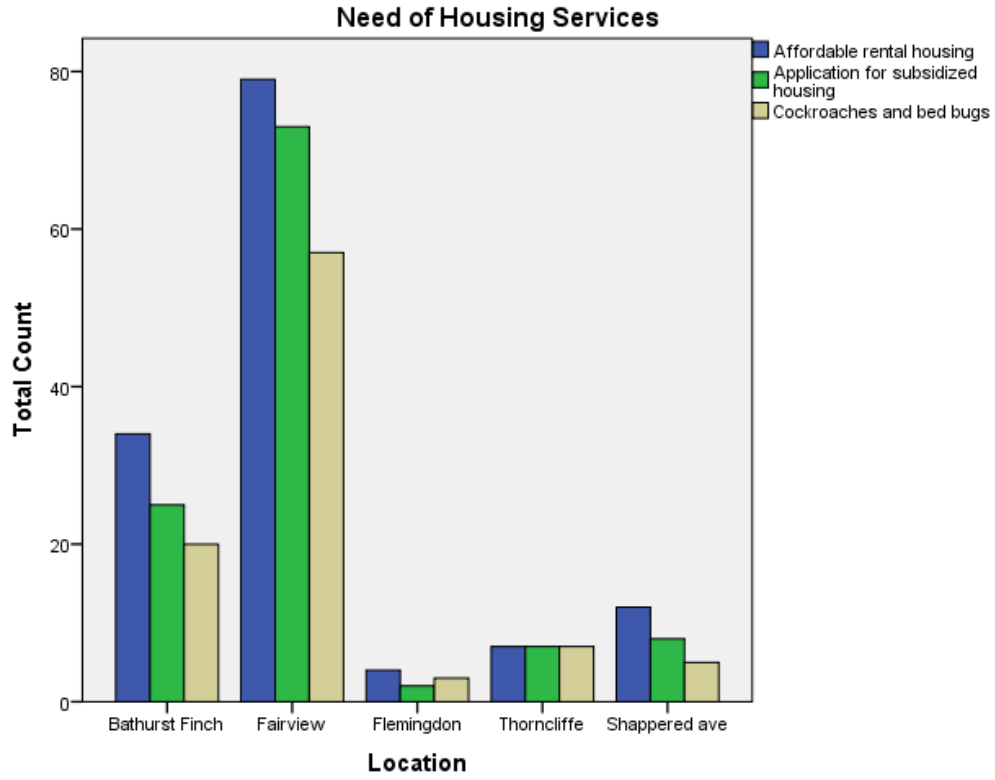
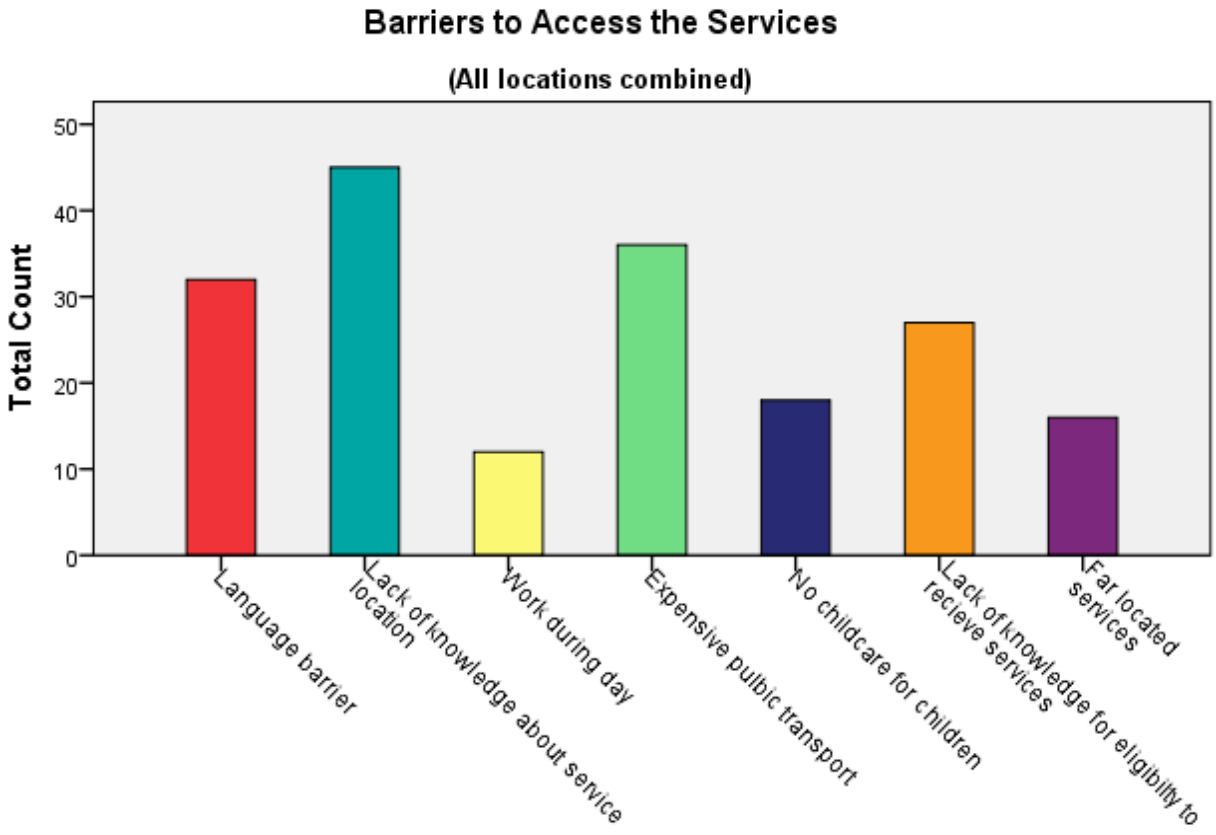
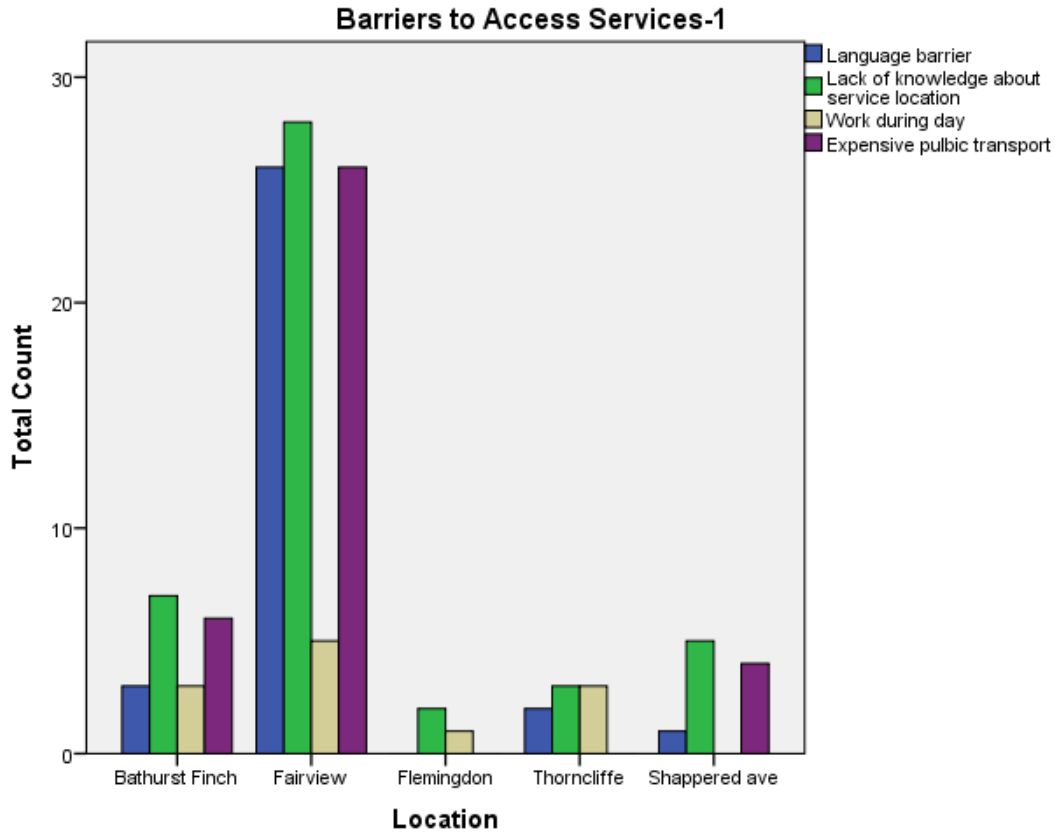

Need of Housing Services
Total Count
80
60
40
20
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location
Affordable rental housing
Application for subsidized housing
Cockroaches and bed bugs

Table 11: Barriers in Accessing Services

Use and barriers to access services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Use of service	33(48.5)	83(62.9)	5(38.5)	6(37.5)	10(52.6)	137(55.2)
Barriers to access the services						
• Language barrier	3(4.2)	26(18.4)	0	2(10.5)	1(5.3)	32(12.2)
• Lack of knowledge about service location	7(9.9)	28(19.9)	(15.4)	3(15.8)	5(26.3)	45(17.1)
• Work during day	3(4.2)	5(3.5)	1(7.7)	3(15.8)	0	12(4.6)
• Expensive public transport	6(8.5)	26(18.4)	0	0	4(21.1)	36(13.7)
• No childcare for children	4(5.6)	8(5.7)	2(15.4)	2(10.5)	2(10.5)	18(6.8)
• Lack of knowledge for eligibility to receive services	10(14.1)	10(7.1)	3(23.1)	0	4(21.1)	27(10.3)
• Far located services	1(1.4)	9(6.4)	0	2(10.5)	2(10.5)	14(5.3)




Barriers to Access Services-1
Language barrier
Lack of knowledge about service location
Work during day
Expensive pulbic transport
Total Count
30
20
10
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location

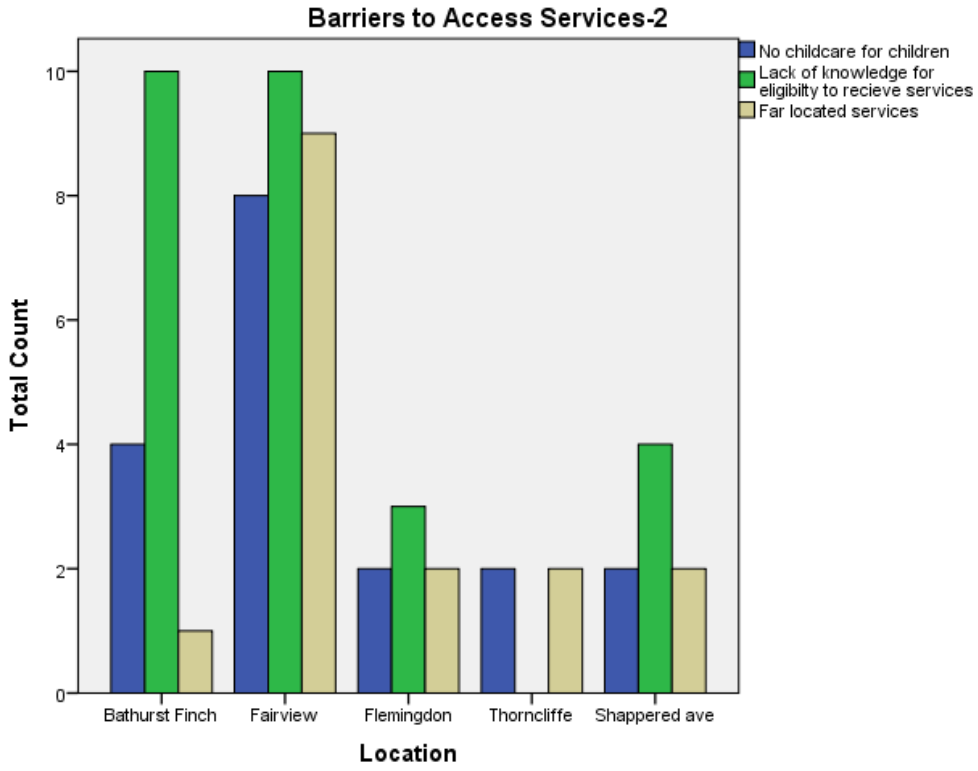

Barriers to Access Services-2
No childcare for children
Lack of knowledge for eligibilty to recieve services
Far located services
Total Count
10
8
6
4
2
0
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location

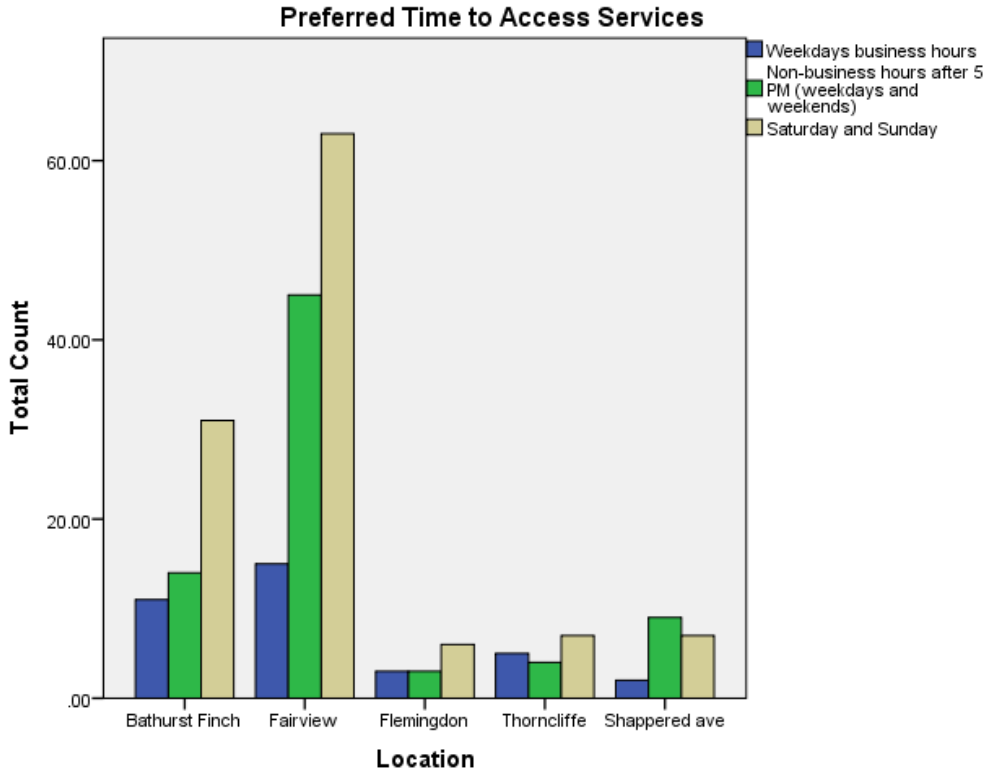
Table 12: Preferred Time to Access Services

Preferred time to access services	Frequency	Percent
Weekdays and weekends	36	13.7
Weekdays after 5 pm	34	12.9
Saturday whole day	15	5.7
Saturday morning and afternoon	8	3.0
Saturday evening	5	1.9
Sunday whole day	5	1.9
Sunday morning and afternoon	56	21.3
Sunday evening	36	13.7
Saturday and Sunday both	30	11.4
Missing	37	14.1
Total	263	100.0

Table 13: Preferred Time to Access Services

Preferred Time and days to access services	**Bathurst Finch** Frequency (%)	**Fairview** Frequency (%)	**Flemingdon** Frequency (%)	**Thorncliffe** Frequency (%)	**Willowdale** Frequency (%)	**Cumulative** Frequency (%)
Non-business hours after 5 PM (weekdays and weekends)	14(19.7)	45(31.9)	3(23.1)	4(21.1)	9(47.4)	75(28.5)
Saturday and Sunday	31(43.7)	63(44.7)	6(46.2)	7(36.8)	7(36.8)	114(43.3)
Business hours weekdays	11(15.5)	15(10.6)	3(23.1)	5(26.3)	2(10.5)	36(13.7)

In the dataset around 14% responses were missing for this variable, so the cumulative frequency lags behind 100%


Preferred Time to Access Services
Weekdays business hours
Non-business hours after 5 PM (weekdays and weekends)
Saturday and Sunday
Total Count
60.00
40.00
20.00
.00
Bathurst Finch
Fairview
Flemingdon
Thorncliffe
Shappered ave
Location