



*Approaches to Measuring*  
**More Vibrant  
Communities**







# *Approaches to Measuring More Vibrant Communities*

*Research:* **DENISE L. WHALEY**  
*Editor:* **LIZ WEAVER**

*Tamarack exists to build vibrant and engaged communities in Canada.  
Our work will result in more collaborative approaches and less poverty.*



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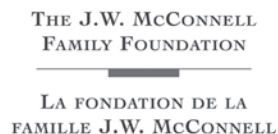
Tamarack – An Institute for Community Engagement

Waterloo, Ontario

Web: [www.tamarackcommunity.ca](http://www.tamarackcommunity.ca)

Email: [tamarack@tamarackcommunity.ca](mailto:tamarack@tamarackcommunity.ca)

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## About Vibrant Communities

Vibrant Communities is a unique initiative that supports and links collaborations from over a dozen urban centres across Canada who are experimenting with comprehensive and collaborative approaches to reduce poverty.

Started in 2002 by The J.W. McConnell Family Foundation, the Caledon Institute of Social Policy and Tamarack – An Institute for Community Engagement, the network includes community collaboration from Abbotsford, B.C.'s Capital Region, Calgary, Edmonton, Hamilton, Saint John, St. John's, Surrey, the Saint Michel neighbourhood in Montreal, Trois Rivières, Waterloo, and Winnipeg.

The Vibrant Communities initiative is generously supported by contributions from The J.W. McConnell Family Foundation, Maytree, Human Resources and Skills Development Canada as well as a number of other private and community organizations.

## About this Resource

*Approaches to Measuring More Vibrant Communities* is one of a series of papers that the sponsors of Vibrant Communities have developed with the financial assistance of The Ontario Trillium Foundation.

These papers review measurement tools and techniques used by a variety of organizations across Canada and internationally. This paper is a living document which Tamarack may upgrade periodically based on new learning and feedback from readers.

Please note that this paper can be downloaded free of charge from [www.tamarackcommunity.ca](http://www.tamarackcommunity.ca).

## About The Ontario Trillium Foundation

A leading grantmaker in Canada, The Ontario Trillium Foundation (OTF) strengthens the capacity of the voluntary sector through investments in community-based initiatives. An agency of the Government of Ontario, OTF builds healthy and vibrant communities. Learn more about The Ontario Trillium Foundation at: [www.trilliumfoundation.org](http://www.trilliumfoundation.org)

La Fondation Trillium de l'Ontario (FTO), l'une des plus importantes fondations subventionnaires au Canada, renforce les capacités du secteur bénévole en investissant dans des initiatives communautaires. Relevant du gouvernement de l'Ontario, la FTO favorise l'épanouissement de communautés saines et dynamiques dans toute la province.

[www.trilliumfoundation.org](http://www.trilliumfoundation.org)

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## About the Research Team

### **Research: Denise L. Whaley**

Denise L. Whaley worked as a summer researcher for Tamarack – An Institute for Community Engagement. Denise received her Bachelor's Degree in Peace and Conflict Studies from the University of Waterloo. She is currently a graduate student in Rural Planning and Development at the University of Guelph and student member of OPPI/CIP.

### **Editor: Liz Weaver**

Liz Weaver of the Vibrant Communities Canada team provides coaching, leadership and support to Ontario community partners, including Opportunities Waterloo Region and the Hamilton Roundtable for Poverty Reduction. As lead coach, she helps initiatives develop their frameworks of change, supports and guides their projects and helps connect them to Vibrant Communities and other comprehensive community collaborations.

### **Tamarack – An Institute for Community Engagement**

The following individuals provided insight and guidance on the development of this paper.

- **Paul Born**, President, Tamarack – An Institute for Community Engagement
- **Mark Cabaj**, Vice President, Tamarack – An Institute for Community Engagement and Executive Director, Vibrant Communities
- **Eric Leviten-Reid**, Learning and Evaluation Coordinator and Coach, Vibrant Communities
- **Sylvia Cheuy**, External Learning Coordinator, Vibrant Communities



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## Introduction

Wellbeing implies a state of health, happiness and freedom for individuals. This state, which is more typically ascribed to individuals, can also be applied to communities. Community wellbeing can be measured using specific indicators related to how citizens feel about and fit into their community. Safety, social cohesion and inclusion are some of the indicators that go beyond individual wellbeing and describe community wellbeing.

### Summary

The purpose of this paper is to provide an overview of the different approaches that organizations and governments have used to measure greater community wellbeing or more vibrant communities. Some wellbeing or vibrant community indicator systems include a broad selection of domains which provide a more complete picture of the community.

The intended impact of this resource is twofold. First, the summaries and accompanying annotated lists act as a starting point for exploring the different approaches to measuring more vibrant communities. Second, the approaches can be used to stimulate conversations about the importance of understanding and measuring community wellbeing and vibrancy.

### Background

This report is part of a funded project with The Ontario Trillium Foundation which seeks to research and build on current practices and knowledge about four aspects of healthy and vibrant communities and outlines metrics that could be used to monitor each aspect. The four aspects are:

- Approaches to Measuring Less Poverty in Communities
- Approaches to Measuring More Vibrant Communities
- Approaches to Measuring More Engaged Communities
- Approaches to Measuring More Collaborative Communities

Ultimately, these reports are a starting point and further dialogue is required to generate a consensus about measuring, monitoring and reporting community progress and change.

As a first step to preparing this document, key informant interviews were held with individuals from Tamarack – An Institute for Community Engagement and Vibrant Communities Canada. The key informants identified approaches which they believed offered a compelling perspective on more vibrant communities or community wellbeing and/or a practical approach and research tools.

### Details

This paper provides an overview of ten different approaches to measuring community wellbeing. Rather than presenting an exhaustive list of all sources, this paper presents a variety of approaches for communities to consider when deciding upon how to assess and measure community wellbeing or more vibrant communities.

An annotated list of web-based resources and program examples are included after each summary. The annotated lists contain source documents which provide further detail, and in some cases, identify useful tools. Evaluations of a particular approach are not discussed in this paper. Instead, evaluations which measure the impacts of programs and services on individuals or measure targets for community vibrancy or wellbeing are included where appropriate.

There are generally two types of measurements: quantitative or numeric (hard data) and qualitative or stories (soft data). Most of the approaches collect and report data using both approaches. Qualitative data is often viewed as being less rigorous and by combining it with quantitative data you get a more comprehensive picture of what is occurring in a community.

## Emerging Evaluation Practice

Many of the evaluation strategies presented are based on similar theories and approaches to measurement and evaluation. Two such examples stand out for further explanation – *Theory of Change*<sup>1</sup> and *Developmental Evaluation*<sup>2</sup>.

Theory of Change is a method or technique that can assist communities to think about, plan and evaluate their work. It involves *backwards mapping* from the goals or desired outcome of the program to identify what is needed in the program design to accomplish the goals. Theory of Change was more fully developed for community use by the Aspen Institute Roundtable on Community Change and is an integral part of the design of Vibrant Communities, Sustainable Livelihoods, National Indicators and other initiatives.

Developmental Evaluation is a complete approach to evaluation which is appropriate to situations of shifting context, innovation and complexity. Differing from *formative evaluation* that is focused on refining existing models, programs or strategies, and *summative evaluation* that is focused on judging the worth of those models, programs and strategies, *developmental evaluation* is intended to help people and organizations create and continually adapt interventions. Unlike traditional situations where the emphasis is on ‘think, plan, implement and monitor’, the process of thinking, planning, implementing and evaluation is continuous and simultaneous. This is vastly different from traditional evaluation as shown in the following figure.

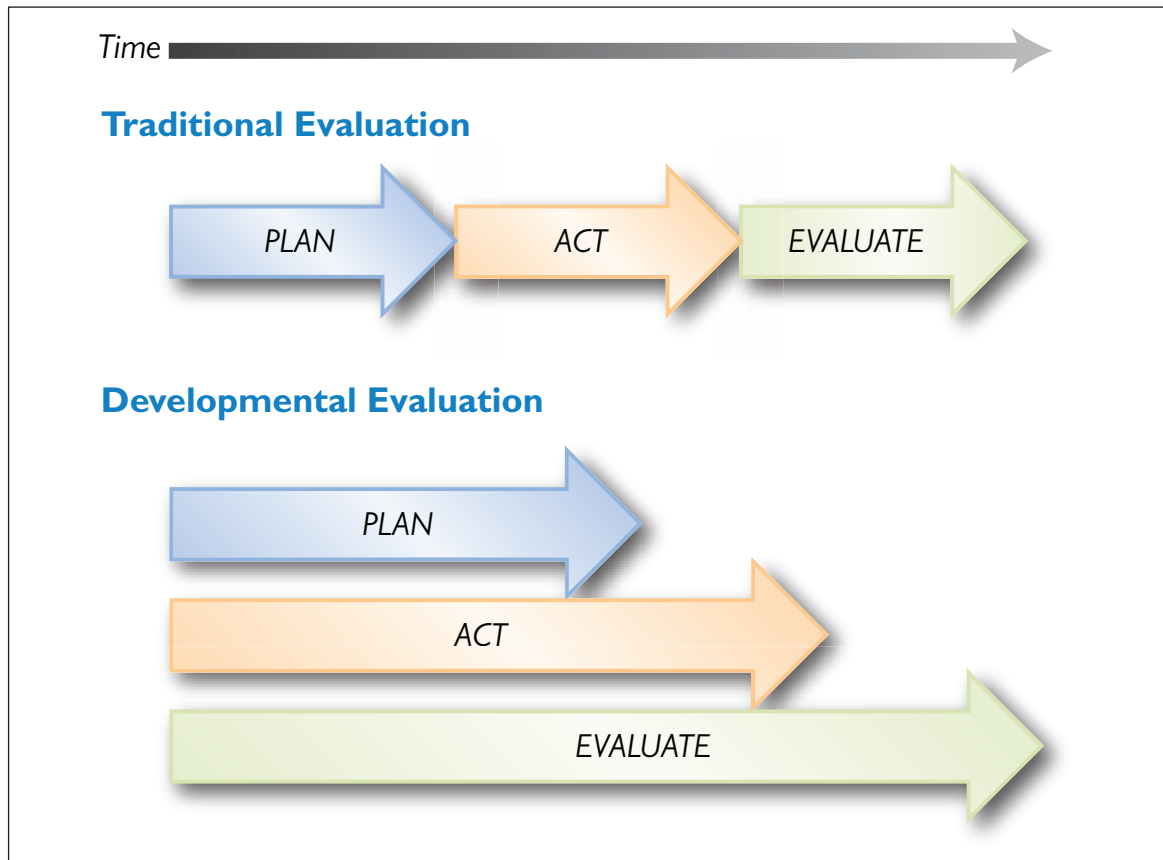
Jamie Gamble explains the theory and approach to developmental evaluation in *A Developmental Evaluation Primer* published by The J.W. McConnell Family Foundation and can be found on their website. It is worth reviewing these concepts in order to understand how evaluation and measures are developed by these approaches. Developmental Evaluation and Theory of Change are an emerging part of modern evaluative frameworks used by many of the approaches included in this paper.

<sup>1</sup> For more information on Theory of Change, its origins and ideology please see the website: <http://www.theoryofchange.org>

<sup>2</sup> For more information see the document: Jamie Gamble, *A Developmental Evaluation Primer*. <http://www.mcconnellfoundation.ca/utilisateur/documents/EN/Initiatives/Sustaining%20Social%20Innovation/A%20Developmental%20Evaluation%20Primer%20-%20EN.pdf>



## Traditional versus Developmental Evaluation Approaches



*(adapted from Gamble, A Developmental Evaluation Primer, p. 30)*

The implications for measurement in development evaluation are significant. The process of identifying what measures are required, gathering and analyzing data on them and making decisions is highly adaptive. In developmental evaluation, the emphasis is often on rapid feedback, 'good enough' level of proof, and the refinement, addition and dropping of measures. Developmental Evaluation also puts emphasis on casting a wide net in search of outcomes; seeking unintended outcomes as well as intended ones. Global measures of community wellbeing include those facets of life which have been identified as important to a quality, happy and full life.

## For Further Reading

This paper provides ten different approaches for measuring more vibrant communities. Each approach contains the following information.

- **Summary** – Provides some of the essence of the approach and explains why the approach is included in this document
- **Background** – Includes the history of the approach, its current application and information about the organization and partners if applicable
- **Details** – Explains further what and how the approach measures progress for poverty reduction
- **For Further Reading** – Provides a resource list of web links and print resources to find more details and examples about the approaches we have outlined



# Summaries: Approaches to Measuring More Vibrant Communities

## Vibrant Communities Canada

### Summary

Vibrant Communities are comprehensive, place-based community initiatives focused on poverty reduction that employ a Framework or Theory of Change approach. Each framework for change details economic, social and systems change initiatives meant to reduce poverty in the specific community or neighbourhood. The Vibrant Communities model focuses on poverty reduction, cross-sector community engagement, leveraging the assets of the community around poverty reduction, an active action and learning process and on-going evaluation. Vibrant Communities measures increased community wellbeing through a variety of indicators including the number of individuals or households impacted and the number of partners engaged in the work.

### Background

Vibrant Communities began in 2002 as a community-driven initiative for reducing poverty in Canada. Its national sponsors are The J.W. McConnell Family Foundation, Caledon Institute of Social Policy and Tamarack – An Institute for Community Engagement. There are currently twelve trail builder communities across Canada engaged in collaborative, place-based initiatives that are implementing multi-year programs and strategies to reduce poverty.

### Details

Vibrant Communities is an approach to measuring community wellbeing which focuses on creating pathways out of poverty through community engagement, with an emphasis on multi-sector collaboration including low-income individuals.

“Vibrant Communities is a community-driven effort to reduce poverty in Canada by creating partnerships that make use of our most valuable assets – people, organizations, businesses and governments.”

*(Vibrant Communities Website)*

Vibrant Communities measure progress by establishing targets for numbers of individuals and households impacted within a set period of time. Progress results are gathered annually and reflect the number of individuals/households who have increased assets as a result of Vibrant Communities initiatives. Measures are reported on the following asset categories.

- Personal Assets
- Physical Assets including emergency supports, food, housing, transportation and dependent care

- Social Assets including civic participation and networks
- Human Assets including health, life skills, financial literacy, education and employment
- Financial Assets including employment income, non-employment income, savings and debt and cost reduction

### Example: Trail Builder Communities

Each Vibrant Communities Trail Builder initiative is developed by a community collaborative planning table. Each community is also encouraged to develop its own indicators for measuring poverty which are relevant to the community context. Vibrant Communities Canada has also identified a number of cross-community or proxy indicators. Since each community approach is unique, Trail Builder communities report on a variety of indicators including changes in income, education and training, housing, financial assets or new/improved employment for individuals and households, as well as reporting on the individuals and organizations engaged in the initiative.

In the framework for change document, each Trail Builder community commits to measurable targets which are expected during the life of the projects. A target is set for the number of individuals or households the Trail Builder community will impact over a set period of time. Key measures in evaluation look at the number of households and individuals impacted as well as the number of people accessing programs, the number of community partners engaged in the process and policy and systems change impacts.

Vibrant Communities Trail Builders use *Developmental Evaluation* which requires a program to determine goals but be flexible about outcomes. Developmental evaluation includes both statistical data and captures community change stories as the project unfolds. This is different from traditional evaluation which identifies fixed goals to measure progress and fixed methods for evaluation. Developmental Evaluation requires continuous evaluation, reflection and learning throughout the project.

The Learning and Evaluation Process involves:

1. Developing a community relevant Theory of Change which also includes a definition of the specific approach for poverty and poverty reduction
2. Capturing results of the strategies and understanding the challenge being addressed, the strategy to be used and the anticipated results/achieved results
3. Producing regular reports to summarize the work being done and the results achieved
4. Sharing information among other Vibrant Communities initiatives or other interested groups



Trail Builder groups submit bi-annual reports to the sponsors of Vibrant Communities. The impact of Vibrant Communities is also measured by:

- Depth of Impact
- Systems Change – New community resources or structures, new or adjusted policies or improved delivery of existing government programs and new working relationships in the community
- Community Capacity – Community stories and reflections are part of the evaluation

### **For Further Reading:**

*Learning and Evaluation for Trail Builder Initiatives in Vibrant Communities*. February 2005  
<http://tamarackcommunity.ca/downloads/vc/TBpackage.pdf>

This resource describes the three streams that Vibrant Communities are using for evaluation: Community Approach, Strategies and Projects and Reporting and Dissemination. Also included is information about Theory of Change and Developmental Evaluation.

Vibrant Communities – Evaluation and Learning <http://tamarackcommunity.ca/g2s34.html>

The Vibrant Communities website includes Trail Builders Community updates.

Born, Paul (ed.). *Creating Vibrant Communities: How Individuals and Organizations from Diverse Sectors of Society are Coming Together to Reduce Poverty in Canada*. Toronto: BPS Books. 2008

This book thoroughly describes the Vibrant Communities approach to poverty reduction, the evaluation framework, as well as providing case examples from communities across Canada.

Sherri Torjman, *Reclaiming Our Humanity*. Caledon Institute of Social Policy. Ottawa. 2001  
<http://www.caledoninst.org/Publications/PDF/553820045.pdf>

This article by Sherri Torjman describes the origin of the name *Vibrant Communities*. Torjman identified Vibrant Communities as those without poverty, which ensured support, inclusion and learning of its members. She also described social capital as an essential ingredient to enabling communities to make things happen collectively.

## Healthy Communities/Healthy Cities

### Summary

The Healthy Communities approach considers the wellbeing and health of communities using a holistic lens. The approach does not have specific metrics for measuring community change, but rather individual initiatives must identify measures relevant to that community.

### Background

Internationally, the Healthy Cities and Communities movement began in 1986 as a result of a meeting convened by the World Health Organization (WHO). There are now many initiatives worldwide. The Ontario Healthy Communities Coalition began in 1992.

### Details

The Healthy Communities approach focuses on capacity building to build stronger, more resilient communities. The approach uses a *determinants of health* and *capacity-building* framework.

There is no general evaluation framework for Healthy Communities. However, the work of Robert Pampalon and others suggests the development of a Healthy Communities Index for measuring wellbeing of communities. Examples of suggested measurement categories are:

- Livelihood security
- Safety and freedom from crime
- Environmental quality
- Educational attainment
- Risk behaviours and prevention (health)
- Social supports

These categories are chosen, in part, because data that is both credible and regularly collected is already available through Statistics Canada and other sources.

### For Further Reading

BC Healthy Communities <http://www.bchealthycommunities.ca/content/home.asp>

The BC Healthy Communities website provides an overview of what they do, their history and background information about the Healthy Communities Movement.

Ontario Healthy Communities Coalition <http://www.ohcc-ccso.ca/>

The Ontario Healthy Communities Coalition works with the diverse communities of Ontario to strengthen their social, environmental and economic wellbeing. The website contains resources, research publications and webinars for learning about Healthy Communities.





Robert Pampalon et al., *Developing a Healthy Communities Index: A Collection of Papers*. February 2005  
[http://secure.cihi.ca/cihiweb/products/Developing\\_a\\_Health\\_Communities\\_Index\\_e.pdf](http://secure.cihi.ca/cihiweb/products/Developing_a_Health_Communities_Index_e.pdf)

This collection of papers was written by a variety of authors, including Robert Pampalon, Daniel Friedman, Chris Lalonde, Elizabeth Beader, William Boyce, Ronald Colman, Clyde Hertzman and John Burrett. It was commissioned by the Canadian Population Health Initiative (CPHI), part of the Canadian Institute for Health Information (CIHI). The papers are original, opinion-oriented think-pieces, written to help broaden the use of health-related indicators beyond health services, individual health status and economic markers.

*Twenty Steps for Developing a Healthy Cities Project*, 3<sup>rd</sup> ed. WHO, 1997  
<http://www.euro.who.int/document/e56270.pdf>

This resource outlines the characteristics of a healthy city and provides background information on the movement. The Twenty Steps to Developing a Healthy City project presents a detailed process to mobilize your own city project. Also included is a set of six results areas for the Healthy Cities project including cross sector action, healthy public policy, community participation, health awareness, innovation and strategic planning.

## Community Indicators Victoria, Australia

### Summary

Community Indicators Victoria measures the wellbeing of the communities and regions in the state of Victoria, Australia. Community Indicators Victoria (CIV) collects data from an identified set of indicators and aggregates the data to the community and regional levels. The data is then compared against the outcomes of all Victoria communities. This work is a strong example of indicator-driven measures.

### Background

Community Indicators Victoria (CIV) partners with The McCaughey Centre, the University of Melbourne, Vichealth, RMIT University, Australian Bureau of Statistics, The City of Victoria, Victorian Local Governance Association and the Municipal Association of Victoria. CIV is an international example of a region that is using a broad selection of indicators to measure wellbeing.

### Details

Community Indicators Victoria uses 22 domains under five categories to measure wellbeing.

### CIV Domains

Healthy Safe and Inclusive Communities	Dynamic Resilient Local Economies
Personal health and Wellbeing	Economic Activity
Community Connectedness	Employment
Early Childhood	Income and Wealth
Personal and Community Safety	Skills
Lifelong Learning	Work-life Balance
Sustainable Built and Natural Environments	Culturally Rich and Vibrant Communities
Open Space	Arts and Cultural Activities
Housing	Leisure and Recreation
Transport Accessibility	Cultural Diversity
Sustainable Energy Use	Democratic and Engaged Communities
Biodiversity	Citizen Engagement
Air Quality	
Water	
Waste Management	

Within each domain, data is collected on indicators. Indicator measures are aggregated to the community or regional level and are publicly reported through the Community Indicators Victoria website. Reporting on citizen engagement can increase involvement in community decision-making processes. Community Indicators Victoria wants to establish a sustainable Victorian approach to the development and use of local community wellbeing indicators, to improve citizen engagement, community planning and policy making. The following table provides examples of measures used by CIV. Because each domain uses a number of indicators, not all are listed.



## Indicator Examples

What is measured	How data collected
Self-assessed health <i>DHS Victorian Population Health Survey</i>	<i>DHS Victorian Population Health Survey (VPHS)</i> : annual, state health region
Road accident death and injuries (per 100,000 residents)	Victoria Police Transport Accident Commission
Employment Rate	ABS Labour Force Surveys Census, five-yearly by collection district. 2006
Percentage of people who in the last 12 months had "Participation in Citizen Engagement" including having: <ul style="list-style-type: none"> <li>a. Attended a town meeting, public hearing or public affairs discussion group</li> <li>b. Met with, called or sent a letter to any local politician</li> <li>c. Joined a protest or demonstration</li> <li>d. Signed a petition</li> </ul>	Community Indicators Victoria Survey
Kilometres of dedicated walking and cycling trails	Local council records Bicycle Victoria maps VicRoads maps Parks Victoria Metropolitan Trail Network
Percentage of population who believe Multiculturalism strengthens their community	Community Indicators Victoria Survey
Percentage of people who are members of a local community organisation or decision-making body	Victorian Department of Planning and Community Development (DPCD) Telephone Survey

CIV has created a comprehensive and detailed report about the measures used. They have not reached the stage of measuring the impact on communities. Currently, there has been an emphasis on gathering and reporting the data for informed, engaged and integrated community planning and policy making.

## For Further Reading

*Measuring Wellbeing, Engaging Communities, Developing a Community Indicators Framework for Victoria: the Final report of the Victorian Community Indicators Project, (VCIP)*. July 2006  
[http://www.communityindicators.net.au/system/files/20060817\\_VCIP\\_Final\\_Report\\_0.pdf](http://www.communityindicators.net.au/system/files/20060817_VCIP_Final_Report_0.pdf)

This report explains the development of the framework for measuring community indicators and the development of the Community Indicators Victoria.

Community Indicators Victoria Website <http://www.communityindicators.net.au>

The CIV website provides data and reports on the indicators for each area within Victoria. Background information about indicators and how they were developed as well as indicator maps showing how each region is doing is available through this website.

## Social Determinants of Health, World Health Organization

### Summary

Social Determinants of Health measure health inequalities through social indicators, including poverty, hunger, social inclusion and access to clean water. Although the ideology is particularly relevant to developing countries, all countries can use the Social Determinants of Health to measure lower health outcomes in individuals living in poverty. Social Determinants of Health measures ways that poverty and social exclusion impact health outcomes through a set of indicators. This approach has influenced a variety of wellbeing and poverty projects worldwide.

### Background

The World Health Organization (WHO) developed the framework for Social Determinants of Health to Reduce Health Inequalities and subsequently designated a Commission on Social Determinants of Health (CSDH) in 2005. There are a variety of Canadian examples including the Vancouver Island Health Authority report on island resident's health in 2006. Health Canada has made a commitment to research around Social Determinants of Health.

### Details

Social Determinants of Health is a WHO initiative to promote understanding and improving human health inequalities as they relate to other inequalities, such as poverty. Social and economic disadvantage is linked to health inequities. A population health approach establishes indicators related to mental and social well-being, quality of life, life satisfaction, income, employment and working conditions, education and other factors which are well known to affect human health.

WHO encourages countries to design and develop measures for programs which improve population health. Specific indicators are established to monitor health status and to help understand and evaluate the effects of current interventions and programs. Health Canada and Statistics Canada have formed a joint partnership with the Canadian Consortium for Health Promotion Research to develop community health indicators.

The Measurement and Evidence Knowledge Network (MEKN) of the WHO Commission on Social Determinants of Health map out measurable indicators which affect health. Evaluation metrics can be drawn from these categories.

- Poverty
- The social and economic effects of aging
- Hunger
- The experience of gender relations
- Occupational exposure to hazards
- The experience of ethnic relations including direct experience of racism
- Occupational experience of relations at work
- Home circumstances



- The degree and ability to exert self efficacy especially through disposable income
- The accumulated deficits associated with particular life courses
- Dietary intake
- Schooling
- Habitual behaviours relating to food, alcohol, tobacco and exercise
- Marital status
- Position now and in the past in the life course
- Socioeconomic status

(MEKN, 2007)

### Example: Vancouver Island Health Authority

In 2006, the Vancouver Island Health Authority produced the report, *Understanding the Social Determinants of Health: A Discussion Paper*, which identified a number of measures for social determinants of health. In the report, initial data was collected and charted, highlighting the positive health outcomes for poorer segments of the population using a social determinants of health approach. Outcomes were noted by incomes, indicators and geographic locations.

### For Further Reading:

Josiane Bonnefoy, et.al., *Constructing the evidence base on the social determinants of health: A guide*. November 2007 [http://www.who.int/social\\_determinants/knowledge\\_networks/add\\_documents/mekn\\_final\\_guide\\_112007.pdf](http://www.who.int/social_determinants/knowledge_networks/add_documents/mekn_final_guide_112007.pdf)

The Measurement and Evidence Knowledge Network of the World Health Organization's Commission on Social Determinants of Health (CSDH) produced this document to guide practitioners in developing programs around social determinants. There are recommendations on how best to measure social determinants of health and develop an evidence base.

*Understanding the Social Determinants of Health: A Discussion Paper from the Office of the Chief Medical Health*. Vancouver Island Health Authority. May 2006 [http://www.crd.bc.ca/reports/regionalplanning\\_/generalreports\\_/housingaffordability\\_/buildingthehousingaf\\_/miscellaneous\\_/understandingsociald/understanding\\_social\\_determinants\\_of\\_health\\_05082006.pdf](http://www.crd.bc.ca/reports/regionalplanning_/generalreports_/housingaffordability_/buildingthehousingaf_/miscellaneous_/understandingsociald/understanding_social_determinants_of_health_05082006.pdf)

Vancouver Island Health Authority provided this report on the health of Vancouver Island using Social Determinants. The document reports on indicators identified for the island, measuring at both the regional and community levels.

Pan American Health Organization (WHO), *Global Learning Device on Social Determinants of Health and Public Policy Formulation* <http://dds-dispositivoglobal.ops.org.ar/curso/cursoeng/contexto.html>

This website contains an online course on Social Determinants of Health to reduce health inequalities. It is aimed at WHO staff to assist in government policy development, as well as the general public to increase the knowledge base on the topic.

## Quality of Life Reporting System, Federation of Canadian Municipalities

### Summary

The Federation of Canadian Municipalities (FCM) measures change across ten domains and develops reports on the wellbeing of communities participating in the Quality of Life Reporting System.

### Background

The Federation of Canadian Municipalities (FCM) designed the Quality of Life Reporting System which measures, monitors and reports on social, economic and environmental trends in Canada's largest cities and communities. Communities with a population base of 200,000 or more are included.

### Details

FCM measures change across ten domains. The analysis of trends across domains is based on the view that quality of life is influenced by a variety of factors, including the development of a vibrant local economy, the availability of affordable, appropriate housing, dependable community infrastructure, civic engagement and reliable access to clean air and drinking water.

“Led by FCM, the QOLRS measures, monitors and reports on social, economic and environmental trends in Canada’s largest cities and communities.”

(FCM website)

There have been two reports published by the FCM and several themed reports. Themed reports delve into specific issues in more detail, for example the 2009 report *Immigration & Diversity in Canadian Cities & Communities*. Data used in the reports is collected from a combination of national reporting sources, such as Statistics Canada, and local reporting sources.

The following figure displays the indicators FCM has chosen to measure across each of the domains. Reports generated from this data provide analysis around specific issues on a rotating basis and do not present the entire picture for each reporting period.

### For Further Reading

Federation of Canadian Municipalities, Quality of Life Reporting System (QOLRS)  
[http://www.fcm.ca/English/view.asp?x=1115&utm\\_source=QOLRS&utm\\_medium=303redirect&utm\\_campaign=QOLRSredirect/](http://www.fcm.ca/English/view.asp?x=1115&utm_source=QOLRS&utm_medium=303redirect&utm_campaign=QOLRSredirect/)

The Federation of Canadian Municipalities has provided this system mainly for municipalities to use in tracking the wellbeing of their communities. This website contains links to all published reports.



## FCM QOLRS Indicators

Demographic & Background Information (DBI)	Affordable, Appropriate Housing (AAH)	Civic Engagement (CE)	Community and Social Infrastructure (CSI)	Education (ED)	Employment (EM)	Local Economy (LE)	Natural Environment (NE)	Personal & Community Health (PCH)	Personal Financial Security (PFS)	Personal Safety (PS)
DBI1 Population Growth	AAH1 30%+ Income on Shelter	CE1 Voter Turnout	CSI1 Social Housing Waiting Lists	ED1 Education Levels	EM1 Unemployment/ Employment Rates	LE1 Business Bankruptcies	NE1 Air Quality	PCH1 Low Birth Weight Babies	PFS1 Community Affordability	PS1 Young Offenders
DBI2 Household & Family Composition	AAH2 50%+ Income on Shelter	CE2 Women in Municipal Government	CSI2 Rent-Geared-to-Income Housing	ED2 Literacy Levels	EM2 Quality of Employment	LE2 Consumer Bankruptcies	NE2 Urban Transportation	PCH2 Teen Births	PFS2 Families Receiving EI/ Social Assistance	PS2 Violent Crimes
DBI3 Average Income	AAH3 Core Housing Need	CE3 Newspaper Circulation	CSI3 Social Assistance Allowance	ED3 Adult Learning	EM3 Long Term Unemployment	LE3 Hourly Wages	NE3 Population Density	PCH3 Premature Mortality	PFS3 Economic Dependency Ratio	PS3 Property Crimes
DBI4 Renters & Owners	AAH4 Substandard Units	CE4 Volunteering	CSI4 Subsidized Child Care Spaces	ED4 Education Expenditures	EM4 Labour Force Replacement	LE4 Change in Family Income	NE4 Water Consumption	PCH4 Work Hours Lost	PFS4 Lone Parent Families	PS4 Injuries and Poisonings
DBI5 Population Mobility	AAH5 Changing Face of Homelessness	CE5 Charitable Donations	CSI5 Public Transit Costs	ED5 Classroom Size		LE5 Building Permits	NE5 Wastewater Treatment	PCH5 Suicides	PFS5 Incidence of Low Income Families	
DBI6 Foreign Born	AAH6 Vacancy Rates		CSI6 Social Service Professionals	ED6 Student / Teacher Ratio			NE6 Solid Waste	PCH6 Infant Mortality	PFS6 Children Living in Poverty	
DBI7 New Immigrant Groups	AAH7 Rental Housing Starts		CSI7 Private Health Care Expenditures	ED7 Post-Secondary Tuition			NE7 Ecological Footprint		PFS7 Income Gap	
DBI8 Language Spoken at Home	AAH8 Monthly Rent			ED8 Spending on Private Education			NE8 Recreational Water Quality			
DBI9 Visible Minorities										
DBI10 Aboriginal Population										

(QOLRS Indicator Table)

### Example 2: Winnipeg, Community Driven Indicators of Wellbeing

#### Summary

The City of Winnipeg, Manitoba has developed a community-based approach to identifying and measuring wellbeing indicators, which also includes and considers the social determinants of health.

## Background

The Quality of Life indicators project was initiated and led by the Quality of Life Research Unit at the University of Toronto. This unit has been developing conceptual models and instruments for research, evaluation and assessment since 1991. This project was developed in response to a lack of neighbourhood level statistics on wellbeing. In Winnipeg, project partners included SEED, Winnipeg Inc., and the Manitoba Centre for Health Policy.

## Details

Data for the Winnipeg Quality of Life project was gathered through the Winnipeg Quality of Life Survey and was specifically developed for this project.

“At this time, there are numerous organizations and individuals working in Winnipeg’s inner city on projects to enhance individual quality of life, but there is no adequate way in which to document and measure the changes that occur within neighbourhoods.”

(Winnipeg Quality of Life Project Final Report)

Examples of Winnipeg Indicators:

- Self-Reported Health
- Neighbourhood comfort
- Condition of Parks
- Adults in Neighbourhood for Children to Look-up To
- Comfort Walking at Night
- Adults in Neighbourhood to Watch Out for Children’s Safety
- Comfort at Neighbourhood Event
- Asking for Help During a Crisis
- Safety from Crime
- Housing Conditions
- Availability of Childcare
- Availability of Schools
- Recreation Programs by Cluster for 2001
- Library Hours per Week and Education by Cluster
- Library Attendance in Past Year

## For further Reading

City of Winnipeg Quality of Life Indicators, *Community Quality of Life Indicators: Best Cases*. Hardi. 2006 <http://www.springerlink.com.proxy.lib.uwaterloo.ca/content/v67472/>

This electronic book can be accessed free through a university library subscription or downloaded for a fee through <http://www.springerlink.com/content/h748v0u3j6527464/>. The book contains best practice community examples using Quality of Life Indicators as well as research for developing a community assessment and indicator approach. Some community examples, mostly from the US, are: Jacksonville, Santa Monica, Seattle, Buffalo and Sacramento County and Florence (Italy). This particular chapter of the e-book explains the process used to identify the City of Winnipeg Quality of Life Indicators. This is a helpful resource to learn more about developing indicators.





*Winnipeg Quality of Life Project: Final Report.* March 2005

<http://www.seedwinnipeg.ca/documents/Doc1TitlePageplus.pdf>

This report includes the results of measuring Quality of Life indicators. This resource is a summary only. A full report from 2004 is available but uses a different set of indicators.

You may access this older report from:

<http://www.seedwinnipeg.ca/documents/FinalCompleteReport.pdf>

*Local Quality of Life Indicators, Supporting Local Communities to Become Sustainable: a guide to local monitoring to complement the indicators in the UK Government Sustainable Development Strategy.*

August 2005 [http://www.audit-commission.gov.uk/nationalstudies/firerescue/Pages/](http://www.audit-commission.gov.uk/nationalstudies/firerescue/Pages/localqualityoflifeindicators_copy.aspx)

[localqualityoflifeindicators\\_copy.aspx](http://www.audit-commission.gov.uk/nationalstudies/firerescue/Pages/localqualityoflifeindicators_copy.aspx)

This website of the Audit Commission in the UK, an independent body which ensures responsible spending by government in the UK, contains links to the report named above and an accompanying document list of quality of life indicators. This document supports, explains and evaluates the indicators as they relate to the UK Government Sustainable Development Strategy.

*Quality of Life '08 in Twelve of New Zealand's Cities* <http://www.bigcities.govt.nz/>

Another example of a Quality of Life project which was developed to address the growing pressures on urban communities, concern about the impacts of urbanisation and the effects of this on the well being of residents.

## Vital Signs<sup>®</sup>, Community Foundations of Canada

### Summary

Vital Signs<sup>®</sup> is a Canadian approach that looks at the wellbeing of communities based on data from indicators across ten domains or areas. Data is collected from primary (local) and secondary sources and compiled into yearly reports. These reports are made available on the participating community's website and summary reports are often published through a local newspaper.

### Background

Vital Signs<sup>®</sup> was originally developed by the Toronto Community Foundation. It expanded to eleven communities in 2007 and sixteen communities developed and published Vital Signs reports in 2009.

“Vital Signs<sup>®</sup> is an annual community check-up conducted by community foundations across Canada that measures the vitality of our cities, identifies significant trends, and assigns grades in at least ten areas critical to quality of life.”

*(About Vital Signs<sup>®</sup> website)*

Vital Signs<sup>®</sup> is coordinated by Community Foundations of Canada. It is supported by The J. W. McConnell Family Foundation. In 2008, the first international initiative of Vital Signs<sup>®</sup> (called Sinais Vitais) by the Instituto Comunitário Grande Florianópolis in Brazil was launched.

### Details

Vital Signs<sup>®</sup> communities choose community relevant indicators to measure wellbeing and combine these with a set of core indicators within ten areas. These core indicators are:

- The Gap between Rich and Poor
- Health
- Housing
- Arts and Culture
- Work
- Safety
- Learning
- Getting Started
- Environment
- Belonging and Leadership

Community relevance reflect local conditions and may include: Getting Around, Families, Sustainable City, Valuing Diversity, Changing Demographics, Economy, Innovation, and Aboriginal Community Life.



The specific indicators which monitor progress are chosen by the communities on a rotating basis. For example, in 2007 the indicator used to describe housing conditions was the ratio of average residential prices to median family income. In 2008, the housing indicator focused on the rental vacancy rate of a 2-bedroom unit.

The core data used in reports includes secondary research such as Statistics Canada data. Communities add additional supplementary data from local sources, including telephone surveys or local government agency reports. Community volunteers act as a reference group to provide report card grades which track positive shifts or identify community gaps or challenges.

## For Further Reading

Vital Signs®, Community Foundation of Canada

<http://www.vitalsignscanada.ca/about-vital-signs-e.html>

This is the main Vital Signs® website which contains the national reports and also includes previous years' reports. There are links to all the individual community reports and background information about Vital Signs®.

*Toronto's Vital Signs®, Expanded Report 2008.* Toronto Community Foundation

<http://www.tcf.ca/Portals/0/docs/Toronto%27sVitalSigns2008.V6A.TCFWeb%284%29.pdf>

This is a detailed Vital Signs® report that uses a broad set of indicators. It provides a useful example of Vital Signs® as it the largest community report and therefore particularly comprehensive. Toronto has including one domain, *Getting Around*, that is not part of the core areas. This domain looks at transportation issues; specifically, issues around traffic related to commuting.

## **Measuring First Nations Wellbeing – Indian and Northern Affairs Canada**

### **Summary**

The Measuring First Nations Wellbeing project assesses wellbeing in First Nations communities relative to other Canadian communities and tracks these results over time. The Measuring First Nations Wellbeing project Community Wellbeing Index (CWI) is composed of four primary indicators: education, labour force activity, income, and housing conditions.

### **Background**

The Community Wellbeing Index is a modification of the United Nations' Human Development Index and was developed by Indian and Northern Affairs Canada to compare the average level of wellbeing of Registered Indians to other Canadians. The HDI is a composite index used by the UN Development Program to measure and compare the quality of life in 170 countries.

### **Details**

The Community Wellbeing Index contains four primary indicator domains:

- Education is measured by literacy standards (at least a Grade 9 education) and the attainment of at least a high school diploma
- Labour force activity is measured by labour force participation (labour force participants divided by the total population) and employment among labour force participants (employed persons divided by labour force participants)
- Income is defined as average total income (total income divided by total population)
- Housing conditions are measured by housing quality (if major repairs are needed), and housing quantity (if the home is crowded, containing more than one person per room)

Indicators were limited to these four areas because of limitations of source data for First Nations Communities. This data is provided by Statistics Canada. Indian and Northern Affairs Canada recognize that it would be useful to expand the four indicators areas if additional data were available.



## For Further Reading

*Measuring Aboriginal Wellbeing: The Human Development Index (HDI) and the Community Wellbeing Index (CWB)* <http://www.ainc-inac.gc.ca/ai/rs/pubs/rsh3-eng.asp>

This Indian and Northern Affairs Canada website provides background resources for measuring First Nations Wellbeing. From this site, articles detailing the measures, wellbeing maps of First Nations communities, and other research on First Nations wellbeing are accessible.

Jerry P. White and Paul S. Maxim, *Community Wellbeing: A Comparable Communities Analysis*. February 2007 <http://www.ainc-inac.gc.ca/ai/rs/pubs/re/cca/cca-eng.asp#chp2>

This is a report of the Community Wellbeing project of Indian and Northern Affairs Canada. This document details the methodology used in developing the CWB and the wellbeing analysis of the included communities.

Mindy McHardy and Erin O'Sullivan, *First Nations Community Wellbeing in Canada: Strategic Research and Analysis*. Directorate Indian and Northern Affairs Canada. October 2004 <http://dsp-psd.pwgsc.gc.ca/Collection/R2-344-2001E.pdf>

This web resource provides an example of an analysis of First Nations wellbeing. It provides maps and tables which report on the state of First Nations communities (over a certain size) in relation to one another and the non-First Nations communities.

## **Sustainable Community Indicators Program (SCIP), Environment Canada**

### **Summary**

Sustainable Community Indicators Program (SCIP) uses a holistic approach to measuring well-being which considers the long-term health of the community. This approach recognizes that a one-size-fits-all method will not ensure sustainability when identifying indicators and therefore requires the individual community to identify their own community-relevant indicators.

### **Background**

Environment Canada and Canada Mortgage and Housing Corporation conceived SCIP as a response to cities, non-government organizations and others who were calling for the Canadian government to provide guidelines to help communities develop and use sustainable development indicators. A partnership was formed with the Federation of Canadian Municipalities.

### **Details**

“SCIP is an internet-based reference guide to help communities and organizations develop indicators of sustainability and establish a sustainability indicators program.”

*(SCIP website)*

SCIP does not propose indicators, but has developed tools which assist communities and/or individual initiatives create their own set of indicators. Indicator development is intended to be a collaborative effort involving a range of community members and stakeholders.

### **Example: Winnipeg First Nations Community**

The International Institute for Sustainable Development (IISD) conducted a joint project with the Assembly of Manitoba Chiefs (AMC) to measure the wellbeing of the Winnipeg First Nations community. The following table details the sustainability indicators identified during community consultation.



## Winnipeg First Nations Indicators

Category	Domain	Example Indicators
Environment	Security	Number of First Nations police officers
	Housing	Number of First Nations people who lack affordable housing/are homeless
Category	Domain	Example Indicators
Economic	Governance	Number of programs teaching First Nations governance
	Employment	Number of First Nations people considered working poor
Social	Health	Number of First Nations people with chronic health conditions
	Education	Number of First Nations teachers
Culture	Culture Identity	Number of schools with First Nations curriculum
	Community Services	Number of community service organizations serving First Nations people

(*Developing Sustainability*, p. 14)

## For Further Reading

Sustainable Community Indicators Program, Environment Canada

<http://www.ec.gc.ca/soer-ree/English/scip/default.cfm>

The SCIP program was created by Environment Canada and Canada Mortgage and Housing Corporation to help communities identify and develop sustainable development indicators. This website includes guidelines for developing indicators. There is a step by step guide with tools including models, checklists, and templates.

Canadian Sustainability Indicators Network <http://www.csin-rcid.ca>

This website is a network of resources across Canada. CSIN aims to accelerate progress toward sustainable development by furthering sustainability indicator best practices in Canada. This website provides links to resources and best practice examples worldwide.

*Developing a Sustainability Indicators System to Measure the Wellbeing of Winnipeg's First Nations Community*. July 2008 [http://www.iisd.org/pdf/2008/amc\\_dev\\_indicators\\_wpg.pdf](http://www.iisd.org/pdf/2008/amc_dev_indicators_wpg.pdf)

International Institute for Sustainable Development (IISD) has been working on a joint project with the Assembly of Manitoba Chiefs (AMC) to measure the wellbeing of Winnipeg First Nations community. This report contains information about how the indicators were developed and the process of public consultation and collaboration.

## Neighbourhood Vitality Index

### Summary

Neighbourhood Vitality Index measures the overall health and wellbeing of a community, including community engagement indicators. The index consists of a number assigned to each indicator identified by each initiative during project development. The index can be used to track changes over the long term. This approach is a good example of neighbourhood level measures.

### Background

Neighbourhood Vitality Index was developed in a report by Sean Meagher called *A Neighbourhood Vitality Index: an Approach to Measuring Neighbourhood Wellbeing*. It was prepared for the United Way of Greater Toronto for use in City of Toronto neighbourhoods. The Strong Neighbourhoods Task Force, a project of the City of Toronto and the United Way of Greater Toronto with support of the provincial and federal governments, also measures neighbourhood vitality.

### Details

The Neighbourhood Vitality Index framework is based on approaches developed by the National Neighbourhood Indicators Partnership (NNIP) and the document, *Building and Operating Neighborhood Indicator Systems: A Guidebook*.

Examples of Neighbourhood Vitality measures of wellbeing:

- Income
- Mobility
- Access to Employment
- Neighbourhood Conditions
- Access to Community Facilities
- Family Composition
- Employment
- Distribution of Employment
- Access to Employment
- Connection to Community Services
- Participation in Community Structures
- Housing
- Business Activity
- Business Connection
- Educational Attainment
- Demographic Cohesion
- Safety
- Access to Capital
- Business Climate
- Access to Public Amenities
- Skills Development
- Presence of Community Facilities
- Collective Efficacy





**...our vitality index requires 5 elements**

1. A neighbourhood definition to address boundary issues
2. A definition of neighbourhood vitality and a corresponding theory of change
3. Sources of secondary data
4. Tool for acquiring primary data
5. Processes for assessing and interpreting data in the context of neighbourhood input

(Meagher, p. 9)

Primary data is acquired through questionnaires and surveys. Special attention is paid to ensure that the data is robust and cost effective.

## For Further Reading

Sean Meagher, *A Neighbourhood Vitality Index: An Approach to Measuring Neighbourhood Wellbeing*. An Action for Neighbourhood Change Report for the United Way of Greater Toronto. 2006  
<http://www.publicinterest.ca/sites/default/files/T&R%20Vitality%20Index.pdf>

This foundational document explains the Neighbourhood Vitality Index approach, details about its full set of indicators, and also includes two sample surveys.

Geoffrey Dobilas and Fraser Battye, *Measuring Neighbourhood Vitality, Final Report*. GHK International (Canada) Ltd. January 2005  
[http://www.urbancentre.utoronto.ca/pdfs/curp/SNTF\\_Neigh-Vitality\\_RP3.pdf](http://www.urbancentre.utoronto.ca/pdfs/curp/SNTF_Neigh-Vitality_RP3.pdf)

This report was developed for the Strong Neighbourhoods Task Force to develop a Neighbourhood Vitality Tool for Toronto neighbourhoods. The document details the framework for using neighbourhood vitality measures and the neighbourhood vitality indicators, which have been developed for 140 Toronto neighbourhoods. It explores what other jurisdictions have done with respect to neighbourhood indicators and also reports on the results measured in Toronto neighbourhoods.

G. Thomas Kingsley (ed.), *Building and Operating Neighborhood Indicator Systems: A Guidebook*. National Neighborhood Indicators Partnership. March 1999  
<http://www2.urban.org/nnip/pdf/guidebk.pdf>

This source document provides the framework for developing neighbourhood indicators used in the index. It is a useful resource that helps explain the theory behind the indicators and how to go about developing indicators that are relevant to each neighbourhood.

## Canadian Index of Wellbeing

### Summary

The Institute of Wellbeing has identified several indicators for measuring wellbeing in Canada which are tracked and reported. The Institute for Wellbeing is a reporting agency and not linked to specific programs or communities. This approach is included because it is both new and offers a Canadian approach to analyzing a variety of domains of wellbeing.

### Background

The Canadian Index of Wellbeing was launched in June 2009 developed by the Institute of Wellbeing. The Atkinson Charitable Foundation began the early work to developing an index in 1999 and continues to support the project. The Canadian Research Advisory Group was established in 2004 to assist in the development of the Canadian Index of Wellbeing.

### Details

The Institute of Wellbeing intends to track wellbeing indicators, document trends over time and report its findings to the public.

“The CIW will track Canada’s progress and provide a set of indicators in eight interconnected categories that will enable us to see whether we are better or worse off than we used to be, whether we will leave the world a better or worse place for the generations that follow, and what we need to change to achieve a better outcome.”

*(The Institute of Wellbeing website, About the Institute)*

The Canadian Index of Wellbeing is not a community improvement strategy, rather it is intended to be a source of information to Canadians and communities about wellbeing in general. Although much of the data is collected from community level indicators, this data is aggregated to the national level. The areas considered are:

- Arts, Culture and Recreation
- Civic Engagement
- Community vitality
- Education
- Environment
- Healthy Populations
- Living Standards
- Time Use



These categories are considered interconnected and still in development. At the time of this paper, Community Vitality, Healthy Populations and Living Standards Reports are available, while the other categories are still under development. Under each category and domain are a set of indicators which are measured. The following table provides a snapshot of some of these indicators.

### Example: CIW Indicators

Community Vitality	Healthy Populations	Living Standards
Participation in group activities	Self-rated health	After tax median income
Volunteering	Health-adjusted life expectancy	Income distribution
Number of close relatives	Rate of diabetes	Incidence of low income
Caring for others	Depression	Wealth Distribution
Rate of property crime	Life expectancy at birth	CSLC Economic Security Index
Rate of violent crime	Infant mortality	Long-term unemployment
Feeling of safety walking alone after dark	Smoking	Employment Rate
Belief that others can be trusted	Patient satisfaction with health services	CIBC Employment Quality Index
Experienced discrimination	Population with regular family doctor	Housing suitability and affordability
Providing assistance to others	Influenza immunization among age 65+	
Sense of belonging to local community		

Indicator data is obtained from Statistics Canada reports and other database sources.

### For Further Reading:

Katherine Scott. *Community Vitality: A Report of the Institute of Wellbeing*. June 2009

[http://ciw.ca/Libraries/Documents/CommunityVitality\\_DomainReport.sflb.ashx](http://ciw.ca/Libraries/Documents/CommunityVitality_DomainReport.sflb.ashx)

This report about the Community Vitality Domain of the Index of Wellbeing provides an overview of the methodology. It also explains trends and how the indicators were selected.

Andrew Starpe and Jean-Francois Arsenault, *Living Standards: A Report of the Institute of Wellbeing*.

June 2009 [http://ciw.ca/Libraries/Documents/LivingStandards\\_DomainReport.sflb.ashx](http://ciw.ca/Libraries/Documents/LivingStandards_DomainReport.sflb.ashx)

This report looks at income and wealth distribution. It provides an overview of the methodology and explains trends in income and wealth.

Ronald Labonte, Nazeem Muhajarine, Brandace Winquist and Jacqueline Quail, *Healthy Populations: A Report of the Institute of Wellbeing*. June 2009

[http://ciw.ca/Libraries/Documents/HealthyPopulation\\_DomainReport.sflb.ashx](http://ciw.ca/Libraries/Documents/HealthyPopulation_DomainReport.sflb.ashx)

Health is considered a component of wellbeing and this report looks at six areas, including Aboriginal Health. The report provides an overview of the methodology and explains the trends in health.

The Canadian Index of Wellbeing website

<http://www.ciw.ca/en/TheCanadianIndexOfWellbeing.aspx>

On the Institute of Wellbeing website, users can access a variety of documents including the history of the Institute and a report on Community Vitality. Because this website is recently developed, it will be useful to check it often for updates on new reports as they become available. This website also contains tables which accompany the individual reports.



## Conclusions

When reviewing the approaches and indicators included in this paper, all included *poverty* and/or *poverty rate* in terms of income, employment security and access to housing as important indicators of wellbeing. Poverty, as a group of indicators, was the only unifying measure across all the approaches.

Other significant, reoccurring indicators were:

- Community safety/freedom from crime
- Access to education
- Physical health
- Social support/social cohesion
- Engagement of citizens

Many of the approaches also included the following indicators:

- Health of the natural environment
- Culture, community vibrancy, diversity and access to arts and recreation
- Economic health of the community (business growth and opportunity as well as access to a variety of goods and services)

These appeared in several (approximately half or more) of the approaches reviewed. The above indicators represent a minimum standard when determining the wellbeing of a community.

Some of the approaches reviewed contained the following common themes:

- All included a variety of community indicators
- All attempted to be holistic including both the needs of individuals and the needs of the community
- Nearly all measure a wide variety of dimensions
- Nearly all use standardized indicators rather than community specific or community chosen indicators

A small number of the approaches identified and used community specific data solely.

- Most used national statistical data and in some cases augmented it with local community data
- Less than half used subjective indicators (feelings, opinions, thoughts)
- Only a few approaches link across sectors for information
- Very few focused on community change
- Only four approaches were grassroots

## Final Thoughts and Questions:

There are a number of questions which have emerged as a result of this paper. These include:

1. Why is *poverty* the only common indicator across all these approaches when measuring more vibrant communities?
2. What are the implications of poverty as an indicator for communities seeking to measure wellbeing?
3. Should more subjective measures of wellbeing be included since citizen opinion may be an important part of determining community wellbeing?
4. Why are so few groups including indicators that review:
  - Racial/ethnic relations
  - The built environment within neighbourhoods, including access to transportation, walkability, parks and neighbourhood degradation
  - Human services collaboration and capacity
5. Can consensus be developed about community wellbeing, the relevant indicators and how community wellbeing is measured?



