



2018

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Activity Report



The 2018 Annual Report

Editorial

- **Citizen Dialogue**
- **Green Transition**
- **Managerial Policy**
- **User Relations**
- **Sports**
- **The Voluntary Sector**
- **Teenagers and Young People**
- **Young Childhood**
- **Education**
- **Culture**
- **Citizenship, Social Life and Local Areas**
- **Prevention and Solidarity**
- **Solidarity - Social Inclusion**
- **Solidarity - Senior Living**
- **Public Health**
- **Real Equality**
- **Collaboration at European and International Level**
- **Parks & Gardens and the Environment**
- **Urban Development**
- **Safety and Public Order**

Editorial

Nantes has continued its course in 2018: that of a city in motion, engaged in a process of self-renewal. Revitalising itself to offer a space of solutions and well-being for every resident of our 11 districts. Modernising itself to build the city of the future, one which makes locality its rallying cry in the face of the challenges of tomorrow. Because our ability to open up new ways forward, through a combination of economic buoyancy, green transition, equality and well-being, is based on a foundation of constant dialogue. We maintain an open ear at all times to enable each person to enjoy their city to the fullest, throughout their various projects and at any stage of life. It's a consistency that has been a common thread in all of our actions.

Through education, our number one priority, we continue to take decisive action for real equality. In addition to a master plan for schools, which was adopted in 2018 with the aim of responding to new challenges in education and a growing population, we are also pro-actively planning for the future. We are doing this through our master plan for Nantes schools, which plans for the construction of 5 new schools and extensions to 15 others by the year 2025. This fight for equality was also reflected in 2018 through new internet connections, which ensure that all of our schools now have access to high-speed broadband. The move was based on a recognition of the vital role played by digital technology in our societies. And, given that we're building a City for all generations, young childhood is also directly affected. In 2018, we created 82 places in crèches and built new multi-format daycare centres "Jour 2 crèches" in Désiré-Colombe and "Cosmos" in Port-Boyer. Over an 18-month joint effort, we developed and signed the quality charter for young children, with 47 concrete commitments to improving daycare services for young children from 0 to 3 years old.

Another priority focus is our senior citizens. At a time when the over 65s are on the way to becoming one of the largest demographic groups in Nantes, the City is more dedicated than ever to supporting their independence and their development. A new residence was created for dependent senior citizens in Pirmil next to the River Sèvre, while the third big metropolitan debate on longevity is taking shape. The debate is aimed at trialling new solutions to overcome the challenges posed by longer life expectancy. It's also a way of changing the public perception of ageing, away from the connotations of illness and dependence and towards an understanding that fosters new collaborations between the generations.

We've also strengthened these social bonds, which shape the way we design and think about our public spaces, through our support for community life in our city, which is becoming more rich and vibrant by the day. With the aim of bolstering this network of exchanges and sharing, in 2018 we finalised the Désiré-Colombe project, which now houses two large voluntary sector centres over a floor space of 4,500 m². It's initiatives like these, and the newly-reopened Fabrique des Dervallières, that generate a cultural and social influence that's unique to the Nantes metropolitan area. The new Fabrique des Dervallières is an incubator for artistic projects that hosts 14 cultural associations combining a wealth of different media, from visual arts to hip-hop.

Our ability to bring our associative network together and respond to the needs of schools and associations also applies to the world of sport. And that's why we're investing in major local amenities, such as the Durantière adapted and disability tennis hall and the new Bellevue sports complex, which is already under construction. Our vision of providing a venue for sport for amateurs and professionals alike was also put in action in 2018, with the completion of the first phase of work on the new Palais des sports in Beaulieu, to

create three new extensions and the renovation of the 5,000-capacity hall. It's our pledge to provide an education for young people by offering an increasingly competitive range of sporting activities and continuing to add to our high-level competitions. Through sport, with its ability to empower and its vital role in generating social cohesion, we are actively fighting against academic failure and cultural inequalities while promoting health.

By supporting culture, as the source of our individuality and an influence on our changing perceptions of the world, we continue to innovate to think more clearly, outside of the conventional box. With this in mind, we opened a number of artists' studios in 2018 and we have moved on to prepare for the construction of the "Libre Usine", a new facility dedicated entirely to building and creating live shows. It's an ambition that also nourishes the artistic and cultural education pathways provided by the City's schools. Art and culture, our heritage, must be constantly cultivated to ensure that Nantes remains a vibrant space, always ready to come up with a quirky, surprising and unique perspective. Let's build a cultural identity that's forward-looking, one that's able to strengthen our influence and our appeal as a City.

All of these projects and actions have been developed in collaboration with residents, to enable each person to design and build public services together. Because, more than any other contribution, it's their skills and creativity that will allow us to take hold of the digital and green transitions, an imperative that we reaffirmed in June through the citizen's vote on "the 15 sites for transformation". Through this participative approach, Nantes was able to select 14 projects, including a solidarity canteen and a neighbourhood cooperative. The City's commitment to enabling residents to co-build and improve our public policies was also reaffirmed with the launch of a consultation process to redesign the Place de la Petite-Hollande. Elsewhere, a citizen's workshop took on the issue of nature in the city, leading to the regeneration of the right bank of the Loire as part of the "Loire à cœur" programme. Together, we are building a city that embraces the green and digital challenges, a space that offers local services to all and well-being as part of a community.

Johanna Rolland
Mayor of Nantes
President of Nantes Métropole

Citizen Dialogue

As part of a drive to co-create projects and instil a revitalised, participative system of governance in Nantes, based on continuous dialogue between the city's elected officials and residents, a number of public policies and major projects have been shared with the people of Nantes. To meet this end goal, a process of citizen dialogue is being put in place, updated, reworked and trialled.

New ways of involving citizens

As of March 2018 a **Citizen's Commission** of 12 volunteers was put in place through a call for volunteers followed by a random draw to support elected officials in deciding on the future of the "CAP 44 - Les Grands Moulins de Loire" site. The people of Nantes had widely differing views on the site. To help in its thought process, the Commission also sought the opinion of experts through conferences that were open to the general public, but also processed and reviewed contributions made by citizens (both as individuals and in groups) via a dedicated website. The independent Citizen's Commission produced a citizen's opinion that factored in the range of viewpoints expressed, which was then used to inform the political decision-making process.

In June 2018, the people of Nantes were invited to take part in a citizen's vote with the aim of choosing the projects that would be fully implemented at 14 sites in the city of Nantes (the "15 Sites for transformation" initiative). Involving citizens in the final decision provided an opportunity to organise and trial a digital voting process to replace the traditional paper ballot. However, to encourage maximum participation, a supporting process was organised, consisting of local mediation sessions on public spaces held at district town halls. By holding this digital citizen's vote, the local authority made it possible for 7,015 people (59% of them women and 41% men, 60% of voters aged between 18 and 40) to take part in the vote (34,328 choices expressed, i.e. almost 5 per person).

Citizen workshops on the facilities under dialogue

The drive to involve end users in implementing investment or development projects continued in 2018 with "facilities under dialogue". By inviting the people of Nantes to be involved in the co-construction of new structural facilities (such as sports facilities in the Bellevue district or the district resource centre in Halvêque-Beaujoire), the City of Nantes is continuing its ongoing trials aimed at finding a different approach to the design of local facilities. The challenge is to achieve a highly integrated, participative style of project management, starting from before the planning stage, and to involve the future users (whether they be residents, local authority employees, user association members, etc.) as closely as possible in the project's various stages.

A digital platform dedicated to citizen dialogue

In 2018, a study was launched on digital exchanges as part of the citizen dialogue. This culminated in a proposal to create a new platform for citizen dialogue that would take over from nantesco.fr as of 2019. For the first time, the platform will provide a one-stop online shop for all City of Nantes and Nantes Métropole participatory initiatives. The tool was created using the experience gained from previous systems for digital participation and offers features requested by citizens themselves during the workshops. It will provide



2018 Annual Report Citizen Dialogue

access to a citizen dialogue procedures, for both City of Nantes and Nantes Métropole projects. NB: on its launch, planned for June 2019, this space will give an account of around one hundred participative projects, both current and already completed.

The platform will be connected to the official Nantes and Nantes Métropole website and social networks, allowing every citizen to gain a better understanding of how projects are progressing and how they can contribute, get involved in co-construction and be informed of the effects of the consultation on the final decision.

There are many different ways of getting involved (e.g., by applying to attend a workshop, answering a survey, submitting a reasoned proposal and analysing a text. These allow different citizen profiles to be involved regardless of how much time they have to spare and according to their areas of interest and living environments.

Completely Nantes: a focus on citizen dialogue

In April 2018, an exhibition on the Nantes of the Future gave the people of Nantes and the greater Metropolitan area a chance to discover how citizens can be involved in building the city. The event resulted in a number of citizen's workshops, Nantes council plenary meetings and a wealth of initiatives and professional meetings focused explicitly on incorporating "Citizen Dialogue" in the municipal project.

The Green transition

Taking action for the green transition means taking action on the way we live: travel, consumption, food, energy bills, or even the networking of public services in districts. The City of Nantes rolls out its public policies by developing active collaboration between the various stakeholders, as part of a localised approach in each of the 11 districts. The City of Nantes' sustainable development action plan has provided the roadmap for this cross-cutting public policy since 2004. The major challenge of 2018 is energy transition.

The environment and energy transition as the central focus of the Nantes project

Adopted in February 2018, the Metropolitan Roadmap set out three key principles for action: a 100% citizen-led energy transition that increases residents' ability to take action, an energy transition that benefits 100% of residents, and an energy transition that makes use of 100% of resources. Nantes has set new goals in application of these principles at City-level, with the aim of accelerating progress and reaching a new milestone in the evolution of its energy model, by taking action on energy renovation in housing, by promoting and supporting the circular economy and by developing a local area food project to ensure a locally-sourced and sustainable supply of quality food for each and every person.

An example: Tackling fuel poverty

The Nantes Association of Family Helpers (ANAF) is currently carrying out socio-energetic assessment visits to homes in Nantes (and all local authorities in the Metropolitan area). At the same time, the eligibility threshold for the Housing Solidarity Fund (FSL) has increased from that stipulated by the RSA to more than €1,400 for a single person. In order to tackle fuel poverty, the City's aim is to offer comprehensive support programmes. The home visits offer households an assessment of their water, gas and electricity consumption patterns, as well as social and budgetary support in order to tackle fuel poverty and its effects. The City of Nantes Communal Centre for Social Action assisted 150 households in 2018, at a rate of 3 visits per year, per household.

Citizen participation, with the project offices

Consisting of elected officials and district volunteers, the project offices have been in place each district since January 2016. Their purpose: To support citizens' initiative projects that have a bearing on quality of life, the environment and new social and collaborative practices.

30 projects supported by the project offices formed part of an energy transition initiative in 2018, on the following themes: Raising awareness and taking action for the transition, repurposing, renovating, composting, gardening, revitalising and beautifying the public space. The management committees are also now taking greater care to ensure that district events take this concern into consideration.

Ecopole: a network and resources

Ecopole supports development projects that contribute to a greater consideration of environmental issues and ensures the coordination of some aspects of the City of Nantes sustainable development policy. As a

resource centre, its public-access documentation and information centre is open to the public and can also be accessed at several dedicated and decentralized locations in Nantes: Foyer de Jeunes Travailleurs Embarcadère, GRETA Industrie, Foyer de Jeunes Travailleurs Chénaie and École des Mines de Nantes.

The City supports Ecopole on a number of objectives, including support for citizen-led initiatives and the empowerment of residents (e.g., the 60B waste recycling point in the Doulon Bottière district), the involvement of individual citizens in the construction of "private" green and blue infrastructure, several participatory science workshops, etc.

The Nantes Green Civil Society Network in Action

In 2018, the Nantes Green Civil Society Network pursued four key objectives, after listening closely to concerns voiced by residents:

- A new citizen workshop on digital content related to the energy and ecological transition, as part of the redesign of the local authority's websites;
- Funding of the first "district places and squares" around local green citizen initiatives (multi-purpose composters, development of a programme of events around multiple themes);
- Continuation of CartoQuartiers.fr, a collaborative map of local services and citizen initiatives; After winning the 2017 Open Data Jury Award, in 2018 the platform set its sights on new goals: Partnerships with stakeholders in the green and energy transition for the purpose of updating data and the coordination of a community of contributors.
- The roll-out of eco-responsibility in Nantes events.

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. The report is available in digital format at www.nantes.fr/transitionecologique.

Harnessing public procurement to ensure a sustainable city

Like Nantes Métropole, the City of Nantes is continuing in its 15-year approach by using public procurement as a tool to build a sustainable local area, while reaffirming its role as an example of sustainable procurement.

With sustainable public procurement as a basis, this initiative has been deployed and is now well established in several purchasing categories including food products, office supplies, maintenance products and even vehicles.

These procurements meet the key objectives of sustainable development, namely: ensuring integration, raising awareness of disabilities, tackling discrimination, implementing Corporate Social Responsibility (CSR) and addressing issues related to the environment, energy and the climate. The response to these concerns is being implemented through a number of dedicated and targeted initiatives.

Actions taken towards responsible procurement in 2018 were guided by a number of priorities:

- The implementation of the Responsible Purchasing Promotion Scheme (SPAR), adopted in March 2017 by the City Council and the Metropolitan Council. The aim of the Scheme is to strengthen the role of public procurement as both a driver and as a model of social responsibility, in support of and in coherence with the objective of building a sustainable Metropolitan area. The scheme has been implemented in operational departments, with "responsible purchasing" now taken into consideration when drawing up the annual contracts programme.
- Energy transition, local area food plan (PAT), the circular economy. The City incorporates the three roadmaps (adopted at the end of 2018 by the Municipal Council) in its public contracts.

Energy impact is also a priority objective in contracts that involve significant fluid consumption (particularly vehicle fleets, built heritage, public lighting and computer hardware). The objective of reducing these consumption levels is now included in the technical requirements of tenders as a matter of course. The purchase of renewable electricity is subject to a specific work package.

Food products are also a central focus of responsible procurement, presenting issues in terms of health, environmental protection and local development and food self-sufficiency (PAT). Although they have a particular impact on school catering, these issues also affect early childhood 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.

The Managerial Policy

A new logo: "We're redefining public services"

The managerial policy makes the citizen-user the central focus of public services. It aims to change our management model and the professional practices of managers and City employees in order to:

- Implement the local area project 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.).

This will be achieved by:

- Continuing to demand quality and efficiency in public services;
- Further integrating the partnership aspect in the management of projects;
- Developing active listening and co-construction practices with users, citizens, partners and City employees;
- Promoting empowerment, initiative-taking and innovation within the municipal teams;
- Anticipating and supporting energy, digital transitions etc.

The new logo "We're redefining public services", presented in the 2018 end-of-year message to City employees, reflects this ambition.

Concrete actions implemented in 2018

- The vote on the energy transition roadmap in February 2018 was an opportunity for the local authority to reaffirm its commitment to standing as an example. A drive to accelerate the reduction of the environmental footprint of the City's buildings was formalised with a vote to allocate a budget of €775k to renovations and thermal insulation. The transformation of the internal vehicle fleet is also gathering pace, with the upgrade of all light-duty passenger vehicles to CNG (natural gas), or 100% electric or hybrid-drive (and preferably rechargeable) vehicles beginning in 2018. Measures to encourage sustainable transport in employees have been bolstered with the introduction of bicycle journey reimbursement scheme and the trial of remote working. A network of eco-motivators also makes it possible to spread good practices at team-level.
- Future-oriented thinking is being structured through the creation of prospective workshops with senior management and a network of internal watchdogs.

- In terms of HR management, actions to improve the quality of life at work and ensure substantive equality continued in 2018:
 - The Psychosocial Risk Prevention Plan (PSR) has been rolled out to all departments. Each supervisor and City employee will receive training on this issue in 2019;
 - 264 and 460 employees were reached by training or awareness-raising initiatives respectively. A particular emphasis has been placed on preventing discrimination against LGBT persons. NB: The internal equality and diversity advisory board has been renewed;
 - A support system for teams and employees was put in place following the summer riots in the districts;
 - A process to review the terms of employment of non-contracted temporary staff with the aim of reducing the job insecurity of this employee group has resulted in the introduction of initial measures, which have been in place since 1 January 2018;
 - The "Rebondir à Nantes" (Bouncing Back in Nantes) scheme allows repositioned employees to get back into employment through personalised training;
- Where digital technology is concerned, the Data strategy is currently being prepared and a project to improve equipment and internal collaborative tools has been launched.
- Based on a system of gathering and examining innovative ideas from employees and an internal network of 50 ambassadors, the internal innovation process has been awarded the Innov'acteurs Participative Innovation Trophy.
- The second ever Innovation Week offered 88 workshops in 31 different locations to all City employees. "Creative hours" dedicated to acculturation through creative techniques are also available to employees in their lunch hour.
- The scheme to raise awareness and provide support for the development of professional practices has been expanded:
 - The monthly "Management and innovation meetings" are now open to all employees;
 - Management training courses have been re-launched with priority given to local supervision;
 - Training in citizen dialogue is now in place;
- In addition to the range of employee services, local supervisors have access to one-off guidance sessions on local operational management issues (Organisation and Management Department).

User Relations

Operating throughout the Nantes urban area and in direct contact with the public, the User Relations Department (DRU) is tasked with providing reception services to residents and responding to their queries and needs, expressed through a number of different channels.

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:

- The investigation and issue of civil status and administrative documents (identity cards, passports, etc.), and organisation of marriages and civil partnerships (PACS);
- The safekeeping and return of lost and found items to users;
- The steering of citizens' processes by organising elections as well as a census of the Nantes population;
- The management of cemeteries in Nantes districts and the monitoring of funeral operations;
- The receipt, recording and forwarding of mail to the City.

In 2018, the DRU combined 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, "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 2018.

The opening of the district hall in Nantes Sud

The new district hall was opened on 8 February, 2018. After a period of dialogue in 2016 between users, elected officials and employees in order to define the project, work started in July 2017.

The facility was specifically designed to house both the district mayor's team and the district team, which will ensure a better level of service and information for residents.

Adaptations to reception services in light of recent events and the redesign of the central city hall

The tensions in a number of districts of the City in July 2018 affected three district halls, for which solutions have gradually been put in place: The Nantes Nord district hall moved back into its original building in mid-September; The Bellevue district hall was reopened on the ground floor on 6 November; The district hall in Dervallières, which had been completely destroyed, moved to new premises on 19 February 2019.

As for the Central City Hall, work began in early September. The redevelopment will include the creation of a new reception area to provide employees and users with a more modern and functional space, with delivery planned for April 2019.



2018 Annual Report User Relations

Trial of new opening hours at the central city hall

This trial offers users extended opening hours on Mondays from 8am to 7pm, and from 9am to 5:30pm on other days. These new reception arrangements will undergo an assessment.

AlloNantes experiencing increased volumes

The number of calls continues to grow (+7%) with an average of 1,535 calls per day.

The helpline has seen a particular increase in: calls in relation to the Centre for Public Order, regarding issues of public cleanliness, and those to make appointments for identity documents.

For identity document appointments, the City acquired a tool enabling employees to book appointments in the various district halls. In 2019, users will be able to use the booking system for themselves.

Actions by the "elections" area

The department organised a citizenship ceremony on 4 June to formally present young citizens with their electoral card. 144 of them were present for this event, in a first for Nantes.

A rare non-election year, 2018 offered an opportunity to tackle various activities such as:

- The adjustment of electoral boundaries to incorporate demographic changes in the various districts of Nantes;
- Preparation work in relation to the introduction of the Combined Electoral Roll by INSEE;
- The organization of the last electoral administrative committees (before giving way to a committee of 5 elected representatives).

As of 1 March 2018, the total number of registered voters stood at 189,649.

Civil registry, changes under way

2018 was the first full year of civil partnerships (PACS) with 1,810 partnerships registered following the transfer of responsibility from the State.

In view of the volume of certificates processed and to strengthen legal protection, the Civil Registry duties previously performed in the district halls of Doulon and Chantenay as well as the registers themselves were transferred to the central city hall.

Launch of the 1st phase of the system for electronic transfer of civil registry documents (COMEDDEC) between local authorities (to facilitate the tracking of changes of address). Notaries will be able to submit requests in 2019 (already 200 requests per day in December).

2018 Census

The census carried out in early 2018 resulted in a response rate via Internet of 75.1%. In this respect, Nantes is a good performer compared to other cities of a similar size.

In addition to this, 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 (306,694 residents on 1 January 2019).

Key figures in 2018

- 394,244 calls received to the AlloNantes call centre with a service level of 91% (number of calls taken/number of calls received) and 77% of calls answered in less than 3 rings.
- 2,669 invitations were sent out for the 2016 welcome evening for newly-arrived residents in Nantes (442 attendees).
- 259,719 documents received (letters and newspapers), 601,375 franked letters and 82,976 electronic messages received in the contact inbox.
- 26,178 national identity cards and 25,278 passports issued.
- 96,686 civil registry certificates requested via the online service, a reduction of 8% (due partly 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%).
- 958 marriages including 16 at night, 1810 civil partnerships (PACS) and 86 civil baptisms celebrated.
- 8,910 births and 3,820 deaths registered.
- 306,694 residents in Nantes on 1 January 2019 (source: INSEE);
- 189,649 Nantes residents were registered on the electoral rolls on 1 March 2018;
- 96 people who had acquired French citizenship attended a swearing-in ceremony with their families on 14 July.
- 1,149 cemetery plots acquired or renewed and 3,399 burial or cremation records registered.
- 96.8%: the response rate achieved for the 2018 microcensus (75.1% by internet).
- Number of mail items received down (-6%); Franked items level at just over 600,000.

Sports

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.

Key event in 2018: the NTJ festival, which brought in 8,000 people over 3 days at the Miséry quarry in Chantenay as part of "Completely Nantes".

In terms of facilities, key developments include:

- The opening of the Breil street workout in autumn 2018;
- the opening of the Perray multi-use sports ground, in the immediate vicinity of the socio-cultural centre and the Paridis shopping centre;
- The installation of an outdoor weight training gym at Augustin Fresnel Square (Pin Sec district).

Future developments are in preparation, with:

- A study and shared assessment on the Vallée du Cens;
- The co-development of the night lighting trial at the Vincent Gâche skatepark;
- The management of the NTJ dance area.

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 through the management, implementation and monitoring of schemes for football, handball and futsal. A total of 28 clubs are monitored under the scheme: 16 football clubs, 6 handball clubs and 6 for futsal.

With regard to disabled sport and adapted sport, a dedicated monitoring scheme has been put in place, with support provided for the definition of a development strategy. In partnership with stakeholders, the scheme ensures the monitoring of 21 clubs/sections.

Where water sports schemes are concerned, the City has provided support for the definition of a strategy for development of water sports and the determination of objectives. 8 clubs are monitored (1 Kayak, 3 Rowing, 4 Sailing).

Focus: football as a model of citizen values

2018 City Football Tournament: Held as part of the 2015-2018 Cité Foot Plan, this event brings together 16 training clubs. A high point of the year with an emphasis on citizen values: respect, fair play, solidarity, sharing, etc. The tournament brings together 250 young footballers (U10/U11) in the legendary Saupin stadium.

The City/FC Nantes partnership: The partnership offers activities for the scheme's member clubs, such as training sessions with professional footballers, a visit to the Beaujoire stadium, the presentation of the clubs during the opening ceremony at championship matches, or outsourced training (e.g. more than 700 people attended a Don Bosco training session at the l'Éraudière Stadium on 24 April 2018).

Cité Foot Ambassador Team (EA): Launched in 2017, this project enables children (U14/U15) from Cité Foot clubs to attend prestige matches and compete against FC Nantes at the Saupin stadium. NB: This year's U14/U15 teams came 14th at the Saint Pierre World Cup, behind the national teams.

Sports activities: working on the ground with the children

Sports activities are a key area of municipal activity, with 33 field educators, particularly in the school sector, providing after-school and extracurricular activities, such as:

- Municipal sports school: 20 sports, 1,335 enrolled across the Nantes urban area.
- Activities during the school holidays (excluding summer): 23,634 visits.
- Activities during the summer of 2018 (not including "Bouge ton été"): 11,854 visits in total across the 4 areas.
- Bouge ton été (Move your summer) 2018: 10,588 participants (up by 4,243 over 3 years; a 40% increase).
- "Handball'toi": 606 signups;
- "Sportez bien les filles" girls' sports activities: 500 signups;
- "Sports en fête (Dervallières)": 900 signups;
- The "Golden Blocks" sprint competition: 250 signups.

More than 50 events, outings, and activities took place in 2018, making sports entertainment a major driver of community spirit, for the benefit of children in Nantes.

The practice of sports takes off with Carte Blanche

Since 1 July 2017, the City of Nantes has offered support for the practice of sporting activities. The scheme supplements the existing range of sporting activities available (municipal sporting activities, municipal school of sports, etc.) and help to remove the financial barriers that may exist for people with limited resources in Nantes.

As of 31 December 2018, more than 2,250 sporting assistance grants were awarded to Carte Blanche holders in Nantes for a total budget of €270,000.

These grants help to encourage the practice of sports by all. It should be noted that almost half of these grants were for women, while 40% of recipients live in priority districts of the city.

A range of sporting activities are offered to outreach associations or carte blanche holders. These include seats provided by Nantes Football Club (2,000 seats), or for major sporting events (Women's European Handball Championship or shows by the French national ice skating team).

Supporting top-level 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 water sports, handball, football and disabled sports. Several Nantes clubs supported by the City are also among the top teams in their sport at national level. Rowing, fencing, athletics, field hockey, sailing, etc.

By way of example, results in 2018 included:

- Emma Brentel (RCN) and Clément Tabur (SNUC), medallists at the Youth Olympic Games in the summer of 2018;
- The SNUC tennis team moved into the top tier of national interclub tennis;
- Maxence Orange competed at the European Swimming Championships.

Also worth noting is the change of use of the iconic Mangin-Beaulieu sports complex:

- The reopening of the main sports hall of the Palais des Sports in Beaulieu in the summer of 2018 resulted in the relocation of 5 professional clubs. The women's handball and volleyball clubs are now resident clubs of the Mangin-Beaulieu sports complex.
- Consisting of 2 outdoor sports facilities and 5 indoor facilities, including a 2,500-capacity sports hall - the complex saw a total of 35,235 hours of use in 2018.

Events highlighting the vibrancy of Nantes

At national level:

- National cup finals from Gym to Bonne Garde;
- 1st Drones Open at Lecointre;

- Naoned U9 Football Cup at the Saupin Stadium (Nantes Sporting Club);
- Elite Cycling Race (NDVS) in Nantes Est.

Women's Sport:

- "Sportez bien les filles" (Jardin Fonderies);
- "Nantes Derby Girls";
- "Défilles Hand" at the la Durantière Stadium.

Disabled and Adapted Sports:

- Regional Athlé Adapted Sport Championship in Lecointre;
- Helmets and crampons at ExpoNantes;
- "Special Olympics" races at Parc Dervallières.

Sports at "Regional-Departmental-Local" level:

- TCN Duathlon in Grand-Blottereau;
- School Field Hockey Tournament (Petit Port);
- Mini Basketball Festival and Petits Princes du Hand handball festival (Beaujoire);
- Ryder Cup Golf Tour (Parc des Chantiers);
- "Sentez-Vous Sport" (CDOS Site des Chantiers);
- "Ruée vers le Sport" (OMS/Bouffay-Feydeau);
- "Color Me Rad" (ExpoNantes);
- The Foulées du Tram, Trail Urbain de Chantenay, Cross Chantrerie, Corrida Beaujoire running events.

Key figures

- 164 sports facilities spread throughout the Nantes urban area, 59 covered and 105 outdoor (6 pools, 11 stadiums, 1 street workout, 1 parkour, 3 water sports, 1 cycling centre, etc.
- 929,980 visits recorded to the city's six swimming pools in 2018, all user categories included. 2,739 regular users accessed the municipal water sports centre in 2016.

- 320 associations were subsidised by the City in 2018 as part of its sports policy: 226 sports clubs (including 27 multi-sport clubs) and 94 school associations. 20 jobs subsidised by the City in 9 different clubs.
- 19 clubs offering 25 different sports were active in disability sport and adapted sport in 2018. A total of €60,123 was allocated to disabled sport in Nantes: €25,843 for day-to-day running costs, €10,480 for the disabled and adapted sport programme, €10,000 for equipment and €13,800 for events.
- 320 sporting events coordinated by the city, 1 in 3 at top-level, 8 disabled/adapted sports events and 1 parkour event organized by "Art in Motion".
- 10,600 children visited "Bouge ton Été".
- 480,000 spectators at FC Nantes and 125,000 at HBCN for the 2017-2018 season.

The Voluntary Sector

The City's support for the many associations in Nantes is based on the core values it is committed to promoting: Democracy: or involvement in the voluntary sector as an inherent part of citizenship; Freedom: or the recognition of the independence and freedom of the voluntary sector; Social cohesion: the City offers particular support for projects carried out in underprivileged areas or for vulnerable groups.

The Nantes local area boasts almost 6,000 associations and some 90,000 volunteers. These associations act and coexist around various activities. Their organisational models are evolving to bring innovative solutions to the challenges faced by local areas.

The "Taking action together" initiative

Associations are currently facing a number of major changes, including changes in motivations for and methods of involvement, the professionalisation of the sector, the complexity of managing an association, cuts in public funding and a reduction in subsidised posts. To make the most of the vibrancy and social benefits brought to the local area by associations, the City has proposed that they build new relationships and new projects through the "Taking action" initiative. In 2018, the City has committed to the long-term viability of the initiative by continuing the work already started, including: the mutual commitments charter, the Nantes Voluntary Sector Conference, the Voluntary Sector Observatory, the collaborative and interactive platform and the second Voluntary Sector Meetings.

- 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 3 years at the Voluntary Sector Conference by a joint City-Association working group.
- The **Voluntary Sector Conference** is a new space for dialogue between the City and associations. As part of "Completely Nantes" and following a set-up period, a first conference was held in November 2018. The conference saw feedback from work carried out by the **Voluntary Sector Observatory** on the "contribution of associations to the Nantes local area", from a social, economic, environmental and local perspective.
- The **collaborative and interactive voluntary sector platform** is a tool aimed at encouraging collaboration for the benefit of Nantes associations and residents. Designed to facilitate interaction between associations, the tool allows them to promote their projects while highlighting the services offered by the City of Nantes. In 2019, the platform is to be integrated into the new "metropole.nantes.fr" portal and will be accessible at all times via an "associations" tab on the home page.

To make this happen, the various projects related to the platform have been scheduled as follows:

- March 2019 Launch of the one-stop shop. The one-stop-shop is a set of themed information sheets and tools organised into sections and subsections for the benefit of associations and the general public;
- June 2019: Redesign of the associations directory with a version for the general public (search by activity) and an advanced version (search by association);
- September 2019: Online room reservation system with 2 features: The room directory (via the one-stop shop) and the room reservation engine (pre-booking by date and time);
- 2020: Subscription to alerts. This service will allow the user to receive personalized alerts (for events, training, calls for projects, etc.); Associations will have access to a contact form that can be used to ask questions of any kind;
- 2021: Online grant applications, a paperless online service that can be accessed via the one-stop shop

Creation of the specific support fund

To mitigate the reduction in subsidised posts announced by the 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 €400,000. 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);
- To offer a range of support services that meets the needs of associations;

The FAS allows associations to benefit from a one-off, supplementary grant of up to €12,000.

In 2018, **47 associations** were supported via this scheme, 60% of which work in Priority Districts. The average funding allocated per association is €11,000 with funding broken down as follows: 60% FAS - 40% steering departments.

Of the total fund, €308,653 was used. These payments are in addition to the €210,350 allocated by the steering departments. In total, €519,003 was paid to Nantes associations facing difficulty as a result of the reduction in subsidised posts.

New facility planned for the Nantes-Erdre district

In the **Halvêque-Beaujoire** area of Nantes Erdre, the City has committed to building a major new facility for association and citizen activities, with the aim of providing a focal point for the district. Located on the corner of Avenue de la Gare de Saint-Joseph and Boulevard de la Beaujoire, the facility is scheduled for delivery in 2021, with works to start in 2020.

From the outset, the City of Nantes made the decision to co-construct the project with future users to ensure that it meets the needs and wants of all. At the end of 2016, a participatory approach 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.). Over a series of meetings, this immersion phase allowed the City to gather ideas and recommendations from a number of residents and local stakeholders. Finally, a prototyping workshop was organised to set out the key features of the project and how the facility will operate.

Along with the residents' contributions, this will feed into the general approach of the project, which aims to:

- Revitalise the voluntary sector in the Halvêque-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 existing facilities;
- 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.

Reopening of the Fabrique Dervallières after refurbishment

After having fallen into disrepair, the Fabrique des Dervallières underwent a €1.7M renovation project beginning in summer 2017, before reopening in October 2018. The work carried out reflects the City of Nantes' commitment to strengthening this resource centre in the heart of the Dervallières district, which is home to 13 permanent associations and 80 artists' companies and collectives.

Construction and opening of the Désiré-Colombe association centre

Located at the heart of the city centre and a stone's throw from the Dobrée Museum, development work on the Désiré Colombe site was completed in late 2018, ahead of its official opening in early 2019. The association centre offers around fifteen rooms and hosts more than fifty associations over a total floor space of 5000 m². In connection with the space, the new Salons Mauduit hall can be used to host conferences, shows and other social events (capacity for 350 seated and 600 standing).

Movements in association heritage

2018 was a busy year for the relocation of associations. More than 80 associations have been affected by relocations, in the context of:

- the "15 sites for transformation" projects: the relocation of the Baco associations to make room for the set-up of a project by the "The Open-Boxes" cooperative; the relocation of associations from the Salle Bretagne in order to house the "BigCityLife" project; the development of the Dulcie Galerie for the "zero waste" project; the development of the Cocotte en Verre for the "Cocotte Solidaire" project and the Martray chapel for the project "Champignon Urbain";

- to meet the needs of additional school premises in the Breil, Clos Toreau, Nantes Nord and Coudray districts;
- and in the wake of the urban violence of July 2018 in the Dervallières, Malakoff and Bellevue districts.

The City-Accoord Agreement: new methods for coordination of the partnership

The Accoord association in Nantes was set up to develop educational, social and cultural initiatives for leisure. In line with its public policies, the City provides support for Accoord initiatives through an agreement, which was renewed for a 5-year period in 2016.

2018 saw an emphasis on the organisation of the partnership, and on raising the visibility of the actions implemented by Accoord: Presentation to the 11 Local District Committees; Organisation of "A Sunday with Accoord", an event in the city centre to present all the activities developed at the 19 social centres.

City-CAF Agreement: Partnerships formalised for Social and Cultural Activities and Social Activity Spaces (EVS)

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

As part of the agreement, they have committed their support to each of the associations whose Social Activity Spaces (EVS) approval has been consolidated (three-way commitments). Following this, the 2 partners organized the first meeting between the 11 EVS-approved associations of Nantes.

It should be noted that the City plays an active role in working groups aimed at promoting "empowerment for young people" (within the framework of the Departmental Plan for Social and Cultural Activities and Social Activity Spaces).

For its part, Accoord has implemented the first child-parent day-care centres (LAEP) and developed the provision of digital access points.

Key figures

- €6,737,781 in grants were paid to associations in 2018 across all of the programmes of the Voluntary Sector and Youth Department (DVAJ).
- The DVAJ manages 210 facilities for associations, with a total surface area of 102,092 m².
- 173 meeting or activity rooms, accommodating between 10 and 900 people, are available for hire.
- 570 associations benefit from free time slots in the council's facilities for associations.
- 316 associations are provided office space by the City, 81 for free and 235 paying.
- 5,848 associations are listed in the city's directory of associations; 3,350 of them can be viewed on Nantes.fr.
- 612 associations (+73% compared to 2017) or project leaders were interviewed in 2018 at the City of Nantes' Centre for Support and Development of Resources for Nantes Associations (CADRAN),

which offers information, guidance and resources; 86 people attended CADRAN courses (particularly accounting).

- 35 innovative or pilot projects were supported by the 2018 Emerging Projects Fund, mainly in the areas of culture, solidarity, citizenship, socio-cultural action and sustainable development.
- 58 subsidised posts (PEC - Adult intermediary jobs) received support from the City in 2018, for a total of €241,712 in subsidies.
- 47 associations were supported by the Specific Support Fund (including 28 in Priority Districts) for a total of €308,653.
- 462 public events organisations were steered by the DVAJ in 2018.
- €4.08 million investment spending to fund facilities in 2018. D. Colombe Association Centre, MQ Halvèque, Fabrique des Dervallières, creation of an association centre on the former Nantes School of Art premises, etc.) including €375k for emergency work following fires at several facilities (MHC, MQ Haubans, Dervallières DIY Workshop).
- A budget of €345,000 was used in 2018 to renovate and upgrade the City's association heritage.
- €82,400 was allocated to the purchase of furniture and equipment for associative facilities.
- €850,000 has been spent on the long-term maintenance of the City's associative heritage.



Teenagers and Young People

The City's children and youth policy is aimed at meeting a need to build up teenagers and empower young people (aged 16-25), with the common goal of tackling discrimination and promoting equal opportunities. It also aims to encourage them to play an active part in public and community life and to support their initiatives.

Working together to empower young people

In order to expand its support for young people, the city of Nantes, in partnership with Orvault, Rezé and Saint-Herblain and 8 youth organisations, has been selected in a call for projects entitled "Innovative projects for the benefit of young people". This joint initiative, led by France's National **Agency for Urban Renewal** (ANRU) as part of the Investment for the Future Programme (PIA), aims to promote the development of comprehensive, integrated youth policies.

A number of initiatives were launched in 2018. In December, the cities mentioned above launched a call for projects by young people, "Bouge la Ville", to support their desire to have an impact on public spaces. The resulting projects will be carried out in the second half of 2019.

Developing a range of actions on working conditions and accountability: the discovery and re-motivation workshops

The "**discovery and re-motivation workshops**" are part of a number of initiatives aimed at re-establishing contact with young people who are alienated from existing mainstream integration and support schemes. The aim is to rebuild their motivation around a training and employment access plan.

To do this, the scheme:

- organises paid work assignments for young people;
- provides enhanced socio-educational support for individuals and groups;
- puts young people back in contact with mainstream support structures.

As of the end of 2018, this project has been extended to the 4 Partner Cities as part of the PIA. 28 young people benefited from this scheme through 4 projects in 2018.

Supporting youth initiatives and projects

The youth policy for over-16s aims, among other things, to encourage the engagement and participation of young people through experience, expression and cooperation.

This is illustrated in the City's support for individuals (via youth incubators), projects (CLAP), and the promotion and recognition of initiatives already implemented. The City of Nantes is rolling out a comprehensive approach to support the projects and initiatives of all young people.

■ Youth initiative incubators

A cornerstone of municipal public action for young people in Nantes, youth initiative incubators are a testament to the City's desire to support young people in their diversity and their individual life journeys. Their activities are organised around 3 key duties:

- to welcome young people with an open ear;
- to inform, guide and equip young people;
- to support young people in implementing their projects and initiatives.

The incubators are located in the City's Priority Districts.

NB: Two new incubators to be launched in spring 2019: in the Breil-Barberie/Dervallières-Zola districts and in the Bellevue-Chantenay-Sainte-Anne district. A co-constructed study is currently under way for the creation of an incubator in the south-central area of the city.

■ **Developing support for initiatives: CLAPS**

Much like efforts to encourage citizenship, supporting projects and initiatives requires recognition and promotion. With this in mind, the Local Committee for Youth Project Support (CLAPS) was created. CLAP is a partnership-based, voluntary sector and institutional scheme in which Nantes acts as an intermediary to support and stimulate youth initiatives. In 2018, the scheme was simplified.

Overview of the year:

- 92 separate applications registered (compared to 87 in 2017 and 78 in 2016);
- 64 projects submitted, 13 led by young people in priority neighbourhoods;
- 269 young people involved;
- 12 panels organised (4 in the districts of Malakoff, Nantes Nord, Île de Nantes and Nantes Est);
- €59,485 distributed in financial aid;
- an average of €882 per project funded, i.e. 72% of the amounts initially applied for.

CLAP mainly supports cultural projects, with 46 out of 64 projects presented to the jury. These are generally musical projects or those focussing on video, visual arts, etc.

The Leo Lagrange network, through the TriptiC and the EclectiC youth initiative incubators, provides support for 20 of the 64 projects.

This support also takes the form of events such as: "Spot" for more than 10 years, Clap in Bars (2nd event held in 2018) or specific schemes:

- CADRAN training for young people leading projects in the voluntary sector;
- Nantes Creative Generations, a forum for young European project leaders.

Being more in touch with the challenges facing local areas

Despite some difficulties, such as the clashes of July 2018, the City has maintained its action for young people in working-class neighbourhoods. As such, several key processes were initiated in 2018:

- The launch of a consultation with the teenagers and professionals of Nantes Nord on the range of services provided in the local area;
- The establishment of a dialogue on the needs of young people in Malakoff;
- The opening of two incubators in Nantes Ouest as part of a co-constructed approach with youth stakeholders;
- The development of the discovery and citizenship workshops in Nantes Est.

Nantado: a portal to discovery for pupils entering secondary school

In the 2017-2018 school year, 368 pupils took part in the 42 meetings organised by 12 cultural partners as part of the Nantado scheme. These events are held throughout the first year in secondary school. The aim: To encourage the beginnings of independence and expand pupils' horizons through the discovery of events and iconic places.

With this initiative, the City's aim is to be attentive to teenagers in the making. Cultural operators and educational stakeholders are also studying potential improvements to the services they offer to this particular group.

Mediation activities have been carried out to ensure that Nantado benefits all teenagers in the area. NB: The proportion of students enrolled in priority secondary schools receiving financial aid is increasing (currently 10.8%).

Since the start of the 2017 school year, the scheme has been extended to the year before secondary school, along with enhanced mediation activities.

Key figures

- 36% of Nantes' population is under the age of 25.
- 55,000 students come to study in Nantes each year.
- Nant'Arctique received 32,591 visitors to its 2018 event.
- 46 projects were selected and given support as part of the 2018 edition of SPOT. 8,000 young people took part in the festival of young talent from Nantes.
- 28 young people took part in the "discovery and re-motivation" workshops in 2018.
- In the 2017/2018 school year, 108 students were hosted by municipal services for their 3rd year internship as part of a partnership with 9 secondary schools.
- 52 young people motivated in 2017/2018 through the discovery and citizenship workshops.

Young 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 them. With this in mind:

La Ville continue de favoriser et d'accompagner le développement de places nouvelles afin que les familles puissent trouver des solutions d'accueil individuel ou collectif qui leur conviennent. Ainsi :

- 82 new group day-care centres were opened in Nantes in 2018 (community crèches, micro-nurseries and private inter-company crèches), of which 22 are financed by the City (Fluffy nursery).
- The range of services offered by certain multi-format childcare facilities (regular, occasional or emergency childcare) was adjusted to more effectively cater for families' requests and constraints (Sully, Beaulieu, etc.).
- Partnerships were formed with neighbouring municipalities, based on mutual assistance, to give young children in Nantes access to childcare facilities in local areas other than their own.
- 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 2018, with the aim of professionalising these facilities and ensuring their long-term sustainability. This mostly involves joint action-training sessions on budgets, activity management and governance. Based on the analysis carried out by this firm, the City oversees the activity and financial soundness of crèches run by associations.
- An agreement with Habitat et Humanisme was renewed in 2018, to provide a micro-crèche for the children of families receiving the association's help in reintegrating into society and employment.
- The 5th "Trouver ma nounou" ("Find my nanny") forum was held in June 2018 to inform and educate families on individual childcare options: certified child-carers, home-care, shared custody, etc. The forum was organized in collaboration with the Employment Centre and the tertiary sector.

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 2018, 18 sites benefited from upgrades, long-term maintenance and security improvements at a total cost of almost €650,000:
 - Repair of internal paintwork at the Pilotière municipal childcare centre.
 - Reorganisation of the ground floor units of the JJV municipal childcare centre.
 - Replacement of exterior joinery, remodelling of facade, and accessibility improvements at the La Perdriole child-parent day-care centre (LAEP).
 - Refurbishment of the boiler room of the Brin de Malice municipal childcare centre.
- More than €134,000 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.
- Conferences, work times and discussions times have been organised to support the professional development of the crèche workers, in partnership with the child benefit office (CAF) and the mother and childcare centre (PMI).
- 2018 also saw the formalisation of the quality charter for young childcare. This partnership-based process, launched in 2017 with all young childcare stakeholders (families, professionals, partners and experts) enabled the co-creation of a quality charter but also the formalisation of a citizen's manifesto, to be used by the City as the basis for a number of concrete actions. Elsewhere, a three-way agreement between the City, CD44 and the PMI provides the framework for implementation of partnership-based actions.

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 6th screening campaign for visual impairments was carried out in municipal facilities during the 2017-2018 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, on the prevention of language disorders, continued in 2018 with the addition of a 5th municipal facility to the scheme, 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 2018. 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 so that they can become more involved in their child's schooling in a co-education approach.
- The range of services provided in the three municipal child-parent daycare centre 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 2018, Nantes had:
 - 22 municipal multi-format childcare facilities catering for 1,293 children, and facilities for 42 children in municipal family-based childcare, provided by 14 registered childminders;
 - 43 non-municipal multi-format childcare facilities financed by the City (catering for 1,625 children), including 36 multi-format facilities run by associations (catering for 1,336 children);
 - 126 emergency care places in municipal facilities.
 - 5 childcare information desks, which handled 882 requests for emergency childcare for young children.
- 502 children were admitted to municipal multi-format childcare in September 2018 (in admission committees held in April and June 2018).

Education

It is the City's goal to make Nantes' schools places where all of its children can interact with others, flourish and succeed in their schooling. To do so, it has set out to provide the best possible conditions for pupils through its Local Area Educational Policy.

This project also factors in a sharp increase in the numbers of children enrolled in Nantes schools. In fact, 300 new students were welcomed at the start of the 2018 school year, bringing the total number of students enrolled in Nantes state schools to 19,800. At the start of the 2018 school year, 55 additional classes were created, 45 of them in connection with the Ministry's initiative to double the amount of Year 2 classes in the REP (Priority Education Network) and REP+ (Enhanced Priority Education Network) and Year 3 classes in REP+.

Investing in quality facilities

The City of Nantes continues to implement its master plan for schools. Created in early 2018, this development plan allocates €200 million by 2022 for the construction of 6 new schools and the extension and renovation of 21 schools.

Some of the plan's projects have already been signed off and launched: Champ-de-Manœuvre, Mellinet, Doulon-Gohards and Île de Nantes. And, as every year, The City of Nantes has implemented a long-term maintenance programme for elementary schools (replacement of exterior joinery, interior repainting, renovation of facades, roofs, courtyards, fencing, etc.). Other works were carried out to save energy, such as the renovation of boiler rooms, installation of insulating ceilings or exterior insulation to improve buildings' thermal efficiency. These works also extend to spaces used for after-school and extra-curricular activities in state schools. This summer, 41 schools benefited from maintenance and security work worth €5.42 million.

Main construction projects and studies in 2018:

- École Ampère (€1.5m including tax): Work to extend next to extend the school canteen into the adjoining plot of land was completed ahead of the start of the school year in September 2018. The project also included work to renovate the nursery school and provide disabled access.
- École Louise-Michel (€1m including tax): start of extension work on kindergarten to support strong population growth in the Beaulieu area. Plans include new classrooms, an extra dormitory, a common area for use during and outside school hours, new toilets, repairs to the school canteen and upgrades to the computer networks. Delivery scheduled for 2018.
- École Jacques-Tati (€2.5m): Studies started for the 2nd phase of extension work on the school, with the creation of 3 additional classes, the extension of the canteen, the creation of a new kitchen and improvements to the overall functioning of the school. Delivery scheduled for summer 2019.
- École Champ-de-Manœuvre (€15m) and École Mellinet (€15m): Project management competitions launched for the construction of these two schools of 16 classes. Delivery scheduled for 2021.

- NB: In anticipation of permanent extensions planned as part of the schools master plan, temporary buildings were put in place in 5 schools at a cost of €3.3 million (Mutualité, Châtaigniers, Plantes, Henri Bergson and Urbain Le Verrier).

Léo Lagrange Ouest, new extended daycare operator

Last June, the City of Nantes decided to ask the Léo Lagrange Ouest association to provide the extended daycare service as of the start of the 2018 school year. The concession was delegated as part of the ongoing implementation of the City's "Growing Up Well in Nantes" educational project. For the families there will be no changes to the service provided. Furthermore, on the educational side, Léo Lagrange Ouest plans to involve parents in the educational plan for extended daycare facilities, particularly in organising meetings.

Healthy and sustainable catering

In Nantes, school meals are prepared by a central municipal kitchen, which cooks and delivers between 15,000 and 16,000 meals every day to the City's 87 state school canteens and 27 leisure centres.

- Alterations to the central kitchen: Work to extend and upgrade the central kitchen has been completed. An initial phase of works was carried out in summer 2017 (€3.3m). As part of this renovation and extension project, spaces were created for dry storage, reception desks and improvements were made to the operation of the waste disposal bay. The second phase, which began in July 2018, involves the transformation of cold storage rooms, the extension of the separate kitchen for allergen-free meals and the redevelopment of a cloakroom and laundry area (delivery scheduled for April 2019).

During the 8 months of work, the central kitchen was relocated to the Nantes Métropole PMA (maintenance and workshops centre). The products delivered to this site (logistics facility) were stored there and sorted before being sent on to school restaurants.

- Organic, short supply chains, fresh products. Quality meals: Since 2008, the City of Nantes has been taking steps to include organic or locally-produced products in canteen meals (coarse salt from Guérande, cheese from Campbon, yoghurt from Saint-Omer-de-Blain, free-range chicken from Ancenis, patés, organic cereals and sausages, etc.). The resulting expenses in 2018 totalled €700,000, or 19% of food purchases, including 16% for organic and 3% for certified products.
- A study is currently under way to find alternatives to the use of plastic: The City takes particular care to ensure the quality of the containers used in its school restaurants. For the past 2 years, it has been working on exploring alternatives to the use of plastic containers. The municipal services are also involved in national working groups on local contract catering to examine the issue from all angles and assess its impacts: process redesign, work with all suppliers, impacts on catering teams, the issue of recycling, etc. With a view to moving forward together on solutions, the City has also created a local working group including (among others) parents' associations and a number of residents' collectives, with the proviso that there is currently no straightforward substitute for plastic packaging.
- A plan to combat food waste: In order to significantly reduce the proportion of food waste from farm to plate, an action plan has been developed by the City involving the entire educational community: municipal services, families, teaching and activity staff, but also the children themselves. Going beyond the issue of the environment, the educational factor is vital in order to encourage good practices. Additionally, the City and Léo Lagrange West are working in close collaboration to raise

children's awareness of the issue from an early age. The objective of the plan's 19 actions is to contribute to the national goal of reducing overall waste production by 10% by 2020.

- Canteens that are open to all: The City has decided to facilitate access to its canteens for as students as possible with a pricing policy adapted to family situations. The price paid by families in 2018 varied from €0.82 to €5.91 according to family income, of a total meal cost of €14.83 (including foodstuffs, staff and management costs). The City takes up the shortfall between the actual cost and the price of the meal, based on the conviction that a child's healthy food choices should not impact their families' budgets. The extra cost of organic and short supply chain food in Nantes canteens is taken on by the City.

Digital schools given priority status

The City has made increased use of digital technology in the schooling of Nantes' children one of the major focus areas of its Local Area Educational Policy "Growing Up Well in Nantes". Giving every pupil the means to use digital tools is the City's solution for reducing the digital divide.

Stepping up the use of digital technology in Nantes' schools entails:

- Allocating equipment: The plan to deploy an interactive video projector (IVP) each school cycle is ongoing. 92 schools had one at the start of the 2018 school year. Completion of the deployment planned for 2019;
- The roll-out of ultra-high-speed internet: At the start of the 2018 school year, the 113 schools were connected,
- Helping the educational community to adopt innovative and creative teaching approaches (blogs, videos, online applications, digital work spaces, etc.).

An artistic and cultural education pathway for all children and in all Nantes state schools

The purpose of this initiative is to enable children (throughout their schooling) to benefit from valuable interactions with artists, to enhance their knowledge and to practice a cultural activity chosen by the school in keeping with its teaching programme. Since the start of the 2017 school year, the City has set up an online service to improve the visibility and accessibility of the range of cultural activities available to schools, with a directory of cultural offerings, a school application platform and a directory of cultural stakeholders. In 2018, 98 cultural activities were provided for the benefit of 752 classes.

Key figures

- 113 nursery, elementary and primary schools.
- 19,800 children (+300 compared to the start of the 2017 school year).
- 55 additional classes in place for the school start (45 in connection with the Ministry's initiative to double the amount of Year 2 classes in the REP (Priority Education Network) and REP+ (Enhanced Priority Education Network) and Year 3 classes in REP+.
- 750 municipal staff in schools (maintenance and catering staff, specialised local employees in kindergartens, caretakers) and 80 administrative staff.

- 2018: Almost €100 million spent (on running costs, investments including the long-term maintenance of heritage managed by the Buildings Department).

Extended daycare in Nantes in a few figures:

- 1,670 students attend the morning care session every day;
- 13,838 children attend the midday session;
- 5,934 attend the evening session from 16:30.
- 780 activity leaders:
 - 212 in the morning;
 - 640 at midday with 162 local area employees specialised in nursery schools (ATSEM) and 1 teacher;
 - 586 in the evening with 20 teachers.

Culture

Hosting of "Carrément Biscuits", a participative artistic event

Born out of a shared desire by the City and a number of cultural actors to trial a new way of creating artistic and cultural projects with residents on a large scale, *Carrément Biscuits* was the result of months of work by artistic teams, cultural professionals, civil society and the diverse people of Nantes. With only a few exceptions, all of Nantes' institutions agreed to be partners in the venture, which is in itself a mark of success.

From 25 to 27 May, 25 cultural and artistic events across 30 venues were opened up to the 17,000 participants and spectators (some of them turned actors) of this major Nantes festival of arts and culture. The projects conceived included collective exhibitions, interactive shows, participative concerts, street performances, a flash-mob, balls, performances, a 3D mapping show, workshops and more.

More than half of them were designed with and by people of Nantes from every walk of life, through collective development sessions, workshops and rehearsals, while the remainder of the projects invited the public to participate and get involved ad-hoc on the day. Additionally, the Kiosque Nantais was commissioned to carry out an outreach tour to make residents aware of the various proposals through fun interactive tools, allowing them to reach more than 1,000 people in more than 40 field actions ahead of the event, and nearly 1,700 people on the day.

21 new artists' studios opened

In 2018, 21 new studios were created that can accommodate up to 37 artists or two-person art teams at a time. By bringing the total number of studios on offer to artists to 28, the City of Nantes aimed to respond to artists' needs and support the vibrancy of Nantes creativity, in line with its pledge during the municipal election campaign.

Two new sites have been opened up to artists:

- "Îlot des Îles", located on the ground floor of a new residential building owned by Nantes Métropole Habitat (NMH) at 36 et 42 mail des Chantiers, in the Creative District (Quartier de la Création), is home to 9 private workshops and 1 shared multi-use workshop.
- "Félix Thomas", on the 1st floor of an old building at 39, rue Félix Thomas, contains 10 private workshops, 1 multi-use shared workshop and 1 production space. The building project will also provide office space for around 10 employees from the 6 associations that make up the "Bonus" Collective, which was selected through a call for projects in October 2017. They will eventually be joined by associations whose work complements the skills already in place.

A total of €1.086 million has been invested in these new studios (Îlot des îles: purchase cost = €960,000 incl. tax + development costs of €51,000; Félix Thomas: development costs of €75,000 incl. Tax).

The increase in studio spaces is combined with a policy of offering artists' residencies of various kinds, such as creation and experimentation residencies, production residencies and others allocated to projects related to art in public spaces.

Opening hours extended at the Municipal Library

In keeping with the guidelines of the cultural policy and building on the expectations and proposals made in 2016 as part of the "Libraries for the future" citizen workshop, a study has been carried out with the aim of strengthening and improving the system to better suit the lives of the people of Nantes, opening it up to new uses and new audiences.

Throughout 2017, a consultation was conducted with the operators on the changes in weekday opening hours at municipal libraries and media libraries, as well as the possibility of opening on Sundays, which resulted in the implementation of new opening hours as of July 2018.

The 4 media libraries: Lisa Bresner, Luce Courville, Jacques Demy and Floresca Guépin are now open on the first Sunday of every month from 2 pm to 6 pm, from September to April (8 Sundays a year) in order to provide the same level of service to the various districts and establish a regular and easily identifiable cultural event, by ensuring that media libraries are open on the same day as free-entry Sundays at the museums.

In total, the extension to Municipal Library opening hours represents around 483 extra hours open per year.

An exceptional program to commemorate the 170th anniversary of the abolition of slavery

On 10 May 2018, France's National Day of Remembrance of the Slave Trade and its Abolition became the focal point of an exceptional year commemorating the 170th anniversary of the abolition of slavery in the French colonies, the 120th anniversary of the creation of the League of Human Rights and the 70th anniversary of the Universal Declaration of Human Rights. To mark the occasion, a cultural programme created in partnership with civil society organisations through a call for projects during "Human Rights Season" laid on some 39 events from 13 April to 29 June 2018, thanks to the involvement of 28 partners, including 13 actors whose projects were organised by and for young people. Writer and Goncourt Prize winner Patrick Chamoiseau, and rap musician Abd Al Malik appeared as guests of honour of the City of Nantes. On 11 May 2018, a special evening "les fils de la foudre" organised by La Compagnie des Borborygmes gave a group of young people from the Dervallières district an opportunity to meet the author of "Frères Migrants" and discuss the rapper's unusual journey to fame.

The result of more than two decades of scientific and political work, this raft of initiatives has brought Nantes recognition as a model of how to handle such issues, as recounted in a New York Times article of 31 October 2018.

"In motion for dance in Nantes"

With an eye on the 2014-2020 municipal term, the City has conducted a study in collaboration with the entire choreographic community on the future and development of dance in Nantes. The shared diagnosis was used to piece together an overview of the choreographic landscape in Nantes, identify the needs and many areas of potential in order to create a renewed policy to boost the rapidly expanding dance sector. Following on from the initiative, now known as "In motion for dance in Nantes", several projects were launched, one of which offered consolidated support for artistic and professional careers, including a support system for new choreographic talent, resources for creative support and dance companies, professional conferences (LA Danse en Fabrique), awareness-raising activities (dance at school in particular) and support for the development of a new festival entitled "TRAJECTOIRES".

Held from 20 to 28 January 2018, the first edition of this event, coordinated by the National Choreographic Centre of Nantes and produced by seven partners (CCNN, le Lieu unique, le Théâtre ONYX, le TU-Nantes, Le Grand T, Stereolux, Musique et Danse en Loire-Atlantique) was a real success. Over 8 days, the festival took over 14 partner venues and brought in 14,941 spectators, an attendance rate of 82%. A further 5,675 people visited the exhibitions and performances. With the support of the City of Nantes (to the tune of €40,000), the Pays de la Loire Region and the Loire-Atlantique County Council, the festival was able to put on 29 artistic offerings (including 5 original works) and 60 performances over the 8 days of this first edition.

The launch of the Nantes cultural mediation workshops: Meeting #1 refresh approaches, share practices, unite the various stakeholders

How can we enable all Nantes residents to participate in cultural life?

The sharing of experiences, the need to try out and improve practices, a desire to get to know each other better; these were just some of the main expectations voiced in previous meetings between the City and cultural stakeholders.

Building on the diversity and wealth of cultural mediation activities carried out by the various stakeholders, the 1st Meeting of the Nantes Cultural Mediation Workshops was held on 13 November 2018 at the Confluences District Community Centre. The aim of the meeting was to share the approaches and know-how of cultural mediators and encourage cross-disciplinary knowledge-sharing. It brought together nearly 140 people, mostly cultural mediators from all fields and professionals from other sectors (social, territorial development, educational, socio-cultural, etc.). Coordinated by the Grenoble Cultural Policies Observatory and supported by the Pays de la Loire Regional Department for Cultural Affairs, this first meeting benefited from a shared brainstorming session on meaning of mediation, its challenges and its development as a concept, featuring talks by the director of the Merlan national theatre in Marseille and a lecturer in information and communication sciences. The talks were followed by more in-depth discussions in workshops around the following themes: citizen participation, digital technology, young people, district twinning schemes and governance in building projects. As a concept, cultural mediation is often understood to mean the role of connecting a work, an artistic or scientific production with the general public. In fact, it's much more than that. Its main purpose is to construct the meaning brought to the daily lives of residents, citizens and users by bringing them into contact with art. The method of cultural mediation is determined by sharing information and discussion.

A number of other workshops will be held in 2019: Potential next topics include "Finding and taking one's place in a local cultural project in cooperation with other stakeholders".

3 of the 5 French industrial cranes protected as historical monuments are in Nantes

In October 2018, the Titan Jaune crane (Yellow Titan, built in 1954) and the black crane of the former Dubigeon shipyards in Bas-Chantenay (built in 1942/1953) were designated as historical monuments by the Pays de la Loire Prefecture. The recent listings follow on from the 2005 classification of the Titan Grise crane (Grey Titan, built 1966). The striking silhouettes of these three monuments to Nantes' port and shipbuilding history, owned by the City of Nantes, are now recognised across France, in a tribute to the memory and traditions of the workers of Nantes. Nantes now owns 3 of the 5 French cranes (one in Nice, the other in Brest) listed as protected historical monuments.

However, while the 2 cranes of the Île de Nantes benefit from regular maintenance work, the black crane located in Chantenay is in a critical state. Diagnostic studies carried out in 2018 revealed the need for short-term restoration work. The black crane is fully included in the urban development project as part of the redevelopment of public spaces in this sector, with restoration work on the crane planned to start in 2020.

A prolific year for statuary art in public spaces

The year 2018 was a particularly eventful one for new installations or restorations of statuary art in Nantes. "Éloge du pas de côté" and "Éloge de la transgression", two pieces created by Philippe Ramette in 2018 and installed as part of the Voyage à Nantes event, are now a feature of the landscape of the place du Bouffay and cours Cambronne.

"Les Cerfs au Repos" (Deers at Rest, 1900) by Georges Gardet have now been restored to their former glory and a prime location in the Jardin des Plantes. The restoration of this monumental sculpture is an excellent example of how new technologies and traditional know-how can complement each other. Photogrammetric mapping was needed to create a digital 3D model, which made it possible to create the moulds used to cast the sculpture's missing parts.

Finally, coinciding with the World War I Centenary, the memorial plaques were restored, while the statue of Deliverance, symbolising victory, was reinstalled on the Maquis de Saffré square as part of a fitting ensemble of memorial monuments. This project was supported by the Heritage Foundation.

Recreation of the Royal Wall

"The wall that fell from the sky" was originally part of a street theatre set, made in 2011 for the show "El Xolo". The piece was created by illustrator Jean-Luc Courcoult and painter David Bartex. The Royal de Luxe street theatre company offered to donate it to the City, making it a permanent work. It became the property of the City at the end of 2012.

The work has suffered from deterioration, caused primarily by the way it was originally made. Designed to be ready for the day of the show, the core of the concrete wall did not have time to dry. Despite its imposing appearance (weighing 60 tons and standing 6 meters tall at the highest point), "the wall that fell from the sky" was vulnerable to the weather, particularly wind and rain. Over the years, water penetration caused chemical reactions that have accelerated the deterioration of the fresco, with the result that the surface paint had begun to peel off. Before restoration work started in September 2018, only 20% of the painting could still be seen.

In a naive style of painting, the old fresco depicted 85 historical and picturesque figures and a number of monuments and events from Nantes history over the centuries. So this was a piece of heritage, but also of contemporary value. Close though the fresco may be in its current form to its predecessor, it now features 3 new figures, making this effectively a recreation project. The new figures depict a woman, Anna Orlando, patron and creator of the famous "creperie jaune" and her famous recipe for "pavé nantais", René Guy Cadou, and the chauffeur of the Marquis Albert de Dion, known as Zélélé.

In total, the restoration work cost €137,371.12. Through the framework of the cultural endowment fund, the operation benefited from the sponsorship of the company Kaufman and Broad, which donated €40,000 to the recreation project.

Encouraging results for the gender equality in culture roadmap but much work still to be done

Set out in priority objectives established by successive administrations, the Roadmap on Gender Equality in Culture is showing signs of progress:

- significant increase in the number of roads named after women (70% of surnames attributed in 2017);
- efforts to highlight the role of women in history during the "50th Anniversary of May '68";
- the programming of the World War I Centenary and the Maison des Hommes et Techniques project on "the Women of the Navy";
- inclusion of targets for promotion of gender equality in 100% of new agreements signed with cultural institutions;
- gender parity achieved in access to writers' residencies and allocation of new artists' studios;
- Commitment by the Arts Museum to dedicate 3 of the first 5 contemporary art installations in the atrium and half of all its acquisitions of contemporary art to women artists;
- introduction in March 2018 of a guided tour dedicated to women artists featuring in the Museum's collections, supported by a positive trend of allocating more space to women in its lecture programme.

- in the "Shared Creations" scheme;

- through the choreographers associated with the CCNN;

- in the winners of the Visual Arts Award;

- during the development of the Jules Verne Museum's exhibition "Heroines of Modernity: The Extraordinary Voyages of Not-So-Ordinary Women", on the place of women in Jules Verne's work;

- via the commitment to a process to name the auditoriums and classrooms of the Conservatoire à Rayonnement Régional (CRR) after women.

However, there are many areas for improvement. Indeed, a report on gender ratios of managerial positions in the cultural sector in Nantes observed that 2 in 3 management positions are held by men and 1 in 3 by women, with a greater disparity when directly managed boards and institutions were excluded; under those conditions it was found that 90% of institutions are run by men.

In addition to this, the proportion of women artists featuring on Nantes stages remains very low (around 13-14% in venues such as Stereolux, Le Lieu Unique and Pannonica) as well as their access to artists' residencies (less than 1 in 4), the proportion of the budget allocated to companies run by women is minimal, and finally there needs to be increased awareness in the selection of artists scheduled to appear on Music Hour on Thursdays. Last of all, a wealth of data still remains to be gathered from several municipal institutions and cultural programmes.

A proactive approach must be encouraged in relations with partners in order to bring about significant change. With this in mind, a professional meeting was held on 23 November 2018, bringing together some fifty key cultural stakeholders from Nantes, during which the Nantes roadmap was presented, as well as the report by the High Council for Equality, entitled "Inequalities between women and men in the arts and culture, Act II: after 10 years of observations, time for action".

The success of the Endowment Fund

Since 2015, Nantes Métropole has been committed to a strategic policy of promoting cultural sponsorship. As part of this approach, a metropolitan cultural endowment fund was created in March 2017 with the aim of involving businesses and citizens alongside the local authority in a shared and sustainable approach to general interest heritage projects.

Today marks the end of the second year of operation for The Cultural Fund for Nantes and Nantes Métropole. In its first year in 2017, ten sponsoring companies contributed a total of €387,153 to the Endowment Fund. Many of them have committed themselves to a three-year sponsorship. In 2018, the year of transition, the amount collected totalled €234,453. Commitments for 2019 currently stand at €434,453, bringing the total donations made since the fund's creation to €1,086,059 from thirteen sponsoring companies.

Most of the companies that attended the meetings showed a strong interest in the approach and its objectives, such as the principle of public/private partnership represented by the endowment fund, the value of cultural heritage, as the embodiment of public interest, to the local area, its social cohesion and appeal, giving meaning to their commitment.

The endowment programme has been expanded and now includes 13 heritage projects for the 2019-2021 period. This programme of works is a way of representing and supporting the various aspects of cultural heritage. Since its launch, the Fund has supported 17 projects.

To ensure the sustainability and expansion of the Endowment Fund, it was necessary to create a position to manage both the coordination of the organisation and fund-raising activities, a role that has now been active since January 2019. As a self-governing entity, the Fund is freed to establish itself as a cultural stakeholder and to adopt a credible communication strategy while implementing the coordination of its sponsor pool.

Key figures

- 384 organisations or associations were subsidized by the City in 2018:
 - 195 associations in the cultural development sector to support their project and 151 associations in the initial budget;
 - 38 associations in the heritage sector.
- 4 Nantes Patrimonia co-construction workshops open to citizens.
- 5 commissions by the Scientific Committee of the Nantes Heritage Council.
- 7 million pages viewed on the Nantes Archives website each year.

- 88,000 visitors attended the 34th European Heritage Days in September 2018.
- 494 lower and upper secondary school students took part in the teaching project "It's May 1968, I'm writing to you from Nantes..." led by the Nantes Archives in collaboration with the Centre d'Histoire du Travail.
- 3 "outside the walls" exhibitions by the Archives of Nantes to mark "May 68 in Nantes", the "50 hostages" and the "World War I Centenary".
- 3,200 participants in the programme of cultural events organized around 10 May on the occasion of the National Day of Remembrance of the Slave Trade and its Abolition.
- More than 2,000 heritage assets identified in Nantes, new heritage regulations incorporated in the framework of the preparation of the PLUm (Metropolitan Urban Planning Scheme, adopted in 2019) and 121 buildings given protected status as listed historical monuments.
- 200,000 spectators at the 8 evenings of light shows displayed by Lucia on the facades of the Cathedral and the Museum of Nantes, from 20 to 28 December 2018.
- The Conservatoire provides specialized education to 1,890 students and its work at elementary schools in the City of Nantes benefits approximately 1,800 children.
- 48,000 users are registered in the city's public reading network and 1,592,428 document loans were made in 2018 (Jacques Demy media library closed between September and December 2018).
- Other events hosted in 2018 in the metropolitan cultural facilities located in the City of Nantes local area:
 - 25,564 visitors to the Jules Verne Museum (museum closed for renovations from September to December);
 - 52,427 spectators at the Planetarium, an increase of 11% compared to 2017 and 10,000 more visitors than in 2016;
 - 144,500 visitors to the Museum of Natural History, an increase of 22% compared to 2017;
 - 326,296 visitors to the Musée d'Arts, making it the 3rd most visited regiona
 - 333,995 visitors to the History Museum (Château des Ducs de Bretagne) excluding artistic programming and entertainment, a record year with a 24% increase in attendance compared to 2017;
 - 214,269 visitors to the Abolition of Slavery Memorial.

Citizenship, Social Life and Local Areas

The Citizenship, community life and local areas department works for the benefit of the whole area and the entire population of Nantes. It works to support residents' neighbourhood activities and their involvement in the city and in their immediate surroundings.

Citizen dialogue in the districts of Nantes

Once again in 2018, there was a wealth of citizen participation on offer in the 11 districts of Nantes, with nearly 80 initiatives identified on a wide range of topics. A total of 246 workshop sessions were carried out with residents, as well as 64 meetings or public information periods. Appointments in public spaces were also granted directly to residents to discuss urban and social projects, and district life.

In every district and at every level, a diverse range of projects are being carried out, from studies on urban regeneration to the improvement of living conditions, from the creation of a facility to a way of organising social and civic life; from the major structural projects arising from urban policy (such as those in Grand Bellevue, Bottière Pin-Sec, Nantes Nord and Dervallières) to small local amenities: district spaces, squares, streets, etc.

Each of the projects carried out is an opportunity to mobilise the people of Nantes. From dialogue through to joint action by way of co-construction, the level of participation varies depending on the initiative. The methods used have been constantly reinvented over the years: just outside buildings, street and tower block meetings, cafés, market stalls, site visits, walking diagnoses (GUSP - Local Urban and Social Management) and urban walks, citizen workshops with varied hosting methods (design, forum theatre, mapping party, etc.), children's involvement, collective manufacturing. In their efforts to get ever closer to residents, the teams have innovated and more and more investment is being made in public spaces.

District meetings

In 2018, two seasons of District Meetings set the scene for citizen dialogue in the districts of Nantes. Held on a yearly basis over two separate seasons, the meetings are open to all residents, who are invited to contribute to the City project by getting involved in district life. District meetings are held in the format of general meetings in spring and autumn. They aim to:

- give residents an opportunity to discuss the district's goals, projects and priorities;
- put forward ideas;
- initiate collective projects;
- launch initiatives and discuss actions taken by the City with the district's elected representatives and administrative team.

The meetings held in spring and autumn 2018 brought together a total of 1,702 residents across the 11 districts (600 in spring and 1,102 in autumn), with a strong showing of new attendees, who made up 41% of those who attended the meetings and 37% in the autumn.

Despite a rich and wide-ranging thematic offering revolving around culture, youth, ageing populations, urban developments, public spaces, cleanliness, district life and local shops, there was less public take-up for the spring meetings. Eleven themed debates were held, some of them organised according to specific methods (workshops, theatrical formats). Due to the sheer amount of the debates, their actual times were reduced. Over the course of these times dedicated to dialogue, the main concerns expressed by participants were in regard to local/everyday life and urban development (travel, traffic, bus shelters, cleanliness, etc.).

The Autumn Meetings were held on a tight schedule of one month. Four new venues were used: le conservatoire (Île de Nantes), Cosmopolis (City centre), the new Studio Theatre (Hauts-pavés St Félix) and the Lisa Bresner media library (Bellevue/Chantenay/Sainte Anne). Two themed debates were held around culture and the sharing of public spaces for a 'calm city' (Nantes Sud and Hauts Pavés Saint Félix). This second round of yearly meetings allowed considerable room for residents to air their views, as well as for district updates and the promotion of citizen initiatives and projects. The news clips covered discussions between elected officials and residents on events in July that affected the priority districts.

Implementation of the "call for projects on 15 sites to be reinvented in Nantes"

In response to a desire voiced by residents to reclaim Nantes' heritage, a call for creativity was launched in 2016, with the purpose of enhancing the City's built and undeveloped land heritage by inviting citizens, associations and players in the social and solidarity economy to promote new uses.

The call for projects was developed in 5 phases: "inspiration", "call for projects", "instruction", "mobilization", "citizen vote" and "project implementation". It is managed by the Department of Citizenship, Social Life and Territories (DCVST), with the contribution of the Citizen Dialogue Assessment and Forecasting Centre (PDCEP) for the participative stage of the process and the Directorate General for Information and Citizen Relations (DGIRC) for the communication stage.

After a 2017 dedicated to the "inspiration" and "call for projects" phases, 2018 saw the completion of the "instruction", "mobilization" and "citizen voting" periods and the launch of the projects.

So in 2018, having received 81 applications revolving around nature in the city, the energy transition, culture, leisure and solidarity actions, the managing directorates selected 41 projects for 14 separate locations. After a communication campaign, the citizens' vote then brought together 7,015 Nantes residents from 9 to 23 June 2018.

Since that time, the thematic directorate (SEVE and DVAJ in particular) have begun work with the project leaders to bring the various sites up to standard. Most of the sites will be opened in 2019.

Implementation and deployment of the "Nantes Ville la Nuit" (City of Nantes at Night) public policy

The local authority's aim in initiating the "City at Night" public policy was to examine this specific time through the lens of a number of different concerns, namely safety, public spaces, lighting, travel, economic growth, culture, social cohesion and solidarity.

The policy aims to strike a balance between the sleeping city, the city of night-life and the working city, but also the unseen city: the one inhabited by at-risk groups. To successfully complete its work, the "City at Night" mission relied on citizen dialogue and co-construction.

As such, after a workshop on mobility and the launch of the Night Council in 2016, followed by an initiative on cleanliness and gender equality in public spaces at night in 2017, 2018 saw a number of actions carried out:

1/ A "night-related risks" workshop. Working in partnership with the Department of Social Inclusion and the Department of Health, the workshop carried out an assessment of people in prostitution and the homeless. The goal was to find solutions in terms of guidance, accommodation, food, health, safety and cohabitation between the various occupants of public spaces at night. The workshop was co-developed with volunteer stakeholders working in the field such as Médecins du Monde, Paloma, la Maraude des Restos du Coeur and la Halte de Nuit.

2/ A Luciole workshop carried out with the Department of Transport and the PDCEP (Citizen Dialogue Assessment and Forecasting Centre). This involved conducting a participative process for the design of a new Luciole (shuttle transport system) that would serve the wider Metropolitan area.

3/ A call for projects aimed at developing a partner-based and alternative night-time offering as well as the creation of a driver for coordination of the Night Council stakeholder community. The goal is to work towards the creation of a shared night culture.

At the same time, meetings were also held with stakeholders of the City at night, including

- the "Equinox" night user association;
- residents' associations ("les rues de Graslin", "Collectif Feydeau", the "Culture Bar-bars" collective);
- associations active in the health, solidarity or culture sectors.

Project offices, year 3

Operational since March 2016, the 11 project offices are part of the City's citizen dialogue policy. They help residents to engage in local life by supporting their collective initiatives and their ability to act together to carry out citizen initiatives in the Nantes area. These projects contribute to the management of public space, to the green transition and the development of solidarity between residents.

In each district, they are coordinated by a committee made up of volunteer citizens and local elected representatives. This "management committee" interviews project owners, gives them guidance and comes to a consensus decision on whether the City should support them and, if so, the type of support (financial, technical or logistics). Citizens' initiatives receive financial support of up to a maximum of €5,000 (advance payment for initiatives under €1,000 and grants for the development and start-up of more complex projects, up to €5,000). In 2018, the project offices were allocated a budget of €200,000.

After a two-year trial period, the project offices reached a milestone on their second anniversary in June 2018. It was a key moment for the offices, marking the beginning of the process of drafting their 2019-2020 roadmap. This initial stage of assessment and collective fine-tuning of the project offices continued into the autumn with the joint contribution of all eleven coordination committees. Discussions on the creation of the 2019-2020 roadmap have been structured around three key areas: raising the visibility of the projects supported by the project offices, strengthening the role of the management committees and expanding citizen initiatives that contribute to the energy and green transition.

A few key figures:

- 62 management committee meetings were held in 2018 in Nantes' 11 districts.

- 61 projects were selected by the project offices;
- the City of Nantes provided them with financial support totalling €104,042.
- The wide-ranging projects supported are the result of a collective process, carried out by and for the residents themselves. A few examples:
- magazine Roméo and Huguette, with editorial content created entirely by senior citizens living in the Malakoff-Saint Donatien district;
- Picasso Mail "nudges" to encourage the reduction of antisocial behaviour linked to littering in public spaces in the Malakoff-Saint Donatien district;
- a hut in the Passage Sainte-Croix gardens to increase family visits by offering facilities and activities in the city centre;
- the Contrie-Durantière associative Café, a shared and participative space in Dervallières Zola.

Citizen dialogue is also about

- The citizen dialogue Bus, a space for coordination of the ongoing dialogue which began in January 2016, made more than 120 outings in 2018. The bus is a mobile space for local mediation, for mobilization of citizens and listening to their views as well as consultation. So, for example, the bus went to meet with the residents of les Dervallières a number of times over the summer months (the central square ravaged by fire, etc.), and the residents of Saint-Jacques Pirmil to present the activities and entertainment offered by Nantes Sud. It also made outings to reinforce the public awareness campaign on changes to the parking policy in Malakoff, through direct contact with the residents or by supporting the "Nantes Terrain de Jeu" (Nantes Playground) scheme.
- The Nantes&Co.fr website, known on social networks as a space for dialogue between Nantes citizens and for sharing experiences of district life. Visits to the site have increased slightly in 2018 compared to 2017: in December 2018, the social network accounts linked to Nantes&Co had 1,860 followers on Twitter and 3,426 "likes" on Facebook. The site logged 121,000 unique visitors in 2018 (up 4%) for an average of 288,640 pages viewed per month (up 7.8%).
- Citizen councils after Nantes Nord, Bottière-Pin Sec and Malakoff, two new citizen councils were set up in the priority districts of Bellevue and Dervallières. At the end of the year, activities to mobilise residents were held in public spaces in Le Breil with young people in voluntary civic service programmes (hearing their needs and introducing the scheme). 2018 saw the organisation of the second "printemps du projet global", a season dedicated to awareness-raising and promotion of the urban and social project under way in the Nantes Nord district. The "printemps du projet global" has now also been set up in Bottière-Pin Sec.

Some of the actions carried out in 2018 in the districts of Nantes by local teams include:

- Nantes Nord District:
 - À ◦ In Nantes Nord, where everyday life can be a challenge, the district team provides specific support. Within each priority sub-district (Boissière, Petite Sensive, Bout des Landes, Bout des

Pavés and Chêne des Anglais), a collective process is being tailored to assess residents' needs and areas for action by professionals (with a dedicated development officer contact person). Local stakeholders are given support to make improvements to living conditions, the management of public spaces or communal life in residential buildings.

- Since 2016, **a major district transformation project has been in development**. This co-built initiative, which aims to improve residents' living conditions and boost economic growth and employment in the district, was part of an agreement with the National Urban Renewal Agency (ANRU). The district team ensures citizen participation and manages the social cohesion component of the project. It coordinates efforts by public services and the driving forces that are active in the district in areas such as health, local events, young people, public order and the elderly.
- For almost 3 years now, more than 3,500 people (residents, children, professionals, companies and associations) have taken part in periods of citizen dialogue, a range of activities (plantings, walks, festive meals, etc.) and periods of public information (public meetings, travelling exhibitions, specific times) revolving around the Nantes Nord global project. The project itself is being carried out as part of the Urbinat EU social housing scheme. Its aim is to showcase resident participation and encourage public ownership of green areas as breathing spaces.

■ Nantes Erdre District:

- In spring, a meeting resulted in the creation of a network of local cultural stakeholders with the aim of encouraging discussion and information-sharing.
- In the autumn, another meeting made it possible to increase the visibility of local information, by installing an interactive kiosk and highlighting the major urban and social projects under way in the district.
- In 2018, the 10 members of the management committee met 8 times, primarily to publicize the district's Project Office.
- Following the citizen's vote on the 15 sites for transformation, the "Le Fort" is being built on the green space of the rue du Fort and will benefit from a communal garden in 2019 (with a multi-function composter). The Green Spaces Services (SEVE) are currently working with the project's leaders on the initial development of the site.
- The forthcoming Halvêque facility, planned for delivery in 2021, was the focus of a meeting to present the site schedule, which was devised through a process of co-construction over a series of workshops.
- The consultation process launched on the development of the 3 sandy areas of Port Boyer, in collaboration with the Department of Sports and SEVE, mobilized residents as well as the children and teenagers supported by the ACCOORD association.

Prevention and Solidarity

The Prevention and Solidarity Department: a cross-cutting initiative

The Prevention and Solidarity Department (DPS) project was developed over a number of stages. After a process of reorganisation implemented from 1 March 2017, 2018 saw the multi-year project back on an even keel and a number of major events organised.

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, including 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 DPS is made up of 3 thematic departments (Public Health Department, Social Inclusion Department, Senior Living Department) and 2 cross-functional departments (the Support and Coordination Department and the Prevention and Solidarity Local Development Centre), which report to the City of Nantes. 2018 saw two major cross-cutting events take place:

- the **intake of migrants**: At the start of 2018, the city experienced an increased influx of migrants to the local area. Working with Nantes-based association stakeholders and collectives, the City implemented a range of solutions through the Municipal Social Welfare Centre (CCAS) to offer accommodation of a decent standard;

In addition to the 124 places available at the Nantes Refugee Centre, several emergency reception sites were also arranged. Also worth noting: over the course of summer 2018, 600 food baskets were distributed daily;

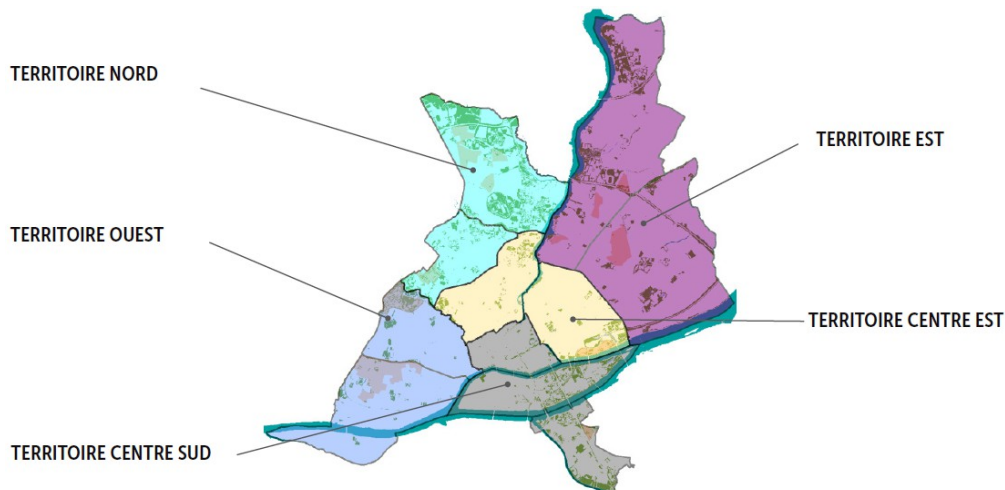
On 20 September, the Local Emergency Action Plan was activated by decision of Johanna Rolland. 698 migrants left the Daviais square, 668 of whom were cared for by the City of Nantes at 5 gymnasiums. More than 300 municipal staff were enlisted to work half-days at each gymnasium on a rotating basis from Monday to Sunday;

Meanwhile, more sustainable accommodation solutions were sought to accommodate the migrants. From October onwards, they could be relocated to other sites (Saint-Brévin, Saint-Herblain, Nantes Sud, etc.) with the help of associations, until longer-term solutions could be found by the French Government.

- the hosting of the **national UNCCAS** (National Union of Municipal Social Welfare Centres) **convention**: On 15 and 16 October 2018, 977 participants from all over France gathered in Nantes for the UNCCAS convention, inaugurated by Prime Minister Edouard Philippe and Agnès Buzyn, Minister of Health and Solidarity. A record turnout! More than 40 departmental staff members were brought in to prepare the event, welcome attendees and host the CCAS stand.

Prevention and Solidarity Local Development Centre

The Centre's primary function is to reduce social, spatial and health inequality. Through local action in response to needs and local issues (referring to district development schemes), and using a cross-cutting approach based on the DPS' three public policies (public health, the elderly, social action and integration), the centre works with all local stakeholders active in the affected areas.



The centre prioritises actions that are grounded in the needs of the local area, with an emphasis on local action and "going-to" residents where they are in order to implement public policies for prevention and solidarity. This is a co-constructed approach where the focus of involvement by partners and residents is on developing the "power to act".

The 4 key guidelines are:

- Promotion of health**

In connection with the Local Health Contract (CLSa), local stakeholder networks have been set up in the Centre's 5 local areas. Through shared knowledge and the momentum built up by local stakeholders in their area, a number of initiatives have been planned and implemented:

- 210 activities organised for 1650 participants on the general theme of "health and well-being", including cooking and socio-aesthetic workshops, "Feldenkrais" sessions, health walks, physical activities for senior citizens, the "mots à maux" (words for ills) group, assistance in travelling to the health centre, etc.;

- 4th Well-being Day in the Île de Nantes district, with 300 participants and an increasingly diverse audience. In the lead-up to the event, 250 people attended a screening of "Sugarland" at the Bonne Garde cinema, a film about preventing risks and addictive behaviours;
- 4 "health focus" sessions held in the form of district meetings to raise awareness on the themes of addiction, nutrition, diabetes, art therapy (with an average attendance of 40 to 50 for each session);
- continued contribution to the projects of multi-professional health centres (Bellevue and Nantes Nord) in cooperation with the district and efforts to counter non take-up or lack of access to healthcare;
- "La santé et nous" (Health and Us), a participatory health initiative that is now well established among Malakoff residents, along with the implementation of targeted actions: walking meditation, contribution to the focus on diabetes.

■ **Combating isolation**

On this issue, and particularly for those identified as most vulnerable, 400 activities were organised for 7,500 participants ("Au bal des Dervallières", tables d'hôtes, shared meals, a 'psycho café' in Breil in cooperation with the "recherche et rencontres" (research and meetings) association, a 'dream walk' with the national Pays de la Loire orchestra), etc.

A number of resource centres across the Nantes area also provide a venue for times dedicated to meetings and or/workshops, such as Colibri in the East, Cigarière in East Central, Escale in the North, a "Décafé'idées" held at the Madeleine Champs de Mars district community centre and the opening last November of the "Boîte à mains" in the West (in collaboration with two partner associations, "l'Escalade de la Butte" and "Cousettes").

Other major initiatives carried out in 2018 included a new book tree in Clos Toreau, the shuttle (West local area), cultural mediation training (North local area), the mobile coffee shop (North local area with 220 participants) and support for association Interlude (Eastern local area) and its solidarity restaurant.

■ **Access to rights and services**

Actions to promote access to rights and services are growing in number: 5,750 attendees at the Nantes Solidaire Information Points (PINS) (+1,280 people benefited from the service compared to 2017). The PINS are a tool to provide first-level response and offer public guidance where necessary, held in a wide range of locations (in post offices, public spaces or at a parent-teacher meeting in secondary schools, etc.) in order to cover the entire Nantes area and be as local to residents as possible.

Other actions carried out include budget advice points, permanent public letter-writing services, digital mediation workshops and the Bar'île news service for the South Central area.

Further major actions in 2018:

- on 6 April, a meeting organised by the Digital Coordination Group on: "digital technology: an opportunity for social inclusion or an accelerator of exclusion?";
- third public letter-writer introduced Bellevue, following those still active in Dervallières and Malakoff;

- in addition to the activities of the eco-apartment, which has resulted in 120 collective sessions held for more than 1,000 attendees, workshops on energy poverty are increasingly being relocated to the local areas or held to coincide with an event. In 2018, 19 workshops were held for more than 200 attendees ("Complètement Nantes", "Escale" in Nantes Nord, etc.).

■ **Support for senior living**

Although people over the age of 60 are fully covered by actions to tackle isolation, as well as access to rights and services and the promotion of health, they also benefit from actions at local level targeted specifically at the elderly and/or their relatives.

The centre incorporates a proactive and local district-based approach to issues specific to the elderly population in Nantes in direct liaison with the Senior Living Department. It also contributes to initiatives such as: "Ensembl.fr", an action research project on senior mobility, and "à vélo sans âge" (cycling without age).

Other major actions:

- The pilot Malakoff Elderly Project (WFP) is being continued for extremely isolated senior citizens, with the organization of varied activities such as shared meals and creation or prevention workshops;
- At the end of 2018, a diagnostic process "Ageing well in Dervallières" was launched as an extension of the "Renoir" project and the opening of the Care Facility for Elderly Dependants (EHPAD), the implementation of additional services (40 social housing units, including 10 adapted housing units for senior citizens and 3 shared flats);
- festive meals twice a year (Christmas and Spring) with an average of 80 participants per meal and per room.

In total, 1,250 activities were carried out by the centre, partly with the support of associative health and social stakeholders (16,800 participants) in a partnership-based approach.

Solidarity - Social Inclusion

Centre for User Relations & Access to Rights (PRUAD): diversification of support available for the benefit of the people of Nantes

Several new service offerings were launched in 2018 to adapt to the needs of the people of Nantes. These services were created with a wide audience in mind, including employees.

- **Quality home insurance at a negotiated price:** In February 2018, following the supplemental health insurance model, the cities of Nantes, Saint-Herblain and Rezé entered into a partnership with Groupama and MAE insurers. 306 households and other stakeholders including social housing associations were referred to these partners by the CCAS. Thanks to this offer, 46 households were also able to receive budget advice from a solidarity advisor.
- **Support for micro-savings:** launched in January, this innovative offer is the result of a partnership with the Crédit Municipal de Nantes, aimed at helping people to build up savings as a precaution or for a project. On completing the savings ladder, the CCAS matches 25% of the amounts saved, up to a maximum of €250. 12 passbooks were opened in 2018, mainly to finance household purchases and holidays.
- **Counselling for the bereaved:** Since the end of 2017, solidarity advisors have provided information, guidance and support to 25 households that have experienced the death of a family member with a view to accessing potential financial support to cover funeral expenses. Through interaction with the UHC, including the mobile palliative care unit, citizens can be directed to the Cemeteries Department to apply for reimbursement of expenses by the City (24 supported in 2018, 3 following guidance by the CCAS).

Provision of Registered Addresses

Following the legislative changes set out by the ALUR Act of March 2014, the number of persons provided with a temporary registered address exceeded the threshold of 3,000 in December 2015 to reach 4,986 active registered addresses as of December 31, 2018.

Faced with the resulting increase in the number of people supported at the Municipal Social Welfare Centre (CCAS), the Board of Directors decided to outsource the receipt, storage and provision of mail for people with a registered address at the Nantes CCAS by launching a call for tenders, which was ultimately awarded to Le Groupe La Poste.

With this in mind, a dedicated counter for registered address holders was introduced in November 2017 in order to:

- guarantee the reliability of the processing of personal mail;
- deliver mail from Monday to Friday;

- ensure that mail is made available on the day it is received;
- refer users to the CCAS for support with reading/comprehension of mail and official procedures, particularly online.

After providing guidance, the CCAS informs and advises the person on their rights, signing the domiciliation claim, submitting the domiciliation declaration and the social emergency services available to them according to their rights (baths, showers, launderette, social restaurant, etc.). They are also guided, where necessary, to the information counter, the La Poste counter and/or the digital space to receive help with official procedures.

On first indications, the results have been positive, both from the perspective of those supported and that of the professionals involved..

2018 in a few figures:

- **People given a registered address:**
 - average age: 34 years old;
 - two-thirds of people given registered addresses are men;
 - 74% of people given registered addresses are isolated and 8% are couples without children;
 - couples with children make up 12% of those given registered addresses, while single parent families account for 4%;
 - 24% of the those given registered addresses are of French nationality; 16% come from the European Union.
- **Support at the CCAS: :**
 - 5,701 statements of address for service;
 - 4,986 active registered addresses provided as of 31/12/18;
 - 8,007 responses to requests for information (information, copies of declarations, new requests and renewals);
 - 38% turnover rate.
- **Support at the La Poste counter:**
 - 169,744 mail items received;
 - 97,676 visits.

Support for digital procedures

With more and more of our daily lives happening online, the use of the internet has become unavoidable or even mandatory.

The move to paperless administrative and social procedures has become standard in the following areas: access to care, access to social housing, access to employment, benefits, banking services, mobility,

exercising citizenship, etc. This requires a degree of ability and adaptation by the users of these services, which is not yet the case. In fact, 13% of French people say they have difficulty using digital tools, while that same figure rises to 40% for those in situations of social insecurity.

To support the digital inclusion of the people of Nantes, the CCAS has contributed to or initiated a number of projects:

- certification of the digital space as a Child Benefit Office (CAF) facilitating point;
- continuation of the Orange Solidarity Foundation workshops;
- set-up of workshops promoting banking inclusion by professional baccalaureate students in partnership with the Association for Banking Integration (APIB).
- introduction of a knowledge-sharing and training course for our professionals in connection with our institutional partners (Child Benefit Office, Medicare System, Job Centre, etc.);
- development of a project to acquire digital tablets and support their use by building on digital mediation and guided micro-savings;
- participation in networks and events, including Numérique en Commun, GRAIN, Nantes digital Week;
- promotion of the digital space to users and people with registered addresses at the CCAS, offering help and support for official procedures.

Over the course of 2018, the CCAS digital space recorded 9,276 visits.

Solidarity housing

Access to housing is a priority in order to secure and re-energize the lives of Nantes residents in insecure living situations.

With the end goal of entering independent housing, the solidarity housing system builds on the municipal quota through 30 housing units distributed in all Adoma apartment blocks.

The officers of the housing stabilisation task force support single or married people (the working poor, those in professional training, retirees, etc.) and act to remove the factors standing in the way of access to and stable occupation of social housing, in partnership with the teams of Adoma and the City of Nantes Housing Department.

Since May 2015:

- 45 people have entered Adoma housing as part of the solidarity housing scheme;
- 23 of them left the scheme, 75% of them in order to access social housing;
- 22 people are currently living in Adoma housing as part of the scheme.

Sign Language support at the CCAS

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

In 2018, 29 households received support (25 supported in procedures with partners CAF, CPAM and CARSAT). This represents 183 appointments, including home visits, appointments with the City of Nantes Housing Department, exchanges via the digital tool.

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

Carte Blanche: card holders doubled

Carte Blanche is a tool used by the City to promote access to sport, leisure and culture for people in situations of social insecurity. In place since September 2012, the card 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.

To complement the access offer, which mainly focusses on events (except for the ESBANM and the Nantes Swimming School), Carte Blanche has evolved to allow holders access to amateur sporting and artistic activities.

This led to the creation in July 2017 of 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 or sports activity with a 1901 Act association over the course of the year.

Carte Blanche in a few figures:

- The number of Carte Blanche holders doubled between July 2017 and November 2018 to reach a total of 13,108 cards, taken up by 7,135 households as of 31/12/18;
- 1,230 households received the APSC in 2018, for a total of 3,007 grants of an average €119;
- 50% of grants benefit children under the age of 14;
- 40% of grants benefit single-parent families;
- 80% of grants were for sports activities, 20% for artistic activities.

Carte Blanche is also a mediation network of more than 200 stakeholders, created to offer support to people facing multiple barriers in accessing sport, leisure and culture.

Housing Accommodation and Social Emergency Centre

The PLHUS is currently leading the following projects:

- 5Ponts

Led by CDC-Habitat, construction work on the facility began in November 2018 and is planned for completion at the end of 2020. The "La Sage" association was chosen by the 5Ponts partnership in April 2018 to lead and manage the urban farm project, which will be implemented in 2019.

- Pierre Landais Restaurant

2018 saw the restaurant's demolition and relocation to temporary premises in February at 45 de la Prairie Boulevard aux Ducs.

The event "Pas Sages à l'Art" helped to ease the transition with a festive and collective artistic offering, inviting the people of Nantes to an exhibition held throughout March, before demolition work began.

The Nantes Refugee Accommodation Centre (CNHR)

Extension works carried out from 2016 to 2018 have enabled CPH-CNHR to accommodate and support 124 persons with internationally protected status. These works have made real improvements to conditions in which the public is received as well as the working conditions of the teams themselves.

In connection with this extension, an open day will be held on 25 September to benefit the families and professionals (through exchanges and timely collaborations).

The CNHR team has also been involved in renovating its development project since 2018.

Social urgency

Following the Solidar'été initiative, a decision was made with the associative partners to hold a welcome day on Sundays and public holidays over the winter period, from December 23 to February 24 included.

The result was Solidar'hiver, a friendly welcome day with snacks and hot drinks provided for vulnerable adults in the Cigarière room from 11am to 3pm.

Up to 70 volunteers from the social emergency network are enlisted each Sunday to manage this welcome day (the French Red Cross, Brin de Causette, l'Écoute de la Rue, la Claire Fontaine, Carillon, Reso Chapo and the Nantes Refus de la Misère).

An outstanding solidarity effort!

Key figures

- 9,086 households in Nantes received at least one financial grant, all schemes combined (+3.4% vs. 2017). 136 people benefited from a microloan, while 1,020 households received an ASPE grant (personalized support).
- 9 computers with Internet access and standard office software are now available in the digital space on the 4th floor of the CCAS. 9,276 visits to the digital space have been recorded.

- Registered Addresses: 5,701 people were able to declare their registered address at the CCAS in 2016, of which 3,185 were first-time requests and 615 were renewals. As of 31 December 2018, 4,986 people had a registered address at the CCAS.
- 49,070 visits across the facility (main reception, counters, board room).
- Food services by the Pierre-Landais social restaurant increased by 6.2% in 2018: 34,683 food services delivered: 27,632 lunch trays; 7,784 bags containing two sandwiches; 1,693 meal baskets distributed the day before restaurant closing days; 880 visitors (+16%) with an average age of 39 (of which 15.5% were women).
- In 2018, the City paid subsidies totalling €666,993 to associations in the following fields:
 - inclusion through housing: €71,700;
 - social inclusion: €279,593;
 - social emergency: €274,700;
 - inclusion initiatives: €41,000.

Solidarity - Senior Living

Coordination, Independence, Homecare Centre

Coordination, Independence, Homecare Centre combines all services providing home support for the elderly, namely CLIC de Nantes, the Council Services Department, Maison des Aidants and MAIA Nantaise. Two project managers are also responsible for carrying out actions aimed at tackling isolation and the network's "Ville Amie des Aînés" (Elderly-friendly City) initiative.

A new edition of the "Ageing Well in Nantes" guide

A new version of the "Ageing Well in Nantes" guide was published in autumn 2018 and has been distributed to more than 800 CLIC partners. It highlights the range of services available to senior citizens in Nantes, such as ORPAN, home care, healthcare, etc.

New call for partnerships for at-home respite care services

An at-home respite care service for family caregivers has been in place since 2009, and operated through a call for partnerships since 1 July 2016, with three objectives:

- to allow people over 55 years of age to have access to at-home respite care;
- to identify and select organisations providing at-home care (response by competent professionals);
- control the cost of care for recipients (financial assistance from the CCAS).

A second partnership call was launched in 2018. A total of 10 providers (AAFP/CSF, ADAR, ADHAP Services, ADT 44, AD Seniors, Confort Services, ANAF, ONELA, OUIHELP, and Titis Services) are now contracted to provide relief for carers by caring for their dependent relatives. The CCAS contribution is increasing: financial aid of between 50% and 92% (depending on resources) of the cost of care and the first 5 hours given free of charge in order to facilitate the implementation of the service.

A new respite service for caregivers and the relatives they care for: the "Halte-répit" offered by Maison des Aidants

This service is an extension of the support offered during visits and activities at the Maison des Aidants (MDA). Relatives receiving care can now be looked after for a few hours, allowing the caregiver some valuable time off. In the company of the team, the person receiving care will be able to enjoy tailored, stimulating and/or relaxing activities, and will be able to (re)bond socially with the other participants. In the meantime, the caregiver will be able to go to meetings or activities without needing to worry about their loved one.

In another milestone for the Maison des Aidants in 2018, the development of a service project has enabled the entire team to be involved in defining the association's objectives for the next five years. The key objectives of this service project are:

- the development of a "go-to" approach to users (home visits)
- the relocation of some initiatives to local authorities in the Nantes metropolitan area;

- a focus on the needs and constraints of active carers, with a study of potential amenities ;
- the development of monitoring for those in situations classified as most at risk.

These objectives will be applied until 2023.

MAIA (Policy Approach for the Inclusion of Assistance and Care Services in the Field of Independent Living)

Building on its experience in responding to the most complex of elderly home care situations, the MAIA Nantaise has initiated a card project "A DOM" in order to facilitate official procedures for care receivers. Its aim is to allow professionals to identify all of the partners providing services to the elderly person.

The Ensembl' social network

This new system for mutual assistance and solidarity for the elderly is being developed in Nantes and Saint-Herblain. The "Ensembl" social network provides an additional response to the challenge of tackling isolation among the elderly.

"Ensembl" is a website but also a smartphone application. The objective is to promote interaction and mutual assistance between neighbours in order to strengthen social bonds and solidarity. On a more general level, it is a citizen-oriented project that offers a free local network for residents. The social network, which leverages neighbourhood resources has already been deployed in several cities in France.

It connects volunteers wanting to help an elderly person free of charge and senior citizens looking for help with occasional needs. For example: computer courses, small jobs, courtesy visits, help with shopping, help with paperwork, cultural outings, etc.

The CCAS helps to manage of the needs of isolated elderly people by putting the Nantes volunteers in contact with the seniors seeking help. Using the "Solidar-it" interface, CCAS professionals are able to coordinate the social network.

The "Age-Friendly City" initiative and involvement in the launch of the metropolitan Big Debate on Longevity

At the end of 2017, the City of Nantes became a member of the World Health Organisation's "Age Friendly City" network, marking the start of a drive by the Senior Living Department. Now, thanks to the contributions of Nantes residents, a comprehensive assessment process is under way.

On 31 May and 5 June 2018, periods of citizen participation allowed the people of Nantes to be fully involved in the process. The catchphrase ran "Living in Nantes, whether you're retired today or tomorrow: come share your ideas"! At venues including Carrière Misery or Manufacture des Tabacs, citizens had plenty of room to express themselves freely.

Themed workshops were led by several professionals from the prevention and solidarity department and the sports, culture and leisure project officer from ORPAN.

As part of the Big Debate on Longevity, other periods of citizen participation have been planned for spring 2019 in order to identify new avenues for action.

Development of specific projects in local authority areas

In 2018, the Malville Restaurant was the only inter-generational restaurant not associated with a care home. Ultimately, the restaurant was forced to close due to the Loi Adaptation de la société au Vieillessement (Societal Adaptation to Ageing Act). In light of this, two ideas were floated with regard to the restaurant: on the one hand, a participatory approach for citizens based around a special event "the dream Inter-generational Restaurant" on 26 January, and on the other, a quality initiative that was implemented by working groups (users, officers, partners). These initiatives provide the elements needed to develop the social project for this organisation, which has a well-established and identifiable place in the district.

Key figures

- 1,626 Christmas parcels were distributed in 2018 to Nantes residents over the age of 60 with low income.
- 7,198 elderly people supported by CLIC, 2,138 home visits by assessment officers, including 620 "monitorings" of residents in adapted elderly housing.
- 491 recipients of food services through the 23 partners of the O'Menu "près de chez soi" scheme - 50,516 lunches invoiced.
- 145,100 meals were delivered in 2018 to the homes of 728 beneficiaries over the year (117,173 lunches and 27,927 evening meals).
- The Maison des Aidants caregivers centre:
 - 1610 calls (-1.9%); 658 visits (+7%);
 - 496 carers supported by the MDA (-0.4%), including 280 new people (+4%);
 - 241 people took part in collective activities (+17%), making a total attendance of 1,499 (+1.9%);
 - 52 people assisted by the gerontology care assistant (+11.5%), including 10 people at the Halte-répit, in 38 drop-ins.
- In 2018, the City awarded several grants to associations:
 - to the CCAS budget for services to the elderly: €55,742;
 - to the City budget for ORPAN: €896,300.

The Medical and Social Facilities Centre

The medical and social facilities centre consists of six nursing homes, two day care centres (as of September 2018), five independent living apartments and a meal production and quality unit, distributed across the Nantes urban area.

The centre is tasked with taking action for the elderly and tackling isolation. It aims to ensure that all of Nantes' elderly residents, and in particular those with low incomes, enjoy equal access to quality accommodation, both in terms of the care and the services they receive.

Signing of the Multi-year Objectives and Resources Contract (CPOM)

On 31 May 2018, the CPOM was signed for the 13 medico-social institutions of the CCAS and the charging authorities (Regional Health Agency and County Council) for a period of 5 years. This contract is a tool for continuous improvement of quality, based on recommendations issued by the Haute Autorité de Santé and in keeping with the guidelines of the Charter of Human Rights and Freedoms (Code of Social Action).

It should enable us to better respond to the challenges of supporting users by introducing an approach based around the individual's life journey and stronger partnerships.

Adoption of local regulations for the application of working hours in nursing homes and Independent Living Residences

Most of the facilities and services run by the Elderly Living Department are open 24 hours a day, 365 days a year. A structure has been implemented specifically to comply with the standard working hours rules that apply to the City of Nantes.

Care Facilities for Elderly Dependants (EHPAD)

The facility project guidelines continue to be implemented, with continuous quality improvement plans in place.

NB: Two EHPAD sites are currently the subject of studies on the feasibility of refurbishment, namely Haute-Mitrie and Madeleine in collaboration with Nantes Métropole Habitat.

The Renoir facility was formally opened with several partners in attendance.

Independent Living Residences

■ The opening of the Pirmil independent living residence and the relocation of the residents from Malville and Clos Tureau:

The Pirmil independent living residence opened its doors on 10 September 2018 after a year and a half of work and an extensive consultation process. Pirmil in a few figures: 80 housing units occupied by 35 residents of Clos Tureau and 22 residents of Malville, with the remainder occupied by newcomers; 52 lunchtime meals served on average in the intergenerational restaurant; 10 packed evening meals distributed on average for residents who have requested them

■ The quality improvement process at Inter Generational Restaurants (RIG):

Establishment of a cross-functional project group and a steering committee to support the implementation of the continuous quality improvement approach at each RIG. The services offered to users are evaluated against a common standard. Eight themes have been defined, taking the specific factors of each RIG into account. The goal is to focus on the quality of food offered by the restaurant in equal measure with the issues of conviviality and tackling isolation. Distilled into 16 operational objectives, the process has led to the development of cross-cutting or specific areas of improvement based on the reality on the ground. All of the actions have now been integrated in the existing facility development projects. NB: there was strong user involvement in the development of this process.

■ **The Personalized Support Project (PAP):**

Following a seminar, the independent living residences launched the Personalized Support Project. The project has been developed in line with the December 2015 Act on societal adaptation to ageing (an update to the "2002-2 Act"). Focusing on the wants and priorities of residents, the PAP is a tool that applies to the needs of everyday life as well as those of care (physiotherapy, speech therapy, etc.). Each member of staff is actively involved in this process of helping to provide a better experience for residents, with time dedicated and personalized to them.

Key figures

- Occupancy rate in 2018:
 - 82.80% for independent living residences (297 places as of 31 December 2018);
 - 98.75% for EHPADs (481 places).
- 87 years old: the average age of EHPAD residents, whose average dependency level (GMP: 627) increased by 1.62% in 2018.
- 116 elderly people suffering from Alzheimers-type dementia were received in the day-care facilities offered by the city in 2018: an occupancy rate of 80.87%.
- 87,626 meals (excluding special services) were prepared in 2018 by the City's Meal Production and Quality Unit (UPQR).
- 42,403 meals served at intergenerational restaurants in 2018, excluding special meals and specific services.

Public Health

Aimed at improving the health and quality of life of the people of Nantes, the City's health policy helps to reduce social and spatial inequalities in access to healthcare. The policy is based on 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.

The challenges in 2018

Set against the backdrop of the restructuring of the Public Health Department, the year 2018 was marked by five major issues:

- to adapt the school healthcare services on offer to demographic growth;
- the re-drafting of the Local Health Contract (CLSa) with new signatories for signing in 2019;
- implementation of the combined Pierre Landais bath/shower facilities and social restaurant, along with the definition of a revamped facility project;
- the steering of the planning and implementation of the 2 Multi-Professional Health Centre (MSPP) projects in the Nantes Nord and Bellevue districts. Relocation of professionals from le Breil after the fires in the summer of 2018;
- collaboration on health management in the gymnasiums of the Local Emergency Action Plan, triggered following the evacuation of Square Daviais with approximately 670 migrants taken into the care of the City.

This resulted in the following actions:

Bringing about a change in behaviour

The City is rolling out a broad-sweeping communication campaign aimed at every sector of the population in every district of Nantes, with the dual objective of promoting health and educating the public on health matters, consisting of:

- The relay of national campaigns to promote healthy behaviour and avoid health risks: a fresh fruit and vegetable week, "Moi(s) sans tabac" (tobacco-free me/month), mental health awareness week, etc.;
- The organisation of awareness-raising, prevention and educational initiatives: "Health Focus" (conferences at the Faculty of Medicine and meetings in districts), "radon" campaigns, environmental health, youth binge-drinking prevention campaign, education on health matters and development of psycho-social skills in primary schools, etc.;
- Support for health-related operations and events: blood donation, vaccination sessions, national health symposiums, etc.

This public health-related communication campaign aims to promote people's responsibility for and ability to ensure their own well-being, and at the same time inform them on health risks and factors affecting their health in order to bring about long-term behavioural changes.

Developing the range of health services available in schools

- The range of health services offered in schools must take into account:
 - The steady increase in the number of state and private schools in the city: +3.7% from 2017 to 2018 and +16.8% over 10 years. At the start of the 2017/2018 school year, 20,215 pupils were enrolled in Nantes schools, from the final year of nursery school through to the final year of primary school, with 17.5% enrolled in priority schools.
 - The increase in requests for assistance from schools to manage learning problems and/or behavioural problems in children, in the context of growing insecurity of family situations and its subsequent impact on children's schooling, leading to a need for strengthened medical and social support;
 - The educational health pathway defined by national law and reaffirmed by the Act of 26 January 2016 (on the modernisation of the French health system), which prompted the City of Nantes to develop city-wide long-term educational health pathways in all schools, in collaboration with the National Education Service and all City partners.
- To meet these challenges, the school health service has expanded its human resources, confirming the continuation of a proactive and ambitious school health service that goes over and above the level set by regulatory guidelines, with real added value for the children:
 - Universal access to screening through routine health check-ups in last year of nursery school and check-ups by nurses in year 4;
 - Strengthened measures for children and families identified as at-risk, based on health indicators observed and in application of the educational health pathway for all students, and the inclusion of a focus on children's health promotion and prevention in the 2nd generation of Local Health Contracts (CLSa) (2018-2022);
 - The development of partner-based health initiatives for education and the involvement of health professionals as stakeholders in the area's educational project (PEDT) in its localised versions;

Preparations for the combined Pierre Landais public baths/showers and social restaurant

With an average of 145 visits a day, 7 days a week, throughout the year, the public baths/showers offer vital personal hygiene services for the most disadvantaged members of society. Preventive initiatives based on a drive to inform, raise awareness, vaccinate and screen are now in place, as well as information campaigns on accessing rights. NB: A voluntary medical and hygienic consultation service was supported from May to September 2018 in conjunction with the Square Daviais issue.

The project to combine the Pierre Landais public baths/showers and social restaurant into a drop-in, health risk prevention and hygiene centre is being developed in liaison with professionals and end users, in preparation for the opening of the facility in the first half of 2020.

Review and overhaul of the Local Health Contract

The City of Nantes, the Regional Health Agency of Pays de la Loire, the Loire-Atlantique Préfecture and Nantes Métropole entered into a joint initiative in 2012 with the signature of a Local Health Contract (CLSa), covering the entire City of Nantes urban area. The local health contract is a tool to combine efforts at local level by actors and partners on the ground, with the aim of working as closely with the general population as possible on matters of public health. The CLSa has been under review since March 2017, as part of a forward-looking and participative process. This led to an overhaul of the CLSa2, which has brought together a widened circle of partners, including the university hospital, the CPAM, the National Education Service, the CCAS, the Departmental Council, the URML and a number of associations. The resulting 2nd generation CLSa is scheduled for approval in the second half of 2019.

The Local Mental Health Committee

The Local Mental Health Committee (CLSM) brings together various local stakeholders (health and welfare professionals, users, families, associations, social housing associations) to address a number of objectives, such as:

- Facilitating access to care and social integration for people with mental health issues (from psycho-social issues to mental disorders);
- Changing the public perception of mental health
- Developing training and information on mental health for professionals.
- Launch of the StopBlues eHealth tool.

The five CLSM working groups (housing, training, mental health and adolescents, social inclusion, ethics-ERESC) met 25 times and involved some 200 professionals. NB: Communications tool developed and a charter drafted for the ERESC working group (space for ethical thinking on complex situations); A seminar organized by the training group brought 160 CLSM members together around the issue of psychosocial rehabilitation.

Other developments worth noting in relation to the CLSM include:

- Meetings between social housing associations and psychiatric services (104 individual situations discussed) in order to promote retention in housing;
- The handling of numerous reports for behavioural and/or neighbourhood disorders by the Public Health Department (33 letters, 500 e-mails, 4 special meetings, etc.);
- Psychcom's training on the "change of perspective on mental health, tools and methods", given to 15 stakeholders of the Mental Health Information Week group (SISM);
- Presentation of 10 case files to the housing and mental health committee (4 given access to housing in 2018);

Finally, a number of initiatives are being adapted by priority local areas with support for professionals in Nantes Nord (Ressource group), Malakoff (Mots à Maux group) and la Bottière ("autrement dit" group, led by

Les Apsyades). Other actions are also being carried out with the Malakoff residents' group to prepare a health focus on bipolar disorder in 2019.

Young people's health: reducing risks

- As part of the Alcohol Plan:

All of the actions initiated as part of the Alcohol Plan have been renewed, including: the work of the *veilleurs de soirée* (VDS - night watch) on the site of the Hangar à Bananes and the City Centre (soup runs and prevention spaces), the "Marre des Soirées PLS" (Tired of PLS Parties) campaign, the emergency stations at the Hangar à Bananes, the training pack, etc.;

The Public Health Department has finished work on a guide for students on holding parties. Entitled "éclaireur de soirées" (party scout), the guide was: co-authored by a group of youth-related associations, the University health service, three student offices and illustrated by students from the School of Visual Communication. A seminar on parties was held in 2019.

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

The Public Health Department is a member of 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. Following the citizen mandate of 2017, the Department assisted a number of sex workers to draft a citizens' report. In the framework of the Night Council, the City will provide a response in the 1st half of 2019 with a view to improving the situation.

Multi-Professional Health Centres and Access to Rights and Healthcare

- Nantes MSPPs are tasked with improving public access to preventive care and healthcare services. These spaces provide social infrastructure in the context of urban renewal projects. Since 2014, the City of Nantes has been committed to a process of active support for the creation of two health centres in the Bellevue and Nantes Nord districts. Also in 2018, the City continued to support projects including:

- The finalization of the Nantes Nord development programme and monitoring of the implementation of recommendations from the Maison de santé citizen's workshop; Support for the hiring of two speech therapists, also in the Nantes Nord district;

- Backing of the Loire Océan Développement and support of architectural firm DLW in the implementation of the Bellevue Maison de Santé architectural project; Support for Bellevue residents in producing a guide to healthcare in the district;

- The organisation of information sessions for professionals and associations in the Bellevue and Nantes Nord districts on the non take-up of rights to healthcare;

- Involvement in national Health Centre days and the Health Group as part of the City Contract; Organisation of training for the healthcare professionals of both MSPPs on tackling non take-up of rights to healthcare;

- Under the framework of the City of Nantes Local Health Contract (CLSa), the Public Health Department is responsible for coordinating the "Health and Insecurity" scheme, which brings together the main institutional and associative partners in social emergency and healthcare (SIAO, Médecins du Monde, Saint Benoit Labre, Les Eaux Vives, etc.). 7 public health issues have been specifically addressed in this

context, including care pathways for highly vulnerable groups (users of emergency shelters and half-way houses), medical care for migrants arriving in Nantes (particularly minors) and support for innovative projects such as interpreting and healthcare mediation developments.

NB: as part of the health and safety coordination effort, an diagnosis was carried out on access to care for migrants in Nantes (25 professionals interviewed). The recommendations will be studied and implemented in 2019.

A focus on urban health

The Public Health Department is working to ensure that health issues are taken into consideration in urban development programmes, with:

- Involvement in the "Imagine the city of tomorrow in a warmer climate" day at the Miséry quarry (as part of the "Completely Nantes" event);
- Organization of the conference "Health: a new challenge for urban planning", held on 5 June at the same venue;
- Collaboration with the Public Services Integration Task Force on ensuring that environmental health is taken into account at operational level, particularly in the context of the South-West Comprehensive Planning Zone (ZAC), and the writing of a reference system;
- Regular participation in the working group on PRSE3 "Living environment, urban planning and health";
- Ongoing monitoring of the recommendations resulting from the Health Impact Assessment (HIA) on the integration of the Bellevue MSPP;
- The launch of another HIA in the Île de Nantes district in cooperation with Société d'Aménagement de la Métropole Ouest-Atlantique (SAMOA), to feed into the H2020 file "the health-friendly city".

Other actions with a particular bearing on environmental health include:

- The distribution to doctors, nurses and pharmacies of 3 information packs on ticks, tiger mosquitoes and bed bugs. The packs are the result of a collaboration with the Hygiene sector and the Museum of Natural History;
- Hosting of a trainee doctoral student at Sciences Po Rennes for the development of an action research project on the correlations between energy poverty and health (CIFRE scheme with a thesis in 2019);
- Participation in a number of conferences/seminars/symposiums on the city's radon campaigns, health impact assessments (HIAs) and local environmental health action plans (PLASE);
- The "10 Days of Environmental Health" event in October, which included a forum, visits to the Pollinarium Sentinelle, visits to an atmospheric pollution measuring station and the "vélo mixeur" (blender bike) activity at the University.

Nutrition: "Eating, moving"

As an 'active city' of the National Nutrition and Health Programme (PNNS), Nantes is careful to ensure the consistency of the messages and actions implemented around nutrition, including with its associative partners. In December 2018, the City renewed its commitment for a further 5 years with the signature of the new PNNS charter. With the aim of sharing a comprehensive response strategy, the Public Health Department is:

- Coordinating a roadmap to reinforce the accessibility of the shared guidelines and the programme of actions to promote healthy eating and physical activity;
- Involved in the governance of the Regional Organisation for Support and Expertise (SRAE) in Nutrition: a common framework of values and methods of response, finalised in collaboration with nutritional resource associations as part of a jointly coordinated working group.

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

- In line with the Local Area Food Project (PAT) and the energy transition plan: an assessment carried out on "access to fruit and vegetables" in the Nantes Nord district and contribution to the drafting of the PAT roadmap;
- As happens each 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 20 June with a children's event at Quai des Plantes;
- Throughout the year: support for the implementation of projects backed under the Local Health Contract (CLSa) in coordination with the Local Area Prevention and Solidarity Centre (PDTPS), and particularly those carried out in the framework of local health networks;
- as a resource service for various municipal departments, with the continuation of "speed cooking" activities on youth nutrition in Malakoff ("Nantes&CO 16/25") and the development of physical activity cycles (Urbinat) and the Nantes Nord global project.

Initiatives at local area level: local health networks

In connection with the City Health Workshop, the five currently active Local Health Networks (RLS) (Nantes Nord, Dervallières, Bellevue, Malakoff and Bottière) meet twice a year. This combined effort by local actors makes it possible to carry out targeted actions such as cooking or wellness workshops, "senior" physical activities, etc.

The Local Health Networks are also involved in:

- The 4th "Healthy Living" day, held in Île de Nantes district and a diabetes awareness day, "Grand Bellevue", organised last December for around 100 participants;
- A health focus in Malakoff on cardiovascular diseases and another in Dervallières on addictions (July 2018), as well as "Health and us", a project initiated and implemented with the residents of Malakoff through a participatory health initiative.
- Participation in national health drives such as the Mental Health Awareness Week, the Fresh Fruit and Vegetables Festival, the Moi(s) sans tabac (Tobacco-free me/month), by passing on information and signing up participants;
- A partnership with the University Hospital (CHU) to carry out three awareness campaigns around women's health with the associations of the Bellevue and Nantes Nord districts, in preparation for the opening of the Health Centres. Under the partnership, the Local Health Networks contribute to MSPP projects in Bellevue and Nantes Nord.

Public health monitored in Nantes

The City of Nantes has led this initiative since its launch in 2009. A few stand-out actions in 2018:

- Update of the Pays de la Loire Regional Health Observatory report on health and the take-up of healthcare services by Nantes residents;
- The launch of a collaboration with the AAPRISS platform to better identify inequalities in access to healthcare in the metropolitan area;
- The implementation of a collaboration with the Loire Atlantique/Vendée Cancer Registry;
- The organization of the internal seminar "Taking health into account in development projects" on 9 October, with the City Policy Taskforce, the Nantes Nord district team, Internal Communications and Urban Development: Results of the Nantes public health monitoring initiative presented to city planners with the aim of tackling the inequalities observed.

Key figures in 2018

School health

- Prevention:
 - 2,311 mandatory medical check-ups were given in nursery schools, representing 66.73% of all children enrolled.
 - 2,682 nurse's check-ups given in year 4, representing 83.26% of all children enrolled;
 - 431 children's tests (non-compulsory health check-ups), when requested by teachers and with parental consent.
- Integration:
 - 980 students in individualized care projects (PAI) (61% asthma, 32% allergies);
 - 368 students monitored by the Departmental Centre for the Disabled and supported by the School Health Service (146 recommended for care in specialized schools).
- Health education:
 - 7,521 students receiving health education, of which 56% are in priority schools. (themes most commonly addressed are (in order): emotional and sex education, oral hygiene, sleep and lifestyles, nutrition, psychosocial skills, personal hygiene, first aid, harassment).
- Child protection:
 - 62 reports of concerning information and 1 official report made in 2018;
 - 992 families benefited from educational support.
- Social and medical support:
 - 2,280 educational teams provided response services, in particular for: language disorders and/or learning difficulties (35% of cases), mental and/or behavioural disorders (24%), health problems or disabilities (15%).
 - 219 families benefited from support in getting access to care.

Public health

- 40,296 visits to public baths/showers (+40% compared to 2016), 88% of which were free of charge.
- Handout of social vouchers: France Terre d'Asile (63%), Logis St Jean (8%), the ANEF FERRER day-care centre (19%) and the Municipal Social Welfare Centre (CCAS) (10%).
- 45 people screened by AIDES (30 tested for HIV); 142 seen in consultations by the CFPD, 78 of whom were referred to the multi-purpose vaccination centre and 48 to the tuberculosis control centre.
- 6 "Nantes Solidaire Information Points", which offered advice to 65 people.
- 20 coffee shop listening sessions led by Les Apsyades with a total of 125 attendees, as well as 8 one-on-one sessions.
- 11 Health campaigns with the "Safe Migrants Nantes" volunteer doctors scheme, providing consultations for 450 people.
- A total of 44 health-related associations received grants from City in 2018 for a total of 50 initiatives, 26 of which were carried out by 21 associations under the Local Health Contract (CLSa).
- 37 health initiatives implemented in 2018 for 5,000 people.
- 1,200 participants at the 6 Health Focus conferences (Faculty of Medicine): Inflammatory diseases of the colon and intestines (300), autism and PDD (450), multiple sclerosis (150), osteoporosis (150), indoor air quality (50), childhood asthma (100).
- 75 cardiac defibrillators are managed directly by the City and 124 City employees received training in life-saving skills: "Alert-Massage-Defibrillate".
- The second "Moi(s) sans tabac" (Tobacco-free me/month) national anti-smoking campaign was organised for a second time from 1 to 30 November 2016:
 - 4,000 pocket ashtrays distributed by the "veilleurs de nuit" (night watchers) at evening events; 2,000 flyers and 200 smoking quit kits handed out;
 - national campaign messages relayed on City intranets and 8 workshops on relaxation techniques held for City employees (October/November); 120 billboards for a national awareness/training campaign in contact with vulnerable groups. On the topic of treatment of addiction, 69 people were approached over the course of 2 campaigns carried out in public spaces (Square de la Baleine and Lycée Nelson Mandela) and 15 people were trained in RPIB (Early Identification and Brief Contact Intervention).
- **Mental health:**
 - 1078 people took part in one of the 16 events run by the City during the National Mental Health Awareness Week on the theme of "Mental health and work";
 - 160 people attended the seminar in November 2018;
 - 4 people housed under the partnership agreement to facilitate access to housing for people with mental disorders;
 - 42 involuntary psychiatric admissions.

■ Risk reduction:

- 60 young people benefited from the training pack (6 sessions);
- 15 emergency stations combined at the Hangar à Bananes (1,953 people approached);
- 500 "party scout" guides handed out to help students organising evening events;
- 39 sex workers took part in the assessment of at-risk groups at night.

■ Radon campaigns

For the 10th campaign in 2017-2018:

- 47 readings taken in individual housing units in the Route de Vannes sub-district (Breil-Barberie district). Hazardous levels (> 300 Bq/m³) were detected in 13% of cases; 2 surveys in new state schools in the 2017-2018 academic year. Surveys repeated for schools with a radon level detected greater than 300 Bq/m³. Invitation of nurseries and private schools to take part in the survey.
 - almost 2,400 individual housing units surveyed during the 11th campaign in 2018-2019. The districts covered were Beauséjour, Gaudinière, Barberie, Perverie, Schuman and Rond-Point de Rennes. Three times as many readings were taken compared to the previous campaign;
- Fresh Fruit and Vegetables Festival: 20 activities over 12 days for some 600 people of all ages. Introduction or reintroduction to products through the help of local associations and a number of stakeholders in the field.

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 (with room for one household of six people). In 2018, improvements to users' living conditions continued, with the complete redevelopment of the space and the start of development work on the site located at 7, chemin Moulin des Marais (construction of sanitary facilities adapted to people with reduced mobility).

Simultaneously, management methods underwent changes following areas:

- 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;
- The Boisbonnière adapted housing project also continued in 2018. Consisting of six housing units, the project will be used to rehome the households that have settled on the Boisbonne site, identified in an assessment carried out in 2012, with delivery scheduled for the 1st half of 2019.

Trial of an inhabited prototype

Following the "Mini Maousse 6" micro-architecture competition initiated by the Cité de l'architecture et du patrimoine on the theme of temporary housing, the City proposed to make available the social inclusion plot located at 58 quai Wilson to test the winning prototype named "Woodstock". This experimental and innovative habitat project 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. In 2018, the prototype was put out to proposals for equipment and interior layouts that would be suitable for housing with a view to its potential deployment. NB: The innovative construction system of load-bearing wood bricks was improved and validated in tests.

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 inclusion site at 58 quai Wilson: 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 families; The organisation of extracurricular activities; Social development and citizen engagement at the inclusion 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).

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 reception of foreign populations:**
 - The City's social housing stock has been mobilised 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 contacted the municipal archives fund.
- **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:**

- In February 2018, the ALLONANTES Discrimination hotline (02 40 41 95 96) was launched, with the aim of taking 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 exhibition "Nous - Faire société commune" has been acquired;
- In June 2018, the rue Beaurepaire staircase was decorated in rainbow colours to represent the fight against homophobic and transphobic discrimination. Its placement in a public area is a reflection of 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 in 2018.

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:

- **Taking action on gender equality in representation:**

- The "Street names, making space for women" scheme: The feminisation of street and City facility names, although still not systematic, continued in 2018 with 73% named after women in 2018 (70% in 2017);
 - An event organised by the local area for International Women's Day on 8 March was promoted;
 - A new event has been launched as part of the International Day for the Elimination of Violence Against Women: On 22 November 2018, the City of Nantes held a day of exhibitions and exchanges to raise awareness about violence against women. An audience participation event was also organised in public spaces, which was filmed to create a video that was then shared on social media and the City of Nantes website. The event served as a reminder of the daily reality of violence against women in public and of the need to work together to put a stop to it. Video viewed more than 3,000 times .
- **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 actions 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. Workshops were also held at the Nantes City Hall to coincide with International Women's Day on 8 March 2018..
- **Taking action on gender equality in access to rights:**
- The creation of an Counselling Centre for abused women and children, scheduled to open in the second half of 2019. The Centre is the culmination of a joint effort between the Departments of the City of Nantes and Nantes Métropole in close consultation with local stakeholders. An innovative space and the first of its kind in France, the Centre provides support to women and their children suffering from all forms of abuse in a holistic and multi-disciplinary approach, offering advice on health, social, legal and medical/psychological issues with a range of activities to build self-confidence and boost recovery.
- **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.

Finally, an annual report was published in 2018. Enshrined in the Act of 4 August 2014 on effective gender equality, the report outlines the current situation in terms of gender equality within the local authority and highlights the projects and initiatives carried out with the aim of achieving equality (presented to the City Council in October 2018).

Key figures

- €165,350 in grants awarded in 2018 to associations working in the field of gender equality and public action for lesbian, gay, bisexual and transgender people (LGBT).

- 22 public and private roads named after women (out of 30).
- 1,100 women given training in salary negotiation (50% of whom successfully negotiated their salary after receiving training).

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 unobstructed 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. A total of more than €740,000 was spent on the project in 2018.
- **Providing public and on-demand transportation that can be accessed by all:**
 - At the end of 2018, 100% of TAN vehicles, 82% of bus stops and 100% of tram stops benefited 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:**
 - By the end of 2018, 103 Public Premises (ERP) had been made accessible, bringing the overall accessibility rate of the City's built heritage to 19%; This achievement represents an investment of €6.4M;
 - A guide for universal signage has been produced in partnership with users and associations, along with a catalogue of pictograms. This good practice was rewarded with a Prize from the Association for Disabled Adults and Children (APAJH) in the Citizen's City and Public Services category (December 2018).

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

- **Facilitating educational pathways for children with disabilities:** In 2018, a trial was launched in Nantes Nord to improve extended day-care programmes for 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.
- **Promoting access to sport:** The 2015-2020 disabled and adapted sports plan addresses the accessibility of gymnasiums and free sporting activities .

Key figures

- 20 associations working in disability received subsidies totalling €57,500 from the City in 2018.
- 14 disability-related events were supported by the City in 2016, including the Fête du sourire organised by APF, the T'Cap biennial event and the Telethon.
- Wheelchair obstacle courses designed by Nantes Métropole and built by the council workshop were lent out 13 times in 2018 over a total of 48 days, for initiatives to raise public and professional awareness on the issue of travel for persons with reduced mobility. The "ageing kits" were loaned 12 times in 2018, over a total of 56 days. The "fauteuil roulant en état de siège" (wheelchairs under siege) exhibition was borrowed 6 times for a total of 64 days.

Collaboration at European and International Level

Taking action together for development

Nantes' international collaboration arrangements with its partners in the South are geared towards developing direct relationships with local authorities. This is done with a dual objective in mind: To enable them to develop their own skills and self-sufficiency, but also to encourage the sustainable development of these local areas.

- Agadir (Morocco):
 - A career guidance activity for 16 young people without qualifications, organised by the Raid Emploi/Motiv'action association with the support of the city of Agadir.
- 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):
 - Development of a programme of actions, including: Creation of a fund for citizen projects and a grant-awarding body; Preparation of a tourism development strategy; Development of outstanding sites; Funding for the training of municipal staff.
- Haiti:
 - Involvement in the European Local Solidarity Days in Nantes from 8 to 15 November and at the round tables organised on the actions taken by local authorities in the face of climate change.
- 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 provided through the association Nantes Lit Dans La Rue.
 - Via musical workshops led by the Macaiba 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 twinning programme

- Saarbrücken (Germany): the "Young Ambassador" programme has been renewed for another year from September 2018 to August 2019. The programme is the result of a partnership between the cities of Nantes and Saarbrücken, the Association française du conseil des communes et régions d'Europe (AFCCRE), the Office franco-allemand pour la jeunesse (Ofaj), the Agence du service civique and the Centre culturel franco-allemand (CCFA) in Nantes. Since 1 September 2018, Saarbrücken native Laura Zeller has been hosted in Nantes, while Bettina Sorel from Nantes has been on exchange in Saarbrücken. Their role is to guide and supporting joint youth projects by the two cities, and to promote cultural and citizen exchanges. In 2018, the "young ambassadors" carried out a number of initiatives, including:
 - The organization 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" film festival in December;
 - The "Zoom sur ton quotidien" (Zoom on your daily life) photo project in March-April, consisting of a photo workshop, photo exhibition and the hosting of a delegation from Saarbrücken in Nantes;
 - "Ca va jazer" in May, with the invitation of a youth jazz group from Saarbrücken;
 - Involvement in the Nantes SPOT youth festival: Production of badges featuring iconic locations in Nantes and Saarbrücken and creation of a "memory" game based on both cities in collaboration with a graphic designer from Nantes;
 - Support for a group of five young people from Nantes to attend the Rockwiese Music Festival in Saarbrücken;
 - The Portbou project "Exile, migration and asylum": Support for young people from Nantes on a European dance theatre project, led by Saarbrücken;
 - Ongoing exchanges between vocational high schools in Nantes and the ZBB high school in Saarbrücken.

A delegation from the City of Nantes travelled to Saarbrücken in June to meet their counterparts and celebrate the 40th anniversary of the Nantes-Saarbrücken-Tbilisi three-way twinning programme. Several artists from Nantes performed to mark the occasion.

A delegation from Saarbrücken came to Nantes in October as part of the sustainable development and fair trade theme, tasked with setting up exchanges of good practices.

A team of 25 runners from the Nantes Metropolitan Area Sports Association travelled to Saarbrücken in October to take part in the half marathon, and will host their counterparts in April 2019 for the Nantes marathon.

- 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;

- The City of Nantes has provided support for the Nantes-Tbilissi association in organising Georgia Week in October 2018 to commemorate the centenary of the first Georgian Republic. The week was brought to life through exhibitions, conferences, Georgian wine tastings and a Georgian meal;
 - Two young people from Tbilisi attended the Nantes Creative Generations Forum to present their European project "Walking Encyclopedia" to young people from Nantes and Europe;
 - The City sent a delegation to an international forum on economic development, held in Tbilisi on 30 November to present its new "City at Night" public policy.
- Cardiff (Wales):
- Nearly 200 pupils from 3 secondary schools in Nantes took part in exchanges with schools in Cardiff and Wales in 2016.
 - Nantes hosted the Welsh choir "Ardwyn Singers" from Cardiff for a concert on 1 June at the Oratory Chapel, in partnership with the Nantes Choir "Éclats de voix";
 - As in previous years, the City provided support to the association Échanges Linguistics et Amitié Nantes Cardiff (ELANC) to host a group of 22 Welsh people;
 - Exhibition exchanges were arranged between the MilleFeuilles and ArcadeCardiff galleries:
 - from 23 June to 27 July: "Sideways into the distance", a joint exhibition of four visual artists from Cardiff (Lara Davies, Pascal-Michel Dubois, Victoria J E Jones and Jason Rouse) at the RDV Gallery in Nantes;
 - from 3 August to 1 September: "Pleased to meet you", an exhibition of Nantes artists (Jean-François Courtilat, Beatrice Dacher, Michel Gerson, Pauline Gompertz and Stéfan Tulépo) at the ArcadeCardiff gallery.
- Cluj-Napoca (Romania):
- Nantes hosted several visits by Jean-Jacques Garnier, Commissioner for the France-Romania season from November 2018 to July 2019, to propose a shared programme of cultural events with the city of Cluj-Napoca.

International twinning programme

- Seattle and Jacksonville (United States):

There is a desire to involve highly active local stakeholders from Nantes, such as the Maison des États-Unis, which brings together more than 600 members. In 2018, this was reflected in:

- A specific study aimed at promoting the Maison des États-Unis and its various projects, as well as supporting its development as an association;
- The "Joie de Vivre" festival in May 2018 (organised by the Maison des États-Unis), which was well attended.
- An exhibition "Les 100 Pas du Jazz" (The 100 Steps of Jazz) at Lycée Mandela;
- A number of trade missions to Seattle (aeronautics, biotechnology, etc.);

- A language immersion session in June 2018, led by the Maison des États-Unis, with 40 US citizens from Jacksonville (mainly) and Seattle;
- A "Geocaching" event, held in Nantes in September in close collaboration with the City of Seattle, which originally came up with the concept;
- The Nantes-Jacksonville young ambassador programme from October to December 2018 .

■ 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.

- **Japonismes 2018 / Nigata:** In what was an exceptional year for France-Japan relations in 2018, the "Hérons de Manga" Programme achieved the official label and was a great success, with almost 30,000 visitors to the exhibition.

Several delegations from Niigata were hosted in Nantes for the occasion (some 40 Japanese artists and representatives). Japanese associations and artists from both Nantes and Japan were involved in organising the event.

Held as part of the Maison de l'Erdre House of Erdre renovation programme, and in close collaboration with the Graphic Arts Centre and SEVE, the event offered an approach that was very well received by the young people of Nantes, particularly its focus on manga themes and graphic design. The creative industries were promoted through their stakeholders in Nantes and Japan.

A host of other events took place:

- JapaNantes 2018: A weekend dedicated to young students, with a number of events and the involvement of Franco-Japanese youth associations;
- 'Passion Japan 2018' in May, in a format that combined two sites (île de Versailles and Espace Cosmopolis) and 2 pilot associations per site;
- Wazabi 2018: Always a popular event with the young people of Nantes, it broadened its activities in 2018 to include disability and solidarity;
- Souvenirs du Matin Calme (Memories of the Quiet Morning in collaboration with Suncheon) at the Maison de l'Erdre from 6 to 18 April 2018, with nearly 6,000 visitors;
- Folie des Plantes (Plant Madness) in September 2018;
- Fruitful exchanges: university teaching internship, sports exchanges (Kendo), support for associations on events (Nantarena, Festival du Jeu Nantais).

Key figures

- The Cosmopolis space hosted 17 exhibitions, 2 film festivals and 260 one-off events. Despite being closed for renovations in January, visits to the space were up compared to 2017, with a total of more than 53,000 visitors.

2018 Annual Report Collaboration at European and International Level

- 8 of the 17 exhibitions were initiated by associations or artists who had never organized projects in Cosmopolis previously.
- Twenty venues in five districts around the city took part in an event dedicated to democracy, which involved some fifty partners (11,000 visitors), and helped to strengthen drives in local areas as well as links with schools.
- 6 projects received support from the CLAP Collectif Europe/International in 2017, through scholarships totalling €9,900.
- 16 scholarships were awarded in 2018 by Clap Solidarité Internationale, totalling €10,000.
- 15 projects were supported as part of the APDIS (call for solidarity international development projects) for a total of €82,900.
- 30,000 visitors to the "Hérons de Manga" programme and more than 15,000 visitors to the other activities supported. Strong showing by twin city delegations across events in 2018.

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 stated aim: 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.

- Nature in the city and heritage: in 2018, the space dedicated to nature in the city was expanded with urban projects led by multiple teams including landscapers. The "planted" walkway from the railway station to the Loire is taking shape: after the Mercoeur garden, work started on Feydeau Commerce, before moving on to the station end and the 'greening' of the esplanade. NB: Studies for the Loire riverfront will be beginning soon. The aim is to implement planning and programming guidelines on making space for plants in the city's historic centre: Planting of a wide variety of trees and installation of new raised flowerbeds to continue the greening of the centre of Nantes.
- Quai des plantes: In anticipation of the implementation of the development project (TER agent) on the Quai de la Fosse in a few years' time, it was decided to temporarily landscape the wharf with a nursery of 1,500 trees. Renamed the "Quai des Plantes" for the occasion, the wharf serves as a reminder of Nantes' history of introducing plants. 400,000 visitors have come to see the site since May 2018.
- 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 20 February and 16 October. Items on the agenda included:

- "The presence of common noctule bats in the parks of Nantes";
- "The Nantes garden bird count: methodology, results, etc.";
- "The 'nature in the city' ratio (Biotope Area Ratio), the different City";
- The "Green Star" project in Nantes;
- "The benefits of maintaining wetlands: return of two protected species";
- "Nature and biodiversity in the city, re-wilding, etc.";
- "The Miséry quarry, 500 years of geological history in Nantes".

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 56 communal garden sites, including 26 allotment sites (1140 plots) and 30 shared garden sites (1,200 plots targeted for 2020). Thanks to the 39 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 the cityscape, preserving natural heritage and protecting the environment.

In 2018, 11 new shared gardens were made available: 10 new plots (on the Boulevard Allende allotment site) delivered in early 2018; 10 plots on the Chaupières site made available in spring 2018.

The "Ma rue en fleurs" campaign (My Street in Bloom) has gone from strength to strength over recent years: 3,000 seeds packets were distributed to residents to brighten up the pavements of more than 800 streets in Nantes. NB: the scheme has now been extended to the whole metropolitan area.

The participatory process conducted around "nature in the city" has been expanded with the launch of a call for projects entitled "Ma rue est un jardin" (My street is a garden) at the end of 2016. Participants can take concrete action to introduce greenery into public spaces, by submitting their projects in one of three ways:

- as a collective: "We have a street garden or collective garden project";
- as an individual: "I plant and maintain the facade of my building";
- via SEVE: "I've found a site to beautify".

In 2018, a total of 16 new projects were submitted: 13 collective projects for garden streets or shared gardens (10 selected), 29 individual facade or wall front projects (15 selected). In 2018, there were 5 additional garden streets.

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 (427 class sessions in 2018)
 - Maison de l'Erdre: 3,350 pupils visited the site in 2018;
 - La Chantrerie farm: 2,875 pupils;
 - Parc du Grand Blottereau: 1,225 pupils;
 - The Jardin des Plantes botanical gardens: 3,125 pupils.

In addition, 31 classes and 837 students took part in the "Tropiques à l'école" (Tropics at School) activity within their classes. 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

- By 2020, 1,000 magnolias and 1,000 camellias are to be planted to revitalise the planted heritage across the city.
- Nantes Ouest (West Nantes): After a co-construction phase prior to the commencement of building work, the Capucins park has been redeveloped to enhance its trees and a new pathway, which opened to the public in June after 4 months of work; transformation of the Place Canclaux at the end of the year with new shared spaces (children's play area, etc.).
- Nantes Nord (North Nantes): Revitalisation of the arboreal heritage with the planting of: 460 saplings (Bout des Landes and Petit Port area) and 143 trees in the Arboretum of the park cemetery, the Bout des Landes area and the Notre-Dame de Lourdes forecourt.

Key figures

- 101 parks, squares and council gardens located across the city.
- Nantes boasts 39m² of public parks and gardens per resident.
- With attendance constantly increasing, a record 2,195,508 people visited the Jardin des Plantes botanical gardens in 2018, with art installations by Johann Le Guillerm placed at various sites around Nantes as part of the "Attraction" project.
- 140,000 people visited the Maison de l'Erdre. This exhibition space dedicated to the ecosystems of the Erdre river underwent renovation work at the end of the year.

2018 Annual Report Parks & Gardens and the Environment

- 14,000 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), either:
 - accompanied by a botanical guide or gardener:
 - 891 visitors hosted on themed guided tours of the major parks of Nantes;
 - 557 visitors hosted in the context of sightseeing tours for tourists (tour operators) in connection with the Voyage à Nantes;
 - 2,327 visitors (including 803 children) hosted as part of group tours (associations, schools, horticultural professionals).
 - or unaccompanied:
 - 2,200 visitors given free entry to the greenhouses of the Jardin des Plantes and Grand-Blottereau;
 - 2,500 people (including 1,900 children) took part on treasure hunts hosted at the Jardin des Plantes;
 - 755 visitors downloaded GuidiGO audio-guided tours.
- 40,000 visitors took advantage of the activities offered as part of the 2018 Folie des Plantes (Plant Madness), based around the theme of "botanical treasures". The theme was implemented in 2018 in the various plant collections of Nantes, and particularly during the International Camelia Society Congress, with a naming ceremony for the "Lady of Nantes" varietal attended by Johanna Rolland.
- 10,000 visitors drawn to the Beaujoire Park for another edition of the International Fragrant Rose Competition on the theme of "Trésors de Roses" (Darling Roses/Rose Treasures), with a number of participatory activities organised by associations and schools ("a fragrant district", a perfume garden, writing project, "Trésors de Roses").
- 50,000 trees and shrubs sourced from the nursery planted in 2018, including 1,500 trees produced and prepared for "quai des plantes"; 610,000 seasonal and perennial plants produced by the municipal florist; 1,320 floral displays by the décor team.

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 town planning plan (PLU) and the conservation and upgrading plan (PSMV), and drawing up the future metropolitan local town planning plan (PLUm);
- draw up recommendations on town planning, architectural and landscaping aspects prior to real estate operations on public or private land;
- monitor deliveries 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 2018, as part of the Landscape and Heritage plan, the operator selected for the property development project planned for the former Total service station on Boulevard Romanet adopted the landscaping quality targets outlined. Also using the plan as a frame of reference, a group of residents was involved in drawing up the specifications and in the city planning consultation process. This led to the launch of a socio-urban study of the Contrie area, while a dialogue is ongoing with the residents to design the future Zola square.
- Hauts-Pavés/Saint-Félix two urban meetings were organized by the City and Nantes Métropole to report on the progress of the action plan. After fruitful discussions on the district's urban news, a project to convert the Saint Augustin site into a public park was approved. Similarly, the options for development of the Place Saint Félix and a section of the Place Viarme, which were identified through a process of co-construction, are currently taking shape. NB: A "landscaping and pedestrianisation" guide plan for the neighbourhood was prepared and presented to the public.

- Nantes-Sud/Sèvre-Ripossière area: The implementation of the landscape and heritage plan for this sector has led to a number of developments, including the Vertou road crossing facing the "les Hirondelles" EHPAD and the launch of the Persagotière development with the involvement of a citizen workshop. Finally, a site on the Sèvres riverside has been chosen as one of the 15 sites for transformation.
- Breil-Barberie: The launch of a project to revamp the Collines du Cens shopping centre is undoubtedly the standout achievement of the district's Landscape and Heritage Plan. NB: The completion of green infrastructure landscaping in the Parc de la Gaudinière.
- Île de Nantes: As part of a concession agreement with Nantes Métropole and the Landscape and Heritage Plan, SAMOA is leading an "ILOTOPIA" initiative on the historical suburbs of the Île: the "République Les Ponts" district. The "What Time Is It" agency was given the task of co-producing prototypes for development projects on the Rue de Biesse and Place de Wattigny after meeting with local residents. With impact and functionality analysis, these proposals will enhance the specifications for the regeneration of public spaces as part of the AJOA-OSTY urban and landscaping project. Speaking to the importance of this approach, SAMOA chose to present it to the national forum of urban projects.
- Doulon Bottière: From March to December, the citizen contribution phase of the Landscape and Heritage Plan for the Toutes Aides area was put into action. The Citizens' Workshop and the landscaper worked together to prepare the first issue of the Sensitive Landscaping Atlas. The document sets out landscaping quality objectives, particularly for the regeneration of the CREPS site and courses for action, such as loop signage (cycle trails) towards the Loire. These proposals are currently under consideration.
- Malakoff Saint-Donatien: A citizen's workshop was launched to gather citizen contributions on the improvements needed along the River Erdre (Saint-Donatien/Coudray). The workshop will present its analyses in 2019.
- Centre-ville, Bellevue-Chantenay Saint-Anne, Nantes Nord and Nantes Erdre: The preparation of the final four Landscape and Heritage plans of this council term was carried out, with areas identified and providers consulted ahead of initial studies, planned for the first quarter of 2019. Taking the previous plans into account, a project management support process is under way at heritage level.

The City of Nantes has responded to a national call for Landscape Plans launched by the Ministry for Ecological and Solidary Transition, and was subsequently awarded the tender.

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 3,254 households. Of the city quota, 573 households (17.6% of the allocations) were allocated housing.
- 1,534 were allocated in City Policy Priority Neighbourhoods (QPV) (47% of allocations in Nantes), of which 202 were in city quotas (13% of allocations in Priority Neighbourhoods).

Key figures

- 26.53% of social housing in Nantes, counted city-wide under the Solidarity and Urban Renewal Act as at 1 January 2018 (26.14% in 2017), a total of 42,096 housing units.
- 9,546 applications for social housing were awaiting processing on 31 December 2018 (for a first choice of location):
- 61.5% of the applications were made by first-time applicants and 37.5% were requests for a transfer;
- The average waiting period for applications in Nantes is 18.9 months.
- Almost 50% of requests are for a single person (increased need for T2 housing).
- 706 households received support from the housing department (excluding households relocated for demolition) with an increase in individual interviews.
- 1,382 requests awaiting allocation on the city quota.
- 32% of those requests are for single-parent households.
- 78% of households have taxable incomes that are 60% below the threshold for social housing.

Substantial support as part of the ANRU urban renovation scheme

A particular focus has been placed on providing care and support in the process of rehousing households whose homes have been demolished as part of the urban renewal project funded by ANRU.

- 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). Contractual negotiations with the ANRU are to be carried out in 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 the remainder, the task of relocating of the affected households was entrusted to the care of an external provider.
- The rehousing scheme managed by the City of Nantes is in line with the framework of the metropolitan social housing rehousing charter for social housing associations and all stakeholders involved. Its purpose is to ensure that the households affected are treated equally. A district-specific charter adapts the metropolitan guidelines to local level.

- In 2018, the scheme was launched in Grand Bellevue with 68 housing units in the odd-numbered area of Rue du Gers and 92 housing units in the Moulin des Hiorts area. In Bottière-Pin Sec, 85 housing units were condemned in the Becquerel Souillarderie area.

Strong growth in 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;
- Similarly, for complex applications that require a long appraisal period, a parallel appraisal was carried out from the end of 2018 pending the approval of the PLUm at the Metropolitan Council on 5 April 2019.

Key figures

- 917 applications for planning permission filed.
- 2,307 requests for pre-application advice.
- 169 feasibility studies processed.
- 9,658 planning reports issued.

The City has become a member of the joint department responsible for coordinating a network of Land Rights Permits (ADS) investigators.

By approving this agreement to pool resources, the City of Nantes benefits from the joint coordination of the network, which is responsible for standardising investigation practices in the context of the future PLUm, while also ensuring consistency in the handling of informal and judicial appeals in regard to Land Rights Permits.

As part of this network, a consortium was formed to conclude a contract for architectural consulting services. These services will involve assisting elected representatives and ADS investigators in their role of analysing and negotiating construction projects. The consultants may offer assistance on matters of architectural quality, in view of quality criteria for urban, heritage, landscape or environmental integration.

Actions to boost trade in Nantes

In 2018, the action plan to boost the appeal of the city centre continued, with concrete actions on cleanliness, safety, accessibility, events and communication in partnership with Nantes Métropole, the Nantes Saint-Nazaire Chamber of Commerce and Industry, Loire-Atlantique Chamber of Crafts and Trades, Plein Centre, Unacod, Voyage à Nantes, Nantes Atlantique Property Club, UMIH 44, GNI Grand Ouest, the Professional Union of Loire-Atlantique Market Traders et the Loire-Atlantique Banking Committee.

NB: A project management support process has been launched to facilitate and accelerate the transfer of strategic sites or buildings in response to the needs of retailers (commercial locations no. 1, iconic buildings and those with a surface area of more than 200 m²).

Key figures

- 81 city centre streets and 40 districts were illuminated for the 2018 end-of-year holidays.
- €316,000 in subsidies were paid to retailer associations in 2016.
- 2,100 m² of new retail space on the Châtelaine passageway (COS and Superdry shop sign).
- 1,200 m² of new retail space under construction on Square Fleuriot.
- 6,090 m² of retail space in the Carré Feydeau building (of the 12,000 m² approved). Almost all the ground floor and the second floor are now occupied by retailers.

Safety and Public Order

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

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

The Centre for Public Order (MTP) acts 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 +33 (0)2 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

"Decriminalisation-Decentralisation": a reform of paid on-road parking services

The new decentralised parking scheme was introduced on 1 January 2018. Under the new scheme, a number of rules remain unchanged, namely:

- The rates for 2h in the red zone (€4.60) and 3h in the yellow zone (€4): Rates remaining unchanged;
- The off-peak rate in the city centre from 12pm to 2pm (€0.50/hour in the red zone);
- The residents' rate (€180/fixed price, €1/day) and 2 permits issued per household;
- The managed parking times, from 9am to 7pm, and the area managed;
- Free parking on public holidays, on Sundays and between 12pm and 2pm (yellow zone);
- Professional rates (for trades, health and social workers, home carers, etc.);
- Direct management by the local authority (inspection and disputes).

However, the maximum parking times have been extended to 10h in the city centre, and 8h in the city outskirts.

Post-Parking Fees (FPS) (€35 and €25) have been adjusted in Nantes in line with the penalty fine (€17), with the aim of encouraging users to pay on-the-spot and make use of short-term on-road parking.

Key figures

- 118 nights of monitoring were carried out by the night inspection squad (BCN). The squad observed 153 parking violations, compared to 60 in 2014 and 64 in 2015.
- 117 dedicated two-wheeler parking spaces were created in 2018, bringing the total number to 858 (741 in 2017).
- €11.1 million in total parking revenue (parking meters/permits) were generated by ticket machines in 2018 (+7.7% compared to 2017).
- Volume of transactions (payments via parking meters) in both managed parking zones was down 4.5% in 2018.
- Reduction in parking tickets issued for paid parking in 2018 (-23%): Issue of comparison between Post-Parking Fees and fines: New rates, implementation of higher Post-Parking Fees, maximum parking times extended (10h in red zone, 8h in yellow zone).
- Ticketing for obstructive and highly obstructive parking in public spaces up by 1.65%.
- 177 mandatory site inspections in 2018 (153 by the municipal safety committee and 24 by the departmental sub-committee for safety). 9 unfavourable opinions issued by the safety committee, one of which resulted in the closure of a Public Premises (ERP) at the end of 2018. 3 unfavourable opinions issued by the departmental sub-committee on safety.
- 33 authorisation inspections for commencement and acceptance of works carried out in 2018 by the municipal and departmental safety committees.
- 574 applications for Public Premises Work Permits recorded in 2018, including 145 in the context Planning Permission applications. 40% of them were in relation to the accessibility of the facility.
- During the 11 plenary sessions of the Municipal Safety Committee, 445 application were examined, out of which 348 applications for Public Premises Work Permits resulted in 4 unfavourable opinions.
- 8,392 people served in person at the Centre for Public Order (MTP); an average of 165 people per week; 2,320 inbound telephone calls per month on average (535 per week): 32% handled by call centre agents, 54% were referred to the municipal police as part of an intervention request (handrail), while a further 12% were transferred to the relevant departments; Website: 23 visits (+485; expert requests (GRC): 2,468 requests recorded (206 per month on average).
- 1,340 beat patrols, including 309 on public transport.
- 1,398 reports received in the hygiene sector.
- 68 hazard procedures initiated, 8 of which were followed by public orders.
- 31 organisational squalor orders and 31 operational squalor orders issued.
- 63 noise complaints handled by the hygiene sector.

- 172 stop-work orders issued for construction at night.
- 122 food hygiene inspections.
- 30 fires and 50 falling materials requiring the response of a public safety team.
- Activation of the 6-week municipal emergency action plan to provide emergency accommodation for 800 migrants evacuated from Square Daviais.
- 1,350 event case files, 900 of which required the issue of a public order.