



**NANTES**



310,000



## Challenge

The challenge was twofold:

- Conduct important work on heritage conservation.
- Foster citizen participation and access to culture for all by bringing citizens closer to their everyday heritage and make them actors in the life of their city and their district through subjects that bring them together and that represent them.



## Solution

The online Nantes Patrimonia platform provides digital tours, articles and interactive cartography, showcasing urban history, daily life, architecture, historical events, and the latest news on Nantes heritage.

City staff and citizens (professionals or amateurs) contribute by providing testimonies, photos, videos, historical content, anecdotes etc.

Proposals are moderated based on a contribution charter. Workshop results showed residents wanted reliable moderated data. Users will also be able to contribute to map-tracking or make an online multimedia contribution.

# Nantes Patrimonia



A digital platform for discovery and expression of heritage



Participatory Governance

## How ?

The portal was built over four years (2015-2019) by professionals and over 100 citizens. The main steps include:

- 1 Preliminary study to collect needs and expectations of future users.
- 2 Citizen workshops on 'What is heritage for you?' and creative workshops on future uses of the platform.
- 3 A study day on 'Heritage and citizen expression: the Faro Convention' as a basis for the construction of the Nantes heritage approach.
- 4 Ergonomic design and testing of the platform with locals.
- 5 Public meeting on: 'What is Nantes Patrimonia? How and why to contribute?'
- 6 May 2019: Official launch of version one of Nantes Patrimonia: contributions are sent to the Patrimonia team.
- 7 September 2020: launch of version two of Nantes Patrimonia: contributions can be uploaded onto the platform directly.
- 8 The Nantes archives launched a call for souvenirs from the lockdown period.

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## Budget/Financing

€ 770,000

€770,000 euros, including VAT (forecast) for versions one and two (without human resources development):

- data and content management programmes €215,000
- technical developments €170,000
- ergonomics, graphic design, communication €150,000
- preliminary studies and collection €110,000
- editorial accompaniment, animations and co-constructions €125,000

65% comes from the municipality, 5% from the state and 30% from European Regional Development Funds.



## Management

The heritage and archaeology department of the city administration led the project, working closely with the citizen dialogue department and the digital resources department.

12 people worked on the set up of the platform, nine are involved in its monitoring:

- Heritage Department: one project manager, one digital project manager, one webmaster, one iconographer, one director of the Nantes archives (+ content editors)
- Digital Resources Department + external service provider: one project manager, one cartographic referent + one external project manager
- Communication Department: one community manager



## Transferability

- Develop an internal working group gathering the different city departments involved: this is key to learn to speak the same language (in particular with IT colleagues).
- Involve heritage associations, universities and local citizens for knowledge sharing.
- Use the right technical tools: content management system (Jahia), geographic information system ArcGis (ESRI), database management system (PostgreSQL), electronic document management (Nuxeo)



## Impact

The platform is continuously evaluated on traffic, number of citizen contributions, sharing on social networks. As of 01 July 2020:

- 20,769 visits, averaging 8.15 minutes each
- 141,556 views of map apps
- 72% of the articles and tours available on the platform come from citizen contributions

Since the launch, unidentified participants have come forward. Groups of locals have formed to help people discover their neighbourhood by creating digital tours. From September 2020, citizens' workshops will evaluate the platform. Nantes has been approached by neighbouring municipalities to extend the platform.



## Link

Nantes Patrimonia platform:

<https://patrimonia.nantes.fr/home.html>



## Contact

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