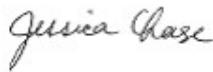




COMMUNICATION UPDATE

TO:	Mayor and Members of Council
DATE:	December 19, 2025
SUBJECT:	Community Safety and Well-Being: Fall 2025 Engagement Findings
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Jessica Chase Director, Children's and Community Services Division Healthy and Safe Communities
SIGNATURE:	

This update informs the Mayor and Members of Council about community engagement activities conducted in the Fall 2025 to support [Hamilton's Community Safety and Well-Being \(CSWB\) Plan](#).

Background

On May 22, 2025, Council endorsed the revised CSWB Plan through the [Emergency and Community Services Committee \(Report HSC25012\)](#). The revised plan builds on the priorities set out in the original CSWB plan which was approved in June 2021. The City has submitted its approved CSWB Plan to the Province, meeting requirements under the [Community Safety and Policing Act, 2019](#). To guide the Plan's implementation and continue community consultation, the City delivered three engagement activities between October and November 2025: the Community Safety Input Survey, the Community Safety Summit, and the CSWB Plan Launch Event.

These activities engaged more than 540 participants and were designed to capture broader community perspectives and in-depth collaboration with key partners. The three activities engaged a cross-section of residents and community partners, including:

- Health and social service agencies
- Hamilton Police Services
- Education partners
- Grassroots community groups
- Business and industry partners
- Faith and cultural communities
- Individuals with lived experience.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Key Findings

Community input showed strong interest in improving safety, inclusion, and coordination across systems. Key themes and areas for improvement included:

- Importance of safe and welcoming public spaces
- Greater representation of diverse lived experiences
- Improved service navigation
- Trauma-informed and peer-led approaches

Participants also noted gaps and the need for additional investment in community services and supports, including mental health, housing, and youth programming.

The Community Safety Input page, which was launched on the Engage Hamilton webpage, asked residents to identify their primary safety concerns. Top safety concerns identified by respondents were violence, hate, drug use, and hard to navigate support services.

While much of the findings validated the CSWB Plan's recommendations, new ideas and recommendations also emerged, such as:

- Expansion of multi-service community hubs
- Expanded peer-led and trauma-informed services
- Use of technology to help residents navigate complex social service system.

Next Steps

Staff will share engagement findings with the CSWB System Advisory Leadership Table (SALT), which will advise on CSWB Plan implementation. The SALT serves as the advisory committee for the CSWB Plan, comprised of executive leaders from a wide range of community serving organizations and internal City divisions. Current priorities for SALT include:

- Data and decision support tools
- Processes to identify emerging issues
- Enhanced service coordination
- Hate prevention and response planning

The City will continue to engage with residents and partners and will provide annual updates to Council on CSWB implementation progress.

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Should you require further information please contact Rachelle Ihekwoaba, Manager Community Strategies, Children's and Community Services Division via email at Rachelle.Ihekwoaba@hamilton.ca or by telephone at 905-978-2680.

APPENDICES AND SCHEDULES ATTACHED

N/A