



The 2020 Annual Report

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Editorial

Dear people of Nantes,

This annual report summarises the actions of the City of Nantes' departments in 2020. It is more than just a snapshot of municipal activity: it details all of the measures and projects that have enabled the City to both deal with the health crisis and plan for the future by pursuing longer-term actions, particularly for the social and green transition.

While the health crisis we have been going through has had concrete repercussions on how we organise ourselves day-to-day throughout 2020, Nantes has proven to be both resilient and innovative, and has adapted to provide local support to the residents of its 11 districts. It has also continued its intense community dialogue, with the aim of building the city of tomorrow together.

For example, we have committed to open 23 school extensions and 6 new schools by 2026. In 2020, the Josephine Baker School, which is modular and transportable so it can adapt to demographic needs, opened on the Île de Nantes, showing that we have continued to act to promote equality, particularly through our initiatives for the benefit of education, a foundation that has been weakened by health conditions.

And since we want our city to be suitable for every age group, we have opened 85 places in crèches and carried out improvements and safety measures in 16 childcare centres. Over the next 5 years, we will be creating 700 additional places in crèches. The question of how seniors live is also one of our central concerns. That's why the City has continued its analysis so that neighbourhoods can be better adapted for the elderly, as in Malakoff where a study is being undertaken to summarise seniors' needs and thus improve their daily life. The great Longevity debate, and more recently the Citizens' Convention, have highlighted their greater vulnerability. The City is also therefore working to assist them and take into account the effects of confinement. For example, 6 EHPADs (care facilities for elderly dependants) have been equipped with a video-conferencing system so that our seniors can keep in touch with their loved ones. In addition, the O'menu home-delivery service has been expanded, while the Clic Nantes Entour'âge network has been strengthened so that those who feel the most isolated can have real contact with someone.

And to do this, we have been able to count on our voluntary associations: their abundance and the range of projects they are involved in are indispensable to Nantes. Our 6,000 associations, with their 90,000 energetic volunteers, are driving forces behind the health of our social bonds, and they have adapted their actions to the situation. In coordination with the city, they have underscored the importance of solidarity, mobilising groups of residents, employees and public service workers. The many initiatives undertaken in our region have demonstrated our commitment and ability to adapt, as in the case with the actions deployed throughout the summer, particularly for families, young people and children.

We have also risen to the challenge of the crisis and done our best to ensure community solidarity. In order to support everyone who needs it on a daily basis, we have set up rent and travel assistance, provided school meals, etc. As a symbol of solidarity, a new municipal establishment has been built in the heart of the Creation district, replacing the former Pierre-Landais meal centre: the Agnès Varda space now houses a day-care centre, shower-baths and a meal centre for people in very precarious situations.

The City of Nantes has also mobilised to fully ensure its public health mission is achieved. It has continued to work for the betterment of each and every one of us, whether it be in the fight against pollution, strengthening the presence of nature in the city or ensuring our food is both good quality and responsibly produced. I have in mind the Paysages Nourriciers, huge vegetable gardens whose harvests have made it possible to distribute seasonal vegetables to families experiencing financial difficulties. From Cours Cambronne to Parc de la Méta to

Bellevue, via the gardens of City Hall, more than 50 plots of land throughout the city have blossomed, symbolising the green irrigation of our city.

Through all these environments that are so important for health and well-being, and that bear witness to the links between social and ecological issues, the City is also constantly reaffirming its desire to make it easier for the most vulnerable to access care. In working-class neighbourhoods, this is reflected in ambitious projects intended to reduce inequalities in access to healthcare. This is what is at stake in the construction of the future Grand Bellevue health centre, which will be opened at the end of 2020, an essential place that will bring together medical and paramedical professionals and social workers.

The cultural world has also been hard hit by the crisis, which is why we have set up an emergency culture fund. Culture has had to adapt and has done so: videos, podcasts, music, documentary files... The cultural actors of Nantes have made countless resources available to Internet users. Under the watchful eye of artists, during the summer of 2020 the City even showed that it is continuing to transform and distinguish itself. Parade, Voyages à Nantes... It once again stimulated the imagination, from Jean Jullien's works in the Jardin des Plantes to Stéphane Thidet's water curtain in Place Graslin.

All these 2020 events and projects have been the result of constant dialogue with residents. We are working together to make Nantes a "city of a quarter of an hour" where all services are within easy reach. A city where solidarity and climate are at the heart of initiatives.

Obviously, nothing would be possible without the mobilisation of all the City's staff, the women and men who work for the common good. I would like to express my deepest gratitude to them and take advantage of this annual report to salute their daily commitment to serving the people of Nantes, who, like me, know to what extent this health crisis has also revealed the strength and importance of a quality public service.

Johanna ROLLAND
Mayor of Nantes

Community Dialogue

2020 - the first year of the new municipal mandate - has been a year of questioning, foundation and restructuring needed to consolidate the framework of community participation (charter of ethics, charter of digital democracy, framework to support citizen empowerment). Because of the health crisis, it was also a special year for community dialogue with the need to rethink participation by inventing remote consultation meetings while guaranteeing quality. It is a matter of bringing democracy to life on an ongoing basis in order to co-construct projects and develop public policy.

Adoption of a charters of ethics: commitment to dialogue and evaluation

In 2020, the City of Nantes and the Nantes Métropole each adopted a charter of ethics for elected officials. These charters reflect the commitments of elected officials to transparency of public action, probity and exemplarity. Article 6 "Exercer son mandat en lien étroit avec les community" (Exercising one's mandate in close contact with citizens) states that elected officials "affirm their desire to involve the community more closely at each stage of the public policy and project life cycle". In particular, they undertake to respect the ethical principles of dialogue and evaluation (rules of the game, reasoned and public responses, etc.). Elected representatives also agreed to the creation of ethics and transparency commissions and a compliance officer. The two commissions (Nantes and Métropole) will be responsible for ensuring that all commitments regarding transparency are met. They will be equally comprised of elected officials and citizens chosen by lot.

Development of a digital democracy charter

With the opening of the community dialogue platform at the beginning of 2019, it has become necessary to establish a doctrine and uses in a context where participatory practice is more and more digital (since 2010).

In the second half of 2019, a joint analysis involved about twenty municipal staff from various departments acting daily to develop digital interaction and/or strengthen relationships with the community. Developed with the support of Clément Mabi, a researcher specialising in digital participation, this approach is intended to ensure application of the principles underlying community consultation in the Nantes style.

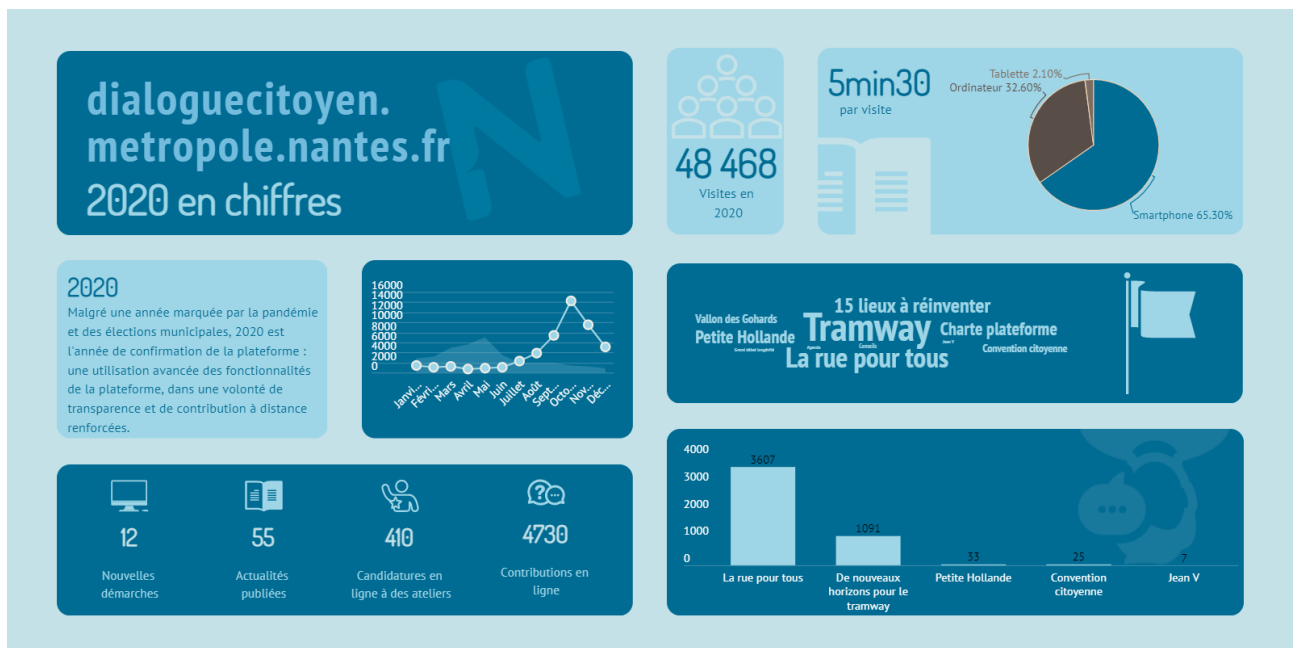
After three workshops, in 2020 this group work led to the enactment of a **digital democracy charter** that sets out the principles and commitments of a doctrine on shared digital democracy within the community. The aim is to implement operational tools and drivers to encourage approaches that incorporate digital consultation and dialogue.

In 2020, more than 100 procedures made use of the community dialogue space

Since January 2019, the community dialogue website has organised transparency, storytelling and digital participation based on the steps taken in this area (information/basic documents, recruitment of panels, collection of points of view, etc.) by the City of Nantes and Nantes Métropole.

With more than 100 initiatives carried out by the project teams, the Internet platform for dialogue is now clearly identified in the community's participatory ecosystem. To ensure transparency, the platform is used in the early stages of projects (in accordance with the digital democracy charter). While the pre-election period and health crisis did not generate significant use of the platform, the second half of 2020 was

marked by the design and digital implementation of several contributory approaches: These include “La rue pour tous”, “De nouveaux horizons pour le tramway”, “la Convention citoyenne” (The street for all, New horizons for the tramway and The Citizen’s Convention, respectively). These initiatives, which have had a strong local and even national impact, have attracted a large number of people to the platform (nearly 50,000 in 2020). For the first time, smartphone were more commonly used than computers by people visiting the platform, paralleling the statistics for mobile Internet use at national level.



An exploratory approach to "empowerment" in Nantes

Launched in December 2019, a joint and exploratory approach based on new forms of **citizen empowerment** has helped identify the people that the community is likely to encourage in the region. It closed on November 3rd, 2020.

The aim of this "research-action" approach was to add a shared and updated vision of empowerment and associated skills to the agenda, and to update a reference framework. It was also an opportunity to rethink forms of popular education, explore a new dimension of dialogue, question professional practices and invest in various fields (from social work to energy).

For a year, a group of about twenty municipal staff with different jobs and scopes shared their field experience with the people and organisations involved. By renewing the approach, the process has made it possible to identify areas to analyse and areas of transformation that will stimulate debate and proposals at the political and managerial levels. The challenge is to develop the power to act in Nantes in accordance with the new mandate's political project.

A participatory approach to develop the "Doulon-Gohards" project

Since its launch in 2016, the Doulon-Gohards project has involved active consultation with the district's inhabitants and users: consultation prior to the creation of the Concerted Development Zone (ZAC), participation in the definition of the overall project for 2035, community workshops, etc. From 2019/2020, dialogue sessions have been conducted to support the project's operational launch and to discuss design issues based on workshops pertaining to the expected uses of public spaces. **A community workshop** composed of about thirty inhabitants and users met to discuss the "Fragment du Vallon des Gohards" (the Vallon des Gohards sector). The goal has been to brainstorm about the conception of this new sector (architectural form, types of services, public spaces, reception of new inhabitants, role of nature in the district, etc). The participants produced **a set of community requirements** which was given to the landscape architects who applied for the project. They also took part in analysing the projects submitted by the project management teams during the consultation phase (some members of the panel were on the jury to select the winner). At the same time, there were public meetings: summer meetings, site visits, travelling exhibitions, public meetings, etc

From November 2020 to January 2021, a new work cycle on playground design (future school and space in the heart of the district) for children from the Doulon leisure centre and their parents started. Two meetings for the children, a questionnaire and a discussion period for the parents were proposed in order to provide the designer with initial concept information. A public presentation of the finalised project is planned for 2021.

News of the project can be found at: [doulon-gohards](#)

Analysis of the place of adolescents in the Grand Bellevue Project

The **Grand Bellevue standing conference**, established in July 2019 and comprised of 28 neighbourhood volunteers, is responsible for monitoring and assessing the implementation of the Grand Bellevue Project (GBP). The members of this conference jointly decided to focus their first work cycle on a broad issue: the place of adolescents aged 11 to 17 in the major project.

Between November 2019 and May 2020, in order to demonstrate that adolescents have been included in the project analysis, they conducted a cycle of immersions and interviews with organisational referents (from Optima, CSC Bellevue, Grand B), the facilities of Grand Bellevue (Lisa Bresner media library, Maison des arts, etc.) and associations (Bellevue Athlétique Forme (Athletic Shape), Style Alpaga, la petite ferme urbaine (small urban farm), the Goutte d'Ô (Drop of Water)).

Following these immersive meetings, the members of the permanent conference met for 3 sessions and produced 3 videos to:

- explain their first work cycle;
- provide a portrait of the adolescents, and of the services available to them in the BMP;
- explain the lessons learned and make recommendations to improve how adolescents are taken into consideration in the BMP.

The three videos can be found on the platform [dialoguecitoyen](#)

This work, which was presented to elected officials on November 17th, 2020, was followed by discussion so that the lessons learned would be incorporated in the Grand Bellevue Project. Since December 2020, representatives of the standing conference have also participated in discussions on the Cité Educative du Grand Bellevue.

The green transition

Taking action for the green transition means making changes in the way we live, including our travel, consumption, food, energy bills and even the network of public services in districts. The City is rolling out its public policy in each of its 11 districts through a strategy of local relationships.

The health crisis has necessitated an adaptation of municipal public policy on the green transition:

- Increased cooperation with the Métropole for the energy transition, transport, food and the circular economy;
- the implementation of municipal public policies to further the green transition not only now but also in the future;
- support for community initiatives aimed at the green transition in the 11 districts;
- how the communities function internally.

The challenge involved in the transition requires a collective effort, involving the public, businesses, voluntary associations and the civil service.

The report on sustainable development, presented to the city council on February 5th, 2021, states the concrete achievements of the city and its partners. It is available on the City and Métropole's website: [rapport de développement durable](#)

Combating inequality in food, health services and fuel poverty

Since March 2020, an extraordinary food aid system in Nantes has been coordinated by the city and the department's integrated reception and orientation department, backed the organisational network. The health crisis and lockdown have forced agricultural producers, traders, associations and the public to review the way they live and their professional organisations, including by developing a solidarity-oriented food supply based on local products and short distances.

In concrete terms, the City of Nantes provides assistance to associations active in the field, in addition to current measures:

- 24bis, substituting for the closed La Claire Fontaine, according to their conditions of use;
- the Aurore restaurant (meals for vulnerable young people);
- The Autre Cantine.

There are several distribution points around the region thanks to the organisations and associations involved: at 5 Rue de la Garde (Restos du Cœur) and the Moutonnerie for the distribution of meal baskets (association ANEF FERRER).

The City backs the Food Bank to help supply these associations, with the special support of the Red Cross.

The City of Nantes and Nantes Métropole also guarantee human support, as they have put out a call for volunteers. As of March 18th, 2020, more than 200 officers have responded to the call to improve arrangements to ensure food aid, among other things.

Another example is the "eco-apart" educational apartment, which has been made available to partners for group activities, while the City has financed more than 300 "energy" aids and conducted more than a hundred interviews on the topic with the support of the solidarity advisors.

The deployment of public policy on nature in the city and biodiversity

Nantes is creating more space for nature in the city, a feature that shapes its landscape and provides a medium for social cohesion, while also playing a role in tackling climate change.

The people of Nantes are also fully involved in this commitment, whether through the support of experts (Nantes' council for nature in the city) or in their daily lives (by encouraging the streets in bloom initiatives or urban gardening in districts during the "My street is a garden" event, for example).

In 2020, 50 vegetable gardens in the "Nourishing Landscapes" operation were launched and involved cooperation between residents, the green spaces department and the municipal social action centre.

There are now 1,200 allotments and shared garden plots in Nantes and no fewer than 101 parks and gardens available to the people of Nantes.

Environmental health and free outdoor sport

In the summer of 2020, there were more than 60 meetings involving a dozen groups specialised in free sport. These events provided physical and sporting activity that continued throughout the year. Crucial for health and well-being, free sport has increased with the health crisis since only outdoor sport has been allowed, to comply with barrier restrictions.

Some key figures concerning environmental health :

- nearly 140 residents had their radon levels measured again this year. Audits were conducted by the Nantes Métropole hygiene sector of those with the highest rates;
- 795 students received health education; 50% of these students were from priority schools (according to Ministry classification).
- 220 families were assisted in their efforts to access healthcare.

Throughout the health crisis, the public health department of the City of Nantes **actively** monitored developments in the situation and ensured compliance with health regulations.

Education on and awareness of sustainable development

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

New digital teaching tools designed during the first lockdown have allowed teachers to provide different types of activities since May. 82 classes in Nantes have benefited (200 events in 2020).

Cleanliness day, adapted to the health context, was also maintained and involved communities, residents, associations and public departments. 16 meeting places were set up.

Support for citizen dynamics on the green transition

Highlights in 2020 included:

- the opening of projects following the "15 sites for transformation" approach to protect the City of Nantes' heritage;
- project offices that support community initiatives;
- the increasing deployment of collective composters in all districts;
- public participation in green transition issues in major urban projects (Nantes Nord, Doulon Gohards, Mellinet, Pirmil Les Isles, etc.) and in micro-district projects such as the 5Ponts project, which emerged in 2020 with a reception area, social housing, a solidarity restaurant, an Emmaus store and an urban farm.

Finally, there have been significant changes in how the communities function internally (standardised with the Métropole):

- support for low-carbon staff travel;
- telecommuting;
- diversification of the clean vehicle fleet.

Sustainable public procurement

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

It is now time to analyse the first version of the programmes: this is a preliminary and necessary step in the development of the next version, which will have to translate the two major concerns of the new mandate into purchasing action: the green transition and equality.

The 2020 public procurement review of the period covering the previous mandate shows that almost 30% of the contracts include at least one SPAR target.

Unsurprisingly, the first objective taken into account in the contracts is inclusion. This is followed by the environment, in line with the mandate. It should be noted that procurements made for the disability sector (ESAT, EA) have increased steadily over the term of office (by more than 56% from 2014 to 2018), with an increase of more than 5% between 2018 and 2019.

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

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

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

Other key initiatives included:

- the nappies provided in the municipal day-care centres are now all sourced from the organic sector;
- work is being conducted to eliminate plastics in food use, single-use items such as disposable cups in vending machines;
- the question of endocrine disruptors is part of the City of Nantes' commitment to becoming an endocrine disruptor-free area (City Council meeting of October 2019): specific clauses are included in supply contracts for Early Childhood and Education (school supplies, games & toys, maintenance materials), complementing the measures taken with regard to emissions of VOCs and other compounds that pose an identified health risk.

These steps should not overshadow those taken previously; some environmental concerns are now fully integrated in practice, such as the consideration of energy and climate issues (in relation to the energy transition roadmap), particularly in BATI and road network construction, the requirement for use of certified wood (from a production chain that guarantees sustainable forest management), and health requirements for paints, cleaning products and furniture.

Among the City's exemplary approaches to sustainable procurement, the following are particularly worth noting:

- the procurement of wood, whether for wood supply contracts or work contracts: all wood must be sourced from supply chains that guarantee sustainable forest management, and carry the relevant certifications;
- interior paints, cleaning products and school furniture: in line with the City' Local Health and Environment Plan (PLASE), public procurement is leveraged to "support initiatives aimed at improving indoor air quality", particularly in nurseries, schools and other establishments for sensitive groups;
- food products are also a central focus of responsible procurement, presenting issues in terms of health, environmental protection, local development and food self-sufficiency (local area food plan). Although they have a particular impact on school catering, these issues also affect early childhood care and social action. Important work is also being done on reducing food waste and composting kitchen waste, a main area for action set out in the Circular Economy Roadmap. Finally, an action plan to reduce the use of plastic in school catering has also been adopted in consultation with parents;
- energy, through the purchase of supplies and their consumption requirements (response to the most demanding Energy Star certifications for electrical and IT equipment, etc.) or with regard to facilities associated with Christmas lights and light shows. In the same vein, the public property maintenance sustainability programme is continuing its efforts to control energy consumption. Finally, the local authority contributes to the development of renewable energy production facilities, either through its electricity purchases by requiring packages use renewable sources, or by including solar power facilities in construction projects;

- Sustainable development is also a priority on a social level, with particular consideration given to the issues of inclusion and disability, particularly by means of contracts that make use of SIAE and EA/ESAT organisations through standard procedures or reserved contracts, e.g. for green space maintenance or laundry services. These purchases have remained steady or even seen a minor increase this year.. The fight against discrimination and the promotion of equality have also been addressed in specific clauses in a number of service contracts, such as the graffiti removal contract, with the impact currently under assessment.

The community project

A diagnosis of experiments generated by the Covid-19 crisis

As part of a prospective "long-term" approach aimed at improving our understanding of the impact of the health and socio-economic crisis, Nantes' and the Metropole's experiments and innovations during the containment period were analysed from May to September 2020.

Internally, this introspection revealed that needs felt before the crisis have been amplified. Some of them are organisational: a need for simplification, flexibility, fewer inspections and checks, decision circuits, more IT. Others relate to positioning: support for resource departments (user-based approach), managerial attitudes (trust, delegation, the right to err, continuous improvement, etc.). Some of them relate to both the organisation and management: lifting the lockdown, room to experiment, project management, working from home, meeting efficiency, etc

This long crisis has allowed us to experiment with certain solutions and to assess the benefits, both in human terms and in terms of results. Those who have experienced or observed it are convinced the process should continue.

Development of the 2020-2026 community project with a staff collection phase

In addition to the end-of-term review and the lessons learned from the crisis, General Management wished to begin the new term of office with an employee information-gathering phase via various complementary mechanisms, including a barometer to measure the quality of life at work.

The November questionnaire sent to all employees, (8,640 employees), was well received with 3,979 respondents, i.e. an overall participation rate of 46%. Analysis of the quantitative results, with additional qualitative workshops in the first half of 2021, will make it possible to develop a project adapted to staff needs and expectations.

User Relations

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

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

The DRU teams' main tasks include:

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

In 2020, apart from the 1st lockdown, during which activities were limited to the essentials as part of the business continuity plan (physical and telephone reception, mail, civil status and cemeteries), the DRU maintained its operations for the benefit of users despite the health crisis. Management worked on a progressive recovery plan - PRA during the May 2020 lifting of the lockdown and then on operating scenarios as part of a prevention and enhanced protection plan - P2R. The DRU is a permanent member of the health crisis unit.

A new reception desk in the central Mairie

At the beginning of 2020, a new reception desk was installed in the central Mairie. This was adapted to the health situation with the installation of hygiaphones and microphones. Improvements and signage were also added to the hall, enabling the reception teams to receive, inform and direct the public while managing traffic and ensuring compliance with health regulations.

The Bellevue district Mairie has returned to its premises

Following the fire at the Maison des Habitants de Bellevue, the district Mairie moved into temporary premises. Staff were able to return to the original premises in November following major exterior and interior work.

It should be noted that the district and central Mairies experienced a 12% drop in activity, particularly due to the closing of the "formalities" and "lost and found" departments during the first lockdown (the Mairies will be gradually reopened from mid-May 2020).

AlloNantes

The average number of calls from Monday to Friday increased to 1,605 calls per day in 2020 (+7%).



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Requests mainly relate to the Social Welfare Centre (CCAS) (170 calls/day) the Centre for Public Order (152 calls/day), appointments to obtain a national identity card (CNI) or a passport (93 calls/day vs 140 in 2019), and public cleanliness issues (each 89 calls/day).

The health crisis resulted in record numbers of calls received, with 2,088 calls on March 16th (start of lockdown) and 4,066 calls on May 11th (the day the lockdown was lifted).

The knowledge base was developed with 24 COVID-related files, to enable call-centre staff to respond to user expectations as effectively as possible. The base had to be adapted on a daily basis, particularly during the gradual resumption of operations in the various City departments, the CCAS and the Métropole.

The long-awaited online appointment tool for booking national identity card and passport appointments was commissioned in July (335 appointments booked online/month, even though the telephone remains the preferred channel of communication). A source of tension in previous years, waiting times for ID appointments were no longer an issue in 2020 due to the strict travel restrictions.

2-round municipal elections

The first round of the municipal elections took place in March the weekend before the lockdown, with the urgent implementation of strict sanitary protocols and an increased call for municipal staff to man the offices following the withdrawal of many volunteers (200 in the last week).

The second round was postponed to June, with a reinforced call for staff, and people were recruited to distribute masks and check that voters were using them.

The procedure for checking the reports attesting to the legal validity of the electoral operations was also adapted to avoid a gathering at the central Mairie and to improve reliability by having an inspection at the polling sites themselves.

Civil status

1,426 PACS submissions were registered (an annual drop of more than 10% over the past two years), while 1,187 dissolutions were recorded (a drop of 27%).

NB:

- the number of births in Nantes fell slightly with 8,755 registered (-1.3% in 2020);
- the beginning of the mandate saw all elected officials trained on performing wedding offices;
- the system of electronic transmission of civil status data between Mairies and prefectures (COMEDDEC) - used by Communes since 2018 - was opened to notary publics in September 2020 (the number of requests jumped by 109% from 33,903 in 2019 to 70,855 in 2020, while electronic requests were unchanged at over 80,000).

Since the lockdown, there has been an on-call funeral service on weekends to respond to requests for immediate burial of deceased persons or those suspected of having deceased due to COVID.

Census

2020 census operations were completed just before the first lockdown and yielded excellent results with a 97.7% return rate.

The Répertoire des Immeubles Localisés (RIL - the Register of localised buildings) has made it possible to integrate more than 2,500 new dwellings, which improves the quality of census collection.

Cemeteries

Like every department that stayed open, the cemetery teams had to adapt to the various bans, openings/closures and changes required by the health situation, while allowing the funeral companies to operate on time.

The number of burial and cremation files registered remained stable (3,454). Work continued on the digitised mapping of cemeteries, and 65 applications for funeral expenses for isolated persons or those with insufficient resources were processed.

Key figures in 2020

- The AlloNantes platform received 349,650 calls from Monday to Saturday in 2020 with an efficiency rate of 94% (number of calls taken / number of calls received).
- 174,680 documents were received (letters and newspapers: down 38%), 406,131 postage-paid letters (-26%) and 22,487 emails were received (-74%).
- 24,125 applications for national identity cards (-14%) and 17,088 applications for passports (-37%).
- 81,049 civil status documents requested electronically, i.e. a drop of 2% (very sharp drop during the lockdown); the opening of the COMEDEC flow to notary publics in September increased the average monthly number of requests from 3,000 to 13,000.
- 768 marriages (-19%, a drop in part due to the application of health protocols that more or less drastically limit the number of participants), 1,426 PACS concluded (-12%) and 1,187 dissolved.
- A decrease in registered births (8,755) and a stable number of registered deaths (3,835).
- 309,346 residents in Nantes as of January 1st, 2020 (source: INSEE);
- 191,429 Nantes residents were registered on the electoral rolls;
- Voter turnout in municipal elections was historically low: 38.66% in the 1st round and 30.95% in the 2nd round.
- 1,267 cemetery plots were acquired or renewed and 3,454 burial or cremation records registered.
- 97.7%: the response rate achieved in the 2020 partial-census.
- In conjunction with TAN, solidarity transport tickets were automatically renewed so holders didn't have to travel to renew them themselves.
- The health crisis has prevented public events that usually punctuate the year: the welcome evening for new Nantes residents, the July 14th ceremony at the central Mairie (welcoming new French citizens and to which election volunteers are invited), public meetings, spring and autumn weddings.

Sport

The City's sport policy is intended to reinforce district activities to meet public expectations, develop the social and educational function of sport and reinforce the role physical activities and sport play in general health and well-being. Of course, it had to adapt to the restrictions of the total lockdown in spring 2020 and the consequences of the autumn recovery. Only the summer activities and the return to school continued almost as usual - with significant restrictions on public use of swimming pools.

"Nantes Playground": amateur sporting activities in public spaces

In 2016 the City initiated the "Nantes Terrain de Jeux" (NTJ) approach to meet public need, with the aim of developing a policy of free sport activities with residents: organising regular events (NTJ festival), experimenting with access to certain sport facilities or initiatives (health prevention), communicating via digital tools, and extending bonds.

Today, NTJ is one of the keystones of the sport in Nantes, in addition to those available through sport associations and the municipal sport activities.

Focus on 3 key actions to be pursued in 2020

- **Slackline:** the development in Nantes of this sport, related to tightrope walking, is an example of how dialogue can achieve results. 6 natural areas are now used for this sport, and all of the trees used are protected (user guide drafted with the SEVE): Square Aubin, racecourse, CRAPA, Chézine, Grand-Blottereau, Bords de l'Erdre.
- **Experimenting with the lighting in a facility for free sport:** September 2019 installation of appropriate equipment on Boulevard Vincent Gâche, with modifications made to enable future use; accompanied by a space co-management test with the "Vincent Plage" group.
- **A natural climbing site in the heart of Nantes:** the result of close collaboration with the climbing federations, the "Aubin" sector (30 routes) has been a great success. It will be followed in 2021 by the "Carrière" sector (40 routes), located on a site that is exceptional for rock-oriented leisure activities in an urban environment.

Note also:

- NTJ also distinguished itself this summer by organising activities for the general public:
 - 45 events led by different groups active in the area (approximately 1,900 participants);
 - outdoor sport: climbing, tree climbing, tree acrobatics, yoga and slackline, urban sport, parkour and fitness activities;
 - sites involved in partnership with the green spaces department (Parc de Procé, Miroir d'Eau, Jardin des Plantes, Grand-Blottereau).

Sport activities: working on the ground with children

Sport is a central aspect of municipal action. In 2020, it was affected by the health crisis. In this context, the summer was an opportunity to demonstrate the community's commitment:

- 70 "land" sport instructors offered activities in the region throughout the summer;
- €150 K budget committed for ASM's summer 2020;

- 47 service providers, including 17 sport associations and 2 departmental committees;
- 12,000 participants in activities offered throughout the summer (summer 2019 = 10,280);
- 4 "Sport au Parc le Mercredi" (Wednesday Sport in the Park) events per week around the city (Bois de la Musse, Hippodrome, Grand-Blottereau, CRAPA, Crapaudine, Dervallières, Meta, etc). 30 initiatives with 1,200 young participants;
- More than 50 "Anime Ton Quartier" (Liven up your Neighbourhood) events over the 8 weeks of summer, in the heart of priority districts (1,600 young people);
- Trips to leisure centres outside Nantes: Pont-Caffino, Savenay, Saint-Viaud, Accrocime, and more; very popular (750 young people);
- 39 days at 10 different sites.

The practice of sport extended with the Carte Blanche

Carte Blanche holders can benefit from reduced rates when attending sport (high-level clubs) and cultural events. These reduced rates are entirely borne by the cultural and sport operators (e.g. reduced swimming pool rates). In 2020, nearly 6,600 households used the Carte Blanche, representing 13,300 individual cards.

Since 2017, the City of Nantes has also been providing additional support for sport, with the aim of supplementing the existing offer (municipal sport, municipal sport school, etc.) and helping to remove the financial barriers for people from Nantes with limited resources.

For 2019/2020, 2,966 sport subsidies have been allocated for a budget of €360,000 (+15% compared to the previous season). To November 1st, 2020, subsidies were up by 6% compared to 2019, despite the impact of the health crisis on sport during the 2020/21 season.

These grants help to encourage everyone to participate in sport. Note:

- almost half (43%) of these grants are awarded to women;
- 77% of grants went to young people aged 18 and under;
- 43% of recipients live in the City's priority districts.

In 2020, the usual sport proposed (invitations to matches or events) for associations or holders of the Carte Blanche could not be renewed, due to the health crisis.

Supporting elite sport

Performance and excellence in sport are a key focus for the City of Nantes. Along with Nantes Métropole, which is responsible for supporting professional clubs, the City of Nantes is a strong supporter of amateur clubs and disciplines and contributes to their development through nautical sports, handball, football, and disabled sport. Many of the clubs in Nantes supported by the City compete at the highest level in France, including rowing, fencing, athletics, sailing and judo.

The year 2020 was marked by the sudden cessation of all sport competitions in mid-March.

Some of the events held in 2020

At the national level:

- Athletics: National Nantes Métropole Indoor Athletics Meet, French Indoor Combined Events Championship;
- Basketball: French 3 x 3 Open in July, at the Parc des Chantiers.

Disabled sport events - Adapted sport:

- At the national level: Cross Country (French Adapted Sport Championship).

Other Notable Major Events:

- Odyssea (Walk and run for the fight against breast cancer);
- Sentez vous Sport (CDOS);
- Paddleboarding: 6 hours de l'Erdre at the Centre Nautique Nantais

Note also: 83 cancellations and 23 events held.

About swimming pools

One reopening took place on June 15 after the health safety guarantees were met, in particular limiting to the number of users (4 to 5 times fewer than normal). A summer rate of €1 per entry was set to compensate for the restrictions.

It was possible to open for the general public and children's groups (with ASM and ACOORD), as well as some associations, throughout the summer.

This programme was greatly appreciated by users, even if the summer 2020 attendance was 50% lower than summer 2019 (70,000).

Key figures

- As part of the City's COVID financial support fund, some 20 sports associations received a specific grant in 2020 (overall amount: approximately €100 K). This system is being retained for 2021.
- 170 sports facilities, 63 of which are indoor and 107 outdoor. 145 covered facilities, including: 34 gymnasiums, 12 sport complexes, 5 swimming pools and 3 tennis halls. 194 open-air facilities, including: 44 Local Sporting Facilities (ESP), 16 playgrounds, 12 sport centres, 10 stadiums, 7 skate parks, 2 street workout facilities and 1 parkour course, with a total of 339 pieces of equipment.
- 311 associations received subsidies from the City in 2020, including: 217 sport clubs (including 30 multi-sport clubs) and 94 school associations. 7 jobs were subsidised by the City at 6 different clubs.

Voluntary Sector

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

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

A tumultuous 2020

During **the health crisis**, the Associations and Youth Department (DVAJ) has been able to adapt to ensure the continuity of public service by continuing to provide local support to Nantes' associations as well as support adapted to maintaining the voluntary sector throughout the Nantes region.

The spring of 2020, marked by 8 weeks of strict lockdown, meant that associations required adapted and reinforced communication. Thus, to maintain contact, it was important to pay attention to difficult situations and listen to needs:

- 600 associations were contacted by telephone, 253 associations CADRAN directly;
- a "frequently asked questions" section was quickly uploaded to the City's website.

Emergency aid measures were decided at the city council meeting on 30th April:

- 350 associations housed by the local authority were given rent exemption for the period in question;
- an extraordinary support fund for those of Nantes' associations directly affected by the health crisis was created, with a budget of €1 million.

At the same time, association activity as a whole was slowed down by the health crisis, requiring specific management:

- 2,196 one-off reservations for community halls and 5,555 slots in the schedule had to be cancelled;
- many association events (about 200) had to be cancelled, along with community events (SPOT festival, Nant'Arctique, Place Ô Gestes, Printemps des Voisins, etc.);
- strict health protocols were implemented in facilities that remained accessible to residents and associations.

At the beginning of June 2020, the **gradual resumption of activity** was marked by the drafting of a "Covid 19 usage charter for type L ERP association premises". Then, as a matter of urgency, the DVAJ participated in drafting a summer program to provide residents with some respite, adapted to health restrictions.

The start of the new voluntary year was marked by the continuation of association forums, some of which were held outdoors, the gradual resumption of leisure activities in association facilities and the need to resume contact with the associations.

The autumn lockdown led to further restrictions on social life, including the closure of ERP community facilities from 30th October, 2020. The DVAJ remains active with the associations, in particular encouraging the implementation of solidarity initiatives.

To support associations during this time of great change, the departments sent 8 newsletters about the health crisis (to associations listed in the City's directory of associations) and 8 CADRAN news flashes on the resources available (financial support, emergency measures, remote management, etc.).

The "Taking action together" initiative

Since 2016, the City of Nantes has been committed to implementing ambitious projects that reaffirm the partnerships that the City wishes to support and promote with Nantes' associations. Also, in order to enhance their dynamism and social relevance, the City and voluntary associations have jointly defined several projects that confirm the partnerships and outline the cooperation.

In 2020, the [Taking Action Together projects](#) were, like many others, slowed down by the health crisis.

- **The mutual commitments charter** is an ambitious project that consolidates and specifies how the City of Nantes cooperates with 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 and communication), articulated in 17 commitments for the City and 15 commitments for associations. **The charter of mutual commitments** between the City of Nantes and the associations, which was to be assessed at the end of its first three years of existence, will instead be evaluated in 2021, with the conclusions presented at the conference on Nantes' voluntary sector scheduled for November 2021. The charter of mutual commitments is intended for display in places open to associations. A large format poster was designed in 2020 and will be available in early 2021.
- **The Voluntary Sector Conference** is a time for dialogue between the City and associations. It is usually held every year in November but could not be held in 2020. The theme of the commitment (which was the central subject) remains a strong driver of public policy on the voluntary sector, illustrated by the commitment of the people of Nantes, volunteers and associations during the health crisis.
- An infographic presenting the key figures of the voluntary sector is being finalised.

In 2020, despite the context, the City of Nantes continued to provide close support to Nantes' associations and to maintain the voluntary sector throughout the city.

- Initiated in 2016 and launched in 2019, [the digital space for associations](#) is designed to encourage pooling to develop cooperation between associations. It is designed to promote associations and their projects: it highlights the services offered by the City of Nantes, and is a tool that encourages discussion and cooperation.



2020 Annual Report Voluntary Sector

Since its launch, the resource area has included:

- a set of themed information sheets on how associations function (volunteering, commitment, employer function, financing, etc.);
- a directory of associations (activity and association search);
- a directory of community halls available for reservation;
- a search engine to pre-book an association room online.

Eventually, this space should evolve to become more collaborative. New features are being planned for deployment: :

- an "advanced" contact form (initial online response to the user), an e-service relating to the reservation of association rooms and online grant applications.

In 2020, this resource space for associations, at metropole.nantes.fr made it possible to disseminate information to associations concerning the rules for using premises during the health crisis, as well as on the various support funds for associations.

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

- The **redesign of the associations directory** with a version for the general public (search by activity) and an advanced version (search by association);
- **A contact form allowing associations** to ask questions of all kinds and receive an initial response in real time;
- An option for users to sign up to receive **personalised alerts** (on events, training, calls for projects, etc.).
- The **development of the online payment option** when booking chargeable associative rooms using the advance booking system online.

The **Nantes' Associations Meet** is a festive event intended to promote the extent and diversity of Nantes' voluntary network. For the new term of office, two association meets are planned. They are intended as a complement to the district association forums. In view of the uncertainty due to the health crisis, a 1st meeting in 2022 is being planned to reinforce the September 2021 district forums.

The [CADRAN](#) - City of Nantes - Centre for Support and for Developing Resources for Nantes Associations

The City of Nantes CADRAN is a resource centre for associations. It offers services and tools to support Nantes' voluntary sector.

Its main roles are to:

- receive, advise and guide the public (volunteers, employees, project leaders);
- provide information about existing resources in Nantes and link up with a network of 50 partners active in volunteering, employment, communication, youth, digital technology, etc;
- stimulate the partner network to reinforce the visibility of the existing service offer and develop missing resources (training; reception, etc.);
- offer training for Nantes' associative volunteers.

In 2020, CADRAN's activities included

- responses to 1,204 requests;
- 674 recipients of the "Info CADRAN" newsletter (including 138 municipal staff);
- a network of 49 resource partners;
- 12 training sessions (11 videoconferences) and 8 information sessions (5 videoconferences) were organised for 149 volunteers from 102 associations.

En 2020, le CADRAN de la Ville de Nantes a élaboré, en lien avec les partenaires ressources, un programme de formations gratuites pour les bénévoles associatifs nantais. L'objectif est de renforcer les propositions de formations et de temps d'informations pour les aider à monter en compétences, favoriser l'échange de pratiques et les rencontres inter-associatives sur des questions liées au fonctionnement associatif (communication, outils collaboratifs, gouvernance...). En 2021, seront proposés 22 nouveaux modules de formations animés par 7 partenaires ressources ou agents de la Ville de Nantes.

Special support for Nantes' associations to help them deal with the health crisis Covid19

Since March 2020, the City of Nantes has been working to ensure that the health situation affects the voluntary sector as little as possible, as the sector is essential to the daily life, social life and well-being of the people of Nantes.

The City's services, in particular CADRAN, immediately began "**reaching out**" (by e-mail and telephone) to the associations. Maintaining these links has made it possible, on the one hand, to diagnose the situations faced by associations and demonstrate community support, and, on the other hand, to identify situations requiring urgent intervention. A total of 292 associations indicated that the health crisis had affected their activities (124 felt they needed financial support).

Financially, the city council voted to open a **special support fund for associations - due to Covid 19** with a budget of €1 million. This fund is for Nantes' associations, including sport associations, and is intended to provide financial support so they can remain active. More specifically, it is intended to:

- take into account the financial impact of the health crisis on association projects (decrease in: activities, membership, cancellation of events, etc.);
- help maintain activities and additional costs due to the crisis (equipment purchase, etc.);
- support the increase and/or development of activities related to the health crisis, particularly for vulnerable groups.

In 2020, 62 associations were supported for a total of **€496,048**.

As part of a comprehensive approach, a second component of this emergency fund, specifically intended for cultural associations, is being planned. Finally, as the health crisis looks set to last, the Covid 19 special support fund has been extended to 2021 (maintaining emergency financial support for associations in great difficulty).

The specific support fund (FAS)

To mitigate the reduction in subsidised positions announced by the French State in August 2017, the City of Nantes created the Specific Support Fund (FAS) at a City Council meeting in April 2018. The fund has 3 objectives:

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

In 2020, **48 associations received support** through this scheme, 34 of which (72%) operate in Priority Districts.

Of the total fund, €263,210 was used. These payments are in addition to the €212,493 allocated by the steering departments. In total, €475,703 was paid to Nantes associations facing difficulty as a result of the reduction in subsidised positions.

• **A new phase for the Halvêque-Beaujoire district resource centre**

The City has committed to building a major new facility for association and community activities in the Halvêque-Beaujoire area of Nantes Erdre, at a cost of €7.7 million). Located on the corner of Avenue de la Gare de Saint-Joseph and Boulevard de la Beaujoire, the facility is scheduled for delivery in late 2023, with works to start in 2021.

This project has been co-designed to best meet the needs and desires of all stakeholders. At the end of 2016, a participative process was launched with the aim of comparing and combining the visions and expectations of each stakeholder group (residents, whether users of district facilities or not, associations, professionals, etc.) A prototyping workshop was then organised to model the key features of the project and how the facility will operate. Along with contributions from residents, this work has informed the overall 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 ageing 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.

The consultation process has had a strong impact on the programme (community café, cultural greenhouse, library, etc.) and saw the return of residents in December 2019. The year 2021 will be devoted to working on the uses of the project via meetings with Accoord (management of the community café) in the first quarter and new workshops with the associations and organisations involved in the project (co-working space, amateur practice, community and digital café).

Redevelopment of the Île de Nantes District Community Centre and courtyard

Started in 2018, the operation to restore the Île district house facades and repair the waterproofing was completed in 2020. Now work is scheduled to begin on the courtyard (€100,000), in April 2021. The main objective is to reclaim the space by transforming the courtyard into a garden, constructing a terrace in front of the multi-purpose hall, installing a playground and planting vegetation.

Community life in the districts

Concerning the North-West sector - Bellevue-Chantenay Sainte-Anne, Dervallières-Zola, Hauts Pavés - Saint-Félix, Breil-Barberie and Nantes Nord

The health crisis has led to the closure of some community facilities and has restricted the activity of many voluntary associations. In spite of this, many associations have teamed with the City's services to organise summer activities.

Thus, during the summer in the **Breil** district, work on public spaces, parks and around "38 Breil" made it possible to offer cultural and association activities for residents (PING, multispot, Nitramenco workshops, etc.). Note: the impact a Place Jules Noël socio-urban study (conducted by the DTA) on rehousing associations.

For the past two years in the **Dervallières-Zola** district coordination work implemented over the summer has also made it possible to promote events by involving district associations and making it easier to disseminate information about the programme of events on offer. Note: the impact of the DTA studies of the district's facilities, the Equality Hall and the Contrie community centre.

In the **Bellevue** district, work on the ground floor of the Maison des Habitants et du Citoyens, which houses the public services platform, was completed in September. The DVAJ, DRU, CCAS and DPE departments therefore reopened at the beginning of the school year. There will be consultation with the associations regarding the ground-floor rooms. Summer events also provided local entertainment for all residents.

In the **Hauts Pavés - Saint-Félix** district, 2 projects were particularly supported within the framework of the "15 sites for transformation" project:

- La Cocotte Solidaire : this is a solidarity canteen on the Ile de Versailles;
- the 23, the Bretagne room hosted by Big City Life.

Finally, in **Nantes Nord**, seasonal association proposals were supported (for example, "Casse Ta Routine" and mutual aid: food distribution, etc.). The association forum could not be held. A project to renew the use of the "Winnipeg" facility is planned for 2021, particularly in view of the major Nantes Nord renovation project.

For the South East sector - Malakoff Saint-Donatien, Pirmil Saint-Jacques, Île de Nantes, the City Centre, Doulon Bottière and Nantes Erdre

Due to the health crisis, the voluntary sector could not fully restart activities. In addition, decisions were changed as the pandemic progressed.

Despite best intentions, only the initiatives to provide individual support for the most vulnerable, activities linked to schooling and food distribution could be maintained.

However, it is worth noting that the teams have maintained links with residents and voluntary associations (sandwich Fridays, Covid funds, etc.) and have adapted their offers (during the summer).

In **Malakoff - Saint-Donatien**, the district centre team experimented with extended support for the most vulnerable (outings and activities). This initiative highlighted a part of the population not usually involved in the organisations' activities and events. The impact of a team of 4 community departments will have to be assessed, particularly with regard to the objective of enabling residents to "connect" with mainstream services.

Premises remain a major concern: the redevelopment of La Roche, work on Ylora, the new programme for the Malakoff district centre (project management assistance from Amofi), which includes a social space within the reception area of the future centre and the creation of a dance hall.

Coudray has been relocated and the 12 resident associations have moved.

In **Doulon Bottière**, the inauguration of the new community centre "Le Pavillon" was one of the year's highlights. As in the other regions, activities have been adapted (Clowns en Nez Veille, food distribution, etc.).

At **Pirmil Saint-Jacques**, work on the management of certain audiences within the Maison de Quartier des Confluences has been initiated (reminder of the rules).

In the **city centre**, the "Friday sandwiches" and distribution of baskets have helped to maintain links. In this respect, telephone contact with the most vulnerable has also been maintained. The artists-in-residence had to adapt to the health context. In the Madeleine Champ de Mars district house, part of the floor collapsed, with renovation work scheduled for 2021.

The Ile de Nantes has seen the recent approval by the CAF of a socio-cultural centre at the Beaulieu activity space (Accoord space) in a sometimes tense context (east of the island). It remains difficult for the district's socio-cultural events committee to operate smoothly (the arrival of an intern (Nina Grard) for a social and associative diagnosis will be a plus in 2021). Note that the "Night Shelter" may be integrated into the DVAJ's assets with the option of a new social life space in the western sector. The Agronaute (associations "la Sauge", "Gueules de Bois") has opened, creating a new dynamic in the West (despite the pandemic).

In **Nantes Erdre**, the year was marked by the start of the operational phase of the future resource district house when the municipal council approved the project.

The partnership between the Family Allowance Fund (CAF) and the City of Nantes updated

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

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

The CAF supports initiatives related to the policy on social and cultural events. This is reflected in the financing of a new social centre on Île de Nantes (the Beaulieu activity centre). The financing of a second social centre in Saint-Joseph de Porterie (where there is a lack of social and cultural events) is being discussed. With the Manufacture des Tabacs, which opened in September 2019, the City of Nantes has 21 social centres.

Note: CAF has also stepped up its support for the youth centres in Bellevue, Breil and Centre Sud.

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

The City of Nantes and the Child Benefit Office (CAF) have renewed their agreement to support organisations involved in coordinating social activities.

Voluntary associations that develop collective initiatives to strengthen social ties, community solidarity and the assumption of responsibilities by users, may apply for accreditation as Social Activity Spaces (EVS). In 2018, 11 Nantes associations received this accreditation. In 2020, 16 received it. At the same time, about ten more associations have been identified for possible accreditation.

Develop cooperation with adult education federations in the districts

In this area, and in addition to the current support for project development, the City has received advice from the federations in order to assist Nantes associations with their educational and community initiatives (day trips during summer events).

An enhanced summer events programme

In 2020, many Nantes residents did not go on holiday. Due to the health crisis and its economic and social consequences, the City reinforced and adapted its "summer offer" in the 11 districts. Voluntary associations, including Accoord, actively participated in programming and implementing this.

The City of Nantes has thus achieved two goals: offering a quality summer programme, and supporting the associations and cultural professionals in the region.

The 2020 version has taken the requests expressed by residents in 2019 into account, in particular concerning: short stays for teenagers (preferably), an offer for the 16-25 age group (not very developed until now), relaxation and fresh air spaces in the districts, day trips and independent outings, uncovered proposals in some micro-sectors..

Thus, attention has been paid to young people, the local environment, working-class districts, and also to sectors that are usually less involved, such as the eastern tip of Île Beaulieu, Contrie/Joncourt, Manu, Madeleine Champ-de-Mars and Hauts-Pavés - Saint-Félix. Compared to 2019, **programming has tripled** (more than 100 events per district). Particular attention has been paid to young people, through activities and specific integration initiatives.

In view of this assessment and given the uncertain health context, the City of Nantes has decided to renew its summer events for 2021, which will be organised around cultural, festive, friendly and solidarity-based themes.

Agreed City and Accoord objectives

About 1/3 of Accoord's activities are social and cultural. 21 social centres have been approved by the CAF, including new social projects on Île de Nantes (Beaulieu activity area) and La Manu (a 22nd centre is being considered in Saint-Joseph de Porterie). In these centres, there are 12 library-play areas, 5 multi-media areas, 4 broadcasting rooms and 4 music rooms.

In each social centre, there are 2 positions mainly reserved for social and cultural activity assistants. There are also:

- 300 partner associations, representing 1,000 active volunteers in projects and initiatives (a significant increase), with the development of volunteerism being one of Accoord's priorities;
- 11,600 user households (significant increase);
- 600 children with academic support;
- more than 1,000 people using the 6 multimedia spaces (Breil, Bourderies, Île de Nantes, Malakoff, Perray, Port-Boyer);
- more than 600 adults participating in French workshops with 30 people involved in educational support and in the "Everyday French" workshops;
- 4,800 people using the library-play areas.

Within the framework of the "district plan", in conjunction with the DVAJ, the association is developing its initiatives, particularly those for young people, with 3 priorities:

- 50 additional places on trips;
- the gradual implementation of community services (20 young people);
- the BAFA plan (between 15 and 20 young people).

Accoord has consolidated its summer offer within the framework set by the City with the special opening of the 21 socio-cultural centres throughout the summer (usually closed for 15 days in August) as well as by with three new programmes:

- **multiSpots:**
 - sites for free activities, involving several voluntary associations. Every afternoon, the Accoord teams took over twenty or so schoolyards and parks in Nantes to offer regular, free events for 6-12 year olds;
 - 200 children (on average) were welcomed per day in the 20 MultiSpots, constituting a genuine success in terms of attendance for half of the activities;
 - 30% of the children received were new to Accoord. On the basis of this assessment, the 2021 version will limit MultiSpots to places that have demonstrated added value, particularly with regard to the existing offer (leisure and sports facilities, for example);
- **assistants:** Accoord has recruited more than 80 young people, mainly from priority districts, to support the professional teams. It is planned to provide them with follow-up assistance with career development (apprenticeship, civic service, etc.);
- **the educational commitment pathway:**
 - in partnership with Francas, 18 young people took part in a BAFA training course that was fully paid for. In addition to this, the City has expanded its integration activities: job plan, cooperatives and workcamps, for example.

Key figures

- 269 associations subsidised and nearly 400 grants awarded for a total of €6.24M under the Voluntary Sector policy.
- 62 associations benefited from the Covid 19 support fund for a total of €496,048.
- The DVAJ manages 226 facilities for associations (total surface area of 100,484 m²).
- 189 meeting or activity rooms (with capacity for 10 to 900 people) are available for hire.
- 628 associations benefit from free time slots at the council's association facilities.
- 325 associations are provided premises by the City, 65 free of charge and 260 paying.
- 5,848 associations are listed in the city's directory of associations; 4,350 of them can be viewed on metropole.nantes.fr.
- 1,204 associations (+62% compared to 2019) and project holders were referred to the City of Nantes CADRAN in 2020 (20% of requests related to the health crisis).
- 12 training sessions (11 by videoconference) and 8 information sessions (5 by videoconference) were organised by CADRAN in 2020. 149 people (+2/2019) representing 102 associations (+3/2019) participated.
- 5 new resource partners joined the CADRAN network (49 in total).
- 32 innovative or experimental projects were supported by the fund for emerging projects in 2020 for a total of €128,450 (events, artistic creation, etc.).
- 48 subsidised jobs (PEC - Adult intermediary jobs) were supported by the City (total subsidies of €171,004).
- 48 associations were supported by the specific support fund (34 in QPV) for a total amount of €475,703 (€263,210 DVAJ credits and €212,493 steering department credits).
- €1.33 M financed facilities (renovations and new projects): Félix Thomas community centre, Halvêque and Les Haubans social centres, Bellevue residents' centre, etc;
- €318,500 was spent in 2020 to renovate and improve the city's association heritage.
- €750,000 financed the sustainable maintenance expenses of the association heritage.
- €108,600 was allocated for the purchase of furniture and equipment for association facilities.

Children and Young People

The City's children and youth policy is aimed at meeting a need to help teenagers in their development and to empower young people (aged 16-25), with the overarching 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.

In 2020, during the health crisis, the Associations and Youth Department (DVAJ) adapted and reinforced its local support to Nantes' youth organisations to maintain the link throughout Nantes.

The spring of 2020 was marked by 8 weeks of strict lockdown, which meant that communication with youth partners had to be adapted and reinforced (50 associations were contacted by telephone, for example).

At the same time, association activity as a whole was slowed down by the health crisis and many youth events (around 50) had to be cancelled, as did community events (SPOT festival, Nant'Arctique, Place Ô Gestes, Project Lab, Clap Dans les Bars, Nantes Creative Generation, etc). At the beginning of June 2020, the gradual resumption of activity included the reactive implementation of a summer program for young people, adapted to restrictions imposed by the crisis.

After contacts with partners resumed at the beginning of the school year, the new lockdown in the autumn meant a long-term approach had to be adopted. This led municipal organisations and associations to adapt their methods in order to stay in contact with and maintain services for young people. The crisis is creating major difficulties: food and daily insecurity, digital insecurity, mental health issues, access to jobs and internships, student situations, etc. Faced with growing inequality, the community is mobilising alongside its partners. For example, the "SurpreNantes grocery store" for students (food distribution) illustrates how the community is responding.

Since 2017, in order to expand its support for young people, the city of Nantes, in partnership with Orvault, Rezé, Saint-Herblain and 8 youth organisations, was selected after 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. In the second phase, beginning on January 1st, 2020, the programme supports the initiatives undertaken in this unprecedented period.

A more ambitious summer

Previously, summer activities for young people were essentially comprised of leisure activities for teenagers. As part of the "neighbourhood plan" (the "summer is for fun" initiative) and the future investment programme, the initial summer 2019 development of the City's initiative was implemented (more outings/camping trips for teenagers, 4 youth cooperatives, etc.) for working-class districts.

In 2020, the health crisis and its consequences led the community to develop and accentuate this summer initiative for adolescents and young people. For teenagers, Accoord (camping, day trips, etc.) and sport activities have been developed. Our district organisations have also developed their activities (Tatcha Compagnie, Acavale, Corto Loisirs, Petits Débrouillards, Make a Move, sport clubs, Francas, etc.).

Initiatives aimed at over 16s have been greatly increased: The summer quarter, support for initiatives, integration programmes, mobility activity and support.

Summer quarter

The region has a wide range of activities and many organisations working to help 16-25 year olds. However, the most remote groups still have considerable difficulty accessing the various proposals and using the systems.

The City has recruited 4 youth workers to meet young people in priority districts, give them information and guide them (stand/truck, walks).

In each district (Bellevue, Dervallières, Breil, Nantes Nord, Nantes Erdre, Bottière, Malakoff, Beaulieu and Clos Toreau), there have been one or two weekly meetings. From July 6th to August 28th, 77 "Summer Quarters" were scheduled at the end of the day in some fifteen different locations, with the help of about twenty partners and with a variety of activities: sport (boxing, parkour, etc.). Young project leaders have put on concerts and workshops (silk-screen printing, nutrition, circus, DJ, beatbox, music quiz, spokespeople, etc.). Meeting over 700 young people aged 16 to 25, this engagement continued in some districts during the autumn and the year-end holidays in 2020.

Strengthening the offer

Given the lack of seasonal employment, integration initiatives were reinforced: the Plan Job programme was in operation throughout the summer (50 missions scheduled in July, 40 in August); two youth cooperatives were set up (Nantes North and Centre South), there were youth work camps; Accord recruited sixty assistant activity leaders.

In previous years, the summer activities were not specifically aimed at 16- to 25-year olds. This age group was given particular attention this summer through support for various organisations: the Intergitans du Spectacle (Kwz prod) (caricature workshops, theatre, evening events in 6 districts, etc); "504" (Big City Life) (construction of urban furniture, workshops, activities, etc.) in 3 districts.

Additional aid has been allocated for holidays and trips (54 projects supported).

Adaptation of support mechanisms for youth initiatives and projects

One of the key aims of the youth policy for over-16s is to encourage the engagement and participation of young people through experience, expression and cooperation.

This is reflected in the City's support for individuals (through the youth incubators), projects (CLAP), and through the promotion and recognition of already implemented initiatives. As part of this drive, the City of Nantes is rolling out a comprehensive scheme to support the projects and initiatives of all young people.

The health crisis has obviously greatly affected how the incubators and youth project promotion have functioned; most have been cancelled. However, some project leaders were able to put on summer events (summer district).

The CADRAN training course used videoconferencing tools. Clap juries were also held using videoconferencing, so support could still be provided to young people.

Continued support for initiatives: CLAP

CLAP still mainly supports cultural projects (35 out of 49 projects), predominantly music (hip-hop).

- 64 separate applications registered (compared to 89 in 2020 and 87 in 2017);
- 49 projects submitted, 8 of which were led by young people from priority districts;

- 246 young people were involved (57% male);
- 12 juries organised (including 6 by videoconference, and one decentralised jury in Nantes Nord) and 3 individual meetings with young people for the summer CLAP;
- €42,948 distributed in financial aid;
- an average of €861 per project funded, i.e. 83% of the amounts initially applied for.

In view of the health situation, the City of Nantes wished to set up an innovative system: "CLAP summer" in partnership with Accoord, providing greater reactivity in granting financial aid and increased contact when making decisions.

Nantado: a discovery portal for pupils entering secondary school

In the 2019-2020 school year, 528 children (346 in first year and 182 in the second year of secondary school) registered for the Nantado programme, with 264 different children attending the first 41 of the 60 scheduled meetings. These events are held throughout the first year of secondary school. They aim to encourage independence and expand pupils' horizons through the exploration of iconic events and 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 this particular group.

A variety of mechanisms for helping people work and take on responsibilities

Different actions aim to involve young people in projects that are part of a group framework. This means offering forms of activity that allow them to discover new environments, act in a context that encourages the adoption of an approach related to public action, and find out what it means to act professionally. Although some programmes could not be carried out for part of the year (remobilisation workshops, job plan, etc), new forms of educational workshops were tried:

- 4 remobilisation workshops (Tremeac), with 22 young participants, were run. This programme enables young people who drop out of school and are remote from public service to re-engage with the support and integration systems (intensive and short-term action);
- 4 youth workshops (28 participants), including 2 paid workshops (educational workshop model), 1 workshop in Nantes Nord on behalf of the Fédération des Amis de l'Erdre, 1 workshop in Bottière (building a stage for the Maison de Quartier with the association "Gueule de Bois");
- a 2-month educational workshop in the summer: 3 different young people over 5 weeks of activities (small-scale catering in the evening 3 times a week in the Bellevue region, paid, with the association OCEAN);
- Plan Job (supported by Léo Lagrange) : 184 missions (4 young people involved per mission);
- There were two youth service cooperatives with Ouvre-Boîtes 44 (in Nantes Nord during the two summer months and in the autumn in Le Breil) and two regional cooperatives with CEMEA in the Centre Sud (summer and autumn), giving groups of young people a taste of cooperative entrepreneurship.

Key figures

- 35% of Nantes' population are under the age of 25.
- 61,000 students come to study in Nantes each year.
- 80 associations subsidised and 119 grants given for a total of €1.58 million under the Youth policy.
- 66 project leaders (CLAP, student grants, SPOT, PIA) supported for a total amount of €44,685.
- 60 projects were selected and supported as part of the 2020 edition of "Spot" (the festival was cancelled in 2020).
- 22 young people took part in the 4 "discovery and re-motivation" workshops held in 2020.
- 264 young "Clappers".
- 700 young people received at the "Quartier d'été".
- 184 Plan Job missions targeting young people living in priority districts.
- 1 PIA (Investment for the Future) initiative, comprised of: 14 initiatives, 12 lead partners, 4 new members of the group agreement (L'Ouvre-Boîtes 44, Ping, Résilience and the City of Couëron).

Early Childhood

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

The year 2020 was heavily affected by the Covid-19 health crisis. From Monday, March 16th to Monday, May 11th, 2020, all municipal daycare centers were closed. The closure was ordered by the government as part of a state of health emergency. During this period, the city provided minimum service in four establishments in order to accommodate the children of priority families. Approximately 130 children benefited from this programme; 80% were children of caregivers. A single counter, with a specific telephone number, was created and managed by the reception service to identify families' needs and to ensure they were received at the facilities. The teams usually provided the families with support by telephone. Some staff were also given other tasks, in particular to support the EHPAD.

As a result, and in accordance with the government's priorities, the facilities were gradually reopened with a weekly admission committee. The selected families returned to the original facility (or another, in the event of priority). Priority was also given to certain children requiring preventive care.

From September onwards, the childcare centres operated under strict and evolving health protocols. The restrictions linked to the "test, alert, protect" strategy significantly affected activities, even if it was possible to continue some of the initiatives. Despite some confirmed cases of infection, the number of children and staff who have contracted Covid-19 has remained low.

Expanding the range of day-care services available to families

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

- 85 new places in group day-care centres were opened in Nantes in 2020 (community crèches, and private inter-company crèches), of which 40 are financed by the City (Maison de Jordan crèches).
- as part of the new organisational principles, The range of services offered by some childcare centres (regular, occasional or emergency childcare) was adjusted to cater more closely to families' requests and constraints.
- An agreement with Habitat et Humanisme has been renewed to provide daycare in its micro-crèche for children whose parents are in social and professional integration schemes;
- it was intended to hold 5 regional child-care forums in 2020. It was only possible to hold one. The aim of these forums is to be as in tune with families and their needs as possible in order to provide them with better information on individual childcare, such as approved childminders, home childcare, shared childcare, etc. These forums also cover collective childcare services.

In this context, the admission committee for municipal and community crèches met to prepare for the start of the 2020 school year. With the partner associations and municipal child-care centres, particular attention was paid to the situations of children requiring care for health or prevention reasons.

Ensuring high-quality childcare for all young children

In order to promote well-being and ensure the safety of young children, the City emphasizes the quality of childcare offered, whether in group facilities or at home.

- In 2020, 16 sites were upgraded or received long-term maintenance and security improvements at a total cost of almost €0.6 million:
 - waterproofing of the Pilotière childcare centre;
 - waterproofing of the Vanille-Chocolat childcare centre;
 - repair of the patio floor at the Manufacture childcare centre;
 - accessibility work at the Nouvelle Vague childcare centre;
 - interior fittings at the Brin de Malice childcare centre ;
 - replacement of outdoor games at the Brin de Malice and Vanille-Chocolat childcare centres.
- Almost €180,000 was spent on replacing some of the existing furniture and equipment in childcare facilities for young children (educational equipment, appliances, beds, bouncers, changing tables, etc.).
- The City places particular emphasis on the quality of the environment, the air and children's meals in municipal childcare facilities. Organic food is increasingly used in meals for young children. Steam and ozone cleaning methods are being trialled to reduce the use of chemicals in upkeep.
- A drive to eliminate plastic tableware in childcare centres was continued.
- Working sessions and discussions have been organised to support the professional development of childminders, in partnership with the child benefit office (CAF) and the mother and childcare centre (PMI).
- Childminders and community crèche workers raised questions about the health crisis; these were relayed to the partners (CAF, departmental council). Other responses were provided through webinars, including at the metropolitan level, to explain the protocols or measures to be implemented.
- 2020 saw the continuation of initiatives relating to the quality charter for the care of young children, in conjunction with the Loire-Atlantique departmental council and the CAF. For example, a flyer was published for young parents so that during pregnancy they could plan the necessary childcare.

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.

- An 8th screening campaign for visual impairments was carried out in municipal facilities during the 2019-2020 school year, in partnership with the University Hospital. The initiative has undergone continuous improvement, particularly in terms of parental support (communication, collaboration with free ophthalmologists, etc.).
- The "talking with toddlers" scheme, which focuses on the prevention of language disorders, continued in 2020 in the 5 municipal centres involved. This initiative gives children an environment designed to boost their language level, with particular attention paid to quieter children. Inclusive masks were provided to the teams as soon as possible, in September 2020.

- Work with the CAF, the PMI and all the medical and social partners (SESSAD, CAMSP, CNP, CMP, etc.) has continued in order to improve how children with disabilities or behavioural problems are received (screening). NB: Not all of these children have been formally recognised as having a disability by the Departmental Centre for Disabled Persons (MDPH 44) yet. Care and support contracts have been expanded to encourage partnership monitoring of children and families in difficulty.
- As part of the "Passerelles" initiatives, the partnership between the City, the Departmental Council, the CAF and the Ministry of Education continued in 2020 (the health crisis made it impossible to visit schools before the start of the school year).
- Since September 2020, a partnership project with the Municipal Libraries and artist Hervé Thullet has been under development in the childcare centres.
- The range of services provided in the three municipal child-parent daycare centres (LAEP) continues to be adjusted to best meet the needs of families. Operations in these facilities, which bring together some fifteen professionals, have been affected by the health crisis: closure, adapted reopening (slots by telephone), then effective reopening with a limited capacity.

Key figures

- In 2020, Nantes had:
 - 21 municipal childcare centres catering for 1,288 children, and 21 places in municipal family-based childcare, provided by 8 registered childminders (as of September 2020);
 - 18 micro-crèches not financed by the city (180 places);
 - 42 non-municipal multi-format childcare centres financed by the City (catering for 1,715 children), including 35 centres run by associations (catering for 1,438 children);
 - 9 inter-company crèches not financed by the city, with a total of 261 places.
 - 126 emergency care places at municipal facilities.
 - 5 childcare information desks, which handled 571 requests for emergency childcare for young children.
- 397 children were admitted to municipal childcare centres in September 2020 (through admission committees held in April and June 2020).

Education

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

This policy also factors in a sharp increase in the number of children enrolled in Nantes schools. At the start of the 2020 school year, 20,390 children were enrolled in Nantes' public schools and 21 additional classes were opened (including 12 openings linked to the government's measures to double the number of Year 2 and Year 3 classes in priority education).

A specific organisation to deal with the health context

The Department of Education is committed to receiving all students in a secure environment that encourages learning, with the health of children and staff as a priority.

The French President announced the closure of schools from 16th March, but 12 schools were reopened on 19th March to accommodate the children of health care workers and priority professions. Extended daycare is provided at the three usual times: morning, noon and evening. During this period, approximately 1,000 school kits were provided to the families that needed them most, to make it easier for them to continue their children's education at a distance.

As of May 14th, 2020, all 113 had schools reopened, with limited enrollment, which was gradually expanded from June 2nd on. From May 18th, Accord offered a childcare service in addition to the schools. This service received approximately 500 children in 14 leisure centres. It was open to children from all Nantes schools, whether public or private under contract with the State. Starting June 22nd, all children were received at school with reinforced supervision during the extended hours to prevent groups from mixing. Because of the situation, there was no charge for after-school care in May and lunchtime care continued to be free until the end of the school year.

The hot meal service resumed on September 1st. In order to safely look after the children and to prevent groups from mixing, the Léo Lagrange association reinforced its teams, particularly during the lunch break. The City of Nantes has also endeavoured to provide a sufficient number of teams, particularly maintenance and catering staff, who clean the premises and prepare meals.

€5 million of sustainable maintenance work in schools this summer

To improve conditions for the children, the City of Nantes carries out school maintenance throughout the year, using the summer break to conduct most of the work, while the children are on holiday. A total of 57 projects were completed this past summer, including the refurbishment of boiler rooms and networks, roofing, waterproofing, fire safety work, replacement of exterior joinery, interior and exterior painting, etc.

€1.3 million of development and improvement work, including 12 classroom divisions

The main aim of these operations is to develop, renovate and improve the premises or outside spaces in order to adapt to changes in schools (changes in numbers, classroom divisions, etc.) and extended care, as well as to cater for the needs of teaching teams (fitting out staff rooms) and City employees working in the schools. Examples of major operations carried out in 2020 include:

- redevelopment of the former staff accommodation at Ecole Port-Boyer into an after-school care centre;
- supply and installation of solar film in about twenty schools;
- reorganisation of the West Educational Territory premises;

- repainting of the Ecole Batignolles courtyard (building B2);
- installation of an exterior ramp at Ecole Marsauderies élémentaire;
- aménagement de la rampe extérieure PMR à l'école Marsauderies élémentaire ;
- creation of a teacher's room and daycare facility in former accommodation at Ecole Plessis Cellier élémentaire;
- installation of privacy partitions, removal of urinal stalls in several school washrooms.

The master plan for Nantes schools is continuing

The City has adopted an ambitious master plan for its schools, featuring the creation of 6 new schools and the extension or renovation of 23 schools. Scheduled for completion in 2026, these operations represent an investment of more than €260 million. They will create new classrooms, catering rooms, libraries and documentation centres, multipurpose halls for school, extra-curricular and daycare activities and premises for leisure centres.

Ecole Joséphine Baker opened on November 2nd

The health crisis has disrupted the construction sites for the two new schools that were supposed to open for the start of the 2020 school year: Ecole Joséphine Baker was still able to open (pupils started the school year at Ecole Louise-Michel), while Ecole Leloup-Bouhier has been postponed until the start of the 2021 school year.

Located at the intersection of Boulevard Léon-Bureau and Boulevard Prairie-au-Duc, the temporary Ecole Joséphine Baker opened its doors on November 2nd, 2020. For four years, it will house kindergarten and elementary school students, then it will be replaced by a 16-classroom school group built in the new République district, next to the future Prairie-au-Duc park.

This new school is a response to the need for infrastructure, pending the opening of a new 4,500 m² school group in the southern part of the Prairie-au-Duc district. With this in mind, the Josephine Baker facility was designed to be modular: its blocks can be dismantled, transported and reassembled as necessary. It can accommodate 3 kindergarten classes and 5 elementary classes for 4 years. Ecole Joséphine Baker has a capacity of 230 students and covers 1,989 m². The overall cost is €7.3 million.

Extended daycare: a closer relationship with families

Since September 2018, the operator Léo Lagrange Ouest has been commissioned to manage after-school care services under contract to the City of Nantes. The association has developed its organisation within each school and has strongly reinforced links with families and the information it provides them:

- renewal of "daycare week" (appreciated by parents in 2019). This was an opportunity to introduce families to the teams and projects, to show them around the premises and to explain how the programme functions;
- In the autumn of 2020, Léo Lagrange Ouest launched a website devoted to daycare in Nantes. This new medium for communicating with families comes in addition to the Kidizz digital application, which publishes news about each school.

Extended daycare in Nantes in a few figures:

- 1,724 students attend the morning care session every day;
- 7 out of 10 children eat lunch at school, i.e. 14,265 children;
- On average, 6,174 children attend the evening care session each day from 4:30 to 6:30 pm;

- A total of 768 staff from the Léo Lagrange Ouest association, 333 ATSEM and 18 teachers provide care sessions in the morning, at midday and in the evening;
- 13 "inclusion" positions have been created to provide support for children with special needs at lunchtime;
- 61 directors of after-school care facilities lead the teams.

School catering: quality, affordable meals for families

7 out of 10 children have lunch in one of the City's 87 school canteens.. The City of Nantes is continuously improving the quality of the 15,000 meals served each day, while ensuring that these efforts do not affect its strong and historic commitment to maintaining the price of lunch at a rate that is adapted to family situations.

Among the initiatives undertaken in 2020, for a healthy and responsible diet:

- work on the creation of new recipes to vary the 2 "meatless" menus, including one vegetarian;
- the continued integration of quality and labelled products, including a target of 40% organic by 2022.

A few key figures in municipal school catering:

- 1 central kitchen and 87 school restaurants;
- 43 City employees in the municipal catering department;
- Between 14,000 and 15,000 meals served every lunchtime;
- 2,500 meals served on average on Wednesdays and during school holidays in the 28 leisure centres;
- 7 out of 10 schoolchildren have lunch in school canteens;
- average cost of lunchtime reception (after-school care + meal): €16.81 (incl. VAT);
- Cost to families: between €0.84 and €6,06 depending on the family quotient.

Leisure time activities with Accoord: 372 additional places and simplified registration procedures

In order to continue improving and developing the services provided to families, the July 2020 City Council approved the creation of 372 places in leisure activities for children aged 3-11 on Wednesday afternoons. Accoord and the City of Nantes now have 28 leisure centres.

Similarly, in an effort to simplify procedures for families, Accoord and the City are now finalising the procedures for registering for leisure activities online (administration, booking and payment). In order to support families who have the least access to digital tools, the 22 Accoord socio-cultural centres have registered relevant families in person and have helped them learn about this new digital tool.

Finally, in the summer of 2020, Accoord launched a new and experimental scheme: MultiSpots. Every afternoon, Accoord teams are present in about twenty schoolyards and parks in Nantes, organising free games and activities for 6-12 year olds.

Opening bilingual classes

Ecole Camille Claudel, located in Nantes Nord, is opening a bilingual French-Breton class for the new school year. 12 children are registered to date. This is the 3rd class to open, with one at Ecole des Marsauderies and another at Ecole des Batignolles

Ecole Anatole de Monzie, located on Ile de Nantes, now has a French/English/American bilingual international Section.

The digital world is expanding

The lockdown and the new practices it generated have confirmed the need for further deployment of digital equipment and infrastructure. In order to ensure educational continuity, the Education Department has conducted a project in conjunction with Nantes Métropole and associations to provide computer equipment to families who have none (laptops and 4G routers).

Since 2013, each cycle has been equipped with at least one interactive video projector. Deployment is accelerating and an ambitious equipment plan initiated this year, in consultation with the French Ministry of Education, has enabled 62 new classes to benefit as a result.

The current health crisis makes it necessary to upgrade schools' digital equipment in order to ensure curriculum continuity, make it easier to use the "eprimo" digital work environment, use the "Via" videoconference tool for discussion involving teaching teams and the academic departments, and also to make remote school councils easier to organise.

The Cité éducative du Grand Bellevue

The City of Nantes, following an application submitted in 2019, has been awarded the "Cité éducative" (City of Learning) label for the Grand Bellevue territory. This label brings with it state funding of €1.05 million spread over 3 years, which will enable the development of educational actions to help children succeed. The Cité éducative du Grand Bellevue is a grouping of seven elementary schools: Lucie Aubrac, Jean Zay, Alain Fournier, Plessis Cellier, La Bernardière, La Rabotière, La Sensitive, and three colleges: Debussy, Ernest Renand and Durantière.

Key figures

- 113 public nursery, elementary and primary schools; 20,390 children (+40 compared to the start of the 2019 school year).
- 28 private nursery, elementary and primary schools; a total of 8,745 children.
- 21 additional classes opened at the beginning of the school year.
- 765 after-school care leaders.
- 987 municipal employees in schools (including maintenance and catering staff, nursery classroom assistants, caretakers, administrative departments and central kitchen staff) and 300 temporary staff.
- Budget for 2020: €122.6 million (€87.2 million in operating expenses, including staffing costs, and €35.4 million in capital expenditure, including the long-term maintenance of schools).

Culture

While cultural venues are closed, digital activities are promoted

Due to the closure of cultural and social venues (from mid-March to June and then in November-December 2020), during the two lockdowns the City of Nantes wanted to relay, **via its social networks and its website**, the many digital cultural activities that have spontaneously emerged in the region.

Podcasts, videos, recordings of conferences, concerts, stories, performances, radio programmes, creative activities, webzines, clips, reports, databases, virtual tours, and more. The cultural sector put their overflowing imagination on display and online, to the great pleasure of the many people of Nantes who connect:

- "Going Out" section: **"What to do in Nantes when lockdown is lifted"**, with the weekly publication (on Wednesdays) of five or six new suggestions <https://metropole.nantes.fr/qfan>;
- The **"culture at a distance"** section lists all the permanent cultural content available to the people of Nantes <https://metropole.nantes.fr/culture-distance>;
- **Inspiring Nantes** gives a voice to the men and women of the region who continue to think, act and invent, in a podcast broadcast on Tuesdays and Fridays <https://metropole.nantes.fr/podcasts>.

An exceptional 2020 support fund during a crisis that is having a major impact on Nantes' cultural sector

At the end of April 2020, the principle of a €1M support fund for Nantes' cultural sector was agreed and quickly made real in May.

In a sector that was immediately affected by the health crisis, the announcement of this support fund was welcomed.

It takes two different forms: operating aid and project support.

Requests were examined at the initiative of the City of Nantes (co-analysed with CD44, and possible coordination with the State and the Region) and decisions were made by an ad hoc committee comprised of two elected officials (Culture and Heritage). The committee met three times (June 11th, August 28th and October 12th, 2020).

Of the 130 files examined, 110 were accepted, while the others were mainly referred for investigation or rejected.

All aspects of the artistic and cultural sector were supported: visual arts, theatre, street and circus arts, dance, cinema, music and heritage.

A total of €1,096,860 in funding was allocated:

- €986,860 in operating grants and aid for recovery projects,
- €100,000 investment grant,
- €10,000 in service credits.

With:

- 60% of associations supported in consolidation (35% credits);
- 40% of associations supported in consolidation (65% credits);
- 72% of the funds allocated for live performances.

Some examples of the projects supported:

- for cultural employment:
 - the "Open Horizon" project 11 districts - 33 forms, 2,800 spectators, 65 artists and 210 fee stamps (€150,000);
 - guides from the regional association GELEO (Guides Entre Loire et Océan), 35 walks, 11 districts, 556 people (€10,000);
 - additional one-time contribution to GIP culture cafés (€50,000).
- for the relaunch of events compatible with the health crisis during the summer:
 - the "De-lockdown Season" space design office: 48 events, 11 districts, 2,200 spectators, 42 cultural jobs, 109 fee stamps (€95,682);
 - the Faithful idea "Thursdays of the Summer": North Wind. 8 events, 500 spectators, 71 cultural jobs, 128 fees (€25,000).
- for visual artists:
 - EBANSN: acquisition of works in "Art delivery" (€ 100,000).

“Mémoire de Nantes confinée” (Memories of a locked-down Nantes)

At the end of March 2020, the municipal and departmental archives began collecting documents and testimonies about the lockdown from the people of Nantes. Following the launch of "Mémoire de Nantes confinée" on 16th April 2020 by the Nantes archives, the people of Nantes sent in their first photographs (web support made available). While the first documents received were about a deserted city, collection continued throughout 2020 and included drawings, poems, stories, newspapers and videos (802 donations).

At the same time, a collection was launched with the directorates and departments (documents produced, information transmitted both to staff and to the residents).

These mostly digital documents will be processed for archiving in 2021 for inventory and communication to the public.

Note: during the lockdown, use of the Nantes archives website (especially the databases) has increased (11,244,000 documents consulted in 2020 compared to 9,300,000 in 2019).

Adaptation and innovation of the municipal library network for continuity of services during a health crisis

Throughout 2020, the Municipal Library adapted to the health situation in order to maintain the continuity and quality of the services provided.

During the spring lockdown, **online services and resources offered 24/7** to the people of Nantes and, more broadly, to users of the municipal library were developed, and **subscriptions** were extended by two months.

As soon as lockdown ended in May, a "click & collect" service was organised and operated in the 4 media libraries throughout the month of June, until the libraries and media libraries reopened in July. This same system was implemented during the fall lockdown, until libraries and media libraries reopened on December 2.

At the same time and despite the health crisis, new services were introduced: in September, the loan of digital books; in November, "RésaRéseau", which allows users to reserve documents in all libraries and media libraries and collect them from the library of their choice. This local service gives everyone access to the entire range of documents while limiting travel inconvenience.

While lending has decreased by 37% (before returning to its pre-Covid-19 level by the end of 2020), there has been a significant increase in website and online collection visits (two to four times more than in 2019).

The "click & collect" service was a great success with some 10,000 "exploration baskets" prepared by librarians on themes chosen by users.

Finally, the municipal library has maintained the themed loan service for teachers in Nantes' primary schools, as well as various other activities. It has also developed proposals for cultural activities by videoconference.

Partial continuation of Nantes conservatory activities and launch of the Parcours Prépa

The upheaval of the 1st lockdown in March 2020 and the related regulatory restrictions that applied until December 2020 plunged staff, students, families and users into unknown territory. Teachers have shown their resilience and inventiveness in offering distance learning to all students in the curriculum. In such a particular context, the measures applied were generally well received (despite a few non-registrations in September).

In September 2020, a partial resumption of activities was made possible by adapting the organisation and applying a strict health protocol (limited traffic and number of students). The fact remains that over the long term this degraded teaching (alternating face-to-face and distance learning, postponing the artistic season) has had consequences: for some teachers it has been very wearing, some students have found it demotivating, all adult amateur practice activities ceased, and the institute was closed to the public for an extended period of time.

However, in September 2020, the "Parcours Prépa" will be established for all subjects (approval obtained from the Ministry of Culture). Likewise, musicians have continued to work in the schools and all face-to-face teaching of primary and secondary classes with special timetables has continued. This has made it possible to keep the conservatory present in schools that are part of the priority education network (REP) and maintain the level of excellence in the support provided to students preparing for competitive examinations (entrance to music, dance or theatre schools).

Finally, the crisis made it necessary to adapt digital tools in a reactive manner to ensure service continuity. It also led to a re-launch of the analysis of essential changes to tools and materials in order to adapt teaching and school activities to the digital age.

Key figures

- 373 organisations or associations were subsidised by the City in 2020, of which:
 - 220 organisations or associations in the cultural development sector (project support), support for 106 organisations or associations as soon as the draft budget was passed;
 - 47 associations in the heritage sector.
- 218 articles published in the Nantes Patrimonia contributory encyclopedia (out of a total of 492 articles at the end of 2020), 68% of which were community-produced (including the Nantes dictionary).
- 1 end-of-mandate commission organised for the scientific council of the Nantes Heritage Council.
- 11,243,899 images and scanned documents viewed on the Nantes Archives website.
- 45,000 visitors to the 37th European Heritage Days in September 2020, with 147 events held across 88 sites, 67% of which were activities provided by associations, residents' groups or individuals.

- 1 exhibition "outside the walls" of the Nantes archives on the occasion of the inauguration of the new Nantes train station, at the station's north square.
- In the middle of the lockdown, 1 unifying video for the National Day of Remembrance of the Slave Trade, Slavery and its Abolition on 10 May 2020.
- More than 30 associations and institutions in Nantes took part in the diagnosis of the policy to remember the slave trade and slavery.
- The Conservatoire provides specialised education to 1,742 students and its work at primary schools in the City of Nantes benefits around 1,650 children.
- 45,000 users are registered in the city's public reading network; 1,071,182 documents were loaned out in 2020 (a 32% decrease due to the impact of the health crisis).
- During the health crisis (which forced several weeks of closings), in 2020, the metropolitan cultural facilities located in the city of Nantes hosted:
 - 16,636 people visited the Jules Verne Museum (monthly average of 2,559 visitors and daily average of 100 visitors during open periods), a decrease of 28% compared to 2019 (summer attendance down 38% compared to 2019).
 - 11,289 visitors to the Planetarium (from January to mid-March), 790 children/students visited the Planetarium, 3,632 people connected to the online activities (despite its closing mid-March for health reasons and required upkeep). Activity on social networks: 21 YouTube videos (6,311 views) and 1,300 new Facebook subscribers;
 - 58,202 visitors to the Natural History Museum during the 132 days it was open to the public (from January 1st to March 14th and from August 8th to October 29th), representing 441 daily visitors (409 in 2019);
 - 133,577 visitors to the Art Museum (despite being closed from March 16th to June 22nd and from October 30th to November 6th, 2020);
 - 844,340 visitors to the Château des Ducs de Bretagne (of whom 158,914 were visitors to the History Museum, including permanent and temporary exhibitions and the artistic programme);
 - 114,233 visitors to the Memorial to the Abolition of Slavery and 536 to the Cathedral crypts (closed to the public from July 18th, 2020 following a fire).

Citizenship, Community Life and Local Areas

As part of the Department of Citizenship, Social Life and Territories, the Local Area Development Taskforce and the district teams are tasked with supporting the urban, social and civic fabric of district life in liaison with all the stakeholders who work there on a daily basis.

The department is also involved in the "Nantes, City by Night" policy and the "15 Sites to be Transformed" call for projects.

Community dialogue in the districts of Nantes

In March 2020, community dialogue processes were interrupted by the health crisis. After lockdown, consultations resumed on projects that could not be postponed. Various resources were thus mobilised, designed and tested to support dialogue of various sorts, with the constant goal of addressing as many people as possible and not excluding anyone.

In the Dervallières/Zola district, proposed modifications to resolve speeding and parking problems in certain streets (Renan, Jenner and Lemot, Mellier) were the subject of "street surveys" mailed to residents and accessible on the Internet. The feedback, which was plentiful and sometimes well argued, helped shape analyses of future developments. The principle of the questionnaire, both online and as a letter, has been used in other districts on issues relating to public space; for example in Bottière to help determine the types of trees used in Nobel Mall, and in Place Don Bosco (Nantes Erdre) for future parking arrangements.

In the Dervallières-Zola district, the experimental project to make the whole of the Rue de la Convention one-way, long desired by many residents despite the major change it would represent, was presented in illustrated detail, and information was distributed along the street. Residents wishing to discuss and ask questions were invited to sign up for physical meetings in small groups or to contact the district team at specific times.

In the same district, a live webinar compensated for the lack of a public meeting on the submission of the diagnostic phase of the Zola Square urban. The video was then posted on the web, and the link and a summary document distributed in the area concerned. Other online videos were used to present possible development scenarios for public spaces in the Collines du Cens (Breil/Barberie) and future stages of development in the Coudray sector (Malakoff/Saint-Donatien) with the accompanying consultation.

Local community dialogue has thus gradually resumed in this particular context. The activity has been relayed through the districts' diary and atlas of participation (renovated in 2020) and promoted in some local media.

Implementation of the call for projects on the "15 sites for transformation in Nantes"

Reminder of completed actions:

In 2016, a call for creative projects was launched in response to calls by residents to reclaim Nantes' heritage. The aim was to enhance the City's developed and undeveloped land heritage by inviting the community, 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", "inquiry", "mobilisation", "community vote" and "project implementation". It is managed by the Department of Citizenship, Social Life



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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 year dedicated to the "inspiration" and "call for projects" phases in 2017, the following year saw the completion of the "recommendation", "mobilisation" and "community vote" periods, as well as the launch of the projects, and the projects were set up in 2019.

2020 actions:

After 9 inaugurations in 2019, mainly around the undeveloped sites, 2020 saw 2 more development inaugurations. In 2020, despite the health crisis, it was possible to inaugurate "23, Salle Bretagne", and also open the urban mushroom farm at Chapelle du Martray. The shower baths site has continued to be the subject of concerted work between the departments and project leaders with work scheduled to launch in 2021. The same applies to the "Rêver Sèvre" project. Thus, the "15 sites" have emerged stronger than ever despite the difficulties sometimes encountered (administrative closure of the Cocotte en Verre and the Galerie du Zéro Déchet; cancelled gatherings at Fort De St-Jo for example).

The second half of 2020 also saw us lay the foundations for a new call for creativity, to identify an initial series of sites and re-engage the departments for this project.

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

Reminder of completed actions:

With the launch of its "City at Night" public policy, the local authority wanted to reexamine this particular time from the perspective of security, public spaces, lighting, travel, economic development, culture, social cohesion and solidarity. The policy aims to strike a balance between the city of rest, the city of night-life and the city of work, as well as the 'unseen city' experienced by at-risk groups. To successfully complete its work, the "City at Night" mission relied on community dialogue and co-construction.

A review of 2020:

The year 2020 was particularly marked by the health crisis, with night-time activities strongly affected: lockdown, curfews, bar, restaurant and club closures, cancellation of parties and gatherings, etc. Nevertheless, work has been undertaken to link and support those involved in the nightlife. The City has organised remote meetings to allow discussion and has developed different systems adapted to the different contexts (e.g. Paloma, Avenir Santé (future health), etc).

Moreover, 2020 saw the development of the action plan for the first year of the mandate, in order to lay the foundations of the new technical and political governance, to organise numerous meetings with the people and organisations involved, to participate in the "Etats Généraux du Droit à la Fête" (Party Rights Assembly) organised by the Cultures Bar-Bars collective, and finally to prepare the re-launch of the Night Committee, held on January 12th, 2021.

Project office

The 11 project offices, which have been operational since March 2016, help residents to engage in local life by supporting their collective initiatives and their ability to act together to carry out community initiatives in the Nantes area. These projects contribute to the management of public spaces, as well as boosting the green transition and developing solidarity between residents.

They are coordinated in each district by a committee of volunteers from the community and by local elected representatives. This "coordination committee" interviews project owners, offers them guidance and decides by consensus whether to provide them with City support, as well as the type of support (financial, technical or logistics). Community initiatives receive financial support of up to €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 2020, the project offices were allocated a budget of €300,000.

During the health crisis, the project office stayed in operation, in particular to support local initiatives providing mutual aid and micro-events in the district's public spaces. Some of them were part of Nantes Entraide, and the summer activities.

A few key figures:

- The steering committee met 16 times in 2020 in the 11 districts and remote meetings were organised during the lockdowns.
- 29 projects were supported by the project offices (some projects postponed to 2021).
- the City of Nantes provided €65,229 in financial support .
- Amongst the projects supported:
 - A children's activity booklet for the year-end holidays in Doulon/Bottière.
 - The production of food and cultural packages for year-end celebrations in Nantes Sud.
 - Trees decorated with coloured textiles to brighten up the Bottière district at the end of the year.
 - With children, the creation of a temporary artwork in the St. Croix passage, in the city centre.
 - A mobile coffee hut to encourage discussion in the Malakoff-Saint Donatien district;
 - An educational greenhouse in the Jardin d'Edgar to develop initiatives with residents and schoolchildren in Dervallières/Zola.
 - A DIY resource space at the Magellan workshops for city centre residents.

An action plan for City Policy priority districts

After a year working with associations in response to the urban violence of 2018, the City committed to an action plan for the priority districts, involving 26 initiatives, at the beginning of the 2019 school year. A few months later and with the health crisis taking hold, some initiatives were accelerated or extended, involving public service staff, voluntary associations, and community volunteers. These initiatives included:

- food solidarity: from March to August 2020, weekly distribution of food parcels to 1,400 households with the considerable participation of district associations (7 distribution points in the districts) and experimentation with solidarity vegetable gardens with the green spaces department and the municipal social welfare centre;

- health: 3 health mediators were recruited (by the association Les Forges) in the Breil, Nantes Nord and Bellevue districts at the beginning of March 2020; throughout the crisis, they will be actively involved with residents and in support of solidarity initiatives;
- fighting the digital divide: faced the difficulty some families have in accessing digital technology, solutions have been tested since the first lockdown, primarily in response to inequalities experienced by some students (digital mediation and school continuity issues);
- developing the leisure, entertainment and other activities offered in the summer: during the summer of 2020, in response to the health restrictions, public departments and many associations adapted to offer a new programme with a variety of small activity formats and to offer diversion.
- "A nous les espaces publics" (the public spaces are ours): a programme that was kept in the schedule despite the lockdown, including for the renovation and installation of new facilities (5 sport areas, 10 playgrounds), and the installation of leisure spaces: picnic furniture, barbecues, bowls courts. Two major operations were conducted: the Port Boyer sport and leisure area and the artificial pitch at Parc de La Roche. Ten or so participatory projects were also implemented with associations and residents to improve the living environment. These operations have enabled residents to re-occupy public spaces in a positive way, and to improve their living environment.

Nantes Entraide

From the very first days of the health crisis, the people of Nantes have demonstrated solidarity by undertaking many community and solidarity initiatives. In order to help and coordinate these initiatives, a network of mutual aid has been set up: "Nantes Entraide" with a dedicated unit. The aim was to offer a single community entry point, with a flexible, generalised organisation and a 360° view of Nantes districts.

The municipality's staff worked closely with many associations to answer the needs of more than 1 400 families, helping with the shopping, formalities, food distribution and mask supply, among other things.

During the first lockdown, this unit received and processed over 2,200 requests. These were individual needs, requests from groups or initiatives, donations and proposals for volunteers to support. A community reserve has been set up with nearly 800 residents wishing to volunteer. Nearly 1,300 food parcels were distributed door-to-door to help those in Nantes who needed it.

Throughout 2020, the Nantes Entraide teams were very active, engaging people in person and in particular during the holiday periods.

In the summer, the offer was reinforced in Nantes' eleven districts. A rich and varied programme of cultural, artistic and sporting events was offered throughout the summer, providing a good time and relaxation. More than one hundred events were held in the city's political districts and about fifty outside the QPV; this is three times more than in 2019.

At the end of the year, in response to the need for social ties and solidarity, Nantes Entraide was very active in proposing new forms of socialising and supporting a new surge of community solidarity and creativity.

Prevention and Solidarity

The Prevention and Solidarity Department: a generalised initiative

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

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

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

The local Development, Prevention and Solidarity Centre (PDTPS)

Within the Prevention and Solidarity Department, the Local Development Centre is focused on:

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

The division works to combat social, regional and health inequalities. The teams are focused on this subject and are divided into 5 regions. During the March lockdown, the division staff were particularly active for the Social Inclusion and Seniors' Life Course departments.

2020 was a very particular year because of the health crisis. Some initiatives had to be adapted in order to maintain close contact and some were postponed or cancelled, but others emerged to deal with the issues and the context.

Some initiatives have been reoriented:

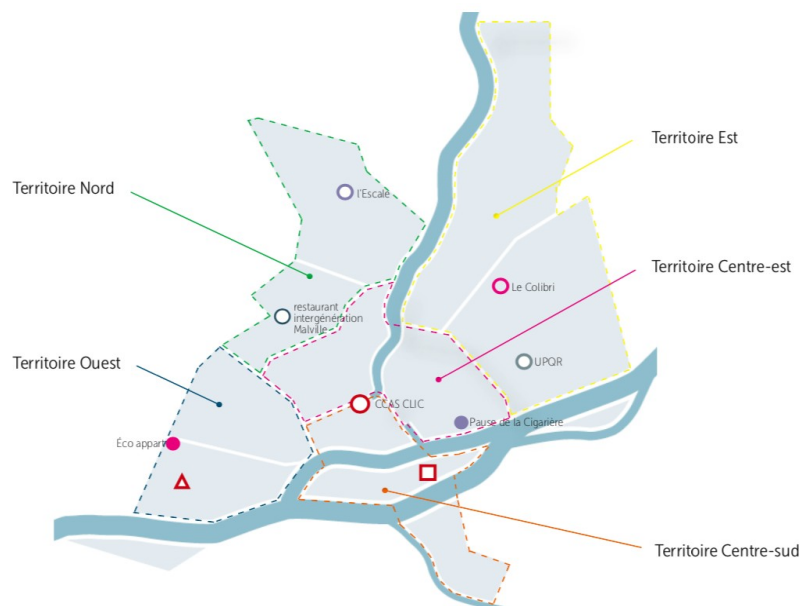
- food aid (distribution of solidarity baskets in various Nantes districts, establishment of the social component of the "nourishing landscapes");
- maintaining remote links with isolated residents;
- contribution to "Nantes Entraide" (Nantes mutual assistance) to develop solidarity. The aim of the programme is to help the most vulnerable people and to create and maintain bonds. Local initiatives have been supported by associations. Weekly meetings were held to maintain an

effective local presence. Note the production of a guide for each district, directing people to appropriate solutions (access to rights, IT support, listening, psychological help, relaxation, etc.).

At the same time, the division has strengthened its support for associations working on prevention and solidarity. Thus, co-operation with certain associations such as "Vivre Libre 44", "le Marché Alternatif de Bellevue", "Allers Retours" and "Nouvelles Voies" has been expanded. The local multi-partner network activity continues to develop, particularly when it comes to nutrition and access to rights.

With regard to seniors, the district-based diagnostic work continued. The participatory approaches included in the "Age-Friendly City" framework make it possible to draft an appropriate action plan. For example, there are initiatives aimed at improving senior citizen mobility, fighting isolation, strengthening inter-generation links and disseminating information. In 2020, a new diagnosis was launched in Malakoff. The Dervallières and Nantes Nord diagnoses have now been finalised and their recommendations are being implemented.

Note that an internal reorganisation is underway and is scheduled for implementation in 2021. It aims to encourage close contact.



A social telephone watch

The Prevention and Solidarity Local Development Centre (PDTPS) has set up a telephone watch to support vulnerable people (isolation made worse by the lockdown). When vulnerabilities are identified, these people are referred to the appropriate departments, partners and facilities (633 households contacted, mostly single people over 60). The calls revealed a significant need for listening and discussion, with a request for call back in 45% of cases. 1/4 of the callers were provided with targeted guidance (financial or food aid, meal delivery, psychological support, etc.).

Nantes: nourishing landscapes

In light of the context, the City of Nantes, through its green spaces department (SEVE), in conjunction with the CCAS, wanted to promote access to sufficient, quality food for the most vulnerable households. The principle is simple: grow vegetables in different city parks and gardens to allow the most vulnerable Nantes residents to have access to fresh and local vegetables. Thus, spring to autumn, from planting to harvesting and distribution, SEVE and CCAS teams worked on this experimental project.

The PDTPS coordinated the project with those directly concerned, such as the Food Bank, the Restos du Coeur, the Red Cross, etc.

This bold and innovative response has demonstrated the community's ability to adapt and react in the fight against food insecurity. In addition, it is consistent with the National Nutrition and Health Programme and the Metropolitan Area Food Project. In addition to the increased cooperation and supply of vegetables, the project has been a vector for sharing, social links, positive discussion and significant resident satisfaction.

NB:

- 2,500 households received at least one vegetable basket;
- 80 distributions were organised at about 20 local sites;
- all staff in the centre were involved (5 full-time equivalents for 6 months).

The programme is scheduled for renewal in 2021, with increased resident participation and expanded partnerships.

The Nantes Nord solidarity baskets soon to be extended to other districts

The solidarity basket project, already integrated in the Boissière socio-cultural centre (CSC) social project, was extended to people of modest means during the lockdown. Thanks to co-financing, the basket is sold for €5 (value €12). This experiment is continuing and expanding.

The sale of baskets providing access to fresh fruit and vegetables is also an opportunity to discuss recipes, nutrition, and access to rights, as well as to add family-oriented books and games to the baskets.

Summer initiatives and local activities adapted to the health context

During the summer, the centre contributed, in partnership with the other community departments, to maintaining service and activity initiatives within the city policy districts (QPVs). Here are a few examples of the activities: a weekly open-air Tai-chi workshop for seniors; a "Zen" space with gentle gym and yoga sessions in a green setting in Dervallières; picnic outings; wellness and "Feldenkrais" sessions in Nantes Nord; helping residents attend open-air cultural events. These activities are aimed at maintaining social links and providing appropriate support. Many PINS (Point d'Information Nantes Solidaire) were also set up during the summer for targeted communication and individualised public support.

The "Pin Sec" festival in a QPV was held in September. This unifying project brings together professionals, volunteers and the district's residents. The event was marked by a festive and friendly atmosphere, accessible to all. More than 300 people were able to participate.

The arrival of health mediators in 3 districts

The districts of Bellevue, Nantes Nord and Le Breil have been targeted to host the first health mediators, in connection with the future multi-professional healthcare centres (MSPP).

Health mediation provides a local interface with two objectives. On the one hand, the aim is to facilitate access to rights, prevention and care for the most vulnerable groups, and on the other, health system organisations are made aware of the obstacles the public faces in accessing health care.

Thanks to their detailed knowledge of the region, health mediators are crucial in establishing social links. In coordination with the CCAS departments, the association "Les Forges" is deploying health mediators to provide effective and rapid integration, as the associations and institutions must know who these new healthcare contacts are.

Poverty strategy: department design to prevent the expansion of the digital divide and its non-use

As part of the metropolitan strategy to combat poverty, one of the keys is the fight against non-use and the digital divide. To do this, project management assistance for department design was established. The selected service provider, Norent Saray, designs and prototypes innovative methods to ensure the reception and support structures reach the most remote populations. This involves third-party sites and mobile multidisciplinary teams, and is intended to help the people supported actively participate. The approach covers 5 metropolitan regions, 2 of which concern Nantes (Nantes Nord and la Chapelle sur Erdre, Ile de Nantes).

Despite the health crisis, the project continued to move forward, with an inter-community workshop held in December 2020. The priority themes and the survey methods are specified, with the understanding that the target audiences are single-parent families and new residents.

The centre is supporting the service provider by providing all relevant resources (mapping, observation data, etc.) and is helping the project runs smoothly by mobilising the various stakeholders.

Key figures

- 200 partner associations in the prevention and solidarity outreach networks.
- more than 6,500 beneficiaries of the Nantes Solidaires information points (unevenly distributed because they depend on food distribution and the staff present).
- 633 households contacted with 1,126 calls made as part of the social telephone watch.
- 2,500 households received at least one basket of vegetables, thanks to the 54 Nantes "food landscapes" sites. A total of 22 tonnes of vegetables produced to benefit low-income households.

Solidarity - Social Inclusion

Centre for User Relations & Access to Rights (PRUAD)

The year 2020 was marked by the Coronavirus health crisis, which forced the departments to reorganize to ensure the most vulnerable people in Nantes could still be received and to adapt operations by adjusting responses, including during lockdown.

A renewed organisation

An emergency organisation, established at the time of the first lockdown, enabled teams to take turns on the telephone every day to listen and respond to residents' expectations in a particularly anxious context, thanks to the adaptation of all of the centre's staff and with support from volunteers from other departments; physical reception was organised to allow aid to be picked up at the office.

Since May 12th, residents have been received in person, by phone or digitally. There is now an operational telephone platform for certain situations. Appointments are offered at the headquarters for the most complex situations. This organisation has made it possible to improve service quality, with staff available to listen to and support residents (determination of rights).

PRUAD (Centre for User Relations & Access to Rights) activity in a few figures:

A daily average of 150 calls, 114 appointments (counters and board room), 10 e-applications, 20 receptions at the digital space (four positions are accessible).

Local reception

Reception in the district town hall continues during the usual opening hours in two districts: Bellevue and Île de Nantes. Since December 2020, the PRUAD has been working alongside the PDTPS (Local Development, Prevention and Solidarity Centre) and the mutual aid unit in the Dervallières district with reception at the Daniel Asseray centre (Thursday afternoons). This system allows for specific and personalised reception thanks to the on-site presence of a receptionist and a solidarity advisor. This method of operation will be assessed to provide input for the development of reception services closer to the inhabitants.

Adapted responses

In order to take into account the economic consequences of the health crisis, the "coup de pouce" aid (subsistence aid that takes the form of emergency assistance for food and hygiene purchases in supermarkets), has been revisited as of December 1st, 2020, with 3 changes:

- increase of the Family Quotient from €370 to €420 to reach more vulnerable households (estimated at 3,000);
- increase in the amount of aid by €10 per tranche with a minimum of €60 and a maximum of €125;
- the granting of a 4th tranche of aid per sliding year instead of the previous 3.

Some key figures:

- 28% increase in the number of aid applications (836 applications in 2019, 1,069 in 2020) and 46% budget increase (€69,385 in 2019, €101,250 in 2020);
- 1,835 new households received by the PRUAD since the first lockdown (33% increase compared to the same period of the previous year).

Carte Blanche and assistance for sport and cultural activities: adaptation and innovation

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

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

Carte Blanche in a few figures:

- 12,648 individuals have a Carte Blanche as of 28/12/2020. This figure is down slightly, due to the 2020 health crisis and the related closure to the public of cultural and sport venues for several months;
- 2,455 households received the APSC in 2020, with a total of 3,169 grants of an average €126;
- 62% of grants go to children under the age of 14;
- 40% of grants benefit single-parent families;
- 80.2% of grants are for sporting activities, 13.6% for artistic activities and the remaining 6.1% for leisure activities.

Carte Blanche is also a mediation network of more than 240 stakeholders that provides support to people facing multiple barriers in accessing sport, leisure and culture. The health crisis means stakeholders have had to adapt their methods of receiving and assisting the public. Remote cultural resources are developing. Convinced of the importance of maintaining links, the network's partners are innovating and organising to enable meetings such as the solidarity concerts by the Orchestre National des Pays de la Loire in several relays.

Housing Accommodation and Social Emergency Centre (PLHUS)

Increased coordination with food aid and social emergency voluntary associations

Following the government's March 16th announcement that the entire country would be under lockdown, all associations working in the area of social emergencies ceased their activities aimed at helping the homeless, poorly housed or extremely precarious. In partnership with the SIAO44, a food distribution system for isolated people was set up at the Wattignies Social Club on an extraordinary basis.

Key figures:

- 6,038 beneficiaries;
- 45 days of action;
- 82 volunteers from associations and the public have given their time to the scheme;
- 10 municipal staff volunteered;
- a comprehensive service offer (food, hygiene, dog care, risk reduction, access to rights, etc).

Focus on hygiene and healthcare

The health crisis has necessitated the development of many personal-care product distribution points. Although not foremost in people's minds, the issue tends to be a permanent part of association projects. In the same way as food aid, hygiene and healthcare are basic necessities.

Opening of the Agnès Varda space

A new facility, created by combining public baths and the Pierre Landais social restaurant has been named the Espace Agnès Varda. The facility began operation on March 16th, 2020, on the eve of the first lockdown. Open throughout the health crisis, the space had to adapt its reception and services to the context, but its social usefulness was immediately obvious, with from 150 to over 200 people being received per day. For 2020, from March to December, over 25,000 showers and 8,000 meals were provided for 1,900 users.

5Ponts: handing over governance

Although the health context has led to a delay in the delivery of the site, scheduled for April 2021, the partnership dynamic has continued in the preparation of the solidarity village. An association will act as coordinator and provide governance of the Village in 2021.

CNHR: satisfactory maintenance of reception

Despite the health crisis, in 2020 almost as many people (178) were assisted by the CNHR (Nantes refugee accommodation centre) as in 2019 (184). As the State's objective is to make it easier for asylum seekers to navigate the national asylum system, the priority given to refugees in accessing social housing has encouraged this process.

NB:

- a satisfactory level of reception was maintained and the rate of home visits increased (despite the crisis);
- difficulty in accessing training and employment due to the cancellation and/or postponement of projects;
- sustained work on providing refugees with information and communication using contextually appropriate information (extensive use of interpreters).

A changing public served: increasing vulnerability

- a high proportion of Eritreans, Sudanese and Afghans, and a low level of French language skills (which hinders access to training and employment);
- difficulty in accessing employment for young people, and a large number of people suffering from mental health problems.

CHRS "La Parenthèse": an adaptation of support for users

Supporting users in a restricted health context has resulted in an increase in home visits to ensure direct contact, as well as an increase in the number of families awaiting processing. The partnership between the CHRS (accommodation and social reintegration centre) and ASAMLA has been strengthened in view of the increasing need (reception of non-French speakers).

Key figures in 2020:

- 120 people processed for integration (17 men, 35 women, 68 children) with 17 family units comprised of single women with children and 11 family units of couples with children;
- 14 people taken in charge in emergency situations (6 women, 8 children);
- increase in the number of single-parent families in care;
- increase in the number of extended families (few large housing units available in the region);
- an increase in the number of non-EU nationals admitted (72 people, i.e. 60% of those admitted), which has had an impact on support (increased need for courses at the FLE (French as a Foreign Language) institute in Nantes and increased use of interpreters).

Migrants: continuation of the City's measures

In 2020, the City of Nantes actively contributed to sheltering and rehousing 175 migrants living in the "Talensac" squat. Pending their referral to appropriate services, nearly 125 isolated men were taken in at the former Youth Hostel on December 21st. Approximately 50 hotel places have been set aside for single women and families, among others.

The measures created by the City of Nantes for migrants, financed by the CCAS, have all been renewed and reinforced. Of these, 105 places are reserved for statutory refugees and 35 for unaccompanied foreign minors.

In addition to these actions, the social restaurant for young migrants and the solidarity pricing system continue to contribute to the prevention and treatment of the emergency situations encountered by these vulnerable groups. These mechanisms have proven their effectiveness, especially in the context of the health crisis.

Key figures

- 8,478 households in Nantes received at least one financial grant, all schemes combined.
- 27,171 visits across the facility (counters, board room).
- 3,755 visits to the digital space.
- 5,227 active declarations of residence as of 31st December 2020.
- In 2020, the City paid subsidies totalling €1,139,353 to associations in:
 - inclusion through housing: €47,685.
 - social inclusion: €336,154.
 - social emergency: €703,014.
 - inclusion initiatives: €52,500.
- Concerning the leaders of the food aid network (Red Cross, Secours Populaire, Resto du Coeur, Banque Alimentaire, Halte du Coeur), a total of €423K in subsidies was allocated in 2020, which represents an increase of €250K (+59% compared to 2019).
- **Compensatory aid for the closure of the school canteen:** the City, via its CCAS and in partnership with the Loire-Atlantique CAF, has allocated aid amounting to €100 for 11,339 children (i.e. 40% of children attending public and primary schools); 8,478 Nantes households have benefited from at least one form of financial aid, all programmes included This aid supports 7,459 low-income households (total budget of €1.1 million).

Solidarity - Senior Living

The Medical and Social Facilities Centre

The Medical and Social Facilities Centre was in the front line during the health crisis. The different lockdown phases required multiple adaptations in daily operations. The centre's teams have focused on respecting barrier gestures, rigorously applying health protocols and fighting against personal isolation.

The Senior Living Department (DPVA) had the support of staff from the City of Nantes and Nantes Métropole who volunteered to help the teams on site. Health professionals and staff from various professional backgrounds came to work in EHPAD and independent living residences to perform the "new tasks" of daily life: disinfection, organisation of family visits, meal delivery, etc.

This report is not exhaustive, but provides some examples of how services have been mobilised and adapted to the crisis. As of March 12, 2020, EHPADs have banned visits to and entertainment on the premises. From then on, the teams at Nantes' municipal medico-social establishments mobilised to prevent residents' isolation by organising activities and ensuring well-being: grocery distribution, well-being workshops, accompanied outings on the terraces and in the parks of the establishments...

Videoconferencing with families

To combat feelings of isolation amongst the least independent residents, the DPVA installed a video-conferencing system in the six municipal EHPADs in March.

For example, at the Chambellan EHPAD, the system was installed on 22nd March. More than fifteen video meetings were scheduled each week. This system has been greatly appreciated by residents and families.

Activities to brighten up everyday life

The establishment staff remained fully committed to caring for the residents. Staff and volunteers paid particular attention to the activities that could be offered: creative activities, wellness workshops, walks, reading, gentle exercise, videoconferencing support, etc.

At Croissant, Pirmil, Port-Boyer and Renoir, concerts were organised just in front of the buildings. Madeleine and Croissant also welcomed dancers from the company NGC25 into their gardens. Volunteer clowns, marching bands, psychologists and other volunteers brought comfort and were ready to listen to the residents every day.

Help with daily life

In the independent residences, the teams are providing shopping assistance for residents, helping with "non-essential" needs and providing home delivery. Different formulas have been tried out for different local shops: financial advances (which are then reimbursed) given by the residents' association, collection by the shopkeeper, etc. This substantial assistance is in addition to mobile meal deliveries.

Multiple creative and supportive initiatives to maintain social life and promote well-being amongst seniors

In addition to the videoconferences and various promoted activities, relatives, the EHPAD and residence teams have teamed up to find inventive ways to improve daily life for the residents. Here are some examples:

- quizzes, crossword books donated by a bookstore/newspaper shop;
- making smoothies, crêpes, doughnuts every week of the lockdown;
- gentle gym sessions using videoconferencing or adapted media;
- creation of a collaborative space for the staff at independent living facilities, EHPADs and day care centres (shared activity materials via the free online publication "Culture à Vie" during the lockdown);
- publication of a weekly RA Gazette during the lockdown;
- donations: 500 masks (La Boissière Protestant cultural drive), festive meal parcels during the holidays (Nantes North House and Bottière Chesnaie House);
- the institution's halls decorated with children's pictures.

The Independent Homecare Coordination Centre

Missions and services affected by the crisis; or: how to reinvent yourself

2020 had a particular impact on services and customer relations. While the first lockdown greatly reduced interventions for the elderly, the same was not true for the second.

- Maintaining a watchful eye, especially on the most vulnerable

In order to adapt the tasks, a lot of telephone calls were made to stay in touch with:

- the register of vulnerable persons (250 people);
- some adapted housing for the elderly ("logement bleu") (1,000 people);
- certain fragile CLIC residents (150 people);
- people in the Bien Vieillir (Aging Well) programme (150 people);
- isolated people receiving assistance (APA) (950 people);
- some beneficiaries of service offers, in particular O'Menu (100 people);
- caregiver assistance as part of the Maison des Aidants (130 people + 200-person mailing list);
- some people receiving MAIA support (80);
- Malville inter-generational restaurant users (40 people).

This monitoring was accompanied by coordination with local organisations so the service or support could be adapted to home care, if necessary.

After the first lockdown, home visits, service interviews, and social or psychological support resumed; these were maintained even during the second lockdown. The departments remained open and, as soon as possible, group activities started back up.

- Just-in-time delivery of meals and the introduction of a solidarity-based pricing system

With the closure of the O'Menu structures for health reasons, the lack of alternative offers and the need to respond to vulnerable social situations, the "Services" department has seen a sharp increase in the number of delivery activities (+60%) (need for additional volunteer staff (11 people)).

O'Menu beneficiaries, and by extension everyone in Nantes, were also offered a solidarity rate. This pricing system gives the most vulnerable Nantes residents (income below €1206.13/month for a single person) access to a more attractive home delivery service (between €1.75 and €7.52 per meal). This adapted offer has enabled compliance with the lockdown instructions by limiting movements.

After the end of the lockdown, the solution of specially-priced meal delivery still made sense.

- Adaptation and development of the remote offer to continue to support the Maison des Aidants

As they work with sheltered and confined people who do not always understand the health crisis, the carers have sometimes also needed support. A psychologist has conducted 294 consultations. A telephone hotline has also been set up to keep in touch with and support vulnerable caregivers.

To meet the caregiver demand (faced with the absence of visits from family members in particular), new stimulation formats and tools (leisure and well-being) have been proposed to caregivers, enabling them to engage in relaxation and exchange activities (remotely or in very small numbers). Caregivers were given 30 activity videos (adapted gym workshop, Qi gong workshop, sophrology, relaxation, etc.). They were also offered training courses.

- The Monalisa network mobilised

The health crisis has strengthened cooperation between the Nantes organisations involved in the Monalisa network (Petits Frères des Pauvres, ORPAN, Croix Rouge, Recherche et rencontres, Unis-Cité, etc.). They have met every week to share information about their respective organisations, structure telephone monitoring, identify the needs of the elderly people they are helping and better respond to their needs. In this way, 3,500 isolated Nantes residents have been assisted with solutions adapted to their situations (shopping, etc.).

Innovative projects and responses during the health context

The health crisis and its corollary, the lockdown (March to May), did not prevent the development of innovative projects for the elderly, particularly home support.

- DIVADOM: an innovative home care system in the making

In 2019, the CCAS responded to a call for expressions of interest launched by the Regional Health Agency and CD 44 to create an innovative homecare system (DIVADOM) in Nantes for elderly people who have lost independence (GIR index 1 to 4). In June 2020, the preparation phase began with everyone involved.

Eventually, the programme will be offered to a minimum of 30 people living in the Dervallières, Breil-Malville, Contrie and Carcouet districts. These people will benefit from reinforced accompaniment with 24/7 security. At the heart of the approach is the maintenance of home and daily life, social ties, prevention and health, as well as the provision of support for caregivers. This project involves organisations from the heal-

thcare, medical and social sectors, housing and districts. It is scheduled for implementation in September 2021.

- The creation of a "Parkinson's booklet"

The CCAS MAIA (method for the integration of aid and care services in the area of independence), and the 4 other Loire-Atlantique department MAIAs, have been working for a year on a "Parkinson's booklet", in collaboration with the ARS. It contains departmental resource information, and is intended for people affected by the disease as well as their families. The Parkinson's booklet was completed in December 2020; 1,000 copies have been distributed (in digital and paper versions), on the appropriate social networks (Gérontopôle, the CHU: LinkedIn, Facebook, Twitter...) and various websites (CD 44, Gérontopôle, France Parkinson association, CHU, etc.). An update is planned for 2021.

- Continuation of the Maison des Aidants' Halte-Répit (Drop-In Centre)

This service has been available as an experiment since October 2018, and was made permanent at the December 2020 board meeting. The objective is to offer "free time" to the caregiver and to break the isolation of the person being cared for (activities supervised by professionals). The Halte-Répit, which can receive 6 people per half-day, is supervised by 2 gerontology care assistants. Changes to the service in 2020 (increased hours, transport available) have greatly contributed to meeting caregiver expectations. 45 admission interviews were conducted in 2020 with 602 half-days attended by 52 different people, representing an increase in attendance of 180%.

- Continuation of the "Bien Vieillir" (Ageing Well) experiment in 2020

Part of the second Local Health Contract, the "Bien Vieillir" experiment is intended to fight isolation and prevent the loss of independence amongst Nantes residents 65 years of age or more who live at home. By the end of 2020, 120 Nantes residents had benefited from this experiment: 84% of them live alone, 40% do not have a relative to notify and nearly 30% have weaknesses (health, isolation, locomotion, etc). The evaluation of beneficiaries has been developed to ensure the offer is more local.

- Access to digital technology, a challenge heightened by the health crisis

The health crisis has exacerbated the need to fight the digital divide experienced by isolated seniors. In partnership with young civic service volunteers from Unis-Cité and the ANADOM association, digital initiation sessions are locally offered. In addition, digital mediation at home as well as a presentation of digital tools are organised (virtual reality, videoconferences). These initiatives aim to bring seniors closer to the digital world and to support the use of digital technology by those who have it, by providing reassurance and developing familiarity. In view of the growing needs, these activities have been developed. Note that the provision of APTIC booklets in 2021 to promote free access to digital training will allow us to reach an even wider audience.

- Malville's intergenerational restaurant out of lockdown in summer

During the lockdown, the facility was closed from March 17th to May 30th (activities greatly affected). On July 1st, it resumed catering services while complying with the health measures. In order to maintain social life during the summer, various relaxed activities were offered (adapted to residents' expectations: cognitive stimulation, individual accompaniment and support for group projects (BREIL'ART, etc). This reopening was greatly appreciated by the users.

- Triggering of the heat wave protocol in August 2020

Following the triggering (August 6th, 7th and 10th, 2020), CCAS staff contacted the 247 elderly people on the municipal register (71 new registrations). One home visit was made, 19 situations were managed by the CLIC for vigilance (more complex situations known to the CLIC).

- "Quartier Ami des Aînés" - Malakoff diagnosis

After Dervallières and Nantes Nord in 2019 and before Bellevue in 2021, Malakoff was the subject of a "Ville Amie des Aînés" (Age-Friendly City) diagnosis in 2020, based on work by sociologists (L'Etabli) and teams from the territorial unit (CCAS), with the objective being to identify their daily living condition needs. In the field and despite the health crisis, an immersion study was carried out to understand the situations encountered, particularly in the public space (interviews with 70 elderly people in the district and with associative and institutional organisations: district team, NMH, ACCOORD, EDS, etc.). The diagnosis led to the following recommendations: support seniors in their residential development (especially the most isolated and vulnerable), develop "outreach" actions to reaffirm relaxation and solidarity, and strengthen digital learning.

Key figures

The Medical and Social Facilities Centre:

- 350 staff mobilised with an additional 55 volunteer staff in 2020;
- nearly 800 residents confined to nursing homes and independent living facilities.

Small-scale DIY service: this service contributes to home maintenance by improving daily living conditions with:

- 105 people made 198 requests for small crafts;
- 77 new participants and 28 renewals;
- 59% of participants fall into the lowest income bracket;
- 74% of participants are Nantes residents aged 60 and over.

Remote assistance (contracted with CD 44):

- 2,081 recipients as of 12/31/2020 - 458 new cases in 2020 (18% decrease from 2019; down steadily for 3 years);
- beneficiaries of the reduced rate: in 2020, 20.31% (Percentage of Nantes residents increasing). The reduced rate is available to people whose taxable income is less than €9,626/year.

O'Menu device - home meal delivery:

- 972 beneficiaries (including 569 new);
- 54.58% benefit from the lowest rate (solidarity rate);
- amount billed to Nantes residents: €1,059,300 for 138,273 meals delivered.



2020 Annual Report Solidarity - Senior Living Department

The CLIC (local information and coordination centre):

- 4,707 people monitored (5,011 in 2019);
- 13,527 interviews conducted (11,149 in 2019);
- 982 home visits (1,940 in 2019) (decrease due to the March lockdown in particular).

The Maison des Aidants caregivers centre:

- 595 caregivers supported by the MDA (+18.5%), including 309 new;
- 2,058 telephone calls received (+2%); 494 interviews;
- 294 psychological support interviews (+17%);
- 602 half-days in the Halte-Répit (+180%);
- 721 participations in group activities;
- 30 activity videos e-mailed to 465 caregivers.

MAIA:

- 78 people accompanied by the Nantes MAIA in 2020;
- 26 new situations handled in 2020 for 43 requests (27 entries and 16 refusals);
- 25 exits treated in 2020 (death, entry into EHPAD and foster care, stabilisation, etc).

Public Health

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

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

A year marked by the Covid 19 pandemic

2020 was a singular year for the department which, because of its expertise in health, participated in the crisis cell chaired by the Mayor.

As soon as the first lockdown occurred, all the teams mobilised to provide assistance and support actions for children, families and educational teams (global child health unit) and for the people of Nantes (population health unit).

This health crisis revealed a great capacity for initiative, innovation and teamwork in adapting to a complex and unknown situation. The various initiatives are in line with the commitments of the 2nd generation local health contract (CLSa) to:

- ensure health data are monitored;
- promote the mental well-being of the people of Nantes;
- facilitate access to rights and care for vulnerable groups;
- develop initiatives aimed at prevention and promotion and children's health;
- promote living environments that are conducive to the good health of Nantes residents;

Monitoring public health in Nantes

- A report on the "Impact of social disadvantage on the risk of cancer in Nantes Metropole" was produced at the sub-municipal level along with a proposed action plan. Objective: to reduce the increased risk of cancer and premature mortality (before the age of 65) that has been observed in socially disadvantaged districts.

Covid initiatives:

- production of an online dashboard to monitor Covid, the frequency of PCR/antigenic screening, and hospitalisations at the Nantes University Hospital, with the support of the Nantes Métropole's geographic information department;
- from April 2020, 2 weekly memos were sent to elected officials and the relevant departments. The objective was to provide information about how the epidemic was developing within Nantes and the Métropole;
- bi-weekly epidemiological monitoring of the pandemic in 2020, with nearly 30 points of analysis enabling regular monitoring and covering national and departmental data (data, graphs, etc.). The aim is to compare the approach of the Loire-Atlantique region with that in the national territory.

Promote the mental well-being of the people of Nantes

As part of the **local mental health contract** (CLSM):

- 3 meetings: social inclusion, youth mental health, ERESC. The challenge is to draw lessons about how the lockdown affects users, inhabitants and professionals;
- 1 Mental Health Information Week (SISM) Cancellation of 18 meetings in March 2020. This operation was pushed back to October with 6 meetings maintained, ensuring they complied with all applicable health guidelines:
 - 1 conference on peer support (50 people);
 - video conferences by the Res'PPI association (60 people);
 - a photo exhibition and debate with Guillaume Chueca, humanist photographer (46 people).

Concerning the **management of individual situations**

- 59 municipal compulsory care orders.

Covid initiatives:

creation of "Psychological support / Covid 19" materials:

- an information page on the city's website presenting the psychology and mutual aid resource centres in Nantes and nationally;
- a "psychological/covid support" telephone platform during the 1st lockdown. Project managers, doctors and school nurses are on duty from Monday to Saturday;
- 400 flyers distributed to the general public via pharmacies (September 2020).

Fighting addiction and reducing risks

- **"Mois sans tabac" - tobacco-free month campaign:**
 - implementation of a local communication strategy that takes diversity into account: in public facilities (central and annex town halls, libraries, neighbourhood centres, the école des Beaux-arts), at sites that receive a vulnerable public (CCAS, CLIC, CHRS, CNHR, inter-generational restaurants, autonomous residences, Espace Agnès Varda);
 - publication of information on the City's Facebook page;
 - 2 "exchange and support" meetings with vulnerable groups led by the Apsyades association. This resulted in the establishment of an information point for the inhabitants of Le Breil: 31 participants (22 women and 9 men) and users of the Agnès Varda space: 43 participants (6 women and 37 men);
 - launch of the "Tobacco-free Spaces" project.
- **Alcohol Plan:**
 - 3 evening patrols from January to mid-March by the night patrol (VDS) at the Hangar à Bananes and in the town centre;
 - 136 contacts combined at the aid station (information) at the Hangar à Bananes on 23/01/2021;
 - 18 individual interviews and 5 group interviews by the night patrol;

- 3 "training pack" sessions for 18 young people.

Covid initiatives:

- **organisation of "Covid prevention" patrols** in the city centre and during the day, by the night patrol, among young people in the public space:
 - 22 outreach patrols in November and December;
 - 200 people reached.

Prevention of addictive behaviour:

- intervention in Nantes Nord (disrupted by the health crisis);
- 1 comprehensive analysis by researchers from the Groupe d'Études et de Recherche Interdisciplinaire en Information et en Communication (Geriico - the Interdisciplinary Information and Communication Study and Research Group) of the University of Lille with the involvement of people and organisations from Nantes Nord.

Night Council and City by Night action plan:

- 1 directive to launch a City by Night call for projects.

The "Vaccination in Nantes" project:

- 4 meetings of the technical committee (public institutions and freelance partners).

Facilitate access to rights and care for vulnerable groups

Child Health Pathways: Resilient School Healthcare

1st lockdown (March 16th to May 11th, 2020):

- permanent telephone support for families already being monitored and those most at risk;
- mobilisation of doctors and nurses to support public services in need, such as EPHAD, the Agnès Varda space, Cit'adelles;
- maintenance of close links with schools;
- prevention missions for families with, at the least, the provision of health education materials.

End of lockdown (May 11th, 2020):

- return of medical and social teams to the schools, but it is impossible to compensate for the delay in health checks (from GS to CE2);
- priority for children reported as being the most vulnerable (behaviour, learning, overweight, etc.) and for the implementation of health protocols with the teaching and extracurricular teams.

It was not possible to compile statistics for this year.

Covid action:

- management of "contact tracing" in schools: the comprehensive child health unit provided "contact tracing" from nursery school to CM2 (children and adults in the school environment,

working closely with the Regional Health Agency (ARS) and the Primary Health Insurance Fund (CPAM)).

Promote living environments that are conducive to good health

“Eating, Moving”

In the context of the health crisis:

- **remote prevention:** support for organisations providing resources with the production of cooking "tutorials" for parents and children, distributed on the city's social networks ("Du pain sur la Planche" - Bread on the Tray);
- **summer events focused on nutrition in various districts:** the public health department mobilised with various partners for the 1st edition of the "Paysages Nourriciers" with a highlight: the harvest in Grand Blottereau park (October):
 - 3 half-days;
 - about 100 participants, 5 workshops, with tasting;
 - a video shared on the city's social networks with recipe ideas and tips on seasonal vegetables;
 - assessment.

Within the framework of the "Eating, Moving" charter, Nantes is an active city involving the public health department, municipal departments and/or associative partners:

- sporting and snack activities during the summer and the short holidays with the sport department and the organisation Interfel in two districts;
- support throughout the year for the Plessis Cellier nursery school from the association "Du pain sur la Planche" to help improve children's understanding of food. The challenge is to establish a link between food, the food producer, the cook and the eater;
- solidarity baskets developed in Nantes Nord during the 1st lockdown, with the territorial development, prevention and solidarity unit and Accoord, and with the support of the metropolitan strategy to combat poverty.

Other miscellaneous initiatives:

- participation in the governance of the Regional Organisation for Support and Expertise (SRAE) in Nutrition: The public health department has participated in dealing with the increasing food insecurity (diagnosis shared with the resource associations);
- Territory Food Project (PAT) monitoring dashboard with the priority of accessibility for all and increased awareness;
- leadership of a "sufficient and quality food for all" work group with a collaborative space and a dashboard;
- organisation of a seminar to present the "Opticourses" programme for nutrition intervention with vulnerable people;
- support for the implementation of nutrition projects at the municipal or regional level:

- co-leadership, with the territorial development, prevention and solidarity unit (PDTPS), of nutrition work groups in Nantes North and Nantes East;
- support for the PDTPS in Ile de Nantes and Nantes Sud for the emerging collective dynamics.
- implementation of the CLSa projects in coordination with the PDTPS and the departments concerned, such as:
 - development of physical activity loops (Urbinat) as part of the overall Nantes Nord project with co-leadership of test walks (consultation with residents);
 - participation in the metropolitan network of social and solidarity grocery stores.

Promoting healthy urban planning, housing and health

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

- participation in the "Living conditions, urban planning and health" work group of the regional environmental health plan (PRSE3);
- recommendations from the Health Impact Assessment (EIS), concerning the integration of the future Bellevue multi-professional health centre;
- expert analysis for various departments, in particular this year, on issues related to the coronavirus (cleaning/disinfection, ventilation, misting, etc.);
- the dissemination of and support for a reference framework for health-friendly urban planning (based on EHESP work);
- hosting the action-research project of a doctoral student from Sciences Po Rennes on the links between energy insecurity and health (2022 thesis). It should be noted that a partnership with the CHU has been set up to establish the methodology of a health questionnaire;
- in terms of endocrine disruptors: in 2019, the City had adopted the charter of the Réseau Environnement Santé (RES) "Villes & territoires sans perturbateurs endocriniens" (Towns and Regions Without Endocrine Disturbance). A study with the departments concerned has been initiated with the aim of drafting an action plan in 2021 to help reduce the exposure of the population;
- the radon prevention campaign was cancelled (crisis). However, dosimeters were given to about ten residents based on previously-completed measurements or audits. Note: among the actions initiated in 2019 and finalized in 2020:
 - the 12th campaign, which involved 2,000 individual dwellings and covered 5 micro-neighbourhoods;
 - 129 measurements conducted by approved organisations (multi-care centres, schools, EHPAD, etc.).

Covid action:

- an internal webinar for the City of Nantes/Nantes Métropole "Covid 19 Information" (in March, with 450 participants).

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 externally, 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 three 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). The improvement of user living conditions continued in 2020 with a focus on maintaining the equipment present on the grounds and on making feasible improvements.

This effort was reflected in:

- Renting and mediation by partner service providers, now subject to regular and detailed monitoring to ensure the consistency of the services provided;
- intervention in the Boisbonnière adapted housing operation, delivered in 2019: 4 of the 6 sub-tenants are now tenants at the Nantes Métropole Habitat;
- relocation of a family from the Prairie de Mauves family rental plots to one of the Hestia adapted housing units, when it was vacated.

Reception and integration of Migrants from Eastern Europe

Since 2007, the City of Nantes and Nantes Métropole, in collaboration with the State, the departmental council and the associations concerned, have been developing initiatives for Romanian populations living in precarious conditions. To facilitate their integration, the City is working with its associative partners to ensure:

- management of the integration site at 58 Quai Wilson, including the arrangement and ongoing management of temporary accommodation for 10 families living in mobile homes, one of which is housed in the "Woodstock" prototype, providing social support for the families, organising extra-curricular activities and the social and civic coordination of the integration site;
- the opening, in February 2020, of a second temporary integration site, at 380 Route de Sainte-Luce, which accommodates 12 families, i.e. 50 people (24 adults and 26 children), who were previously living in various camps in the municipality. The Terrain d'Insertion Temporaire (TIT - Temporary Integration Site) stabilises the families and enables them to improve their material living conditions. They can thus more actively integrate with the support of social workers;
- management of certain housing units owned by the local authority (City or Metropolis) in order to temporarily house precarious families from shantytowns as a bridge to more sustainable housing;
- participation in an inter-landlord commission designed to promote access to mainstream housing for families;
- Job-seeking support for those closest to integration;

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 a MOUS (urban and social project management). In 2020, due to the Covid 19 crisis, the City actively supported health mediation initiatives in the camps, mobilised emergency social services to meet identified needs (food aid, hygiene kits) and facilitated access to water for all Nantes camps. In 2020, the City experimented with improving the sanitary conditions of water access in some of these areas, in conjunction with the Nantes Métropole and the NGO Solidarités Internationale.

For 5 months (from summer to the end of November 2020), the City also set up a social and health mediation taskforce in the 23 Nantes camps, in addition to the public health actions led by the ARS.

Finally, in 2020, the City mobilized to provide effective schooling for children living in camps in Nantes. This work resulted in the implementation, at the end of 2020, of an initiative to provide school mediation for children and families from camps in Nantes. This initiative is being conducted with State services, in particular the Éducation Nationale (Education Ministry). It has been assigned to the association Les PEP 44.

Migration, integration and diversity

The initiative has been strengthened by relying in particular on the territorial contract for the reception and integration of refugees, signed by the City of Nantes and the State.

- **Participating in reception and facilitating access to rights:**
 - continuation of the unit to ensure access to rights and design phase for a "legal hotline" for all services;
 - updating and reprinting of 10,000 copies of the "Guide d'Accueil des Résident-e-s Etranger-ère-s" (Foreign Residents' Reception Guide);
 - increase in the use of audio-interpreting (public contract) and experimentation with interpreting provided by ASAMLA at the CCAS.
- **Observe the territory so together we can be more effective:**
 - 3 studies to better understand the needs of the public, professionals and the people with them, in order to equip them and enable them to develop their skills (volunteering by refugees, employer and agency needs, an inventory of local migration resources).
- **Train those in the field to provide people with better support:**
 - 3 training programmes on migration developed with the University of Nantes - Alliance Europa: for local authority staff (two 2-day sessions), for employment intermediaries (one 3-day session).
- **Reinforcing access to French: language pathway approach:**
 - continuation of the permanent language evaluation system experiment (400 participants) in employment centres and opening of the system in the Haubans district centre;
 - training plan for associations teaching French (16 days of training provided).

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Equality and anti-discrimination measures

This public policy has been incorporated into all of the City's areas of activity. It should be noted that the health crisis has affected many actions that should have been conducted in person (conferences, seminars, training sessions). Projects initiated in 2019 were able to proceed, however.

- To facilitate access to rights for groups facing discrimination:
 - the "AntidiscrimiNantes" initiative aims to make it easier for people facing discrimination to access the law and obtain support. This approach is based on:
 - the **ALLONANTES Discriminations** telephone service ((+33) 02 40 41 95 96): handling of some fifty situations relating to discrimination;
 - an online submission form on Nantes.fr and the Nantes urban contract website;
 - a network of concerned people and organisations who meet to promote access to applicable law, to improve how situations are dealt with and to fight against obstacles to legal access;
 - a network of youths against discrimination (set up in October 2020) in conjunction with the City of Nantes youth department (20 actors involved in the fight against discrimination);
 - the 2020 appointment of a regional **Human Rights Defender** head to reinforce High Authority actions. The City of Nantes and the Equality Mission are actively partnering to improve how the situations encountered are dealt with.
- **To increase the skills of those involved locally in the fight against discrimination:**
 - the City of Nantes took part in an **Experimental Youth Fund project** under the aegis of the INJEP (National Institute for Youth and Popular Education), which focused on discrimination against young people. In this context, it has developed, with four territories at the national level (Grenoble, Villeurbanne, Aubervilliers and Nantes), training projects on the right to non-discrimination, support for youth (skills development) and the strengthening of initiatives aimed at young people (through the creation or knowledge of awareness-raising media: video clips, game development, distribution of tools to raise awareness with the exhibition "Nous faire société commune" (Toward a shared society));
 - with the support of the Mission Égalité (Equality Taskforce), the ATDEC - Maison de l'Emploi developed a training programme with employment intermediaries and recruiters in so-called "shortage" jobs (hygiene and digital sectors). In the same context, a series of 10 awareness-raising films is being analysed with the design school to be used to raise awareness in 2021.
- **To better understand how discrimination affects the people of Nantes:**
 - an opinion poll of 700 Nantes residents was conducted in December 2020 on the perception, feeling and experience of discrimination. This survey showed that origin and gender are still strong grounds for discrimination.

- **To support internal initiatives by the human resources department:**
 - In the framework of the Diversity label, the City is maintaining a proactive approach to ensure equal treatment and non-discrimination in Nantes. This process involves continuous improvement.

Taking action on gender equality

The public "Taking action on gender equality in Nantes" policy continued with the implementation of projects as part of the action plan to incorporate all aspects of equality, in particular the struggle against violence: At the end of 2019, Citad'elles, a place dedicated to women who have been victims of violence, opened its doors.

- **The Citad'elles initiative**

Citad'elles is a space for women (and their children) who are victims of violence, whether physical, psychological or verbal. 7 days a week, 24 hours a day, women are received, listened to, given support and provided with information in a safe and comforting environment. On arrival, they are taken in charge by a coordinator who accompanies them through a process of protection and reconstruction, with the help of various professionals: lawyers, midwives, psychiatrists, psychologists, etc. The service is free and confidential.

The year 2020 saw a 20% increase in femicide in France and an increase in domestic violence. Citad'elles remained mobilised during the health crisis to provide physical reception and a 24/7 telephone listening service. Highlights in 2020:

- providing shelter to women in emergency situations;
- an association and institutional partner presence has been maintained, either remotely or in person;
- an anonymous and discreet chatline has been set up on the Citad'elles website;
- in response to need, psychological services provided by the associations have been doubled;
- new actors have joined the project: permanent access to lawyers of the Nantes Bar Association.

Awareness-raising actions to encourage behavioural change

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

Although not yet systematic, the "Street Names: Making Space for Women" initiative to feminise the names of streets and facilities has continued; Heritage Days and "Women's Heritage" days highlighted the role played by women in the history of Nantes.

The City of Nantes has organised cultural and sporting events (shows to raise awareness, "Sportez Bien les Filles" (Join in the Game, Girls)) and promoted initiatives by associations for March 8th, International Women's Rights Day.

- **Taking action on gender equality in lifestyle choices**

The implementation of the roadmap for women's entrepreneurship has continued thanks to the support mechanisms and events.

Despite the health crisis, the Nantes metropolitan area CSR platform continued the "NégoTraining" workshops led by Audencia, designed to train women in salary negotiation (18 sessions, 340 women participants).

- **Taking action on gender equality in public spaces**

As part of the "City by Night" call for projects, bar staff in Nantes received training with the association "Chaffle, Art et Bagarre" in the prevention of sexist and sexual violence.

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

- To **ensure pedestrian continuity with barrier-free sidewalks**: in Nantes, 300 km of routes over the 11 districts are to be developed as a priority: 39% are already accessible to wheelchair users and 54% to people who are blind or visually impaired.
- Providing **public and on-demand transportation accessible to all**:
 - 100% of TAN vehicles, 80% of bus stops and 100% of tram stops now benefit from universal accessibility, making the **Nantes public transport system** one of the most egalitarian in France;
 - the new 2019-2026 public service delegation agreement between Semitan and the Métropole sets new accessibility objectives. For example, **training for drivers** on how to handle people with disabilities (co-developed with members of the Nantes Universal Accessibility Council (CNAU)) began in 2020. New Proxitan vehicles, better adapted to the service and running on CNG (a first in France) were also delivered in June 2020, to renew the fleet;
 - the project to **develop the Gare de Nantes** and the surrounding area continues to receive special attention, There is regular consultation with the members of the CNAU.
- Housing **users in adapted premises**:
 - 13 Public **Premises** (ERP) have been made accessible since 2015, bringing the overall accessibility rate of the City's construction assets to 24% for a total investment of €14 million.

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

- To **make culture accessible to all**: following work with associations and cultural partners, the cultural season (accessible to the visually impaired) has been published using adapted communication media: documents written in large print and with an audio description.
- **Promoting access to sport**: the 2015-2020 disabled and adapted sports plan addresses the accessibility of gymnasiums and free sporting activities.

International Cooperation and Solidarity

Taking action together for development

Nantes' international collaboration arrangements with its partners in the South are geared towards developing direct relationships with local authorities. The objective is to unite to deal with universal challenges: meeting basic needs, ensuring sustainable local development, democracy and citizenship, cultural exchanges.

- **Agadir (Morocco):**
 - implementation (affected by the pandemic) of a cross-mobility project for 12 young people from the cities of Agadir, Dschang, Nantes and Rufisque, co-funded by the French Ministry of Foreign Affairs, in partnership with Cemea, Francas and Parcours le Monde.
 - cooperation between the Festival des Trois Continents and the Agadir Documentary Film Festival continues.
- **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.
 - the opening of the Maison des Arts de Rufisque, a future site for creation, distribution, artistic and intercultural education, is continuing. It will allow discussion between students, artists and children from Rufisque and the Nantes region, in particular through exchange-residences. The association Solidarité Nantes Rufisque (school twinning), the École des Beaux Arts of Nantes-Saint-Nazaires and the Maison des Arts of Saint-Herblain are associated with this project.
- **Dschang (Cameroon):**
 - three-year cooperation programme involving supporting Dschang's associations, institutional communication and the development of several iconic places and services in the city: multimedia resource centre with accessibility for the visually impaired, museum of Cameroonian civilization, municipal lake.
- **Haiti:**
 - in conjunction with the Brittany region and Nantes Métropole, Nantes is supporting the structuring of the Association of Mayors of Grand'Anse (AMAGA), so that local elected officials are more involved in the development of inter-municipal territory, in conjunction with NGOs and the Haitian State;
 - local responses to the Covid-19 health crisis: in addition to the actions of Nantes Métropole with AMAGA, Nantes has supported the Saint-Antoine de Jérémie hospital by financing personnel to maintain the infrastructure and medical equipment.
- **Palestine:**
 - Nantes is supporting Rezé's cooperation with Abu Dis, focused on the development of health structures.

- 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 in Recife, through the Nantes Lit Dans La Rue association.
 - via musical workshops led by the Macaiba association with the aim of promoting Brazilian culture.

Key figures

- 12 scholarships (for projects conducted in 7 countries) were awarded in 2020 by Clap Solidarité Internationale, totalling €10,100.
- 17 projects were supported as part of the APDIS (call for solidarity international development projects) for a total of €80,000.

Close relations with our twin cities

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

European twin cities

During this health crisis, the 4 European twin cities have all borne witness in a special newsletter to talk about how they have lived through this unprecedented situation, and how their city and inhabitants have mobilised in response.

- Saarbrücken (Germany): the "Young Ambassador" programme has been renewed for another year from October 2020 to August 2021. The programme is the result of a partnership between the cities of Nantes and Saarbrücken, the French Association of the Council of European Municipalities and Regions (AFCCRE), the Franco-German Young Persons' Office (OFAJ), the French Civil Service Agency and the Franco-German Cultural Centre (CCFA) in Nantes. In the context of the programme, Eamon Schneider from Saarbrücken will be working in Nantes from January to August 2020, followed by Alexia Thiessen Achille for one year from October 2020. Nantes' ambassador Esther Amilien is also in Saarbrücken. Their role is to guide and support joint youth projects by the two cities, and to promote cultural and community exchanges. In 2020, they managed to organise several projects despite the difficult health context:
 - a trip from Nantes to Saarbrücken from 20 to 25 January to form a youth jury comprised of Nantes and Saarbrücken residents for the "Max Ophüls" film festival;
 - testimony about what people have gone through during the health crisis, in Nantes and Saarbrücken;
 - a social-network game based on the Advent calendar and involving Nantes and Saarbrücken;
 - creation of a recipe book with contributions from Nantes, Saarbrücken, and Tbilisi;
 - continuation of exchanges between the La Joliverie vocational school and the "ZBB" school in Saarbrücken.
- Exchanges between the city of Nantes and the city of Saarbrücken:

- participation de la ville de Sarrebruck à un webinaire le 24 juin organisé par EuropaNantes sur la crise sanitaire vue par les soignants français et allemands ;
- visioconférence entre Uwe Conradt (maire de Sarrebruck) et Yves Pascouau (conseiller municipal en charge de l'Europe) : prises de contact en début de mandat et programmes de rencontres avec les associations franco-allemandes.
- Tbilissi (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; A young person, Emilio-Gabriel Leclere, was sent there as part of his civic service, to support the teaching of French;
 - videoconference involving the elected cultural representative for Tbilisi and Mr. Pascouau: contacts at the beginning of the mandate and scheduled meetings with the Franco-Georgian associations.
- Cardiff (Wales):
 - joint January 31st, 2020, drafting of a declaration of friendship by the elected representatives of Nantes and Cardiff, following the official exit of the United Kingdom on February 1st (Brexit). The usual school exchanges with Cardiff and Wales have unfortunately had to be cancelled due to the health crisis;
 - video conference between the Mayor of Cardiff, Thomas Huw and Mr. Pascouau: contacts at the beginning of the mandate and scheduled meetings with Franco-British associations.
- Cluj-Napoca (Romania):
 - support for the creation of the Franco-Romanian cultural centre in Nantes, based at EuropaNantes;
 - participation of the city of Cluj-Napoca in the Nantes Innovation Forum within the framework of Nantes European Capital of Innovation 2019 (Cluj-Napoca among the 6 finalists for the 2020 prize).

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

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

Despite a difficult 2020 (health crisis), many initiatives have been undertaken. Digital tools have allowed genuine dialogue between institutions, associations and their partners. Community links between Nantes and Niigata, Suncheon and Qingdao have been made easier and supported.

Niigata: the City of Nantes has supported many association projects. Noteworthy events include:

- **the reinforcement of school exchanges on themes focusing on graphic arts and gastronomy**
 - 1) 28 students and teachers from the graphic arts cluster travelled to Niigata in February/March 2020, with virtual exchanges, video conferences at the arts cluster with the JAM College of Niigata. New exchange involving English classes at the Lycée la Joliverie and the Bandai Lycée in Niigata (video-conferences every week since October 2020).

2) Exchange program based on gastronomic expertise in Nantes and Niigata with the hotel school Brottier and the Institut de Formation aux Métiers de l'Esthétique et la Diététique (IFOM - the institute for aesthetics and dietetics training). A videoconference involving the students of the hotel school and chef SATO from the recently-starred restaurant Araragi, introducing the techniques of a renowned Japanese chef to Nantes students.

- **Gastronomic and cultural programs as part of 2020 Tables de Nantes and based on Niigata's culture of tea and sake**

As part of the 2020 Tables de Nantes and the "Japan in a Thousand Colours" exhibition on Île de Versailles (Maison de l'Erdre), a program of activities brought a large public (2,400 in-person visits over two weekends, in full compliance with health regulations) and numerous Franco-Japanese associations to the site in September:

- Chanoyu Pays de Loire, La Cocotte Solidaire, Ateliers Kinoka;
- Atlantique Japon, Jeunesse France Japon and Odori (filming of a choreographic video inspired by the So Odori in Niigata);
- Kinase (distributor of Niigata products and sakes);
- Ikebana O Hara and Hanabishi.

Tastings of typical Japanese products were held in the context of a partnership with Cocotte Solidaire.

- **Virtual exchanges involving elected officials from Nantes and Niigata and associations - Reports from Niigata students**

Nantes Niigata videoconference involving the Mayor of Niigata, Yaichi Nakahara, and Pierre Emmanuel Marais (Nantes elected official): contact at the beginning of the mandate and programmed meetings with Franco-Japanese associations.

The students, who had spent a year in Niigata, shared their experiences of the health crisis in Niigata and Japan.

- **In Suncheon**, many initiatives had to be cancelled. Here too, the students were able to talk about their experience of the crisis in Suncheon (with the support of the Koreanantes association).

- **Seattle, Washington State:**

A new initiative with the city of Seattle is being launched on the occasion of the 40th anniversary of the twinning between the two cities. Due to the health crisis, part of the anniversary programme has been postponed to 2021, including the organisation of a multi-partner trip from Nantes to Seattle. 2020 Highlights:

- **the exhibition "NATURE NATIVE From SEATTLE to NANTES"** (July 3rd to September 27th, 2020) in the Museum gardens proposed by the city of Seattle and the Seattle-Nantes Sister City Association as part of the Nantes Seattle twinning. It took a sensitive look at the connection between nature and the Native American cultures of Seattle and North-western North America. Several artists from Seattle's native communities (Haida and Makah tribes, etc.) and from the Pacific Northwest participated. In a singular and poetic way that took their environment and ancestral traditions into account, they delivered a message of friendship and hope to the

population of Nantes. Note: the garden is very popular; the totem poles and masks of the Haida tribes of Seattle are now on permanent display in the Museum;

- **the "Passe-partout" exchange programme** of the local education authority: exchanges continued virtually, with Nantes high school students working on a development programme for Nantes Park in Seattle;
- The **proposal of artist Claude Ponti** for the development of Nantes Park in Seattle, (as part of the 40th anniversary of the twinning between Nantes and Seattle), was of special note;
- **trip by** Oniris agri-food engineering students and instructors to Seattle in February 2020, at the beginning of the pandemic, with a programme of courses, workshops, explorations organised by Seattle Pacific University and with a welcome by the Mayor of Seattle and the SNSCA;
- **virtual exchanges involving elected officials**: Nantes-Seattle videoconference involving Council Member Lisa Herbold, who sent a message of friendship to the Mayor of Nantes, and Pierre Emmanuel Marais, elected official of Nantes, as part of the contacts at the beginning of the mandate.
- **Jacksonville, Florida:**
 - **active pursuit of community exchanges** in close collaboration with the Maison des Etats-Unis in Nantes, despite the cancellation of the language immersion sessions;
 - 19 students and teachers from Saint-Felix High School **travelled** to Jacksonville in February.

Key figures

- 2,400 visitors to the Nantes Niigata events (coordinated by 9 associations) as part of the "Japan of a Thousand Colours" exhibition in September.
- 30,000 external visitors (estimate based on museum attendance) to the exhibition NATURE NATIVE from Seattle to Nantes (June to September).

Cosmopolis, a space open to Europe and the world

Through its cultural programme (exhibitions, conferences, shows, films, etc.), the Cosmopolis space offers a pathway to European and international citizenship for all. It promotes commitment by associations and institutions and helps the people of Nantes open up to the world.

In 2020, due to the pandemic, the Cosmopolis space was only open to the public for 4 months. Only 5 exhibitions (the highlight: "Décryptages – les Inégalités" (Decoding inequalities)) and 60 cultural events (conferences, films, shows, educational workshops) could be held due to and in compliance with strict sanitary regulations. 9 projects had to be postponed to 2021, including the two film festivals (the Spanish Film Festival and the Festival des 3 Continents). Despite this context, the space welcomed 17, 300 visitors, including more than 600 schoolchildren, for the "Décryptages – les Inégalités" exhibition.

During the two lockdown periods, every week Cosmopolis published a special newsletter "Restons en Liens" (Let's stay in touch) in order to give a voice to associations and artists whose projects have been postponed (reports on the health situation in their countries). A total of 16 letters were published in 2020.

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 as a medium for social cohesion, while boosting the ecological transition in the Nantes area. Its goal: to place "the city in a garden".

Protecting biodiversity

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

- The future of the Prairie de Mauves site is being studied in tandem with the necessary land purchases, with the aim of ensuring the long-term exceptional ecological value of this area while opening it up to the public.
- The "Zero pesticide" goal has now been reached. By abandoning the use of pesticides to focus on alternative methods and revegetation, the City has enabled the gradual reappearance of adapted urban plant-life. Biodiversity in Nantes is growing steadily.

“Paysages Nourriciers” (Nurturing Landscapes) to help the most disadvantaged

In 2020, the Covid 19 health crisis increased food insecurity amongst the most vulnerable households in Nantes. Through the Paysages Nourriciers project and in line with the emergency community measures, SEVE (Service des Espaces Verts et Environnement - the Green Spaces and Public Works Department) gardeners set up solidarity allotments, making it possible to provide 22 tons of vegetables free of charge to the most vulnerable families in Nantes, through large-scale distribution campaigns in the summer and fall.

In total, there are 50 production sites scattered throughout the 11 districts of Nantes for the solidarity allotments. Straw, compost and vegetable seedlings were delivered to the four corners of the city and planted in June 2020, to be ready for the summer or autumn harvest depending on the vegetables. Everything is natural and ultra-local, with no pesticides: the City has consulted with four French permaculture specialists in the implementation of this unprecedented operation.

Coordination with the CCAS's Prevention and Solidarity Local Development Centre (PDTPS) and mobilisation of numerous external players (neighbourhood centres, food aid collectors, local associations and nutrition associations, etc.) ensured that the campaign was widely disseminated to the public concerned and that the areas were given a strong boost (declarations of solidarity, meetings, awareness-raising workshops on food, etc.).

More than 2,500 households have benefited from these ultra-locally-grown vegetables, distributed free of charge through some thirty neighbourhood and food aid associations. Some of them also offered recipes, nutrition tips, and so on.

The people of Nantes have green thumbs

Over the last 30 years, Nantes has been encouraging the deployment of communal gardens (allotments or shared gardens, etc.) to promote social cohesion, mainly by increasing the number of gardens in district centres. The City now has 60 communal gardens, including 27 allotment sites (1,164 plots) and 52 shared

garden sites. Thanks to the 53 associations that coordinate and manage them with SEVE's help, the gardens give residents an opportunity to actively help shape their cityscape, preserve natural heritage and protect the environment.

In 2020, two new communal gardens (at Marcel Launay Square and Benoni Goulin Square) and a communal garden street on Rue Jean Jaurès, in which the vegetation is maintained by shopkeepers (next to Rue Mercoeur, one of the first participatory garden streets in Nantes), were made available.

The "Ma Rue En Fleurs" campaign (My Street in Bloom) has gone from strength to strength in recent years: 4,200 seeds packets were distributed to residents to brighten up the pavements of more than 800 streets in Nantes. It is worth mentioning that the scheme has now been extended to almost the entire metropolitan area (except 4 municipalities).

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

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

In 2020, "My Street is a Garden" began to deal with requests from residents/shopkeepers on an ongoing basis. The local centres have thus examined 45 individual requests for frontage and 5 collective requests from residents for garden streets. These projects should be completed by spring 2021 (the work was postponed due to the lockdowns)

Stepping up educational initiatives on environmental issues

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

Four sites offer activities for school children in Nantes (11 class sessions in 2020):

- Maison de l'Erdre: 1,247 pupils visited the site;
- The La Chantrerie farm: 1,550 pupils;
- The Parc du Grand Blottereau: 675 pupils;
- The Jardin des Plantes botanical gardens: 1,300 pupils;

275 pupils participated in the activities, including 25 pupils for "Let's Sail on the Erdre" and 250 for "Garden Writing".

Improving living conditions

- Completion of the first redevelopment phase for Port Boyer Park (including playgrounds).
- Redevelopment of a square in the Nantes Nord district (Jardin du Canada, Rue de Winnipeg) as part of the European Urbanat programme.
- Start of requalification work at Place des Lauriers, around the Maison des Habitants et du Citoyen.
- Redevelopment of playgrounds in various social housing areas.

Key figures

- 101 parks, squares and council gardens located across the city.
- Nantes boasts 39 m2 of public parks and gardens per resident.
- New attendance record: more than 1.75 million people visited the Jardin des Plantes in 2020 despite Covid 19, and the partnership with artist Jean Jullien continued for the "Filili Viridi" exhibition.
- 121,583 people visited the Maison de l'Erdre. The exhibition space dedicated to the ecosystems of the Erdre river was reopened in 2020 following renovation work.
- 2,851 people took part in the outreach programmes offered by the Jardin des Plantes, the Grand-Blottereau greenhouses and the major parks in Nantes (Beaujoire, Nantes Arboretum, Procé, Île de Versailles, Gaudinière and Grand-Blottereau), broken down as follows:
 - 354 people, including 281 children and students, went on the group tours led by the botanical gardeners of the Jardin des Plantes;
 - 447 people went on the weekly individual group greenhouse tours led by the botanical gardeners of the Jardin des Plantes;
 - 1,139 visitors were given free entry to the digital code-protected greenhouses of the Jardin des Plantes;
 - 537 people (including 304 children) took part in treasure hunts hosted at the Jardin des Plantes;
 - 33 visitors participated in sightseeing tours for tourists (tour operators) in connection with the Voyage à Nantes;
 - 341 visitors downloaded GuidiGO audio-guided tours.
- 35,000 visitors took part in the 2020 edition of "La Folie des Plantes" (the Madness of Plants), which involved limited activities, strict respect for the sanitary protocol linked to Covid 19 and with gauges used for each activity (2 "Plant" circuits and 1 dedicated to art linked to the gardens) on the theme "The Plant Market".

Urban Development

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

- Continuously monitor the Nantes area, identify the sectors liable to change and anticipate urban developments;
- Conduct broad-ranging feasibility studies with the city and metropolitan departments, in line with public policy and factoring in the participatory approaches initiated by the City of Nantes;
- Contribute to defining development and programming guidelines, revising Nantes' Local Urban Planning Scheme (PLUm) and the conservation and upgrading plan (PSMV);
- Draft recommendations on town planning, architecture and landscaping prior to property operations on public or private land;
- Monitor the construction of dwellings and 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 (Plans Paysage et Patrimoine - PPP) 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 of the sector for the urban development that respects residents' feelings and their relationship with their environment. This project, launched by the City at the end of 2015, involves community workshops. These district workshops bring together the residents, associations, collectives, a consulting landscape designer and departmental representatives from the City and Nantes Métropole.

■ **City centre and Loire at the heart**

Dobrée-Gigant Landscape and Heritage Plan: the community's analysis of the recommendations of those residents that participated in the Dobrée-Gigant PPP workshop, recorded in the vulnerable landscape atlas (volume 1), was delayed by the elections and the health crisis. It has been extended to 2020. The community's response to these recommendations, which will constitute Volume 2, is expected in the first half of 2021.

■ **Chantenay**

Bellevue Chantenay Sainte-Anne Landscape and Heritage Plan: the community's analysis of the recommendations of those residents that participated in the PPP Bellevue Chantenay Sainte-Anne workshop, recorded in the vulnerable landscape atlas (volume 1), has been delayed by the elections and the health crisis. It took place during 2020. The community's response to these recommendations, which will constitute Volume 2, is expected in the first half of 2021.

Apiculture house: the project to renovate the building has been studied, with the work to commence by the end of 2021.

Dubigeon sector: restoration of the Black Crane: technical studies for the restoration and embellishment of this crane have been launched, with a view to starting work in the summer of 2021.

Work on the extension of the Ecole Mutualité has started.

■ **Dervallières Zola**

Study of Place Zola (contractor Atelier Ruelle)

- Phase 1 - diagnosis: consultation with the district's residents and shopkeepers on the future of the square and its surroundings. These meetings, which began in 2019, have proven to be very popular with local residents.
- Phase 2 - development of 2-3 differentiated scenarios that began in 2020. The scenario will be confirmed before the summer.

Contrie socio-urban study (contractor Atelier Ruelle)

The study started in January 2019; stages 2 and 3 have been approved by the steering committee. Two scenarios have been presented to the residents. The last steering committee meeting, on October 2nd, 2020, approved the urban programme guidelines set out in the final scenario. Work is now underway with Nantes Ouest to translate the outline into a development project.

Equality Agreement urban study (contractor Tica)

The study started in April 2019, after stages 1 (diagnosis), 2 (development of differentiated scenarios on the Equality - Convention sector) and 3 (development of an outline scenario) validated by the steering committee in October 2020. Work with the Nantes Ouest cluster, the SEVE and Nantes Métropole Habitat (NMH) is now underway to translate the outline into a development project.

Dervallières

This project is part of a new regional ANRU agreement.

Key figures: 60 ha, 4,926 inhabitants, 96% social housing, 52 demolished and 310 redeveloped dwellings in the Lorrain De La Tour sector.

- Grand Watteau surroundings: start of the public space developments led by the Nantes Ouest cluster design office at the end of 2020 for delivery in the summer of 2021.
- Lorrain de la Tour sector: as part of the Grand Watteau redevelopment, launch of a study by the DTA / Cluster / NMH and analysis by NMH of the renovation of adjoining buildings.
- Place des Dervallières: Nantes Métropole Aménagement (NMA) has been appointed to manage the development concession for the square. In 2020, NMA launched a competition to find a project manager and the MAP Landscapers / Ville Ouverte / A2I Infra consortium was selected.

■ **Hauts Pavés Saint-Félix**

Sourdille. The Sourdille site conversion project was launched with Bouygues Immobilier. The project will see the construction of a crèche, nearly 100 housing units, a "co-living" residence and a green core area open to the public. Planning permission was sought at the end of October.

Bethléem. The future of the site of the Sisters of Bethlehem convent, chemin de la Houssinière, has been studied. A number of issues were discussed: the management of the waterways on the site, the integration of a TAN transformation, the social housing programme, the architecture and landscaping. The application for planning permission will be submitted in 2021.

Saint-Félix - Fellonneau. The school project has been finalised and planning permission granted. The district's residents have been provided with information on the transformation of the sector, in

line with the PPP. Discussions have been initiated with the CD44 for the possible integration of a wooded plot of land in the town's public domain.

Saint-Augustin. Urban redevelopment has continued with the first deliveries scheduled for 2021. The tertiary building has been acquired by the Métropole.

Greenway. The redevelopment of the Lavandières square has been analysed with NMH, as has the development of the Rue Noire project with the cluster. Objective: to create a greenway between Miséricorde and Erdre.

Presence of green spaces. The state of the supply of green spaces and the appeal of the parks and squares in the district has been analysed. The diagnosis will be used to develop proposals for initiatives in 2021.

■ **Île de Nantes**

Municipal facilities: delivery and commissioning of the Josephine Baker modular school (8 classrooms) and the Agnès Varda space (meal centre + shower facilities).

Urban project

- Prairie aux Ducs district. Delivery of "Canopée", a 120-unit NMH building, 11 floors high, built mainly of wood, as well as "Zellige", 100 units, 15 of which are participatory housing.
- Republic district. The first building permit applications have been submitted. Work to create new roads around the future university hospital is underway, and the rail network, acquired by the Métropole, is being dismantled. Design and implementation of the public spaces and park system are continuing per the AJOA-Schorter team proposal, as are the studies related to the creation of new tramway tracks.

■ **Breil-Barberie**

Breil. The study of the district's centre continued; residents were shown the diagnosis in February and urban redevelopment plans have been drafted. The operation's scheduling has led to intense discussion with the City's and Métropole's departments.

Massenet. The future of the Massenet site has been the subject of work meetings with the Réalités group, which was retained by the State to develop the project on this site. The ground plan has been stabilised with the aim of finding a large and legible public soft link from Massenet Street. The promoter has organised several workshops with the residents. Discussions are continuing with a view to requesting planning permission in 2021.

Orange. Planning permission has been granted and has not been contested. Nearly 300 housing units and a medical centre will be developed on site.

Collines du Cens. The construction of Block B continued. The conditions for a temporary transfer of the Mairie annex have been worked out with the developer. The redevelopment of public spaces is being analysed with an approach that includes the public. On Block A, the future of the heritage building is analysed in an architectural notice designed as a guideline for the developer.

Route de Vannes. The urban study of the area between the Vannes roundabout and Beauséjour has continued. It is awaiting the conclusions of the master plan for cycle routes. Guideline scenarios are being studied for each of the sequences.

Rosa Parks College. Discussions have been held with the CD44 and the headmaster on ensuring the area around the school is safe. The relevance of relocation is shared by the stakeholders, involving a coordinated analysis of the college extension and the redevelopment of Coubertin Boulevard.

Brisset participatory housing. The self-promotion project has been the subject of a legal appeal, which was won by the applicant. A new building permit has been requested.

École des Plantes. The school extension project has been worked on. The principle of a new pedestrian path between rue Eyquem and rue des Plantes has been agreed in order to improve the pedestrian network in this micro-neighbourhood and to provide better access to the new school entrance.

■ **Doulon-Bottière**

In 2020, the PPP resulted in the continuation of the Broussais / Bréchoir study for drafting redevelopment plans and in the proposal of new protection for heritage in the context of the next modification of the PLUm (heritage scope for the Cité du Verger and urban sequences for a section of rue de la Ville en Pierre, Place Victor Basch and rue Bariller) The programme's guidelines for the development of the area around the Doulon Mairie have been drafted by the departments with a view to launching a feasibility study for this development in 2021.

■ **Malakoff – Saint-Donatien**

In 2020, the PPP proposed new heritage protection for walls in the framework of the next modification of the PLUm. With a view to the overall redevelopment of the Erdre riverbank promenade, a number of actions were initiated or implemented in 2020: installation of 2 picnic tables on rue des Bateaux Lavois, resumption of nearly 60 m of promenade, thinning out of the riverbank vegetation, and launch of a feasibility study for the creation or improvement of Erdre access sites. The results are expected in 2021. In order to activate the project to upgrade the area under and around the Tortière bridge to meet the stated expectations of the two PPPs, Malakoff Saint-Donatien and Nantes Erdre, the departments are studying the possibility of a transitional development of this site. It is proposed that this project be included in the 2nd edition of the "Sites for Transformation" in connection with the launch of a study prior to overall development of this site, planned for 2021. It should be noted that access to the Erdre from the Tortière bridge is being analysed as part of the development study for the Boulevard des Belges/Tortière intersection.

■ **Nantes Nord**

North Nantes: the first phase of the Val de Cens Landscape and Heritage Plan has been completed. The residents approved the courses of action drafted by the landscaper CAMPO on 20 November 2019. The process is now entering its second phase, with workshops scheduled to begin in June 2020. The community will provide residents with feedback on May 17th in the presence of elected officials.

■ **Nantes Erdre**

Following the restoration workshop of volume 1 of the Vulnerable Landscape Atlas in December 2019, 2020 was devoted to the departments' appraisal of the 150 proposed initiatives in Volume 1 of the Nantes Erdre PPP, spread over 49 action sectors. The participants were regularly informed of the progress of the appraisal.

Supporting Nantes residents access to social housing

The housing department provides reception services, information and guidance for Nantes residents to assist them in finding housing, 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 2,511 households. Of the city quota, 480 households were allocated housing. Due to the health situation and more specifically the 1st lockdown (allocation activity suspended for social landlords for 3 months from March to May), housing allocations decreased by 30% compared to 2019.
- 19 new construction projects were delivered in Nantes across the 11 districts, consisting of 327 PLUS/PLAI and 147 PLS social housing units (for a total of 474 housing units, representing a decrease of 60% from 2019).

Key figures

- 27.20% of social housing in Nantes, counted city-wide under the Solidarity and Urban Renewal Act as of 1st January 2020, i.e. a total of 43,644 housing units.
- 20,334 applications for social housing were awaiting processing on 31st December 2020 (for a first choice of location):
- 64% of the applications were from first-time applicants (an increase of 1%) and 36% were requests for a transfer.
- The average waiting period for applications in Nantes is 24.6 months (an average increase of 4 months).
- 50% of requests were in relation to a single person (high demand for T2 housing).

- 3% of households applied for wheelchair-friendly housing.
- 525 new households interviewed by the housing department (excluding households relocated for demolition) (decrease linked to the 2 lockdowns of 2020).
- 1,077 requests awaiting allocation on the city quota.
- 28.5% of those requests are for single-parent households.
- 79% of households have taxable incomes that are 60% below the threshold for social housing (an increase of 5%).

Substantial support as part of the ANRU urban renovation scheme

The alternative accommodation scheme supported by the City of Nantes within the framework of the ANRU refers to the local charter concerning the 4 Nantes districts under agreement with the ANRU and to the metropolitan alternative accommodation charter. Its purpose is to ensure that the households affected are treated equally.

- Grand Bellevue, Nantes Nord, Bottière-Pin Sec and Dervallières are the four areas of Nantes that are part of the new National Urban Renewal Programme (NPNRU). An agreement with the ANRU has been in place since 5 October 2019.
- As part of these renovation projects, 692 housing units have been planned for eventual demolition. For 588 other households (230 in Bellevue, 174 in Nantes Nord, 132 in Bottière Pin Sec and 52 in Dervallières), the re-housing process is assisted by an external service provider commissioned by the City. The company will take over in 2021.

A busy year for urban planning approvals

There was still a considerable amount of activity despite the 2 months of strict lockdown in 2020 due to the strong dynamism of the metropolitan area and in particular the City of Nantes. Note:

- The Local Housing Programme plans to create 6,000 housing units a year, including 3,000 units in the City of Nantes. This will mean an increase in applications for planning permission that will require processing and sites that will have to be inspected;
- The Metropolitan Urban Planning Scheme (PLUm)(applicable since April 23rd, 2019), has changed the way requests for urban planning authorisations are processed, with an increasingly contextualised approach in order to improve the way projects are adapted to urban issues and to incorporate a broader territorial analysis (water cycle, CBS, thematic OAPs, etc.).

Key figures

- 925 planning applications for construction projects submitted (1,131 accompanied by development and demolition applications).
- 2,543 requests for planning pre-application advice.
- 121 feasibility studies processed.
- 10,328 planning reports issued.

Processing residential changes of use

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

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

- In 2020, 230 change-of-use applications were processed.

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

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

Additionally, since the end of 2019, the City of Nantes has been in a consortium and benefitted from architectural consulting services. Consultants offer assistance on matters of architectural quality (in terms of urban, heritage, landscape and environmental integration). These services will help elected representatives and ADS investigators analyse and negotiate construction projects.

Trade-boosting initiatives in Nantes

The year 2020 was marked by the health crisis, with intense support provided to Nantes' shopkeepers.

Various measures have been undertaken in the emergency:

- financial support for the creation of the departmental platform MaVilleMonShopping (MVMS) (€300,000);
- waiver of the right to occupy the public domain;
- 2 months' exemption from TLPE;
- conversion of streets to pedestrian ways accompanied by the extension of terraces, activities and beautification to make areas more agreeable;
- the Voyage à Nantes will be maintained (but postponed);
- communication plan to stimulate the resumption of activity during the first end of lockdown (May-June 2020) (the campaign: "nos yeux pour vous sourire, nos boutiques pour vous accueillir" (our eyes to smile at you, our shops to welcome you)) renewed in September 2020;
- rental assistance (November 2020);
- compensation for exhibitors at the Christmas market following its cancellation;

- creation of a Christmas drive for Nantes businesses linked to the MVMS platform (end of November to end of December);
- support for the maintenance of a dematerialized edition of the Autre Marché (Other Market);
- Festive season competition with €40,000 in "Plein Centre" gift vouchers to stimulate shopping in the city centre;
- free public transport and P+R for the 3 weekends before Christmas;
- highlighting the solidarity initiatives of merchants;
- communication about shops and restaurants offering a click & collect service.

In addition to these emergency measures, there is a sustainable recovery plan structured around 4 axes:

- support local commerce by encouraging the use of commercial centres;
- help physical commerce incorporate digital and associated services;
- develop a hands-on strategy to perpetuate trade in central areas;
- support commerce and central areas in transition, to encourage the sustainable city.

Specific actions in the Nantes city centre

- Initiatives to boost the appeal of the city centre continued with concrete actions on cleanliness, safety, accessibility and communication.
- A forward-looking analysis of the city centre of tomorrow has been undertaken in order to identify the major challenges ahead and to develop an action plan for this new mandate in conjunction with our partners, while integrating the fundamentals (cleanliness, safety, accessibility) and also rising to the challenges to come (service, digital, etc.).
- Follow-up of merchants affected by the Feydeau Commerce works.
- Continuation of the strategy to strengthen and differentiate commerce in the city centre:
 - limited commercial prospecting mission (cancellation of trade fairs during the health crisis; commercial meetings by videoconference);
 - changeable sites: delivery of the "Uniqlo" building on Square Fleuriot; analysis of the property and urban project on Notre Dame de Bon Conseil and warning that the conditions for the commercial success of the project have not been met; follow-up of the feasibility study on the Feydeau commerce sector;
 - return to commercial use of strategic sites: the project management assistance taskforce created to facilitate and accelerate the transformation of key sites or buildings to better meet the needs of major retailers (prime retail sites, iconic buildings and surface areas of more than 200 m²), launched a fund-raising campaign for four key sites (place Royale, place Graslin, rue Feltre, 50 Otages). On these 4 sites, all owners have been met and discussions are well underway for short and medium-term transfers.

Key figures

- Centre-ville (City centre): 1,800 commercial premises (including 1,100 retail operations, 540 cafés/restaurants and 200 service businesses), 2% vacancies, 7% turnover.
- 17,500m² commercial space created since 2014, of which 5,000 m² is still to be marketed (basement of Carré Feydeau, Passage Coeur de Nantes and Passage Chatelaine).
- Installation of the Uniqlo store in May 2020 in the Feydeau Commerce sector.
- Proximity: some sixty local centres representing nearly 1,300 commercial activities; 3 commercial studies carried out in 2020 (HBR, Route de Vannes and Zola).
- 10 km of streets illuminated, including 400 decorations in the town centre and around thirty districts illuminated for the 2020 festive season.
- €331,500 in subsidies were paid to retail associations in 2020 (€95,500 to Plein Centre and €236,000 to UNACOD).

Safety and Public Order

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

La Maison de la tranquillité publique

The Centre for Public Order (MTP) is a resource centre that establishes 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 and judicial conciliators).

The Centre for Public Order is also:

- A helpline: "Allo Tranquillité Publique" (at +33 02 40 41 99 99), from 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 at the Manufacture des Tabacs site (11 boulevard de Stalingrad), open Monday to Friday, 8:30am to 5:30pm.

□ Key figures

- 102 nights of surveillance were conducted by the night surveillance brigade (BCN), with 142 reports of regulatory violations in 2020 (compared with 339 in 2018 and 150 in 2017) and 290 establishments were subjected to special surveillance for one night or more.
- 12 parking spaces reserved for two-wheel motor vehicles were created in 2020, bringing the total number to 882 (870 in 2019).
- € 7.8 million in overall revenue (parking meters and subscriptions) was collected in 2020 (-28% compared to 2019 - a result of the health crisis).
- The transaction volume (payments via parking meters) in both managed parking zones was down 32% in 2020 (2,616,364 transactions in 2020 compared to 3,855,992 in 2019 - a result of the health crisis).
- 104,939 post-fact parking price tickets (FPS) issued in 2020 compared to 144,984 in 2019 (-28%) - a result of the health crisis).
- Ticketing for obstructive and highly obstructive parking in public spaces up by 27%.
- Introduction of a monthly resident pass linked to the health crisis at €15.

- 108 mandatory site inspections in 2020 (89 by the municipal safety commission and 19 by the departmental safety sub-commission). 7 unfavourable opinions issued by the safety commission. 1 unfavourable opinion issued by the departmental safety sub-commission.
- 16 authorisation inspections for commencement and acceptance of works carried out in 2020 by the municipal and departmental safety commissions.
- 496 applications for Public Premises (ERP) Work Permits registered in 2020, including 125 as part of an application for planning permission.
- During the 11 plenary sessions of the Municipal Safety Committee, 419 applications were examined, of which 425 were applications for Public Premises Work Permits (4 rejections).
- 73 applications for events in a public premises were processed in 2020, of which 62 were for an exceptional use of the ERP and 7 for the erection of a marquee.
- 4,484 people were received in person at the Centre for Public Order (MTP); an average of 26 per day; 36,749 calls in 1 year, i.e. 132 per day: Website: 84,140 visits recorded, i.e. 230/day - 1,928 requests via the contact form.
- 1,050 foot patrols, including 559 on public transport.
- 1,216 reports received in the hygiene sector.
- 7 organisational squalor orders and 25 operational squalor orders issued.
- 72 noise complaints handled by the hygiene sector.
- 212 stop-work orders issued for construction at night.
- 43 food hygiene inspections.
- 22 fires and 46 material falls requiring the intervention of a civil security team and 72 emergency measure decrees (safety perimeters, dwelling ban, access ban).
- 1,110 event case files, 344 of which required the issuing of a public order. Due to the health situation, many events could not be held and were cancelled or postponed.