

Welcoming and facilitating the integration of foreign nationals

Nantes is a city that is open to the world: it makes sure that people arriving from all five continents are welcomed in the best possible conditions. As with all Nantes residents, the city is committed to facilitating access to public services, citizenship, education and leisure activities.

What you'll find:

- Improving the welcome guide for foreign residents
- Promoting access to rights for foreigners
- Putting a stop to racism
- Some key figures
- Further information

Whether of French or foreign nationality, all residents of Nantes are Nantes residents.

The City of Nantes has a proactive policy to welcome and integrate foreign nationals. It is committed to ensuring that the city is welcoming, inclusive and supportive, and to guaranteeing access to rights and services. This work is carried out with the Nantes Council for the Citizenship of Foreigners (CNCE).

When foreigners arrive in a city, they immediately come into contact with public services, so the quality of the welcome they receive is crucial. The integration and citizenship of foreigners is achieved through concrete actions aimed at overcoming the language barrier, but also through a day-to-day battle with anti-racism associations.

Improving the welcome guide for foreign residents

Drawn up in 2013 at the instigation of the CNCE by a group of citizens, associations and municipal departments, this guide aims to welcome and facilitate the arrival of foreign residents in Nantes. After 3 years of use, this welcome guide was evaluated at a workshop in 2016 to provide guidelines for the design of the new edition published in 2019:

- new headings incorporating a time-based approach
- more practical information
- information for unaccompanied minors
- illustrations of universal headings, visual cues, pictograms and easy-to-read and understand (FALC) text
- online resources highlighted

Making yourself understood by telephone or face-to-face

City officials can use the telephone interpreting platform if they have difficulty communicating with someone who speaks little or no French... around 110 languages and dialects can be translated.

In the medical environment, an interpreting experiment was carried out by the [Santé Migrants Loire-Atlantique association](#) (ASAMLA) in July 2017. Its aim: to facilitate communication between migrants and health, education and social professionals by offering mediation in 18 languages by appointment. Telephone helplines in Russian, Arabic and Romanian are available 4 mornings a week.

Supporting French language learning opportunities

Finding a job, accessing rights, shopping, meeting people, living well in your neighbourhood... There is no shortage of reasons to learn French, but [access to training](#) is not always easy.

A study revealed that the number of courses on offer was inadequate, given the increase in the number of new arrivals. The City of Nantes is committed to better guiding people and meeting their needs with local language training providers. An experiment is also being conducted with a training offer that gives priority to professional integration.

Promoting access to rights for foreigners

To ensure that foreign nationals have access to their rights, the City of Nantes organises awareness-raising campaigns every year. These are aimed at intermediaries and professionals in contact with migrants. The aim is to provide answers to the problems encountered in their professional practices and to improve their skills in order to provide an equal welcome and service.

Here are a few examples of our work

- a legal approach to the settlement of foreign nationals in France and Nantes for the CNCE's steering committee
- the different statuses of migrants and refugees, for staff in the housing department of the City of Nantes
- a legal approach to the reception and settlement of foreign nationals in France and Nantes, for the group Educateurs sans frontière (GREF)

Putting a stop to racism

During the annual Education Weeks against Racism and All Forms of Discrimination, the Ligue de l'enseignement [FAL 44](#) and around fifty other associations offer debates, exhibitions, films, concerts and shows on the issues of racism and discrimination. This is an opportunity to highlight the day-to-day work involved in deconstructing prejudice, building a common culture and getting to know each other better.

Here are a few examples:

- a day of training and action for education professionals on the theme of identities
- a debate at the Dervallières neighbourhood centre, Les identités en question, as part of World Day Against Racism.

Key figures

1,831 asylum applications submitted (OFPRA) for 2,534 offers of care at the one-stop shop for asylum applications

2,739 residents of Nantes are registered as foreigners, i.e. 7% of the population of Nantes (INSEE 2014)

8.9% of Nantes residents are immigrants (OFII 2017)

2,200 people over the age of 16 sign a republican integration contract each year (OFII 2017)

+4,000 foreign students arrive in Nantes every year

Contact

Equality Mission

02 40 99 33 05

mission.egalite@nantesmetropole.fr

To find out more

- [Consult the publications of the Tissé Métisse association](#)
- [Consult the Migration Intégration Diversités report for the City of Nantes \(PDF; 2 MB\)](#)
- Visit the website of the Nantes Council for the Citizenship of Foreigners (CNCE)
- [Moving to Nantes: help and procedures for foreigners in France](#)