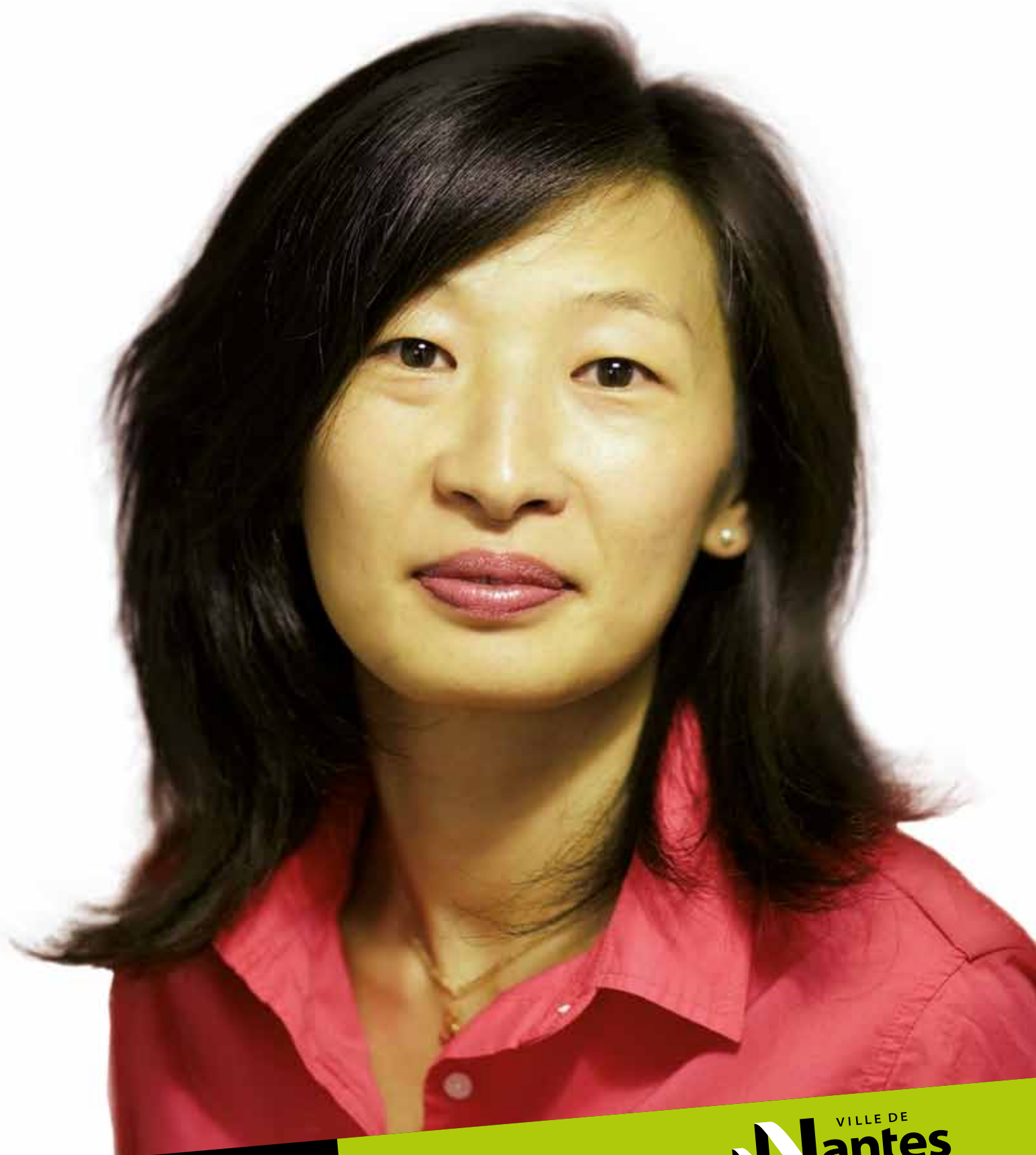


EQUALITY

INTEGRATION

CITIZENSHIP



Public policy

VILLE DE
Nantes

ALL CITIZENS OF NANTES!



Equality, integration, citizenship: City of Nantes public policy towards foreigners

THE CITY OF NANTES COMMITTS

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public policy as a lever for
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THE CITY OF NANTES COMMITS

“equality
for all”



2003-2014: A long-term action for a policy of equality

Nantes was very quick to adopt a policy of integrating foreigners in its territory. The first symbolic example of its actions was the creation of the CNCE (Nantes Council for Foreigners' Citizenship) in 2003. The growing influx of migrants in the middle of the first decade of the century led the City to intensify its actions, with the adoption of a dedicated public policy and an action plan for the period 2004-2008. In issuing this public policy and allocating the resources to implement it, Nantes established itself as a city committed to welcoming foreigners.

In 2009, in order to further enhance its actions, the City decided to strengthen its role by extending its working axes to cover equality and citizenship. The aim is to ensure that, throughout their lives, citizens are placed on an equal footing as regards access to the various services, housing, education, employment, healthcare, culture, etc.

On the ground, the equality, integration and citizenship unit puts municipal policy into practice by working on issues involving welcome, access to entitlements, integration, inter-cultural dialogue and discrimination.

This strategy, which is open to other players in civil society, is underpinned by the efforts of the municipal divisions, each of which now ensures that issues involving integration or the combating of discrimination are raised systematically, particularly in the framework of services to the public.

In the words of...

"The wealth of diversity"

Philippe Rigollier, Head of the Equality, Integration and Citizenship Unit

"Until the beginning of the twenty-first century the City of Nantes was little affected by immigration.

Since then, the number of foreigners in the metropolitan area has increased appreciably, with the West of France starting to catch up with more traditional immigrant areas.

International migrant flows are reflected at the local level. Nantes has to be in a position to welcome all as well as possible, regardless of their origin, from the international élite to those in the most difficult of circumstances. This wealth of diversity is what makes Nantes the city it is today."

Nantes timeline: milestones

1989 | Appointment of a municipal councillor in charge of integration issues

2001 | Appointment of a deputy responsible for integration and citizenship

2002 | Creation of the Integration Unit

2003 | Creation of the Nantes Council for Foreigners' Citizenship

2004 | Adoption of a dedicated policy on the integration of foreigners and an action plan for the period 2004-2008

2010 | Start of the mixing and diversity programme

2010 | The municipal Council adopts an action plan bringing covering equality, integration and citizenship

← Ricardo LACUTA, aged 50, and his son Swann LACUTA BABOUIN, age 6
Country of origin: Peru
Citizens of Nantes since 2009

A close-up portrait of a Black woman with short, dark, wavy hair. She is smiling warmly at the camera. The background is a plain, light color. A green banner with white text is positioned at the top left of the image.

FOUR STRATEGIC AXES

“towards
real,
everyday,
practical
equality”

The transversal nature of public policy as a lever of success

Equality, integration and citizenship form the basis of the City's public policy as decided by the councillors in 2010 and implemented by the Equality, Integration and Citizenship (EIC) Unit.

On the ground, the EIC Unit is active in four major strategic areas:

- Welcome – access to entitlements and integration
- Citizenship –inter-cultural dialogue
- Prevention and combating of discrimination
- Resources and coordination

1• Welcome, access to entitlements and integration

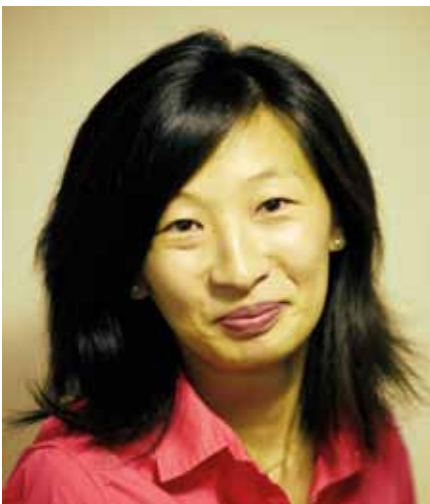
Welcoming foreigners falls within the competence of the State. Therefore the City has decided to involve itself in welcoming newly arrived foreigners, whether asylum seekers, students, or any other group arriving in Nantes by decision, by choice, or sometimes due to some twist of fate. The City provides the basic information needed for daily life and provides foreigners with guidance and support on the procedures for securing their access to entitlements. In doing so it works together with various specialist players, including private sector associations, with which it has formed close links. Access to information, to learning French, and also to healthcare, education, retirement, housing, training and jobs: Nantes pays particular attention to the continuity of each action so that foreigners feel welcome in the city and involved in Nantes society.

← Fatoumata Tafsir BAH-BARRY, age 29
Country of origin: Guinea
Citizen of Nantes since 2009

2• Citizenship, inter-cultural dialogue

The creation of the Nantes Council for Foreigners' Citizenship in 2003 was the result of strong political determination stemming from non-EU foreigners' not being allowed to vote in French local elections. The CNCE, which comprises foreign citizens, City councillors and expert bodies, is an important vehicle for citizen dialogue in Nantes. It enables nationals of non-EU countries and recent member states (Romania and Bulgaria) to play an active part in the city's life and to contribute towards its policy of equality, welcome and integration. Strengthening foreign residents' citizenship is a firm objective of public policy. This citizenship may well find expression through other channels for citizen dialogue such as neighbourhood councils or associations. The City also supports a large number of cultural initiatives.

Viktoryia ARMANET-KIM, age 32
Country of origin: Kazakhstan
Citizen of Nantes since 2006 ↓



3• Prevention and combating of discrimination

The prevention and combating of discrimination is a priority for the City, and now forms an integral part of all municipal policies. This axis includes in particular the implementation of procedures to ensure equal treatment in access to goods and services. Initially centred on the field of employment, it now extends to the entire range of activities in which the City is involved: employment, housing, sports, culture, education, etc. In the interest of greater efficiency, the City works together with a large number of partners, associations and institutions, such as the local Job Centres for example, enabling it to provide better support and protection to citizens faced with discrimination.

4• Resources and coordination

With ten years' experience behind it, the Equality, Integration and Citizenship Unit has acquired recognised expertise in matters of equality. Today it positions itself as a resource available to the municipal divisions (welcome, education, municipal police, etc.), and also to other regional players. For example it offers them themed training programmes aimed at better adapting their services to users: awareness of diversity, discrimination, employment and labour law as it applies to foreigners, etc. In order to keep up to date with actual influxes to the metropolis and to ensure that the policies put in place are as finely tuned as possible, the City has developed observation and evaluation tools. Lastly, its active involvement in the various local, national and international networks such as the European Coalition of Cities against Racism, United Cities and Local Governments (UCLG), Eurocities Working Group on Migration and Integration, etc.) gives Nantes visibility as regards its actions, as well as numerous opportunities for communication and exchanges.



← Quynh HUONG HA
Country of origin: Vietnam
Citizen of Nantes since 1984



← Irina VAN DONSELAAR, age 36
Country of origin: Russia
Citizen of Nantes since 2007



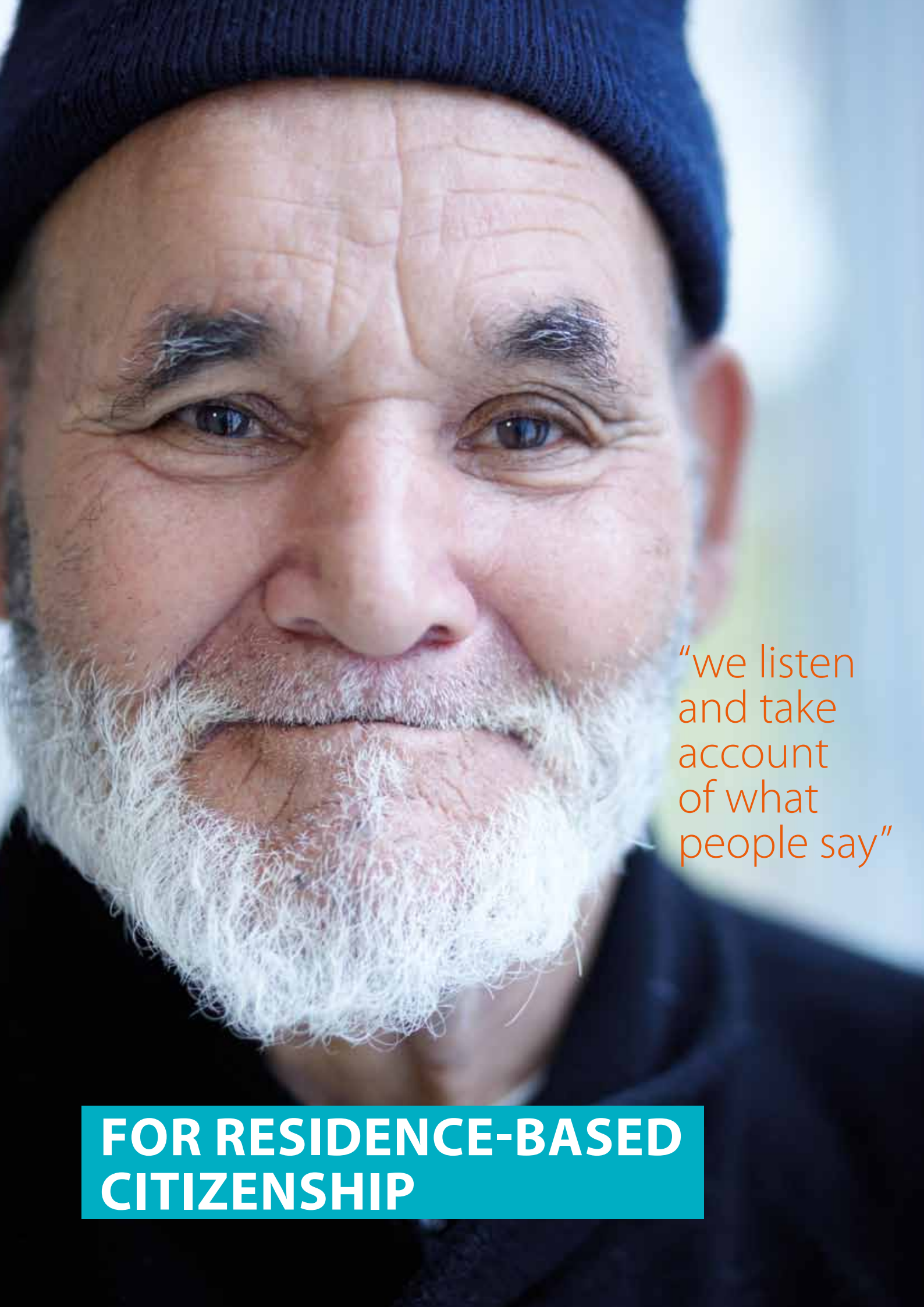
↑
Mihaela RICHARD, age 38
Country of origin: Romania
Citizen of Nantes since 2002



↑
Flemming BEHRENDT, age 72
Country of origin: Denmark
Citizen of Nantes since 2005



← Mamma Ismael BAH, age 30
Country of origin: Guinea
Citizen of Nantes since 2007



“we listen
and take
account
of what
people say”

**FOR RESIDENCE-BASED
CITIZENSHIP**

The CNCE: co-managing the public policy of equality

Residence-based citizenship is one of the important values of the City of Nantes. On 15 December 2003 the City created the Nantes Council for Foreigners' Citizenship (CNCE in the French initials). It aims to promote the expression of non-EU foreigners' opinions, excluded as they are from the right to vote, and to facilitate their participation in the life of the city. Forty people of all ages, men and women in equal proportions, originating from Eastern Europe, Africa, the Americas, the Middle East and Asia, work alongside councillors and expert bodies. The CNCE's areas of work are:

- Welcome and access to entitlements for foreigners in Nantes
- Provision of facilities for learning French, access to information, access to employment, to healthcare, housing, education, sports, leisure pursuits and culture
- Changing attitudes, relations with country of origin
- Prevention and combating of discrimination.

The results of its work are presented each year to the municipal Council.

In the words of...

"For me, taking part is fundamental"

Thom, member of the CNCE since 2011

"Taking part, contributing, or just being associated is something that's fundamental for me. It's become almost a culture. It was by visiting the City website that I discovered this space for dialogue. And I've made full use of it. Within the CNCE I'm on three committees, including

one on access to information helping immigrants to be independent and another on elderly immigrants. The basis of volunteer work is commitment. Volunteers each have their place and can contribute to the full extent of their capabilities. We have the right atmosphere for it. (...) There are also some members with whom we interact outside the CNCE, forming more personal bonds."


"Feeling I'm part of the City of Nantes"

Florencia, member of the CNCE

"One week after I arrived in Nantes, I was part of the Council, even though at the time I didn't know much about it and I couldn't speak French. I'm interested in all topics connected with access to entitlements, and also to information. I start from the principle that in order to

have access to entitlements, one must first have access to information. (...) We formed working groups. We work on proposals that are subsequently submitted to the councillors. Having to speak in public in another language, and having the responsibility of representing the entire foreign community of Nantes is quite something, I can assure you! For me, the most important thing about belonging to this Council is feeling that I'm part of the City of Nantes. If I didn't feel that, then this label of "foreigner" would seem to somehow leave us out... Being able to play an active part in Nantes life does a power of good. Our voice is heard, and that's great... "

← Ahmidou CHAHAB, age 80
Country of origin: Morocco
Citizen of Nantes since 2000



“all Citizens of
Nantes, all equal”

**FULLY-FLEDGED CITIZENS
AND USERS OF THE CITY**

Some actions to promote equality

The strategic axes decided on by the councillors are translated into tangible actions on the ground aimed at facilitating foreigners' daily life and their integration in Nantes society, while at the same time preventing discrimination. Here are some examples of actions undertaken in Nantes over the past few years.

1• Facilitating all administrative procedures

→ TESTIMONY

"The Customer Relations Division is very much involved in welcoming foreigners, many of whom have little command of French on arrival. We can provide them with interpreters and support them if necessary throughout their procedures. This up-close approach, which is to be found in the local town halls, is important, since it helps to change people's perception of local government and to win their trust. Many foreigners, no doubt from experience, are somewhat fearful of government in any form... This is a constraint that needs to be dispelled starting with the initial contacts. We strive to make all the services provided by the City transparent and accessible. In this regard the Internet is one of the responses, the City's e-procedures platform being a service portal accessible to all, without distinction."

Pascal Munier, Head of the Cross-sectional plan promotion and coordination Unit

2• Facilitating children's admission to municipal and private sector association day-care centres

The City recently launched a training programme for infant professionals on managing diversity. How best to welcome families from diverse origins in the municipal system? The training puts forward some keys for understanding and communication to help in coming to terms with and overcoming the prejudices and stereotypes that foreign populations are sometimes branded with.

3• Information accessible to all

Mastering the language is a fundamental part of the process of integrating foreigners into Nantes life. The City publishes a guide to the various ways of learning French on offer in the area.

4• Employment: combating discrimination

→ TESTIMONY

"As the second biggest employer in town, the City of Nantes owed it to itself to be exemplary. It was with this in mind that the Mixing and Diversity Unit was set up in September 2006 in order to combat all kinds of discrimination in the provision of services. Underpinned by a Diversity Charter and by an equal gender split in the workplace, the internal consultative council on mixing and diversity has been in operation for several years now. Composed of 50 members, it is responsible for proposing actions in support of the fight against discrimination and for promoting their realisation. All subjects may be broached: discrimination, discriminatory harassment, racial slurs, homophobia, etc. With a view to greater efficiency, members work in themed workshops and seek out colleagues on their own initiative."

Patricia Retailleau, Head of the Mixing and Diversity Unit

← Athman BEN AREZKI, age 20
Country of origin: Algeria
Citizen of Nantes since October 2008

5• Elderly migrants: development of new actions

The Nantes Entour'Âge programme of the Local Information and Coordination Centre (CLIC) aims to respond to the needs of people who are, or are in the process of becoming, dependent. It currently covers more than 4,000 people and their families. For several years now the CLIC has been carrying out a specific programme aimed at elderly foreigners, many of whom live alone and have little or no contact with the social services. There are three objectives: to build relations with home carers, to train assistant personnel, and to adapt the services to suit the greatest possible number.

*Sidiki CAMARA, age 19
Country of origin: Guinea
Citizen of Nantes since January 2011*



Providing a quality response to the needs of older immigrants

Marion Lory, Manager of the Nantes “Entour’Âge” programme of the CLIC (Local Information and Coordination Centre), head of the project on matters concerning older immigrants.

The isolation suffered by many elderly people is even worse for those that don’t speak French.

What means do you have for reaching out to them?

The hardest part is managing to identify them. Thanks to our partner associations, often through neighbourhoods, and also through families, we are able to set up individual interviews to establish people’s needs. To overcome the language barrier, an interpreter can attend during the first individual meeting.

What services do you offer?

The individual interview enables us to evaluate the situation and offer the assistance most appropriate to each situation: home help, home care, tele-assistance, meal delivery. We can also if necessary support people in their procedures and in setting up services, especially where there is no family support network. Lastly, we organise the follow-up of the situation in coordination with family helpers or professionals.

Are these services suited to the needs of elderly foreigners?

The services are suited, but we run into constraints from beneficiaries and families. Our cultures are different. Beneficiaries often find it difficult to open their doors to a professional. The language barrier is a further constraint. Home help is still not widely accepted since it implies familiarity with the beneficiary’s cultural practices.

How can we take better account of cultural differences?

A reflection is underway, for example, on meal delivery in order to respond to a growing demand for meals suited to the wide variety of alimentary and cultural practices. A project is being developed with a neighbourhood association. Apart from this there are other possible alternatives such as help in preparing meals at home. The question of the old people’s home is another matter altogether. Very few elderly immigrants would wish to go there: cultural constraints, unsuitable places. But in the future we might well imagine that old people’s homes will reflect our diversity.

What projects do you have?

Our role is to raise awareness among professionals in the sector, and we try to make available a suitable range of training possibilities. Our partners, such as the Loire-Atlantique Immigrants’ Healthcare Association (ASAMLA in the French initials) and the Equality, Integration and Citizenship Unit of the City of Nantes, are resources for diagnosing needs and inventing new offers of services. We are also involved alongside the Nantes Council for Foreigners’ Citizenship in the area of information and communication for elderly immigrants. The objective is to establish the terms of reference for the needs and to undertake an overhaul of the tools so as to provide information accessible to all. In order to provide a quality response to the needs of elderly immigrants, we must all - communities, associations, professionals and families - make a concerted effort.



"to build a different future, respecting diversity while remaining faithful to the values of fraternity"

**DEFENDING THE VALUES OF
EQUALITY BEYOND THE CITY**

Nantes as provider of expertise and resources

The City of Nantes, recognised for the ambitious nature of its policy towards foreigners, is heavily involved in the various local, national and international networks. It is a member of the European Coalition of Cities against Racism, an international, operational network. The City is also a member of the Eurocities network, a space for exchanging experiences and opening up to the world. It is heavily involved in the "Integration of immigrants" working group. The third important network is that of United Cities and Local Governments (UCLG), whose main aim is to get cities recognised as major interlocutors of the United Nations. In this structure, the City of Nantes holds the vice-chairmanship of the "Social inclusion and participative democracy" committee. In this regard, the City of Nantes is preparing a draft Charter for a worldwide agenda of human rights in the city, twelve fundamental rights that will serve as a checklist and action reminder for associations and local authorities worldwide. A platform should be created for the exchange of experiences and information on public policies on a worldwide inter-city level. Nantes is a pilot for this project.

In the words of...

The diversity label: determination to move forward

Philippe Rigollier, Head of the Equality, Integration and Citizenship Unit

"The diversity label is a framework for action, just like the Eurocities Charter on Integrating Cities or the European Charter for the Safeguarding of Human Rights in the City. Nantes applied to obtain this label at the beginning of 2012. It's a start. It means that the City of Nantes is determined to move forward in all areas covered by the diversity label and to put in place procedures preventing discrimination, to further develop its public policy: management of human resources, recruitment, and also government requirements... This will require consistent work on the part of the various departments for many years to come."

BAH Family →
Country of origin: Guinea
Citizens of Nantes since 2007 and 2009



← Ekaterina ARDACHEV
Country of origin: Russia
Citizen of Nantes since 1999

EQUALITY, CENTRAL OBJECTIVE OF THE PUBLIC POLICIES

At its inception, the original aim of the public policy on equality, integration and citizenship focused mainly on integrating immigrants into Nantes society.

Over the course of the years the field of application of this policy gradually developed to cover an ever wider public.

Today its clear objectives are equal access to entitlements and the struggle against discrimination and racism.

For the City of Nantes, equality is not just a slogan. It is a fundamental value guiding its commitment and its actions in the service of its citizens. It is embraced by all the municipal divisions.

In practice, the City strives to ensure equal treatment for all Citizens of Nantes in the allocation of goods and services, recruitment, human resources management, etc.

It supports the various local players in their efforts to take care of groups subjected to discrimination based on origin, disabilities, gender, age, etc. in the fields of employment, housing or access to services.

The Nantes way of living together in harmony implies that every citizen living in the territory should have a sense of belonging to a community united by solidarity, on a fully equal footing as regards both rights and duties.



Equality, Integration and Citizenship Unit

2 avenue Carnot (2^e étage)

02 40 99 33 12

ALL●NANTES 02 40 41 9000

www.nantes.fr

Heading "Citizen dialogue", then "Foreigners in Nantes"



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