

If you require this information in an alternate format, please contact the Accessibility Coordinator at accessibility@northumberland.ca or 1-800-354-7050 ext. 2327



Report 2026-073

Report Title: 310 Division Street, Cobourg - Quarter 1 2026 Data Update

Committee Name: Social Services

Committee Meeting Date: May 6, 2026

Prepared by: Rebecca Snelgrove
Associate Director, Housing and Homelessness
Community and Social Services

Reviewed by: Lisa Ainsworth
Director
Corporate Services

Approved by: Dan Borowec, CAO

Council Meeting Date: May 20, 2026

Strategic Plan Priorities: Innovate for Service Excellence
 Ignite Economic Opportunity
 Foster a Thriving Community
 Propel Sustainable Growth
 Champion a Vibrant Future

Information Report

That the Social Services Committee, receive Report 2026-073 '310 Division Street, Cobourg - Quarter 1 2026 Data Update', for information; and

Further That the Committee recommend that County Council receive the report for information."

Purpose

The purpose of this report is to provide updated data to Committee / Council on 310 Division Street, Cobourg.

Background

County staff collect data from service delivery partners and contractors to support the successful delivery of sheltering services and ensure compliance with the Town of Cobourg's Emergency Care Establishment (ECE) By-law.

Data is received from Transition House and Integrity Investigative Solutions (security provider) and are received in various formats. This data is then consolidated, analyzed and cleaned by the Homelessness Data Analysis Coordinator.

The data included in this report includes emergency shelter occupancy, third party services and ECE responses until the end of March 2026.

In October 2025, Council directed that this report be shifted to a quarterly report.

Consultations

Consultations are ongoing with external sources of data.

Legislative Authority / Risk Considerations

All privacy legislation is adhered to in the collection and distribution of data.

Risk has been considered through the collection and analysis of data to identify early usage and trends at 310 Division Street and the surrounding community. Northumberland County has sought partnership with the Town of Cobourg to identify opportunities for data sharing and analysis.

This data collection also supports the County's compliance with the ECE by-law through an understanding of reported concerns and response from the County's security contractors in addressing concerns as required.

Discussion / Options

The County's Key Performance Indicator (KPI) dashboard has been updated with metrics related to 310 Division Street. As services at 310 Division Street shifted away from hub services, County Council approved a shift to quarterly as information on the KPI dashboard will be updated regularly and available to all Members of Council and the public.

The presentation format of security data included in the attached data report continues to separate data collected prior to the closure of the 24/7 hub and following the closure of the hub on July 4, 2025. This change has been made to better reflect the current call volumes since the closure of the hub space.

Further data on 310 Division Street will be captured as part of the development of the Homelessness Master Plan and will include the collection of qualitative data as previously requested by County Council.

To reduce the impact of limitations, and ensure that timely, relevant data sources are available to help inform program planning at the required level of detail, data should be collected with varying methods, across different populations and periods of time, providing converging measures that accurately represent the topic(s) at hand. County staff are continuously working towards this goal to ensure we are positioned to best meet the needs of our community.

Financial Impact

N/A

Member Municipality Impacts

N/A

Conclusion / Outcomes

It is recommended that Committee / Council receive this report for information.

Attachments

1. Report 2026-073 ATTACH 1 '310 Division Street Quarter 1 2026 Data'