

Hamilton's Community Safety and Well-Being (CSWB) System Advisory Leadership Table ISSUE RESPONSE PROCEDURE

Review Date: March 5, 2028

1. PURPOSE

This Standard Operating Procedure (SOP) outlines the process by which the Community Safety and Well-Being (CSWB) System Advisory Leadership Table (SALT) responds to CSWB priority issues that have been formally endorsed through the Issue Identification Procedure.

The purpose of this SOP is to ensure that SALT responses are intentional, proportionate, and aligned with SALT's governance role, system mandate, and decision-making authority. This procedure provides a consistent framework for determining the appropriate level and type of response to identified CSWB priority issues.

2. SCOPE

This SOP applies to SALT Members, SALT Delegates, SALT Co-Chairs, and Backbone Support Staff.

It governs the actions taken by SALT following the endorsement of an issue and should be used in conjunction with the **Issue Identification Procedure** and SALT Terms of Reference.

3. KEY TERMS AND DEFINITIONS

3.1 Issue Response

The agreed-upon action or set of actions endorsed by SALT to address, monitor, or escalate an identified CSWB priority issue.

3.2 Issue Response Pathway

One of the predefined response options available to SALT, selected based on the nature, urgency, and system impact of an endorsed CSWB priority issue.

4. RESPONSIBILITY

4.1 Backbone Staff

- Documenting SALT's endorsed issue response.
- Supporting implementation of the response as directed by SALT.
- Coordinating follow-up actions, reporting, or information-gathering activities.
- Tracking issue status and reporting updates to SALT as required.

4.2 SALT Co-Chairs

- Facilitating discussion to determine the appropriate Issue Response Pathway.
- Ensuring responses align with SALT's Purpose, Objectives, and decision-making authority.
- Confirming clarity of roles, expectations, and next steps before closing agenda items.

4.3 SALT Members

- Participating in deliberation and decision-making regarding issue responses.
- Supporting agreed-upon responses within their organizations and networks, where appropriate.
- Providing input, expertise, or leadership consistent with the selected response pathway.

5. PROCEDURE

5.1 Selection of Issue Response Pathway

Following endorsement of an issue through the Issue Identification Procedure, SALT will determine the appropriate response using one or more of the following pathways:

5.1.1 Monitoring & Information Sharing

Purpose: Maintain awareness of emerging or ongoing issues without immediate system intervention.

Typical Use:

- The issue is stable or emerging but not escalating.
- Existing systems are responding adequately.

- Additional evidence is required before action.

Typical Actions:

- Regular information updates to SALT.

- Environmental scanning or data monitoring.
- No immediate change to system activity.

5.1.2 Issue Scoping & Analysis

Purpose: Build a shared understanding of a complex issue before action is taken.

Typical Use:

- The issue is poorly defined or contested.
- Root causes and system interactions are unclear.
- Data exists but requires interpretation.

Typical Actions:

- Time-limited analysis or briefing.
- Engagement of subject matter experts or researchers.
- Data review and synthesis.

5.1.3 Coordination & Alignment

Purpose: Improve effectiveness of existing services and initiatives without creating new structures.

Typical Use:

- Multiple partners are addressing the same issue.
- Services are fragmented or duplicative.
- Improved alignment could enhance outcomes.

Typical Actions:

- Information sharing across partners.
- Alignment of initiatives or timelines.
- Identification of coordination opportunities.

5.1.4 Partnership Development

Purpose: Enable new or strengthened partnerships to address identified gaps.

Typical Use:

- Existing systems cannot address the issue independently.
- New partners or sectors must be engaged.
- Joint ownership is required.

Typical Actions:

- Convening partners or sectors.
- Establishing a time-limited working group.
- Defining shared roles and objectives.

5.1.5 Strategic Advice & System Recommendations

Purpose: Inform policy, planning, or resource decisions at a system or governance level.

Typical Use:

- Structural or policy barriers are identified.
- System change is required beyond operational fixes.
- Decisions rest with Council, executives, or external authorities.

Typical Actions:

- Development of formal recommendations or advice.
- Briefings to decision-makers.
- Contribution to policy or planning processes.

5.1.6 Escalation & Advocacy

Purpose: Elevate urgent or high-risk issues requiring senior-level or external action.

Typical Use:

- Risks are increasing rapidly.
- Local authority or capacity is insufficient.
- Provincial, federal, or system-wide action is required.

Typical Actions:

- Formal escalation through governance channels.
- Advocacy or correspondence to external authorities.
- Coordinated system-level response.

5.2 Documentation and Follow-Up

- The selected Issue Response Pathway will be documented in SALT meeting records.
- Backbone Support Staff will track progress and report back to SALT as required.
- SALT may revisit or adjust the response pathway based on new information or changing conditions.

6. REVIEW AND REVISION

This SOP will be reviewed biannually or as required to ensure clarity, relevance, and alignment with SALT's Terms of Reference. Revisions must be approved by SALT and documented for transparency.

This SOP is intended to be used in conjunction with the CSWB SALT Terms of Reference and other approved operating procedures.