



The 2019 Annual Report

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Editorial

Dear people of Nantes,

This annual report reviews the activity of the City of Nantes' services in 2019 with the aim of gauging the density of municipal activity. Of course, as this official document and its contents were being made public, a lot has happened in our city, particularly due to the COVID-19 pandemic. However, this detailed review of all the measures taken in 2019 stands as a testament to the character of the people of Nantes, who have also kept the city on its feet during the health crisis, and in particular their determination to use education and culture as a force for empowerment, with a particular focus on the most vulnerable members of society.

Accordingly, the City of Nantes' activity in 2019 has been carried out as part of a wider approach of shaping the future and inventing the City, by harnessing all transitions: ecological, social, democratic, economic, etc.. All with the aim of enabling each person to experience the city at their own pace, whatever their age, their desires, their projects or their resources.

Where our children's education is concerned, this entails first and foremost continuing with the master plan for schools, in order to accommodate more pupils in environmentally responsible buildings and encourage their development by optimising the spaces for each stage of their school life. In 2019, this schools development plan led to the launch of work on the new schools at Champ-de-Manœuvre and Mellinet. Similarly, to make the city easier for families, 128 new crèche places were created in 2019 to accommodate early childhood.

However, working to enable everyone to live at their own pace in the Nantes of tomorrow also means giving greater consideration to the needs and expectations of our seniors. The Big Debate on Longevity opened up a new possible future, often going against the commonly-held image of ageing. By 2050, the number of 75-84 year olds will double in France and Nantes will be no exception. As a major demographic transition, longevity prompts us to reestablish close ties, to rethink public spaces and to conceive responses collectively in line with the new expectations of senior citizens and intergenerational challenges.

Fostering ties and solidarity is also the central challenge of supporting the ever-flourishing voluntary sector in our city. With 6,000 associations and 90,000 volunteers, our voluntary fabric speaks to a sector in rude health, which is itself a strong reflection of the engagement of the people of Nantes. A particular example of this trend in 2019 was the opening of the Désiré-Colombe voluntary centre.

Solidarity also means converting effective gender equality into action. The opening of Citad'Elles, a counselling centre dedicated to women survivors of abuse, open 24 hours a day, 7 days a week, is a clear example of this determination. A project run for the past four years by Nantes associations and the City of Nantes, the centre has provided free, comprehensive care for women survivors and their children since November 2019, to ensure that they are protected, listened to and supported. And this new safe space isn't the only one highlighting the strong dynamic of solidarity in Nantes: this year, the Pierre Landais centre has continued its transformation to bring a social restaurant, washing facilities and a day centre all under one roof. An innovative space, designed to better support the most vulnerable members of society and respond to their needs more adequately.

To ensure that every resident is able to find their place in Nantes, we must create new sports facilities that are accessible to all, or renovate them. This was the case in 2019 for the Victor-Hugo and Laëtitia gymnasiums, the Dervallières swimming pool, the next-generation artificial pitch at La Mellinet, and the Agenêts gymnasium, which has been made accessible. All of these facilities now meet the needs of all: schools and associations alike. And let's not forget the night lighting trialled at the Quai Gaston-Doumergue sports banks which was enjoyed by many of you.

Culture is a major driving force in this city of possibility, stimulating creativity, imagination and innovation. In both plural and singular form, it's at the heart of our inventiveness and the pleasure we take in life. From the Musée d'Arts to Débords de Loire, culture in all its diversity has been a source of unity and amazement in 2019. Nearly 110,000 visitors attended the major exhibition devoted to Charlie Chaplin. Similarly, 100,000 walkers lined the banks of the Loire as the tall ships Belem and Hermione passed between Nantes and Saint-Nazaire. The Jacques Demy media library has also reopened its doors, now offering an automated lending system and a simplified process for users.

All of the above have been built with the residents, men and women, by offering them the opportunity to inform, interact with and build our public policies. Together, we continue to harness ecological and social change for the benefit of employment and universal quality of life, to make Nantes a local and innovative city that's easy to live in.

A project of this scope would be nothing without the daily determination of our 3,568 city employees. Once again, I would like to thank them for their dedication and take the opportunity of this 2019 annual report to salute their daily commitment to serving the people of Nantes.

Johanna Rolland
Mayor of Nantes
President of Nantes Métropole

Community Dialogue

In order to co-create projects and instil a revitalised, participative system of governance in Nantes, based on continuous dialogue between the city's elected officials, residents and stakeholders, a number of public policies and major projects have been shared with the people of Nantes. To achieve this goal, community dialogue continues to offer a wealth of opportunities to participate in enhancing public initiatives. This also involves trialling new ways of supporting community involvement.

"16 hours after class", a collective engagement

The educational project "Bien grandir à Nantes" (Growing up Well in Nantes) factors in the activities proposed as a result of the "[16h after class](#)". The aim is to examine the schedules that best support a child's development after school, whether it be sports, leisure activities, homework or free time.

With this in mind, the Department of Education enlisted the help of educational stakeholders from February to June 2019 in order to gather the views of families and children who are unable to benefit from such a wide range of activities or who have difficulty in accessing them. With a view to creating complementary initiatives in the city's least privileged districts, the families were given the opportunity to think about the potential for new activities based on those currently offered. This led to the implementation of meetings in various formats, participant observation and the collection of contributions. These meetings involved exchanges in places where people live (squares, toy libraries, after school, etc.) and group discussions with children during after-school care. To achieve this, the City enlisted the help of 300 educational stakeholders, enabling 110 parents and 900 children to be interviewed.

These fruitful discussions and brainstorming sessions culminated in concrete proposals for discovery and leisure activities, with regard to the importance of homework and the involvement of families. This will enable businesses and organisations to position themselves in order to strengthen their offer and/or continue their commitments.

Consultation on a project to improve the quality of water in the Erdre river

In compliance with a prefectoral decree, a second wastewater storage and restoration facility is to be built in order to meet environmental challenges and to improve the quality of water in the Erdre, ensuring its compatibility with drinking water production. In order to support this project, which will be constructed near the Quai de Versailles, a community dialogue approach has been put forward. This consultation process, initiated in 2019, invites stakeholders (local residents, associations, businesses and traders in the Saint-Félix-Barbin zone with a concern for issues of heritage and/or environmental interest) to share their thoughts and experiences in order to identify recommendations to reduce the impact of the construction site. The aim is also to come up with a surface layout that is useful for residents and likely to improve life in the district.

As part of the consultation process, 5 meetings (urban walks, themed workshops, etc.) were organised. They enabled a citizens' workshop of some forty people to work on 12 major themes related to the smooth running of the worksite (including dust and pollution, noise and vibrations, worksite schedules, parking, traffic, works coordination and communication with local residents, etc.) in line with the key issues of the mandate.

The roadmap for the project was then fine-tuned based on the information from this community dialogue. As such, work will soon be underway to build this second storage facility in the Hauts-Pavés Saint-Félix district. Citizens will have the opportunity to continue monitoring the project, initially through a citizen worksite monitoring committee to be created in 2020, then in a second phase in 2023, through the launch of further consultations with a landscaping professional to refine the proposals for development of the plot.

Grand Bellevue Project: dialogue at all levels with the Bellevue Standing Conference

To support the implementation phase of the Grand Bellevue urban renewal project, [the Bellevue Permanent Conference](#), an ongoing forum for exchange between the community, stakeholders and the project team was set up in June 2019.

The scheme is run by 26 volunteers and residents of the district, who are responsible for monitoring the action plan, proposing new methods of dialogue with the community and relay the progress of the project back to the residents of the local area. From July 2019 to July 2020, the members of the conference chose, among a number of issues, to work on the concerns of young people in the overall project. This theme cuts across all four areas of the action plan for the Grand Bellevue Project and has led to immersion sessions in the district and meetings with local players (associations, mediators, etc.). The members of the Conference are now developing a collective view of the application of this action plan by examining its impact on the youth of this district in greater detail.

In this way, the community body provides a link to continuous information on the project's rollout. Its studies could be used to inform potential changes of direction and enhancements of the actions plan, as well as helping elected officials in deciding on actions to be taken or improved in the context of the Grand Bellevue project.

Developing skills in public action on participation issues: an "action-research" approach to "community empowerment"

How can we support the ability of residents, particularly the most alienated, to act on their living environment? How can we (re)inspire collective momentum on wide-ranging themes such as energy, health, housing, security, etc.? What forms of "empowerment" should be encouraged and supported and with which professional practices and standpoints?

In Nantes, a raft of actions in support of residents' empowerment have been underway for several years in various fields, including initiatives for composters, shared creation, youth incubators, etc. Against the backdrop of dramatic change in the local area and society in general, an exploratory process on the concept of "community empowerment" was launched in December 2019 to collectively reflect on the issue. The aim is to share the contributions of each person. This process is spearheaded by the Community Dialogue, Assessment and Forecasting Unit with the assistance of the Department of Citizenship, Social Life and Territories and in partnership with the 27th Region (as part of the "post-transfo" programme). With the help of some twenty professionals selected for their background and experience, it aims to trial new approaches to supporting community initiatives. After a 7-day seminar and more than fifty testimonials gathered and analysed in Nantes and elsewhere, the collective is ready to pilot new approaches to "community empowerment", through four or five trials. The outcome of this "action-research" could make it possible to establish a frame of reference for "empowerment" practices and to disseminate it as part of an approach of closer ties and sharing with stakeholders and civil society.

The green transition

Taking action on the green transition means making changes in the way we live, including our travel, consumption, food, energy bills and even the network of public services in districts. The City is rolling out its public policy in each of its 11 districts through a strategy of local relationships. Since 2004, the City of Nantes' sustainable development action plan has provided the roadmap for this cross-cutting public policy. Following the adoption of the Metropolitan Energy Transition Roadmap, the City reached a new milestone in 2019.

Nantes' contribution to the metropolitan energy transition roadmap

The City is contributing to the metropolitan energy transition roadmap through local actions, such as combatting fuel poverty, supporting citizens' initiatives and energy management and developing renewable energy in its public buildings. In 2019, the City of Nantes has stepped up its performance on the green transition, by:

- ramping up its system to combat fuel poverty, with more than 150 interviews held with a solidarity advisor, 200 financial aid payments, 55 home visits by energy mediators and 400 participants in the eco-apartment workshops;
- supporting 30 community-led transition initiatives by the project office;
- coordinating a programme of collaborative actions within the Nantes green civil society network, including the creation of local pathways for energy transition in 2019;
- actions aimed at controlling energy consumption in buildings and developing renewable energy, such as the "Le soleil brille à Malakoff" a solar power project for self-consumption carried out in 2019 by Nantes Métropole Habitat and the City of Nantes, with the support of ADEME and ENEDIS. Solar panels installed on the roof of a building provide renewable energy for the shared areas of the building and, during the day, for the municipal buildings located at the foot of the building, including the adjoining town hall, the Henri Bergson school and the Haubans district community centre.

Nature in the city and environmental health

- Nantes is creating more space for nature in the city, a feature that shapes its landscape and provides a medium for social cohesion, while also playing a role in tackling climate change. Nantes ensures that nature is considered in the city's construction by applying a biotope coefficient to all projects, by preserving and enhancing the green capital of the Loire through the 30 commitments resulting from the Loire debate and through the development of a 'green star' network of connecting parks, gardens and natural spaces. The people of Nantes are also fully involved in this commitment, whether through the support of experts (Nantes' council for nature in the city) or in their daily lives (by encouraging streets in bloom initiatives or urban gardening in districts during the "my street is a garden" event, for example).
- In 2019, the target of zero pesticide products was achieved in public spaces and a biotope coefficient was introduced for all urban projects.

- 500 trees were grown and prepared for the "Quai des plantes" operation, as well as 50,000 shrubs in the municipal nursery of the Department for Green Space and the Environment (SEVE).
- 11 new shared gardens were made available in 2019. This year also saw the participative approach extended, with 3,000 seed packets distributed to brighten up the pavements of more than 800 streets in Nantes ("My street in bloom") and 16 new projects to develop "garden" streets ("My street is a garden").
- 3 new landscape and heritage plans have been launched for the districts of Nantes.
- Finally, 10 Environmental Health Days raised awareness among the people of Nantes about indoor air quality and the various pollutants.

Education, engagement and awareness-raising activities on the green transition

Based on the charter of educational success, the "Growing up well in Nantes" educational project aims to encourage a global perspective in children. To achieve this, the SEVE, the Education Department, the Museum, Ecopôle and the associations of the environment network all offer educational activities.

- 450 classes and 10,000 schoolchildren were guided by the SEVE, the Séquoia environmental centre and the Museum on a diversified educational programme.
- The City also supports Ecopole in a number of its objectives, including support for community-led initiatives, the involvement of individual citizens in the construction of "private" green and blue infrastructure and several participatory science workshops, as well as its public-access documentation and information centre.
- Finally, after the first "Clean Day" in September 2018, the event was repeated on 21 September 2019 with more than 2,000 participants and 3 tonnes of waste collected.

For more information, the sustainable development report, presented to the City Council at the end of each year, offers further insights into the measurable achievements of the City and its partners. It is available from the City of Nantes and Nantes Métropole website at:

<https://metropole.nantes.fr/territoire-institutions/nantes-metropole/competences/transition-energetique>

Sustainable public procurement

The municipal council's adoption of the Responsible Purchasing Promotion Scheme (SPAR) in March 2017 provided a solid and sustainable foundation for the local authority's environmentally and socially responsible purchasing policy, by setting clearly identified objectives as well as the terms and conditions for their implementation.

Within this framework, the Public Procurement Department has assessed the actions implemented in terms of sustainable development.

A new contract management tool incorporating the SPAR's indicators was introduced in late 2018 and deployed in 2019, making it possible to both support and integrate a sustainable development approach.

In line with this approach, public procurement continues to support the implementation of the three roadmaps adopted in 2018 for the energy transition, the local area food plan and the circular economy. To

date, more than a third of contracts factor in the priority areas of the SPAR. It's an encouraging result, but it also highlights how much more work is needed in order to change procurement practices.

Unsurprisingly, integration is the first objective to be incorporated in contracts, complemented by the environmental aspect, in line with the markers set for the term of office. It should be noted that procurements made for the disability sector (ESAT, EA) have increased steadily over the term of office (by more than 56% from 2014 to 2018), with an increase of more than 5% between 2018 and 2019.

The procurement of organic and short-distance foodstuffs remains a priority area for sustainable procurement measures, in keeping with the Local Food Plan. These procurements are being deployed in food supply contracts for school catering, early childhood care and CCAS, but also in the City's various catering service contracts.

These measures on the quality of foodstuffs have also been accompanied by work on food wastage and the recovery of food waste, in particular through a contract for a trial composting services in the schools of Nantes

This data analysis work also made it possible to identify the geographic distribution of suppliers who hold contracts with our local authorities. The findings show that nearly 50% of the recipients of our contracts are located in mainland France, and 65% in the Pays de la Loire region as a whole.

Other key initiatives included:

- The reduction, and even elimination of plastics in food use, single-use items such as disposable cups in vending machines;
- A study on endocrine disruptors as part of the City of Nantes' commitment to becoming an endocrine disruptor-free area (City Council meeting of October 2019): dedicated clauses are included in supply contracts for Early Childhood and Education (nappies, school supplies), complementing the measures taken with regard to emissions of VOCs and other compounds that pose an identified health risk.

These more recent steps should not overshadow those taken previously, which are now fully integrated into the relevant procurement procedures, such as the consideration of energy and climate issues, in relation to the energy transition roadmap, particularly in the construction work of the BATI and the road network, the requirement for use of certified wood from a production chain that guarantees sustainable forest management, and health requirements for paints, cleaning products and furniture.

Among the exemplary approaches to sustainable procurement taken by the City of Nantes, the following are particularly worth noting:

- the procurement of wood, whether for wood supply contracts or work contracts involving wood materials: all wood must be sourced from supply chains that guarantee sustainable forest management, and carry the relevant certifications;
- interior paints, cleaning products and school furniture, and their health issues: in line with the Local Health and Environment Plan (PLASE) of the City of Nantes, public procurement is leveraged to "support initiatives aimed at improving indoor air quality", particularly in nurseries, schools and other establishments for sensitive groups;

- Food products are also a central focus of the three roadmaps, presenting issues both in terms of health, environmental protection, and from the perspective of local development and food autonomy, as set out in the local food plan. Although they have a particular impact on school catering, these issues also affect early childhood care and social action. Important work is also being done on the issues of reducing food waste and composting kitchen waste, one of the main areas for action set out in the Circular Economy Roadmap. Finally, an action plan to reduce the use of plastic in school catering has also been adopted in consultation with parents;
- Energy is a major issue, and one that is extensively considered in procurement, whether it be in the requirements for the consumption of supplies (electrical equipment, IT equipment, etc.), which must meet the highest Energy Star certification standards, or in the display of Christmas lighting. The public property maintenance sustainability programme is continuing its efforts to control energy consumption. Finally, the local authority contributes to the development of renewable electricity production facilities, either through its electricity purchases by dedicating lots to these renewable sources, or by including solar power installations in its construction projects;
- Sustainable development is also a priority on a social level, with particular consideration given to the issues of inclusion and disability, particularly by means of contracts that make use of SIAE and EA/ESAT organisations through standard procedures or reserved contracts, e.g. for green space maintenance or laundry services. These purchases have remained level or even seen a minor increase this year. The fight against discrimination and for the promotion of equality has also been addressed in specific clauses in a number of service contracts, such as the graffiti removal contract, with the impacts currently under assessment.

The Managerial Policy

An end-of-term review

The managerial policy, titled "We're reinventing public service" places the citizen-user at the heart of public service. It aims to change our management model and the professional practices of managers and City employees in order to:

- Implement the local area policy at the level of Nantes Métropole and the City of Nantes;
- Improve and adapt our public services;
- Stand as an example of social responsibility (quality of life at work, environmental footprint, fair practices, etc.).

2019 was an opportunity to take stock of the actions undertaken, particularly in a directors' seminar held in November.

Key actions in 2019

- The implementation of the "energy transition" roadmap approved in February 2018 has continued in its various dimensions (reduction of the environmental footprint of public buildings and facilities, sustainable business travel for employees, etc.). As of 1 January 2019, Nantes Metropole and the City of Nantes have been implementing an action plan for the management of waste from service activities, divided into 5 themes (waste from roads and various networks, cleaning waste, paper produced in offices, building waste, food waste). As part of the plan, the protocol department has conducted a study on the management of its bio-waste, which recommends its recovery for re-use by the City of Nantes' green spaces department.

Actions to make events more environmentally-responsible have been continued. In 2019, 90 of the local authority's employees took part in the annual "eco-event" meeting, a training and experience-sharing event around the theme of environmental responsibility.

In addition to this, the network of eco-motivators has continued to spread good practices at team-level.

- In terms of **HR management**, actions to improve the quality of life at work and ensure effective equality continued:
 - An audit of the HR departments of the City of Nantes, the CCAS and Nantes Métropole carried out by AFNOR in 2019 resulted in the renewal of the diversity certification and the award of the professional gender equality certification;
 - Psycho-social risks (PSR) have been integrated into the single occupational risk assessment document and each manager has received training in PSR prevention in 2019. Every employee will be given awareness training in 2020.
- On the subject of **digital tech**, 2019 saw the opening of the new shared intranet, dubbed "Naonantes", which offers new functionalities for collaboration. Several departments (education and sports, in particular) have started on the process of upgrading employee equipment. Finally, the "Managing by digital" guide, to be distributed in 2019, offers guidelines on the role of digital technology in management, its potential uses and the tools available.

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- In terms of **forecasting**, discussions in 2019 focused on the subjects of open governance and proximity.
- On the subject of the support and facilitation scheme:
 - The third "innovation week" enlisted around 100 internal speakers to offer 110 workshops in 50 different locations. A total of 3,000 participants attended the 180 sessions held over the course of the event;
 - Training courses for managers have continued at a steadier rate, with three groups of local managers and three groups of intermediate managers in 2019;
 - The opening of the monthly "Management and Innovation Meetings" conferences to all employees has successfully refreshed its audience, with 18% of attendees in 2019 belonging to category C and 29% to category B.

Relationship with Users

Working throughout the Nantes area and in direct contact with the public, the teams of the User Relations Department (DRU) are tasked with providing on-site and telephone reception services, and providing guidance and services to users in the community, alongside their public duties.

The reception teams draw on a broad knowledge base accumulated within the department to provide citizens with the most relevant answers.

The DRU teams' main tasks include:

- Examining and issuing civil status and administrative documents (identity cards, passports, etc.), and organising marriages and civil partnerships (PACS);
- Holding and returning lost and found items to users;
- Steering citizens' processes by organising elections as well as a census of the Nantes population;
- Managing cemeteries in Nantes districts and monitoring funeral operations;
- Receiving, recording and forwarding mail sent to the City.

In 2019, the DRU joined forces with the working groups in an ambitious project led by the Local Authority and carried out by the Department of Information and Citizen Relations (DGIRC): "Réinventons ensemble les services au public" (Redefining public services together). This project will have a significant impact on the public services provided in the coming years.

A number of other points are worth highlighting in 2019.

The reopening of the district hall in Dervallières

Following the fire in the Dervallières shopping centre in July 2018, the district hall reopened in its new premises on Place des Dervallières on 18 February 2019.

New reception area and ongoing trial of new opening hours at the central city hall

The work on the formal procedures centre initiated in September 2018 has been completed, providing City employees and users with a more modern and functional setting that offers greater privacy. The new centre was officially opened in June 2019.

In addition, the trial of expanded opening hours continued in 2019 (Mondays from 8am to 7pm, then 9am to 5.30pm on other days).

AlloNantes

After a sharp increase in 2017 and 2018 (+7%), calls to the AlloNantes helpline stabilised in 2019 with 1,500 calls per day.

The requests mainly relate to the Centre for Public Order (150 calls/day), appointments to obtain a national identity card (CNI) or a passport (140 calls/day), the Social Welfare Centre (CCAS) and public cleanliness issues (each 95 calls/day).

In anticipation of the launch of the online appointment scheduling tool for national identity cards and passports, AlloNantes remains users' preferred channel of communication.

Initiatives by the "elections" area

As part of the electoral reform process, which includes the creation of a single electoral register, the "elections" area has adapted its operations to regulatory changes and made adjustments to some of its digital tools.

In addition, and in conjunction with the DGIRC, the Equality taskforce, the centres of Nantes Métropole and representatives of associations from the Nantes Council for Universal Accessibility (CNAU), measures have been taken to facilitate the right to vote for people with disabilities, including:

- the display of an Easy to Read (FALC) poster at polling stations detailing the voting procedure;
- the implementation of a parking solution for people with reduced mobility (PRM) in the vicinity of each polling station.

NB: the organisation of the elections of representatives to the European Parliament on 26 May 2019 (34 lists of candidates).

Civil registry: changes under way

In 2019, 1,631 applications for PACS were registered (down 10%), but at the same time there was an increase in amendments to PACS and 1,632 dissolutions.

Despite an overall decline at national level, the number of births in Nantes continues to rise (+1.33% in 2019).

For its first full year in operation, in 2019 the system for the electronic transmission of civil status data between town halls and prefectures (COMEDEC) registered 33,903 applications. This new tool will continue to grow with the integration of requests made by notaries in April 2020.

2019 Census

The census carried out in early 2019 resulted in a response rate via Internet of 81%. In this respect, Nantes is still leading the way amongst other cities of a similar size.

Additionally, the address audit carried out over the course of the year (the Localised Buildings Inventory) enabled INSEE to reliably establish the new municipal population figure (309,346 residents on 1 January 2020).

Cemeteries enter the digital age

A largescale process to map cemeteries was carried out in 2019. After digitization, in 2020 the data collected will eliminate the need to update paper maps with the locations of grave plots. The new system will make it easier for users to locate a family grave in a cemetery.

Key figures in 2019

- 376,361 calls received to the AlloNantes call centre in 2019 (excluding overflows) with a service level of 91% (number of calls taken/number of calls received) and 77% of calls answered in less than 3 rings.

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- 2,150 invitations were sent out for the welcome evening for newly-arrived residents in Nantes (255 attendees).
- 285,397 documents were received (letters and newspapers: up 9.8%), 550,318 franked letters (down 8.4%) and 87,794 emails were received in the contact inbox.
- 28,005 national identity cards and 27,174 passports were issued, of which 24.5 % were issued to non-Nantes residents.
- 83,094 civil registry certificates requested via the online service, a reduction of 14% (largely due to the implementation of COMEDEC and applications being made via another channel at local authority level).
- 45,988 applications for solidarity travel passes and 7,999 Carte Blanche passes issued (+33%).
- 949 marriages (down 1%), 1,631 PACS concluded (up 10%) and 1,632 dissolved.
- 9,028 births and 3,824 deaths registered.
- 309,346 residents in Nantes as of 1 January 2020 (source: INSEE);
- 189,649 Nantes residents were registered on the electoral rolls on 3 May 2019;
- 87 people who had acquired French citizenship and 175 volunteers who ran polling stations in 2019 attended a swearing-in ceremony with their families on 14 July.
- 1,140 cemetery plots acquired or renewed and 3,545 burial or cremation records registered.
- 97.3%: the response rate achieved for the 2019 microcensus (of which 81% were submitted via internet, an increase of 8%).

Sport

The City's sports policy aims to strengthen the range of sporting facilities available in districts to meet the expectations of Nantes residents, increase the appeal of the local area and build community spirit.

"Nantes Playground": amateur sporting activities in public spaces

In response to the needs expressed by Nantes residents, in 2016 the City launched the "Nantes Playground" (NTJ) initiative, with the aim of developing a public policy of amateur sporting activities with residents. The initiative also involves regular events (e.g., the NTJ festival), for residents to trial access to specific sports facilities or schemes (preventive healthcare), as well as communications via digital tools and activities to build social bonds.

Focus on 4 key initiatives implemented in 2019

- **Slackline:** the growing practice of this new sport, related to tightrope walking, is testament to a fruitful dialogue process between the various stakeholders involved. These exchanges led to a pilot scheme, the choice of installation sites and the publication of a charter of good practices.
- **Trial lighting scheme for a facility dedicated to amateur sporting activities:** since 2016, the skateboarding communities have asked for the future Quai Doumergue skatepark to be lit. In response, the City of Nantes has committed to installing the necessary equipment in September 2019, which will be trialled over a one-year period.
- **A natural climbing site in the heart of Nantes (Carrière de Chantenay):** the result of close collaboration with climbing federations, the first "Aubin" sector opened in September 2019, to be followed by the "Carrière" sector in spring 2020.
- **The “Nantes Playground” Festival: a reflection of public policy:** the 2019 event showcased the organisational capacity of the local authorities involved, thanks to an expanded range of entertainment on offer.

Supporting the practice of sporting activities through specific actions and targeted partnerships

The City promotes partnerships through grant schemes and subsidies, and is involved in the basic structuring of sports practice, according to the discipline. It does this by steering, implementing and monitoring schemes for football, handball and futsal. A total of 28 clubs are monitored under the scheme: 16 football clubs, 6 handball clubs and a further 6 clubs dedicated to futsal (creation of a monitoring and prevention unit).

With regard to nautical sports schemes, the City has provided support for the definition of a strategy for the development of nautical sports and agreements on targets. 8 clubs are monitored under the scheme: 1 dedicated to kayaking, 3 rowing clubs and 4 sailing clubs.

Specific action on disabled and adapted sport

With regard to disabled sport and adapted sport, a dedicated monitoring scheme has been introduced through a 3-year contract starting in 2019, focussed on support for the definition of a development strategy. In partnership with stakeholders, the scheme ensures the monitoring of 21 clubs/sections offering 24 different sports. In 2019, these 21 organisations received a total of €55,700 under the Disabled Sport and Adapted Sport Scheme.

The City of Nantes has also continued its work to make sports facilities accessible. 3 sports halls were brought up to standard in 2019 (the Barboire, Agenêts and Malakoff IV gyms).

Sports activities: working on the ground with the children

Sports activities are a key area of municipal activity, with 33 field educators working to provide after-school and extracurricular activities, including:

- The Municipal Sports School: 20 sports, 1,350 children enrolled across the Nantes urban area;
- Activities during the school holidays (excluding summer): 18,500 visits;
- Activities during the summer of 2018 (not including "Bouge ton été"): 10,500 visits in total across the 4 areas;
- Bouge ton été (Move your summer) 2019: 9,711 participants;
- "Handball'toi": 609 signups;
- "Sportez bien les filles" girls' sports activities: 450 signups;
- "Sports en fête" (Dervallières): 750 signups;
- The "Golden Blocks" sprint competition: 280 signups;

More than 50 events (including "Bouge ton Quartier" district sports events), outings and other initiatives took place in 2019.

The practice of sports takes off with the Carte Blanche

Since 1 July 2017, the City of Nantes has been providing additional support for the practice of sports, with the aim of supplementing the existing offer (municipal sports activities, municipal sports school, etc.) and helping to remove the financial barrier for people from Nantes with limited resources.

For the 2018/2019 season, 2,583 grants were allocated for a total budget of more than €305,000. On 1 December 2019, this aid was increased by 10% compared to 31 December 2018.

These grants help to encourage the practice of sports by all. Worth noting:

- almost half (45%) of these grants are awarded to women;
- 75% of grants went to young people aged 18 and under;

- 40% of recipients live in priority districts of the City.

A range of sporting activities are also offered to outreach associations or carte blanche holders,

- with Nantes Football Club (FCN) making 2,000 tickets available to cardholders,
- and invitations to a number of major sporting events, including the European Table Tennis and Volleyball Championships.

Supporting elite sport

Performance and excellence in sports are a key focus for the City of Nantes. In parallel with Nantes Métropole and its top-level clubs in team sports, the City pays particular attention to amateur sports through schemes for nautical sports, handball, football and disabled sports. Many of the clubs in Nantes supported by the City compete at the highest level in France, including rowing, fencing, athletics and judo.

Some of the major sporting achievements in 2019:

- The SNUC tennis club competed in the Pro A championship for the first time;
- The ALPCM basketball team was promoted to National division 2;
- Jean-Pierre Bertrand (long jump) and Laura Valette (100 m hurdles) took home gold in the French national championships;
- The ASTA rollerblading team featuring Martin Ferrié and Flavien Foucher, won several French championship titles;
- the title of European vice-champion in disabled doubles table tennis went to Gilles de la Bourdonnaye from the Nantes Table Tennis team.

In terms of facilities, the new tennis courts at the SNUC tennis club were officially opened, making it possible to host a new international women's tennis open.

Events highlighting the vibrancy of sport in Nantes

At national level:

- The French Elite Powerlifting Championship at the Durantière sports complex;
- International Roller Hockey tournament at the Croissant Sports Complex;
- "Ball So Hard" 3 v 3 basketball at the Parc des Chantiers;
- World Streetboard Championship at the Hangar.

Women's Sport:

- "Nantes Derby Girls" West Track Story at the Crescent Sports Complex;
- "Dé'filles Hand" at the Petit Port;
- The Saint-Pierre Women's Football Tournament;
- World Yoga Day on the roof of ENSA;
- European Women's Cricket Tournament at the Grand Blottiereau park.

Disabled and Adapted Sports:

- National Paralympic Football Championship at l'Éraudière stadium;
- "Paralympics" races at Parc Dervallières.
- 2019 "Caps and Crampons" at the La Beaujoire Exhibition Site;
- International Wheelchair Hockey tournament at the Croissant Sports Complex.

Sports at "**Regional-Departmental-Local**" level:

- Departmental young persons' cross-country championship at the Durantière playground;
- The "tournée des Sables" beach volleyball tournament at the Parc des Chantiers;
- "Ruée vers le Sport" (OMS/Bouffay-Feydeau);
- "Seven't" 2019, rugby sevens tournament at the Pascal Laporte stadium.

Key figures

- 186 sports facilities, including 64 indoor and 119 open-air, i.e. 308 integrated facilities. 114 covered facilities, including: 34 gymnasiums, 12 sports complexes, 5 swimming pools and 3 tennis halls. 194 open-air facilities, including: 44 Local Sporting Facilities (ESP), 16 playgrounds, 12 sports centres, 10 stadiums, 7 skate parks, 2 street workout facilities and 1 parkour course.
- 941,187 visits to the City's six swimming pools were recorded in 2019, all user categories included.
- 324 associations received subsidies from the City in 2019, including: 234 sports clubs (including 27 multi-sport clubs) and 90 school associations. 8 jobs were subsidised by the City at 7 different clubs.
- 351,922 hours of use of sports facilities:
- 21 clubs were involved in disabled and adapted sport in 2019. A budget of €57,000 has been allocated to disabled sports/adapted sports actors in Nantes: €26,000 for day-to-day running costs, €21,000 for disabled and adapted sport projects and €10,000 for events.



2019 Annual Report Sports

- More than 300 sporting events were coordinated by the City, a third of which were elite events.
- 9,700 children took part in "Bouge ton Été".
- 500,000 spectators attended matches at FC Nantes and 136,000 at the HBCN handball club during the 2018-2019 season.

Voluntary Sector

The City's support for the many voluntary associations in Nantes is based on the values it is committed to promoting, such as volunteering as an integral part of citizenship, recognition of the autonomy and freedom of voluntary associations, and increased support for association projects carried out in underprivileged areas and with vulnerable groups.

The Nantes local area boasts almost 6,000 associations and some 90,000 volunteers. With widely-differing organisational methods and areas of activity, these associations are working side by side to bring innovative solutions to the challenges faced by local areas.

The "Taking action together" initiative

Associations are undergoing a period of major upheaval, with changing motivations and forms of volunteer involvement, the increasing professionalisation of the sector, the complexities of association management, cuts to public funding and a reduction in the number of subsidised positions. Additionally, in order to enhance their dynamism and social usefulness, the City has prompted the associations to develop new relationships and projects with the "Acting together" initiative. In 2019, the City dedicated itself to strengthening the scheme and making it permanent by continuing the initiatives already underway, including the mutual commitments charter, the Nantes Voluntary Sector Conference, the Voluntary Sector Observatory, the collaborative and interactive platform and the second Voluntary Sector Forum.

- **The mutual commitments charter** is an ambitious project that consolidates and specifies the methods of cooperation between the City of Nantes and the associations of Nantes. Approved by the City Council of the City of Nantes and the Board of Directors of the CCAS in December 2017, it covers 5 issues (pooling of resources, promotion, simplification, recognition, communication), articulated in 17 commitments for the City and 15 commitments for associations. Referenced in all administrative documents, the charter will be reviewed every three years (beginning in 2020) and presented at the Voluntary Sector Conference by a joint City-Association working group.
- **The Voluntary Sector Conference** is a space for dialogue between the City and associations. It meets every year in November on a given theme. In 2019, the conference focussed on equality in the voluntary sector, drawing in some 200 attendees.
- The **dedicated voluntary sector digital platform** provides a valuable resource tool for associations in Nantes, by highlighting the services offered by the City of Nantes. The platform was originally conceived in June 2019 during the second Nantes Voluntary Sector Forum: <http://www.metropole.nantes.fr/associations>, and now includes the following content:
 - A one-stop-shop: this is a suite of themed information sheets and tools organised into sections and subsections for use by associations and the general public;

- A new e-service for online booking of the 48 free associative rooms with two key features: a room directory (via the one-stop shop) and a room booking engine (pre-booking according to date and time);

Work to expand some services is planned for 2020 and 2021, including:

- The redesign of the associations directory with a version for the general public (search by activity) and an advanced version (search by association);
- A contact form allowing associations to ask questions of all kinds and receive an initial response in real time;
- An option for users to sign up to receive personalised alerts (on events, training, calls for projects, etc.).
- The addition of an online payment option when booking chargeable associative rooms using the advance booking system online.
- The 2nd **Nantes Voluntary Sector Forum** was held on the 15th and 16th of June 2019 at the Parc des chantiers on the Île de Nantes. The voluntary sector was there in force: 292 associations attended the meetings (99 more than the 1st event in 2017). The associations held a stand to present their projects and promote them (activity demonstrations) to some 2,500 people over the course of the weekend. The event also offered resource sessions for the voluntary sector, enabling some 150 associations to take part in 17 workshops on the inner workings of the voluntary sector.

Creation of the specific support fund (FAS)

To mitigate the reduction in subsidised voluntary positions announced by the French State in August 2017, the City of Nantes created the Specific Support Fund (FAS) at a City Council meeting in April 2018, with an annual budget allocation of €300,000 for 2019. The fund has 3 objectives:

- To support associations affected by the reduction or non-renewal of employment support and 'jobs for the future'-type subsidised contracts;
- To provide financial support to voluntary sector projects and to associations facing difficulties, particularly in City Policy Priority Districts (QPV);
- And to offer a range of support services that meets the needs of associations;

In 2019, **54 associations received support** through this scheme, 75% of which operate in Priority Districts.

Of the total fund, €358,160 was used. These payments are in addition to the €258,080 allocated by the steering departments. In total, €616,240 was paid to Nantes associations facing difficulty as a result of the reduction in subsidised positions.

A district resource centre in Nantes-Erdre

The City has committed to building a major new facility for association and community activities in the Halvêque-Beaujoire area of Nantes Erdre, at a cost of €7.7 million). Located on the corner of Avenue de la Gare de Saint-Joseph and Boulevard de la Beaujoire, the facility is scheduled for delivery in late 2022, with works to start in 2021.

From the outset, the City of Nantes chose to co-construct the project to ensure that it meets the needs and wants of all. At the end of 2016, a participative process was launched with the aim of comparing and

combining the visions and expectations of each stakeholder group (residents, whether users of district facilities or not, associations, professionals, etc.). A prototyping workshop was then organised to model the key features of the project and how the facility will operate. Along with the residents' contributions, this work was used to inform the overall approach of the project, which aims to:

- Revitalise the voluntary sector in the Halvèque-Beaujoire area, in a context where emerging associations are not yet fully established;
- Encourage residents to get involved in community life in the district;
- Provide new premises designed specifically for their expected uses, replacing the ageing or sub-standard facilities currently in place.
- Give the associations working in the district an opportunity to benefit from a foothold in the local area;
- Maintain a diverse range of services that are accessible to all, including the most vulnerable groups;
- Meet new, as yet unidentified needs that encourage community spirit in the district.

The consultation process, which had a strong impact on the programme (community café, cultural greenhouse, library, etc.), was fed back to the residents in December 2019. Work in 2020 will focus on the uses of the project, through meetings with Accoord in the ^{first} quarter and new workshops with the associations and stakeholders involved in the project (coworking area, amateur practices, associative and digital café).

Redevelopment of the Île de Nantes District Community Centre

Begun in 2018, work to restore the façades and waterproofing of the Île de Nantes District Community Centre is entering its final phase, scheduled for the summer of 2020. The restoration will be carried out in tandem with work to develop the courtyard of the building (at a cost of €83,000) scheduled for October 2020.

Mellinet, the beginnings of a future living space

The cultural brownfield project spearheaded by the departments of culture and community life is now underway in this Comprehensive Planning Zone. At this stage, however, the options remain open and will need to be rethought. Essentially, the proposal to install the brownfield project in a former barracks has been questioned, which reconfigures the project as a whole. For the voluntary sector and young people, there is still a need for approximately 300 m² of spaces dedicated to "soft" fitness and amateur dance.

Opening of the Désiré Colombe community centre

In the heart of the city centre and a stone's throw from the Dobrée Museum, the Désiré Colombe community centre was formally opened to the public in March 2019. It offers around fifteen rooms and houses more than fifty associations over a total floor space of 5000 m². Built into this new facility, the new Mauduit function room can host conferences, shows, events and gatherings (350 people seated and 557 standing). Over the opening weekend, more than 2,000 people visited the facility and enjoyed the heritage lectures. The people of Nantes were also able to meet the 35 resident associations thanks to an associative forum and two evening events.

Changes to voluntary sector property assets

2019 was a busy year, both in terms of initiatives and rehousing associations.

In the summer of 2018, associations were forced to suspend operations during a period of rioting, mainly in the Breil, Dervallières, Bellevue and Malakoff districts. These events have weakened social ties and have also made it necessary to rehouse and restore a number of facilities.

In the **Breil district**, for example, a number of options are being considered for the relocation of the facility at 34 Breil in the aftermath of the riots. Work was also carried out to redevelop the retail spaces at 38 Breil as part of the extension of the Jacques Prévert school. The premises are now home to the youth centre, co-managed by the associations Ping and Résilience under the coordination of the City. Also worth noting in this district is the growing positive momentum being generated with associative actors around the monthly meeting: "Les Vendredis du Breil" (Breil Fridays).

In the **Dervallières-Zola** district, the coordination of the La Fabrique venue in collaboration with the cultural development department is an ongoing challenge, hosting more than 15 companies each month. For the past two years, the coordination work implemented over the summer has also made it possible to promote events by mobilising district associations and helping to circulate information on the programme of events on offer. Finally, the relocation of the Dervallières do-it-yourself workshop reflects a particular focus by the City on making premises available to associations. Following the fire in the summer of 2018, a number of options for relocation were considered and a temporary but comfortable solution was implemented at the end of the year ahead of the workshop's opening in January 2020.

In the **Bellevue** district, extensive damage to the Maison des Habitants et du Citoyen made it necessary to carry out development work to the public services centre in order to maintain the receptions of the town hall, the CCAS, the Early Childhood Department and the Bellevue 2000 association. Work is scheduled for completion in April 2020. However, coordination and development committees with the district associations went ahead despite the disruption, as did key events such as the info month in September with the mobile information kiosk and the organization of "Festi Noël" in partnership with CSC Bellevue and neighbourhood associations.

In **Malakoff**, the associations have been re-housed following the events of 2018 and the damage to the Haubans district community centre. However, the new spaces (Namétis, Angleterre, Irlande) are struggling to recreate the vibrancy of a proper District Resource Centre.

In 2019, the future is looking more secure thanks to the purchase of a 91m² premises (Ylora), the opening of a toy library and the rental of a 100m² reading area on Rue d'Autriche.

One highlight worth mentioning is a new programme developed by the project management support company Amofi, which includes a social space within the reception area of the future Maison de quartier. A number of new work items will be under consideration in 2020.

The **Coudray relocation process**: work to redevelop the Coudray association centre next to the school will start in 2020. The 12 resident associations will need to be relocated while this 3-year project is carried out. To this end, a plan to relocate all of these organisations is scheduled to begin in the spring of 2020.

The **relocation of associations from Baco to Pirmil**: in January 2019, some of the associations based in Baco were moved to create a new and vibrant associative centre in the Pirmil area, including SOS Emmaus Families, Rire Médecin, Berbères Imazighen, Permis de Construire and the Maison des Sourds.

Also worth noting:

- in June, meetings were held between employees from the cities of Nantes and Saint-Herblain working in the Bellevue area (approximately 50 employees);
- the development of the Parc de la Méta, which now includes a small venue (delivered in May) where the "Bellevue en fête" festive event took place in July. The park was replanted in November. However, work is needed to repair damages to the facilities ahead of its reopening in summer 2020;
- from June to December, restoration and development work at the Félix Thomas centre (changes to access doors, sanitary facilities) required the relocation of associations in the district and in other facilities (Désiré colombe, Equality room, etc.);
- in the Nantes Nord district (la Mano), the Forum de Rentrée, a festive and social event, was a resounding success with 55 associations attending, as was the Christmas celebration, which attracted more than 500 residents.

Contract between the City of Nantes and the Child Benefit Office (CAF)

- **The Comprehensive Agreement for the Local Area (CTG)**

Signed in 2019, this three-year partnership agreement aims to strengthen the effectiveness, coherence and coordination of initiatives for the benefit of residents in a specific local area. Under the partnership, the Directorate of Associative Life and Youth has produced a diagnostic survey that culminated in the development of an action plan (25 for young people and 12 for social and cultural activities).

CAF is already working to support the initiatives of the social and cultural events policy pending the approval of the agreement. This includes the funding of two new social centres, one on the Île de Nantes (Beaulieu events space) and the other at Saint-Joseph de Porterie in response to a shortage of social and cultural activities. With the Manufacture des Tabacs opened in September 2019, the City of Nantes will have 23 social centres.

Note: CAF will also be stepping up its support for the youth centres in Bellevue, Breil and Centre Sud.

- **Partnerships signed for Social and Cultural Activities and Social Activity Spaces (EVS)**

In 2018, the City of Nantes and Child Benefit Office (CAF) renewed their agreement to support the organisations involved in coordinating social activities,

entering into tripartite commitments with each of the associations whose EVS approval has been confirmed and holding a first meeting with the 11 Nantes-based associations involved.

For its part, Accoord has implemented the first child-parent day-care centres (LAEPI) and expanded the availability of digital access points.

Strengthening adult education in districts

In this field, and in addition to the current support available for project development, the City Council of 12 October 2019 decided to create a supplementary support scheme entitled "Vie fédérative – têtes de réseau", aimed specifically at enhancing and supporting associative networks. A total of five associative groups will provide expertise and advice to the City and support associations in Nantes.

An enhanced summer events programme

Following a collective thought process undertaken in the aftermath of the riots of July 2018 (involving elected officials, associations, community councillors, municipal and metropolitan authorities and institutional partners), the City offered a more concentrated and diverse programme of leisure and entertainment activities for children, young people and families during the summer of 2019, including festive days, family outings, young people's holidays, etc.

In 2020, and in keeping with the commitments set out in the "**26 measures to improve district life**" action plan, the City of Nantes is continuing and stepping up its activities for residents of priority districts.

Key figures

- A total of €7,125,971 was paid in grants to associations in 2019 to fund the various programmes of the Voluntary Sector and Youth Department (DVAJ).
- The DVAJ manages 218 facilities for associations (total surface area of 99,895 m²).
- 189 meeting or activity rooms (with capacity for 10 to 900 people) are available for hire.
- 641 associations benefit from free time slots at the council's association facilities.
- 319 associations are provided premises by the City, 65 free of charge and 254 paying.
- 5,848 associations are listed in the City's association directory. 4,285 associations feature on Nantes.fr, with an additional 341 associations registered in 2019.
- 740 associations (+21% compared to 2018) or project leaders were referred to the City's CADRAN assistance centre in 2019, mainly for help with the creation of an association, the search for premises, financing or support for projects.
- 147 people (99 associations) attended the training courses run by CADRAN. 34 drop-ins and 15 information sessions with resource partners were organized in the different districts of the city.
- 36 innovative or pilot projects were supported by the 2019 Emerging Projects Fund for a total of €138,550, mainly in the areas of culture, media and digital tech, citizenship and sustainable development.
- 58 subsidised positions (PEC - Adult intermediary jobs) received support from the City in 2019, for a total of €172,422 in subsidies.
- 54 associations received support through the specific support fund (including 40 in priority districts) for a total amount of €612 240, of which €358,160 was awarded in FAS funding and €258,080 in specific funding by the steering departments.
- 454 associative events supported by the DVAJ in 2019: 162 in the North-West area, 212 in the South-East area and 80 in the central area (city centre, young people and student life).
- €4.05 million invested in 2019 to finance new projects and renovation work on existing facilities including the Félix Thomas community centre, Désiré Colombe community centre, Halvèque district community centre, La Fabrique in Dervallières, the Bellevue Residents' Centre and the Malakoff Toy Library.



2019 Annual Report Voluntary Sector

- A budget of €345,000 was used in 2019 to renovate and upgrade the City's voluntary sector property assets.
- €82,400 was allocated to the purchase of furniture and equipment for associative facilities.
- €1,077 has been spent on the long-term maintenance of the City's associative heritage.

Early Childhood

The City of Nantes has a proactive policy of developing childcare facilities and providing support for families. Support for parenthood and work-life balance are key issues of this public policy. It aims to simplify the process for parents looking for day-care services and to support the development of a day-care offer that best meets the needs and expectations of families, both in terms of quantity and quality.

Expanding the range of day-care services available to families

The City continues to encourage and support the development of new spaces so that families can find individual or group day-care solutions that suit their needs. With this in mind:

- 128 new group day-care centres were opened in Nantes in 2019 (community crèches, micro-nurseries and private inter-company crèches), of which 48 are financed by the City (including the Petits Pieds, Enfanfare, Jour de crèche, Graines d'étoiles and Cosmos crèches).
- 2 municipal crèches benefitted from relocation and extension work (Graines d'étoiles - formerly Santos Dumont - and Cosmos). The new premises ensure improved working conditions for the staff and a better quality of childcare;
- The range of services offered by some multi-format childcare facilities (regular, occasional or emergency childcare) was adjusted to cater more closely to families' requests and constraints (Sully, Médiathèque, Graines d'étoiles, Cosmos, etc.).
- Mutual-assistance partnerships were formed with neighbouring municipalities to give young children in Nantes access to childcare facilities in local areas other than their own (Grand Bellevue project);
- In partnership with the Child Benefit Office (CAF), the economic and social support offered to local authority nurseries and implemented by an external firm continued in 2019, with the aim of professionalising these facilities and ensuring their long-term sustainability.
- An agreement with Habitat et Humanisme has been renewed to provide daycare in its micro-crèche for children whose parents are in social and professional integration schemes;
- In line with the conclusions of the "quality charter" initiative, the traditional toddler daycare forum was revised in 2019 to make way for 5 dedicated forums for local areas. The aim of these forums is to be as in tune with families and their needs as possible in order to provide them with better information on individual childcare, such as approved childminders, home childcare, shared childcare, etc. Since 2019, these forums have also included collective childcare services.

Ensuring high-quality childcare for all young children

In order to promote well-being and ensure the safety of young children, the City places a strong focus on ensuring the quality of childcare offered, whether in group facilities or at home.

- In 2019, 18 sites benefited from upgrades, long-term maintenance and security improvements at a total cost of almost €1.51 million:
 - Extension and renovation of the Graines d'étoiles childcare centre (formerly Santos Dumont);
 - Extension and renovation of the kitchen of the Bellevue childcare centre;
 - Repairs to the roof of the Chêne des Anglais childcare centre;
 - Refurbishment of the boiler room of the Jardin de Jules Verne childcare centre.
 - Refurbishment of the interior paintwork and fire safety system of the La Pilotière childcare centre.
- More than €157,000 was spent on replacing some of the existing furniture and equipment of childcare facilities for young children (educational equipment, appliances, beds, bouncers, changing tables, etc.).
- The City places a particular emphasis on the quality of the environment, the air and children's meals in municipal childcare facilities. Organic food is increasingly used in meals for young children. Steam or ozone cleaning methods are being trialled to reduce the use of chemicals in the upkeep of the premises.
- A drive to eliminate plastic tableware in childcare centres was launched in 2019.
- Conferences, working sessions and discussions have been organised to support the professional development of crèche workers, in partnership with the child benefit office (CAF) and the mother and childcare centre (PMI).
- 2019 also saw the implementation of the first actions resulting from the quality charter, in conjunction with the Loire-Atlantique Departmental Council and the CAF.

Giving young children every chance of success

A number of initiatives have been continued on the theme of childcare for young children in Nantes, with the aim of ensuring equal opportunities for all, from their very first years of life.

- A 7th screening campaign for visual impairments was carried out in municipal facilities during the 2018-2019 school year, in partnership with the University Hospital. The initiative has undergone continuous improvement, particularly in terms of parental support (communication, collaboration with free ophthalmologists, etc.).
- The "talking with toddlers" scheme, which focusses on the prevention of language disorders, continued in 2019 with the 5 municipal centres involved. which offers children with an environment designed to boost their language level, with particular attention paid to quieter children. The "Talking with Toddlers" ethical committee regularly assesses the relevance of the scheme.
- Elsewhere, the City's work in partnership with the CAF and the PMI continued to improve care for children with disabilities. NB: These are children who have not yet been formally recognised as having a disability by the Departmental Centre for Disabled Persons (MDPH 44).

- In the context of the Passerelles initiatives, a joint drive by the City, the Departmental Council, the CAF and the National Education Department was continued in 2019. These actions are focused primarily on supporting children enrolled in schools located in City Policy Priority Districts. These bridging schemes help children gradually adjust to nursery school and contribute to their future success. They also help parents to develop a "positive" relationship with the school as part of a co-education approach.
- The range of services provided in the three municipal child-parent daycare centres (LAEP) continues to be adjusted to best meet the needs of families. LAEP centres provide services through a team of fifteen early childhood professionals.

Key figures

- In 2019, Nantes had:
 - 22 municipal childcare centres catering for 1,293 children, and 25 places in municipal family-based childcare, provided by 9 registered childminders (as of September 2019);
 - 17 micro-crèches not financed by the city (170 places);
 - 42 non-municipal multi-format childcare centres financed by the City (catering for 1,675 children), including 35 centres run by associations (catering for 1,398 children);
 - 9 inter-company crèches not financed by the city, with a total of 260 places.
 - 126 emergency care places at municipal facilities.
 - 5 childcare information desks, which handled 783 requests for emergency childcare for young children.
- 502 children were admitted to municipal childcare centres in September 2019 (through admission committees held in April and June 2019).

Education

Acting mainly through its Local Educational Policy, the City's goal is to ensure that schools in Nantes offer an environment where children can grow, flourish, and succeed.

This policy also factors in a sharp increase in the numbers of children enrolled in Nantes schools. In fact, 350 new students were welcomed at the start of the 2019 school year, bringing the total number of students enrolled in Nantes state schools to 20,350. At the start of the 2019 school year, 31 additional classes were opened (15 of them linked to a government measure to split Year 2 and Year 3 classes).

€6.3 million invested in the upkeep of schools this year

To improve the conditions in which children are educated, the City of Nantes carries out maintenance of its schools throughout the year and uses the summer break to carry out most of the work while the children are on holiday. This summer, 40 schools benefited from maintenance and security work at a cost of €5.42 million. A total of 60 projects were carried out, including the refurbishment of boiler rooms and networks, roofing, waterproofing, fire safety work, replacement of exterior joinery, interior and exterior painting, etc.

Development work, including the division of 16 classrooms

The main aim of these operations is to develop, renovate and improve the premises or outside spaces in order to adapt them to changes in schools (changes in numbers, classroom divisions, etc.) and extracurricular activities, but also to cater for the needs of teaching teams (fitting out of staff rooms) or City employees working in the schools.

A total budget of €1 million was allocated to this work for the year 2019.

Examples of major operations carried out this year include:

- The creation of administrative offices in a former office building at the Gay-Lussac school;
- The conversion of the former infirmary into administrative offices at Longchamp school;
- The redevelopment of staff accommodation to house the Adapei outsourced teaching unit at the Gustave Roch school;
- Repairs to the access road to Grand Carcouet school;
- The creation of a caretaker's lodge at the François Dallet school;
- The refurbishment of the multipurpose hall at the Louis Guiotton school.

16 new split classrooms were opened at a cost of €182,240 (an average of €12,000 per classroom), broken down as follows:

- €32,000 for classroom furniture;
- €4,240 for supplies (€125 per class), assistance with running costs (€110 per class), and a shared budget for extracurricular activities (€30 per class);
- €9,000 for removal services;
- €137,000 for the development work.

The master plan for schools in Nantes is taking shape

The City has adopted an ambitious master plan for its schools, featuring the creation of 6 new schools and the extension or renovation of 23 schools. Scheduled for completion in 2024, these operations represent an investment of more than €200 million, and will allow the creation of new classrooms, but also catering rooms, libraries and documentation centres, multipurpose halls for school, extra-curricular and extra-curricular activities and premises for leisure centres.

- **6 new schools:** Mellinet, Champ de Manœuvre (in the north-east of Nantes), Doulon-Gohards (in the east of Nantes), Leloup-Bouhier, Île de Nantes (Joséphine Baker school) and Nantes Sud.

- **23 schools extended or renovated:**

- Nantes Nord (North Nantes): Camille Claudel/George Sand, Chauvinière and Françoise Dolto;
- Breil-Barberie: Jacques Prévert and Les Plantes;
- Chantenay/Bellevue: Alain Fournier, Lucie Aubrac, Mutualité and Réformes;
- Dervallières-Zola: Ampère and Châtaigniers;
- Hauts-Pavés/Saint-Félix: Marie-Anne du Bocage, Fellonneau and Gaston Serpette;
- Malakoff Saint-Donatien: Coudray, Ange Guépin and Jean Moulin;
- Doulon Bottière: Urbain Le Verrier;
- Île de Nantes: Aimé Césaire and Louise Michel;
- Nantes Erdre: Beaujoire;
- Nantes Sud (Nantes South): Jacques Tati;
- Centre-ville (City centre): Émile Pehant.

An ambitious approach to caring for children with disabilities

350 children with disabilities are catered for in Nantes state schools. To promote inclusive schooling, the City plans to include the opening of outsourced teaching units in three schools in its master plan. Created in conjunction with Adapei, these units make it possible to accommodate children with mental disabilities in schools, as demonstrated by a unit opened last April at the Gustave Roch school on the île de Nantes.

A number of other major operations have also been carried out to make schools more accessible. The aim is to cater for children with disabilities in all districts, while bringing school and home closer together.

Extracurricular activities: a closer relationship with families

Since September 2018, the operator Léo Lagrange Ouest has been commissioned to manage after-school care services as part of a public contract with the City of Nantes. To improve its organisation and the childcare provided in morning, midday and evening sessions by its 774 facilitators, Léo Lagrange has undertaken a major recruitment and training campaign.

The association is also working to strengthen its relationship and communication with families, particularly ahead of the new school year, through:

- A free digital app allowing parents to sign up for news updates from each school, available from the start of the school year. The association also provides news updates on its Facebook and Twitter accounts;
- An “Extra-Curricular Week” in each school, providing an opportunity for the facilitators to introduce their teams to the families and explain how the care programme is run, as well as the various activities and projects underway, as part of a series of discussions with parents' associations.

Extended daycare in Nantes in a few figures:

- 1,724 students attend the morning care session every day;
- 7 out of 10 children eat lunch at school (the number of children attending the midday care session with catering continues to grow, with an additional 427 children on average each day compared to 2018);
- On average, 6,175 children attend the evening care session each day from 4:30 to 6:30 pm;
- A total of 808 facilitators from the Léo Lagrange Ouest association provide care sessions in the morning, midday and evening;
- 163 classroom assistants (ATSEM) and 18 teachers provide midday sessions and 13 "inclusion" job roles have been created to support children with special needs at midday.

Contributing to the academic success of all children

In February 2019, the City of Nantes launched the "16 hours after school" community dialogue initiative, with the aim of facilitating access to school activities and closing the gap between social groups and local areas, thereby ensuring the optimal conditions for academic success for all. Some 900 children and 110 parents were interviewed, and 300 educational actors were enlisted to help as part of the process, which involved parents, teachers, associations and children and culminated in a community report in June.

School catering: quality, affordable meals for families

7 out of 10 children have lunch in one of the City's 87 school canteens.. The City of Nantes is continuously improving the quality of the 15,000 meals served every day, (through research into local supply chains, inclusion of new recipes, organic products, substitution of plastic, etc.) while ensuring that these efforts do not negatively impact its firm longstanding commitment: namely to maintain the cost of lunchtime catering at an adjusted rate according to family circumstances (the cost to families varies from €0.83 to €5.99 depending on the proportion paid by the family, while the actual cost is €16.81 including tax).

It should be noted that a dialogue process carried out with parents has made it possible to speed up the implementation of an action plan to further improve the catering offered, in line with the EGALIM Act.

Some of the initiatives include:

- The elimination of plastic tableware in all canteens (plates, glasses, pitchers) by February 2020;
- The recycling of food preparation trays as of this year and trial of vegetable-based trays for reheating dishes by September 2020;
- Organic bread served each day in all canteens from the school start in 2019;
- A commitment to serving 25% organic products in canteens in 2020 and 40% in 2022 (currently 19%);
- The use of cloth napkins in elementary schools, such as kindergarten;
- A vegetarian meal option, in addition to the meat-free meal once a week.

A few key figures in municipal school catering:

- 1 central kitchen and 87 school restaurants;
- 43 City employees in the municipal catering department;
- Between 14,000 and 15,000 meals served every lunchtime;

- 2,500 meals served on average on Wednesdays and during school holidays in the 27 leisure centres;
- 7 out of 10 schoolchildren have lunch in school canteens;
- Average cost per meal: €16.81 (incl. VAT);
- Cost to families: between €0.83 and 5.99 depending on the family contribution.

Strengthening after-school care with Accoord

As part of a public service delegation contract, Accoord is responsible for managing after-school centres on Wednesday afternoons and school holidays for the City of Nantes.

New features for the school start in 2019:

- the opening of a new after-school activity centre at Lermite Lamoricière in a high-demand area of the city centre, which will take in 96 children from the start of the school year;
- an increase in the number of places available on Wednesdays (2,600 places in total), in areas with the highest demand;
- since the start of the 2019 school year, it has been possible to sign up for every Wednesday of the year in one go. A third of the families opted for this sign-up method, avoiding the need to register multiple times over the course of the year.

Key figures

- 112 public nursery, elementary and primary schools; i.e. 20,350 children (+350 compared to the start of the 2018 school year).
- 28 private nursery, elementary and primary schools; a total of 8,386 children.
- 987 municipal employees in schools (including maintenance and catering staff, nursery classroom assistants, caretakers, administrative departments and central kitchen staff) and 300 temporary staff.
- Budget for 2019: €110 million (€86 million in operating expenses, including staffing costs, and €24 million in capital expenditure, including the long-term maintenance of schools).

Culture

Long-term Installation of Royal de Luxe in the Grand Bellevue District

In 2019, the Royal de Luxe Company began work on an ambitious multi-year artistic project entitled "Grand Bellevue". The project is an integral part of the comprehensive urban renewal plan for this district, which covers parts of Nantes and Saint-Herblain. Its aim is to establish an artistic presence in Bellevue, taking inspiration from popular theatre to support residents by bringing a sense of poetry to the district. This will involve uncovering an identity that transcends differences and a complete transformation of the relationship between residents and their district, as well as the image it presents to the outside world.

In practical terms, the project consists of displaying "imaginary situations" that tell a series of stories through installations in public spaces or on buildings, each of which is accompanied by an event-driven aspect. Mediation actions are carried out in parallel with the display of the various images, primarily aimed at schools in Nantes and the Greater Bellevue district.

The "imaginary situations" implemented in 2019:

- - First act: the permanent work "le réverbère à nœud" (The Knotted Lamppost) installed in Place Mendès-France at the end of January 2019;
- - Second act: "la Fiat de Monsieur Bourgogne" (Mr Bourgogne's Fiat) from 12 to 28 April 2019 and "la tente de Mr Bourgogne" (Mr Bourgogne's Tent) from 23 to 28 April;
- - Third act: the revival of the "Miniatures" show, presented from 23 July to 17 August 2019. The show attracted nearly 16,000 spectators;
- - Fourth act: "l'arbre dans la voiture" (The Tree in The Car), installed overnight from 17 to 18 November 2019, and "Madame Rodéo", presented at the Bellevue Market on 19 and 22 November 2019.

Launch of "Nantes Patrimonia, Nantes tells its story with you!"

After four years of collaborative work to develop the project, the first version of Nantes Patrimonia, a collaborative online encyclopaedia of Nantes' heritage, was launched on 2 May 2019. The content featured on the dedicated website is based on both the contributions of professionals and academics and those of community members, gathered through participatory processes on the theme of heritage (including the "History and Memory of Districts" mission led by the Nantes Archives, district newspapers, the Nantes Heritage Council, the Nantes Dictionary, landscape and heritage plans, etc.). Thanks to their input, Nantes Patrimonia contains information on heritage of all kinds, whether tangible or intangible, large or small, cultural, industrial, port or natural.

After several months in operation, the encyclopaedia already has 278 published articles (170 at launch), 18 news articles, 21 digital tours (9 at launch), 258 fact sheets (heritage around you), 26% of which are already contributed by residents through participatory processes. With version 2 planned for 2020, direct online contributions will be introduced, as well as a communication and assessment strategy in order to meet residents' expectations and needs as closely as possible.

Based on a broader vision of heritage, the Nantes Patrimonia project aims to go beyond the inner circle of history lovers to address everyone, from the enlightened amateur to the simply curious, via schoolchildren, students and professionals. With a wide variety of content that is gradually being enhanced and enriched, the platform aims to reach as many people as possible and to offer a means of collective expression, led by contributors from a range of backgrounds.

95% of Nantes students benefitting from artistic and cultural education activities

In Nantes, cultural stakeholders offer a rich and diverse range of cultural activities through an involved and inventive approach, with the support and encouragement of the City. In order to develop the artistic and cultural education programme (PEAC) for children, teachers from Nantes' 112 state schools have the opportunity to:

- Apply for projects featuring in the EAC directory, e.g. concerts, heritage itineraries and dance workshops.
- Check the directory to book a visit to metropolitan and municipal facilities (museums, planetarium, libraries, etc.) or to set up an initiative with an association.

By creating a PEAC, which has been underway since 2015, the City of Nantes, along with its partners, the Loire-Atlantique Departmental Education Department and the Pays de la Loire Regional Department of Cultural Affairs, aims to guarantee children in Nantes equal access to art and culture in all their diversity. The programme itself covers cultural encounters and artistic activities, exchanges with artists and cultural professionals and the exploration of aesthetic and cultural forms of yesterday and today (i.e. performing arts, visual arts, heritage, reading/writing, scientific technical and industrial culture (CSTI) and media & digital). Through the PEAC, children can benefit from educational activities focussing on sense experience and practice, the development of critical thinking and openness.

To implement the programme, the City has designed a digital portal boasting a unique range of features with a national reach, which has gradually helped to ensure the equitable allocation of projects between schools in the various districts of Nantes. This interactive tool, which links schools, cultural organisations and the City, enables the listing of projects in the directory and the strengthening of ties between the educational and cultural worlds, thanks to its directory of 230 cultural organisations, as well as providing a portal for submission of applications by classes. It also makes it possible to monitor the geographical distribution of initiatives and to assess the programme's consistency year on year with each cohort of children.

Over the last 4 school years, the number of classes benefitting from an arts and cultural education project has doubled: from 400 classes in 2016-2017 to 850 classes in 2019-2020.

For the 2019-2020 school year, more than 92% of Nantes students are involved in one to three arts and cultural education projects following an application by their schools. If we add the visits made by schools to municipal and metropolitan cultural establishments (museums or similar institutions and the municipal library), an estimated 95% of Nantes' pupils benefit from artistic and cultural education activities; much higher than the national average of 82%.

Reopening after work on the Jacques Demy media library

The Jacques Demy media library reopened its doors to the public on 2 April 2019, after seven months of restructuring and redevelopment work carried out as part of the "Digital Reference Library" programme.

As in the entire municipal library network, and in keeping with the guidelines of this council library project for a more user-friendly innovative, partnership-based and participatory public service, the objectives were:

- To make the user journey smoother and encourage users' independence, in particular through the automation of transactions, allowing the user to take ownership of all spaces and check documents in and out themselves;
- To create new spaces for digital tech, for various uses and activities, for mediations and entertainment thanks to the removal of the various checkout desks, the enlargement of the spaces open to the public and a new furniture layout;
- To free up time, allowing the expansion of reception and user advice services and mediation activities.

The restructure also involved both professionals and users through participatory workshops.

After completion of the works, the entrance to the media library is now accessed via the Mellinet esplanade, which has also been entirely renovated to give a better sense of the premises' cultural purpose. The

reception area now gives an immediate impression of a user-friendly facility that offers services catered to everyone:

- A central welcome point for guidance as well as a separate registration area;
- An area for free reservations;
- A dedicated check-in machine area, with check-out machines located throughout the various spaces;
- A media reading area, with a document promotion space;
- Areas with improved functionality, including refurbished sanitary facilities, a pushchair room and a new cloakroom area.

The collections have been entirely reorganized by decompartmentalising and creating a variety of formats for reading, viewing or listening that offer different atmospheres and uses.

Reading or work tables and computer workstations are available in the various spaces, as well as a new multimedia room.

A major focus has been placed on relaxation and leisure activities, with a cafeteria area, reading areas, comic book area, new reading area for toddlers and listening and viewing stations for CDs and DVDs. New spaces have been created within the media library itself for cultural activities aimed at all audiences.

Since its reopening, the Jacques Demy media library has attracted a new and wider audience, with loans increasing by 10% (and as much as 19% over the last quarter).

The deployment of the Ateliers nantais de la médiation culturelle forum

With the launch of Ateliers nantais de la médiation culturelle (Nantes cultural mediation workshops), the City of Nantes aims to create the ideal environment for knowledge-sharing between cultural mediation actors, to share practices and experiences and to nurture joined-up thinking on what mediation means, its challenges and the changes it faces.

Since the first meeting in November 2018, designed and organised by the City of Nantes in partnership with the Cultural Policy Observatory and supported by the Pays de la Loire Regional Cultural Affairs Department (DRAC), three other meetings have been held. Held over a number of days, this series of meetings revolved around the co-construction of projects tailored to the local area (5 July 2019), cultural mediation and digital mediation (17 September 2019) and the promotion of cultural initiative projects with a cross-cutting focus on communications and public relations (5 December 2019).

120 cultural mediators took part in these workshops, which were also open to other professionals and residents depending on the subject matter.

Aid for private built heritage: a landmark year in aid for the restoration of façades

As part its efforts to improve and preserve of urban heritage, the City supports projects to restore building façades. In addition to showcasing Nantes' heritage, the aim is to make landlords aware of the cultural value of their property and to encourage them to implement sustainable maintenance practices in order to prevent the need for major and costly restoration work. To help landlords in this process, the municipality has set up a scheme for technical, administrative and financial assistance. In order to benefit from the scheme, the work must comply with the requirements set by the consultant architect, as well as the rules on heritage restoration and conservation and regulatory guidelines.

This proactive policy has had a steadily growing and lasting impact on the image of the historic centre of Nantes. The aim is to preserve the architecture of Nantes, with its characteristic use of soft limestone (tuffeau) or semi-firm limestone, its identity and its heritage value. This costly project requires a high degree of technical expertise in restoration work (due to the fragility of the materials) and must be carried out in coordination with other urban and/or public space renovation policies. The initiative is supplemented by regional aid from the "Centre Ancien Protégé" (Protected Historic Centre) scheme, which is coordinated on the ground by the City of Nantes, and by subsidies from the French State and other local authorities.

Since 2014, the City has invested a total of €3.2 million in this policy, which has provided support for more than 200 projects. In 2019, a number of major building projects were announced thanks to this support, particularly along the former quays of the Loire (allée Flesselles, allée Brancas, allée Duguay-Trouin and the Palais de la Bourse).

Reopening of the Bitche workshops: renovated and secure spaces to support artistic activity in former industrial sites

Since 2010, the Intervention Expérimentation collective has been developing an “artistic wasteland” project in the former Bitche workshops. The City of Nantes has implemented a major programme of work to bring the building (owned by Nantes Métropole Aménagement) up to standard and make it accessible, with the aim of supporting the collective and strengthening the role of the artistic wasteland in Nantes’ cultural ecosystem. The artistic wasteland was officially reopened on 2 March 2019.

The Intervention Expérimentation collective brings together a number of organisations and independent artists with the aim of developing their artistic project(s). Benefiting from the recognition of local and national artists, the artistic wasteland is open to arts of all kinds, including plastic arts, graphic design, photography, silkscreen printing, music, cinema and theatre. All members of the site help to ensure the running of the site. The work tools made available are free and shared. A number of evening events are open to the public, including concerts, screenings, theatres and exhibitions. The collective is also developing artistic workshops and a collective garden project for local residents.

The Restoration of the Acadian Fresco

In 2019, as part of its program to restore minor heritage, the City of Nantes chose to restore the Acadian fresco, which had been damaged over time. It was an opportunity to shine a light on this heritage work, which holds a historic significance for Nantes and the district of the Butte Sainte-Anne. The Acadian fresco commemorates an unusual and little-known historical event. After being chased out of Acadia, (now Nova Scotia, south of the St. Lawrence River in Canada) by the English, nearly 2,000 Acadians arrived at the port of Nantes between 1775 and 1785. As a result, Nantes became the largest gathering point for Acadians in France. The fresco depicts them setting sail once again in 1785, this time willingly, for America and Louisiana. It was originally created by the American artist Robert Dafford in 1993, who agreed to complete the restoration of his piece in 2019. The project was carried out in close collaboration with the association Bretagne, Acadie Louisiane and the Fondation du Patrimoine. The fundraiser was a great success, managing to fund 22% of the cost of the work by mobilizing individual donors and associations connected to Acadian remembrance, and in particular The Acadian Memorial Foundation in the USA and Les Amis du grand pré in Canada. As a result, the project has brought Nantes recognition from well beyond its borders.

First full year of the "Culture Close to Home" programme

The "Culture à deux à pas de chez vous" programme was created in 2018 in order to boost the number of artistic and cultural initiatives launched in districts. Its goal is to showcase the value of diverse formats and content by applying an agile and responsive approach to the way in which activities are implemented.

The scheme ensures the local networking of projects throughout the Nantes area in a coordinated manner, drawing on the skills and talents of its residents and "users". More specifically, it supports people who may have difficulty in accessing artistic activities and enables support for a wealth of initiatives in the various districts. By creating bridges within and between districts and expanding the number of local projects, the scheme supports the overall diversity of activities offered throughout the Nantes area.

As an example of this, the following projects have been supported:

- The "Ateliers Magellan" on the banks of the Loire: this former metalworking workshop, taken over by the "Bureau d'Études Spatiales" collective, has become a place for manufacturing and experimentation in the district (cinema, live shows, etc.);

- "Mots en musique" by the Snouz company: an intergenerational project co-piloted by two EHPADs and two nurseries on the theme of lyrical music. Their work mainly involves residencies and awareness-raising sessions;
- the "Mais Yes" festival, led by Lolab in the Breil district: a collaborative interdisciplinary project that unites the district's various actors and promotes participatory projects.

It should be noted that the number of projects proposed in priority districts is increasing (three on average) and that at least one event has taken place in each district. In 2019, nearly 30 projects will be supported for a total of €100,000.

Improvement work at the National Choreographic Centre of Nantes

Under the directorship of Ambra Senatore, the National Choreographic Centre of Nantes (CCNN), is a key, unifying tool for dance in Nantes. In 2018-2019, the centre benefitted from development work, which enabled it to roll out its cultural and artistic project, ensuring a more optimal environment for its director to start work on her second term.

The work carried out on the Jacques Garnier studio (replacement of the bleachers, modification and extension of the dance floor, reinforcement of the existing concrete slab floor, improving accessibility, etc.) has made it possible to optimise the flow of activities and rehearsal times for resident companies at the Centre, while continuing programmes aimed at amateurs and the general public (improved conditions for hosting the public and presenting shows, improved safety, etc.).

Key figures

- 414 organisations or associations were subsidised by the City in 2019, of which:
 - 224 organisations or associations in the cultural development sector received support for their projects and 157 associations were supported in their initial budget;
 - 33 associations in the heritage sector.
- More than 250 articles featured in the contributory encyclopedia Nantes Patrimonia, 26% of which are the result of contributory processes with residents.
- 6 commissions by the Scientific Committee of the Nantes Heritage Council.
- 9,249,871 images and scanned documents viewed on the Nantes Archives website.
- 95,000 visitors to the 35th European Heritage Days in September 2019, with 211 events held across 106 sites, 65% of which were activities provided by associations, residents' groups or individuals.
- Two "off-site" exhibitions organised by the Nantes Archives to coincide with the "Débords de Loire" and "les Bombardements" events.
- 1,400 people took part in the programme of cultural events organized around 10 May for the National Day of Remembrance of the Slave Trade and its Abolition.
- The Conservatoire provides specialised education to 1,885 students and its work at primary schools in the City of Nantes benefits around 1,650 children.
- 45,000 users are registered with the city's public library network and 1,702,344 documents were loaned in 2019 (Jacques Demy media library closed between January and March 2019).
- Other events hosted in 2019 in the metropolitan cultural facilities located in the City of Nantes local area:
 - 38,983 people visited the Jules Verne Museum (3,544 visitors per month, with a temporary closure for works in January), an increase of 11% on 2018 and 28% compared to 2017;
 - 56,837 spectators at the Planetarium, an increase of 8% compared to 2018 and 9,913 more visitors than in 2017;

- 127,000 visitors to the Natural History Museum; down 12% on 2018 but an increase compared to 2018 (with 118,000 visitors);
- 298,556 visitors to the Musée d'arts, making it the 4th most visited regional art museum, after the Musée des Beaux-arts de Lyon, Louvre Lens and the Centre Pompidou Metz;
- 356,468 visitors to the History Museum (Château des Ducs de Bretagne) excluding artistic programming and entertainment. A slow year in comparison to an exceptional 2018, but a 2.5% increase in attendance on 2018 for the museum's permanent exhibitions.
- 221,083 visitors to the Memorial to the Abolition of Slavery and 36,229 to the Cathedral crypts.

Prevention and Solidarity

The Prevention and Solidarity Department: a cross-cutting initiative

The department is responsible for implementing the policies of solidarity and health promotion in Nantes, with a constant focus on adapting them to real needs and supporting the people of Nantes, particularly the most vulnerable, in becoming agents of their own future. The measures implemented share a number of features in common:

- they aim to improve the general health and well-being of the people of Nantes;
- they encourage greater social inclusion;
- they boost socio-economic living conditions;
- they aim to maintain and preserve the independence of the elderly.

With this in mind, the department is made up of three thematic sub-departments (the Public Health, Social Inclusion and Senior Living Departments) and two cross-functional departments (the Support and Coordination Department and the Prevention and Solidarity Local Development Centre), which report to the City of Nantes.

Local Development, Prevention and Solidarity Centre

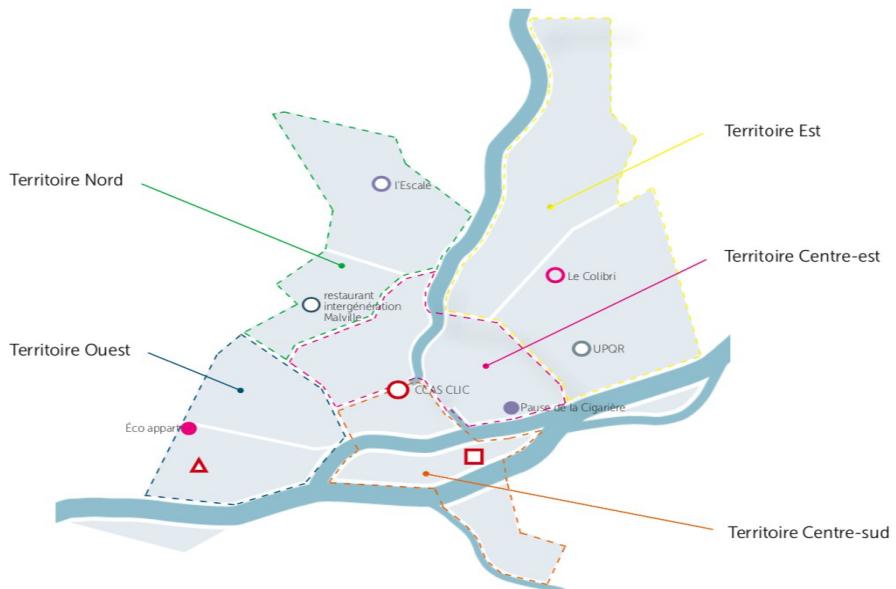
As part of the DPS, the local development centre works to ensure a holistic approach to target audiences with vulnerabilities, with four key areas of action:

- Combatting isolation;
- Promoting health;
- Ensuring access to rights and services;
- Facilitate senior living.

The centre's primary function is to close the gap between social groups, local areas and in healthcare provision in support of the three public policies (social action, public health and the elderly) by taking the specific needs and actors of each district into account in the implementation of local initiatives.

Its activities typically involve all of the various stakeholders. In January for example, "Solidaires'o", a network of actors from the Hauts-Pavés Saint Félix district was born, which works to promote information-sharing at social and cultural level, particularly through a collaborative space.

Structurally, the centre consists of a team of 32 employees located in 5 local areas who are familiar with the methods implemented by the operational departments. This shared knowledge makes it possible to optimise the efficiency of the initiatives carried out.



Promotion of health

- **"Healthy Living": a key event on the theme of sleep**

For its 5th year, the event was extended to all 11 districts of Nantes over several months, culminating on 6 November with a major event at the Espace Désiré Colombe (26 stands, 21 workshops introducing practices such as "laughing yoga", 9 conferences and 36 partners, etc.). A standout feature of this edition was the growing diversity of its public audience, with a strong showing of families and teenagers.

- **A variety of health initiatives in districts**

- A "colon tour" on the theme of colorectal cancer prevention and screening, held in the Bellevue district with a final event on March 11th at the "Carré des services".
- A Health Focus on March 28th "Are we all bipolar?", in Malakoff district, which brought together a participatory health group ("Health and Us"). This group of 12 or so residents provided fertile ground for productive discussions on a number of projects at both district and city level.
- A Women's Health Focus on gynaecological issues, held on 26 March in the Bellevue district, in partnership with the public health department, neighbourhood associations and the UGOMPS, .
- A diagnostic survey, which led to a co-constructed action plan on the prevention of addictive behaviours among young people in Nantes Sud.
- A tour of markets and intergenerational cooking workshop during the Fresh Fruit and Vegetables Festival (FFLF) in the Hauts-Pavés Saint Félix district.
- Support for a behavioural shift towards healthier food practices within the framework of the Local Food Programme (PAT) , an initiative that will be extended in 2020.

The expansion of unique Nantes Solidarity Information Points (PINS)

The PINS is a tool to combat the non take-up of rights and public services. In addition to its existing sites, a number of other premises and target actors have appeared:

- Rosa Parks College and Grand Carcouet School during parent-teacher meetings;

- The Nantes Métropole Habitat (NMH) housing association (north of Nantes);
- ADOMA housing;
- Associations:
 - APIB, CSF, ANAF and AADPLNV in the East;
 - the "Icing on the cake" in Breil;
 - GEM, a mutual assistance group in the East Central area;
 - Voluntary sector associations involved in food distribution in the South Central area.

Additionally, one of the "26 initiatives for district life", "Tout droit vers mes droits" is aimed at strengthening the PINS in the 4 priority districts of Bellevue, Dervallières, Breil and Nantes Nord. Plans involve the recruitment of two additional positions in 2020.

Support for the voluntary sector in all local areas

A few examples:

- Support for "Vivre Libre 44" in setting up a shared associative premises: "the Cherry on the cake" in the Breil district, including an analysis group on practices for local solidarity reception centres;
- Methodological and logistical support for two senior citizens' clubs in the eastern area and contribution to the overall ANRU Bottière Pin Sec project for the creation of a social and solidarity economy centre, in particular through a feasibility study for a grocery store;
- Support for the residents' association "ma petite pause", in the South Central district, which is gaining expertise in identifying isolated people;
- Support for the creation and implementation of a shared space, the "Boîte à Mains", in the Bellevue Chantenay Sainte-Anne district with a group of associations (Les Cousettes, l'Escale de la Butte and les Doulas);
- Active engagement with the Atelier Bricolage des Dervallières on a recovery plan.

Continued support for seniors

A few efforts worth highlighting as part of ongoing projects led by the Senior Living Department include:

- Two participatory diagnostic surveys supported by "Etabli" in the Dervallières (January to June) and Nantes Nord districts (April to July), as well as involvement in district meetings to communicate the scheme. These surveys were carried out in preparation for the "Quartier Ami des Aînés" (QAA) action plan, which is scheduled for implementation in 2020;
- Sharing of workbooks kept by the various actors involved as part of the Big Debate on Longevity, as well as guided walks and the creation of a group of partners working to improve senior living and involvement in the "blue week" with a "storytelling" walk.

A constant drive to tackle isolation

This effort can be seen in a number of events:

At **Colibri** (Bottière Pin Sec priority district). This drop-in centre for isolated people has become a gateway scheme for social stimulation. It brings together the various actors of the district, including residents, volunteers, professionals from the voluntary sector and institutions. An interior decoration renovation project, led by the "Compagnons Bâtisseurs", was carried out at the centre with the involvement of residents. This friendly space for local activities also remains open during the summer period. Other sites with a similar

focus are located throughout the local area, including l'Escale in the North, the Pause Cigarière in the East Central area, Décafé'idées in the South Central area and Boîte à Mains in the West.

The stakeholder group "**Voisinons ensemble en centre ville**" is taking shape, with the aim of carrying out initiatives for the benefit of residents in the Dobré - Bon Port area.

The "**Ensemble aux Dervallières**" association is involved in organising Sunday dances (three at the Dervallières District Community Centre and three at the Jamet socio-cultural centre in Bellevue).

In the South Central area, socio-aesthetic **care workshops** are being expanded to benefit a wider audience (single-parent families, job seekers), and have a significant impact on the self-esteem of the people involved.

Finally, new forms of solidarity are being expressed through **cultural mediation**:

- New book boxes in Pirmil and Port Boyer;
- Summer outings, guided tour of the opera and the Graslin theatre for the North;
- Guided outings in connection with the "le merveilleux" programme for the West.

Key figures

- Eco appart: more than 1,000 people attended collective energy mediation workshops (including 18 relocated workshops).
- Isolation: 333 initiatives with a total attendance of 6,736.
- Partner associations: more than 200 partner associations in local prevention and solidarity initiative networks (fifteen new actors in 2019).
- PINS: 550 drop-ins benefitting 5,670 people; 15 new sites located throughout the city.
- Festive meals organized by the local areas: 7 in spring and 8 at Christmas (total attendance of 950).
- The Escale, Colibri and Pause Cigarière resource centres:
 - 440 visits to Colibri (audience turnover rate of 25%);
 - 182 people visited l'Escale for a total attendance of 2,660 (audience turnover rate of 47% with 86 new attendees);
 - 30 people visited the Pause Cigarière for an average attendance of 17 per shift (33% turnover rate with 10 new attendees).
- "Healthy Living", a key initiative for the year: Attendance of 170 ahead of the initiative and a final event on 6 November attracting 400 visitors.

Solidarity - Social Inclusion

Centre for User Relations & Access to Rights (PRUAD)

The Social Inclusion Department is at the forefront of the metropolitan strategy to prevent and combat poverty

The metropolitan area has been chosen as a proving ground for the local application of a national strategy to prevent and combat poverty. Solidarity being one of the 5 key factors of the 2014 metropolitan pact, Nantes Métropole and the municipalities of the metropolitan area are heavily involved in preventing and combatting poverty. To this end, they are taking advantage of the national strategy to develop new initiatives, such as the trial of new social grocery stores or providing easier access to quality food at affordable prices (with the support of the Centre for User Relations and Access to Rights).

Quality supplemental health care at a controlled price: a new partnership in 2019

In March, the cities of Nantes and Saint-Herblain entered into a partnership with Harmonie, MCRN, La Choletaise, Groupama and Mutualia to offer their residents a range of high-quality, moderately priced, means-tested supplemental health insurance packages. The resulting 15 supplemental health insurance packages are adapted to all budgets and family structures.

Designed to facilitate access to care, these packages all benefit from no waiting or qualifying periods or health questionnaires, as well as being up to 20% cheaper than standard individual cover. Finally, they also offer a network of partners (particularly in optical health and dentistry), a support service and a controlled pricing policy.

Two forums held in March and September allowed 155 inhabitants (mostly over the age of 60) to learn about the scheme and compare a number of estimates.

Social and Budgetary Council: the Nantes-Herblain "Budget Advice Information Point" certification in 2019

Since July 2019, Nantes Municipal Social Welfare Centre's (CCAS) social and budgetary advisory activity has been certified by the French Government. The CCAS continues in its commitment to help the people of Nantes to access their rights, better manage their monthly budget and overcome debt in order to improve their financial situation and their future. In 2019, 1,471 Nantes residents had at least one appointment with a solidarity advisor. Most of these appointments (873) involved the Budget Advice Information Point.

Domiciliation: overall increase in declarations of residence in 2019

As of 31 December, the number of active declarations of residence stood at 5,878 (compared with 4,986 in 2018), an increase of 17.9%.

In 2019, the socio-demographic data of persons declaring residence were as follows:

- Average age of 35;
- 2/3 are men;
- 73% are isolated and 8% are couples without children;

- 12% are couples with children and 5% are single-parent families;
- 21% are of French nationality and 18% are from the European Union;
- 23% live in mobile housing.

Over the year 2019, 6,312 new declarations of residence were made, representing an increase of 9.11% compared to 2018.

Finally, the CCAS carried out 8,336 interviews (relating to information, copies of certificates, signing of the direct debit regulations, etc.) in 2019 (+4.11% compared to 2018).

NB: the reception desk at the La Poste office served 125,747 people and delivered 189,965 items of mail.

Carte Blanche and assistance for sports and cultural activities: steady progress

Carte Blanche is a tool used by the City to promote access to sport, cultural and leisure activities for socially vulnerable groups. In place since September 2012, the scheme allows holders to benefit from reduced or free entry to the full range of programming offered by more than 50 cultural and sporting operators in Nantes.

Since July 2017, Carte Blanche also helps its holders to access amateur sports, artistic or leisure activities through financial support: the APSC (Sports and Cultural Activities Grant). Under the scheme, Carte Blanche holders benefit from a grant of up to €150, with the remaining €25 to be paid by the household when they enrol in an artistic, sports or leisure activity with a 1901 Act association over the course of the year.

Carte Blanche in a few figures:

- a steady increase in the number of Carte Blanche cardholders, up 15,000 (+15.4% in 2019);
- 3,026 households received the APSC in 2019, for a total of 3,886 grants of an average €125;
- 63% of grants go to children under the age of 14;
- 43% of grants benefit single-parent families;
- 79% of grants are for sporting activities, 15% for artistic activities and the remaining 6% for leisure activities.

Carte Blanche is also a mediation network of more than 230 stakeholders that provides support to people facing multiple barriers in accessing sport, leisure and culture. The network is gaining momentum: 73% of the 5,300 places offered through the scheme were taken up, even before taking the more than 1,100 admissions to museums and cinemas into account.

The eco-apartment: strengthened initiatives

In 2019, 1,004 inhabitants benefited from advice at the "eco-apartment", a show flat where activities are held to raise awareness of eco-responsibility and enable everyone to save energy at home. These initiatives, some of them held off-site, consisted of workshops, "round trips", events, open houses or visits.

440 professionals attended workshops or awareness sessions. Some 15 of them also took part in the steering committee, the stakeholder network and working groups on cold-calling. A session was also devoted to the creation of a housing/energy guide.

Since February 2019, the arrival of a new facilitator has made it possible to develop 19 "round-trip" action sessions across the local areas, which have benefited 188 residents and 18 professionals.

2019 also saw the creation of a residents' committee that meets twice a year to improve the workshops offered, or to develop new events with the help of a group of volunteer testers.

Sign language support: an increase in activity in 2019

Since June 2017, the CCAS has offered support in French Sign Language with the aim of improving access to public service for the deaf and hard of hearing.

In 2019, 37 people received support, including 14 new recipients. 25 of them are residents of Nantes and 12 live in the other municipalities of the metropolitan area. Their average age is 43.

Overall activity was up, with a total of 210 appointments, including home visits, appointments with partners based in the City of Nantes and elsewhere, as well as discussions via the digital tool.

A half-hour introduction to Sign Language is offered to volunteer City employees on a weekly basis in 4 to 5 separate groups.

Housing Accommodation and Social Emergency Centre (PLHUS)

Completion of the IGLOO "Le Clos de Metz" housing units in July

IGLOO is a scheme that allows households to play an active part in the design and construction of their future home, while re-integrating in the workforce.

"Le clos de Metz" consists of 6 T2 apartments, one T5 apartment and seven 15-month assisted contracts of 20 hours per week supported by the Trajet voluntary association.

Social support has also been provided by the stable housing unit, starting in December 2017 up to the transfer of the lease from CCAS to Nantes Métropole Habitat. The 7 households are therefore currently subtenants and receive the support applicable to regular housing. A minimum of one monthly appointment is offered at home or at the CCAS. Sublease agreements are for an initial term of 12 months and may be renewed for subtenants on a case-by-case basis as their circumstances dictate.

Extension of morning opening hours at the Night Stop

Following the recommendations of the City at Night diagnostic survey, opening hours were extended in line with the following objectives:

- To improve the reception and support of homeless persons by allowing continuity between social emergency stakeholders;
- To strengthen the provision of food in mornings across the local area.

Preparation for the opening of the Agnès Varda space

A new facility, created by combining public baths and the Pierre Landais social restaurant has been named the Espace Agnès Varda. 2019 was devoted to working in consultation with staff and users on the key features of the future development project, the first stone of which was laid in January.

5Bridges: from project phase to implementation

With the laying of the foundation stone at the beginning of April 2019, the "5 Bridges Factory" is now beginning to take shape on site. A solidarity activation mission was launched to enlist the help of all local actors in embodying the concept of the solidarity village project from now on. All of the stakeholders have now been mobilised, allowing a start date in early 2021 at the latest.

Nantes Refugee Accommodation Centre (CNHR) and Nantes Refugee Accommodation and Social Reintegration Centre (CHRS)

Offering a total of 223 spaces, these two establishments continued in their mission to provide accommodation and support for vulnerable groups with the aim of facilitating their integration in the local area.

In view of their increasing capacity and in order to better meet their operating needs, an organisational diagnosis was carried out in September 2019. The resulting recommendations are expected by 2020.

The opening of the AISL Women's Shelter

In September 2019, a shelter for marginalized and homeless women was opened. Based in a small renovated house divided into two apartments, it provides a safe space where vulnerable women can stay as of late September. The overall goal is to enable the women who use the shelter to regain their dignity and sense of self-worth in order to prevent their return to the streets. This project was carried out in conjunction with the Association d'insertion solidarité logement (AISL).

The opening of a half-way house for the Habitat Humanisme association

Located on the Quai de Versailles, and made available by the City of Nantes following safety renovations, this house will eventually accommodate 6 to 7 highly vulnerable people who will be housed in rooms on 3 levels, each with a shower and washbasin. The common areas, kitchen, living room and garden are shared.

Migrant scheme

In 2019, the 706 places of this reception facility, created by the City of Nantes and financed by the CCAS as part of the Square Daviais operation were closed. Almost all the beneficiaries of this temporary accommodation scheme for rejected asylum-seeking migrants have now been redirected to the French State-managed National Reception Service (DNA).

The 105 places for people with refugee status and the 35 places for unaccompanied foreign minors (from the Bréa, Daviais and Wilson squats) will be continued in 2020.

The aim is to contribute, in the same way as the social restaurant for young migrants or solidarity pricing, to the prevention and handling of social emergencies experienced by these highly vulnerable groups.

Key figures

- 8 956 households in Nantes received at least one financial grant, all schemes combined.
- 45,734 visits across the facility (main reception, counters, board room).



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- 9,620 visits to the digital space (+3.7% compared to 2018).
- 5,878 active declarations of residence as of 31 December 2019.
- In 2019, the City paid subsidies totalling €827,518 to associations in the following fields:
 - inclusion through housing: €37,310;
 - social inclusion: €356,208;
 - social emergency: €392,000;
 - inclusion initiatives: €42,000;

Solidarity - Senior Living

The Medical and Social Facilities Centre

Holiday stays for residents of Care Homes for Elderly Dependents (EHPADs) and independent living homes

Two holiday stays have been organised in independent living homes, one of which is open to EHPAD residents. The EHPAD stay was organised in response to one of the guidelines of the shared multi-year targets and resources contract (CPOM) between independent living homes and the EHPADs run by the CCAS.

In total, 30 participants were able to rediscover the joys of a holiday stay in Beg Meil, while a further 15 participants took advantage of a stay in Saint-Gilles-Croix-de-Vie-Cr

"À vélo sans âge": bike rides proliferate in 2019

In September 2018, based on a proposal by local association "À vélo sans âge" and with the assistance of the Loire-Atlantique department, the CCAS committed itself to financing 2 cargo bikes aimed at promoting bike rides for EHPAD residents.

Throughout 2019, 4 homes had the opportunity to share the use of these unusual three-wheelers in pairs (Hirondelle de Sèvre/La Madeleine; Haute-Mitrie/Chambellan), much to the delight of the residents, who were able to explore the surrounding area two by two. It was an opportunity for them to see for themselves how their districts and their city are changing.

"Regarde-moi", a project in partnership with the Petits Frères des Pauvres

In 2019, several homes took part in the project "Regarde-moi" (Look at Me) led by the Petits Frères des Pauvres. At the La Madeleine EHPAD, all of the home's residents were able to take part in the project (not just those monitored by volunteers). Twelve residents had their photographs taken, which were then displayed as portraits on a number of monuments around the city of Nantes. Although some residents suffer from lack of mobility, they were able to enjoy the exhibition displayed in the EHPAD itself.

Age-Friendly Olympics: more municipalities sign up in 2019

In 2015, the City of Nantes' retirement homes, which were renamed independent living homes in 2016, organised the first inter-home Olympics. For its second year, the event was opened up to the City's EHPADs. In 2018, more partners signed up to take part in the Olympics, including the independent living homes run by the Red Cross (Ginkgo Biloba) and the mutual pension fund (La Marrière), as well as the users of the Nantes Retired and Elderly Persons' Office (ORPAN) via the district facilitators. The 2019 event marked a new chapter, with the involvement of other age-friendly municipalities and towns of the metropolitan area, including Saint-Sébastien-sur-Loire and Saint-Herblain. Each of them entered a team put together from the various homes in their area, which then competed against the 14 other teams at the Stadium Pierre Quinon over the course of two collective events and four team events.

2019: a year of mediation focussing on plants

- A sensory garden at the La Madeleine EHPAD

The La Madeleine EHPAD has created a therapeutic sensory garden for its residents to enjoy, featuring a bug hotel made by the residents, as well as aromatic plants, fruits, vegetables and flowers. Residents' groups have organised a rota for its upkeep (picking, watering, planting, etc.).

- A therapeutic garden at the heart of the Hirondelle de Sèvre EHPAD

This project was carried out on a large terrace area adjoining the activities and adapted care centre (PASA), which also runs therapeutic activities for cognitively impaired residents. As a place for mediation, the therapeutic garden gives the elderly an opportunity to enjoy a moment outdoors and have their senses stimulated (through colours, smells, tastes, etc.).

"Revivre son métier, sa passion" for the elderly residents of the Chambellan EHPAD

In 2019, residents were granted one of their wishes thanks to the "Rencontres à Chambellan" association, whether that was an outing by the sea, a picnic at Le Pouliguen, dinner at Pont-Mahé, spending an afternoon with horses, or a visit to a butcher's shop (for a former butcher).

"Thematic bi-weekly" events around team cohesion in EHPADs

Themed bi-weekly events were held in 2019 aimed at strengthening and promoting team cohesion among City employees through specific workshops (reflexology, etc.) at the Hirondelle de Sèvre and La Madeleine EHPADs.

Film screening-discussions on the topic of wellbeing in 5 EHPADs

In partnership with the LNA santé group, 5 film screenings followed by discussion were held at municipal EHPADs with the aim of highlighting the care profession. This screening was open to all department employees, residents and their families in order to prompt discussion and reflection on how to support people suffering from Alzheimer's disease.

A few examples of local and intergenerational openness in 2019

- Collaborations between the Sainte-Thérèse school and the Chambellan EHPAD (intercultural exchange project).
- Opening of the Renoir EHPAD to festive meals and the O'menu scheme.
- Intergenerational activities in the park of the Port Boyer independent living home.

A few examples of ongoing and strengthened partnerships with homes

- Partnership-based initiatives through associations such as the Petits frères des pauvres, les Blouses Roses, Jalmalv and Saint-Vincent-de-Paul.
- Since October 2019, a number of young people have supplemented the social life initiatives offered at EHPADs and three independent living homes as part of the "Unis-Cité" civic service programme.

- For example, in conjunction with the local area, the Pirmil independent living home welcomes a group of four young people ("the Silver Geeks") one day a week for a digital workshop and "Wii bowling" project.

Risk Management: bed bug and legionella outbreaks

The Croissant independent living home experienced a bedbug infestation. Thanks to the mobilization of all professionals, residents, housing associations and specialist pest management companies, this crisis is now under control.

Key figures

- occupancy rate in independent residences: 86% (82.8 in 2018).
- occupancy rate in EHPADs: 97.3%.
- 121 people welcomed in the 2 day care centres for a reservation rate of 89%.
- 48,145 meals served in intergenerational restaurants in 2019.
- average age of EHPAD residents: 87 years (level of dependence: GMP 626).

The Independent Homecare Coordination Centre

The Big Debate on Longevity: large-scale mobilisation producing a wealth of projects

As part of the Big Debate on Longevity, the employees of the Senior Living Department and the CCAS as a whole were enlisted to produce stakeholder projects focussing on four major questions ("in oneself", "at home and close to home", "with others" and "around the imaginary").

The residents also played a central role in the mobilisation effort and the thought process around the great debate:

- During the "Longevity" district meeting;
- As part of a "senior-friendly" walk in the Halvèque district, in conjunction with the Nantes region urban planning agency and the Local Area Prevention and Solidarity Centre (PDTPS);
- Via the "travelling notebooks" used to gather the opinions of elderly people in Nantes. This participatory tool allowed them to gather their ideas and proposals to enrich the debate on longevity;
- At the Malville inter-generational restaurant (RIG), where seniors and local residents had an opportunity to benefit from workshops with professionals and produce 3 stakeholder projects.

Age-Friendly City: Continuing the diagnosis

In 2019, the "Age-Friendly City" diagnostic survey was continued with:

- The European ESPON Study from April to December 2019

With the challenge of adapting European cities to an ageing population as its focus, the study compared 8 European cities: Amsterdam, Barcelona, Gothenburg, Manchester, Hengelo, Oslo, Zaragoza and Nantes.

On completion of the survey, a series of good practices were recommended, such as investing in communication to change public perceptions of senior citizens, enlisting the public's help to invent a more welcoming and age-friendly city, developing digital training for senior citizens and involving seniors in the development of all solutions, in all areas.

- The "Age-Friendly Districts" diagnostic surveys

The "Age-Friendly City" initiative tends to be deployed at district level under the name "Age-Friendly Districts". With this in mind, two districts underwent a shared diagnostic survey, carried out by the Local Development, Prevention and Solidarity Centre (PDTPS) with the association "l'Etabli": Dervallières and Nantes Nord.

The survey of Dervallières reveals a neighborhood where seniors want to continue to live, with a strong sense of district solidarity. It also sheds light on an area whose topography creates difficulties in mobility, and requires local urban development to enable all of its residents to leave their homes and take part in district life.

In Nantes Nord, issues of isolation and insecurity were highlighted. In 2020, public services will have to focus on the occupation, development and coordination of a quality and safe public space, in connection with the urban project. Local services (shops, activity and information spaces) should also enable senior citizens to break out of their isolation.

- The Study Tour

Four towns in the conurbation are members of the French-speaking Age-Friendly Cities Network (RFVAA): Saint-Herblain, Rezé, Saint-Sébastien-sur-Loire and Nantes. As part of this network, the elected representatives and various departments of the four towns met to share their practices and projects. This experience-sharing exercise, or "study tour", reflects a shared commitment to mobility (e.g. solidarity transport or minibuses to take seniors to the market), shared housing and the right to respite for carers.

Since then, two more cities have joined the RFVAA: La Chapelle-sur-Erdre and Sainte-Luce-sur-Loire.

Preventing and combating isolation in senior citizens

- Renewal in November 2019 of the partnership agreement with the Petits Frères des Pauvres association in relation to the "Voisin-Age" scheme. 75 "neighbourers" located throughout the Nantes area made closer contact with 60 "neighbourees" as part of an approach of mutual support.
- Promotion of the MONALISA (national drive against isolation in the elderly) scheme for cooperation between local areas, which aims to support the local work of voluntary community groups. It does this by combating isolation and ensuring consistency and alignment between the initiatives carried out on the ground by the various players. The City is involved in efforts, particularly by ORPAN, to promote the MONALISA scheme to associations.
- Continuation of the trial rollout of the Ensembl' social network and the Solidar.IT interface. In 2019, 2,390 Nantes residents registered on Ensembl.fr. 28 neighbours offered their services to the elderly in their district as volunteer helpers, and 48 requests for help were posted by elderly residents, mostly in relation to computer access and odd jobs.
- As part of the elderly component of the local health contract, since September 2016 the CCAS has been offering a trial service designed to help Nantes residents over the age of 65 to remain in their own

homes. Under the trial, medical and social facilities managed by the CCAS provide their services (entertainment and catering) to senior citizens in their local area. As of 31 December, 134 people were benefitting from the trial.

A supplementary respite offer for carers: the Home Respite Grant and the Respite Break

- Home Respite

The home respite service allows Nantes residents over the age of 55 who are losing their independence to receive financial assistance (50 to 92% of the cost, depending on resources) for professional care at home. The aim is to promote respite assistance for caregivers by bringing in qualified personnel to a loved one's home to reassure and care for them.

Renewed at the beginning of 2019, the partnership offers a choice of 10 home help providers: AAFP/CSF, ADAR, ADHAP services, ADT44, AD Seniors, Confort Services, ANAF, ONELA, OUIHELP, and Titi services. 51 people were able to benefit from this service.

- Respite Break

Since October 2018, the Maison des aidants caregivers' centre has been trialling a Drop-in Centre. The scheme is designed to look after loved ones receiving care for a few hours in order to free up time for their caregiver. The care consists of support by professionals offering stimulating activities and interaction. In 2019, 33 admissions interviews and 215 half-days (attended by 26 people) were carried out as part of the pilot scheme. At the beginning of 2020, opening hours will be extended and a transport service will be offered.

A scheme to ensure improved support and care for young patients

In partnership with players from the department and the regional health agency, and with the support of a student, the MAIAs (Policy Approach for the Inclusion of Assistance and Care Services in the Field of Independent Living) of Nantes and the conurbation conducted a diagnostic study on "young patients" suffering from Alzheimer's and related diseases. Its goal was to identify places of expertise and access to information, as well as the existing support services and caregiver support available. Meetings were held with patients, relatives and professionals, which will be used to develop tools that make the range of services available clearer and more easily identified.

Key figures

- The Maison des Aidants caregivers centre
 - 2019 calls (+25%) and 787 appointments (+19%);
 - 502 carers supported, including 361 new people (71% new carers);
 - 212 people took part in collective activities, for a total attendance of 1517.
- CLIC
 - Number of people monitored: 5,011 (compared to 7,198 in 2018);
 - Number of appointments: 11,149 (compared to 13,310 in 2018);

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- Number of home visits: 1,940 (compared to 2,138 in 2018);
- MAIA
 - 113 people supported by MAIA, including 37 new care situations taken on in 2019 out of a total 60 requests.
- Services Provided
 - 2,564 people benefitted from remote assistance: 520 new applications in 2019;
 - Nocti Services® - access to remote assistance for the most isolated: €40,000 awarded in financial assistance to 314 recipients, with 63 new applications in 2019.
- Small DIY Projects: €12,300 in grants awarded to 186 recipients.
- Home Respite: €16,300 in grants awarded to 51 recipients.
- The O'Menu" scheme - catering close to home: €44,065 in meals served to 662 recipients (singles and couples) for a total of 62,583 meals. Meals on wheels delivery service: 831 recipients for a total of 140,332 meals delivered.
- Festive meals: 765 recipients in the spring and 887 recipients at the year-end.
- "PA/PH" Social Assistance: 171 housing support cases handled, as well as 171 for domestic support, 51 for meal support, 185 applications for obligatory maintenance for social support cases outside Nantes and 32 cases of obligatory maintenance for social housing support (ASH) cases in Nantes.
- Malville inter-generational restaurant (RIG): nearly 170 people had at least one meal at the RIG in 2019.

Public Health

Living well in Nantes is also about providing health care for all and at any age.

Given the many factors that contribute to personal health (such as food, air, sedentary lifestyles, hygiene, alcohol consumption, housing, personal relationships, access to care and information, education, etc.), well-being and public health are a key focus of all public policies.

The initiatives carried out by the Health Department are informed by the WHO Europe "Health 2020" roadmap and the January 2016 Act modernising the French health system, both of which argue for the mitigation of social factors behind social inequalities in access to healthcare and stress the importance of prevention and the consideration of health issues in all public policies. With this in mind, the Department of Public Health is working to:

- Encourage independence in the people of Nantes and support them in developing their physical, mental and social well-being;
- Take into account local and social inequalities;
- Support living environments that are conducive to good health.

Key Initiatives in 2019

- Signature of a new five-year Local Health Contract (CLSa2) on 18 November 2019, extended to new signatories.
- Wide-scale mobilisation of stakeholders to open up access to prevention and health promotion around "nutrition and health", in line with the "Active City" charter of the national nutrition and health programme, and the future 2020/2026 action plan to reduce the risks linked to excessive consumption of alcohol or other psychoactive substances. In connection with mental health.
- The ongoing implementation of the two Multi-Professional Health Centre (MSPP) projects in the Nantes Nord and Bellevue districts.
- Improvements to the organisation of school health, with the appointment of new health professionals.
- Development of preventive actions to encourage the people of Nantes to become "agents of their own health".
- Environmental health: from housing to public spaces.

1. A new Local Health Contract (CLSA2) 2019-2024

In 2012, the City of Nantes, the Pays de la Loire Regional Health Agency, the Loire-Atlantique Prefecture and Nantes Métropole signed the first local health contract in Nantes.

In 2019, after a review confirming the dynamic of partnership initiated at various levels (and specifically the effectiveness of initiatives undertaken), a new local health contract (CLSA2) was signed for 2019-2024, extended to include new partners CHU, CPAM, the National Education Department, CCAS and the Departmental Council. Under the CLSA, nine partners have committed to 15 objectives, with six strategic priorities:

- to ensure dynamic governance based on partner-oriented observation and communication;
- to promote the mental well-being of the people of Nantes;
- to facilitate access to rights and care for vulnerable groups;
- to develop initiatives aimed at prevention and promotion and children's health;
- to promote living environments that are conducive to the good health of Nantes residents;
- to help the people of Nantes age well.

2. Renewed and reinforced involvement of stakeholders

1st seminar in Nantes, Active City, as part of the national nutrition and health programme (PNNS)

The purpose of this seminar is to share information on and discuss the local authority's new commitments in relation to nutrition, to promote and publicise the players and initiatives implemented in Nantes and to encourage the development of new collaborative ventures. This involved:

- A plenary session and workshops on nine key actions for 2019 held in Nantes for the benefit of everyone, including children and teenagers;
- A half-day welcome coffee and buffet event to demonstrate the alternative cuisine of the Municipal Catering Service (SMR) in collaboration with the agreement,
- attended by 130 people.

1st seminar on the reduction of risks related to excessive consumption of alcohol and other psychoactive substances in the festive season (future action plan 2020/2026).

Attended by a group of institutional players, associations, civil society representatives, students and nightclub managers, the seminar provided an opportunity for discussion, reflection and formulation of courses of action. 120 people took part in the seminar, which led to four working group sessions.

Local Mental Health Board: New Partners

The Local Mental Health Board (CLSM) brings together a host of local players (health and social sector professionals, users, families, voluntary associations, social housing associations) to facilitate access to care and integration into the community for people suffering from mental illness (from psychosocial disorders to mental illness), to change the public perception of mental health, and to develop mental health training and information for local players.

- Area updates

- some 90 to 100 complex cases were handled, with social housing associations present as a matter of course (Harmonie Habitat, La Nantaise d'Habitation and Nantes Métropole Habitat, among others).

- 4 new partners

- SAMSAH Ile de Nantes (medical and social support service for the mentally disabled), Aiguillon Construction, Vilogia, Solidarité estuaire, donors.

- Permanent housing for people with mental disorders

Under the agreement on access to housing for people with mental disorders, signed in 2014 by social housing associations, the City of Nantes and the University Hospital;

- 23 people with mental disorders have been granted access to housing as tenants (5 cases pending);

- 4 people housed under the partnership agreement to facilitate access to housing for people with mental disorders;

- 52 involuntary admissions to psychiatric care.

3. Acting to ensure effective accessibility to rights and care for the most vulnerable

Two Multidisciplinary Health Care Centres (MSPP) in Nantes Nord and Bellevue

- Ongoing consultation with health professionals, residents and municipal management to stabilize plans for the Bellevue and Nantes Nord MSPPs.
- Organisation of two workshops on Bellevue with the Nantes School of Design and involving residents, health professionals, architects and local associations, to set out reception arrangements at the MSPP (i.e. signage, furniture, layout of spaces, role of reception staff, etc.).
- Support for a health drive by the community around the MSPP project, with the production and distribution of a Greater Bellevue Health Guide by residents.

Health and Vulnerability Coordination Unit

The Health and Vulnerability Coordination Unit was created to promote access to rights, care and preventive health for vulnerable groups. It brings together some twenty representatives of institutions or partners involved in social emergency services, with the aim of developing innovative projects and providing opinions/recommendations to be factored in by partner institutions in the provision of services.

By way of example, in 2019 the City of Nantes, asked the health and social services coordination unit to conduct a shared diagnosis of the health care pathway for people in vulnerable situations due to migration.

The health mediation scheme enters the design phase

A procurement procedure has been launched to appoint a service provider to establish health mediators (3 FTEs) in the priority districts of Bellevue, Le Breil and Nantes Nord. Their role will consist in facilitating access to rights and healthcare for vulnerable groups, by ensuring the day-to-day running of the "head-towards", "first level information" and "referral to professionals and existing resources" procedures. This initiative forms part of the "26 initiatives" plan for districts.

A Strengthened School Health Programme

2019 saw the appointment of three new doctors (including two new 60% part-time positions), four nurses (including two new positions, one full-time and one 80% part-time), and a new social worker on a full-time

contract. For school health, these new appointments are the equivalent of four full-time equivalent staff, helping to cope with the increase in the number of children in schools while maintaining a high level of quality in the support provided.

Prevention:

- 3,175 mandatory medical check-ups were given in nursery schools, representing 90% of all children enrolled.
- 2,813 nurse's check-ups for year 4 pupils , i.e. 93% of the year group.

Integration

- 1,233 students in individualized care projects (PAI): 61% asthma, 31% allergies.
- 351 students monitored by the Departmental Centre for the Disabled and supported by the School Health Service (108 of whom were referred for care in specialised schools).

Health education

- 7,095 students received health education, 50% of whom were from priority schools (according to National Education classification).
- 7 key topics covered: emotional and sex education, oral and body hygiene, sleep and lifestyles, nutrition, psychosocial skills, first aid and harassment.

Child protection

- 45 reports of concern and 8 official reports filed in 2019.
- 1,096 families benefited from educational support.

Social and medical support

- 1,776 instances of support by educational teams or school monitoring teams, in particular for: language and/or learning disorders (49%), psychological and/or behavioural disorders (28%), various health or disability issues (21%).
- 220 families benefitted from support in accessing care.

4. Regular prevention initiatives tailored to the needs of Nantes residents

This public health-related communication campaign aims to promote people's empowerment and responsibility for their own well-being, while informing them on health risks and factors affecting their health in order to encourage long-term behavioural change.

The Fresh Fruit and Vegetables Festival in June

This national event invites families and schools to discover or rediscover seasonal fruit and vegetables in a fun and educational way. It aims to promote sharing around food and health through a combination of fun and community spirit. The 19th event took place from 14 to 23 June, with some twelve initiatives in districts and various establishments. A two-day final event at the Quai des plantes brought together:

- 300 children from 5 schools that had carried out health education projects on nutrition and 2 childcare centre projects during the year. Three workshops were led by partners, and a raw vegetable and fruit buffet was provided by the school catering service;
- 150 residents attended nine workshops on the Saturday.

Moi(s) sans tabac tobacco-free campaign

The public health department ran a takeover of the local area with the aim of reaching all of the people of Nantes from every group, which involved a communication campaign displayed in a number of public facilities (central town halls and connected buildings, libraries, district community centres, art school, etc.), as well as the City's facebook page. NB: The AlloNantes platform was available to answer questions from residents, inform them about the assistance available and resource spaces. This event led to:

- The renewal of the "100 smoke-free parks" poster campaign;
- A campaign aimed at young people promoted by the "night watchers", with an adapted approach based on the health and environmental impacts of tobacco; issues that are particularly important to young people.
- The set up of a "Moi(s) sans tabac" village on the Place de Bretagne, in partnership with Santé Publique France, the ARS, the SRAE Addictions, the French Mutual Insurance Company, the CHU, prevention associations (Les Apsyades, Oppelia, La ligue contre le cancer, Avenir Santé, Azalée) and Go Sport: (250 people approached and 50 people hosted for a flash interview);
- The implementation of a targeted communication campaign in the municipal reception and facilities for vulnerable people, including the receptions of the CCAS, CLIC, CHRS and CNHR, intergenerational restaurants, independent living residences, Pierre Landais social restaurant, baths and showers, etc.;
- Eight Stop Smoking workshops offered to City of Nantes and Nantes Métropole employees (four involving mindfulness meditation and four involving sophrology).

Mental Health Information Week in March (MHIS)

- Theme for 2019: Mental Health in the Digital Age.

Six priority districts mobilised. 870 people reached, including the involvement of a class from the la Colinière college (320 students).

- Three "health focus" conferences followed by debate were organised:

- District health focus on bipolarity. Requested by and developed with Malakoff residents, the "my health and us" initiative brought together 80 people.
- Focus on women's health in the district (contraception, menopause, medical monitoring, etc.). Developed with the residents and the Bellevue local health network, this focus brought together 30 people.
- Health focus conference at the UFR, 400 places, on the theme of screens and their impact on health. 358 participants;

Eight Health Focuses in the form of free conferences open to all

- These focuses attracted 1,024 people, on the themes of stomach cancer (126 participants); the impact of screens on children's health (358); health rights (68); polycystic ovary syndrome (72); Parkinson's disease (74); oral hygiene and health (123); complementary alternative medicine (135); rheumatoid arthritis (68 participants despite a day of national strikes).

Alcohol Plan

This plan led to the renewal of several initiatives in 2019 and a dedicated seminar:

- The night watchers (veilleurs de soir) on the site of the Hangar à Bananes and in the City Centre (soup runs and prevention spaces);
- The "Marre des Soirées PLS" (Tired of PLS parties) campaign;
- 17 emergency stations combined at the Banana Shed;
- 500 "party scout" guides handed out to students organising evening events;
- The "training pack" (8 sessions) for 80 young people;
- A meeting between the City (elected representatives for health and young people), the faculty and BDEs was held on 11 September at the Warehouse. This exchange session consisted of 3 parts: the presentation of the "City and Faculty" contact persons who can help students in organising their events, followed by the distribution of the "party scout" guide co-written with 3 BDEs and finally the sharing of information on the close collaboration between nightclub managers and the City.
- The organisation of a seminar in anticipation of the forthcoming 2020-2026 action plan to reduce risks related to excessive consumption of alcohol and other psychoactive substances in the festive season. Attended by a group of institutional players, associations, civil society representatives, students and nightclub managers, the meeting provided an opportunity for discussion, reflection and formulation of courses of action. It brought together 120 participants over the course of four workshops.

As part of the "City at night" public policy:

- The Public Health Department plays an active role in the Night Council and the "City at Night" action plan. In this context, the Department co-steered a "diagnosis of at-risk groups at night" with the Department of Social Inclusion.

- 39 sex workers took part in the scheme. The City gave its response to the citizen's opinion on sex workers (TDS) on 31 January 2019 at a meeting attended by 10 people including three sex workers. 2019 also saw the implementation of a number of initiatives to improve the conditions of sex workers.

"Eat, move", Nantes active city

As an 'active city' of the National Nutrition and Health Programme (PNNS), Nantes is careful to ensure the consistency of the messages and initiatives implemented on the theme of nutrition, and particularly with its partners in the voluntary sector. In keeping with this commitment, the "Tous actifs pour nourrir notre santé!" seminar brought together 130 internal and external participants to take part in workshops on nine projects carried out in the local area. With the aim of sharing a comprehensive response strategy, the Public Health Department is involved in a wide range of actions, including:

- The coordination of a roadmap to improve the accessibility of the shared guidelines and the programme of initiatives to promote healthy eating and physical activity;
- Involvement in the governance of the Regional Organisation for Support and Expertise (SRAE) in Nutrition (giving a talk in the local authorities' workshop during the SRAE forum in October 2019), and in the working groups of the monitoring committee (local authorities, early childhood), as well as jointly coordinating the nutrition resource associations group with the SRAE in Nutrition;
- An integral role in the development of the Local Area Food Project (PAT) roadmap (and specifically its application in schools and food insecurity);
- Lead department in the preparation of the "nantoscope" survey on food insecurity;
- Coordination of a working group and a collaborative space on the theme of "quality food for all" in connection with the Prevention and Solidarity Department;
- Contribution to the preparation of the "Let's get moving together for our health" regional symposium in February 2019 and progress report.

Operationally, the Public Health Department leads, guides and supports the implementation of nutrition projects at City or local area level:

- In the Nantes Nord district: joint coordination of a working group on access to fruit and vegetables, with a positive food challenge and the "eating well without breaking the bank" programme (week of activities, mutual partnerships, etc.) in line with the PAT and the local health contract;
- As every year, to coincide with the festival of fresh fruit and vegetables, a programme of fun and friendly activities was organised for residents of all ages, culminating on 21 and 22 June with an event for children and the general public at Quai des Plantes;

Finally, throughout the year, the department provides support for the implementation of projects backed under the Local Health Contract (CLSA) in coordination with the Local Area Prevention and Solidarity Centre (PDTPS) within the framework of the local health networks; The centre is a resource service for other departments, such as the sports department with "Gymnase toi à Malakoff" and the development of physical activity loops (Urbinat) as part of the overall Nantes Nord project.

Involvement in awareness-raising efforts

The public health department acts as a facilitator in health-related activities such as: blood donation drives (EFS), egg hunts (leukaemia research), asthma awareness campaigns (Novartis), conferences (Unassi, SOS médecins, EFS), atopic dermatitis exhibition (Sanofi), the Pink Walk (UFOLEP), World Palliative Care Day (COMPAS-CHU) and others.

5. Environmental health: from housing to public spaces

As part of the local environmental health action plan (PLASE2), the public health department is working to ensure that health issues are taken into consideration in urban development programmes. The aim is to consolidate and strengthen ties between the fields of health and urban planning.

As such, in 2019:

- The department was a regular participant the working group on the regional environmental health plan (PRSE3) "Living environment, urban planning and health";
- It played an active role in Health Impact Study (EIS) of the Île de Nantes district in cooperation with Société d'Aménagement de la Métropole Ouest-Atlantique (SAMOA), to provide the basis for the H2020 "health-friendly city" candidacy.
- It also provides its expertise to various other departments (e.g. on synthetic sports fields);
- The department is currently working on a reference framework for health-friendly urban planning (based on the work of the EHESP);
- It hosts an action-research project by a doctoral student from Sciences Po Rennes on the links between energy insecurity and health (thesis 2022).

In addition, the department ran its yearly radon prevention campaign in November, with information desks offering dosimeters for laboratory assessment. For its 11th year in 2018-2019 the campaign involved:

- Nearly 2,400 individual housing units reached in the last micro-districts of Breil-Barberie (Beauséjour, Gaudinière, Barberie, Perverie, Schuman and Rond-Point de Rennes);
- 155 measurements carried out (this number has tripled compared to the previous campaign), 1 risk (rate > 300 Bq/m³)^{detected in 9% of cases};
- 4 new public schools (with nurseries and private schools invited to take part) measured in 2018-2019, as well as repeat measurements for 5 schools that had measured above the threshold (in conjunction with the Department of Education and BATI);
- 1 new campaign in five micro-districts of Hauts Pavés - Saint Félix (Hauts Pavés, Monselet, Procé, Vannes-Saint Pasquier and Viarme). Approximately 2,000 homes were covered. Specific information was provided in housing run by Métropole Habitat. Due to new regulations, measurements in municipal childcare centres in 2019-2020 will be carried out by accredited bodies.

Finally, in October 2019, the City adopted the Health and Environment Network (RES) Charter for "Endocrine Disruptor-Free Cities and Areas". As part of this commitment, the Public Health Department

began a thought process in 2019 with the relevant departments, which will culminate in 2020 with the drafting of an action plan to help reduce public exposure.

6. Monitoring of public health in Nantes

Since 2009, public health in Nantes has been monitored. Key developments in 2019 included:

- A map of the highest-concentration areas of cancer incidence, carried out by the Loire-Atlantique and Vendée cancer registry at sub-municipal level, with the aim of identifying priority areas for preventive measures (risk factors such as tobacco, alcohol, physical activity, diet) and information campaigns on screening;
- The implementation of a metropolitan-wide diagnostic survey on environmental health. The objective is to create an inventory of the most relevant indicators to be linked to the "social disadvantage" indicator (EDI), such as
 - cumulative exposure (noise, air quality, urban heat islands, etc.),
 - the distribution of facilities and amenities encouraging active mobility, public transport services and useful vegetation per inhabitant (an indicator developed by the City of Lyon).

Equality, Integration, Citizenship

The Equality Taskforce, a joint initiative by the City of Nantes and Nantes Métropole, works to promote equality and tackle discrimination, both internally within their own workforce, and in an external sense, i.e. in their relationship with the end user and in public policies.

Improving the reception and living environment of travelling communities

As travelling communities become increasingly settled, the Equality Taskforce has been tasked with managing and maintaining four family plots that can be rented from the City, located in the Prairie de Mauves sector on chemin de la Clarière and chemin du Moulin des Marais (with room for 30 households, a total of more than 100 people) and in the Boisbonne sector (one household of six people). Improvements to users' living conditions continued, with the complete redevelopment of the space and the start of development work on the site at 7, Chemin Moulin des Marais (construction of adapted sanitary facilities for people with reduced mobility).

In 2019, this effort was reflected in:

- Renting and mediation activities carried out by partner service providers are now subject to regular and detailed monitoring to ensure the consistency of services provided;
- Work on the Boisbonnière adapted housing project continued and was completed by Nantes Métropole Habitat. Consisting of 6 dwellings, the project will allow the relocation of locally settled households on the Boisbonne site.

Trial of an inhabited prototype

Following a competition launched by the Cité de l'architecture et du patrimoine, the City offered the use of a social inclusion plot located at 58 quai Wilson, to test the award-winning prototype known as "Woodstock". This experimental and innovative housing concept meets the requirements of sustainable development, helps to support the local wood industry and offers a new solution to the housing needs of vulnerable groups.

Intake and integration of Migrants from Eastern Europe

Since 2007, the City of Nantes and Nantes Métropole have led numerous initiatives aimed at non-sedentary populations from Eastern Europe, in collaboration with the French government, the Departmental Council and relevant associations. To facilitate their integration, the City works with its associative partners to ensure:

- The management of the integration site at 58 Quai Wilson, including the arrangement and ongoing management of temporary accommodation for 10 families living in mobile homes, one of which is

housed in the "Woodstock" prototype, social support for the families, the organisation of extra-curricular activities and the social and civic coordination of the integration site;

- The management of housing by direct rental or sublet through a landlords' committee in order to facilitate access to settled housing for families;
- Support for those closest to integration to find employment;

Since 2017, the City has joined forces with the local authorities of Nantes Métropole to launch an inter-authority policy on the reabsorption of illegal encampments, by means of an MOUS (urban and social project management). As part of this commitment, a temporary integration site (TIT) was completed in 2019 at 380 Route de Sainte Luce, offering accommodation and social support to families assessed through the MOUS.

Migration, integration and diversity

This public policy has been severely impacted by a rise in migration in connection with the international crisis. This migration constitutes a social emergency and must be dealt with as a priority in the framework of the 2014-2020 action plan.

- **Improving the intake of foreign populations:**
 - The City's social housing stock has been leveraged to find apartments for refugees;
 - 18,000 copies of the "Guide d'accueil des étrangers" (Guide to welcoming foreign nationals) have been distributed since 2013, with a new edition currently being prepared for publication in 2019.
- **Facilitating access to rights:**
 - The telephone interpreting service is now operational;
 - the range of training available on facilitating access by foreign nationals to their rights has been improved.
- **Guiding foreign nationals to integration programmes:**
 - A Nantes-based language coordination programme has been launched, in collaboration with the State and a network of associations and socio-cultural stakeholders;
 - three innovative language programmes for professional purposes have been launched and an application has been submitted to the European Asylum Migration Integration Fund (AMIF);
 - A permanent project has been developed for language assessment in the various districts and the provision of professional training for stakeholders.
- **Facilitating access to citizenship and social inclusion for foreign nationals:**
 - The coordination committee of the Nantes Council of Foreign Citizens was mobilised around access to employment and the migrant encyclopaedia project, which has joined municipal archives fund.



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- **Enabling the inclusion of the challenges of the migration, integration and diversity policy at all levels:**
 - Awareness-raising, communication and training initiatives have continued;
 - The range of services offered to City employees (exposure, awareness training, hotline) has been expanded.

Equality and anti-discrimination measures

This public policy has been incorporated into all of the City's areas of activity.

■ Facilitating access to rights for groups facing discrimination:

- The ALLONANTES Discrimination hotline (02 40 41 95 96) allows the City to take greater consideration of groups facing discrimination;
- in 2018, a network of stakeholders working to facilitate access to rights met regularly in order to better address the discriminatory acts experienced by these groups and to combat the non take-up of access to rights.

■ Promoting equality and providing services to tackle discrimination:

- The City of Nantes has entrusted the association Tissé Métisse with the coordination and running of a documentation centre, located in the Maison des Hommes et des Techniques;
- The Rue Beaurepaire staircase has been decorated in rainbow colours to represent the fight against homophobic and transphobic discrimination. Its public location reflects the local authority's commitment to equality and non-discrimination.

■ Developing networks and education:

- In the framework of Eurocities, the GroW exchange project between the cities of Dresden and Nantes has made it possible to take the situations developed on each site into account and to outline an action plan for the city of Dresden on equality, diversity and non-discrimination;
- As part of the Education Weeks against Racism and the Fight against Discrimination, the City of Nantes has funded a study on the event's 10th Anniversary.

■ Supporting internal initiatives by the human resources department:

- Under the framework of the Diversity label, the City maintains a proactive approach to ensure equal treatment and non-discrimination in Nantes. New training cycle underway.

Taking action on gender equality

The public policy "Taking action on gender equality in Nantes" continued in 2018 with the implementation of projects in the framework of the action plan that incorporate all aspects of equality: In 2019, the Citad'elles project has taken shape. This space for women survivors of abuse (and their children) provides a functional shelter where they can be protected and provided with targeted support to get back on their feet.

Citad'elles

The Citad'elles resource centre opened its doors in November 2019, primarily as a shelter for women survivors of physical, psychological or verbal abuse (and their children). The shelter offers 24/7 accommodation, listening, support and information to women survivors of abuse, providing a safe space where these people with no alternatives can bounce back and remove themselves from the grip of abusive situations that are often impossible to escape without organised and structured support. These situations may be at home, at work, in public places or on the internet.

At any time of day or night, women experiencing abuse can:

- Talk to and receive support from professionals who are familiar with abusive situations;
- Let go in a calm, safe environment;
- Be informed of their rights and receive legal advice;
- Press charges on the spot, in liaison with the National Police and the Gendarmerie Nationale;
- Get information on social issues, such as social benefits and support in finding employment;
- Be moved to safety in an emergency at nighttime and on weekends and accompanied to the hospital if necessary;
- Take part in healing and self-confidence building activities, i.e. discussion groups, workshops, etc.

Citad'elle also accommodates children who experience abuse alongside their parent, offering:

- a comfortable space with games and reassuring staff members, while their parent is being interviewed;
- Care by a childcare professional.

The service is free and confidential.

Awareness-raising actions to encourage behavioural change

- **Taking action on gender equality in representation:**
 - Although not yet systematic, the "Street Names, Making Space for Women" initiative to feminise the names of streets and facilities has continued;
 - An event organised by the local area for International Women's Day on 8 March was promoted;
- **Taking action on gender equality in lifestyle choices:**

- A monitoring group has been created to follow-up on the implementation of the feminine entrepreneurship initiative, supplement the actions already taken and measure their outcomes and impact;
- The CSR platform for the Nantes metropolitan area has developed a "NégoTraining" scheme, trialled by Audencia, to assist women in salary negotiations.

■ **Taking action on gender equality in public spaces:**

- A booklet on the "Taking action on gender equality at night, in public spaces" was published and presented to the stakeholders.

Universal Accessibility

The City of Nantes and Nantes Métropole share a common policy on universal accessibility. The Equality Taskforce is trialling a 2014-2020 plan, which consists of 46 initiatives in a number of areas and involves the departments of both local authorities.

Actions to promote mobility

- Ensuring **pedestrian continuity with obstacle-free pavements**: In Nantes, 300 km of routes are planned for priority development across all 11 districts: 39% are already accessible to wheelchair users and 54% to people who are blind or visually impaired.
- Providing **public and on-demand transportation that can be accessed by all**:
 - 100% of TAN vehicles, 100% of bus stops and 82% of tram stops now benefit from universal accessibility, making the Nantes public transport system one of the most egalitarian in France;
 - In 2016/2017, Proxitan's on-demand service underwent a joint assessment, resulting in a number of recommendations that were taken into consideration by the network operator in the framework of the new public service contract for 2019-2026;
 - 2018 also saw a sustained focus on the project to redevelop the Gare de Nantes and surrounding area, alongside regular consultations with the members of the Nantes Council for Universal Accessibility (CNAU).
- Housing **users in adapted premises**:
 - 103 Public Premises (ERP) have now been made accessible, bringing the overall accessibility rate of the City's built heritage to 19% for a total investment of €6.4 million.
 - A guide for universal signage has also been produced in partnership with users and associations, along with a catalogue of pictograms. This good practice was recognised with an Award from the Association for Disabled Adults and Children (APAJH) in the Citizen's City and Public Services category.

Building an inclusive society to enable independent living and the full exercise of citizenship

- **Facilitating educational pathways for children with disabilities**: an experiment is currently underway in Nantes Nord to improve the after-school care of children.
- **Building an easy city for all**: the local authority consulted the Nantes Council for Universal Accessibility (CNAU) on the design of the future digital portal before its delivery in early 2019. The idea was to test and adapt both the overall usability and the language used, particularly in the "services" sections.
- **Making culture accessible to all**: following work by the CNAU to optimise the accessibility of the cultural programme on Nantes.fr, the new and improved portal went live in 2018.



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- **Promoting access to sport:** the 2015-2020 disabled and adapted sports plan addresses the accessibility of gymnasiums and free sporting activities.

International Cooperation and Solidarity

Taking action together for development

Nantes' international collaboration arrangements with its partners in the South are geared towards developing direct relationships with local authorities. The objective is twofold: to support them in increasing their capacity for autonomy, while promoting sustainable development in these local areas.

- Agadir (Morocco):
 - Completion of the final phase of a career guidance scheme for 16 young people without qualifications, with the support of the city of Agadir.
 - Implementation of a cross-mobility project for 12 young people from the cities of Agadir, Dschang, Nantes and Rufisque, co-funded by the French Ministry of Foreign Affairs, in partnership with Cemea, Francas and Parcours le Monde.
- Rufisque (Senegal):
 - Support, via the Essentiel, Arria and Flam Afrika associations, for projects in global health, the promotion of sport, mobility and education for young people.
- Dschang (Cameroon):
 - Continuation of a series of initiatives, including the creation of a fund to support community-led projects and a grant-awarding body, the preparation of a tourism development strategy and the development of outstanding sites;
 - Support for a scientific study with the aim of conducting a biological inventory of the municipal lake of Dschang. Carrying out the project were the Museum of Natural History of Nantes, accompanied by 8 young people from Nantes, as well as the city of Dschang, its university, its museum, its tourist office and its watersports centre.
- Haiti:
 - Support for a training and awareness-raising campaign on reproductive health for healthcare personnel, carried out by the Action Santé Femmes association.
- Recife (Brazil):
 - On the cultural agenda, exchanges continued:
 - Between the districts of Malakoff in Nantes and Carangueijo Tabaires in Recife, with support for a library in this underprivileged district of Recife, through the Nantes Lit Dans La Rue association.
 - Via musical workshops led by the Macaíba association with the aim of raising awareness of Brazilian culture.

Close relations with our twin cities

The frequent contacts between Nantes and its twin cities nurture a greater openness to Europe and international affairs, especially among young people.

European twinnings

- Saarbrücken (Germany): the "Young Ambassador" programme has been renewed for another year from September 2019 to August 2020. The programme is the result of a partnership between the cities of Nantes and Saarbrücken, the French Association of the Council of European Municipalities and Regions (AFCCRE), the Franco-German Young Persons' Office (OFAJ), the French Civil Service Agency and the Franco-German Cultural Centre (CCFA) in Nantes. Through the programme, Laura Zeller from Saarbrücken was hosted in Nantes from January to August 2019, followed by Eamon Schneider for a one-year exchange in September 2019. The Young Ambassador for Nantes, Charlotte Chicoine, is currently in Saarbrücken. Their role is to guide and support joint youth projects by the two cities, and to promote cultural and community exchanges. In 2019, the young ambassadors carried out a number of initiatives, including:
 - The organisation of a trip from Nantes to Saarbrücken in January to take part in a young person's panel for the "Max Ophüls" film festival, while in exchange, young people from Saarbrücken were hosted in Nantes for the "Univerciné allemand" festival of German film in December;
 - The invitation of the Saarbrücken jazz group "Billet Doux" to Nantes to take part in the "Ça va jazzer" concert as part of the Europe Day celebrations;
 - Involvement in the Nantes SPOT youth festival;
 - The creation of a tripartite recipe book between Nantes, Saarbrücken, and Tbilisi;
 - The accompaniment of a group of four young people from Nantes to Saarbrücken in August for the Street Art project (graffiti workshop);
 - Coordination of an invitation for a group of young people from Nantes to attend the Rockwiese Music Festival in Saarbrücken;
 - Ongoing exchanges between vocational high schools in Nantes and the ZBB high school in Sarrebrücken.

A delegation of 20 runners from Saarbrücken was invited to take part in the Nantes Marathon at the end of April as part of the 40th anniversary of the Nantes-Saarbrücken-Tbilisi twinning. A special t-shirt was designed and given away at the event.

A delegation from Saarbrücken travelled to Nantes in May as part of the Floralies Internationales flower show (where Saarbrücken ran a stand), attended by the Director of Green Spaces and the newly appointed Director of the Economic Department.

A delegation from Saarbrücken also came to Nantes at the end of June to celebrate the 40th anniversary of the tripartite twinning between Nantes, Saarbrücken and Tbilisi. To celebrate the occasion, the musician Ro Gebhardt was invited to play at the music festival with the Nantes-Saarbrücken-Tbilisi jazz trio.

- Tbilisi (Georgia):

- Support for the teaching of French in the Marie-Brosset school and public school 151 in Georgia continued through the development of exchanges with lower and upper-secondary schools in Nantes, coordinated by the AGIRabcd association with support from the local education authority in Nantes;
 - Vaja Tskhovrebachvili, the founder of the Marie Brosset School, paid a visit to Nantes from 29 January to 5 February, where he was awarded the medal of the City of Nantes in a ceremony attended by Jean-Yves Leconte, senator for French nationals living abroad. The event was an opportunity to recognise his contribution to relations between the two twin cities and the Francophone community;
 - For its part, Georgia celebrated the 40th anniversary of the tripartite twinning between Nantes Saarbrücken and Tbilisi in June with: support for a translation by Lalli Ounaphkochvili of Julien Gracq's book "La Forme d'une ville" (The Shape of a City), the invitation of a delegation to attend the Night Council and the study tour of the city at night, and the invitation of the musician Rézo Kiknadze to play with the Nantes-Saarbrücken-Tbilisi jazz trio during the music festival;
 - The City of Nantes supported the Nantes-Tbilisi association through the organisation of a Georgian calligraphy workshop, Georgian wine tasting and the Georgian banquet in June 2019, to mark the 40th anniversary of the Nantes-Sarrebrück-Tbilisi twinning. It also supported the organization of a concert by Georgian music group "Chveneburebi";
 - Two young Georgian runners took part in the Nantes Marathon at the end of April as part of the 40th anniversary of the Nantes-Saarbrücken-Tbilisi twinning. A special t-shirt was designed and given away at the event.
 - Support for the organisation of the first Tbilisi Digital Festival in October, a festival of digital arts and electronic music based on the Scopitone model;
 - Two young people from Tbilisi took part in the "Nantes Creative Generations" forum in October to present their European project to promote cycling as a viable mode of daily public transport for young people;
 - Also in October, Nantes attended "Tbilisoba", a festival on the theme of the history of Tbilisi, to celebrate the 40th anniversary of the tripartite twinning. Highlights of the trip included tours of the Marie Brosset School, the Silk Museum and a meeting with the new French ambassador to Georgia and the mayor of Tbilisi.
- Cardiff (Wales):
- Some 150 pupils from two secondary schools in Nantes took part in exchanges with schools in Cardiff and Wales in 2019.
 - As in previous years, the City provided support to the association Échanges Linguistiques et Amitié Nantes Cardiff (ELANC) to host a group of 22 Welsh people; A reception was held to welcome them.
 - Runners from Cardiff were invited to take part in the Nantes Marathon at the end of April as part of the 55th anniversary of the Nantes-Cardiff twinning. A special t-shirt was designed and given away at the event.

- Cluj-Napoca (Romania):
 - Sharing of best practices within the EUROCITIES working group on employment issues, chaired by the City of Nantes.

International Twinning in Japan, Korea, China and the United States

- **Niigata (Japan), Suncheon (Korea), Qingdao (China):**

The City provides support for the citizen-related dimension of relations between Nantes and Niigata, Suncheon or Qingdao, with an emphasis on promoting innovative projects that can be accessed by a wide audience. This drive relies on a highly active pool of associative stakeholders. The city supports a number of projects developed by the associations by incorporating their initiatives and promoting them in its international strategy. Nantes has developed a large network of Franco-Japanese players and is implementing structured programmes to raise its profile internationally. Noteworthy events include:

- **The celebration in Nantes of the 10th anniversary of the Nantes-Niigata twinning**, attended by the Mayor of Niigata, and a meeting with the Mayor of Nantes as part of the 2019 Floraliens Internationales flower festival.

Niigata invested nearly €70,000 in the event (stand, transport and accommodation for the delegations). A floral programme involving the Nantes Green Spaces Service (SEVE) was carried out as part of the "We love Niigata" exhibition presented by the Niigata Tourist Office at the Maison de l'Erdre from 3 May to 2 June. The Nantes French-Japanese associations also offered a number of activities.

40 people from Niigata were welcomed in Nantes from 7 to 16 May for cross-cultural food events (in conjunction with VAN, restaurateurs including a Michelin-starred chef and other partners). As part of the programme, chef Daisuke SATO, accompanied by his entire kitchen team of 7 cooks, was invited to cook a dish for the 10th anniversary party.

Concerts were organized at the Floraliens, the Maison de l'Erdre and the Musée d'Arts, featuring Shamisen artists (Japanese music style): the master Fumiyoji Kobayashi, Yuriko Kobayashi, and Shiro Narushima. The Niigata Taru-Kinuta percussion group also performed at the JapaNantes festival and at the Maison de l'Erdre, welcomed by a large audience from Nantes.

The 10th anniversary celebrations of the Nantes-Niigata twinning attracted 15,000 visitors.

- **The October trip to Niigata and Tokyo for the 10th anniversary of the twinning led to:**
 - The promotion of Nantes products offered for sale to the citizens of Niigata (muscadet and cakes, various specialties, etc.) at "Nature and Katayama", one of the city's malls which is highly receptive to organic industries;
 - A photo exhibition of the key points of interest in Nantes (castle, Place Graslin, Passage Pommeraye, Île de Nantes, the Great Elephant, Jardin des Plantes, etc.) displayed on digital screens around the gallery;
 - An exhibition of watercolours by Denis Clavreul, who also gave a talk on his research work as a botanist on Niigata's Camellia Rusticana, better known as the "snow camellia";
 - A special "Partnership evening" event, focused on promoting Nantes European Capital of Innovation and its tourist and food culture. 170 representatives from the world of economics, as

well as artists and journalists took part in this Franco-Japanese evening, to which the entire Nantes delegation was invited (institutions and associations);

- A day of meetings on the theme of young people was organized by the association Niigata France at JAM College, Niigata's School of Manga, in which 50 young people from Nantes and Niigata were invited to discuss future projects;

- A professional exchange between chefs that culminated in a collaboration: the chefs prepared a four-handed lunch for the entire delegation and the customers of the Japanese restaurant;

- An evening of exchanges with young students from Nantes enrolled in a university exchange programme highlighted the strength of cultural ties formed;

- Programs to discover Niigata's gardens and green spaces (Fukushima Lagoon and Museum of Northern Culture) ;

- The presentation of the Maas For Tourism mobility programme.

- **In Suncheon, highlights included the following events and collaborations:**

- The SUNCHEON day as part of the Korean Spring 2019;

- The Folie des Plantes (Plant Madness) event in September 2019;

- Partnerships with art schools.

Also worth highlighting is the support provided to associations for the events: Japanantes, Nantarena, Wazabi, Festival du Jeu Nantais, amongst others.

USA:

The City is also working to involve highly active local stakeholders from Nantes, such as the Maison des États-Unis, with more than 600 members, which benefitted from increased support in 2019. The aim is to step up collaborative efforts, particularly economic cooperation projects with Seattle and Jacksonville.

- **Seattle, Washington State:**

- Participation of a number of delegations from Seattle in the 2019 Floralies Internationales flower show in Nantes and the 2019 Alternative Cinema festival;

- The EMC2 competitiveness cluster and eight companies from the Greater West have set a course for Seattle, the US capital of aeronautics and the digitalisation of industry (exchanges and sharing of skills);

- A delegation from Seattle was hosted in Nantes in June as part of a co-steering effort with the Nantes Saint-Nazaire Développement agency;

- An access-all-areas exchange programme led by the Nantes education authority, carried out in the Mandela and Saint-Stanislas colleges;

- Development of university links with the Grandes Ecoles (ONIRIS, University of Nantes, etc.);

- Hosting of the Young Ambassador from Seattle to Nantes;

- Preparations for the 40th anniversary of the Nantes-Seattle twinning, in conjunction with the French-American Chamber of Commerce and partners.

- **Jacksonville, Florida:**
 - Events with the young ambassador from Jacksonville to Nantes;
 - Relocation of the ASMN and Maison des États-Unis to Jacksonville.

Key figures

- In 2019, the Cosmopolis space hosted 14 exhibitions, 2 film festivals, 2 festivals of literature and theatre and 300 cultural events, including conferences, shows, films and educational workshops. 150 associations and other players from the local area were involved in this programme of events, which reached more than 51,000 visitors.
- The two festivals of literature and theatre as well as four of the 14 exhibitions were initiated by associations or artists who had never organised projects in Cosmopolis previously.
- Ramp-up of the yearly highlight event "Eating well with the planet" at Cosmopolis, with the consolidation of its local impetus thanks to a programme of events held at 15 venues in 5 of the city's districts, which involved some 50 partners and attracted 11,000 visitors. Strengthening of ties with the school environment: hosting of 1,200 pupils and students in the 5th year of the BTS higher education technical diploma.
- 15,000 visitors came to Nantes for the "We Love Niigata - Nantes Niigata 10th Anniversary" programme and some 20 to 30 Franco-Japanese partners were mobilised or involved.
- More than 30,000 visitors in total, including other initiatives supported (Japan and the United States). A strong showing by twin city delegations across events.

Parks & Gardens and the Environment

Where the environment is concerned, Nantes plans to make more room for nature in the city, both as a structural part of the landscape and a medium for social cohesion, while boosting the ecological transition in the Nantes area. Its goal: to place "the city in a garden".

Protecting biodiversity

For several years, the city of Nantes has been pursuing its urban development while at the same time protecting and enriching biodiversity in the area.

- Officially opened on 28 September 2019, the Extraordinary Garden was created in a disused former granite quarry, the Miséry quarry in Chantenay. Cascading from the top of its 25-metre high cliffs, a dramatic waterfall gives off a light mist that provides the tree ferns, banana trees, papyrus, lotus, and other gunneras with the balance of moisture they need. The planting of these exotic species was possible thanks to the proximity of the south-facing cliffs that protect from cold winds, while releasing the heat stored during the day, ensuring temperatures 4°C higher than the surrounding area. More than 25,000 plants of 200 different species, including a mix of Mediterranean and tropical plants and local species, have now established themselves at the foot of the cliffs, representing a rich biodiversity.
- A thought process has been launched on the future of the Prairie de Mauves site, in tandem with the necessary land purchases, with the aim of ensuring the long-term exceptional ecological value of this area while opening it up to the public.
- The "Zero pesticide" goal has now been reached. By abandoning the use of pesticides to focus on alternative methods and revegetation, the City has enabled the gradual reappearance of adapted urban plant-life. Biodiversity in Nantes is growing steadily.

A Nantes council for nature in the city

After being the first city in France to set up a local biodiversity council, Nantes has converted the body into the Council for Nature in the City. Made up of technicians, local and national expert naturalists, associations and elected City representatives, the council was reinstated in March 2016 and has continued its activities around the following objectives:

- To advise elected representatives on their strategic decisions, in line with the recommendations made by users of public spaces and the green civil society network;
- To develop a form of professional recognition, while at the same time facilitating the cultural adaptation of new stakeholders in the field (urban and landscape planners, landscapers, natural history associations, etc.);
- To inform the general public and share recent scientific research and discoveries on the theme of nature.

In 2018, the Nantes Council for Nature in the City met in plenary sessions on 17 October 2019. Items on the agenda included:

- A visit to the Champ de Manœuvre site with an update on the progress of the project;

- The presentation of the "collaborative mapping project on nature in the city";
- An update on the studies carried out on the Prairie de Mauves areas:
 - Wildlife surveys by the Bretagne Vivante association;
 - Bat surveys by the French Bird Protection Association (LPO);
 - Flora surveys by SEVE;
 - The "Nantes cow" project, led by a farmer from the "ferme des 9 journaux" farm;
 - Feasibility study of a profile combining environmental, agriculture and leisure activities in a natura 2000 zone of the Prairies de Mauves; a thesis by an engineer from AgroParistech.

The people of Nantes have green thumbs

Over the last 30 years, Nantes has been encouraging the deployment of communal gardens (allotments or shared gardens, etc.) to promote social cohesion, mainly by increasing the number of gardens in district centres. The City now has 60 communal gardens, including 27 allotment sites (1,159 plots) and 33 shared garden sites. Thanks to the 42 associations that coordinate and manage them with the help of the department of parks & gardens and the environment (SEVE), the gardens give residents an opportunity to play an active role in shaping their cityscape, preserving natural heritage and protecting the environment.

In 2019, 3 new shared gardens were made available (Espace Fresch'Heure, Graine de Jonn' and Le Fort de Saint Jo) and 14 new plots created on the Port Boyer allotment garden site.

The "Ma rue en fleurs" campaign (My Street in Bloom) has gone from strength to strength over recent years: 4,350 seeds packets were distributed to residents to brighten up the pavements of more than 800 streets in Nantes. It is worth mentioning that the scheme has now been extended to almost all of the metropolitan area (except 4 municipalities).

The participatory process conducted around "nature in the city" has been expanded with the launch of a first call for projects entitled "Ma rue est un jardin" (My street is a garden) at the end of 2016, led by the site and Nantes&Co.. By submitting their projects, participants can take concrete action to introduce greenery into public spaces. Launched in June 2018, the second call for projects allowed two types of project to be entered:

- As a collective: "We have a street garden or collective garden project";
- Or as an individual: "I plant and maintain the front of my building";

A total of 14 new collective projects were submitted in 2019: 11 collective projects for garden streets or shared gardens, 29 individual front of building or wall projects (12 selected, of which 5 were completed in 2019). In 2019, an 8 additional gardened streets were created.

Stepping up educational initiatives on environmental issues

In Nantes, there is a very diverse range of educational initiatives on sustainable development for school children.

Four sites offer activities for school children in Nantes (429 class sessions in 2019):

- Maison de l'Erdre: 3,000 pupils visited the site:

- La Chantrerie farm: 3,450 pupils;
- The Parc du Grand Blottereau: 1,250 pupils;
- The Jardin des Plantes botanical gardens: 3,025 pupils;

In addition, 45 classes and 1,125 students took part in the "Tropiques à l'école" (Tropics at School) activity in their classrooms. NB: A garden creative writing project (in collaboration with the Department of Education: 6 classes of 25 pupils) and a "Botanical Maritime Adventure" activity (with the involvement of the DPARC: 6 classes of 25 pupils) were also carried out.

Improving living conditions

- Redevelopment work on the Île de Versailles gardens (in keeping with the design layout of the Maison de l'Erdre).
- Construction of a new paddling pool and fountains at the Clos Toreau open during the summer.
- Redevelopment work around the new Les Cerfs entrance and the Clemenceau entrance to the Jardin des Plantes, as part of the new layout of the station's public areas.
- Extension of the "Quai des Plantes" development, next to Maillé-Brézé and the Gare Maritime.
- Development of the "village square" in La Jonelière (at the corner of Avenue des Ingénieurs), with the installation of children's play areas, picnic tables and a shared garden.

Key figures

- 101 parks, squares and council gardens located across the city.
- Nantes boasts 39 m² of public parks and gardens per resident.
- Attendance is at record levels, with more than 2.4 million people visiting the Jardin des Plantes botanical gardens in 2019 and the ongoing collaboration with artist Johann Le Guillerm as part of the "Attraction" project, featuring works installed in locations around Nantes.
- 140,000 people visited the Maison de l'Erdre. This exhibition space dedicated to the ecosystems of the Erdre river was reopened in 2019 following renovation work.
- 18,258 people took part in the outreach programmes offered by the Jardin des Plantes, the greenhouses of Grand-Blottereau and the major parks of Nantes (Beaujoire, Nantes Arboretum, Procé, Île de Versailles, Gaudinière and Grand-Blottereau), of which:
 - 1,546 people, including 1,137 children and students, went on the group tours led by the botanical gardeners of the Jardin des Plantes;
 - 2,146 people went on the weekly individual group greenhouse tours led by the botanical gardeners of the Jardin des Plantes;
 - 775 people went on the "Amazonuits" tours, offered in September, November and December at the Jardin des Plantes as part of the Amazonia exhibition in partnership with the Château des Ducs de Bretagne team;
 - 6,880 visitors were given free entry to the digicode greenhouses of the Jardin des Plantes;

- 1,936 people, more than half of them children, took part in the treasure hunts hosted at the Jardin des Plantes;
 - 269 visitors were hosted in the context of sightseeing tours for tourists (tour operators) in connection with the Voyage à Nantes;
 - 4,423 people went on tours of the Grand-Blottereau tropical greenhouses offered by botanical gardeners;
 - 283 visitors downloaded GuidiGO audio-guided tours.
- 40,000 visitors took advantage of the activities offered as part of the 2019 Folie des Plantes (Plant Madness) event, based around the theme of "sweet madness". The theme was divided into 4 key areas: "the sweet madness of gardeners": imagination and creativity in the garden; "the sweetness of life in the garden", a place to rest, nap and recharge through gardening; "sweet plants": sweet to look at, sweet to touch, sweet to taste; "plants that do good", showcased in the "garden of sweetness" in front of the Grand-Blottereau castle.

Urban Development

Within the Urban Development Department, the two Nantes-Ouest and Nantes-Est Local Area Development Departments (DTA) work on a daily basis to:

- Ensure the continuous monitoring of the Nantes area, identify the sectors liable to change and anticipate urban developments;
- Carry out broad-ranging feasibility studies with the city and metropolitan departments, in line with public policies and factoring in the participatory approaches initiated by the City of Nantes;
- Contribute to defining development and programming guidelines, revising Nantes' Local Urban Planning Scheme (PLUm) and the conservation and upgrading plan (PSMV);
- Draw up recommendations on town planning, architectural and landscaping aspects prior to real estate operations on public or private land;
- Monitor the construction of dwellings or public or private facilities in the area.

Work continues on the Heritage and Landscape Plans

Combining the perspectives of urban development, heritage and nature in the city, the Heritage and Landscape Plans are the result of a collective effort by users and experts on the theme of the urban landscape and the City layout. Their purpose is to define a vision for the urban development of the sector that respects residents' feelings and their attachment to their living environment. This project, launched by the City at the end of 2015, involves citizen workshops. These district workshops bring together the residents, associations, collectives, a consulting landscape designer and departmental representatives from the City and Nantes Métropole.

- Dervallières-Zola: the Local Area Development Department (DTA) and the district team are responsible for steering the implementation of the policy in this district. In 2019, the socio-urban survey of the Contrie area and the urban survey of the Convention-Bois Hercé area continued, with completion expected in 2020. Elsewhere, an urban survey on the Place Zola area was launched with the appointment of the project manager at the end of the year, ahead of the launch of the participatory phase slated for early 2020.
- Hauts-Pavés/Saint-Félix: two urban planning meetings were organised by the City and Nantes Métropole to report on the progress of the action plan. After productive discussions on the latest developments in urban planning in the district, the project of a new public square benefiting the Fellonneau school was ratified, in keeping with the City's commitments to the participants in the community workshop. The development projects for Place Saint-Félix and Place Viarme were defined through a collaborative process.
- Nantes Sud/Sèvre - Ripossière area: the translation of the Landscape and Heritage Plan for this area led to the incorporation of heritage protection and enhancement elements in the PLUm. Work has also begun on the staking and signage of soft mode pathways within the district. Finally, a site on the Sèvres riverside has been chosen as one of the 15 sites for transformation: the "Rêver Sèvre" project.

- Breil-Barberie: the first stone of the "Collines du Cens" project has been laid. This project aims to provide a boost to the range of services offered, as well as the local shopping centre and efforts to reclaim of public spaces. A consortium of architects was selected at the end of the year in anticipation of a consultation process scheduled for 2020. A project to redevelop the RTE site, which received planning permission at the end of the year, will also provide a space for small businesses in the district. Also worth noting is the City-supported transformation of the Massenet site (former school of architecture), which tackles several issues highlighted in the Landscape and Heritage Plan, such as the creation of allotment gardens, improvement of access to the Cens river and the production of housing for senior citizens. The Réalité group has been selected by the French State to develop a project on this site, and will be applying for planning permission in 2020.
- Île de Nantes: 2019 saw the area's handover from the "What Time Is It" agency, which promotes community dialogue, to AJOA Schorter, the project manager for public spaces. Work on the Petite Biesse and Grande Biesse streets began in the fall, with the main objective of encouraging pedestrian traffic and urban life. A one-way traffic system is now in place.
- Doulon-Bottière: after consideration of a number of initiatives proposed for this district, the local authority presented the development projects to the public on 15 May 2019. The Landscape and Heritage Plan has resulted in the development of pedestrian access to Place Victor Basch, the creation of bicycle lanes on Boulevard de Doulon, the ongoing transformation of Square Jules Bréchoir (with an added nutritive function thanks to the planting of vegetable gardens) and the launch of the study for the reconversion of the Broussais and Bréchoir sites.
- Malakoff Saint-Donatien: 7 community workshops were held between April 2018 and February 2019, accompanied by field surveys and projects by children from the Coudray school. The workshops made it possible to identify guidelines for changes to the landscape along the Erdre and in the Saint-Donatien/Coudray area. After a selection process by the City, the winning projects were presented to residents in 2019.
- City-Centre - Dobrée-Gigant: participatory workshops were held between March and September 2019. The three key themes that emerged from the work carried out by the residents were 'a landscape to admire', 'a district to walk in' and 'places to meet'. The residents put forward the idea of developing separate routes for practical use and discovery with a view to improving walkability. The discovery route aims to appeal to the curiosity of residents and outside visitors by highlighting the 'hidden gems' of heritage and flora in the district. The practical route is aimed at people who live and work in the district day-to-day for ease of mobility in a calm and green setting. Finally, with regard to the routes connecting the district's focal public spaces, the residents proposed a study of potential and desirable uses for greater enjoyment. The project is now under consideration by the departments of the City of Nantes and Nantes Métropole, with a response to the residents' recommendations expected in 2020.
- Nantes Nord: the first phase of the Val de Cens Landscape and Heritage Plan has been completed. The residents were able to approve the courses of action drafted by the landscaper CAMPO on 20 November 2019, meaning that the scheme is now entering its second phase, with a first training workshop to be held on 17 March 2020. The local authority plans to report back to the residents in autumn 2020 at a meeting attended by elected officials.

- Nantes Erdre: after 7 participatory workshops, the results of the first phase were presented to elected officials and participants on 17 December 2019. Its key issues and strategic focuses are: revealing the geography and protecting the environment, enhancing the district landscape, protecting and promoting the district's heritage, revealing and strengthening the network of soft links between the various sites, and improving the living environment. From these objectives, a number of priorities have already been identified by the participants, namely: the enhancement of the Erdre and its existing heritage, the affirmation of the landscape continuity of the tributary valleys of the Erdre and that of the banks beyond the Jonelière bridge, and the development of new hubs.

Supporting Nantes residents in gaining access to social housing

The housing department provides reception services, information and guidance for Nantes residents to assist them in their housing journeys, particularly in gaining access to social housing. The department also works with social housing associations and partners to help in implementing the metropolitan housing strategy in the Nantes urban area, primarily in finding housing for priority households and settlement.

- In doing so, the City has contributed, with social housing associations, to meeting the social housing needs of 3 581 households. Of the city quota, 739 households were allocated housing.
- 56 new construction projects were delivered in Nantes across the 11 districts, consisting of 896 PLUS/PLAI and 342 PLS social housing units.

Key figures

- 26.63% of social housing in Nantes, counted city-wide under the Solidarity and Urban Renewal Act as at 1 January 2019, i.e. a total of 42,498 housing units.
- 20,036 applications for social housing were awaiting processing on 31 December 2019 (for a first choice of location):
 - 63% of the applications were made by first-time applicants (an increase of 1.5%) and 37% were requests for a transfer.
 - The average waiting period for applications in Nantes is 20 months.
 - 48.5% of requests were in relation to a single person (high demand for T2 housing).
 - 3% of households applied for wheelchair-friendly housing.
- 1,026 households received support from the housing department (excluding households relocated for demolition) with an increase in individual interviews in the second half of 2019.
- 1,216 requests awaiting allocation on the city quota.
- 27% of those requests are for single-parent households.
- 74% of households have taxable incomes that are 60% below the threshold for social housing.

Substantial support as part of the ANRU urban renovation scheme

The re-housing scheme provided by the City of Nantes within the framework of the ANRU takes its inspiration from the metropolitan re-housing charter, which aims to ensure equal treatment for affected households. A district-specific charter applies the metropolitan guidelines at local level.

- Grand Bellevue, Nantes Nord, Bottière-Pin Sec and Dervallières are the four areas of Nantes that are part of the new National Urban Renewal Programme (NPNRU). An agreement with ANRU has been in place since 5 October 2019.
- As part of these renovation projects, 692 housing units have been planned for eventual demolition. The City of Nantes has taken on the responsibility of rehousing the households of 100 of these units. For 588 other households (i.e. 230 in Bellevue, 174 in Nantes Nord, 132 in Bottière Pin Sec and 52 in Dervallières), the re-housing process is assisted by an external service provider commissioned by the City.
- In 2019, the scheme, which enabled 150 households to be rehoused, continued in the Bottière Pin Sec district and extended to the Dervallières and Nantes Nord districts.

A busy year for urban planning approvals

This area is in continuous growth due to the buoyancy of the metropolitan area and particularly the City of Nantes. A few developments worth noting:

- The Local Housing Programme plans to create 6,000 housing units a year, including 3,000 housing units in the City of Nantes. This will mean an increase in applications for planning permission that require processing and sites to be inspected;
- In addition, the Metropolitan Urban Planning Scheme (PLUm), which has been in effect since 23 April 2019, significantly changes the way in which applications for planning permission are processed.

Key figures

- 938 planning applications for construction projects submitted (1139 accompanied by development and demolition applications).
- 2,615 requests for planning pre-application advice.
- 202 feasibility studies processed.
- 10,328 planning reports issued.

Handling of changes of use for residential premises

On June 22, 2018, the Metropolitan Council approved a by-law establishing the conditions for issue of change of use permits for residential premises. In particular, it introduces the requirement for advanced permission for a change of use, which continues to be granted at municipal level. Also, on 29 June 2018, the City Council approved the implementation of the advance notification system, with the registration of tourist accommodation in effect from 2019.

By introducing this new system of advance notification and registration, the City's primary goal is to gain a better understanding of the professional tourist accommodation market. The aim is to enable the regulation of housing stock, while maintaining the distinction between professional rentals and the occasional lease of main places of residence. It should also help in the collection of tourist tax.

- In 2019, 228 changes of use applications were processed.

Initiatives carried out in the framework of membership of the Land Rights Permits (ADS) investigators network

Since 2018, the City of Nantes has benefitted from the joint coordination service of the Land Rights Permits investigators network. The aim is to standardise investigation practices while ensuring consistency in the handling of informal and judicial appeals in regard to Land Rights Permits. Within this framework, in 2019, the City of Nantes investigators took an 8-day training course on the PLUm.

Additionally, since the end of 2019, the City of Nantes has benefitted from architectural consulting services as part of a consortium. Consultants are brought in on matters of architectural quality (in terms of urban, heritage, landscape or environmental integration), providing assistance to elected representatives and ADS investigators in their role of analysing and negotiating construction projects.

Trade-boosting initiatives in Nantes

2019 was a year of intense activity and communication in the city centre with a simple objective: to entice customers back to the city centre. The "yellow jackets" demonstrations greatly reduced the number of visitors to the city centre, particularly on Saturdays, with a significant impact on both its image and on the bottom lines of its retailers. The City of Nantes has released a budget of €500,000 to support Nantes retailers (in activities, exemption from public space occupation tax, support funds, etc.) and has applied for the national "business revitalisation and stimulation" scheme. This application made it possible to claim a €300,000 state subsidy to coordinate a positive communications campaign, step up events in the city centre and finance measures to improve the accessibility of the city centre (free public transport and/or car parks).

Initiatives to boost the appeal of the city centre continued with concrete actions on cleanliness, safety and accessibility.

A project management assistance taskforce was created to facilitate and accelerate the transformation of key sites or buildings to better meet the needs of major retailers (prime retail sites, emblematic buildings and surface areas of more than 200 m²), enabling the launch of a fund-raising campaign on six key sites (Place Royale, Place Graslin, Rue Boileau, Rue Feltre, Place du Bouffay, Rue de la Barillerie). Five teams have been designated to provide support to the City. Many owners were met by elected officials.

Key figures

- 10 km of streets illuminated, i.e. 400 decorations in the town centre and around thirty districts illuminated for the 2019 festive season.
- €316,000 in subsidies were paid to retailer associations in 2019 (€83,000 to Plein Centre and €233,000 to UNACOD).

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- €175,000 paid in additional grants, linked to emergency measures and the national scheme (€152,000 to Plein Centre and €23,200 to UNACOD).
- A few key figures:[TR Note: consider removing due to repetition] 1,800 commercial premises (including 1,100 retail operations, 540 cafés/restaurants and 200 service businesses), 2% vacancies, 7% turnover.
- 16,400m² commercial space created since 2014, of which 5,000 m² is still to be marketed (basement of Carré Feydeau, Passage Coeur de Nantes and Passage Chatelaine).

Security and Public Order

As part of its Safety and Public Order policy, the City is active in ensuring public order, the management of public spaces, and risk prevention and management.

The Maison de la tranquillité publique (Centre for Public Order)

The Centre for Public Order (MTP) acts as a resource centre, helping to establish closer dialogue and relationships with the various City departments on issues of safety and public order by addressing citizens' concerns with regard to disturbances, antisocial behaviour, neighbourhood relations, regulations and parking. Requests are handled and tracked individually by a single contact person, who can also refer members of the public to the most appropriate departments (such as the national police, district mediators or judicial conciliators).

The Centre for Public Order is also:

- A helpline: "Allo Tranquillité publique" (on 02 40 41 99 99), open Monday to Friday 8am-7pm and Saturday 8am-1pm;
- A website, www.maisontranquillite.fr, for quick access to information on regulations, use of public spaces, safety, parking and public order;
- A physical reception service by expert departments at the Manufacture des tabacs site (11 boulevard de Stalingrad), open Monday to Friday, 8:30am to 5:30pm.

New parking facilities in the Malakoff, Pirmil (2019) and ClosToreau (2018) districts

Free of charge and freely accessible, residential parking takes up most of the public space in these three social housing districts. However, urbanisation is placing this space under increasing pressure, almost to the point of overload, mainly thanks to its many long-term parking spaces (employees working nearby, users of public transport and the SNCF railway station, etc.).

To cope with this congestion and to promote residential car parks in Malakoff, Pirmil and Clos-Toreau, new parking arrangements have been made with the social housing associations.

In addition to the public parking provided, the new system now offers:

- Zones reserved exclusively for residents with free parking badges to ensure they are able to park;
- Free zones limited to 1.5 hours with compulsory time-stamped tickets to encourage parking by visitors and discourage long-term parking;
- Gated car parks (additional service offer) for residents, including a private on-road parking space for a monthly fee of €8.

These various solutions have made it possible to improve the living conditions of residents and to broaden and diversify the range of parking services on offer.

Key figures

- 127 nights of surveillance were carried out by the Night Watch Brigade (BCN), with 111 reports of regulatory violations in 2019 (compared with 101 in 2018 and 150 in 2017) and 290 establishments subjected to special surveillance for one night or more.
- 12 dedicated two-wheeler parking spaces were created in 2019, bringing the total number to 870 (858 in 2018).
- €10.8 million in total parking revenue (parking meters/permits) were generated by ticket machines in 2019 (-2.7% compared to 2018).
- Volume of transactions (payments via parking meters) in both managed parking zones was down 3.6% in 2019 (3,855,992 transactions compared with 3,998,696 in 2018).
- 144,984 post-parking passes (FPS) issued in 2019 compared with 143,682 in 2018 (+0.9%).
- Ticketing for obstructive and highly obstructive parking in public spaces up by 25%.
- 147 mandatory site inspections in 2019 (132 by the municipal safety committee and 15 by the departmental sub-committee for safety). 8 unfavourable opinions issued by the safety commission. 3 unfavourable opinions issued by the departmental sub-committee on safety.
- 30 authorisation inspections for commencement and acceptance of works carried out in 2019 by the municipal and departmental safety committees.
- 511 applications for Public Premises (ERP) Work Permits registered in 2019, including 115 as part of an application for planning permission. There was a significant drop in the submission of applications relating purely to accessibility work (nearly 40%), coinciding with the discontinuation of the option to submit a scheduled accessibility improvement plan for a public premises.
- During the 11 plenary sessions of the Municipal Safety Committee, 489 applications were examined, of which 425 were applications for Public Premises Work Permits (4 unfavourable opinions issued).
- 127 applications for events in a public premises were processed in 2019, of which 57 were for an exceptional use of the ERP and 16 for the erection of a marquee.
- 7,225 people served in person at the Centre for Public Order (MTP); an average of 29 per day; 34,520 calls in 1 year, i.e. 125 per day: 31% were handled by call centre agents, 52 % were referred to the municipal police (handrail), and 13 % were transferred to the appropriate services. Website: 40,536 visits recorded, i.e. 111 per day. 3,032 requests via the contact form (i.e. 8/day).
- 985 beat patrols, including 245 on public transport.
- 1,229 reports received in the hygiene sector.
- 84 hazard procedures initiated, 20 of which were followed by public orders.

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- 25 organisational squalor orders and 30 operational squalor orders issued.
- 63 noise complaints handled by the hygiene sector.
- 163 stop-work orders issued for construction at night.
- 61 food hygiene inspections.
- 28 fires and 48 falling materials requiring the response of a public safety team.
- 1,380 event case files, 918 of which required the issue of a public order.
- 9,510 calls received and 8,620 calls transferred to the call centre for institutional calls and logistics organisation (CRAIOL):